



www.hawaiiigas.com

INFORMATION GUIDE

INFORMATION GUIDE

Aloha,

Thank you for choosing The Gas Company for safe, reliable and environmentally friendly gas energy.

The Gas Company started as a small kama'aina-owned company in 1904. Although we've changed names and locations over the years, one thing has not changed: **our commitment to excellence in customer service.**

For more information about our Company, call us or visit our website at www.hawaiigas.com. We look forward to serving you.



24-HOUR EMERGENCY NUMBERS

To Report Leaks, Fires:

OAHU Phone: 526-0066

HILO Phone: 935-0021

KONA Phone: 329-2984

KAUAI Phone: 245-3301

MAUI Phone: 877-6557

MOLOKAI Phone: 1-800-828-9359

LANAI 1-800-828-9359

or call 911

Statewide Business Hours:

Monday-Friday, 7:30 am - 4:00 pm

Locating Underground Gas Pipelines:

- Call Toll Free 1-866-423-7287.

IMPORTANT NUMBERS & CONTACTS

Mail Payments and Remittance Form to:

The Gas Company
P.O. Box 29850
Honolulu, HI 96820-2250

Other Payment Options:

- The Gas Company business offices.
- First Hawaiian Bank or Hawaii National Bank (with a nominal convenience fee).
- Automatic bill payment accepted through your checking or savings account.
- EDS Credit Card By Phone
Residential 1-866-363-7958, \$3.50 convenience fee, maximum payment = \$1,000.
Commercial 1-866-840-5587, \$125 convenience fee, maximum payment = \$5,000.
- Western Union Speedpay
Visit our website, hawaiigas.com, and click on Speedpay icon or
Residential 1-866-499-3941, \$2.25 convenience fee.
Commercial 1-866-848-5587, \$11.95 convenience fee, maximum payment = \$500.

General Correspondence:

The Gas Company
Attn: Customer Relations
P.O. Box 3000 • Honolulu, HI 96802-3000

Oahu Customer Relations:

515 Kamakee • Honolulu 96814
Fax: 535-5932 • **Phone: 535-5933 and press:**

- 1** • Emergency - Leaks - Fires
- 2** • Questions about your gas bill
• To turn service on/off
• Appliance repairs
• Meter Reading Arrangements
• Service Applications/Deposit Status
• New Accounts/Sales
• Changes in usage or equipment, available rate schedules
• To order gas refills
- 3** • Payment by phone
• Western Union Speedpay easy pay (nominal fee charged)

NEIGHBOR ISLAND OFFICES

Hilo

945 Kalanianaʻole Ave.
Hilo 96720
Phone: 935-0021 (24-hour)
Fax: 969-9134

Kona

74-5564 Kaiwi St.
Kailua Kona 96740
Phone: 329-2984 (24-hour)
Fax: 329-9153

Kauai

3990 Rice Street
Lihue 96766
Phone: 245-3301 (24-hour)
Fax: 246-9581

Maui

70 Hana Highway
Kahului 96732
Phone: 877-6557 (24-hour)
Fax: 877-0758

Molokai

Ulili St.
Molokai Industrial Park
Kaunakakai 96748
Phone: 1-800-828-9359 (24-hour)
Fax: 877-0758

Lanai

730 Lanai Ave
Lanai City 96763
1-800-828-9359 (24-hour)
Fax: 877-0758

TYPES OF SERVICES PROVIDED

The Gas Company provides utility service, which is regulated by the Public Utilities Commission, as well as non-utility service.

In **Honolulu**, most of our utility customers use synthetic natural gas (SNG) that is delivered by an underground piping system from our plant in Campbell Industrial Park.



On the **Neighbor Islands** and areas of **Oahu** not served by SNG, our utility customers are supplied with propane, also called Liquefied Petroleum Gas (LPG), through underground piping systems from a central storage facility located near their homes or businesses.

In those areas on the **Neighbor Islands** and on **Oahu** where underground utility piping systems are not available, customers are provided with our non-utility service and supplied with propane from cylinders, tanks or metered propane service. These cylinders or tanks are located near the point of use.



CUSTOMER SAFETY

Awareness, sensible precautions and proper maintenance of your gas system and appliances make the use of gas energy safe and reliable.

USING YOUR GAS APPLIANCES

1. Always follow the manufacturer's instructions for installing, operating and caring for your appliances.
2. If your pilot light goes out, follow the manufacturer's instructions and wait for any accumulated gas to disperse before relighting. If problems continue, call the Oahu Customer Relations Department or your Neighbor Island office.
3. When lighting a burner, always light the match first and hold it at the point of lighting **before** you turn on the gas.
4. Keep combustibles (curtains, papers, fluids, etc.) away from open gas flames, and keep burner surfaces clean.
5. Gas line, appliance or equipment installation and repair jobs should be handled by trained professionals, and may require a county building permit. You should not attempt to do them yourself.
6. If your gas water heater is installed in an enclosed location, be sure that it is properly vented.

GAS LEAKS

While gas leaks are rare, they can occur when (a) equipment is not properly connected or turned on, (b) equipment is moved, or (c) digging, corrosion or deterioration damages gas lines.

DETECTING A LEAK

In order to help detect a leak, we add an environmentally safe odorant to the gas so that you can quickly smell even a small leak. The smell will alert you to a leak of less than 1% gas in the air, an amount far below the danger level. Samples of the distinctive odorant are available on request. Other signs of a possible leak include discolored vegetation or an unusual noise coming from the pipeline, like a hissing or roaring sound.

IF YOU NOTICE A GAS LEAK INDOORS

1. Open the windows and doors to disperse the gas.
2. Make sure the gas valves on the range and oven are in the closed or off position.
3. Avoid creating flames or sparks.
4. Do not turn off or on any electric switches or appliances, or use any type of phone (including a cell phone) near the gas leak.
5. Leave the house or building and use the nearest phone to call our 24-hour Emergency number, 526-0066 on Oahu, or your Neighbor Island office.

室内でガス漏れに気がいたら

- 1 窓、ドアを開けてガスを分散させて下さい。
- 2 ガス台とオーブンのバルブが閉まっている又はオフの位置にあることを確認して下さい。
- 3 炎や火花をつけないで下さい。
- 4 どの電気製品もスイッチを入れたり、切ったりしないで下さい。またどのような電話（携帯を含む）もガス漏れ近くでは使用しないで下さい。
- 5 その家や建物から退出して近所の電話から24時間緊急の番号、オアフでは、526-0066、その他の島では各島オフィスの番号に電話をして下さい。

No Madlawyo Wenno Maka-angot Kayo ti Agat-gas no Adda Kayo iti Uneg

1. Luktam dagiti tawa ken ruangan tapno ti kasta ket agwaras wenno sumngaw ti gas.
2. Siguraduen nga dagiti "gas valves" dagiti ti paglukatan ti paglutuan ken pagurnuan ket nakarikepda.
3. Tipdem ti panagsindi.
4. Dika nga garawen ti "switch" dagiti sabsabali pay nga alikamen a patarayen ti koryente, wenno dika agusar ti telepono (agramanan ti "cell phone") iti asideg ti paggapuan wenno pagruaran ti gas.
5. Panawam wenno rummuarka iti pagtaengam wenno pasdek ket umawagka iti kaasitgan a telepono. Awagam ti 24-hour Emergency number, 526-0066 ditoy Oahu, wenno ti opisina iti kabangibang nga isla.

IF YOU NOTICE A LEAK OUTDOORS

1. Leave the area near the leak immediately.
2. Avoid creating flames or sparks.
3. Warn others to stay away.
4. Do not start a vehicle or any equipment.
5. Call our 24 hour emergency number: 526-0066 on Oahu, or your neighbor island office. Or, dial 911.

INCREASE IN USAGE

Colder weather or guests can cause an increase in gas usage. A sudden large jump in your gas use (unless there has been an increase in appliance usage) can also indicate a gas leak or a hot water leak. You should report any sudden, unexplained increase in your gas consumption to the Oahu Customer Relations Department (535-5933 and press 2), or to your Neighbor Island office.

GAS PIPING

OWNERSHIP AND CARING FOR YOUR GAS PIPING

As with water lines, in most cases, you are the owner of the gas line from the meter, cylinder or tank to the appliances or equipment in your home or building, including any portion of the line that is buried.

You are responsible for periodically inspecting your lines for leaks and corrosion. Commercial and industrial customers should have their gas piping checked once a year, and residential customers should have their piping checked for leaks once every five years. You should not attempt to inspect or make any repairs yourself.

A licensed plumber can assist in locating, inspecting and repairing buried gas pipelines. If you discover a problem with the piping from the street to the meter (not applicable to cylinder and tank installations), please contact us and we'll take care of it.

Digging or running heavy equipment can damage gas lines. **If excavation is planned on your property, call, toll free, 1-866-423-7287 at least 5 working days ahead of time** to have your gas piping located by The Gas Company. Have your property Tax Map Key (TMK) number available. Digging in the vicinity of gas lines should be done by hand.

HOW TO READ YOUR METER

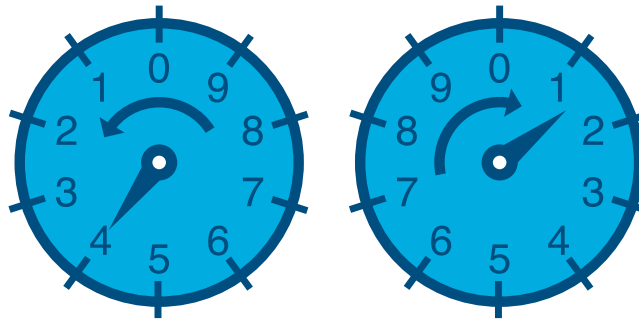
The Gas Company uses 2 basic types of meters to measure customer gas usage. **Digital meters** measure the amount of gas used and work like a car odometer. For example, a reading of:

0 0 2 2 5

indicates that 225 units of gas have been used since the meter was installed. Current use is calculated by subtracting the Last Reading (shown on your gas bill) from the Current Reading. For example:

Current Reading: 000225
Last Reading: 000214
Amount of gas used: 11

Clock-style meters have four or five dials. Like digital meters, clock-meters measure gas usage. The dials move alternately clockwise and counter-clockwise. The dials are read by recording the number that the clock hand has just passed. The general rule is that when a pointer is between numbers always use the smaller number.



This is read as "41."

The current use is calculated by subtracting the Last Reading (shown on your gas bill) from the Current Reading.

TANK OR CYLINDER REFILLS

Propane deliveries to most tank customers are made on a regular, computer-scheduled basis. Our delivery driver will leave you a numbered ticket showing the delivery date and gallons delivered. You are billed for the gallons delivered during the billing period, plus a customer charge.

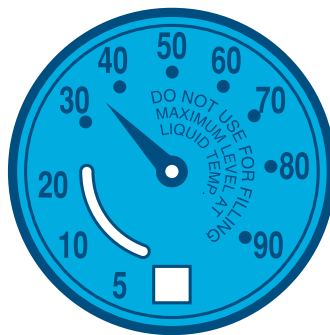
If you are served from a single tank with other customers, you will have a meter to measure your individual consumption.

Tanks are installed for your convenience, but they remain the property of and are maintained by The Gas Company.

While The Gas Company generally keeps track of your average propane usage and automatically schedules deliveries to maintain an adequate supply, you may require a refill earlier than scheduled. Commercial customers expecting a change in consumption or planning to add or change equipment should call 535-5933 and press "2" and ask for the Oahu Sales & Marketing Department or call your Neighbor Island office to help us maintain continuous service and to help you determine your most advantageous rate schedule.

PROPANE TANK REFILL

Customers with irregular usage or having wide variations in gas usage due to equipment such as a pool heater, tiki torches, barbecue, stand-by generators, or space heating are normally placed on "WILL CALL" service. These customers will need to check their tank gauge periodically and notify us when it reads 35% for a refill. (Call the Oahu Customer Relations Department or your Neighbor Island office.)

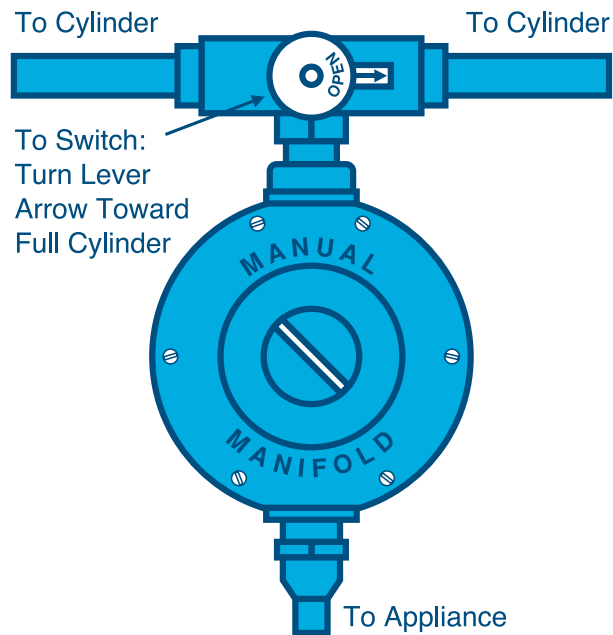


TANK OR CYLINDER REFILLS

We normally will schedule a refill within 7 working days of your call. There will be a service charge for customers requesting immediate refills.

PROPANE CYLINDER DELIVERY

Customers with low gas usage are usually served from two 100-pound portable propane cylinders. When one cylinder is almost empty (when the flame on an appliance becomes smaller or the appliance will not re-light), the manifold lever (shown below) should be manually turned so the arrow points to the full cylinder.



Once you switch cylinders, call the Oahu Customer Relations Department or your Neighbor Island office to order a replacement cylinder. Cylinder replacements generally are delivered within 7 working days.

Cylinder customers are billed for each cylinder delivered during the billing period, plus a customer charge.

QUESTIONS ABOUT YOUR GAS BILL

For help in understanding how your meter or gauge reading affects your bill, please see our brochure, "Understanding Your Gas Bill". The appropriate brochure for your type of service is available on request from The Gas Company or go to our website, www.hawaiiigas.com, and click on Customer Service. If you still have questions or concerns about your bill or would like more information to help you understand it, call the Oahu Customer Relations Department before the payment due date.

After talking with us, if you still believe your bill is incorrect you may send us your description of the error and ask for a written explanation. However, payment of the undisputed portion of the bill must be received by the due date, and payment of any disputed portion is due within 7 days of receiving the Company's written response to your request. If you are using our automatic bill payment service, you can stop or reverse payment on the disputed portion of your bill by contacting us within 10 days after the bill date.

After receiving a written explanation from us, if you still believe your bill is in error, you may pay the disputed portion under protest by sending a separate letter with your name, account number, the bill date, a description of the error, and an explanation of why you believe your bill contains an error. Do not write on the bill. Instead, if you have any documentation of why you believe the bill is wrong include it and keep a copy for yourself. Send your payment under protest to:

THE GAS COMPANY
Attention: Customer Relations
P.O. Box 3000,
Honolulu, HI 96802-3000

We must receive your payment under protest within 60 days after the bill date. If you are a **utility customer** and have paid your bill under protest, you may mail a copy of your letter and supporting documentation for further investigation to: Hawaii Public Utilities Commission, 465 S. King St., Suite 103, Honolulu, Hawaii 96813.

QUESTIONS ABOUT YOUR GAS BILL

ESTIMATED BILLS

We may occasionally estimate your monthly gas bill due to emergencies, bad weather, or inability to access your meter. To minimize the number of estimated bills you receive, the following options are available:

- **Provide us with a key that will be used to access your meter.**
- **Call our Customer Relations Department at 535-5933 and press "2", or your Neighbor Island office and provide us with instructions on how to access your meter.**
- **Read your own meter. Ask us for a supply of meter reading tags, and we will bill you according to your reading.**
- **Remove obstructions that may block our access to read your gas meter.**

Our meter reader will make every effort to read your meter every month.

STOPPING/STARTING SERVICE

If you plan to move, please call us at least two working days prior to the day you want your gas service discontinued or transferred to another address. For safety and billing reasons, we need access to read your meter or tank gauge and to inspect your gas equipment.

To restart an account that has been closed or terminated, you will need to provide a valid proof of identity and meet The Gas Company's credit standards. A deposit may also be required.

SERVICE TERMINATION WITH NOTICE

The Gas Company can stop service to you after 5 days' written notice for

- (1) failing to make a timely deposit or to otherwise establish credit,
- (2) failing to pay a past due bill,
- (3) failing to allow us reasonable access to Company equipment,
- (4) noncompliance with our tariffs, rules or any applicable contracts,
- (5) failing to secure necessary equipment, permits, permissions, certificates, or rights-of-way, or
- (6) fraud.

Under some conditions, The Gas Company may give special consideration to service terminations for elderly or handicapped customers.

SERVICE TERMINATION WITHOUT NOTICE

The Gas Company can stop service **without notice** if we determine that:

- (1) your piping, appliances or apparatus is unsafe,
- (2) Company-owned equipment has been tampered with, or
- (3) your equipment is being used in a way that can harm the Company's facilities, or can interfere with service to other customers.

SAVING WITH GAS

A home that uses gas for cooking, water heating, and clothes drying consumes less fossil fuel than an all-electric home. It is important for all of us to conserve energy, and using gas is one way to do this. However, there are other ways to save more energy and keep your gas bill down.

For energy saving tips, visit our website at

www.hawaiigas.com.

Thank you, again, for choosing gas service from The Gas Company. We look forward to meeting your energy needs.





THEGASCOMPANY

P.O. Box 3000

Honolulu, Hawaii 96802-3000

Place
Stamp
Here