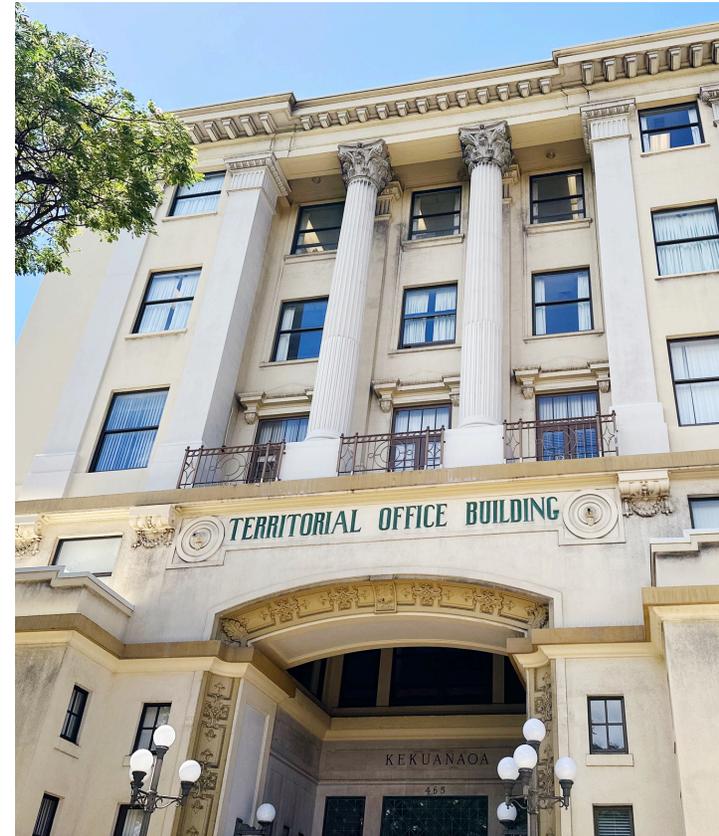


PUBLIC UTILITIES COMMISSION



PROGRAMS



HAWAII ENERGY

This energy efficiency program for Hawaiian Electric customers provides grants, rebates, and incentives to help people use less energy and lower their electric bills.

hawaiienergy.com



711 RELAY HAWAII

Call 711 for telephone accessibility support designed for individuals who are deaf, hard of hearing, deafblind, or who have a speech disability. This free service is available 24 hours a day, 365 days a year.

relayhawaii.com



NFB NEWSLINE HAWAII

This program provides free access to newspapers, magazines, and other publications in accessible formats for individuals who are blind, visually impaired, or who have print disabilities.

nfbnewslinehawaii.org



811 ONE CALL CENTER

Call 811 before you dig to locate and mark underground utility lines. This prevents injuries, service outages, and property damage. This free service is available 24 hours a day, 365 days a year.

digsafelyhawaii.com

CONTACT US

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STAY CONNECTED



Read and subscribe to our eNewsletter for the latest updates and insights.

SCAN ME!



<https://puc.hawaii.gov>

Scan QR code to visit website

Updated March 2026

WHO IS THE HAWAII PUBLIC UTILITIES COMMISSION (PUC)?

The Hawaii PUC oversees and regulates public utilities and transportation services in Hawaii. The PUC is comprised of three commissioners appointed by the governor and confirmed by the Senate for staggered six-year terms. They are supported by attorneys, researchers, engineers, auditors, and other staff.

THE PUC'S VISION & MISSION

The PUC's vision is to be an innovative, equitable, and engaged regulatory leader for the betterment of Hawaii. The PUC's mission is to ensure Hawaii's public utility consumers have access to essential utilities and services that are delivered in safe, reliable and resilient ways.

WHAT INDUSTRIES ARE REGULATED BY THE PUC?



TELECOMMUNICATIONS

Hawaiian Telcom and approximately 200 other wireless and wireline companies.



ELECTRIC

Hawaiian Electric Company, Maui Electric Company, Hawaii Electric Light Company, and Kauai Island Utility Cooperative.



GAS

The Gas Company dba Hawaii Gas. The PUC does not regulate tanked gas such as propane.



WATER/WASTEWATER

38 private water and sewer companies. The PUC does not regulate county or municipal water and wastewater systems.



WATER CARRIERS

Young Brothers, an interisland shipping service, and Hone Heke, dba Expeditions, a ferry service.



MOTOR CARRIERS

Approximately 1,800 motor carriers comprised of passenger carriers such as tour buses and limousines, and property carriers such as moving trucks. The PUC does not regulate taxi services or ride-hailing services, such as Uber and Lyft.

GET INVOLVED



Submit Written Public Comments

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



Attend a Public Hearing

Learn more about a utility proposal and give testimony sharing your views on issues that affect you.



Monitor Cases, Dockets, and Reports

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



Watch a Meeting

Visit the PUC's YouTube channel @hpuc



Subscribe to our eNewsletter

Sign up for the PUC Connection for updates on the PUC's work and upcoming events.

HOW TO FILE A COMPLAINT

The PUC can help you file a complaint against a regulated entity. Get assistance with billing disputes, service outages, disconnection notices and more.

Step 1: Contact Your Utility First

Try to resolve the issue directly and keep records of your calls and documents.

Step 2: Gather Your Information

Have your account details, service address, and a clear description of the problem.

Step 3: File with the PUC

Submit an informal complaint online through e-File or download and send the PDF form by email, mail, or in person.

HOW THE PUC WORKS

The PUC reviews and makes decisions on utility rates, service changes, infrastructure projects, financing and more. These decisions evaluate whether the utility's request aligns with state laws, policies, and consumer interests. In general, this process moves through a series of steps.

A UTILITY SUBMITS A REQUEST

- Utilities file applications for rate changes, new projects, or service updates.



A DOCKET IS OPENED

- The PUC creates a public docket or a case, which is an official record of the request.
- The docket consists of filings that include the application, questions and answers, reports, public comments and other documents.
- Stakeholders may apply to formally participate, which grants specific rights and requires compliance with procedural obligations.

PUBLIC HEARINGS & INPUT



- Official parties to the docket may state their position and ask questions to the applicant or the other parties.
- Some cases require public hearings where the public may provide testimony to share their views.
- Anyone can submit written public comments, which are filed in the official docket record.



REVIEW & DECISION

- The PUC reviews the record and makes a decision.
- The PUC can approve, modify, or deny the request. It can also place conditions on approval.
- Parties to the docket can appeal the decision.

ONGOING OVERSIGHT



- The PUC monitors utilities to confirm they follow approved regulations and commitments.
- Complaints can be filed if a utility is not meeting service requirements.