



INDUSTRIES WE REGULATE

The Hawaii Public Utilities Commission regulates nearly 2,000 entities, which includes all chartered, franchised, certificated, and registered public utility companies that provide electricity, gas, telecommunications, private water and sewage, and motor and water carrier transportation services in the State.



TELECOMMUNICATIONS

Oversees Hawaiian Telcom, Inc., the State's only incumbent local exchange carrier and largest carrier of intrastate services, and also oversees certain aspects of intrastate paging and wireless telecommunications providers.



ENERGY

Regulates four electric utility companies engaged in the production, purchase, transmission, distribution, and sale of electric energy in the State.



WATER/WASTEWATER

Regulates privately owned utilities that provide water and wastewater services in Hawaii. It does not regulate county and municipal water and wastewater systems.



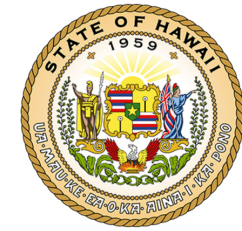
MOTOR CARRIERS

The Commission regulates passenger and property motor carriers transporting passengers or property for compensation or hire on public highways. It does not regulate taxi services or ride-hailing services, such as Uber and Lyft.



WATER CARRIERS

The Commission regulates two water carriers: 1) Young Brothers, LLC, a provider of inter-island cargo service between all major islands; and 2) Hone Heke Corporation, a passenger and cargo carrier providing water transportation services between the islands of Maui and Lanai.



PUBLIC UTILITIES COMMISSION



CONTACT US

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<https://puc.hawaii.gov>

Scan QR code for website

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FILE A COMPLAINT

The PUC can help you file a complaint against a regulated entity.

Informal Complaints

Get assistance with billing disputes, service complaints, disconnection notices and more.

Report a Motor Carrier Violation

Make a complaint against a motor carrier or send an anonymous tip about motor carrier law violations to the PUC.

GET INVOLVED



Submit Public Comments

Voice your support, opposition, concerns and views on the public record for open dockets and other pending matters before the Commission.



Monitor Cases, Dockets, and Reports

Search for and view documents, filings, and reports. Stay informed by subscribing to Report or Case/Docket updates to receive email notification whenever new documents are filed.



Attend a Public Hearing

The Commission posts notices of public hearings on its website. Attend a public hearing to give testimony on issues that affect you.



Watch a Meeting

Meetings and public hearings are posted online to the PUC's YouTube channel [@hpuc](#)

GET HELP



Search our FAQ or contact our staff if you need assistance searching for information, filing documents, or need help with something else.



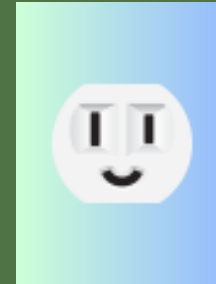
PROGRAMS



811 ONE CALL CENTER

Call 811 to locate underground utility lines and other facilities before performing any excavation. This precaution helps prevent accidental strikes that could lead to property damage and pose significant risks to people's health and safety

digsafelyhawaii.com



HAWAII ENERGY

This energy efficiency program encourages and rewards practical energy-saving decisions through grants, rebates and incentives to lower customer bills and reduce energy use.

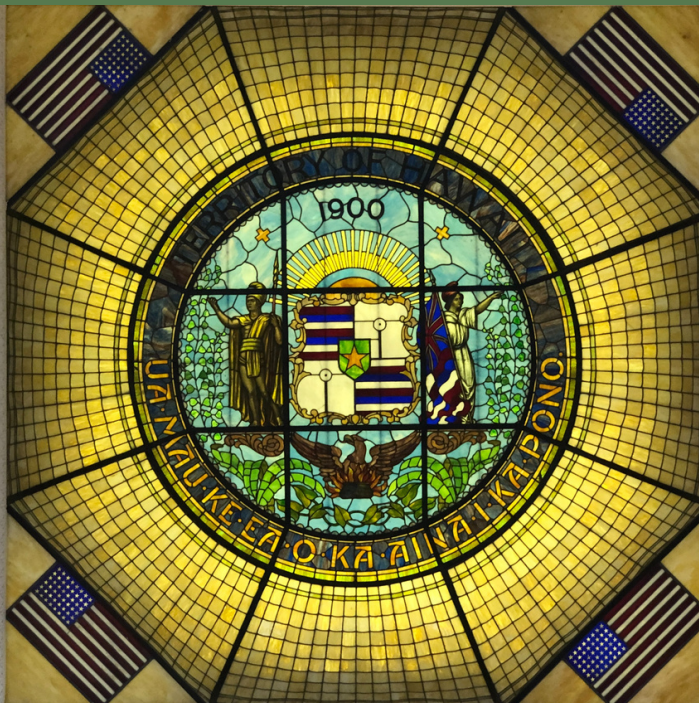
hawaiienergy.com



711 RELAY HAWAII

Call 711 to use this no-cost service that provides full telephone accessibility to people who are deaf, hard of hearing, deafblind or those with a speech disability. Calls can be made 24 hrs a day, 365 days a year, with no restrictions on the number, length, or type of calls.

relayhawaii.com



<https://puc.hawaii.gov>