



## FAQs

### Hawaii Energy's Bounty Program

#### What is Hawaii Energy's Bounty Program?

Hawaii Energy's Bounty Program makes it easy for residential electric utility customers to surrender old, but working refrigerators and freezers. We will pick up and recycle old, working units for free and pay you a "bounty":

- Oahu households will receive \$25.
- Maui and Hawaii Island households will get \$65.
- This program is coming soon to Lanai and Molokai.

This is a total value of \$150 or \$190 to take an old "energy hog" refrigerator or freezer off the grid and start saving you money.

#### What is the goal of Hawaii Energy's Bounty Program?

The goal of the Bounty Program is to eliminate old, inefficient refrigerators or freezers to save you money, and contribute to reducing Hawaii's dependence on imported oil.

#### Why, do old refrigerators and freezers use that much energy?

Here are the scary facts:

- Twenty-year-old refrigerators can use two to three times more electricity than new ENERGY STAR® models.
- Refrigerators and freezers that are more than 20-years-old can cost \$380 on Oahu, \$420 on Maui, \$490 on Hawaii island, and \$555 on Molokai and Lanai\* to operate this year.

*\*Actual savings may vary depending on the age and condition of the removed appliance and the electricity rates of each island as of September 2011.*



## When does the Bounty Program start? When does it end?

The Bounty Program originally started on August 1, 2011. It offered Oahu participants a \$25 bounty, free pick-up service and recycling. Maui and Hawaii Island participants received a \$35 bounty after dropping off their refrigerator or freezer at the recycling company.

Starting October 17, 2011, Hawaii Energy offers a new and improved program to encourage more participation. The Bounty Program now offers free pick-up and recycling for Oahu, Maui and Hawaii Island, plus increases the bounty for Maui and Hawaii Island to \$65.

The Bounty Program is a residential incentive offered through June 22, 2012 or as long as funding lasts. Bounty applications must be mailed to Hawaii Energy within thirty (30) days of pick-up of the old refrigerator or freezer and postmarked by June 22, 2012. Bounties are available on a first-come, first-served basis to electric utility account holders.

## Who can participate in the Bounty Program?

Residential electric utility account holders on the islands of Hawaii, Maui, and Oahu can participate in the Bounty Program. This program is coming soon to Lanai and Molokai. Each household is limited to one refrigerator and one freezer bounty. Electric utility account holders can also reassign bounty payments to another person by indicating this on the bounty application.

## What type of refrigerators and freezers are eligible for bounties?

The refrigerators and freezers must be full-size (at least 14 cubic feet) and currently in full-time use to qualify. They must also be clean and empty. This offer may not be combined with any other rebates or incentives offered by Hawaii Energy.

Hawaii Energy reserves the right and discretion to apply restrictions on the eligibility and/or pick-up of refrigerators and freezers. Call us for more information. On Oahu, call 537-5577. On Maui and Hawaii Island, call toll-free 1-877-231-8222.

## How many bounties can I receive?

Each household is limited to one refrigerator and one freezer bounty. A "household" is a residence with an active electric utility account. Other restrictions may apply. Call us for more information. On Oahu, call 537-5577. On Maui and Hawaii Island, call toll-free 1-877-231-8222.



## How do I get started?

### **Step 1: Call for free pick-up and recycling.**

On Oahu, call 537-5577.

On Maui and Hawaii Island, call toll-free 1-877-231-8222.

### **Step 2: Complete & send in application.**

You will receive the application during the pick-up.

## What do I need to know about the pick-up?

- Hawaii Energy will have a participating hauling company call you to schedule a pick-up date. The hauling company will give you instructions on how to prepare the appliance(s) for pick-up.
- The hauling company will not enter a residence to uninstall and/or pick up any refrigerator or freezer.
- Pick-up is limited to appliances placed at curbside, in a driveway or in a garage. Specific instructions will be provided by the hauling company.

## After pick-up, where do I send the bounty application?

The completed application must be submitted within thirty (30) days of pick-up (postmarked no later than June 22, 2012) and mailed to:

Hawaii Energy Bounty Program  
P.O. Box 3920  
Honolulu, HI 96812

## Is the bounty guaranteed?

No. The Bounty Program is offered through June 22, 2012, or as long as funding lasts. Applications will be reviewed and processed in the order they are received. Only completed applications, meeting all program requirements, will be processed for bounty payments.



## **How long will it take to receive my bounty? How can I check my application status?**

Only applications that are determined to meet the program requirements will receive a bounty. It is expected that the processing and verification will take eight to ten weeks. Applicants may call Hawaii Energy to check the status of their application. On Oahu, call 537-5577. On Maui and Hawaii Island, call toll-free 1-877-231-8222.

## **Who can I call if I have questions about the Bounty Program?**

Call Hawaii Energy:

- On Oahu, call 537-5577.
- On Maui and Hawaii Island, call toll-free 1-877-231-8222.

## **Who is Hawaii Energy?**

Hawaii Energy is a ratepayer-funded conservation and efficiency program administered by SAIC under contract with the Hawaii Public Utilities Commission, serving the islands of Hawaii, Lanai, Maui, Molokai, and Oahu. Hawaii Energy offers cash rebates and other incentives to residents and businesses to help offset the cost of installing energy efficient equipment. In addition to rebates, the program conducts education and training for residents, businesses and trade allies to encourage the adoption of energy conservation behaviors and efficiency measures. The program plays an important role in helping to achieve Hawaii's goal of reducing total electric energy usage by 30 percent or 4.3 billion kWh by 2030. For more information, visit [www.HawaiiEnergy.com](http://www.HawaiiEnergy.com).