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NOTICE: PUC Will Move to All Electronic Processes

The Public Utilities Commission will be issuing an Emergency Filing/Service Notification Order that directs parties, participants, utilities, and stakeholders to file all documents electronically.

After issuing this order, all submissions to the PUC should be made through the E-Filing system or appropriate webform on the PUC site. In addition, the PUC will be temporarily suspending all requirements to submit hard copy filings.

These changes are part of the PUC's overall response to COVID-19. Moving to an electronic filing system will lower risk of exposure for everyone but should also improve the convenience and efficiency of our docketing and service processes. This move is also consistent with longer-term plans to modernize our processes and upgrade the PUC Document Management System ("DMS").

The PUC is currently finalizing our internal processing and IT systems to support this change and will be issuing the order shortly. We are issuing this notice to help all parties and stakeholders better prepare for the transition. We ask for your patience and are providing the following resources to assist you.

Information on the PUC's E-Filing system: <http://puc.hawaii.gov/filing/efiling/>

If you have questions about registering for the E-File system or submitting documents online, please contact the Commission's Chief Clerk at (808) 586-2020.

If you have questions about applying for a motor carrier Certificate of Public Convenience and Necessity, please contact the Commission's Chief of Consumer Affairs and Compliance at (808) 586-2104.