



APPLIANCE TRADE-UP PROGRAM FOR PUNA RESIDENTS! *Frequently Asked Questions (FAQs)*

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 strive to achieve our mission by educating island families and businesses about the lasting benefits of clean energy and reward those residents who make practical energy-saving decisions. We look forward to working together with Vibrant Hawai'i to provide Puna residents ways to save money, grow the economy, and reduce the demand for electricity imports. For more information, visit www.HawaiiEnergy.com.

Who is Vibrant Hawai'i?

Vibrant Hawai'i is a growing community that commits to individual and collective 'auamo kuleana to increase equitable opportunities to build wealth: an abundant reservoir of human, social, natural, and financial capital that we contribute to and draw upon. For more information about Vibrant Hawai'i, visit VibrantHawaii.org.

What is the Appliance Trade-Up Program?

The appliance trade-up program is a community-based program powered by Hawai'i Energy in partnership with Vibrant Hawai'i, to provide residents of Puna the opportunity to become more energy-efficient via an ENERGY STAR® certified appliance trade-in. The offer is open to residents in the 96749, 96778, and 96771 zip codes.

How does the Appliance Trade-Up Program work?

To qualify, you must have an existing refrigerator and/or freezer to exchange in order to purchase an ENERGY STAR replacement model. It is designed to provide the residents of Puna new energy efficient ENERGY STAR® refrigerators at substantially discounted rates. Hawai'i Energy, with key partners, orders refrigerators in bulk and coordinates all ground transportation logistics. Hawai'i Energy and its partners also coordinates the removal of refrigerators and freezers to be properly recycled at no cost to you.

Why do we need to exchange old (in-use) refrigerators and freezers?

The program is a "one for one" exchange, so if you have a working refrigerator and/or freezer to trade in, you can participate in the program – we'll even take your old chest freezers as part of the exchange. The goal is to remove as many of these old, energy-wasting appliances, so the community can reduce monthly energy costs and put money back into the residents' pockets.

What are ENERGY STAR appliances?

ENERGY STAR appliances are independently certified to save money and energy! ENERGY STAR certified refrigerators use significantly less energy than non-ENERGY STAR models and therefore lower household utility costs. Replacing a ten-year-old refrigerator with an ENERGY STAR model could save you over \$200 every year. Look for the ENERGY STAR label any time you are in the market for appliances. For more information regarding ENERGY STAR appliances visit: <https://www.energystar.gov/products/appliances/refrigerators>.



Why is saving energy important?

Hawai'i has the nation's highest electricity rates and our costs are generally around three times more than the national average. An old refrigerator uses about twice as much energy as a new ENERGY STAR® certified refrigerator. Energy conservation and efficiency is the easiest and most affordable way to save money on your electric bill. To learn more about ways to save, visit www.HawaiiEnergy.com.

What type of appliance is available?

General Electric ENERGY STAR 17.5 cubic foot Refrigerator (with top freezer) – Dimensions are approximately 68 in. (height), 33 in. (depth), 28 in. (width)

How long will it take to receive the new refrigerators/freezers?

Please allow 4-8 weeks for your refrigerator to arrive once the order is placed.

Where will the refrigerators be exchanged?

The old and new units will be exchanged either on 12/9 at the HUB in Puna or on 12/10 at Mountain View Park. Participants can sign up for a time slot at bit.ly/punaenergy. Participants are responsible for making their own accommodations to move units into/out of their homes. GE advises against transporting your new refrigerator on its side as it has the potential to damage the compressor. If you have no other option, please stand the refrigerator upright for an equal amount of time as it was on its side before plugging it in. Please see bit.ly/fridgetransport for more details.

Who do we contact if we have any questions? For assistance, contact Lehua at Vibrant Hawai'i at 808-765-5634.