



## Flood Relief – Residential Appliance Program

### FREQUENTLY ASKED QUESTIONS

#### What appliances are available and what is the cost?

These are the appliances available and the costs:

Appliance (All ENERGY STAR® Certified)	Model No.	Cost
17.5 ft <sup>3</sup> GE Refrigerator	G18GTNRWW	\$250
21.1 ft <sup>3</sup> GE Refrigerator	GTE22JTNRWW	\$450
4.8 ft <sup>3</sup> GE Electric Washer (front load)	GFW550SSNWW	\$250
4.9 ft <sup>3</sup> GE Electric Washer (top load)	PTW605BSRWS	\$250
7.4 ft <sup>3</sup> GE Electric Dryer	PTD60EBSRWS	\$250
7.8 ft <sup>3</sup> GE Electric Dryer	GFD55ESSNWW	\$250
17.3 ft <sup>3</sup> GE Upright Freezer	FUF17DLRWW	\$250

To see photos of the available appliance models, visit <https://phadhi.com/hawaiienergyfloodrelief>.

#### Is there a limit on the number of appliances I can order?

To ensure we make this program available to as many households as possible, applicants are limited to **one (1)** of each type of appliance per household. Applicants do not need to order all appliances in the package to place an order.

#### Where can I get my HECO contract ID number?

Your contract ID number is located at the top right of your HECO bill.

Elements of Your Bill	
Account Number: 202012345678 Invoice Number: 612345678	Service Address 123 ALOHA ST Contract: 31234567
<b>1</b> JOHN DOE <b>ACCOUNT SUMMARY</b> (See Bill Detail section for more information)	<b>7</b> MESSAGES
Service Period 11/01/19 - 11/30/19 Previous Balance \$160.88 Payments \$160.88- <b>OUTSTANDING BALANCE</b> <b>2</b> \$0.00 Current Charges <b>3</b> \$157.26 Current Charges Due 12/20/2019 \$157.26 <b>TOTAL AMOUNT DUE - PAID BY BANK</b> <b>4</b> \$157.26	In November, MyCheckFree will no longer be our e-bill/payment provider. Enroll in Paperless Billing at <a href="http://www.hawaiielectric.com/myaccount">www.hawaiielectric.com/myaccount</a> . Use our free One-Time Payment option in mid-November.

If you don't have a copy of your bill available, please contact Hawaiian Electric:

<https://www.hawaiielectric.com/customer-service>

#### Why are only certain zipcodes eligible?

Hawai'i Energy is committed to prioritizing the areas identified statewide as heavily impacted by the recent storms/flooding. If you do not see your zipcode on the list but would like to request assistance, please contact Hawai'i Energy at 808-537-5577.

**Why are those off grid/on Kaua'i not eligible?**

Hawai'i Energy is a state-funded program that is required to provide services only to residents who pay electric bills through Hawaiian Electric.

**How will appliances get delivered? Do I need to pick up my appliance(s)?**

For O'ahu residents, appliances can be delivered to your home OR picked up will-call at PHAD Home Appliance. For non-O'ahu residents, Hawaii Energy will coordinate a pickup day at a central location on your island. This day and time will be determined based on the orders that come in, so please stay in contact with Hawai'i Energy to ensure you receive this information when it is conformed. Please allow up to 45 days, depending on the delivery schedule. May take longer for Maui and Hawaii Counties.

**Will someone help me install my new appliance(s)?**

For O'ahu residents, PHAD Home Appliance is offering installation services. If home is not site-ready for installation when appliances are delivered to your home, appliances will be placed in the home, and you will have to find a local resource to install the equipment. Non-O'ahu residents will need to coordinate installation separately.

**Will someone pick up my old/existing appliance(s)?**

No, Hawai'i Energy and PHAD are not offering haul-away/disposal services and are not responsible for old appliances.

**Is there financial assistance available?**

Yes. Several organizations are offering financial assistance that may partially or fully-cover the required \$250 per appliance co-pay. Please contact the organizations or PHAD Home Appliance directly to find out if you are eligible to receive this assistance.

**Who do I contact with specific questions about my order?**

For questions about appliance models, payment, or delivery, please contact PHAD Home Appliance at 808-564-2493 or visit [PHADhi.com](http://PHADhi.com).