



SCHEDULING AND APPOINTMENT DETAILS

What action do I need to take?

If you're currently participating in this program, Honeywell will contact you by mail to schedule your upgrade. Please schedule your appointment to upgrade the free device on your water heater. If you have already scheduled, then no further action is required. You will receive a communication with information when your appointment is scheduled.

What information do I need to schedule my appointment?

You will need to know your work order number, name, address, phone number, and email address.

It says I need a Work Order number—where do I find that?

You will receive a letter in the mail that includes your unique Work Order number. This helps to ensure that only eligible participants are scheduling upgrade appointments for their specific location.

How long will the replacement take?

The replacement will take 45 mins to 1 hour.

How will I know when a technician will be at my home?

You will receive an email once your device upgrade is scheduled. Appointments are confirmed at least 48 hours in advanced, unless you've agreed to a shorter notice, and are scheduled within a 1-hour window. Please allow up to 30 minutes before and after your scheduled window to accommodate any adjustments to the technician's schedule. If you feel there will be an issue with accessing your water heater, please contact 808-947-6937.

What should I expect on the day of the replacement?

Hawaiian Electric has partnered with Honeywell and its network of licensed contractors to provide device replacement services. The licensed technician will carry a badge identifying themselves as an authorized Hawaiian Electric contractor. On the day of the appointment, the technician will knock on your door. If someone answers, they will explain the work about to be performed. If no one answers, the technician will proceed with the upgrade (if accessible) and leave a doorhanger explaining any actions taken. If the technician was unable to complete the upgrade, they will leave a doorhanger explaining why and how to reschedule.

Will a technician need to enter my home?

The technician will need access to your electrical panel and water heater. If either are located indoors, entry will be required. However, if both are safely accessible from outside, entry won't be necessary. If you have pets, please ensure they are secured during the visit for everyone's safety.

Will I lose power during the replacement?

The replacement of the device will cause a brief interruption of your water heater while the device is replaced. Hot water stored in your water heater can still be used as normal. If your device has already been removed (likely during unrelated water heater replacement or maintenance), the technician's visit will not impact your system. The technician will only need to document that no device is present.

Can I reschedule my appointment?

If you need to reschedule your appointment, please contact 808-947-6937.

DEVICE AND PROGRAM INFORMATION

Why is the device being replaced?

Hawaiian Electric is upgrading water heater devices to newer technology to ensure communication with customers' water heaters during high electric demand events.

What if I don't see a device on my water heater?

Our technicians will still visit to confirm and quickly document that the EnergyScout device was previously removed. Undocumented removals can commonly occur when water heaters are replaced. If you need assistance identifying the EnergyScout device or are interested in re-enrolling in the program, please call 808-947-6937 or email energyscoutservice@honeywell.com.



Is my water heater eligible for the EnergyScout program?

Participants must have an electric resistance water heater with a minimum tank size of 40 gallons that is in good working condition. If you have switched to a solar thermal, heat pump, tankless, or gas water heater, your water heater no longer qualifies and will need to be unenrolled. If you are unsure about, contact us for assistance.

PROGRAM PARTICIPATION

How can I learn more about the EnergyScout Program?

Additional information on the EnergyScout program can be found on the EnergyScout webpage.

How much is the monthly incentive?

You'll receive a \$3 monthly bill credit per enrolled water heater for residences, or \$5 per water heater for small businesses.

What if I do not respond or schedule an upgrade appointment?

If you do not schedule an upgrade, you will be unenrolled from the EnergyScout program and stop receiving the monthly incentive. You will receive notification confirming your unenrollment. At that time, you are responsible for removing and properly disposing the EnergyScout Device.

OPTING OUT, NEW CUSTOMERS

How do I join the EnergyScout Program?

At this time, Hawaiian Electric is focused on upgrading devices for existing participants. However, the program may expand to new customers in the future. To express your interest, please call 808-947-6937 or email energyscoutservice@honeywell.com.

What if I prefer to leave the program?

You may decline the upgrade and request to unenroll from the EnergyScout program at any time. To do so please call 808-947-6937 or email energyscoutservice@honeywell.com. You may choose to remove the device yourself or request assistance with removal. If removing it yourself, please ensure it is safely and properly disposed of. You will receive notification confirming your unenrollment.

GENERAL CONTACT AND SUPPORT

Who can I contact if I have a question?

Please contact the customer hotline at 808-947-6937, Monday – Friday 8 a.m. to 4:30 p.m. or email energyscoutservice@honeywell.com.

Why am I receiving an email from Honeywell?

Hawaiian Electric has partnered with Honeywell to upgrade the EnergyScout devices. You may receive an email from energyscoutservice@honeywell.com regarding your appointment or questions.