



HAWAI'I GAS

THE CLEAN ENERGY COMPANY

CUSTOMER GUIDE

Important service and safety information for Hawai'i Gas customers

Hawaiiigas.com





Welcome to Hawai'i Gas

Since 1904, Hawai'i Gas has been the only franchised gas utility in the State of Hawai'i. Hawai'i Gas manufactures synthetic natural gas (SNG), blended with renewable natural gas and hydrogen, for its customers throughout the state's six primary islands.

We are committed to providing safe, resilient, reliable energy solutions for our communities.

As we look to the future, we are focused on developing clean energy solutions, and continue to invest in technology to decarbonize our fuel mix.

Honolulu Gas Co. Kamake'e Street, 1933



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REGISTER FOR MYACCOUNT

All Hawai'i Gas customers have secure online 24/7 access to their gas account information through MyAccount.

Save Time

Track service requests and maintenance

Get Ahead of Bills

Schedule automatic or recurring payments

Track Consumption

Efficiently monitor gas usage



Visit **hawaiiigas.com/MyAccount**.
Click 'MyAccount Login' to register.

SAFETY

Gas leaks are rare, but the consequences can be significant. Knowing what to do, or not do, is critical. Hawai'i Gas professionals are trained to ensure the safe production, distribution, and delivery of gas.

DETECTING A LEAK

We make gas smell bad with a non-toxic, but unpleasant, scent so you know when there is a problem. If you suspect a gas leak inside your home or business, and are unable to shut off the gas, immediately evacuate the area and call 911 and Hawai'i Gas. Common signs of a gas leak include:

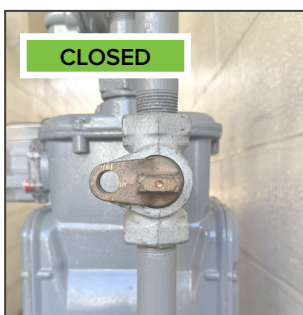
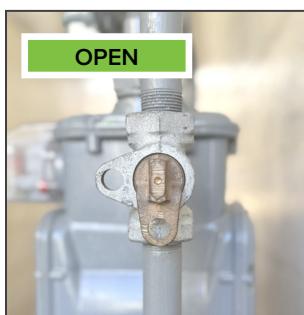
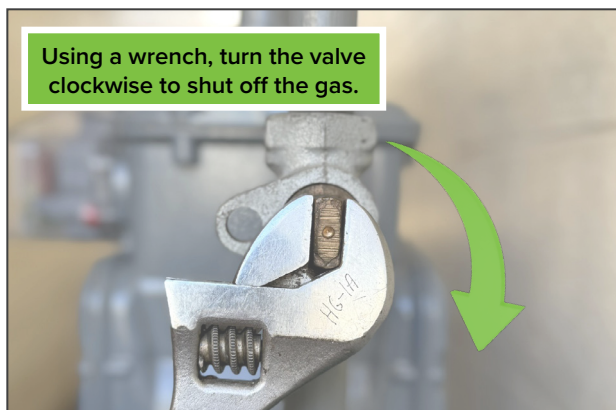
- The smell of rotten eggs; the nose knows!
- An unusual hissing noise from appliances, piping, or the ground.
- Flames near an exposed pipe or coming from the ground.
- Constant, localized blowing of dust or debris.
- An exposed pipeline after a natural disaster.
- Damaged connections to gas appliances.
- Rapid bubbling through puddles, water, or mud.
- Inconsistent pilot light.
- Unusual brown, dying, or dead vegetation.
- Sudden, unexplained increase in consumption on your gas bill.

WHAT TO DO IF YOU DETECT A LEAK

- Extinguish any combustion including open flames, embers, or sparks.
- Turn off machinery and engines. Do not use cell phones or electrical switches.
- Turn off the gas at the tank or appliance if it is accessible and safe to do so.
- Make sure the area is well ventilated.
- If the leak is outside and underground, do not fill the hole with water.
- Do not try to extinguish a gas fire unless you are able to turn off the gas source.
- Leave the area, notify others of the hazard and to stay away.
- NEVER turn the gas back on by yourself. A Hawai'i Gas professional will turn your gas back on.
- Call Hawai'i Gas if there is no immediate danger.
- Call 911 if there is immediate danger.

SHUTTING OFF YOUR GAS

Always know where the shut off valve to your tank, cylinder, or meter is located. Follow the instructions below to shut off your gas, but NEVER turn the gas back on yourself.



SAFE USE OF GAS APPLIANCES

Always follow the manufacturer's instructions for installing, operating, and caring for your appliances. Check with a Hawai'i Gas representative to make sure the orifices of your appliances are sized properly and appropriate for your gas system.

If your pilot light goes out: Follow the manufacturer's instructions and wait for any accumulated gas to disperse before re-lighting. If you are uncomfortable with re-lighting the pilot light per the manufacturer's instructions, contact Hawai'i Gas. Service fees will be incurred.

If you require manual ignition: If your appliance does not have an automatic ignition or you have lost electrical power requiring manual ignition, always light the match first and hold it at the point of lighting before turning on the gas.

- Keep combustible materials (curtains, papers, leaves, etc.) away from open gas flames and keep burner surfaces clean.
- Gas line, appliance, or equipment installation, maintenance, and repairs should always be handled by trained professionals; do not attempt to do this by yourself.
- If your gas water heater is installed in an enclosed location, be sure that it is properly ventilated.

NATURAL DISASTER PREPAREDNESS

In the event of a natural disaster, you may be instructed to evacuate and shut off your gas tank, cylinder, or meter. Turn off your gas ONLY if local emergency responders, Civil Defense, or Hawai'i Gas instruct you to do so, or if you suspect your gas system is damaged and/or leaking.

If you have turned off the gas for any reason, contact Hawai'i Gas to turn it back on. NEVER turn the gas back on yourself. A trained professional will assist you. For more information on emergency preparedness, visit hawaiigas.com/safety.



CALL BEFORE YOU DIG - 811

Always make sure there are no underground gas pipelines where you plan to dig, regardless of the size of your job. Any kind of digging or excavation—even gardening or yard work—can damage gas lines.



- Contact the Hawai'i One Call Center at 811 (toll free) at least five workdays before you dig.
- Provide your property Tax Map Key (TMK) address and the cross street(s) nearest where you plan to dig.
- Hawai'i One Call Center will contact all local utilities to tone, mark, or identify the location of underground utilities without charge.
- Mark the area where you plan to dig in WHITE. Hawai'i Gas uses YELLOW markers to mark our pipelines.
- When excavating in the vicinity of a buried pipeline, carefully hand dig until the gas line is exposed. Do not use power equipment. Use suitable, rock-free materials for backfill to avoid damage to the pipe or pipe coating.

For general information on the location of Hawai'i Gas transmission pipelines, visit the National Pipeline Mapping System's website at npms.phmsa.dot.gov or call the Hawai'i Gas Maps and Records Department at (808) 594-5575.

PIPELINE CARE AND SAFETY

Caring for Pipelines on Your Property

You own, and are responsible for, the gas pipelines running from your meter, tank, or cylinder to your equipment, above or below ground. Inspect them regularly—every 5 years for homes, annually for businesses—for leaks or corrosion. Do not attempt to make repairs yourself. A licensed plumber can assist in locating, inspecting, and repairing your buried pipelines. For problems with the pipeline extending from the street to the meter, contact Hawai'i Gas.

Damage to a Pipeline

Damage to gas pipeline facilities can present a serious safety hazard. If you suspect your gas system is damaged, ventilate the area and evacuate. If possible, turn off the gas at the exterior main valve and call 911. The smallest scrapes or dents to a gas pipeline or pipeline coating can result in a dangerous rupture, leak or corrosion issue. Damage to the locating wire used for polyethylene pipes will make it difficult to locate the pipes in the future. If you believe you have impacted a gas line, don't take a chance:

- Stop all work and check if there is a gas leak detected by smell, a hissing sound, bubbling, or any other signs of escaping gas.
- Move away from the area, keep others away, and call 911.

Do not repair or backfill a buried gas line until Hawai'i Gas has inspected it and repaired any damage.

MASTER METER OPERATOR DESIGNATION

If your Hawai'i Gas service provides energy downstream of the Hawai'i Gas billable meter to multiple buildings or residents (common in many apartment, resort, and condominium complexes), your system may be classified as a Master Meter System.

Because these systems involve distribution piping beyond the Hawai'i Gas meter, federal safety guidelines (49 CFR Part 192) are in place to help you keep your residents, tenants, and property safe. We recommend, at a minimum, these three checks to maintain system integrity:

Leak Survey: Schedule a professional leakage survey with a qualified technician every 5 years (or annually in business districts) to ensure your underground lines are secure.

Corrosion Protection: If you have buried metal pipes, an annual check of your cathodic protection system can significantly extend the life of your underground assets. For aboveground metal pipes, perform an atmospheric corrosion inspection every 3 years.

Emergency Readiness: Maintain a simple written plan so your team knows how to coordinate with Hawai'i Gas if a leak is ever suspected.

For further information, visit: hawaiigas.com/safety.

SERVICE

PROPERTY ACCESS

Hawai'i Gas meter readers, service technicians, and delivery personnel regularly visit your neighborhood. Access to gas facilities (meters, tanks, cylinders, and piping) for maintenance and routine operations is required per the Tariff and Service Agreement.

Please help us keep everyone safe by adhering to these safety procedures:

- Note the date and time of your meter reading, scheduled gas delivery, or service appointment.
- Secure your dog in a location where our employee will not be working. If we deem the environment unsafe due to the presence of a dog, your service call or gas delivery may be rescheduled, or your meter reading may be estimated.
- Notify Hawai'i Gas by phone of any physical on-property changes that might cause a safety hazard to our employees, such as a new entry method or pet, so we can record it in our files.
- If you are planning construction, please contact us in advance to make sure that your plans will not interfere with our ability to provide you with continuous and safe service.

METERS

Meter Access and Reading

For safe and efficient service, Hawai'i Gas requires clear access to your meter and pipelines. If we cannot read your meter due to vegetation, clutter, enclosures, structural changes, pets, or other obstructions, the following actions may be taken:

- One failed read attempt: We will send a letter requesting access to the property.
- Two subsequent failed re-reads: A \$50 charge will be incurred.
- Two additional failed re-reads: We will send a letter upon which you have 30 days to grant access to your gas service or it may automatically be terminated. \$50 charge per attempt will be incurred.

Estimated Meter Readings

If the meter cannot be accessed or accurate gas

usage data is not available, we will notify you and bill you based on an estimated consumption of gas during the affected billing period.

The estimate is based on an average calculated over the previous six-month period. If a subsequent adjustment is applied, it will be made on the following month's bill. To minimize the number of estimated bills you receive, the following options are available:

- Provide us with a key so we can access your meter.
- Remove obstructions that may block our access, such as a locked gate or watch dog.
- Request installation of an Encoding Receiver/Transmitter (ERT) for remote meter readings. Charges may be incurred.

Reading Your Gas Meter

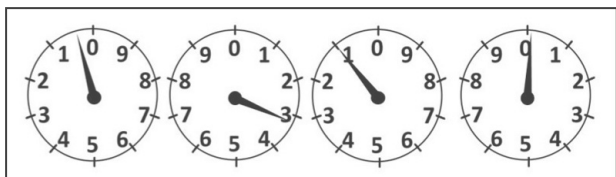
Gas dispensed from a holder tank is measured monthly via Digital meter or Clock meter.

Digital meters indicate monthly gas usage. Your monthly bill will reflect the difference between last month's and the current month's meter reading.

The reading difference is multiplied by a factor, which converts the measurement to therms and can be found on your bill. This indicates your consumption during the billing period, which is billed to you at the current rate.

Reading your gas meter is one way to tell how much gas you're using each month. To accurately read your gas meter, follow the steps below:

- Read the dials left to right.
- If the hand is between two numbers, always select the lower number.
- When the hand is between "9" and "0," then "9" is considered the lower number.
- When the hand looks as though it is DIRECTLY on the number, look at the dial to the right. If the dial on the right has passed "0," use the number that the hand is on. If the dial on the right has not passed "0," use the number less than what the hand is on.



PROPANE TANKS & CYLINDERS

Tank Service and Refills

Your first bill includes the cost of gas in the tank and any deliveries made during the initial billing period. Future bills will show gas deliveries and services requested and/or provided during the monthly billing period. Your propane refills are either on an automatic delivery schedule or on a will call delivery service schedule.

Automatic Delivery: Most propane customers are placed on an automatic refill delivery schedule which is based on their average monthly gas usage.

Will Call Delivery: Tank customers may be placed on a will call delivery schedule due to uncertain refill timing and inconsistent gas needs. Check your tank gauge periodically and contact your local Hawai'i Gas office when the reading is at 30-35% to ensure uninterrupted gas service. Refills will be scheduled within ten working days. If an immediate refill is needed, service charges will be incurred.

When gas service is discontinued, you'll be credited for the value of gas left in the tank. Contact your local Hawai'i Gas office prior to your end of service date to ensure a timely credit and account closure.



Cylinder Service and Refills

Cylinders are typically installed in pairs. When one cylinder is empty, take these steps to begin using gas from the replacement cylinder:

- Close the valve on the top of the empty cylinder.
- Turn the manifold valve switch to the full cylinder.
- Slowly open the valve on the top of the full cylinder all the way.
- Call Hawai'i Gas to schedule replacement of the empty cylinder.

If gas service is discontinued, credit will be issued only for full, unused cylinders. Cylinder refills are scheduled within 10 working days of receipt of a customer's request. A cylinder delivery receipt can be provided upon request. If an immediate refill is needed, service charges will be incurred.



FUMIGATIONS

Your gas system needs to be turned off before fumigating any space. Contact Hawai'i Gas to schedule your fumigation dates, so we can manage the gas turn-off and turn-on process. Only a trained Hawai'i Gas service representative is authorized to turn on and off your gas. Charges will be incurred to turn the gas back on after fumigation.

After fumigation, and once the area is fully ventilated, follow the appliance manufacturer's guidelines to re-light the pilot light. If you smell gas or are unsure how to re-light the pilot light, contact Hawai'i Gas.

When using an insecticide fogger, always follow the manufacturer's instructions carefully. If you are unsure of what to do with the pilot light on your gas appliance, contact us.



STOPPING AND RESTARTING SERVICE

If you plan to move or stop gas service, please contact us at least two business days prior to the day you would like service discontinued. To restart an account that has been closed or terminated, you must provide valid proof of identity and meet our credit standards. A deposit may also be required. Please note, the account holder will be responsible for all gas usage and associated charges up to the mutually agreed upon end of service date.

SERVICE TERMINATION

Service Termination With Notice

Your gas service can be stopped five days after we issue you a written notice for the following reasons. Under some conditions, Hawai'i Gas may give special consideration to service terminations for aging or special needs customers.

- Failing to make a timely deposit or to establish credit.
- Failing to pay a past due bill.
- Failing to allow us reasonable access to our company equipment.
- Noncompliance with our tariffs, rules or applicable contract.
- Failing to secure equipment, permits, permissions, certificates or rights-of-way.

Service Termination Without Notice

Hawai'i Gas can stop service without notice if we determine that:

- Your piping, appliance, or apparatus is unsafe.
- Company-owned equipment has been tampered with.
- Your equipment is being used in a way that can harm or damage facilities or interfere with service to other customers.

BILLING

UNDERSTANDING YOUR GAS BILL

Your monthly bill from Hawai'i Gas reflects charges for gas services rendered in the previous month. Your gas bill may vary month to month due to a variety of reasons. Here are some common factors that may cause your bill to change:

Factors you can't control:

- Changes in our cost to provide propane and Synthetic Natural Gas (SNG).
- Number of days in the billing period.
- Changes in gas consumption due to weather or changes in occupancy.
- Although rare, a substantial increase in your bill may indicate a leak.

Factors you can control:

- Lifestyle changes, such as working from home.
- You added new gas appliances.
- Your appliance usage increased—most common during holidays, vacations, or when entertaining house guests.

Tips for gas efficiency:

- Replace older, less energy-efficient gas appliances
- Fix leaky hot water faucets.
- Replace air conditioning filters.
- Clean dryer lint traps.

BILL PAYMENT OPTIONS

Pay Online Through MyAccount

Register for MyAccount to access your gas account information online. Schedule automatic or recurring payments at hawaiigas.com/myaccount.

Set Up Automatic Bill Payment

Set up automatic payments online through MyAccount, using a bank account, credit card, or electronic check. There are no fees if you sign up using a checking or savings account.

For other ways to pay, or info about bill pay assistance, visit hawaiiigas.com/pay-bill.

Questions About Your Gas Bill

If you have questions about your bill or need assistance, please contact your local Hawai'i Gas branch office before the payment due date.

If, after speaking with us, you believe your bill is incorrect, you may request a written explanation. To avoid interruption of service, the full amount due, including any portion in dispute, must be paid by the billing due date. If the disputed amount remains after you receive our written response, payment of that portion is required within 10 days of receipt.

Disputing Your Bill

If, after receiving written explanation, you still believe your bill is incorrect, you may pay the disputed amount under protest. To do so, send a separate letter that includes your name, account number, bill date, a description of the error, and an explanation of why you believe the bill is incorrect.

Do not write on your bill. Instead, send copies of supporting documentation with your letter. Mail your payment under protest and accompanying letter to our Customer Accounts Department.

We must receive your payment under protest within 60 days of the billing date. If you are a utility customer and have paid under protest, you may also send a copy of your letter and supporting documentation to the Hawai'i Public Utilities Commission (PUC), 465 South King Street, Suite 103, Honolulu, HI 96813.

REGULATION OF SERVICE

Gas service provided to customers under the NU (Non-Utility) classification is not regulated by the Hawai'i Public Utilities Commission (PUC). Gas service provided to Utility customers is regulated by the PUC, which oversees rates and service in accordance with state law.

CONTACT INFORMATION

O'AHU

515 Kamake'e Street, Honolulu, HI 96814
Ph: (808) 535-5933 | Fax: (808) 594-5522

HAWAI'I ISLAND

945 Kalaniana'ole Street, Hilo, HI 96720
Ph: (808) 935-0021 | Fax: (808) 969-9134

KAUA'I

3990 Rice Street, Lihu'e, HI 96766
Ph: (808) 245-3301 | Fax: (808) 246-9581

LĀNA'I

703 Lāna'i Avenue, Lāna'i City, HI 96762
Ph: (808) 877-6557 | Fax: (808) 877-0758

MAUI

70 Hāna Highway, Kahului, HI 96732
Ph: (808) 877-6557 | Fax: (808) 877-0758

MOLOKA'I

'Ulili Street, Moloka'i Industrial Park,
Kaunakakai, HI 96748
Ph: (808) 877-6557 | Fax: (808) 877-0758

24-Hour Emergency: (808) 526-0066

Mail other correspondence and inquiries to:

P.O. Box 3000, Honolulu, HI 96802-3000

