

Hawaii Utility Bill Assistance Program
FAQs

1. How do I qualify for this program?
 - a. To qualify for assistance, you will need to demonstrate the following criteria:
 - i. Must be a full-time resident of the state of Hawaii
 - ii. Applicants must demonstrate inability to make utility payments including electric, gas, water and/or sewer, as confirmed by current past-due bills
 - iii. Primary residential service address only – no commercial businesses permitted
 - iv. Maximum benefit assistance per household: \$750 total (combined)
 - v. Applicant may only apply for assistance with utility bills from approved public utility companies listed in the application
 - vi. Documentation provided must have originated from utility company
2. How much can a household apply for?
 - a. Maximum benefit for one-time HUBAP grant: \$750 total per service address
 - i. Assistance limited to primary residential service address only
 - b. Multiple bills can be combined to equal maximum grant amount
 - i. Example: \$500 HECO + \$250 Board of Water Supply = \$750 grant
3. What documents do I need to submit?
 - a. Copy of past-due utility bills from Electricity, Water/Sewer, and/or Gas Company
 - i. Bills must include applicant name, service address and past-due amount
 - ii. Documents must match applicant name/address
4. When can I expect payment?
 - a. It will take 7-14 days from the time your application is approved for your payment to be submitted to your utility provider(s).
 - b. Processing times may vary by County.
5. Can my roommate and I both apply for assistance?
 - a. The maximum benefit will be \$750 per service address- it is recommended only the person on the utility bill apply as the applicant name must match the name on the utility bill.
6. If my utilities are included in my rent can I apply?
 - a. No. To qualify for this program, you must be able to upload a past due utility bill with your name and residential service address.
7. Will you pay for my cable, phone, or internet bill?
 - a. No. The HUBAP program will ONLY pay for Electric, Water, Sewer and Gas.
8. What happens after I submit my application?
 - a. As soon as you successfully submit your completed application, you will be notified by the online system that your application was received
 - b. Your eligibility information will be reviewed by your local United Way.
 - c. Applicants that are verified and approved will receive notification from their local United Way that payment is being processed
 - d. It will take 7-14 business days from the time your application is approved for payment to be submitted

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