

HAWAII ENERGY

Conservation and Efficiency Program



PUBLIC BENEFITS FEE ADMINISTRATOR

Annual Report - PY 2009

EXECUTIVE SUMMARY

December 15, 2010



1 – INTRODUCTION

Welcome to the EXECUTIVE SUMMARY for the PY2009 Annual Report of R.W. Beck as Public Benefits Fee Administrator (PBFA) for the Hawaii Energy Efficiency Program (now referred to as the ***Hawaii Energy - Conservation and Efficiency Program***). The full Annual Report and this Executive Summary cover Program Year 2009 which began July 1, 2009 and ended June 30, 2010. These documents and other Program information can be found on the *Hawaii Energy* website at www.hawaiienergy.com.

2 – KEY PROGRAM EXPENDITURES AND ENERGY SAVINGS

During PY2009, the PBFA spent \$17.0M in ratepayer funds, of which \$11.9M (or 70%) went directly to commercial and residential customers in the form of cash incentives and give-aways. Ratepayers receiving the incentives invested an additional \$29.9M of their own money to implement the rebated measures, for a total investment in energy reduction of \$46.9M.

In the first year of operation, the total verified customer energy savings from these rebated measures was 139.8 GWh, with a cost savings of \$29.2M. Over the lifetime of the rebated measures, the customer energy savings would be 1,222 GWh, with a cost savings of \$255.4M, yielding a 546% return on investment (in 2009 dollars at 2009 electric rates). This translates into the equivalent of 243,212 barrels (bbls) of imported oil saved in the first year and 2,126,007 bbls of imported oil saved over the lifetime of the rebated measures.

3 – BACKGROUND

Between 2006 and 2009, the Hawaii Legislature and Public Utilities Commission (PUC) initiated a series of steps to transfer the energy efficiency demand-side management (DSM) programs operated by the Hawaiian Electric utilities (HECO Companies) to an independent third party administrator. As a result, these programs and their funding were contracted out by the PUC to a new independent third party, the Public Benefits Fee Administrator (PBFA), selected by competitive bidding and funded by a new Public Benefits Fee (that replaced the old DSM fee) charged to electric ratepayers of the HECO Companies.

After being awarded the State's competitive bid to become the first PBFA, Science Applications International Corporation (SAIC) signed a contract on March 3, 2009 with the PUC (PBFA Contract) to operate the efficiency programs formerly operated by the HECO Companies. The PBFA contract runs through December 31, 2013, with possible extension to December 31, 2016. As part of the PBFA implementation process, the PUC also contracted with *James Flanagan Associates* to serve as Contract Manager, *ECONorthwest* to serve as Program Evaluator and *Bank of Hawaii* to serve as Fiscal Agent for the new PBFA Contract.



On July 1, 2009, after four (4) months of preparation and recruiting, SAIC (operating as *Hawaii Energy*) assumed responsibility for the legacy demand-side management program from the HECO Companies and began Program Year 2009 under the PBFA Contract in its new role as PBFA. In January 2010, SAIC transferred the Program to R.W. Beck, a wholly-owned SAIC subsidiary, to give greater flexibility in administering the Program for the State. The initial two year budget for the new Program was \$37.8M, of which 70% was designated for direct incentives in the form of rebates or services.

During the last two quarters of PY2009, the Program was asked by the State Energy Office to additionally administer approximately \$7M in Federal Stimulus grants under the American Recovery and Reinvestment Act of 2009 (ARRA) allocated to the state to boost energy conservation and efficiency measures. Supplemental amendments to the Program's existing PBFA Contract were made to implement ARRA-funded conservation and efficiency programs which augmented Hawaii Energy's existing Program offerings.

In the last quarter of PY2009, the PBFA was asked by the PUC to participate as a named party in the Integrated Resource Planning (IRP) Framework and Energy Efficiency Portfolio Standards (EEPS) open PUC dockets on behalf of the Program and the PBFA. The PBFA is now participating in both of these important dockets and is taking a leadership role in the EEPS docket, ensuring that energy conservation and efficiency keep their critical places in the Clean Energy effort.

Finally, during PY2009, the Program concluded a smooth transition of responsibilities from the HECO Companies and was able to meet or exceed all but one of its minimum incentive performance goals, Island Equity, resulting in an award claim for 92.2% of its target performance incentives. In doing so, the Program achieved verified savings of:

PY2009 Performance Net Impact Summary			
	Target	PY09 Results	% of Target
Residential Energy	68,722,000 kWh	66,486,914 kWh	97%
Commercial Energy	57,301,000 kWh	46,672,459 kWh	81%
Peak Demand	20,097 kW	22,767 kW	113%
TRB	\$ 140,079,739	\$ 126,547,369	90%
Market Transformation			
Emerging Technologies	20	21	105%
Trade Ally Referrals	40	383	958%
Island Equity			
C&C Honolulu	\$ 8,825,328	\$ 10,086,557	+14%
County of Hawaii	\$ 1,482,005	\$ 950,321	-36%
County of Maui	\$ 1,544,796	\$ 815,251	-47%



4 - PROGRAM STRATEGIES

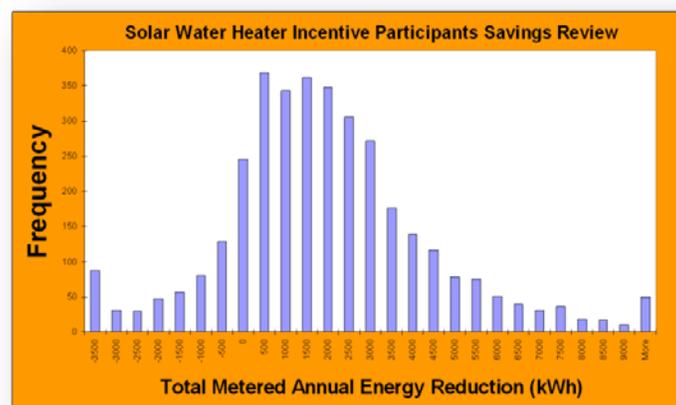
In its new position as PBFA, R.W. Beck (operating as *Hawaii Energy*) implemented a number of strategies designed to evolve the State's energy efficiency efforts from a basic utility demand-side rebate program to a forward-leaning, expanded effort to help reduce the State's dependency on imported fuels through energy conservation and efficiency.

The key strategies implemented in PY2009 include the following:

- a. **Local, experienced energy team** – R.W. Beck strategically recruited an experienced local team, managed by professionals with utility and commercial energy backgrounds, supported by the best operational talent from the former utility demand-side-management program and backed up by the considerable technical reachback capabilities of R.W. Beck and its SAIC parent. This ensured a smooth transition and a very successful first year.
- b. **Distinctive new program, branding and message** – In order to create a fresh, stand-alone state efficiency program with its own identity, the PBFA adopted a unique program name and logo to promote the new enterprise and its expanded role in Hawaii's clean energy effort. The logo has been quite a successful hit since it's unveiling.
 
- c. **Focus on both energy conservation and efficiency** – The new *Hawaii Energy* program expanded its focus and strategy to specifically embrace both conservation as well as efficiency, reflecting a subtle, but critically important expansion of the prior utility DSM approach that opened considerably more opportunities to save energy.
- d. **Transparency, trust and collaboration** – As the PBFA, R.W. Beck made it a priority to establish a high degree of transparency, trust and collaboration among the broader PBFA team, including *Hawaii Energy*, the PUC, the Contract Manager, the Program Evaluator and the Technical Advisory Group. This has enabled the Program to address issues in a more timely and effective manner, yielding considerable progress during the start-up year.
- e. **Removal of barriers to customer participation** - *Hawaii Energy* specifically focused on removing barriers to customer participation in energy conservation and efficiency, particularly with residential low income and hard-to-reach customers (ie., renters) on all islands. Significantly, Program direct install (at no cost to the customer) and give-aways of energy efficient products reached more under-served customers in PY2009 than the total for all previous years.



- f. **Leveraging allies for marketing and outreach** – *Hawaii Energy* strategically utilized allies of all types as a primary means of marketing and outreach for the Program. This included contractors, retailers, vendors, engineers, energy professionals, utilities, non-profits, community action groups and government agencies. In addition to stretching a reduced marketing budget, it proved to achieve better results. The concept was simple; provide allies with PBFA resources tailored to enhance their particular programs and businesses, and let them promote conservation and efficiency for *Hawaii Energy*.
- g. **Leadership role in the state’s greater clean energy effort** – The PBFA has also assumed a special leadership role in Hawaii’s clean energy effort. This included active membership and support of the following:
- Hawaii Energy Policy Forum (HEPF),
 - Hawaii Clean Energy Initiative (HCEI) Steering Committee
 - HCEI End Use Efficiency Working Group (EUEWG),
 - Energy Efficiency Portfolio Standard (EEPS) PUC docket
 - Integrated Resource Planning (IRP) Framework PUC docket
- h. **Enhanced promotion of high efficiency lighting and solar water heaters** – Recognizing that high efficiency lighting was the most cost-effective contributor to Program savings, *Hawaii Energy* made a strategic effort to promote lighting upgrades, particularly CFLs, through enhanced incentives, give-aways, branded products, ally outreach and point-of-purchase (POP) rebates. In addition, the Program made decisive changes to its rebate offerings to ensure smooth continuation of its highly regarded solar hot water incentive program during funding challenges due to program popularity.
- i. **Enhanced use of data-mining** – *Hawaii Energy* developed a process to mine and analyze the substantial customer usage data made available to the PBFA under PUC Protective Order. The process results in the ability to identify customer usage that falls outside of the norm for similar customers and to target those customers who appear to need help from the PBFA to better managing their energy usage. Work continues to enhance the usefulness of this data-mining process.



5 - KEY ACCOMPLISHMENTS

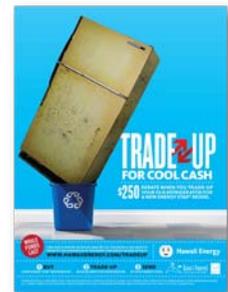
- a. **92.2% of program incentive goal awards earned** – While *Hawaii Energy* missed meeting the minimum target on its Island Equity performance incentive goal, it exceeded its minimum targets on all six (6) other goals and has been recommended by the Contract Manager and Program Evaluator to receive 92.2% of its total performance incentive awards available under the PBFA contract for PY2009. That will amount to \$645,598 (before tax) out of the \$700,000 withheld from R.W. Beck invoices over the Program Year to form the potential award fund. The table below shows the PY2009 Performance Award Claim Summary for all of the target performance goals. More details can be found in the Hawaii Energy Reports section of the PY2009 Annual Report at www.hawaiienergy.com.

PY2009 Performance Award Claim Summary				
	Target	PY09 Results	% of Target	Award Claim
Residential Energy	68,722,000 kWh	66,486,914 kWh	97%	\$ 135,486
Commercial Energy	57,301,000 kWh	46,672,459 kWh	81%	\$ 114,018
Peak Demand	20,097 kW	22,767 kW	113%	\$ 133,000
TRB	\$ 140,079,739	\$ 126,547,369	90%	\$ 193,094
Market Transformation				
Emerging Technologies	20	21	105%	\$ 35,000
Trade Ally Referrals	40	383	958%	\$ 35,000
Island Equity				
C&C Honolulu	\$ 8,825,328	\$ 10,086,557	+14%	
County of Hawaii	\$ 1,482,005	\$ 950,321	-36%	\$ -
County of Maui	\$ 1,544,796	\$ 815,251	-47%	
PY2009 Performance Award Pre-GE Tax Total				\$ 645,598.00
Hawaii General Excise Tax on Award		4.712%		\$ 30,420.58
PY2009 Performance Award Claim including GET				\$ 676,018.58

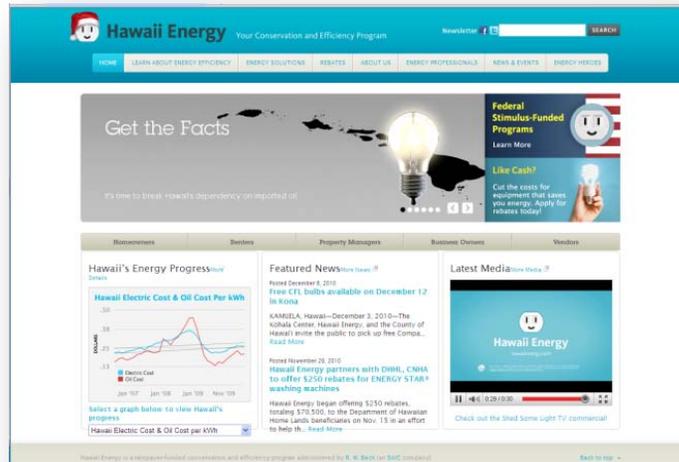
- b. **Successful implementation of key program strategies** – *Hawaii Energy* was able to make a smooth program transition from the utility on July 1, 2009 and then go on to achieve the primary objectives of each of its key program strategies listed in the foregoing Section 4. These included: fielding a winning team, branding a distinctive new identity, expanding focus to both conservation and efficiency, developing close collaboration with PUC, leveraging allies, removing customer barriers, taking a leadership role in clean energy effort, promoting high efficiency lighting and solar water heaters, and enhancing use of customer usage data-mining.



- c. **Cost effective use of Program funds** – 70% of the total ratepayer-funded PBFA funds used by the Program for PY2009 were returned directly back to the ratepayers in the form of rebates, services and direct install measures for customers. This is the best proportional return of efficiency funds to ratepayers in the past four (4) years. We believe it to be the best return of efficiency funds than ever experienced in this program.
- d. **Focus on Residential Low Income customers** - As part of its strategy to remove customer barriers to participation in energy conservation and efficiency opportunities, the Program experienced significant success in reaching out to Residential Low Income customers from all islands through Program ally community action groups and grass-root organizations, such as Blue Planet, Kohala Center, Council for Native Hawaiian Advancement, Department of Hawaiian Home Lands, SOH Public Housing, Housing and Urban Development, SOH Office of Community Services, Honolulu Community Action Programs, Hawaii County Economic Opportunity Council and Maui Economic Opportunity Council.
- e. **Added ARRA funds** – During PY2009, *Hawaii Energy* sought and was granted through the State Energy Office approximately \$7 million in additional funds under the American Recovery and Re-Investment Act (ARRA) to augment the rebate offerings of the existing PBFA Program. These ARRA stimulus funds were used to create a consumer rush to trade in their clunker refrigerators for high efficiency Energy Star models. As a result, it also encouraged the neighbor islands to develop better refrigerator recycling and disposal capabilities.
- f. **Data Mining** - The Program made significant breakthroughs in developing processes to sort and analyze the large amounts of customer use data made available to the PBFA under a PUC Protective Order. These analyses give the Program new capabilities to monitor and evaluate energy use by customer and customer groups, identifying trends, trouble spots and opportunities to help customers save energy.
- g. **Neighbor Island inclusion** – In PY2009, for the first time ever, the *Hawaii Energy* team brought the ENERGY STAR appliance incentive program to the neighbor islands, thus helping those outside of Oahu enjoy the benefits of a more robust conservation and efficiency program.
- h. **Technical Reference Manual (TRM)** – In an effort to provide program design transparency and guidance for future PBFA contractors, *Hawaii Energy* developed a comprehensive technical reference manual (TRM) that provides methods, formulas and default assumptions for estimating “deemed energy savings” and peak impacts. The TRM will be continuously updated as needed to reflect lessons learned and refined technical procedures.



- i. **Website and Social Media** – *Hawaii Energy's* new website, containing news, information and self-paced learning content, went live later in the year and has been positively received by users. In addition to the latest web technologies used for the website, additional social media applications, such as Facebook and Twitter interfaces are now in place, further extending the Program's outreach. This is part of a strategy to attract visitors to the website where they can be educated with the latest information about energy conservation and efficiency.



- j. **Hawaii Energy Reports and Report Card** – In order to encourage Program transparency and better understanding of how the State is doing in its clean energy efforts, *Hawaii Energy* publishes its Annual Plans and Annual Reports, as well as the Program's most recent cumulative monthly Energy Report Card. Additionally, other energy data (including the latest oil use data) about Hawaii is posted in the *Hawaii Energy* Reports section of the website at www.hawaiienergy.com.
- k. **Energy Programs Management Information System (EPMIS)** – Working together with the SAIC IT experts, *Hawaii Energy* developed a custom program that substantially automates the processing and tracking of rebates. It also provides real-time reports of Program energy savings to date and puts the Program on track to be a quick access, paperless operation in the very near future.
- l. **Eliminated conflict of interest** – Transferring the efficiency program responsibilities to an independent third-party Program Administrator (PBFA) effectively eliminated any potential conflict of interest as existed under the old utility program and it allowed the new Program Administrator the freedom to go after and achieve the maximum energy savings possible without concern about an adverse impact on corporate profits or future expansion.



m. Summary of all efficiency measures processed by Hawaii Energy in PY2009 - Table 3 below contains a summary of all efficiency measures processed by Hawaii Energy in PY2009 listed in order of their relative net life energy impacts. This shows the substantial contribution that the 1,081,930 CFLs and other lighting incentivized in PY2009 make to the Program.

Table 3 – PY2009 Contribution by Measure Type in Order of Net Life Energy Impact

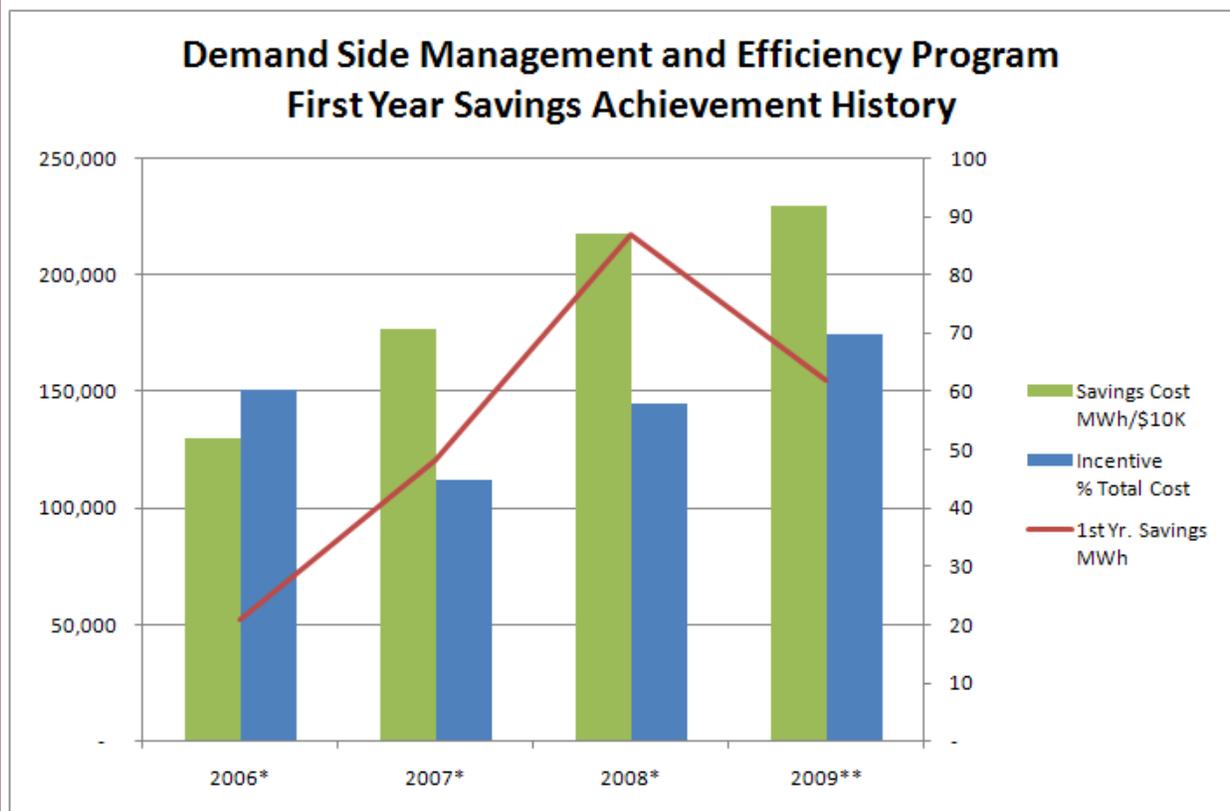
PY2009 Contribution by Measure in order of Net Lifetime Energy Impact								
Measure	Applications	Net Demand Impact		Net Energy Impact		Net Energy Impact		
		%	kW	%	kWh 1st Year	%	kWh Life	
CFL	8,752	22%	10,267	45%	55,959,109	49%	279,818,893	28%
Commercial Lighting	638	2%	4,604	20%	25,419,490	22%	224,259,420	23%
Solar Water Heater	5,178	13%	2,103	9%	9,257,998	8%	138,869,971	14%
Custom - Envelope	13	0%	742	3%	5,179,447	5%	113,946,881	12%
HVAC - Package / Split	290	1%	1,041	5%	3,684,115	3%	55,261,718	6%
HVAC - Chiller	10	0%	576	3%	1,802,944	2%	36,058,876	4%
Refrigerator	7,797	19%	731	3%	1,973,375	2%	23,680,504	2%
Window AC	5,122	13%	849	4%	1,666,787	1%	20,001,443	2%
Clothes Washer	6,364	16%	596	3%	1,609,134	1%	19,411,179	2%
Custom	29	0%	297	1%	2,016,689	2%	17,783,102	2%
Envelope - Window Film	17	0%	96	0%	843,668	1%	16,873,361	2%
HVAC - VFD Fan	36	0%	182	1%	691,805	1%	13,836,096	1%
Dishwasher	2,506	6%	234	1%	632,581	1%	7,705,711	1%
Ceiling Fans	1,593	4%	19	0%	749,185	1%	3,745,924	0%
HVAC - VFD Water Pumping	8	0%	48	0%	175,104	0%	3,502,075	0%
AC - Ductless Split	430	1%	135	1%	233,529	0%	2,802,348	0%
Domestic Water Booster Pumps	4	0%	19	0%	175,078	0%	2,626,167	0%
High Efficiency Motors	91	0%	20	0%	117,284	0%	1,759,261	0%
Custom - LED	11	0%	42	0%	288,963	0%	1,513,489	0%
Lighting - Sensors	85	0%	45	0%	155,874	0%	1,246,993	0%
High Efficiency Water Heater	991	2%	28	0%	128,197	0%	1,153,777	0%
RLI - Solar Water Heater	167	0%	17	0%	75,245	0%	1,128,670	0%
Smart Power Strip	4	0%	35	0%	163,907	0%	1,061,082	0%
HVAC - Window AC	34	0%	19	0%	58,879	0%	706,552	0%
Solar Water Heating - Commercial	2	0%	2	0%	36,358	0%	545,368	0%
Heat Pump - Residential	51	0%	8	0%	25,377	0%	228,393	0%
Low Flow Showerheads	4	0%	7	0%	34,723	0%	173,613	0%
Maintenance - AC	9	0%	3	0%	4,528	0%	4,528	0%
Energy Study	6	0%	-	0%	-	0%	-	0%
Totals	40,242		22,767		113,159,373		989,705,393	



6 - VALUE OF PROGRAM TO HAWAII

- a. **Cost –benefit comparison of programs for past four years** – The table below shows the cost-benefit results using first year savings of *Hawaii Energy* (2009) and compares program performance with utility demand-side management programs in the years 2006 through 2008. *Hawaii Energy* had the highest energy savings per \$10K cost (92 MWh) and the highest ratio of incentive to total Program cost received by the customer (70%) over the past four (4) years. The new PBFA Program administered under R.W. Beck is clearly a great value for Hawaii.

	Direct				Incentive	1st Yr.	
	Incentives	Operations	Award	Totals	% Total Cost	Savings MWh	Savings Cost MWh/\$10K
2006*	\$ 6,059,476	\$ 3,087,830	\$ 909,285	\$ 10,056,591	60%	52,245	52
2007*	\$ 7,667,539	\$ 5,424,784	\$ 4,000,000	\$ 17,092,323	45%	120,859	71
2008*	\$14,505,096	\$ 6,489,839	\$ 4,000,000	\$ 24,994,935	58%	217,290	87
2009**	\$11,852,129	\$ 4,448,239	\$ 676,018	\$ 16,976,386	70%	155,012	92



* HECO Only without Load Control

** Does not include \$578,050 in Ramp Up Program Costs



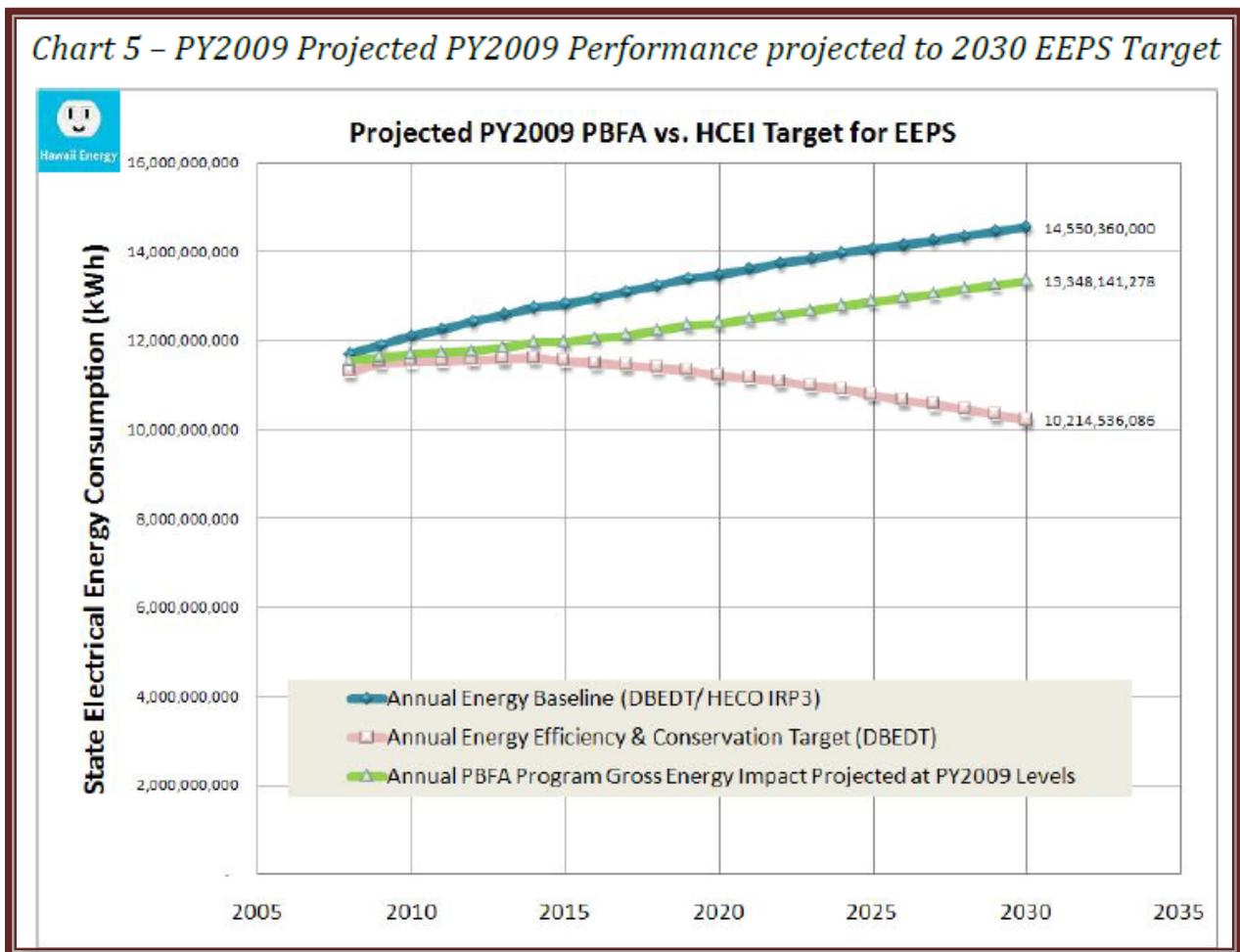
- b. **Program value to ratepayers** – The table below shows some of the Program’s direct value to Program participants.

PBFA - Hawaii Energy 2009 Program Value to Participants		
	<i>First Year</i>	<i>Equipment Lifetime</i>
Total Participant Energy Reduction	139,796,953 kWh	1,222,018,449 kWh
Equivalent Number of Annual Home Energy Usage	17,545 homes	153,366 homes
Equivalent Barrels of Fossil Fuels Reduced	243,212 bbl	2,126,007 bbl
Participant Energy Cost Reduced	\$ 29,217,563	\$ 255,401,856
Total Energy Conservation Investment	\$ 46,850,617	\$ 46,850,617
Total Investment Simple Payback	1.6 yrs.	
Total Return on Investment (2009 dollars)		546%
Average 2009 Power Cost per kWh	\$ 0.209	
Consumer Energy Project Investment	\$ 41,726,359	
PBFA Direct Cash Incentives	\$ (11,852,129)	
Net Consumer Investment	\$ 29,874,230	
Average PBFA Incentive Percentage of Project Cost	28%	
Total Public Benefit Fund Investment	\$ 16,878,418	
Direct Cash Incentives	\$ (11,852,129)	
PBFA Operational Expenses (with Award)	\$ 5,124,257	
Net Consumer Investment	\$ 29,874,231	
PBFA Direct Cash Incentives	\$ 11,852,129	
PBFA Operational Expenses (with Award)	\$ 5,124,257	
Total Energy Conservation Investment	\$ 46,850,617	



c. **Program value to state policymakers and the public** – Chart 5 below from the Program’s Annual Report PY2009 shows the progress being made towards achieving the HCEI and Energy Efficiency Portfolio Standards (EEPS) goal of reducing electric energy use by 4,300 GWh by 2030. The Program tracks this and other relevant energy goals and publically reports results in the Hawaii Energy Reports section of our website. The top line in this chart is the state’s projected energy use in 2030 without any energy efficiency efforts; the middle line is projected energy use in 2030 if the PBFA PY2009 Program actual results were achieved every year up to 2030; the bottom line is projected energy use in 2030 needed if we are to meet the HCEI efficiency goals. From this Chart, policymakers (and the public) can see that the state does not appear to be on track to meet this goal with current programs and funding (primarily the PBFA Program). Without such monitoring and public reporting of this data on a current basis, policymakers cannot make informed decisions to adjust programs and funding to ensure these critical state energy goals are met.

Chart 5 – PY2009 Projected PY2009 Performance projected to 2030 EEPS Target



7 - EMPHASIS AND INNOVATIONS FOR PY2010

The *Hawaii Energy* ANNUAL PLAN for PY2010 (found in the Hawaii Energy Report section of the *Hawaii Energy* website at www.hawaiienergy.com) describes the Program's comprehensive approach for PY2010 (1 Jul 2010 – 30 Jun 2011). Some of the key general strategies planned for the Program in PY2010 are summarized below:

- a. **Hawaii Clean Energy Policy Support**– *Hawaii Energy* will continue to actively engage as a source of expertise, support and advocacy for energy conservation and efficiency for Hawaii's clean energy - sustainability efforts. This includes continued participation in State energy policy development, particularly in the EEPs and related PUC energy dockets.
- b. **Behavioral change and peer comparisons** - *Hawaii Energy* will expand its Program into the promising, but uncertain world of behavioral change as a means of reducing energy use. The Program will implement several peer energy use comparison strategies to allow energy consumers to see how they individually compare with their peers in energy use. This provides customers direct feedback on how good or bad their own energy performance is relative to peer group averages. Recent research suggests that peer comparison can play a significant role in motivating customers to engage in energy conservation and efficiency savings.
- c. **Metering feedback** – The Program will also explore the use of real-time metering and immediate customer feedback to motivate energy-saving behaviors. Depending on results of test rebate programs planned for real-time meters, a more substantial incentive program may be crafted to expand the concept.
- d. **Focus on the Risks of Oil Dependence**–The Program will begin engaging in more candid education and discussion about the State's true economic risk of continued oil dependency and the need to move more aggressively with energy conservation and efficiency on a personal level. Influencing individual responsibility for personal energy use (or waste) is the next challenge in energy conservation.
- e. **Web based forums** – The Program plans to expand energy and sustainability information and issue engagement with new website-hosted forums. These monitored web forums will provide opportunities for open discussion about the latest issues facing the State's energy situation and what can be done to successfully reach our clean energy goals faster and more cost-effectively.
- f. **Ongoing Optimization** – The Program will also focus on and develop processes for identifying and resolving operational problems which cause higher than required energy consumption in commercial/business facilities.



- g. **Rate Class and Island Equity Actions** – The following tables show the distribution of the incentives by rate class and county. In PY2010, *Hawaii Energy* will continue taking actions to address the island equity issues with bonuses for neighbor island incentives and a small business direct install program targeted at the small commercial rate “G” customers.

PY2009 PBF Contribution and Incentive Awards by Island

PY09 PBF Contribution by County		
<i>County</i>	<i>Contribution</i>	<i>%</i>
Honolulu	\$ 18,024,928	74%
Hawaii	\$ 3,026,861	13%
Maui	\$ 3,155,105	13%
Total	\$ 24,206,894	100%

PY09 Hawaii Energy Program Costs		
<i>Component</i>	<i>Cost</i>	<i>%</i>
Incentives	\$ 11,852,129	70%
Program Operations (with Award)	\$ 5,124,257	30%
	\$ 16,976,386	

PY09 Incentives Provided by County		
<i>County</i>	<i>Incentives Paid</i>	<i>%</i>
Honolulu	\$ 10,086,557	85%
Hawaii	\$ 950,321	8%
Maui	\$ 815,251	7%
Total	\$ 11,852,129	100%

PY2009 Customer, Gross System and Net Level Energy Savings by Island

PY2009 Gross Energy (kWh) Impact by Rate Class			
Rate Class		Total	%
P	Large Commercial	46,270,289	30%
J	Medium Commercial	16,260,361	10%
G	Small Commercial	1,705,857	1%
H /K	Commercial Cooking /AC	105,235	0%
R	Residential	90,671,098	58%
Total		155,012,840	



8 - CONCLUSION

This first program year has been very exciting for SAIC - R.W. Beck and the entire PBFA team. We are proud of our success and remain passionate about our mission, but we know there is still substantial vulnerability and risk ahead as the islands transform from oil dependency to a new clean energy economy. We pledge to use all resources and expertise at our disposal to ensure Hawaii's ultimate success in this critical effort. We also renew our promise to always operate in a transparent, forthright manner, and with the best interests of Hawaii in mind.

The Program's full Annual Report PY2009 with attachments, the Annual Plan for PY2010, the Program's Monthly Reports and much more information can be found at our website at www.hawaiienergy.com.

Mahalo,

The *Hawaii Energy* Team

Public Benefits Fee Administrator

