

# State of Hawaii

## COMMUNITY-BASED RENEWABLE ENERGY

### SUBSCRIBERS BILL OF RIGHTS

A community-based renewable energy (“CBRE”) program allows electric utility customers to purchase shares in a renewable energy facility via subscription and receive bill credits for energy production. To protect subscribers when they consider participating, and do participate, in CBRE programs, Hawaii’s electric utilities and CBRE Subscriber Organizations agree to the following Subscribers Bill of Rights:

- **Subscribers have the right to integrity and veracity:** to be free from fraudulent, deceitful, or grossly misleading information, advertising, labeling, or other practices, especially regarding the net value of a subscription and, in comparison, the likely cost of grid power.
- **Subscribers have the right to fairness:** to have each and every term of any subscription contract or agreement explained in detail to them in plain language prior to signing the document, especially any interest, fees, or penalties, above and beyond, but including, the basic subscription fee.
- **Subscribers have the right choose:** to consider various CBRE program options and offerings from other competing CBRE Subscriber Organizations, free from high-pressure sales tactics, and not be compelled to participate.
- **Subscribers have the right to reconsider:** to terminate and back out of any subscription contract or agreement, without any fee or penalty, within at least three (3) business days, excluding any state or federal holidays, of signing the document.
- **Subscribers have the right to redress:** to work with and through established mechanisms for redress, to have problems corrected and to receive compensation for poor services that do not function properly, and never to be asked to or forced to abrogate those rights to redress as conditions to participating in CBRE, such as by a mandatory binding arbitration clause in the subscription contract or agreement.

If you, as a Subscriber *or Potential Subscriber*, believes that a CBRE Subscriber Organization has violated any of these Subscriber Rights, though provisions of a subscription contract or agreement or through business practices before or after such a document is executed, please contact the appropriate state agency and/or file a complaint with the Public Utilities Commission. The state agencies who may be able to assist you with the enforcement of your Subscriber rights are listed on the following page:

### **Business Registration Division – Securities**

The Office of the Commissioner of Securities is responsible for the registration of securities, broker-dealers and their sales agents, investment advisers and their representatives doing business in Hawaii, and receives and investigates complaints regarding potential violations of Hawaii securities laws and prosecutes securities fraud and other securities violations.

<http://cca.hawaii.gov/sec/>

808-586-2744

### **Division of Consumer Advocacy (DCA)**

DCA was established to protect and represent consumer interests before the Hawaii Public Utilities Commission, the Federal Communications Commission, and other local and federal agencies. DCA assists and represents general ratepayers of utility services as a whole rather than any single customer or select group of people.

<http://cca.hawaii.gov/dca/>

808-586-2800

### **Office of Consumer Protection (OCP)**

The Office of Consumer Protection promotes fair and honest business practices by investigating alleged violations of consumer protection laws, by taking legal action to stop unfair or deceptive practices in the marketplace, and by educating the consumer public and businesses regarding their respective rights and obligations.

<http://cca.hawaii.gov/ocp/>

Oahu: 808-587-4272 (press 3 at the menu)

Maui: 808-984-2400 (ext. 7 – 4272#)

Hawaii: 808-974-4000 (ext. 7 – 4272#)

Lanai/Molokai: 1-800-468-4644 (ext. 7 – 4272#)

### **Public Utilities Commission (PUC)**

The PUC protects the public interest by overseeing and regulating public utilities to ensure that they provide reliable service at just and reasonable rates. The PUC approved the CBRE program-related tariffs and documents as part of Docket No. 2015-0389.

<http://puc.hawaii.gov/>

Oahu: 808-586-2020

Maui: 808-984-8182

Hawaii: 808-974-4533

### **Regulated Industries Complaints Office (RICO)**

Most people are not aware that a professional or vocational license is required before you can work in certain industries. There are currently over 49 different industries in which a professional or vocational license is required, including contractors, electricians, engineers, and architects. RICO investigates allegations of professional misconduct by licensees and also investigates possible unlicensed activity that may be occurring in the State. Professional licenses are required to install solar panels in the State.

<http://cca.hawaii.gov/rico/>

808-587-4272