

APPLIANCE TRADE-UP

FREQUENTLY ASKED QUESTIONS



[Who is Hawai'i Energy?](#)

Hawai'i Energy's mission is to empower island families and businesses to make smart energy choices to reduce energy consumption, save money, and pursue a 100% clean energy future. We provide education on the benefits of energy conservation and incentivize practical energy-saving decisions. Because Hawai'i's electricity is the most expensive in the nation, it's important to work together to lower our energy use and dependency on imported fossil fuels. To learn more about us, visit HawaiiEnergy.com.

[Is Hawai'i Energy a part of the Hawaiian Electric Company \(HECO\)?](#)

No, the Hawai'i Energy program is managed directly by the Hawai'i Public Utilities Commission (PUC), separate from HECO.

[Who can participate in the Appliance Trade-Up Program?](#)

Hawai'i Energy provides this program in select communities throughout the state, and residents in 96737, 96772, or 96777 zip codes who pay an electric bill may participate. Visit HawaiiEnergy.com/KAU to see details about the Kalihi program. Space is limited, so please be sure to apply within the application period.

[How does the Appliance Trade-Up Program work?](#)

If you have an old appliance to trade in and live in a participating community, visit HawaiiEnergy.com/KAU during the application period. You can download an application, select a new appliance for purchase, and submit the completed form and payment to the organizer. Once the application period ends, Hawai'i Energy arranges the order and delivery logistics. Depending on which community you live in, old and new appliances will be exchanged in-home or at a designated exchange site.

[Why do we require the exchange of old \(in-use\) refrigerators and freezers?](#)

The goal of the program is to remove and recycle as many old, energy-wasting appliances as possible. An old refrigerator uses about double the energy as a new ENERGY STAR® certified refrigerator, so by removing the old one, you can save energy AND money!

[How long will it take to receive the new appliances?](#)

Appliances are expected to arrive within 6-12 weeks of the end of the application period depending on location.

[Where will the appliances be exchanged?](#)

The old and new units will be exchanged in-home unless arranged otherwise. Please contact organizer for more details.

[What is the warranty on the appliances?](#)

GE provides a 1 year manufacturer's warranty. Additional protection plans can be purchased at: <https://www.geappliances.com/ge/service-and-support/shop-for-extended-protection-plans>.

[What are ENERGY STAR® appliances?](#)



The ENERGY STAR® certification is given by the federal government to appliances that are designed to use significantly less energy than standard models. For example, simply replacing a refrigerator 10 years or older with an ENERGY STAR® model can save you over \$200 every year. Products that earn this certification also last longer, reducing the need for costly replacement over time. Learn more about ENERGY STAR®, visit:

<https://www.energystar.gov/products/appliances/refrigerators>.

[How is Hawai'i Energy funded?](#)

The Hawai'i Energy program is funded through contributions to the Public Benefits Fund (PBF), which is collected as a fee on electric bills from HECO customers and managed by the PUC. Hawai'i Energy is the administrator of these funds, providing opportunities and solutions for Hawai'i electric utility subscribers who contribute to the PBF, to save money and energy.

[Where can I learn more about how to save energy at home?](#)

For more tips and resources, you can visit HawaiiEnergy.com/Tips.