



Hawaiian Electric
Maui Electric
Hawai'i Electric Light

Billing & Payment

For Businesses

Save Energy & Money

Safety & Outages

Clean Energy Hawaii

Community & Education

About Us

Home > Customer Service > Frequently Asked Questions

Customer Service

Report an Outage

Oahu: 855-304-1212 or [Report online >](#)

Maui: 808-871-7777 | Molokai, Lanai 877-871-8461

Hawaii Island: 808-969-6666

Hawaiian Electric Directory

Maui Electric Directory

Hawaii Electric Light Directory

Customer & Payment Centers

Contact Us Form

Online Customer Service Center

Frequently Asked Questions

Frequently Asked Questions

Search Customer Service FAQ

GO

Narrow By

Smart Grid ▾

Newest ▾

Share

What is a smart grid and why does Hawaii need one?

What are the benefits of smart grid?

What exactly will the Hawaiian Electric Companies be doing for the Smart Grid Foundation project?

When will you be rolling out smart grids on other islands?

What kind of information will be available on the new Web portal? How will it help customers manage their electricity costs?

Is Hawaii the only state developing a smart grid?

How does the smart grid help shorten outages?

What experience do the Hawaiian Electric Companies have with smart grids?



What if customers don't want to participate?

Customers who choose not to participate will be given the option of remaining on their old meters if they wish.

But it's important to note that modernizing the electric system is an important step for Hawaii. Customers who choose to defer getting a smart meter may not experience all of the benefits a smart grid offers, which include, but are not limited to: an energy management tool that can help customers track their energy usage to better manage energy costs; enhanced metering capabilities that may allow customers to enroll in future rate programs; remote outage troubleshooting that can shorten power outages; and automated meter reading.

A modern smart grid can also integrate more low-cost renewable energy, like wind and solar, which will reduce Hawaii's dependence on expensive imported oil.

Will it cost me anything if I don't participate in the smart grid?

Under our proposal, customers will be informed ahead of meter installation and, despite the benefits, can choose not to upgrade to a smart meter. Under Hawaiian Electric's proposal, similar to the program implemented by the Kauai Island Utility Cooperative and other utilities across the country, residential customers who choose not to have a smart meter installed would pay a monthly charge to help pay for the cost of continued manual reading and maintenance of their non-standard meters. We are proposing a monthly charge of \$15.30.

However, unlike KIUC's program, which also charges a one-time fee for a residential customer who wants to use a nonstandard meter, under Hawaiian Electric's proposal a one-time initial fee (proposed amount: \$49.32) only applies if the customer decides to not participate after the existing meter has already replaced with a smart meter and we need to go back and install a different meter.

On Kauai, customers of the Kauai Island Utility Cooperative who chose to opt-out of the smart meter program pay a monthly charge of \$10.27 as well as the one-time nonstandard meter fee.