



**Hawaiian Electric  
Maui Electric  
Hawai'i Electric Light**

## **Special Medical Needs Rate Pilot Program (SMNPP) Tariff Filing Summary**

The Hawaiian Electric Companies recognizes that a segment of our customers who are dependent on life support equipment used in their home and/or have increased heating and cooling needs due to their medical condition incurs higher than average electricity bills and this creates an undue financial hardship in addition to rising health care expenses. According to the Centers for Disease Control and Prevention, Hawaii's disabled spends an average of \$13,051 per year on disability-associated health care expenditures. In order to provide relief to these customers within our purview, the Company proposes to establish a Special Medical Needs Provision in Schedule R on a pilot basis to eligible customers who are depending on life support equipment and/or have increased heating and cooling needs due to their medical condition.

### **Provisions of the Tariff Filing**

- 1) New rate tier will be created in Schedule R for the Hawaiian Electric Companies to provide a discounted rate for energy usage of 4 cents per kWh lower than the lowest tier non-fuel energy charge rate; this means that a customer who participates in the SMNPP can realize a bill savings of up to \$20.00/month.
- 2) After customers reach the \$20 discount cap, the remaining kWh usage will be charged at the next residential rate tier.
- 3) For LIHEAP customers, their remaining kWh usage will be charged at the lowest residential rate tier.
- 4) Life Support program benefits will extend to these customers so that if a customer becomes delinquent, special consideration will be given.
- 5) The eligibility requirements are mirrored after California's Medical Baseline Program.
- 6) Program will be established as a Pilot Program for the first two years. Participation will be limited to first 2,000 customers.
- 7) The Tariff Filing requires the approval of the Public Utilities Commission. If approved, the SMNPP will become effective on April 1, 2017, and remain in effect through March 31, 2019.
- 8) The application form is available on our website.



To qualify, a Hawai'i-licensed physician must certify that a full-time resident in the home has one of the following medical issues:

- Dependent on a life-support device used in the home, which includes but is not limited to: respirators; iron lungs; hemodialysis machines; suction machines; electric nerve stimulators; pressure pads and pumps; aerosol tents; electrostatic and ultrasonic nebulizers; compressors; intermittent positive pressure breathing (IPPB) machines; and motorized wheelchairs; or
- A paraplegic, hemiplegic, or quadriplegic person, or a multiple sclerosis patient with special heating and/or cooling needs; or
- A person being treated for a life-threatening illness, or a person with a compromised immune system with special heating and/or cooling needs to sustain the life of the person or prevent deterioration of the person's medical condition; or
- A scleroderma patient with special heating needs.

(Medical conditions other than multiple sclerosis, scleroderma, paraplegia, hemiplegia, quadriplegia, a life-threatening illness, or having a compromised immune system may also qualify customers. Any such situations will be reviewed on an individual basis.)

Please note that Hawaiian Electric does not require our customers to disclose medical information to us. On the application form, the customer's physician will certify the customer's medical condition.

As part of the application process, the Companies shall establish a limited survey process that will seek to gather relevant information such as: (1) average monthly bill prior to enrollment; and (2) type/nature of medical device and estimated monthly load associated with that device. Due to the sensitivity of the customer information requested by the Consumer Advocate, said survey will be strictly voluntary in nature and include a written waiver/release form that must be executed by the customer who voluntarily chooses to participate in said survey.

Contact Info for HECO: (808) 543-7311;  
[www.hawaiielectric.com/SpecialMedicalNeeds](http://www.hawaiielectric.com/SpecialMedicalNeeds)

Contact Info for HELCO: (808) 969-6999 (Hilo), (808) 329-3584 (Kona), (808) 885-4605 (Waimea); [www.hawaiielectriclight.com/SpecialMedicalNeeds](http://www.hawaiielectriclight.com/SpecialMedicalNeeds)

Contact Info for MECO: (808) 871-9777 (Maui), 1-(877)871-8461 (Molokai and Lanai);  
[www.mauielectric.com/SpecialMedicalNeeds](http://www.mauielectric.com/SpecialMedicalNeeds)