

## FAQ : Hawaii 2019 Statewide Energy Use Study

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**Q. What is the purpose of this study?**

**A.** The state has goals to meet future energy needs through energy efficiency and renewable resources. In order to do that effectively, they need to understand how customers use energy now and what equipment they have. This will allow the state to identify opportunities for future energy efficiency programs.

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**Q. How do I know this isn't a scam?**

**A.** You should have received an email or letter from the Hawaii Public Utilities Commission explaining the study and asking you to participate. Information about the study and the staff conducting the interviews is also posted on the Commission's website (*State of Hawaii Public Utilities Commission*: <https://puc.hawaii.gov/2019EnergyUseStudy>) and Hawai'i Energy's website (<https://HawaiiEnergy.com/2019study>). If you would like to contact someone directly to verify the study, you can email Ashley Norman at [Ashley.F.Norman@hawaii.gov](mailto:Ashley.F.Norman@hawaii.gov) or call her at 808.586.2020.

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**Q. Didn't I just do this a couple of years ago?**

**A.** The state completed a similar study in 2013. A lot has changed since 2013, particularly in lighting and renewables, and this 2019 study will provide valuable information for future planning efforts.

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**Q. How long will this take?**

**A.** The duration of the interview varies by location and depends on the size and complexity of your facility. You can expect it to take an hour to 90 minutes, although some do take longer. Unless we have your permission to extend the interview, our engineers will limit the visit to a maximum of two hours, even for complex sites.

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**Q. What if I don't have over an hour to spend with someone onsite?**

**A.** Another option is a telephone interview about your facility with one of our energy engineers. It would take about an hour, but can be done over the phone.

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**Q. What if my organization doesn't want someone walking around the facility for security reasons.**

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**Q. How is Hawai'i Energy involved in the study?**

**A.** Hawai'i Energy is cooperating with the study. They have reviewed our documents and procedures and helped us identify appropriate contacts at the customer facilities.

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**Q. How is HECO involved in the study?**

**A.** HECO is cooperating with the study. They have helped us identify appropriate contacts at the customer facilities.

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**Q. Will I be getting information on how to improve the efficiency of my facility?**

**A.** You will not be getting any recommendations or advice during the interview because the purpose of the interview is to take an inventory of the type of equipment that you use. After the interview is complete, however, you may request that Hawai'i Energy contact you directly for information about how to reduce your energy usage. Please let your interviewer know if you would like an Energy Advisor from Hawai'i Energy to contact you to discuss what programs could be beneficial to help reduce your energy use.

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**Q. What if I need to cancel or reschedule?**

**A.** You will be receiving a follow up email confirming your interview. If, for any reason, you need to cancel or reschedule, you can reply to that email or call the AEG contact listed in the email. The AEG contact is Kelly Parmenter and her telephone number is 805.245.0550.

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**Q. What type of information am I expected to know and provide about my facility?**

**A.** The first portion of the interview will be conducted at a desk and will involve general questions about the characteristics of your facility and your operations (e.g., square footage, number of employees, operating hours).

The second portion of the interview will likely involve walking through your facility to identify and count the type of equipment you have, including cooling, lighting, water heating, and other equipment relevant to your operations (e.g., refrigeration, motors, etc.).

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**Q. What type of access to buildings and equipment do the interviewers need?**

**A.** Since we plan to walk through your facility, you should be prepared with keys to provide access to buildings and equipment rooms. We will record nameplate information for some equipment and may take photos of equipment with your permission. Please note that **it is not our intention to ask for information that you view as sensitive or proprietary, and you are welcome to decline to answer questions about specific areas.**

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**Q. What is the timeframe for this study?**

**A.** We will be conducting interviews throughout the month of June. If necessary, these will continue through July until we get the number of completed interviews we need.

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