

Hawai'i Kai Utility Reliability Survey

Multiple-Choice Results — Final Pie Chart Report

Prepared by Representative Joe Gedeon | Hawai'i House District 18 | Hawai'i Kai, Kalama Valley, and Portlock



Survey conducted: August 24 – September 7, 2026 | 605 submissions | 578 valid responses

How the location question was handled

Write-in locations were reassigned to the closest of the eight geographic choices originally provided in the survey. No additional location categories were created.

93.4%

Rated reliability Poor or Fair

87.2%

Experienced 3+ significant outages

92.0%

Support PUC / legislative escalation

Methodology

The report uses the same valid-response rule as the survey summary: a response is included when the respondent answered the core overall-reliability question. Percentages for each single-choice question use the number of valid respondents who answered that question.

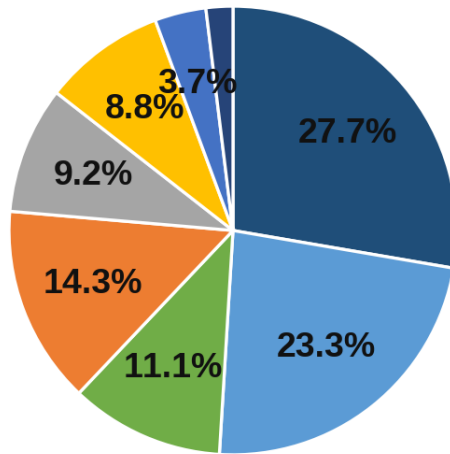
Priority question: Respondents could select more than one improvement priority. Its pie chart shows each option's share of all selections; the table percentage shows the share of respondents who selected that option, so those percentages do not sum to 100%.

Question 1

Which area of Hawai'i Kai is closest to your home? Please choose the option that best matches.

Answered responses: 567 | Write-ins grouped into the closest original area

RESPONSE DISTRIBUTION



567

RESPONSES

- West Marina / Marina area: 157 (27.7%)
- Hāhā'ione Valley: 132 (23.3%)
- Kalama / Ka'alakei Valley: 63 (11.1%)
- Kamilo'iki / Kamehame Ridge: 81 (14.3%)
- Koko Kai / The Triangle: 52 (9.2%)
- Mariners Ridge / Valley / Napali Haweo: 50 (8.8%)
- Queen's Gate / Koko Villas / Laulima: 21 (3.7%)
- Portlock: 11 (1.9%)

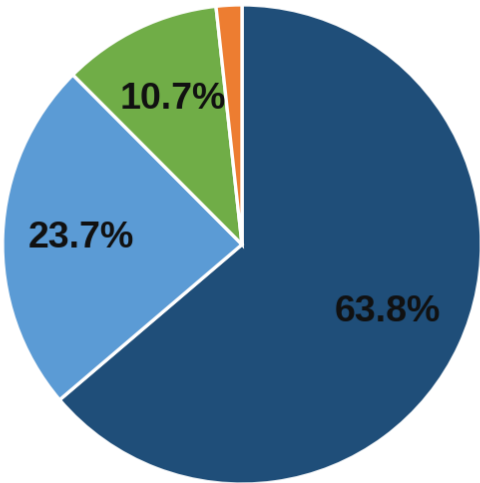
Response	Count	Percent
West Marina / Marina area	157	27.7%
Hāhā'ione Valley	132	23.3%
Kalama / Ka'alakei Valley	63	11.1%
Kamilo'iki / Kamehame Ridge	81	14.3%
Koko Kai / The Triangle	52	9.2%
Mariners Ridge / Valley / Napali Haweo	50	8.8%
Queen's Gate / Koko Villas / Laulima	21	3.7%
Portlock	11	1.9%

Question 2

How long have you lived in Hawai'i Kai?

Answered responses: 577

RESPONSE DISTRIBUTION



577
RESPONSES

- More than 15 years: 368 (63.8%)
- 6–15 years: 137 (23.7%)
- 1–5 years: 62 (10.7%)
- Less than 1 year: 10 (1.7%)

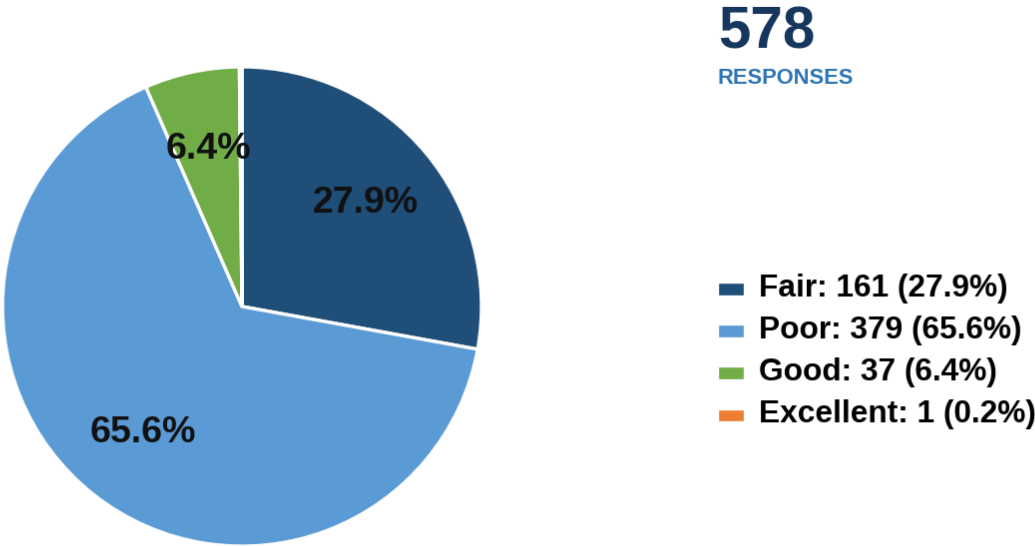
Response	Count	Percent
More than 15 years	368	63.8%
6–15 years	137	23.7%
1–5 years	62	10.7%
Less than 1 year	10	1.7%

Question 3

Overall, how would you rate Hawaiian Electric's reliability in Hawai'i Kai over the past year?

Answered responses: 578

RESPONSE DISTRIBUTION



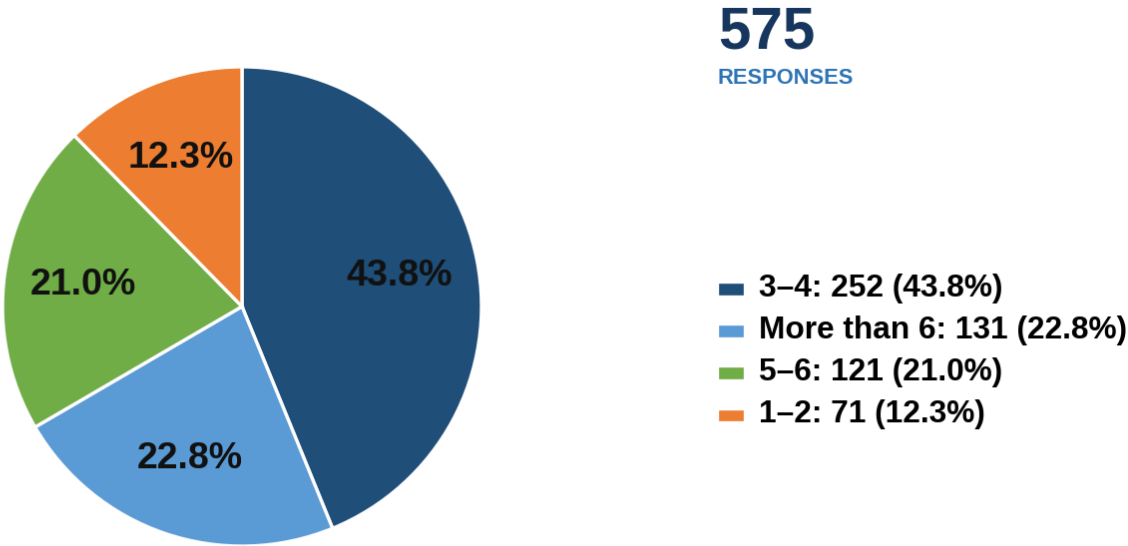
Response	Count	Percent
Fair	161	27.9%
Poor	379	65.6%
Good	37	6.4%
Excellent	1	0.2%

Question 4

In the past year, roughly how many significant power outages has your household experienced?

Answered responses: 575

RESPONSE DISTRIBUTION



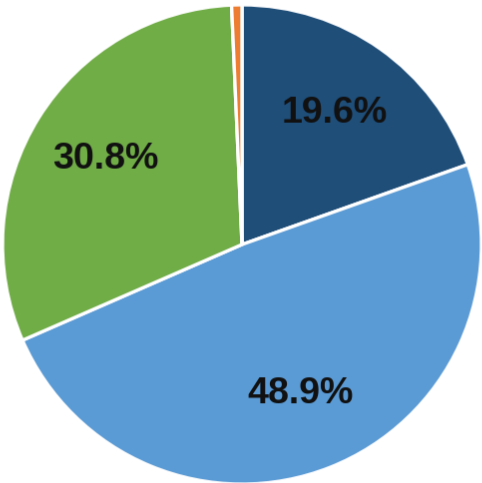
Response	Count	Percent
3-4	252	43.8%
More than 6	131	22.8%
5-6	121	21.0%
1-2	71	12.3%

Question 5

How would you rate Hawaiian Electric's response to outages?

Answered responses: 577

RESPONSE DISTRIBUTION



577
RESPONSES

- Good: 113 (19.6%)
- Below average: 282 (48.9%)
- Poor: 178 (30.8%)
- Excellent: 4 (0.7%)

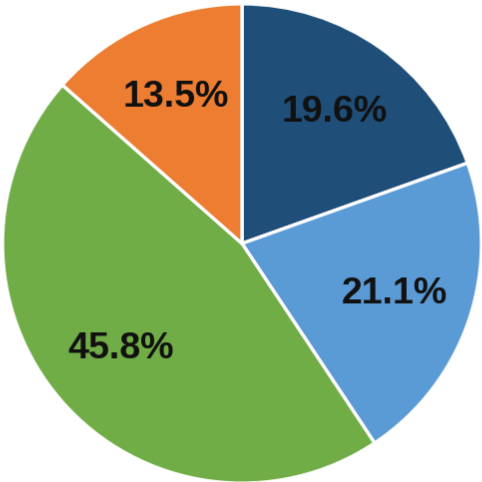
Response	Count	Percent
Good	113	19.6%
Below average	282	48.9%
Poor	178	30.8%
Excellent	4	0.7%

Question 6 ⚡

Does anyone in your household rely on electricity for medical equipment (oxygen concentrator, CPAP, refrigerated medication, mobility devices, etc.)?

Answered responses: 578

RESPONSE DISTRIBUTION



578
RESPONSES

- Yes — managed around outages: 113 (19.6%)
- No, but I know neighbors who do: 122 (21.1%)
- No: 265 (45.8%)
- Yes — significantly impacted: 78 (13.5%)

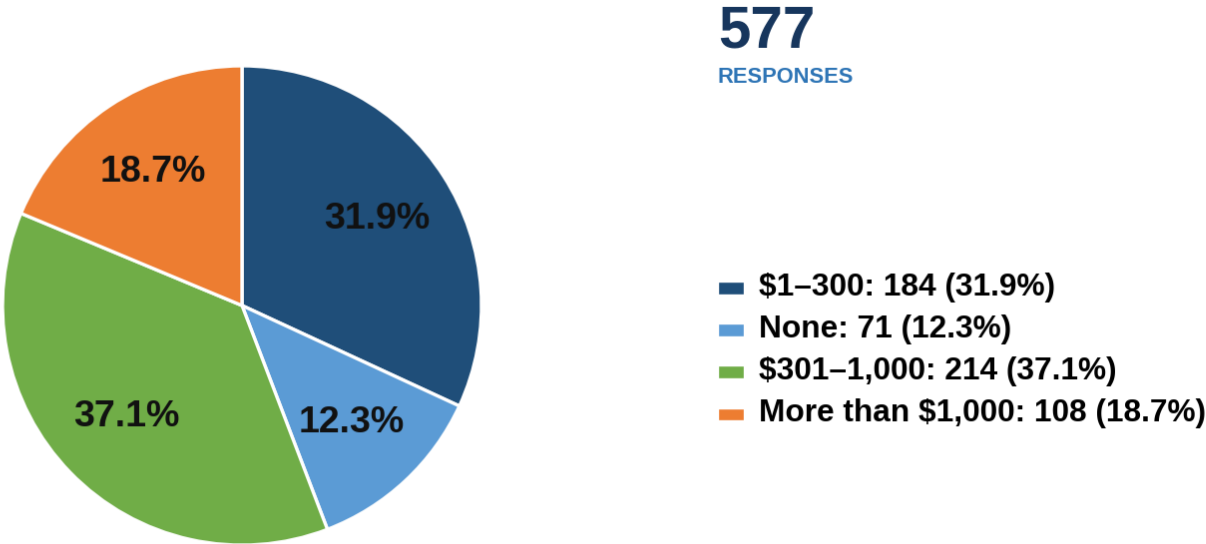
Response	Count	Percent
Yes — managed around outages	113	19.6%
No, but I know neighbors who do	122	21.1%
No	265	45.8%
Yes — significantly impacted	78	13.5%

Question 7

What is the rough monetary loss you've experienced from spoiled or lost refrigerator/freezer food, damaged appliances or electronics due to power outages this past year?

Answered responses: 577

RESPONSE DISTRIBUTION



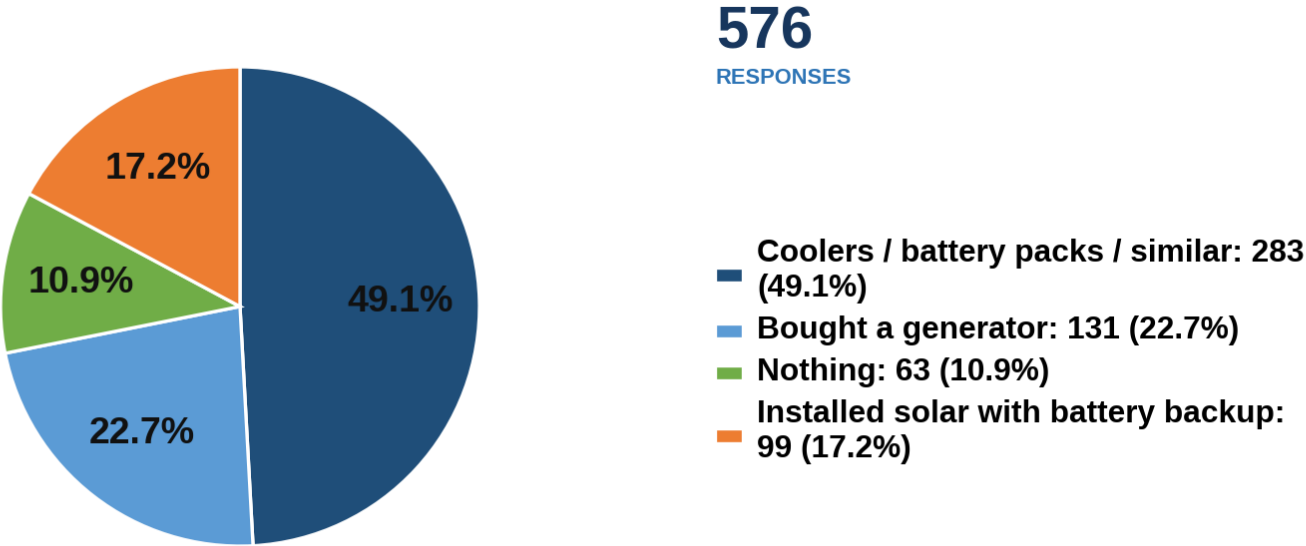
Response	Count	Percent
\$1-300	184	31.9%
None	71	12.3%
\$301-1,000	214	37.1%
More than \$1,000	108	18.7%

Question 8

What have you had to do to adjust to these frequent power outages?

Answered responses: 576

RESPONSE DISTRIBUTION



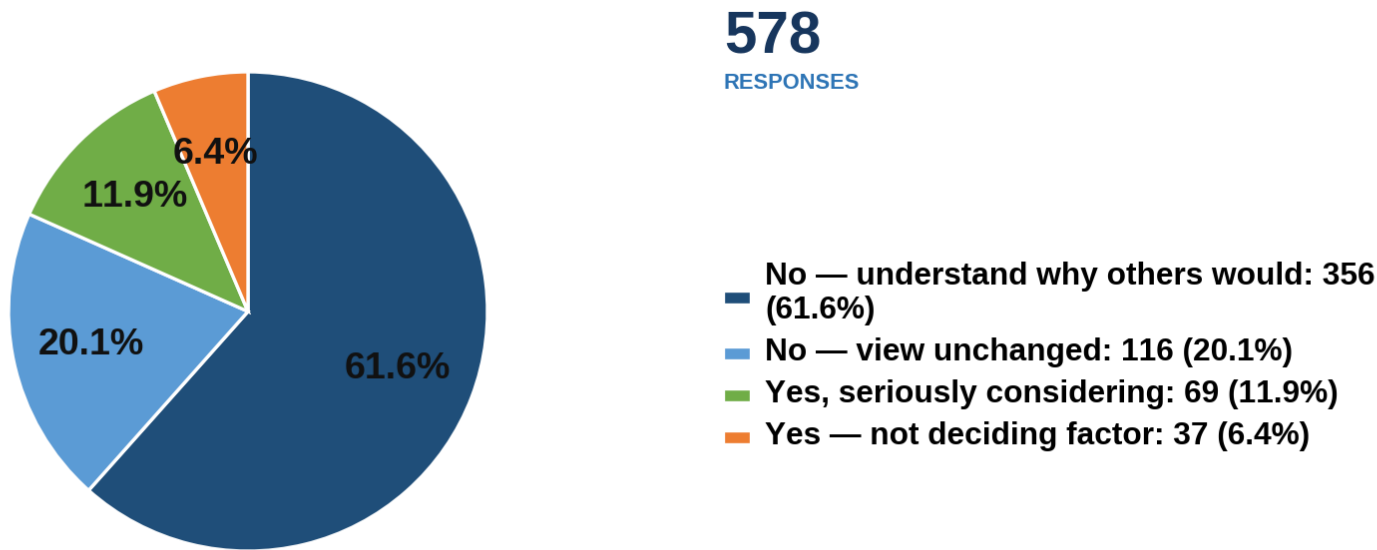
Response	Count	Percent
Coolers / battery packs / similar	283	49.1%
Bought a generator	131	22.7%
Nothing	63	10.9%
Installed solar with battery backup	99	17.2%

Question 9

Have you considered moving out of Hawai'i Kai because of ongoing power issues?

Answered responses: 578

RESPONSE DISTRIBUTION



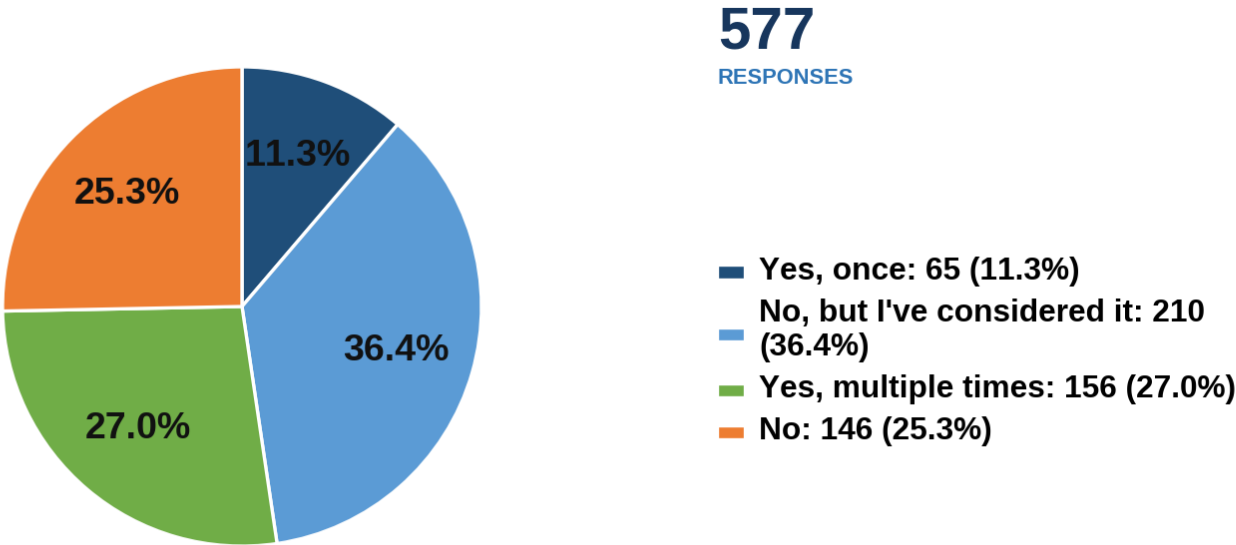
Response	Count	Percent
No — understand why others would	356	61.6%
No — view unchanged	116	20.1%
Yes, seriously considering	69	11.9%
Yes — not deciding factor	37	6.4%

Question 10

Have you previously contacted Hawaiian Electric, my office, or another agency about power reliability in Hawai'i Kai?

Answered responses: 577

RESPONSE DISTRIBUTION



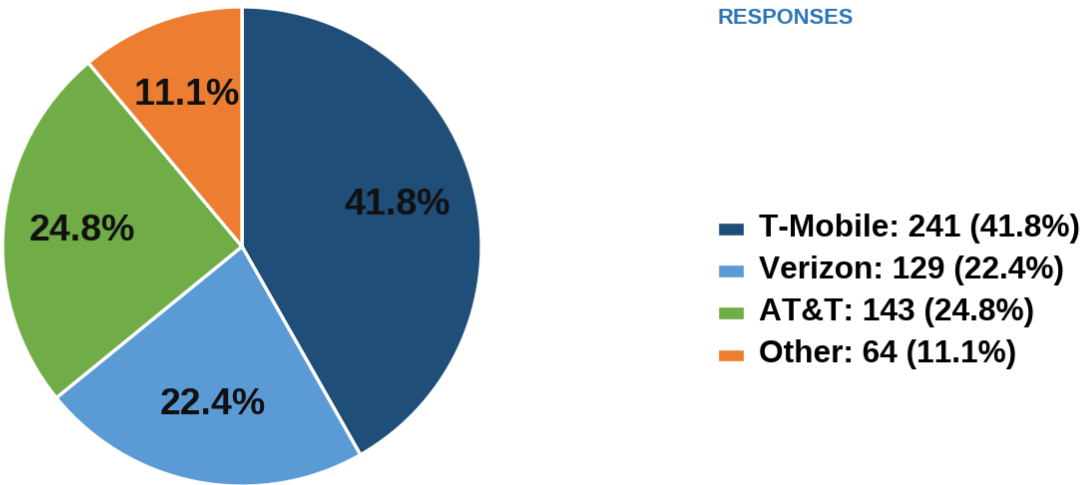
Response	Count	Percent
Yes, once	65	11.3%
No, but I've considered it	210	36.4%
Yes, multiple times	156	27.0%
No	146	25.3%

Question 11 ⚡

Which cell phone carrier do you primarily use?

Answered responses: 577

RESPONSE DISTRIBUTION



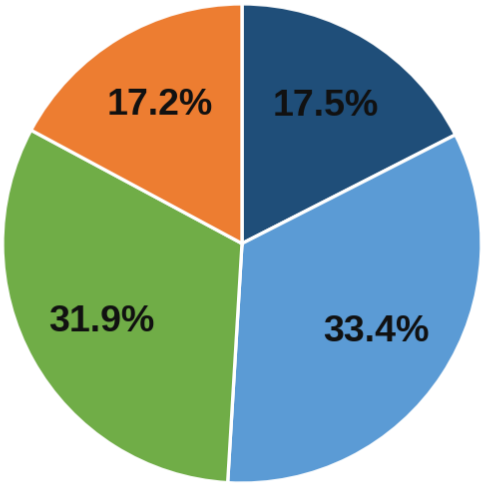
Response	Count	Percent
T-Mobile	241	41.8%
Verizon	129	22.4%
AT&T	143	24.8%
Other	64	11.1%

Question 12

How did your cell phone service hold up during recent power outages?

Answered responses: 577

RESPONSE DISTRIBUTION



577
RESPONSES

- Down for less than 24 hours: 101 (17.5%)
- Down for more than 24 hours: 193 (33.4%)
- Intermittent or reduced service: 184 (31.9%)
- Stayed fully functional: 99 (17.2%)

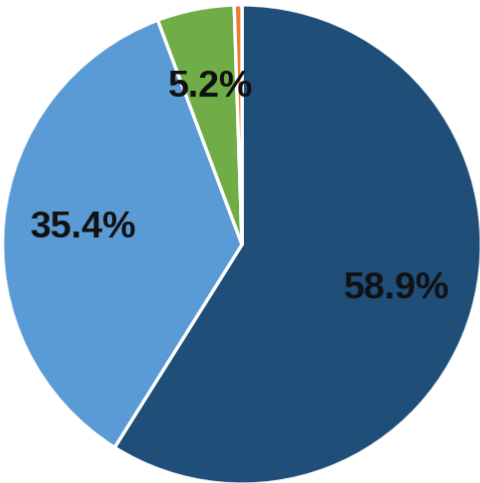
Response	Count	Percent
Down for less than 24 hours	101	17.5%
Down for more than 24 hours	193	33.4%
Intermittent or reduced service	184	31.9%
Stayed fully functional	99	17.2%

Question 13 ⚡

Which home internet provider do you primarily use?

Answered responses: 577

RESPONSE DISTRIBUTION



577
RESPONSES

- Spectrum: 340 (58.9%)
- Hawaiian Telcom: 204 (35.4%)
- Other: 30 (5.2%)
- Starlink: 3 (0.5%)

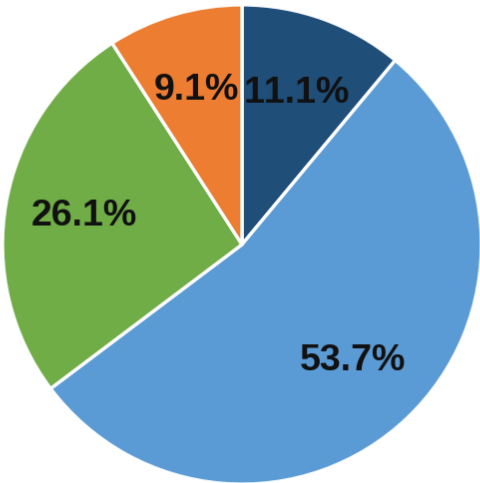
Response	Count	Percent
Spectrum	340	58.9%
Hawaiian Telcom	204	35.4%
Other	30	5.2%
Starlink	3	0.5%

Question 14 ⚡

How did your home internet service hold up during recent power outages?

Answered responses: 570

RESPONSE DISTRIBUTION



570
RESPONSES

- Intermittent or reduced service: 63 (11.1%)
- Down for more than 24 hours: 306 (53.7%)
- Down for less than 24 hours: 149 (26.1%)
- Stayed fully functional: 52 (9.1%)

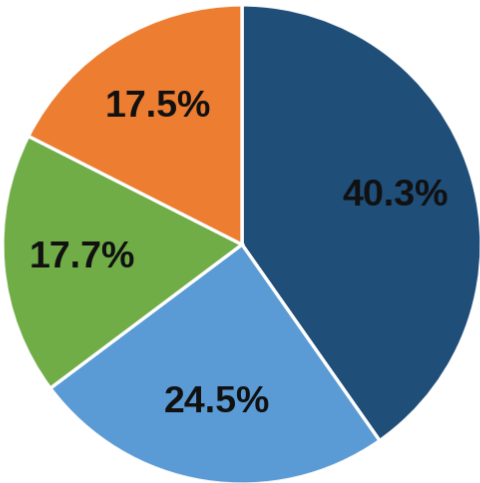
Response	Count	Percent
Intermittent or reduced service	63	11.1%
Down for more than 24 hours	306	53.7%
Down for less than 24 hours	149	26.1%
Stayed fully functional	52	9.1%

Question 15

Which of the following should be priorities for Hawaiian Electric to improve power reliability in Hawai'i Kai?

Answered responses: 565

PRIORITY SELECTIONS



565

RESPONDENTS

- Separate transmission corridor: 473 selections
- Grid technology upgrades: 288 selections
- Faster vegetation management: 208 selections
- Bury more neighborhood lines: 206 selections

Response	Count	Percent
Separate transmission corridor	473	83.7%
Grid technology upgrades	288	51.0%
Faster vegetation management	208	36.8%
Bury more neighborhood lines	206	36.5%

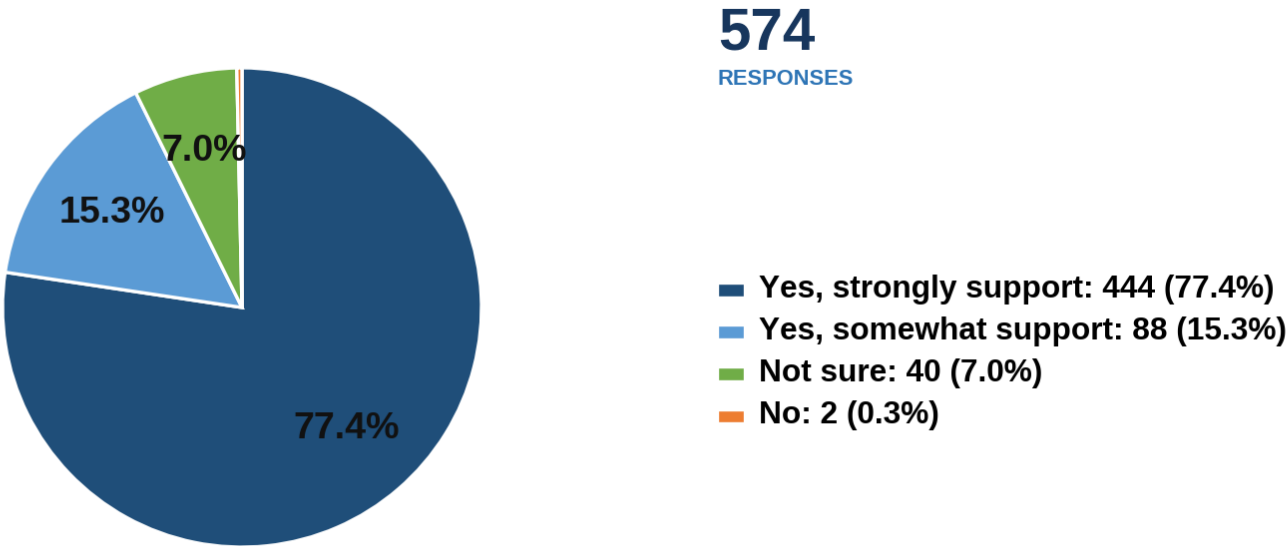
Multiple selections permitted. Total priority selections: 1,175.

Question 16

If Hawaiian Electric does not provide a concrete improvement plan, would you support residents petitioning the Public Utilities Commission or requesting a legislative hearing on this issue?

Answered responses: 574

RESPONSE DISTRIBUTION



Response	Count	Percent
Yes, strongly support	444	77.4%
Yes, somewhat support	88	15.3%
Not sure	40	7.0%
No	2	0.3%

Work Underway to Address Hawai'i Kai Utility Reliability Concerns

Update based on Hawaiian Electric's June 25, 2026 Let's Talk Story presentation and community discussion

Hawaiian Electric acknowledged the reliability problems residents have experienced in Hawai'i Kai and described several projects already underway. The work ranges from replacing aging equipment to improving monitoring and hardening the system against storms, wildfires, and other failures.

- Substation and equipment upgrades: Hawaiian Electric reported ongoing replacement of transformers and switchgear at the substation serving much of Hawai'i Kai and East O'ahu. The company said this work is part of a broader effort to improve the reliability of the system serving the community.
- Aging underground cable replacement: Some older neighborhoods have direct-buried primary and secondary cables that are reaching the end of their useful life and can fail after heavy rain. Hawaiian Electric said it is replacing these older installations with conduit and new cable, which should also make future repairs faster and less disruptive.
- Wildfire and storm hardening: Pole and line inspections have been accelerated under Hawaiian Electric's wildfire safety program. The company said areas such as Hawai'i Kai are being inspected more frequently, with upgrades intended to strengthen the grid not only against wildfire risk, but also hurricanes and other severe weather.
- Flickering and voltage problems: Hawaiian Electric continues to investigate recurring light flickering and voltage issues, including the interaction of high levels of rooftop solar and battery systems with the grid. The company discussed using power-quality monitors, smart-meter data, software updates, and coordination with solar and battery manufacturers to identify and correct problems.
- Emergency readiness and communication: Hawaiian Electric described emergency exercises involving government agencies and telecommunications partners. Better coordination is important because the survey shows that residents can lose cell and internet service at the same time as electric power, making communication during an emergency more difficult.

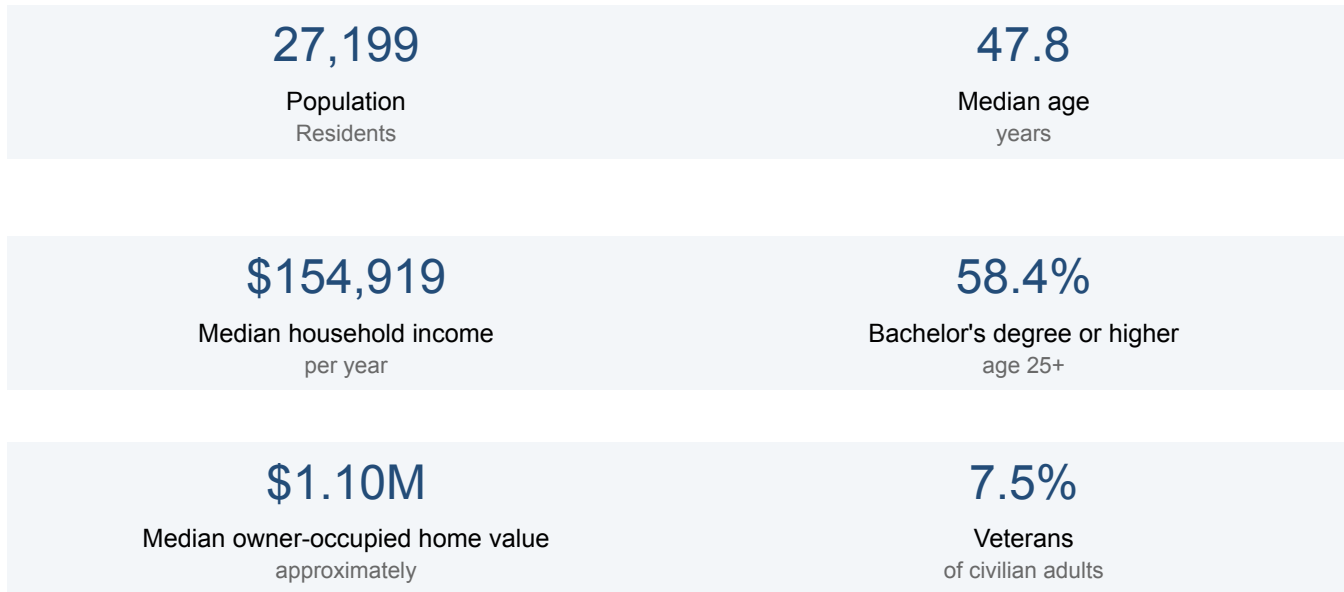
The survey results show that residents still want a clearer, measurable improvement plan. These findings provide a community baseline that can be used to follow up with Hawaiian Electric on timelines, track whether reliability improves, and determine whether additional action through the Public Utilities Commission or the Legislature is warranted.

Source: Hawaiian Electric Let's Talk Story, June 25, 2026, including the presentation and resident Q&A.

District 18 Demographic Overview

Portlock, Hawai'i Kai and Kalama Valley

House District 18 is a relatively mature, high-income, highly educated East O'ahu community. The figures below are from the U.S. Census Bureau's 2024 American Community Survey 5-year estimates for the current State House District 18 boundaries.



Compared with Hawai'i overall, District 18 has an older population, substantially higher household income and home values, and a larger share of adults with a bachelor's degree or higher. The district also has about 9,600 households, averaging 2.8 people per household. About 16.2% of residents are foreign-born, and an estimated 4.2% of residents live below the poverty line.

Why this matters for utility reliability: District 18's older population and high housing costs make prolonged outages consequential for residents who depend on powered medical devices, refrigeration, elevators, communications, and home-based systems. These demographic characteristics provide useful context for interpreting the survey results.

Source: U.S. Census Bureau, 2024 American Community Survey 5-year estimates, State House District 18, Hawai'i. District description: Hawai'i State Legislature / Office of Elections.

Written Resident Responses

283 written responses were submitted in the survey. Responses below are presented individually and in the order received.

1. No comments
2. Re-visit secondary transmission line that was rejected over 20 years ago. It is probably more cost effective than burying it underground.
3. The only reason we didn't lose food or internet was because we bought an Anker Solix f3800 1.5 years ago. This powered our two refrigerators and our HI Telcom fioptrics router. And we used our gas generator to recharge the Anker. We were out for 41 hours and was lucky to have already purchased these items. Lala's outage was the longest outage for us in HK in the 32 years I've lived here. But how sad is it that residents have to spend \$5000 or more to protect from inevitable outages. HECO is a for profit company. I believe this is why they aren't more proactive in hardening the grid.
4. We live in Kawaihae Crescent West which has more/longer outages because our power lines are buried NOT in conduits.
5. Power outages have been getting worse. It used to be about 4-6 hrs with the longest being about 12 hrs, now it's been 24 hrs. The lights still flicker once in a while.
6. We pay the highest electricity rates in the nation. We have family living across the entire mainland and not a single one of them faces as many power outages as we do - not in coastal or mountain areas. The PUC approves huge rate increases (our electric bill recently went up by 30%) yet the power situation becomes more unstable by the year. HECO executives continue to receive raises and bonuses. For what? HECO has a positive net revenue so as long as they continue raising rates, HECO looks like a well functioning solvent business. Yet would any business that is NOT a monopoly and thus has to compete for customers serve customers the way that HECO does? I doubt it. It's a utility company and we have no other option other than to go completely off-grid. They should not be making huge profits on the backs of customers who have no choice but to pay their exorbitant rates for unreliable service. Why should we have to pay thousands of dollars for generators and battery back up systems for these regular power outages? IF HECO cannot provide reliable power, they should use their millions of net profit to buy battery back ups or generators for their customers. Every time it happens my family loses our fridge and freezer. And since it's never HECO's fault, there is no financial recourse. Thank you for sending this survey. I hope something or someone will be able to move the needle. As Civil Beat published, there should be a government inquiry into HECO's many failures.
7. Go nuclear; it different than 30 years ago
8. Even when we have electricity the voltage is unstable and we have had frequent light flickering issues.
9. Put the cables inside a large rubberized tubing to run across the island. A giant pipeline was run from the arctic down to Alaska thru ice, mountains, rivers, and everything else for oil many years ago. Hawaii Electric can't run electricity over a small mountain?
10. Estimate noted monetary loss includes recent Lala storm caused my 13 months old rechargeable home security battery to be completely discharged and also when the power surge it burnt the security alarm monitoring circuit board. Alert Alarm told me it will cost me more than \$500 to fix it. According to the service technician many homes in the Hawaii Kai area are experiencing the same issue. I will file for damage compensation with HECO once I receive my final invoice from Alert Alarm. I may reach out to your office for further assistance if HECO will again deny my latest claim.
11. My daughter has a medical disability. Although her condition does not require medical equipment that needs to be connected to electricity, it is essential that we have reliable access to emergency services and the ability to call 911 when necessary.

Like many families today, we do not have a traditional landline and rely on cellular phone service for communication. Our concern is that during a power outage or other emergency, cell towers may lose power or internet and cellular service may be disrupted. This could severely impact our ability to quickly contact 911 and obtain the emergency assistance our daughter may need.
12. HECO must improve communications with public. Posting only to X has been a very bad decision. All major social media platforms should be posting at least twice daily. Since all forms of communications were down can HECO work with State emergency system to get alerts out?
13. Change HECO structure to one similar to Kauai. Cause HECO is a publicly traded company they are beholden to shareholders and not ratepayers. Its has to show profits with the result being continuous cuts to maintenance. The officers of HECO and HEI also receive stock options as part of their compensation package so if they have to cut maintenance they maintain profits. HECO should have hardened its infrastructure after hurricane iniki. East Honolulu lack redundancy in the transmission system that serves the community. Maybe have a second line running down Kalaniana'ole Highway either overhead or underground. They should have done this when the expanded the highway.
14. I feel like the system is antiquated. I've personally experienced at least 10 community outages this year alone. Luckily they're usually just for a couple of minutes. My lights in my bathrooms and kitchen still flicker from time to time as a result of the last major storm we had in March. For the amount of money we pay for electricity. It should be more reliable.

15. Thank you Representative Gedeon for your attention to this extremely important matter. Enough is enough. HECO must be held accountable. My family and I have had it with power outages, lost revenue, and spoiled food thanks to HECO's unreliability.
16. All electric lines should be buried throughout the island. The fact that we still have telephone poles that carry electricity in 2026, on an island that consistently gets strong winds and severe weather is long overdue for an upgrade!
17. I have flickering lights in my home. There are 3 houses on my street that had similar problem which resulted in overhead direct electric service. The underground electric conduit or lack of conduit is insufficient for reliable electric service. Because of faulty underground electric conduit there has been below sidewalk arcing/sparking on my street. Please fix. Maunanani St., Hawaii Kai.
18. with all the potential solar energy available, a utility grade and sized storage solution windward would help mitigate issues of power lines down across the mountains by keeping backup utility power locally. add to this a solar mini grid financed by HECO or bond issue and repaid through usage, to vastly increase solar and tie into this utility storage solution would provide far more relief and reduce hydrocarbon dependency and the transmission line issues
19. Not being able to rely on emergency services during power outages is a major concern. Especially with an elderly parent in the residence.
20. Tell the hurricanes and strong winds to stay away.
21. It's extremely frustrating to see both declining service and customer support from HECO while our bills continue to rise. I wouldn't complain if the service met basic expectations, but it clearly hasn't.
22. We all should start thinking out of the box for better future solutions. Mahalo!
23. I have sent a formal request to the PUC to investigate HECO's billing practices. I have documented that HECO bills for power during day long outages. The PUC ignored the request. Regulatory Capture is the operable term.
24. Gene Ward has worked on this issue for decades and still we have major issues. Is there any hope???
25. Thank you for your proactive approach. Asking us. Listening. Feeding back results and taking action. I've shared how lucky we are to have you as our Rep with friends on Oahu. I know Gene Ward left big shoes to fill. You've done an excellent job doing just that and I, for one, am most grateful and relieved. Keep on going Joe! Thank you.
26. Most of the time, power is fine. However it feels frustrating that when a storm is coming that I now EXPECT outages to happen
27. We're really frustrated by lack of information on power outage situation, its status and power restoration forecast. I iterated my proposal to the authorities numerous times but Hawaii needs radio stations dedicated solely for emergency. As you know, we were isolated from the internet/cell network for 20 hours and no clue to find out the information. HECO and the C&C disseminated info on the internet but it was useless without power and cell! We listened to radio but they only broadcasted irrelevant music, religious speech or sportcast (because they're owned by mainland capital) and zero info about power and hurricane. I'm disappointed because in Japan, where I grew up, they switch to emergency report 24/7. I experienced the great earthquake and tsunami in 2011. Report came out from radio really helped us and uplifted our devastated feeling. I propose a community micro FM station for Hawaii Kai to deploy when disaster occur. No music and no ad - just emergency report and power updates. This is deemed public utility so we might have to rely on funding from the state, city or HECO. Just my 2 cents.
28. In my opinion, politics and the PUC have created this problem. We could have put the power lines serving Hawaii Kai into Kalaniana'ole Hwy, when it was widened and rebuilt in 2016-2018, but it was not done because of cost. But It will cost MUCH more to do this in the future when it is finally completed, and in the mean-time we have spent \$Billions on Rail (and much, much more in the future), that everyone pays for that ONLY SERVES West Oahu and no one else! Hawaii Kai could have had very reliable power if the Legislature and the PUC had spent a bit more \$\$\$ on the Kal Hwy widening project in 2016-2018. The PUC should be ashamed! Auwe!
29. Our ongoing "flickering lights" problem was never fully addressed or resolved for months. Oddly enough, since this recent 22 hour outage, it's not happening! ??? So bizarre.
30. I have lived in developing countries and Hawaii Kai is worse than many of them due to our frequent power outages and infrastructure failures. It gets worse every year. I've lived in Hawaii Kai for 35 years. We have to act decisively to fix this problem. It's a national security issue. Compare us to Peoples Republic of China. Our performance is abysmal!
31. Not sure what the Legislature can do, but the PUC can open a docket to investigate the number, location, cause and length of outages over the last year and make that data available as a matter of public record to which will document HECO's performance. This is a must first step.
32. I submitted a comment a few minutes ago, but I mis-stated the years that Kal Hwy was widened and rebuilt. The years that project took place ran from 1989-1996. And again in 2012-2014. We could have put the power lines in at that time to serve Hawaii Kai, but instead we eventually spent \$Billions on Rail, which only serves West Oahu!!!!
33. I think HEI has been very negligent in upgrading and improving reliability for the our area. They closed the coal plants which provide cheaper reliable electricity when they didn't have a full power source to replace it. Overall we need HEI to be bought out by a more responsible company. I also feel that there should be a moratorium on any building in Hawaii Kai until our electricity becomes more reliable. We are currently going to install solar with batteries and back up because we have no hope that HEI will do what is needed. We have a third world electrical provider. Hawaii residents deserve better.

34. Better updates and timelines on when power will be restored when it goes out. There was no info available during the outage until power was back on.
35. It's time the State allows another energy company, like JERA, to provide an alternate source of energy for the islands. This would allow competition, possible energy infrastructure redundancy, and hopefully electrical utility price control. I think we've seen for a long time that a publicly traded, energy power monopoly in an island state does not serve the population well.
36. Yes, the only way Hawaii Kai will ever have consistent power is to either to strengthen the structures going across the islands to handle 150 mph winds, remove tree's so they don't affect the lines, and whatever else needs to be done to ensure the power infrastructure can continue to deliver in a high wind situation. If they can't accomplish that, develop an underground system to Hawaii Kai. HECO has proven that they cannot effectively deliver power to our area (as with many other areas), HECO has lost the confidence of residents in our area. I have adapted. I try to keep as little food in the refrigerator and freezer. I have bought a battery to run my wife's CPAP machine. I am not sure what would happen if we have a major hurricane. Waiting for people to come from the mainland to help us is unacceptable. HECO is the state's problem, it is derelict in not dealing with that problem.
37. Joe Gideon, thank you for all the reaching out to your constituents. I appreciate you very much, truly!
38. Part of issue for improvement is the activism by groups preventing the needed upgrades needed for higher population and power demands.
39. Concerns that ongoing power outages impacting our major HK grocers (Safeway & Costco) will ultimately lead to even higher foods costs being passed along to us.
40. While we have been receiving more email updates, I have not seen meaningful progress toward addressing the underlying reliability issues. I understand that upgrading infrastructure requires significant investment, but repeatedly repairing damage and responding to outages after every major storm also comes at a substantial cost.

Hawaii Kai is an area where strong winds and storms are not unusual. When overhead power lines are repeatedly vulnerable to these conditions, it seems clear that a longer-term solution is needed. I would like to see more focus on actual infrastructure improvements that address the root cause, rather than continued short-term or "band-aid" responses after each event. Better communication is appreciated, but communication alone does not improve reliability.

41. What is most frustrating is small rain storms, little lightning, and wind, and we are WITHOUT power. This last storm did not even hit our island directly and we were without power for days, and without internet for a week. Spectrum blames HECO for the lose of the internet connection. I feel all these years of paying for service and SUDDENLY we are finding how WEAK our intra-structure is. Heaven help us if a real hurricane hits this island. All we can

expect from HECO is an apology, and a promise that they "working on it." Lahaina should have been a wake up call. It obviously was not. HECO is simply not capable of doing the job. NOT ACCEPTABLE!!

42. Living here is like living in a 3rd world country. Its absolutely unacceptable, we've lived here over 25 years, weve always payid high electric bills.... yet HECO hasnt updated Hawaii Kais electrical system to be reliable. Our local business are being hammered, losing their products & customers. Shameful
43. Hawaii Kai is deprived of reliable service mostly due to cheaper fix when lines were created. Bad judgement which should be corrected.
44. Not in your district but still have the same concerns
45. Our street is always the last to be restored. Kawaihae. Biggest frustration is very little or no communication as to cause of outage and estimated time to repair. We are appreciative of the hard work that the echo employees do. But would love better communication during outages. It is extremely poor or nonexistent. Couldn't even find information on the radio. Or KHON. Got more information on Facebook than any public websites. Ridiculous.
46. It's the flickering of the lights all day long that is the worst. And they have no solution.
47. We cannot continue doing the same thing. We need to move forward and make progress.
48. Do not allow any structures requiring electricity to be built until all existing structures have reliable power. New structures significantly increase demand on all island infrastructure and traffic, continually reducing our standard of living. It is time to make some drastic changes in taking care of our existing island population!
49. These frequent power outages are outrageous. In all of my years of living on Oahu I have never experienced so many outages in a short period of time. Why must residents spend money on generators, batteries to keep our refrigerators/ freezers going. Many people cannot afford any of those options. We can't rely on Hawaiian Electric.
50. For HECO and the politicians to stop talking about it and act. Yes, it will cost a lot of money and I am willing to pay my fair share. Maybe the HECO CEO can donate some of his exhorbitant salary.
51. Ask them about structure 54 .. that's one of the problems.. and so much flicking lights and power dips .. I'm an electrician and I retired from HECO .. Mike mays was a better president in the past .. HECO is all messed up .. HEI is defunct and Scott Seu want all the HEI executives to move into HECO . Vice president Jason Bien is doing the work .. to transfer people..
52. I missed the HECO presentation. What is the rational for not placing electrical lines in the ground for the mountain crossings?
53. Current situation is completely unacceptable, this is a very high impact to residents, and must be a government priority

54. Bring in other electric companies for a healthy competition of pricing! Heco dominates the market but doesn't train their employees to have the same expertise bc they want job security.
55. HECO should spend less money on renewable energy such as solar or wind and spend more money on upgrading existing power lines/grid so there are fewer power outages. Seems when any storm comes through, the power goes out. This is unacceptable.
56. I am now contemplating a solar battery just to get through these disruptions with minimal impact. I shouldn't have to do that. We pay one of the highest rates in the country and we have little to show for that cost.
57. Clearly HECO needs effective grid redundancy, We need modern grid infrastructure so that power isn't dropped with most storms. Hawaii has the resources and access to the technology to make this happen. Weather events are only going to get more severe so we need an aggressive plan to create a reliable grid.
58. I had to invest thousands of dollars in generator and battery backup systems along with Starlink since I work from home most of the time to mitigate the poor HECO service we receive in this community. However, many in this community cannot afford such upgrades and have to suffer without power. I cannot understand why our power grid has been allowed to deteriorate for so long. Electricity is the basis of a functioning society. Can you imagine if the power goes down for weeks? Do HECO and the State not understand the breakdown of society that would occur with an extended power outage? They need to upgrade and fortify these systems NOW.
59. What does HECO mean that they have to handle far more rooftop solar and home battery storage than it was originally designed for? They were the ones that encouraged rooftop solar. How does that not benefit them? If we have solar, then our backup batteries don't rely on them because it powers our house at night from daytime solar.
60. Thank you for this opportunity to provide input. I highly suggest to determine and identify the source of why electricity consistently remains flickery as well as what results in power outages easily occurring. Also, I suggest for a measure or resolution to be written and introduced that requires overgrown plants/vegetation, especially invasive plant species, to be trimmed, treated, and/or removed with a set plan of monthly durations of when to complete this maintenance work. Please let me know if you are thinking about drafting for legislation; I would be interested in assisting to write. Mahalo nui! ~Sophia lovebloomconference@gmail.com
61. We support microgrids, increased incentives for purchasing solar & batteries, elected officials & public servants who recognize the long-term inter-connectedness of renewables & affordability.
62. These are the dates of the outages we've had since January:
- 1/14/26 2/2/26 - 10:15am-12:30 2/5/26 - 4:30-11:00pm 2/19/26 3/13/26 - 6:00-8:00pm & 9:11-12:30am 3/14/26 - 4:10-5:12 pm 4/13/26 - noon flickering 6/9/26n- 5:30-8 am 6/23/26 - 4:40 - 808 7/24/26 - 8am- 9:30 8/15/26- 11:44 pm - 8/17/26 noon 8/22/26 noon- 1:26pm & 2:14-3:48pm
63. My solar and back up batteries have been the path to reliable energy
64. Stop blaming renewables added to the grid as a reason for the grid's problem.
65. Paid \$65,000 to install PV/Battery System. Best investment I've made.
66. I can't reliably answer the question as I do not have sufficient information on the utility system. I recognize that the unique nature of an island based electric utility cannot draw on economies of scale, distal weather patterns, etc. that mainland facilities can. HECO often ask users to rate the utility, but in what is essentially a monopoly, I find it a useless question, as I don't really have a choice. From recent situations, I did find it interesting that the most recent power outages during Lala did not follow patterns of previous power outages and would love to know what was different and why.
67. Routing and energy corridor as mentioned above is decades late. PUC needs to do more than monitor, recommend rate hikes, etc. HECO has had decades of time to physically route energy transmission lines through physical piping and bury in concrete vaults where necessary for maintenance and upgrades. We've known for decades that transmission lines are highly vulnerable to wind, heavy rains, trees toppling on the lines, etc.
- Instead of consistently saying it is cost prohibited, their dragging their feet, of course it has become expensive. Another solution is to invest in solar power and/or wind power with backup batteries for every household in Hawaii, whether HECO, State and Local government providing worthwhile incentives or fully fund it. More real action is needed, not excuses or lame solutions that have never materialized! Thanks for the survey.
68. Bury Hawaii Kai transmission lines along Kalaniana'ole Highway
69. It seems HECO is understating the number of outages from Lala. As I don't know anyone that did not lose power.
70. Traffic lights should be a priority and have their own system.
71. Question the Governor & Public Utility Commission for allowing Heco to operate in a self serving manner.

72. Nothing useful to add as I'm not an expert in improving utility reliability but as a customer in a major town/urban area (and knowing it's the same across all areas) it's ridiculous in 2026 to be without power for 21 hours, have no internet and no mobile service the whole time, and not hear of any plans to improve the situation in the short and long term, all while electricity costs are actively increasing. I appreciate HECO's increasingly strong efforts to repair it when down (or their increasing communication skills in marketing those efforts) but that just creates a lot of emergency work for HECO staff. Laying out a strategic plan for increasing the reliability should be expected and state government should hold them accountable to do so.
73. With the prices we are paying, there should be better reliability and prompt action. It continues to be more reactive vs. proactive each time.
74. No. Thank you
75. I
76. There should be either significant changes to be more reliable especially since HECO is regularly asking to raise prices OR there should be competition
77. Communication would be appreciated during the storm, not sure which method but if residents don't have cellular or internet service due to power outages then there is nothing to inform status. No phones work even our landline with spectrum depends WiFi not sure why but we can't even call out providers to get status updates. We are left in the dark and would be nice to figure out how to communicate the updates. I call HECO and they said to download their app, well it would work if we had cellular and WiFi lol cause phones don't work. Family is considering to get Tesla powerwalls but since moving here the home itself has many renovations we have to get through and still do, and power wall is a huge expense that is not feasible at the moment.
78. We cannot allow HECO to continue as a monopoly. We're unable to add solar panels because we live in a townhouse. I'm very fearful of a direct hit by a hurricane and HECO's inability to provide a viable power source for everyone. Thank you Rep. Gedeon!!
79. Remove all trees near lines. Primary reason ALWAYS stated by Hawaiian Electric.
80. The ongoing blinking lights is an issue. Why go over the mountain - run them along the Kal. Partially protected
81. Why can't heco tunnel through the mountain and eliminate wind as a cause of future outages?
82. I received a letter from HECO stating that the biggest problem they have is due to PV.
83. Get rid of HECO and replace them with someone who can handle the job. Power grid is a major priority and the federal budget should support its funding
84. Look for all cost effective solutions and implement them as quickly as possible.
85. N/a
86. The flickering lights since the Kona low is unacceptable. They haven't addressed it, multiple people have complained and nothing has been done about it. Not ok
87. Please address the sporadic blinking effects on my lights.
88. It seems like HECO doesn't learn from past events. Need to do better for improving the infrastructure. However with that being said, I appreciate all the hard work that the HECO crews do to restore power to all areas of the island.
89. I was told that when the power goes out and T-Mobile cannot deliver service they are not permitted by state law to install any other visible transmission methodologies due to the laws governing aesthetics. If this is correct, we need legislation that allows the delivery of cell phone service. Not having Internet electricity texting or phone service during a 37 hour period of time is absolutely not acceptable with the highest rates of electricity in the country!!! Mahalo, Rep. Joe for surveying us.
90. Would also like a different way of obtaining Updates. If cell, internet, and power are out we can't check outage maps, x, or receive emails/texts. Would've appreciated updates via the radio (ex. Kssk etc)
91. Thanks for all your updates and responses to our inquiries!
92. Stores in area (Costco & hardware stores carry generators)-were all sold out during storms
93. Since we installed solar in October 2025 there have been 20 events. Many are only minutes but 6 of them range from 30 minutes to 21 hours.
94. Hawaii Kai has been around since the 60s yet every outage HECO is taken by surprise. With the amount of money they are compensating themselves with they can't say they don't have the funds, they are just choosing to use it to line their pockets. Should they get paid THAT much? Are they ensuring the state has power? No. This is the first time someone thought to fly in help? And look how long it took them. Be prepared? Shouldn't just be the residents. I legit have 3 power banks and 1 generator because of this last outage. And considering switching to starling. Ridiculous
95. According to my Tesla battery system, since 12/2023 we've experienced 72 power outages in Kuapa Isle. This is insanity. It's also taken out two of my split units and one air fryer. I feel like I live in a third world country.
96. no
97. I would support incentives to help residents purchase backup power sources like generators and solar battery backup.
98. After power was restored, our lights flicker constantly. This gives us migraines & affects our mental health. We have contacted HEAcO about this, but we continue to have flickering lights. These are days we have to choose to stay in the dark due to the flickering

99. Huge lack of communication - horrible in HK -HECO should automatically text and email customers when there are electrical outages with current updates. WAS IMPOSSIBLE TO GET ANY INFORMATION.
100. Maybe competition is needed from LNG and wind proponents to diversify power generation sources.
101. I have never lived anywhere that has worse power reliability than Hawaii Kai. The power goes out constantly not for hours typically but for a second or two up to a few minutes. Anytime it's windy and wet you know the power is going out. I use a CPAP. I literally can't sleep without it. I live in a condominium so I can't just go out and buy a generator and smaller affordable ups simply aren't practical for powering a cpap overnight or multiple days. I'm actively looking to leave and just rent my unit out.
102. The Legislature and the Governor should use natural gas because sunlight and windmills are not enough, especially during outages.
103. LNG
104. Create a power station closer to East Honolulu.If the environment is to blame for these outages, then maybe the shorter route has less chance of power outages.
105. Subject: Concerns Regarding Increasing Power Outages and Extended Restoration Times in Hawaii Kai

To Whom It May Concern,I am writing to express my concern regarding the increasing frequency of power outages in Hawaii Kai and the growing amount of time it is taking to restore electrical service to our community.During the recent outage, electricity was not restored in my area for approximately 22 hours, while other parts of Hawaii Kai experienced even longer delays. Extended outages of this length create significant hardships and stress for residents and families.When electricity is unavailable for nearly an entire day, residents must worry about how to keep cell phones and power banks charged, maintain communication with family members, and prepare for work and school obligations. During this recent event, some telephone carriers experienced service interruptions, resulting in dropped calls and making it difficult to contact loved ones. The uncertainty and inability to communicate during an emergency situation can be very distressing. Television service carrier also was not restored for several days after our electricity was restored. Which prevented from receiving any updates from our local news stations. Many residents also question why other parts of Oahu appear to experience fewer outages or quicker restoration times. Communities on the west side of the island have seen substantial growth and development, yet their electrical infrastructure appears to be more resilient. Residents of Hawaii Kai deserve to understand why our community continues to experience repeated outages and increasingly lengthy restoration periods.While backup generators and solar power systems may provide alternatives for some households, these solutions are not financially feasible for many families. Generators require fuel storage, which presents its own safety and logistical concerns. Solar power systems and battery storage can also be prohibitively expensive and may not provide adequate energy during prolonged periods of inclement weather.I appreciate the hard work and dedication of the Hawaiian Electric crews who work tirelessly to restore power during emergencies. However, after experiencing multiple outages and restoration delays, it is clear that a comprehensive plan is needed to address the underlying issues affecting Hawaii Kai.As a lifelong Hawaii Kai resident, I do not recall experiencing the frequency of outages or such lengthy restoration times in the past. Our community deserves a proactive approach that includes:Identification of the root causes contributing to frequent outages.Corrective actions to improve system reliability.Preventive measures to strengthen infrastructure before future storms.Improved communication regarding restoration timelines and community impacts.A long-term plan to increase the resilience of Hawaii Kai's electrical system.We cannot wait until the next major weather event to begin addressing these concerns. Action is needed now to improve reliability, reduce restoration times, and better protect the residents of Hawaii Kai.Thank you for your attention to this important matter. I hope to see meaningful improvements that will strengthen our community and reduce the impact of future outages.Sincerely,

106. I appreciate HECOs communication during this last outage. The email updates and focus on the lineman hard at work helped bring information and awareness to the issue rather than just frustration. Knowing the progress of lines repaired was helpful to see in real time improvements were being made.

107. Need plan to bring underground infrastructure to spec. Need LNG power baseload generation at sewer plant.
108. If all possible, I don't even want to rely on HECO for any electricity. However, for people who live in condos such as me, there's NO option to even set up solar power, battery packs, generators, etc.
109. Is it an option to bring in an alternate utility company? This Monopoly is not healthy and rates keep increasing and services decreasing. If a tropical storm that didn't make landfall on Oahu already caused widespread outages, we're doomed when real hurricane comes through.
110. The cost has gone through the roof, especially for residents that are unable to get solar.
111. HECO upper Management needs to expedite alternatives or resign. No more excuses
112. HECO continues to pay bonuses while not doing anything to improve services. Perhaps no bonuses should be awarded to employees of a PUC.
113. Not at this time.
114. Create competition this Monopoly allows them to do whatever they want with no accountability
115. This is getting ridiculous. We need a better option for power in Hawaii kai now
116. I am in district 18. In the past I filed a food claim with heco for spoiled food freezer and fridge. Heco employees are courteous and helpful but the insurance adjuster who denied my claim just didn't care. She responded via letter giving statistics for my area. I phoned her question the statistics and she admitted quite frankly that that was a generic letter they send out not specific to Kawaihae PI. That added insult to injury.

8/24/26: I woke up from a nap at 8:22pm, the power is out.

117. Seriously consider nuclear microreactors.
118. I wish HECO would seriously work on this problem and provide us with meaningful progress reports. They seem to have a cavalier attitude and assume that residents are willing to bear with it. I am totally disgusted with HECO and was wondering if its possible for another electric company to take over.
119. N/A
120. The electricity is out again right now. With no information as to why or any type of estimate for it to be restored.
121. Thank you for sending this survey.
122. What I would like to know from HECO as well as the other agencies involved in approving new construction projects(i.e. Kaka'ako(Huges Corp.); West-side development; etc.) is what process do they follow when these developers submit their proposals. HECO can't keep up with their responsibilities in

providing consistent, safe and economical power to it's current households across the State(except Kauai) and these new developments, I have to think only tax the electrical grid even further. Not to mention all of the other infrastructure services(i.e.sewer; water; landfill; etc.). Please also note, I've written to your office 3x and hope to hear from you soon re: my HECO concerns/questions.

123. No, thank you for collecting this information and pushing it along.
124. Stare needs to extend tax credits for solar longer.
125. No modern city in America should be dealing with this situation. Find a way to get the infrastructure fixed. This is not a large neighborhood. It doesn't even have that large of an electric draw so come up with some solution and make it happen quickly. Most first world countries can fix this kind of thing quickly, why is it so difficult for us here in Hawaii?
126. Some sort of explanation of cause and timeline for return of services during outages would be preferred, I've never seen anything on HECO's website other 'unknown' in 6 years of living here. It is completely unacceptable, expensive and frustrating to continually lose power, especially when the weather is clearly not the issue. We can appreciate the work of HECO workers, but the company itself has some serious explaining to do. Everyone is beyond frustrated, HECO needs better solutions now.
127. HELCO should credit us for the poweroutages. The previous storm Lala didn't even hit Oahu and our power went out for over 40 hours.
128. I've spent thousands of dollars on backup batteries because it's not if the power goes out but when.
129. A mainland power company should take HECO over.
130. I know HECO is protected by a Congressional Act and rumor has it that they were recently purchased by Blackstone. I'm just looking to leave island now. I'm not paying 3x living cost for 3rd world utilities and corruption.
131. No comment
132. We live in Niu, very near HKai & have lived here for over 30 years. Lala has us out of power for 89 hours. Our friends lost power in Portlock for many days from Kona Low storms. These outages are getting increasingly prolonged and frequent. We are getting a battery back up to our PV system as we have oxygen concentrator we need to keep powered. It's very very frustrating and sad the tax rebate for PV is being eliminated when the grid is becoming increasingly unreliable. Many other medically fragile patients can't afford PV with battery backup, especially without tax rebate.
133. Explore other energy options for Hawaii Kai, such as solar farms, wind farms, natural gas, etc.
134. Even before the hurricanes we have repeatedly lost power. It's never an if, it's a when. It could be sunny and beautiful, no wind and we lose power. Hawaii Kai was our dream location on island. Now we see it's completely outdated and are considering moving. We would love to stay because we do love Hawaii Kai but

we keep losing power, and losing all of our week's groceries and more.

Thank you for listening and helping,-Lena L.

135. Fix it now. The power is out on a clear evening now. This is by far the worst place I have ever lived on utilities!! I grew up with frequent thunderstorms in the Midwest and even that was superior to this. If they can fix electric grid issues with tornadoes whirling, I'm sure a solution can be found here!

136. Bring in another provider

137. More accountability from HECO getting away with so much because they have the monopoly...

We as customers despite the major inconvenience see no improvements yet the prices keeps going up. We're just taken in hostage every-time with no compensation. Really fed up of these situation as a Hawaii Kai resident

138. We pay too much money for this

139. Thank you for taking this step! I appreciate you being proactive.

140. When it happens in a storm it's one thing, but it's been happening lots when it's beautiful outside.

141. HECO must be held accountable for their failing system

142. More timely restoration. Compensate and/or apply credits to homeowners on their electric bill for lack of services as a result of non-weather related incidents.

143. We appreciate the work from the boots on the ground. Leadership needs a wake up call.

144. Go learn from Asia, go to South Korea. They never have power outages. We live in America. What is the problem here?

145. Thank you Rep Gedeon

146. Our electric is already not affordable and having to pay for an unreliable source is upsetting. For us to have to go through so many power outages is ridiculous at this point.

147. Concerned homeowner

148. The time the power  is out is ridiculous. 2 day's & then almost 1 day this past storm.

149. Better communication during outages with ETA on restoration.

150. No

151. It's ridiculous that the same problems have occurred for over 10 years. If the power can be restored, it seems it should be able to be corrected to prevent the outage.

152. Tunnel bore transmission lines though the mountain so going up and over is no longer an issue. The wind at the top of those ridges can exceed 100+ mph during storms and are not felt down below in the valley. Contact other utility's in the south east US and see how they harden their infrastructure for major storm events as well.

153. Make grid hardening a priority

154. 1) we can build 3 tunnels for cars and staging utility trucks in them out of a storms way... but not utility lines? 2) we loose power in Hawaii Kai on a sunny day. And you'll remember it happened 4 times in a year when Gene Ward was still alive and none of them were storm related. 3) solar and battery backups, LED lights, solar water heaters, solar AC's, all are supposed to get us off fossil fuels, and HECO draws off the solar residents pay out of their own pockets to install... and yet, price increases persist year after year after year. Why? HECO is getting it for free from those who install it. They're not producing it on fossil fuels. Yet they keep charging those who don't have solar more and more and more? And they cap how many residents can install solar in our neighborhood now? Why? Make it make sense! And look at all the Tesla owners... they don't pay gas taxes, so now they have to pay more for car registration? Or per mile driving tax? Make it make sense, please. 4) what failsafes are in place when a hurricane removes all our solar panels???

155. Even after the storm, the power surges every single day at least once, sometimes twice. No rhyme or reason to when. In the day, at night, middle of the night. You'd never know. Not reliable enough to hold online meetings, take classes, or exams.

156. If they knew what was wrong all these years, why didn't they do something about it? Hawaii Kai has been in existence more than 10 years ago? What happened to preventive maintenance? Excuses, excuses, excuses!!!!

157. No, but I want to thank you and your staff for all of your hard work!

158. And it was out again last night! Aug 24.

159. It comes down to cost-benefit. The trouble with HECO is that we pay an outrageous cost with little benefit. We pay the highest rates on the country for unreliable service. Why? And what other choice do we have? Unfortunately, we have no choice because they have a monopoly. I am not sure where all our money goes—I assume to shareholders? (Why are there shareholders in a public utility, anyway? Nonsense.) HECO raises rates over and over again, but never has enough money to maintain or improve their system for their customers. The math isn't matching.

Yes, we have wind and fire in Hawaii. But look around the US. Places with much worse weather have more reliable power at much lower cost. Anchorage, Alaska, for example, had 70 mph winds during Lala, with no disruption to power. Look at the east coast during ice storms. Power stays on. We have the best weather in the world. What is going on here?

160. Hawaiian electric has a monopoly. They are unreliable and charge us outrageous costs. Open up the energy market. Stop restricting solar. If they can't provide us reliable electricity then allow us to have solar.
161. Be more responsive to their customers' concerns.
162. I feel like the state should supply those who don't have Generators (Us), with Generators and discounts on our electric bill for the amount of time our electricity is off each time.
163. None
164. Decades of GOP leadership for this community had lead to the lack of infrastructure investment
165. I have noticed since they fixed the power since the last outage the light and not constantly flickering
166. Tired of hearing pie-in-the-sky ideas for electricity improvements tomorrow when we need upgrades today. I hear lots of ideas from HECO but I don't see any concrete action. HECO does not seem to be taking this problem on the east side very seriously.

I want to see a solid plan to fix this issue, like putting up another transmission line over the ridge. This survey did not ask about equipment ruined by power surges. My wifi router fried out after a power surge. I've had to replace my ceiling fans' capacitors multiple times after power returned.

167. I think I live in District 19 (?) on Kawaihae Street, but I appreciate your efforts. Our section of Hawaii Kai has had numerous power outages that go for hours at a time. I've lost count how many we've had since just the start of the year.

We had one last night from about 7:30 - 11:30 PM and I can see the stress level in our house automatically go up as soon as the power goes out. We suddenly need to shift our worries from dinner to charging devices, if we need to get ice for the cooler, no one open the fridge/freezer, how long will this outage go, and all the workarounds that need to happen when there's no electricity and internet. Is HECO considering long term fixes that don't involve our power coming over the mountain? Hoping we can talk more. I am the Firewise coordinator for our townhouse complex and one of our biggest concerns in being Firewise are the HECO poles above our homes. Thank you! Tara

168. I would like to see an electrical map of where all homes, townhomes, condos, and businesses in Hawaii Kai are linked to. Meaning which electrical grid does

my home connect to versus a home in Kamiloiki Valley. It appears that Ka'alakei Valley always loses its power and/or power is resumed last over other areas in Hawaii Kai. Why is this so?

169. as a professional electrician and resident I would like to be able to learn more about the distribution system so i can inform my customers.

Marvin woo Woosellectricalmarvin@gmail.com

170. If the problem is not enough money to fund the infrastructure update, then HECO should continue paying out NO DIVIDENDS to share holders until the old infrastructure is updated. (They stopped paying out dividends after the Lahaina fire.) I dislike that our power supplier is a for-profit company. That encourages a focus on profit at the expense of maintenance of infrastructure.
171. Its unacceptable that our community loses power frequently when there is moderate-high winds - not even a storm/hurricane watch!!
172. We pay super high rates for terrible service while the execs pocket millions and they won't pay us to replace lost food or reduce rates after an outage. There needs to be some accountability and competition so we aren't stuck with bad service and high rates. They also need to fix the lines right so the continual flickering and dimness stops for good
We are looking at other areas to move to bc as we work from home these continual outages are affecting our livelihood
173. Thank you for providing this survey, Joe, and reaching out to HECO/being in touch with them. We hope things will improve; haven't seen this many outages compared to before...
174. Tariff #5 exempts HECO from liability for customer losses due to storms! This is like contracting with a habitual drunk driver to exempt him/her from liability for deaths, injuries and property damage that s/he might cause while driving drunk, over and over again. How is this even possible?!

A monopoly providing an essential service to its customers should be held liable for losses stemming from inadequate facilities. I have yet to investigate the case law from such cases. I'm not an expert on electrical transmission, but with common sense, think that enclosing the transmission lines in conduit, run slightly above grade level for accessibility, and access roads are ESSENTIAL AND NEEDED AS SOON AS POSSIBLE (not Hawaiian time!). We could also put in a liquid natural gas plant next to the sewer treatment plant across from Sandy Beach, eliminating the current obsolete equipment. Perhaps a separate utility for Hawaii Kai might be best.

175. Forget renewable energy. Update our power plants and build an LNG power plant. If we have a category 4 or 5 hurricane, our solar panels and windmills will all be wiped out and to replace them will take years. We can't rely on anyone else (State) to buy electricity from. We need to take care of ourselves first before helping others.
176. Is there a cost effective way to have our electricity from a substation within closer vicinity of HK instead of coming over the Koolau's and Waimanalo?

177. No. I just moved back from the mainland after 4 years in California. We never had an outage there. Came back because Hawaii feels like home and I'm so happy to be back, but sad that it feels like we are a "banana republic" regardless of all the fancy buildings in Kaka'ako /Ward and multi-million dollar mansions scattered about. It's time for Hawaii to clean up its act and adjust to the 21st century.
178. Please hold internet and cell phone providers equally responsible for upholding service independent of HECO when we have blackouts. These providers should have independent backup battery systems to keep customers connected for at least 36 hours and they too should send messages like HECO does when outage is anticipated. Not having any service is a hazard to public safety - internet and cell service providers need to share some of the burden that HECO has- Maybe Starlink should be part of the States Emergency System and under extreme need / extended blackouts the public has some level of access for broadcast messaging.
179. If it has not been done already, conduct a feasibility study to install an underground feeder along Kalaniana'ole highway to support Hawaii Kai.
180. In the past 5 years I have experienced more power outages than I have in 50 years total. We didn't know that we should turn off our circuit breakers when the power is out until reading about it on next door. We have had to replace numerous large ticket appliances. Would love to buy more battery back ups, etc but cost is prohibitive at the moment. More tips like turning off circuit breakers from professionals would be greatly appreciated.
181. Be nice to not be a third world country when it comes to power
182. We need more than three lines for over a million people!
183. HECO needs to follow up with their verbal plans and start showing construction dates and timelines for completion. Talking about fixes is not what we want to hear.
184. Grid improvements to eliminate flickering lights.
185. Heco fixed and changed the underground lines and box on our street but we currently still have temp lines out of the green box on our property after the work was done it went out again and now have temp lines again for over 6 months again
186. The Green Deal is a scam. Stop it!
187. Communication from HECO or lack of communication I should say is bad. How can they justify price hikes and have all these outages. Why not come out with a plan to fix and not be reactive but proactive. If HECO had said we are going to shut down for x amount of hours so we can fix for long term I would say great. But it doesn't seem like be proactive is their thing. Maybe another company the state can allow in?
188. Question 8, my answer should be "all of the above"
189. Thank you for your help Joe! Unfortunately this has been an issue in Hawaii Kai for decades.
190. Can't tell you if spectrum is down during a power outage because my power to the internet modem and cable box is out. HECO needs to find a long term solution to our frequent outages, especially during blue-sky non storm related days. Power outages are not only inconvenient and frustrating but costly. It feels like we had better power reliability deployed to a combat zone than in my own home. I am open to hearing about REAL solutions from HECO and not platitudes. All proposed and real cost increases/variable rates should be paused until reliable power can be assured. A measurable metric is 2 years without any power outages.
191. There should not be a monopoly on electricity. There should be competitive alternatives to inspire quality service and fair pricing.
192. I've actually slept without my CPAP when the power is iffy because if the power goes out and I don't wake up, I won't be able to breathe with the mask on. My lights flicker a lot but I haven't bothered to report it HECO because I doubt it will make a difference. Water is another huge issue to tackle next.
193. 1. Have both coal burning plants been removed?

2. It's important the electric company complete jobs in a timely fashion. a). For almost TWO YEARS here is a building in Waikiki that has had wires running from the circuit breaker to an electric pole in front of the building.
b). In Hawaii Kai we have electric wires running from the electrical box to homes for about 6 months to a year.
194. In addition to power outages we have had constant flickering of all lights in our home and worry it'll damage our sensitive electronics (computers, fridges, freezers, ac units, etc) if it hasn't already.
195. years ago heco pitched putting an alternate transmission line that was shot down by people who didn't want the lines to see the wires going across the mountain line. this is why we don't have any alternate back up currently
196. Unfortunately, we are dependent for electricity with Hawaiian Electric Co., Inc. the only viable, monopolistic electrical power source, for Oahu.
197. There was no power, so I don't know if Hawaiian telcim was down as my router didn't work.
198. Not having phone service is really a problem. We never know what is going on?! Had to drive to Kahala Mall in the storm to see if the kids had school. Could call anyone text., nothing.
199. Accountability needs to be taken into consideration; too much finger pointing and shoulder shrugging!
200. What about a solar farm in East Oahu?
201. Additional comment regarding what we have done — we have tried multiple vendors, from Costco and big box stores to manufacturers of portable solar backup — to purchase a device. No success despite hours and weeks of effort.

None of them will ship units to Hawaii, despite what their order pages say. The one array that would ship (Lowe's) was an older model but better than nothing — but it was canceled on a delayed basis after order was placed and paid for.

HECO is the primary failure point. Vendors such as Hawaiian Telcom, Verizon and Spectrum need electrical supply. In addition to the storm-related outages, the frequency of “dirty” power supply has increased in the last 12 months or more. HECO's vagueness and lack of accountability is beyond disingenuous. I fully believe that PUC needs to stop being the handmaiden of HECO's executives. A full financial audit is needed; HEI Industries needs to divest itself of the 9%-ish of American Savings it still owns. In the long run, we would be better off with a cooperative, like Kauai people have thanks to the KIUC. Mahalo for reaching out and asking the community for input. HECO is not earning its high rates and not all of us can go to full solar, no matter how much we would like to.

202. I'd like someone to explain how outages and surges affect appliances like stoves and fridges and what to do about these things that can't be unplugged.
203. Heco has recently had at 3 power loss for few seconds. It would be helpful to know why this happened.
204. A while ago, Gene Ward has explained why Hawaii Kai has these outages and his explanation was very clear and very good. HECO has old infrastructure and the continuing growing need for expanding homes and buildings stress the current equipment in place. Residents want HECO to fix these issues so we have no blackouts, which I feel is unreasonable. HECO would need to totally upgrade their equipment and infrastructure and that would be expensive. How would they fund this overhaul? charge the customers? The residents would bitch and moan about that! HECO already has done a good job with warnings on how to prepare for approaching storms and they have crews working out there during the bad weather (within reason). Blackouts are not a bad thing - it gives us a chance to be screenless. It gives us a chance to have conversation with each other, read a book, play a board game, make smores, draw, color, give our pets lots of pets and hugs. Residents need to be accountable for themselves and prepare accordingly when the State/City/HECO/Weather Service gives warnings for approaching storms. Bottom line is that HECO will have to replace their current infrastructure and equipment and that is going to take a lot of funding to do so.
205. focusing on the power grid should be the priority for the whole island. it is unacceptable that we can be out of power for 40+ hours... this feels like a 3rd world country
206. Grid reliability should number one priority

207. thank you!

208. the previous question, Which of the following should be priorities for Hawaiian Electric to improve power reliability in Hawai'i Kai?" is difficult to answer without so many other factors and more information. An average citizen can't really know what the options mean, how they would play out, what would be the ripple effect, etc. So I hope there is not a lot of weight put on the answers. Thank you

209. Power outages are problematic, but I find the lack of cell/internet service much more concerning. All information is online these days, so don't know what's happening, when to expect power to be back on, etc. Given the service issues, HECO should be more mindful about the accessibility of their updates. I was able to load their Twitter page during intermittent service, but they had a lot of relevant info in the photos and videos they were attaching to their message. The text part of the message was basically the same for 24 hours, unhelpful. I also take issue with the City sending text messages with instructions to learn more on the website. Tried to listen to the radio, but there was barely anything!!

210. There is one issue that came out of the recent storm that I think deserves your attention.

I have Tesla battery backup at my home. Until recently, I could charge my batteries from the HECO grid when necessary. If a storm was approaching, I could essentially prepare my house by making sure the batteries were charged while HECO power was still available. That has changed. As I understand the present HECO rules, most customers with solar-connected batteries can no longer simply choose to charge their batteries from the grid. The batteries generally must be charged from solar. There may be exceptions and automatic Tesla overrides, including certain Storm Watch situations, but the homeowner no longer necessarily has the control we had before. That became very apparent to me during the recent storm. When the power may go down, nobody

- knows whether it will be out for two hours, twelve hours, or several days. If HECO power is still available and I know a major storm is approaching, I want the ability to say: charge my backup batteries now. I used to be able to do that. Now I may have to wait for daylight and sufficient solar production to recharge them. I understand HECO has a legitimate technical concern. Apparently, during storms large numbers of Tesla and other batteries can all begin grid-charging at essentially the same time, creating a very substantial sudden load on the electrical system. I am not suggesting HECO ignore that problem. But eliminating the homeowner's ability to grid-charge altogether strikes me as the wrong solution, particularly during an emergency. There ought to be a way for HECO and the battery companies to manage or stagger grid charging without taking away an important emergency-preparedness tool from homeowners. I think this is worth looking into. The recent storm certainly demonstrated to me why it matters.
211. HECO's outage app is awful. Yes - informs outage area and how many connections affected but never seems to post the cause or when restoration expected. Corporate communications are equally uninformative.
212. I know it's frustrating to be out of power for long durations but in my experience it's only been lately that we have had more frequent outages. The electric company planners and crews are working hard to make improvements.
213. I lived in NH for much of my life and even major snowstorms didn't cause outages as often as we see in Hawaii. Every outage impacts our day to day life, economic and work functions and I worry most about my patients who rely on electricity for their ventilators, alternating air pressure mattresses (for offloading severe wounds), and so forth
214. No, but thank you Joe for hearing our voice.
215. Why can't a sewer sized hole be drilled through the mountain, slant drilling, and a power line or 2 be run through there. It doesn't have to be at the wide base of the mountain could be part of the way up but that would at least not require running to the top of the ridge where the winds are the worst.
216. Why does Mt Terrace and others on Kawaihae have so many outages and are usually the last to regain power?
217. Need a reliable back up power/internet hub for the community
218. In the second to the last question, I checked all four answers as I don't know what the answer is but it's certainly can't hurt to try all listed. Mahalo!
219. I have had an "open request" to recover funds related to damage due to Heico. It has been since the Kona low with terrible response and follow-up. Must consider a law suite.
220. Nothing other than - please help!!
221. Bring in another electric company. HECO needs some competition.
222. I live in the Mount Terrace condominium, and I have noticed that our building and the townhouses across the street often lose power when other parts of Hawaii Kai do not. Even when all of Hawaii Kai loses power, we are usually the last to regain power. We have experienced six power outages in the last four months. This is ridiculous.
223. Hawaii must either bring in a mainland provider (such as NextEra) to take over the system or, at a minimum, replace existing directors with leaders who have proven utility grid infrastructure enhancement experience
224. HECO needs to solve the problem of why a small pocket of homes in our area is continually subject to power outages
225. All repairs be completed when the weather is fine instead of when electricity goes out. HE constantly replies to outages saying that they're working on permanent repairs. It's been the same reply for years. 🙄
226. Provide compensation for loss goods. No penalty no reason for action.
227. We have a disabled adult son, severely disabled, and these changes affect his behavior. He's totally dependent but lacks understanding. Having no electricity, in the dark, no needed AC, creates behavioral challenges!
228. For safety, please give backup power to the traffic lights at major intersections (ie, keahole x kalaniana'ole)
229. We have lived at Mt Terrace for only 3 months & have experienced 6 power outages ranging from 1.5 hours to 2.5 days (Lala). The other 5 power outages did not appear to be weather related. We are frustrated & do not understand why other areas in Hawaii Kai are not affected. It appears it's just us, the town homes across the street, Kuapa Isle, & Kuliouou. Please do something about this. Thank you!
230. Get some new forward thinking administration people who actually can think out of the box for real solutions to these problems. I bought 2 solar generators in preparation for Hurricane Lala and because Hawaii Kai always has a problem with outages. HECO should reimburse us or give us rebates for buying our generators because they are failures at doing their job. Thank you very much.
231. Turn down lights in shopping centers to conserve power.
232. None at this time. But ironically my lights were flickering while I was doing this survey!
233. I suspect that the totality of Hawaiian Electric's cost saving measures over time, lack of necessary upgrades, poor leadership, poor decision and COMPLETE LACK OF ANY ACCOUNTABILITY has led all of us to this place where Hawaiian Electric is barely capable of keeping the lights without interruption on for more than a few days at a time. The public should have more visibility on what specifically caused each and every power loss, what specifically is being done to correct that problem AND PREVENT the same thing from happening again. The public should know that there is legitimate oversight of Hawaiian Electric. The public should know that the State of Hawaii considers Hawaiian Electric's inability to maintain stable and secure power is an emergency situation that is actively being managed by our representatives.

234. We know there are issues. We should work to be prepared and when a fix is available we should take it
235. Our underground cable failed more than 3 years ago & despite numerous calls for repairs, we are still kept waiting & in limbo without any assurance that our cable will be restored. Yet we are billed regularly for electricity that is a single thin wire strung across from our house to a cable box across the street. What if a large bird, kite, tall truck, or force of nature dismantles the wire, another loss of power where our health & medical needs will be affected?
236. Are we able to move towards a micro grid?
237. No. Off topic but I like your banner 'drive w aloha.'
238. Hawaii Kai needs its own private utility company.
239. Retired HECO employee. There are a multitude of influences that have contributed to our current energy problems. Can't change history for missed opportunities to change HECO's course. So, the primary agenda should be the upgrades for our aged infrastructure. The glaring problem is cost. These upgrades will be paid by the customer after approval by the PUC. If you recall, Governor Ige's PUC voted against the NextEra acquisition. HECO's hope was to have a major utility corporation foot the bill for the upgrades without a major hike in HECO's rates. Once again, can't change history.
240. We pay some of the highest utility rates in the country for terrible service. This monopoly that focuses on profits over the people it serves is unacceptable. The state needs to hold them accountable to both lower rates to a reasonable level AND improve service. The people are tired of excuses and suffering at the hands pf HECO and PUC.
241. none
242. Communication. Spectrum updates constantly and says when they will update again. . Nothing from HECO during 49 hours of outage
243. No
244. It's very visible the HECO team is dedicated to quickly repair and restore when there is a power outage and it would be great to see the same dedication to prevention. It is also a concern that more homes are being built before there is even a plan for improvement of the infrastructure. There are times when I have to drive during a power outage and it's quite scary when traffic lights are out within a large area and some drivers are not aware or do not follow the rules concerning nonfunctional traffic lights. Something needs to be done, at least a plan.
245. There is complete lack of communication about the cause of power outages. Vague excuses. It is like they put a bandaid on, and then it falls off and then they add another bandaid.
246. Thank you Joe for your attention and involvement as our Legislative Representative on this critical issue. You have been the only Legislative Representative who has taken the initiative and showed any active interest in

- initiating action to remedy this critical situation! It will be difficult and will take time, but your position as a member of our Legislative branch is a GREAT start!
247. The lack of communication during and outage is unprofessional. We have lost a lot of money as we don't own a generator.
248. Informational messages about what I can do to help the grid.
249. I do appreciate the lineman making repairs but HECO management need to implement a better long lasting fix for the situation.
250. No
251. Yes, a transition from petroleum fuels to green energy that our state legislature has bridled HECO with and State goals to achieve 100% renewable energy by 2045 is totally unrealistic. All contribute to Heco not being able to provide basic energy reliability. We also question how our leaders are allowing all the construction in Kakaako when our power is so unreliable and unstable.
252. Hawaiian Electric is a poorly run utility company It Charges customers the highest electric rate in the USA It prioritizing administrative exorbitant salaries (ie Chief Executive 2025 \$6.5 million compensation , COE Shelee Kimura 2025 \$2.6 million , Board Members 2025 average compensation \$308,200) over adequately investing in and maintaining the utility infrastructure to provide reliable electric service to its customers

Living here with Hawaiian Electric that provides unreliable electric service is like living in a third world country It's time for political oversight to stop the monopoly that Hawaiian Electric holds over the people of Hawaii I lived in Florida for twenty five years & went thru 5 hurricanes The electric utility companies : Tampa Electric ,Florida Power & Light (New Era) , & Duke Energy always provided promptly restoration of electric service after a hurricane because those utility companies were well run My young family members have moved from the island to a more affordable place to live with reliable electric service It's time to tie HE administrative compensation to electric utility performance to provide reliable dependable electric service to Hawaii's customers. People are fed up with ongoing out ages I personally lost more than \$500 worth of food from two refrigerators Why should I have to incur the expense and inconvenience of purchasing and using a generator to maintain electric to my refrigerators ?? I feel it's time for a class action law suit against HE -Enough is enough —the current status quo should not be allowed to continue !!!!

253. Audit Hawaiian electric
254. HECO must be held accountable to maintain easement right of ways which cross residential properties. This is a condition of the right of ways which provides access to critical power lines too. In my area of Kalama Valley, HECO has cleaned/cleared easement overgrowth only once in 10 years, leaving residents to maintain and consider revoking the right of way. HECO executives seem ill-prepared to manage all of the company's responsibilities throughout the community, or they are intentionally ignoring their responsibilities.

255. Why can't they bury or extend the underground power lines from kahala and aina hina to Hawaii Kai?
256. Hawaii Kai seems much more prone to extended power outages in the last few years.
257. Why do we lose internet? We need quicker information on the nature of the outage and how long to repair. We need to be warned about repairs or installations that will impact service.. It would be good to know why outages occur in the absence of wind events....is it the transition to renewables?
258. Verizon(cellular phone companies) should increase coverage in Hawaii Kai(Mariner's Ridge). During power outages, I have zero connectivity. This means I won't even be able to call 911 for help during a medical(fire) emergency.
259. Fix all the older grids that majority of us who have been here for 40 years are on
260. let cell companies have backup in hk. t mobile said they are not allowed to have backup and there is a law prohibiting it
261. For what we're paying, reliability should be much closer to 100 %
262. Over the last year when electric is cost me over \$10,000 having to replace appliances, a tv, food, and flooring... due to the power outages. All this while raising their rates.
263. I've contacted the PUC and have been in touch h with them as well as HECO about FLICKERING LIGHTS.
264. I have 3 neighbors who bought generators at Marina Palms. One of my neighbors has medical beds and was without his breathing apparatice so they went to a friends house who had power. I'm tired of the flickering lights! Worst ever this year! After the Kona lows in Feb 2026. I have been in touch with Joanna the HECO Ombudsman- though nice and responsive- no long term fix. And she works for HECO- shouldn't she be a 3rd party hire?
- I hired an electrician and spent close to 3000\$ to rewire, update bulbs in home, install new smoke detectors (power outages made the old ones sound off), and change dimmer panels to standard rockers, trying anything on my part to update my home to see if that helped. But the flickering continues. We deserve better! My bill went from 34cents per KW to 44-46 cents and for that price hike wi should have stability & reliability. I bought my town home in 2012, am retired and not moving, so I look forward to this being thoroughly addressed. Mahalo
265. We've had full photovoltaics for 5 years, so our outage problems are minimal. Still, I'm concerned for all Hawaii Kai residents and the safety, expense, and inconvenience they face – as well as the frustration of a long-standing problem that is getting worse without any evident plan for a more permanent remedy.
266. Encourage HECO to provide a claims area where impacted customers can submit damage claims online with a less than 30 day turn-around for claims.
267. quicker to fix when power line is down over the mountain. they seem slow to inspect lines. weather will be calm and they will send out a notice saying we will go out later if weather is calm
268. HECO should prepare for any type of weather and should have the man power to Fix it asap, not let ppl have no power for more than few hrs. It is crazy!!! We should not have to pay the bill if they can't fix the power within 5 hours. The CEO of HECO should resign, can't even handle the storm.
269. Yes allow the Japanese LNG company that Gov Green supports to provide competition. Otherwise there will be no tru motivation to PUC (only 3 people?!) or HECO. The political corruption and cronyism between these two groups is obvious and the power of these two groups is unchecked if they can financially influence our political system and remain basically unchecked because the residential consumers have no power in the current system. It also makes Hawai'i a soft target to potential future storms and foreign bad actor attacks.
270. We pay the highest rates for the worst service in the nation.
271. I think people do not realize we have old infrastructure and there's a cost to upgrading equipment. Increasing our monthly electric bills is not something people are wiling to see happen. There's a solution but how do you find something that works for everyone?
272. Better senior management involves by HECO to fix the problem.
273. Aging population, including at least two senior retirement/nursing home communities. Kaalakei valley, particularly disrupted and quite dangerous given elders and specific needs-wheelchair/elevator elevators, etc. Inexcusable. I understand the short term fixes are unavoidable and essential. But the more short-term fixes, The longer we wait, and it may just become a lifestyle of short-term fix, which it has for many years now. There must be a hybrid of ongoing short-term fixes, together with a solid plan for the long-term, more complex fix. Maybe it won't happen in my lifetime... But it will most definitely be needed in the next generation's lifetime, if not sooner. Any residence of any town city or State deserve better in this country. We're not alone in it, we just have our own version of it. But we're lucky that, unlike most places on the mainland, we don't have Weather that precludes —for the most part all year long— As from accessibility to improving infrastructure Services in a rationally quick manner. The longer-term fix won't be “rationally” quick But once it's invested in and done, as with every other city that has done the same, it's worth it. People would pay more for it as well.
274. I remember when power outages became more common starting about 2-3 years ago. A few storms during that period seemed to damage 1 and then 2 of the three transmission lines going over the mountains. Hawaii Kai was at the end of of the power transmission lines and we had even lost redundancy and were left with only one functioning transmission line over the mountains. I am not sure this critical situation was actually adequately addressed or rectified. I know our electrical grid reliability is very poor now, to the extent that I am expecting a power outage with almost any storm or high wind event. I also know that Hawaii electric has advertised with information handouts that come

with our electric bill the measures they have been engaged in to fix damaged transmission lines, fix damaged power poles due to fallen trees, and also detailing clearing foliage around some of the transmission lines and power poles. However I have heard only of future plans to strengthen the electrical grid, but the process seems very slow. I have not yet seen the results of these stated electrical grid improvements/ and hardening of our electric grid infrastructure which is supposed to reduce the number and severity of these power outages. We have had to invest in a small lithium generator and prepare for a power outage by having reduced perishable items in the refrigerator before a major storm in anticipation of power outages. It seems this year in particular, we have had 5-6 power outages with two lasting almost 24 hours and another lasting for more than 12 hours. After each power outage and subsequent power restoration it seems our electrical grid reliability decreases and makes the next power outage more likely to occur with even less stress on the system. The significant electrical grid strengthening and improvement measures seem to get delayed and predominantly repairs are focused on temporary and focused repairs without addressing the fundamental underlying structural and design flaws of our aging , battered and overstretched electrical infrastructure. Until there is a commitment to significant structural overhaul and a redesign of our aging electrical grid, we are bound to experience ongoing power outages and poor electrical grid reliability.

275. Highlighted near-term fixes as priorities in question above, but also need to figure out a way to the long-term fix. If HECO could be more transparent on an estimated time to fix an outage instead of just saying “unknown” that would ease some of the frustration. Thank you!

276. Please organize a town hall meeting so all the constituents can advocate for themselves. These online polls are great but many of our Kapuna (who need the most help) are likely not completing these polls online. Send mailings out to everyone about a town hall meeting to discuss real changes and provide resources when power outages could go out for nearly a week.

277. The storm only marginally disrupted my life. Most lines in Kalama are underground. Thanks for your efforts

278. Approve HB2486 so more homes can install solar

279. Difficult to suggest methods for improvement because we don't have information on what the causes of the outages are.

280. We need to do something soon. Is our own solar powered grid an option? I rent so can not install solar or a battery backup.

I have even stopped stocking up on food because I've needed to throw out items in my fridge and freezer 3 times in the past year. This is my sad reality. The electric grid in HK is that of a 3rd world country.

281. Yes, I will submit my comprehensive comments and suggestions by email.

282. I lived in Asia where I thought power outages were normal but returned to Hawaii and experienced worse conditions over the past ten years!

283. Those of us on the lower end of Kawaihae St seem to be affected more than anyone else. We have had months where every week we lose power on the most beautiful sunny days. We have constant power surges and our lights will flicker at least two days of every week. I refer to Hawaii Kai as a third world suburb. I had to move to Oahu for my work and can't wait to get back to the East Coast in two years. This has been one of the worst places I've ever lived. Nothing gets done. Beautiful yes, but not worth it. Especially for those of us who come from states where the infrastructure supports its residents. I hope this brings about some change or this will be the downfall of Hawaii.