BEFORE THE PUBLIC UTILITIES COMMISSION
OF THE STATE OF HAWAII

--------In the Matter of--------

PUBLIC UTILITIES COMMISSION

Letter Request from the Consumer Advocate for Commission Suspension of Authority of Regulated Companies to Terminate or Disconnect Services Due to Non-Payment and/or Assessment of Unreasonable Charges or Fees During the COVID-19 Pandemic.

ORDER NO. 37284

EXTENDING SUSPENSION OF TERMINATION OR DISCONNECTION OF REGULATED UTILITY SERVICES DUE TO NON-PAYMENT AND/OR ASSESSMENT OF OTHER CHARGES THROUGH DECEMBER 31, 2020
EXTENDING SUSPENSION OF TERMINATION OR DISCONNECTION OF REGULATED UTILITY SERVICES DUE TO NON-PAYMENT AND/OR ASSESSMENT OF OTHER CHARGES THROUGH DECEMBER 31, 2020

By Order No. 37125, filed on May 4, 2020,¹ Order No. 37153, filed on May 28, 2020,² Order No. 37189, filed on

¹Order No. 37125 (Non-Docketed), “Addressing the Consumer Advocate’s Request for Suspension of Termination or Disconnection of Regulated Utility Services Due to Non-Payment and/or Assessment of Other Charges During the COVID-19 Pandemic,” filed on May 4, 2020 (“Order No. 37125”).

²Order No. 37153 (Non-Docketed), “Extending Suspension of Termination or Disconnection of Regulated Utility Services Due To Non-Payment and/or Assessment of Other Charges Through June 30, 2020,” filed on May 28, 2020 (“Order No. 37153”).
June 26, 2020,\(^3\) and Order No. 37251, filed on July 31, 2020,\(^4\) the Commission determined that “based on the extraordinary circumstances related to COVID-19, and on the Commission’s expedited investigation into this matter[,]” “all Commission-regulated electric, gas, telecommunications, water, and wastewater public utilities in the State of Hawaii (“Utilities,” or “Utility,” individually) shall suspend disconnections of electricity, gas, telecommunications, water, and wastewater services during the pendency of the Governor’s Emergency Proclamation until otherwise ordered by the Commission.”\(^5\)

The Commission also suspended, pending further orders, any and all rules and provisions of individual utility tariffs that prevent or condition re-connection of disconnected customers.\(^6\)

The Commission previously authorized each of these Utilities to establish regulatory assets to record costs resulting from the suspension of disconnections. The Commission also stated

\(^3\)Order No. 37189 (Non-Docketed), “Extending Suspension of Termination or Disconnection of Regulated Utility Services Due To Non-Payment and/or Assessment of Other Charges Through July 31, 2020,” filed on June 26, 2020 (“Order No. 37189”).

\(^4\)Order No. 37251 (Non-Docketed), “Extending Suspension of Termination or Disconnection of Regulated Utility Services Due To Non-Payment and/or Assessment of Other Charges Through August 31, 2020,” filed on July 31, 2020 (“Order No. 37251”).

\(^5\)Order No. 37125 at 4, 7.

\(^6\)Order No. 37125 at 4.
that in future proceedings it would consider whether each Utility's request for recovery of these regulatory assets is reasonable and necessary, as well as issues including the appropriate period of recovery for the approved amount of regulatory assets, any amount of carrying costs thereon, any savings directly attributable to suspension of disconnects, and other related matters.7

1. By this Order, the Public Utilities Commission ("Commission") extends, through December 31, 2020, its (1) suspension of disconnections of electricity, gas, telecommunications, water, and wastewater services, and (2) suspension of any and all rules and provisions of individual utility tariffs that prevent or condition re-connection of disconnected customers.8

7Order No. 37125 at 5; Order No. 37153 at 2; Order No. 37189 at 2; Order No. 37251 at 2. See also Non-Docketed Letter From: Division Of Consumer Advocacy Re: "Commission Investigation to Address COVID-19 Impacts on Consumers and Regulated Companies - Order No. 37189 Extending Suspension Of Termination Or Disconnection Of Regulated Utility Services Due To Non-Payment And/Or Assessment Of Other Charges Through July 31, 2020," filed on July 24, 2020 ("CA Letter"). The Commission notes that the CA Letter contains several recommendations that it suggests the Commission adopt regarding addressing non-payment of utility bills once the disconnection suspension is lifted in the future (CA Letter at 3). The Commission intends to address the Division of Consumer Advocacy’s recommendations in future orders.

2. The Commission reiterates its statement from Order No. 37125 that Utilities should strongly consider offering payment plans or other reasonable arrangements to customers once the suspension of disconnections or terminations of service are lifted.

3. The Commission also encourages Utilities not to charge customers interest on past due payments, or impose any late payment fees, through December 31, 2020.

4. Any Utility that books regulatory assets consistent with the authorization provided in either Order Nos. 37125, 37153, 37189, 37251, or this Order, must file a quarterly report,\(^9\)

of August 20, 2020, there have been more than 5,800 documented cases of COVID-19 in the State, with record daily numbers of cases detected in recent weeks and 45 deaths attributed to this disease.”). The Commission also finds that utility customers continue to struggle with unemployment and other financial impacts from the COVID-19 Pandemic.

\(^9\)Order Nos. 37125 and 37153 previously stated that the quarterly reports were due on July 30, 2020, which Order No. 37189 amended to July 31, 2020. The Commission sets a deadline of October 30, 2020, for the first quarterly report for any Utility that books regulatory assets pursuant to the authorization granted in the instant Order. For any Utilities that previously began booking regulatory assets pursuant to Order Nos. 37125, 37153, and/or 37189, and that filed quarterly reports on July 31, 2020, the next quarterly report is due on October 30, 2020, and the following quarterly report will be due on February 1, 2021.

The Commission issued non-docketed Protective Order No. 37141 to govern a Utility’s filing of any confidential financial or business information included in these reports and the reports detailed in Paragraph 5, below, provided that, consistent with UIPA, all information for which a Utility claims confidentiality is supported by a description that: (1) identifies in reasonable
detail the amounts of the costs incurred and any savings realized, which have been booked to the regulatory assets. These quarterly reports should include: a) updated information regarding the Utility’s financial condition, and b) a list of the measures the Utility has in place to assist its customers during the COVID-19 emergency situation. A Utility should inform the Commission in its quarterly reports if a previously-reported upon measure the Utility had in place to assist customers has since been terminated, as well as a short description of the Utility’s rationale for the termination of that measure.\textsuperscript{10}

5. This Order shall not affect a Utility's ability to disconnect a customer's service for public safety concerns unrelated to non-payment of services.

6. The Commission also emphasizes that customers should continue paying their bills to the extent possible during this time, noting that customers will still ultimately be responsible for paying Utility service billings accrued during this suspension.

\footnotesize{\textsuperscript{10}See Order No. 37125 at 6, Order No. 37153 at 4, Order No. 37189 at 5, and Order No. 37251 at 5-6.}
7. If a Utility subject to this Order maintains a website, such Utility shall provide notice of this Order's content on such website, and in any other prominent place that the Utility finds will help inform its customers.

THE COMMISSION ORDERS:

1. Based on the extraordinary circumstances related to COVID-19, and on the Commission’s further expedited investigation into this matter, there is good cause to extend the suspension of disconnection of service originally set forth in Order Nos. 37125, 37153, 37189, and 37251, until December 31, 2020, as set forth herein.
2. Any Utility that books regulatory assets consistent with the authorization provided in either Order Nos. 37125, 37153, 37189, 37251, or this Order, must file a quarterly report as set forth above, detailing the amounts of the costs incurred and any savings realized, which have been booked to the regulatory assets, as set forth herein.

DONE at Honolulu, Hawaii ________________________.

AUGUST 24, 2020

PUBLIC UTILITIES COMMISSION
OF THE STATE OF HAWAII

By______________________________

James P. Griffin, Chair

By______________________________

Jennifer M. Potter, Commissioner

APPROVED AS TO FORM:

By______________________________

Caroline C. Ishida
Commission Counsel

By______________________________

Leodoloff R. Asuncion, Jr., Commissioner

Non-Docketed Order.ijk
CERTIFICATE OF SERVICE

Pursuant to Order No. 37043, the foregoing order was served on the date of filing by electronic mail addressed to the following parties:

DEAN NISHINA
EXECUTIVE DIRECTOR
DEPARTMENT OF COMMERCE AND CONSUMER AFFAIRS
DIVISION OF CONSUMER ADVOCACY
dnishina@dcca.hawaii.gov

KEVIN M. KATSURA
DIRECTOR, REGULATORY NON-RATE PROCEEDINGS
HAWAIIAN ELECTRIC COMPANY, INC.
HAWAI‘I ELECTRIC LIGHT COMPANY, INC.
MAUI ELECTRIC COMPANY, INC.
kevin.katsura@hawaiianelectric.com

BRANDEE HOLT
REGULATORY AFFAIRS MANAGER
KAUAI ISLAND UTILITY COOPERATIVE
BHolt@kiuc.coop

TOM KOBASHIGAWA
DIRECTOR, REGULATORY AFFAIRS
THE GAS COMPANY, LLC
dba HAWAI‘I GAS
skobashi@hawaiigas.com

STEVEN P. GOLDEN
HAWAIIAN TELCOM, INC.
steven.golden@hawaiiantel.com

JANICE L. ONO
AREA MANAGER – REGULATORY
AT&T CORP.
Janice.Ono@att.com

MARY GARRIS
LEVEL 3 COMMUNICATIONS, LLC
mary.garris@centurylink.com

BREANNE KAHALEWAI
PRESIDENT
SANDWICH ISLES COMMUNICATIONS, INC.
abbyt@sandwichisles.com

JOSEPH O'HARA,
ASSISTANT TREASURER
COMMON POINT LLC
regulatoryaffairs@anpisolutions.com

DANIEL MELDAZIS
ONVOY, LLC
taxdepartment@inteliquent.com

ANDREW M. LANCASTER
MANAGER
SPRINT COMMUNICATIONS COMPANY L.P.
Andy.M.Lancaster@sprint.com

MIKE METHVIN
TAX DIRECTOR
SPOK, INC.
matt.ford@spok.com
Certificate of Service
Page 2

ROBERT CLEARY
VICE PRESIDENT
800 RESPONSE INFORMATION SERVICES LLC
bcleary@800response.com

JACOB PETROSKY
MANAGER
808PHONE.COM LLC
jacob@808phone.com

SCOTT ALLEN
CHIEF FINANCIAL OFFICER
ACCESSLINE COMMUNICATIONS CORPORATION
dba VOICE TELCO SERVICES
sdesgrousilliers@intermedia.net

ACN COMMUNICATIONS SERVICES, LLC
mark@csilongwood.com

JOSEPH T. KOPPY
CHIEF FINANCIAL OFFICER
AFFINITY NETWORK INCORPORATED
jrenneker@nos.com

TAMMY FERBER
CONTROLLER
AMERIVISION COMMUNICATIONS, INC.
tferber@affinity4.com

ANDRE SIMONE
CHIEF FINANCIAL OFFICER
AIRUS, INC.
asimone@intelepeer.com

JOSEPH O'HARA
CHIEF FINANCIAL OFFICER
ANPI, LLC
johara@anpisolutions.com

JUDITH A RILEY
ANPI BUSINESS, LLC
jriley@telecompliance.net

KATHLEEN GOREY
REGULATORY MANAGER
BCN TELECOM, INC. (COA)
kgorey@bcntele.com

LISA JILL FREEMAN
VP & REGULATORY COMPLIANCE OFFICER
BANDWIDTH.COM CLEC, LLC
ljjfreeman@bandwidth.com

REBECCA WEST
STAFF MANAGER
BROADVIEW NETWORKS, INC.
becky.west@windstream.com

KATHLEEN GOREY, REGULATORY MANAGER
BCN TELECOM, INC. (FACILITIES-BASED)
kgorey@bcntele.com

SUSAN RAPINZ
REGULATORY MANAGER
BROADVOX-CLEC, LLC
info@inteserra.com

KATE O'CONNOR
CHIEF FINANCIAL OFFICER
BUEHNER-FRY, INC.
MBCoker@TheNavisWay.com
Certificate of Service
Page 3

MARY GARRIS
CENTURYLINK COMMUNICATIONS, LLC
mary.garris@centurylink.com

JEFF KORN
CHIEF LEGAL OFFICER
CREXENDO BUSINESS SOLUTIONS, INC.
jkorn@storesonline.com

RICHARD MINEROINO
COMTECH 21, LLC
regulatory@comtech21.com

JEFF KORN
CHIEF LEGAL OFFICER
CREXENDO BUSINESS SOLUTIONS, INC.
jkorn@storesonline.com

DAVID H. BARKSDALE
CHIEF FINANCIAL OFFICER
CUSTOM TELECONNECT, INC.
bperna@customteleconnect.com

MENDEL BIRNBAUM
VICE PRESIDENT
DYNAFLINK COMMUNICATIONS, INC.
mendel@dynalinktel.com

MARY GARRIS
BROADWING COMMUNICATIONS, LLC
mary.garris@centurylink.com

GINO CAPOZZI
TAX AND REGULATORY COMPLIANCE MANAGER
CALLCATCHERS INC.
dba FREEDOMVOICE SYSTEMS
compliance@freedomvoice.com

WENDY HEE
PRESIDENT
CLEARCOM, INC.
abbyt@sandwichisles.com

JOSEPH A. NICOTRA
PRESIDENT
CONSUMER TELCOM, INC.
abloom@idxx.com

FERNANDA BIEHL
CROWN CASTLE NG WEST LLC
PUC.Correspondence@crowncastle.com

REBECCA WEST
STAFF MANAGER
DELTACOM, LLC
dba EARTHLINE BUSINESS I
becky.west@windstream.com

ROBERT MOCAS
PRESIDENT
EASTON TELECOM SERVICES, LLC
smacke@eastontelecom.com

GINA LAWRENCE
eNETWORKS, LLC
gina.lawrence@essentia-inc.com

DANIEL I. TIMM
CHIEF FINANCIAL OFFICER
EX TENET SYSTEMS, INC.
compliance@util.extenet systems.com

JOSEPH TOPEL
REGULATORY MANAGER
FRANCE TELECOM CORPORATE SOLUTIONS L.L.C. (COA)
joe.topel.ext@orange.com

ELENA THOMASSON
FUSION CLOUD SERVICES, LLC
elena.thomasson@fusionconnect.com
MARY GARRIS
GLOBAL CROSSING
TELECOMMUNICATIONS, INC.
mary.garris@centurylink.com

GINO CAPOZZI
GODADDY.COM, LLC
gcapozzi@godaddy.com

KIM MCNEANY
ELECTRIC LIGHTWAVE LLC
dba INTEGRA TELECOM
kim.mcneany@allstream.com

JERRY WEIKLE, REGULATORY
ENTELEGENT SOLUTIONS, INC.
dba ENTELEGENT COMMUNICATIONS SOLUTIONS
regulatory@entelegent.com

JEFF GIANNANTONIO
FIRST COMMUNICATIONS, LLC
jgiannantonio@firstcomm.com

JESSICA MATUSHEK
DIRECTOR ACCOUNTING
FRONTIER COMMUNICATIONS OF AMERICA, INC.
jessica.matushek@ftr.com

DAN KARDATZKE
CHIEF FINANCIAL OFFICER
GC PIVOTAL, LLC
regulatory@globalcapacity.com

GLOBAL TEL*LINK CORPORATION
scockerham@telecompliance.net

JOHN PRINNER
GRANITE TELECOMMUNICATIONS, LLC
taxdept@granitenet.com

BRIAN KENNEY
GRASSHOPPER GROUP, LLC
brian.kenney@logmein.com

JARED GRUGETT
PRESIDENT
HAWAII DIALOGIX TELECOM, LLC
jgrugett@hawaiidt.com

CARL BILLEK
SENIOR REGULATORY COUNSEL
IDT AMERICA, CORP.
carl.billek@idt.net

KEN DAWSON
DIRECTOR
INMATE CALLING SOLUTIONS, LLC
dba ICSOLUTIONS
scastillo@icsolutions.com

MIKE CUMPTON
CONTROLLER
INTELICALL OPERATOR SERVICES, INC.
mark@csilongwood.com

RICHARD JOHNSON
MANAGER, REGULATORY AFFAIRS
INTRADO SAFETY COMMUNICATIONS, INC.
regulatory.safetyservices@intrado.com

MARY GARRIS
LEVEL 3 COMMUNICATIONS, LLC
mary.garris@centurylink.com
JOHN NELSON, PRESIDENT
HAMILTON RELAY, INC.
john.nelson@hamiltontel.com

THOMAS PAOLUCCI
CONTROLLER
HAWAIIAN TELCOM SERVICES
COMPANY, INC. (COA)
Tom.Paolucci@cinbell.com

INCONTACT, INC.
compliance@niceincontact.com

CINDY FOSTER
DIRECTOR
INTELLETRACE, INC.
support@intelletrace.com

LESLIE BEACH, TAX ACCOUNTANT
INTERNATIONAL TELECOM, LTD.
leslieb@kall8.com

LEGAL LONG DISTANCE
INTERNATIONAL, INC.
dba LEGACY INMATE
COMMUNICATIONS
brian@edovo.com

ALEX VALENCIA
VICE PRESIDENT OF COMPLIANCE &
REGULATORY AFFAIRS
LINGO TELECOM OF THE WEST, LLC
dba BIRCH COMMUNICATIONS
alex.valencia@lingo.com

SHANNON BROWN
MCI COMMUNICATIONS SERVICES, INC.
dba VERIZON BUSINESS SERVICES
shannon.brown@verizon.com

RALPH DICHY
DIRECTOR OF TAX AFFAIRS
METROPOLITAN TELECOMMUNICATIONS
OF HAWAII, INC.
dba METTEL
rdichy@mettel.net

KAREN HYDE
MOBILITIE, LLC
kmh@compliancegroup.com

JIM MCCABE
VICE PRESIDENT OF OPERATIONS
NETWORK INNOVATIONS, INC.
dba NITEL
jriley@telecompliance.net

DANIEL MELDAZIS
NEUTRAL TANDEM-HAWAII, LLC
taxdepartment@inteliquent.com

ALEX VALENCIA
VICE PRESIDENT
MATRIX TELECOM, LLC
dba MATRIX BUSINESS
TECHNOLOGIES,
dba TRINSIC COMMUNICATIONS,
dba VARTEC TELECOM,
dba EXCEL TELECOMMUNICATIONS,
dba CLEAR CHOICE COMMUNICATIONS
alex.valencia@lingo.com

SHANNON BROWN
MCI METRO ACCESS TRANSMISSION SERVICES, LLC
dba VERIZON ACCESS TRANSMISSION SERVICES
shannon.brown@verizon.com

KAREN HYDE
MOBILITIE MANAGEMENT, LLC
kmh@compliancegroup.com
Certificate of Service
Page 6

WILLIAM L. POPE
PRESIDENT
NETWORK COMMUNICATIONS
INTERNATIONAL CORP.
dba NCIC INMATE COMMUNICATIONS
stephanie.jackson@ncic.com

AMANDA HUTCHISON HARRIS
REGULATORY COMPLIANCE OFFICER
NETWORKIP, LLC
regulatory@networkip.net

GLEN NELSON
VICE PRESIDENT
NEW HORIZONS COMMUNICATIONS CORP.
gnelson@nhcgrp.com

SUSAN ORNSTEIN
NEXTGEN COMMUNICATIONS, INC.
SST-Compliance@comtechtel.com

JOSEPH T. KOPPY
CHIEF EXECUTIVE OFFICER
NOS COMMUNICATIONS, INC.
jrenneker@nos.com

MARK LEAFSTEDT
CHIEF EXECUTIVE OFFICER
OPEX COMMUNICATIONS, INC.
dba TCI LONG DISTANCE
regulatory@opexld.com

SHARON E. PORTER
PNG TELECOMMUNICATIONS, INC.
dba POWERNET GLOBAL COMMUNICATIONS
dba CROSSCONNECT
tax@powernetco.com

INNA VINOGRADOV
QUANTUMSHIFT COMMUNICATIONS, INC.
dba VCOM SOLUTIONS
inna@icommlaw.com

THOMAS P. MARGAVIO
SBC LONG DISTANCE, LLC
dba SBC LONG DISTANCE
dba AT&T LONG DISTANCE
tm5886@att.com

RICHARD ZHENG
PRESIDENT
SERVPAC INCORPORATED
rzheng@servpac.com

TODD LESSER
PRESIDENT
NORTH COUNTY COMMUNICATIONS CORPORATION
nccpuc@nccom.com

OPERATOR SERVICE COMPANY, LLC
regcompliance@telecompliance.net

JOHN DAY
PRESIDENT
PACIFIC DATA SYSTEMS
dba NEXGEN NETWORK SERVICES
john@pdsguam.com

PUBLIC COMMUNICATIONS SERVICES, INC.
scockerham@telecompliance.net

DAVID RODMAN
PRESIDENT
RED ROAD TELECOM, LLC
david@redroad.com
MICHAEEL S.J. LOZICH
CORPORATE COUNSEL
DIRECTOR OF REGULATORY & GOVT. AFFAIRS
SECURUS TECHNOLOGIES, INC.
mlozich@securustechnologies.com

SQF, LLC
nbournakel@tilsontech.com

REBECCA WEST
TALK AMERICA, INC.
   dba CAVALIER TELEPHONE
   dba PAETEC BUSINESS SERVICES
becky.west@windstream.com

BARBARA MONTE
TELEPORT COMMUNICATIONS AMERICA, LLC
bm2571@att.com

SUSAN COCKERHAM
TIME CLOCK SOLUTIONS, LLC
scockerham@telecompliance.net

HEATHER DOBSON
TIME WARNER CABLE INFORMATION SERVICES (HAWAII), LLC
   dba TIME WARNER CABLE
heather.dobson@charter.com

ROBERT YOUNG
PRESIDENT
U.S. TELECOM LONG DISTANCE, INC.
abloom@ldxx.com

SUSAN COCKERHAM
VELOCITY THE GREATEST PHONE COMPANY EVER, INC.
scockerham@telecompliance.net

VERIZON LONG DISTANCE LLC
   dba VERIZON LONG DISTANCE
regacct@verizon.com

JANE OMAN
TDS LONG DISTANCE CORPORATION
   (COA)
finance@tdstelecom.com

DAVID ALDWORTH
PRESIDENT
TELIAX, INC.
daldworth@teliax.com

HEATHER DOBSON
TIME WARNER CABLE BUSINESS LLC
heather.dobson@charter.com

MARK LEAFSTEDT
CEO
TOTAL HOLDINGS INC.
   dba GTC COMMUNICATIONS
legal@mygtc.com

SUSAN COCKERHAM
VALUE-ADDED COMMUNICATIONS, INC.
scockerham@telecompliance.net

PATRICE DEMARCO
VERIZON HAWAII INTERNATIONAL, INC.
patrice.demarco@verizon.com

DEISY CARRERA
VERIZON SELECT SERVICES, INC.
deisy.carrera@verizon.com

KEITH CUMMINGS, VP
VOICECOM TELECOMMUNICATIONS, LLC
mark@csilongwood.com
ANDREW NICKERSON
DIRECTOR
WIDE VOICE, LLC
erlae@widevoice.com

WIMACTEL, INC.
dba INTELLICAL OPERATOR
SERVICES OF NORTH AMERICA
jmackenzie@wimactel.com

JANICE CRUMP
CHIEF FINANCIAL OFFICER
WORKING ASSETS FUNDING SERVICE, INC.
dba CREDO LONG DISTANCE
compliance@wafs.com

SHARON ADAMS
GOVERNMENT RELATIONS ANALYST
XO COMMUNICATIONS SERVICES, LLC
sharon.e.adams@verizon.com

THOMAS PAOLUCCI
CONTROLLER
WAVECOM SOLUTIONS CORPORATION
Tom.Paolucci@cinbell.com

MARY GARRIS
WILTEL COMMUNICATIONS, LLC
mary.garris@centurylink.com

REBECCA WEST
WINDSTREAM COMMUNICATIONS, LLC
becky.west@windstream.com

MARK PAVOL
X2COMM, INC.
dba DC COMMUNICATIONS
mark@x2comm.com

MARK PAVOL
REGULATORY MANAGER
YMAX COMMUNICATIONS CORP.
regulatory@ymaxcorp.com

ACCESS POINT, INC.
mike.winston@gtt.net

MARK HAMILTON
AVAYA CLOUD INC.
markhamilton@avaya.com

BOOMERANG WIRELESS, LLC
dba ENTOUCH WIRELESS
jrcarter@readywireless.com

RAYMOND VALME
DIAL WORLD COMMUNICATIONS, LLC
ray@dialworldcom.com

MARK LAMMERT
FLASH WIRELESS, LLC
mark@csielongwood.com

LANCE STEINHART
GLOBAL CONNECTION INC. OF AMERICA
dba STANDUP WIRELESS
info@telecomcounsel.com

JOHN PRINNER
GRANITE TELECOMMUNICATIONS, LLC (COR)
taxdept@granitenet.com

CURTIS CHURCH
AMERICAN BROADBAND AND TELECOMMUNICATIONS COMPANY
cchurch@ambt.net
<table>
<thead>
<tr>
<th>Name</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>BCN TELECOM, INC. (COR)</td>
<td><a href="mailto:contact@nationwideregulatorycompliance.com">contact@nationwideregulatorycompliance.com</a></td>
</tr>
<tr>
<td>SHANE BRIDGES</td>
<td><a href="mailto:contact@nationwideregulatorycompliance.com">contact@nationwideregulatorycompliance.com</a></td>
</tr>
<tr>
<td>ALISON MINEA</td>
<td><a href="mailto:alison.minea@dish.com">alison.minea@dish.com</a></td>
</tr>
<tr>
<td>JOE TOPEL</td>
<td><a href="mailto:joe.topel@orange.com">joe.topel@orange.com</a></td>
</tr>
<tr>
<td>JARAD BACKLUND</td>
<td><a href="mailto:fi-compliance@google.com">fi-compliance@google.com</a></td>
</tr>
<tr>
<td>THOMAS PAOLUCCI</td>
<td><a href="mailto:Tom.Paolucci@cinbell.com">Tom.Paolucci@cinbell.com</a></td>
</tr>
<tr>
<td>HELLO MOBILE TELECOM LLC</td>
<td><a href="mailto:req@qlinkmobile.com">req@qlinkmobile.com</a></td>
</tr>
<tr>
<td>SAM OLAWAIE</td>
<td><a href="mailto:tax.dept@garmin.com">tax.dept@garmin.com</a></td>
</tr>
<tr>
<td>MASAHIRO FURUYA</td>
<td><a href="mailto:ga@kddia.com">ga@kddia.com</a></td>
</tr>
<tr>
<td>AMY RAY</td>
<td><a href="mailto:Taxops@T-Mobile.com">Taxops@T-Mobile.com</a></td>
</tr>
<tr>
<td>GENNARO ISABELLA</td>
<td><a href="mailto:tamika.mayes@gm.com">tamika.mayes@gm.com</a></td>
</tr>
<tr>
<td>JOSE L. SOLANA</td>
<td><a href="mailto:joe@gsaudits.com">joe@gsaudits.com</a></td>
</tr>
<tr>
<td>PURETALK HOLDINGS, LLC</td>
<td><a href="mailto:mark@csilongwood.com">mark@csilongwood.com</a></td>
</tr>
<tr>
<td>PAUL LAPIER</td>
<td><a href="mailto:plapier@infinitimobile.com">plapier@infinitimobile.com</a></td>
</tr>
<tr>
<td>LISA WILLIS</td>
<td><a href="mailto:lisa@kgcomm.net">lisa@kgcomm.net</a></td>
</tr>
<tr>
<td>LUNAR LABS, INC.</td>
<td><a href="mailto:info@joinlunar.com">info@joinlunar.com</a></td>
</tr>
<tr>
<td>MITEL CLOUD SERVICES, INC. (COR)</td>
<td><a href="mailto:scockerham@telecompliance.net">scockerham@telecompliance.net</a></td>
</tr>
</tbody>
</table>
GLENN P. STORY  
CHIEF FINANCIAL OFFICER  
PATRIOT MOBILE, LLC  
glenn@eoscell.com

RICHARD PELLY  
PLINTRON TECHNOLOGIES USA LLC  
richardpelly@plintronamericas.com

READY WIRELESS, LLC  
dba AFFINITY CELLULAR  
dba CLUB CELLULAR  
jrcarter@readywireless.com

REPUBLIC WIRELESS, INC.  
regulatory@republicwireless.com

NATHAN JOHNSON  
CHIEF EXECUTIVE OFFICER  
SAGE TELECOM COMMUNICATIONS, LLC  
dba TRUCONNECT  
scockerham@telecompliance.net

HEATHER DOBSON  
SPECTRUM MOBILE, LLC  
taxregulatory@charter.com

STS MEDIA, INC.  
dba FREEDOMPOP  
orvin@gsaudits.com

ENRIQUE LANDIVAR  
TELEFONICA USA, INC.  
enrique.landivar@telefonica.com

ELENA THOMASSON  
TEMPO TELECOM, LLC  
elena.thomasson@birch.com

BETH BRANDENSTEIN  
THE PEOPLE’S OPERATOR USA, LLC  
beth@gsaudits.com

AMANDA GUCICH  
ROK MOBILE, INC.  
promano@rokmobile.com

SELECTEL, INC.  
dba SELECTEL WIRELESS  
oflaherty.matt@gmail.com

DARRIN PFANNENSTIEL, ESQ.  
STREAM COMMUNICATIONS, LLC  
darrin.pfannenstiel@streamenergy.net

TACHIBANA ENTERPRISES, LLC  
sli@tachibana.com

TELRITE CORPORATION  
mark@csilongwood.com

EILEEN BAYERS  
THE LIGHT PHONE, INC.  
eileen@thelightphone.com

CHRISTINA MEYERING  
TING INC.  
cmeyering@tucows.com

CHESLEY DILLION  
VP - CORP. TAX  
TRACFONE WIRELESS, INC.  
dba SAFELINK WIRELESS  
mmontenegro@tracfone.com
GARY JOSEPH
MANAGER
WIMACTEL, INC. (COR)
jmackenzie@goviiz.com

ANDREW M. LANCASTER
MANAGER
SPRINTCM, INC.
da SPRINT PCS
andy.m.lancaster@sprint.com

ANDREW M. LANCASTER
MANAGER
VIRGIN MOBILE USA, L.P.
andy.m.lancaster@sprint.com

JONATHON FRANCIS
WING TEL INC.
jonathon@wingalpha.com

GARY FINKEL
ALLIANT TECHNOLOGIES, L.L.C.
gfinkel@allianttech.com

SUSAN COCKERHAM
365 WIRELESS LLC
scockerham@telecompliance.net

KIRK IYAMA
COMCAST OTR1, LLC
kirk_iyama@cable.comcast.com

STEVE DELGADO
CONSULTANT - TAX
CELLCO PARTNERSHIP
da SPRINT PCS
steve.delgado@gmail.com

JAMES TATE
GENERAL MANAGER
EXCELLUS COMMUNICATIONS, LLC
jim.tate@seniortechllc.com

GERALD GUARDIOLA
CRICKET WIRELESS LLC
gg009y@att.com

MARY T. BULEY
SENIOR REGULATORY MANAGER
ONVOY SPECTRUM, LLC
mary.buley@onvoy.com

GERALD GUARDIOLA
NEW CINGULAR WIRELESS PCS, LLC
gg009y@att.com

ISSA ASAD
Q LINK WIRELESS LLC
issa@qlinkwireless.com

WENDY HEE
PA MAKANI LLC
da SPRINT PCS
wendyh@waimana.com

AMY RAY
T-MOBILE WEST LLC
da SPRINT PCS
Amy.Ray@T-Mobile.com

MARY T. BULEY
SENIOR REGULATORY MANAGER
ONVOY SPECTRUM, LLC
mary.buley@onvoy.com

GARY GRINHAM
UVNV, INC.
da MINT MOBILE
ggrinham@ultra.me
### Certificate of Service

Page 12

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
<th>Company</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Blair Rosenthal</td>
<td>Assistant General Counsel</td>
<td>Vodafone US INC.</td>
<td><a href="mailto:blair.rosenthal@vodafone.com">blair.rosenthal@vodafone.com</a></td>
</tr>
<tr>
<td>Steve Delgado</td>
<td>Visible Service LLC</td>
<td></td>
<td><a href="mailto:steve.delgado@verizon.com">steve.delgado@verizon.com</a></td>
</tr>
<tr>
<td>Thomas Selby, Vice President</td>
<td>ATC Ma'kena WWTP Services Corp.</td>
<td></td>
<td><a href="mailto:tselby@makenagbc.com">tselby@makenagbc.com</a></td>
</tr>
<tr>
<td>Lee Mansfield, Manager</td>
<td>Sarah Leeper, ESQ.</td>
<td>Hawaii - American Water Company</td>
<td><a href="mailto:lee.mansfield@amwater.com">lee.mansfield@amwater.com</a></td>
</tr>
<tr>
<td></td>
<td>Demetrio A. Marquez, Paralegal IV</td>
<td>(Hawaii KAI Operations)</td>
<td><a href="mailto:sarah.leeper@amwater.com">sarah.leeper@amwater.com</a></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td><a href="mailto:demetrio.marquez@amwater.com">demetrio.marquez@amwater.com</a></td>
</tr>
<tr>
<td></td>
<td>Lee Mansfield, Manager</td>
<td>Hawaii - American Water Company</td>
<td>Lee Mansfield, Manager</td>
</tr>
<tr>
<td></td>
<td>Sarah Leeper, ESQ.</td>
<td>(Mauna Lani Operations)</td>
<td>Sarah Leeper, ESQ.</td>
</tr>
<tr>
<td></td>
<td>Demetrio A. Marquez, Paralegal IV</td>
<td></td>
<td>Demetrio A. Marquez, Paralegal IV</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Lee Mansfield, Manager</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Sarah Leeper, ESQ.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Demetrio A. Marquez, Paralegal IV</td>
</tr>
<tr>
<td>Robert Stout</td>
<td>Accounting MGR.</td>
<td>Hawaii Water Service Company, INC. - Pukalani Wastewater District</td>
<td><a href="mailto:rstout@hawaiiwaterservice.com">rstout@hawaiiwaterservice.com</a></td>
</tr>
<tr>
<td>Holly Gandia</td>
<td>HOH Utilities, LLC</td>
<td></td>
<td><a href="mailto:holly@mskauai.com">holly@mskauai.com</a></td>
</tr>
<tr>
<td>Paulus Subrata</td>
<td>Vice President</td>
<td>Kapalua Waste Treatment Company</td>
<td><a href="mailto:psubrata@mlpmaui.com">psubrata@mlpmaui.com</a></td>
</tr>
<tr>
<td>Jay M. Uyeda</td>
<td>VP of Development</td>
<td>Kaupulehu Waste Water Company</td>
<td><a href="mailto:juyeda@hualalairesort.com">juyeda@hualalairesort.com</a></td>
</tr>
<tr>
<td>Robert Stout</td>
<td>Keauhou Community Services, Inc.</td>
<td></td>
<td><a href="mailto:Rstout@hawaiiwaterservice.com">Rstout@hawaiiwaterservice.com</a></td>
</tr>
<tr>
<td>Lindsay Crawford</td>
<td>Senior Manager of Planning &amp; Engineering</td>
<td>Kukui'ula South Shore Community Services LLC</td>
<td><a href="mailto:lcrawford@kukuiula.com">lcrawford@kukuiula.com</a></td>
</tr>
<tr>
<td>Garret Tokuda</td>
<td>Senior VP, Finance</td>
<td>Manele Water Resources, LLC</td>
<td><a href="mailto:gtokuda@pulamalanai.com">gtokuda@pulamalanai.com</a></td>
</tr>
<tr>
<td>Lisa M. Marsh</td>
<td>MOSCO, INC.</td>
<td></td>
<td><a href="mailto:tsvetin@molokairanch.com">tsvetin@molokairanch.com</a></td>
</tr>
<tr>
<td>Joseph Giannini</td>
<td>Director-Hospitality Accounting</td>
<td>Turtle Bay Wastewater Treatment, LLC</td>
<td><a href="mailto:jgiannini@revantage.com">jgiannini@revantage.com</a></td>
</tr>
</tbody>
</table>
Certificate of Service
Page 13

ROBERT STOUT
ACCOUNTING MGR.
WAIKOLOA SANITARY SEWER COMPANY, INC.
dba WEST HAWAII SEWER COMPANY
Rstout@hawaiiwaterservice.com

ROBERT STOUT
ACCOUNTING MANAGER
WAIKOLOA RESORT UTILITIES, INC.
dba WEST HAWAII UTILITY COMPANY
Rstout@hawaiiwaterservice.com

CANDICE MEYER
WAIMEA WASTEWATER COMPANY, INC.
mey.c@pri-hi.com

OLIVIA MAKI
HANA WATER SYSTEMS, LLC - SOUTH
omaki@biologicalcapital.com

JOHN K. NEWTON
AQUA PUHI, LLC
dba PUI SEWER & WATER COMPANY
pswmail@aquaengineers.com

OLIVIA MAKI
HANA WATERSYSTEMS, LLC - NORTH
omaki@biologicalcapital.com

MITCH SILVER
KALAELOA WATER CO., LLC
alex.dosen@huntcompanies.com

ROBERT STOUT
ACCOUNTING MANAGER
KONA WATER SERVICE COMPANY, INC.
Rstout@hawaiiwaterservice.com

KATHERINE DRAGO
PRESIDENT
HAWAIIAN BEACHES WATER COMPANY, INC.
kateprescott78@hotmail.com

BRAD SUIZU
SECRETARY & MANAGER
PRINCEVILLE UTILITIES COMPANY, INC.
bsuizu@princeville.com

PAULUS SUBRATA
VICE PRESIDENT
KAPALUA WATER COMPANY
psubrata@mlpmaui.com

SHARI SAKAMOTO
PUNALU’U WATER & SANITATION CORP.
shari.sakamoto@robertshawaii.com

JAY M. UYEDA
VP OF DEVELOPMENT
KAUPULEHU WATER COMPANY
juryeda@hualairesort.com

KISAN JO
SOUTH KOHALA WATER CORPORATION
d hwang@princehawaii.com

JOHN R. ORD
CHIEF FINANCIAL OFFICER
KEALIA WATER COMPANY HOLDINGS LLC
kealiemail@aquaengineers.com
TOM HITCH
PRESIDENT
KILAUEA IRRIGATION CO., INC.
tomahitch@earthlink.net

GLENN TREMBLE
VP OPERATIONS MANAGER
OLOWALU WATER COMPANY, INC.
glenn@westmauiland.com

WILLIAM L. MOORE
KRWC CORP. - KOHALA RANCH WATER COMPANY
billmoore@hawaii.rr.com

ROBERT STOUT
ACCOUNTING MANAGER
WAIKOLOA WATER COMPANY, INC.
Rstout@hawaiiwaterservice.com

LANCE K. PAGADOR
LAIE WATER COMPANY, INC.
pagadorl@hawaiireserves.com

LISA M. MARSH
WAI'OLA O MOLOKAI, INC.
tsvetin@molokairanch.com

GARRET TOKUDA
SENIOR VP, FINANCE
LANAI WATER CO., INC.
gtokuda@pulamalanai.com

ROBERT E. STRAND, ESQ.
CARLSMITH BALL LLP
rstrand@carlsmith.com

GLENN TREMBLE
MANAGER
LAUNIUPOKO IRRIGATION COMPANY, INC.
glenn@westmauiland.com

PETER Y. KIKUTA
THOMAS W. WILLIAMS
GOODSILL ANDERSON QUINN & STIFEL LLP
pkikuta@goodsill.com
twilliams@goodsill.com

GLENN TREMBEL
VP OPERATIONS
LAUNIUPOKO WATER COMPANY, INC.
glenn@westmauiland.com

BRUCE NAKAMURA
JOSEPH A. STEWART
KOBAYASHI SUGITA & GODA
ban@ksglaw.com
jas@ksglaw.com

LISA M. MARSH
CONTROLLER
MOLOKAI PUBLIC UTILITIES, INC.
tsvetin@molokairanch.com

KRIS N. NAKAGAWA
LIANNA FIGUEROA
MORIHARA LAU & FONG
KNakagawa@moriharagroup.com
lfigueroa@moriharagroup.com

TAYLOR MOWER
NORTH SHORE WATER COMPANY, LLC
tmower@kennedywilson.com
Certificate of Service
Page 15

SANDRA-ANN Y.H. WONG
ATTORNEY AT LAW, A LAW CORPORATION
sawonglaw@hawaii.rr.com

DOUGLAS CODIGA
SCHLACK ITO, LLC
dcodiga@schlackito.com

PAMELA J. LARSON
DAVID Y. NAKASHIMA
JEFFREY T. ONO
WATANABE ING LLP
Plarson@wik.com
DNakashima@wik.com
JOno@wik.com
The foregoing document was electronically filed with the State of Hawaii Public Utilities Commission's Document Management System (DMS).