

December 2017

Kaua'i Island Utility Cooperative

# CURRENTS

**Member Services Manager  
Maile Alfiler**



**Inside:**  
**2017 SEPA Awards**  
**KIUC's Tree Trimming Program**





# Karen L. Agudong, REALTOR, BIC

## Aloha Island Team

**KW** KAUAI  
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EXCEPTIONAL OCEANFRONT GROUND FLOOR unit. Unobstructed White Water Views from your Own Living Room and Lanai. Fully furnished with Island Style Decor, Travertine Flooring and Air conditioning. \$290,000(fs) Call: Karen Agudong, REALTOR (B) 652-0677 or email: karen@alohaisland.com



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### YOUR PROPERTY HERE!

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MY NEWSLETTER WITH MARKET UPDATES,  
PLEASE EMAIL TO: [KAREN@ALOH AISLAND.COM](mailto:karen@alohaisland.com)

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Karen L. Agudong, REALTOR(B) "Aloha Island Team" KW Kauai, Keller Williams Realty (808) 652-0677.

# CURRENTS

Kaua'i Island Utility Cooperative

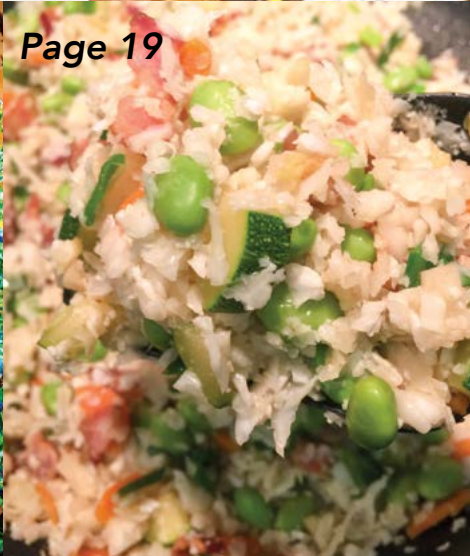
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**EDITOR**

Beth Tokioka

**CONTRIBUTORS**

Jennifer Brown, Amy Doubet-Devitt, Elizabeth Freeman, Karissa Jonas, Shelley Paik

**ON THE COVER**

*Maile Alfiler leads KIUC's member services team in providing service with a smile to KIUC members.*

## Save postage, get your Currents online

Currents is mailed quarterly to members of Kaua'i Island Utility Cooperative. This issue and back issues also are available online at [www.kiuc.coop](http://www.kiuc.coop).

If you would like to help the cooperative save paper and postage, you can receive Currents via email or simply read it on our website. Just send a note to [currents@kiuc.coop](mailto:currents@kiuc.coop) and we will take you off the mailing list.

We're also open to story ideas, letters and suggestions. And we're always looking for new recipes. Thank you for reading Currents.



Only active KIUC members will be mailed KIUC Currents. KIUC Currents can be found online at [www.kiuc.coop](http://www.kiuc.coop) under News and Currents.

KIUC is an equal opportunity provider and employer.

# From the Chairman

As 2017 comes to a close, we reflect on a year that has seen so many important accomplishments for our cooperative and its member-owners.

The Tesla solar-plus-storage facility opened in March, and has made headlines around the world as an innovative means to move the power of the sun from daytime into our evening peak demand period.

Our Pu'u 'Ōpae pumped storage hydro project is moving forward. This west side project restores stream flow to the Waimea River, and allows Kaua'i Island Utility Cooperative to rehabilitate and maintain reservoirs and agricultural infrastructure for the benefit of the Department of Hawaiian Homelands, its beneficiaries and the residents of west Kaua'i. The facility will provide 25 megawatts of renewable power to our grid once operational.

Nearly 5,000 members are now using SmartHub to take care of payments, track usage and report outages. We continue to look for ways to leverage technology and make KIUC more user-friendly for our members.

On November 1, we celebrated our 15-year anniversary as a cooperative, and have hit an important milestone in reaching 30 percent equity during 2017.

We enjoyed seeing you throughout the year at numerous outreach events, including our Tesla open house, the Waimea community meeting, our annual meeting in July, and the KIUC booth at the county fair and the Contractors Association Home Show.

Our members are truly our strength. On behalf of the entire board of directors, allow me to express my appreciation for your involvement and interest in the success of KIUC. We wish you and yours a joyous and blessed holiday season, and continued prosperity in the new year.



Aloha pumehana,  
Allan A. Smith

# SAVE THE DATES

## 2018 KIUC BOARD OF DIRECTORS ELECTIONS

**Nominations Deadline**

December 1, 2017

**Petition Deadline**

January 2, 2018

**Election Deadline to Vote**

March 10, 2018, at noon Hawai'i Time



**Kaua'i Island  
Utility Cooperative**

Your Touchstone Energy® Cooperative

KIUC is an equal opportunity employer and provider.

# Board Actions

Below is a summary of some of the actions taken by the KIUC Board of Directors in August, September and October 2017.

## August 29, 2017

Motion carried election of NRECA director – Hawai‘i for 2018-2020.

Motion carried PSI write-off, Wailua corridor underground for \$517,000.

Motion carried resolution 05-17, selection of Moss Adams LLP as KIUC’s audit firm for December 2017.

Motion passed to approve both Resolution 03-17 to proceed with Agribusiness Development Corporation (ADC) license and general lease and related activities for Westside integrated pumped storage/hydro project, and Resolution 04-17 to proceed with the Department of Hawaiian Home Lands (DHHL) right-of-entry and general lease and related activities for Westside integrated pumped storage/hydro project.

## September 26, 2017

Motion carried Kaumakani Substation upgrade, \$137,000 2017 budget amendment.

Motion carried Resolution 06-17 approval to replace existing mortgage with an indenture.

Motion carried Pu‘u ‘Opae PS/Hydro pre-engineering studies and surveys \$350,000 budget request.

Motion carried Director James Mayfield was appointed as the 2018 nominating committee chair.

Motion carried authorize the CEO to sign and mail letter(s) requesting the support of U.S. House of Representatives to co-sponsor HR 3596, “Rightsizing Pension Premiums Act of 2017.”

Motion carried the decision to allow KIUC staff to proceed with a solar and storage project and to execute all documents necessary to continue the project, and to approve Resolution 07-17 relating to the same matter.

## October 31, 2017

Motion carried 2018 board meeting dates.

Motion carried Resolution 08-17, restatement of the NRECA retirement security and 401(k) pension plan adoption agreements.

Motion carried purchase of 1,800 Focus AXR-SD meters, \$415,000 budgeted for 2018.

Motion carried S1 turbine overhaul budget amendment of \$750,000.

Motion carried KIUC will match employee and director donations to the 2017 Kaua‘i United Way campaign payable in 2018.

Motion carried 2018 director election date selection of March 10, 2018.

Motion carried the decision to approve an engagement letter for Collet and Associates to explore a renewable energy project.

## Board of Directors 2018 Approved Meeting Dates

Board of Directors meetings are on the last Tuesday of each month at 1 p.m. in KIUC’s Main Conference Room, Hana Kukui Bldg. at 4463 Pahe`e Street (Lihu‘e) unless otherwise noted.

|                              |           |                         |
|------------------------------|-----------|-------------------------|
| January 30                   | April 24  | September 20 (Thursday) |
| February 20                  | May 29    | October 30              |
| March 20                     | June 26   | November 27             |
| Noon 2018 Annual BoD Meeting | July 31   | December 18             |
| 1 p.m. Regular Meeting       | August 28 |                         |

# Keeping Trees Trimmed Helps Keep the Power On



*I think that I shall never see  
A poem lovely as a tree.*

**By Beth Tokioka**

So begins a famous rhyme penned by Joyce Kilmer in 1913. Indeed, trees are beneficial to us in many ways: They absorb harmful gases such as carbon dioxide; produce oxygen; prevent soil erosion; and provide fruit for food and healing purposes. Well-placed trees can even help reduce your summer air-conditioning needs and increase your property value.

For KIUC Construction Superintendent Samisoni “Soni” Tupou, when you talk about trees, it’s not poetry that comes to mind.

“Trees and power lines just don’t mix,” Soni says. “We spend about \$1.2 million a year on tree-trimming. That’s four crews working full time and focusing 100 percent on trees.”

On an island as lush and green as Kaua’i—with nearly constant trade winds and occasional stormy weather—trees and vegetation can be the cause of one too many outages. While most are remedied quickly once the branches are cleared, responding to tree-related outages is a continual challenge for KIUC personnel.

In September, troubleshooters responded to 22 reports of trees on lines. That was on top of scheduled trimming in densely vegetated areas such as Kalihiwai, ‘Anini, Hanapēpē Valley and Mākaha Ridge.

“Vegetation grows so quickly here,” Soni says. “You have everything from invasive species, like *Albizia*, to ironwoods, coconut trees and palms coming into contact with our power lines.”

Outages due to trees aren’t just inconvenient, they can also be dangerous. Heavily damaged lines can remain energized, electrifying trees and nearby objects. Stray voltage and arcs are capable of serious injury or death to personnel that come into contact with or possibly even close to such events.

Keeping ahead of the game is a challenge. Twice a year, Soni and his crew conduct an aerial inspection of KIUC’s transmission lines—more than 1,000 miles of overhead line—looking for trouble areas so the tree-trimming crews can focus their attention where it is needed most.

In addition to the long-term planning and unanticipated outage response, KIUC must observe a moratorium on tree

trimming in mauka (mountain) areas from June through September to support the recovery of the endangered ōpēʻapeʻa (Hawaiian hoary bat). Even emergency work due to outages during those months must first be cleared with the U.S. Fish and Wildlife Service.

KIUC's members also have a role to play in a successful tree-management program.

"Homeowners and businesses can really help out by making sure trees aren't planted where they can interfere with power lines," says Carey Koide, KIUC's transmission and distribution manager.

In addition to being time-consuming, responding to outages caused by poorly placed trees can be costly.

"If the trees are a problem and the property owner doesn't take care of it, then KIUC and its member-owners are the ones footing the bill," Carey says.

Because of safety concerns, Carey suggests property owners contract with certified tree trimmers when branches are close to utility lines.

KIUC is committed to providing reliable power and responding promptly to outages. Properly managing trees can be a win-win for all involved: keeping the Garden Island green while maximizing safety and minimizing inconvenience and cost to KIUC's member-owners. ♦



**Know what's below.  
Call before you dig.**

*A little preplanning can go a long way. Before planting trees, the Hawai'i One Call Center can help you avoid both overhead and underground utility lines. Simply call 811 or (866) 423-7287.*



**SOUND THE ALARM**

*Save a Life*



**American  
Red Cross**  
Hawaii

**FREE  
SMOKE ALARM  
INSTALLATION**

You may have as little as **2 minutes** to escape a burning home before it's too late

Every day, 7 people in this country will perish in a home fire. A working smoke alarm can cut your risk of death in a house fire in half.

American Red Cross of Hawai'i is installing free smoke alarms in homes and educating on fire prevention and how to escape from home fires.

3 easy ways to get your free smoke alarms installed by a Red Cross Volunteer

1. Call: **808-245-4919**
2. Online: <https://redcrosshawaii.wufoo.com/forms/z12y8gbi170d9zc/>
3. E-mail: [padraic.gallagher@redcross.org](mailto:padraic.gallagher@redcross.org)



Scan this with your phone to sign up on the go!!

For more information about our **Sound The Alarm** campaign and learn how you can help, go to [www.redcross.org](http://www.redcross.org)

# KIUC Recognized as a Top Ten Utility

KIUC has been acknowledged by the Smart Electric Power Alliance as one of the top 10 utilities in the United States with the highest cumulative solar watts per customer. KIUC recently was ranked sixth on the list for 2016, which accounts for the amount of solar capacity installed relative to the number of customer accounts a utility serves.

“It’s remarkable for a small island utility like KIUC to rank so high on this list along with mostly large mainland utilities that are connected to an expansive grid,” says KIUC’s Power Supply Manager Brad Rockwell, noting that both utility-scale and distributed solar systems contribute to the favorable rating.

In a related SEPA survey, KIUC was ranked fourth in the United States for the number of customer accounts served relative to the utility’s energy storage capacity installed in 2016.

“We should all take pride in these results and look for our standings to possibly improve in 2017 and 2018 with the addition of our Tesla and AES projects,” Brad adds.

The Smart Electric Power Alliance began surveying electric utilities in 2007 to track the amount of solar electric power interconnected to the grid each year. Now in its 10th year, the report continues to provide critical insights into the U.S. solar market in general, with a particular focus on utility-scale development. The entire report can be viewed online at <https://sepapower.org/resource/2017-solar-market-snapshot>.



**Smart Electric  
Power Alliance**

**TABLE 5: TOP 10 UTILITIES BY CUMULATIVE WATTS PER CUSTOMER**

|    |  |                |           |
|----|--|----------------|-----------|
| 1  | <b>DOMINION NORTH CAROLINA POWER</b>         | North Carolina | 4,690 W/C |
| 2  | <b>CITY OF PALO ALTO UTILITIES</b>           | California     | 4,602 W/C |
| 3  | <b>FARMERS ELECTRIC COOPERATIVE - KALONA</b> | Iowa           | 3,373 W/C |
| 4  | <b>TAYLOR ELECTRIC COOPERATIVE</b>           | Wisconsin      | 3,209 W/C |
| 5  | <b>VILLAGE OF MINSTER</b>                    | Ohio           | 2,104 W/C |
| 6  | <b>KAUA'I ISLAND UTILITY COOPERATIVE</b>     | Hawaii         | 1,947 W/C |
| 7  | <b>PICKWICK ELECTRIC COOPERATIVE</b>         | Tennessee      | 1,543 W/C |
| 8  | <b>SAN DIEGO GAS &amp; ELECTRIC</b>          | California     | 1,471 W/C |
| 9  | <b>VINELAND MUNICIPAL ELECTRIC UTILITY</b>   | New Jersey     | 1,333 W/C |
| 10 | <b>HAWAIIAN ELECTRIC COMPANY</b>             | Hawaii         | 1,299 W/C |

**TABLE 7: TOP 10 UTILITIES BY CUMULATIVE ENERGY STORAGE WATTS PER CUSTOMER**

|    |  |                |           |
|----|--|----------------|-----------|
| 1  | <b>VILLAGE OF MINSTER</b>                  | Ohio           | 4,909 W/C |
| 2  | <b>STERLING MUNICIPAL LIGHT DEPARTMENT</b> | Massachusetts  | 533 W/C   |
| 3  | <b>MAUI ELECTRIC</b>                       | Hawaii         | 337 W/C   |
| 4  | <b>KAUAI ISLAND UTILITY COOPERATIVE</b>    | Hawaii         | 329 W/C   |
| 5  | <b>GLASGOW ELECTRIC PLANT BOARD</b>        | Kentucky       | 246 W/C   |
| 6  | <b>IMPERIAL IRRIGATION DISTRICT</b>        | California     | 198 W/C   |
| 7  | <b>MONONGAHELA POWER</b>                   | West Virginia  | 163 W/C   |
| 8  | <b>AMERICAN SAMOA POWER AUTHORITY</b>      | American Samoa | 109 W/C   |
| 9  | <b>DAYTON POWER &amp; LIGHT</b>            | Ohio           | 86 W/C    |
| 10 | <b>PENNSYLVANIA ELECTRIC</b>               | Pennsylvania   | 48 W/C    |



# Hey, Do We Have Your Money?

Every year, KIUC publishes a list of members who we owe a patronage capital refund. Patronage capital is the money KIUC has left after paying all of its expenses in a given year. At the end of the year, that money is credited to each member's patronage capital account, according to the amount paid for electricity used.

In past years, KIUC issued checks to members, so it's possible some of those on the list simply forgot to cash the check or accidentally threw it away. That's one of the reasons KIUC switched to reflecting patronage capital as a credit on bills once a year.

If your name appears on the list, you must apply for a refund. Please complete the refund form below and provide a copy of picture ID as proof the person requesting the refund is the same as the account holder.

You can mail in the form or bring it in to our office. If you need additional forms, download one from our website at [www.kiuc.coop](http://www.kiuc.coop). If you have questions about patronage capital, please call 246.4300.

Please allow 45 business days for us to process your request.

## Request for Patronage Capital Refund

**Please Print:**

Name: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Telephone Number: (     ) \_\_\_\_\_ Email: \_\_\_\_\_

Alternate Number: (     ) \_\_\_\_\_ KIUC Account No. \_\_\_\_\_

Social Security Number: \_\_\_\_\_ or Driver's License Number: \_\_\_\_\_

Business Federal Identification Number \_\_\_\_\_

I hereby certify and declare that:

1. I am the party legally entitled to claim ownership of this Patronage Capital Account, and
2. I have attached documentation to support and validate my claim for ownership of this Patronage Capital Account, and
3. I agree to indemnify and hold KIUC harmless for any and all damages, which may arise from subsequent claims to this Patronage Capital Account, and
4. I understand that a copy of this certification statement will be released to any party making subsequent claim to this Patronage Capital Account.
5. I understand that to the extent such member-owner or deceased member-owner owes any outstanding sums to KIUC, any Patronage Capital credits to be retired shall be applied by way of set-off to such sums.

Signature of applicant \_\_\_\_\_ Date \_\_\_\_\_

Select method of refund:  Apply refund to account \_\_\_\_\_  
 (Please allow 45 business days to process your request)  Request check refund

|                            |                      |
|----------------------------|----------------------|
| Office use only:           |                      |
| Received _____             |                      |
| Original Check # _____     | Amount \$ _____      |
| Original Date Issued _____ | Date Re-issued _____ |
| Check # reissued _____     | Amount \$ _____      |
| Initial _____              | ID: _____            |
| Rev. 12-2014               |                      |

**Mail request form with a copy of your picture ID to:**  
**Member Services**  
**Patronage Capital**  
**Kaua'i Island Utility Cooperative**  
**4463 Pahee St., Suite 1**  
**Lihue, HI 96766-2000**

## 2013

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SCAGNOLI II, THOMAS J  
SCAROLA, JACQUELINE F  
SCHIRMER, HOWARD A JR  
SCHROCK, KEVIN E  
SHORT, JANET  
SOKAI, HEATHER Y  
SOONG & FELDHACKER  
SOPLUW, FELIX  
SORENSEN, CHRISTIAN  
SORENSEN, JASON D

SPRENGER, ANDRE  
SPRINGER, BARBARA  
STALLINGS, THOMAS M  
STEINBERG, JILL  
STEPHENS, ROBERT  
STEVENS, KIMBERLY  
STITZ, CARRIE L  
STOEGER, EVA  
SUEYASU, KARI SHIZUKO  
SWARTZ, KEVIN R  
TAFUA, DANIEL  
TAROMA, RUFINO  
TAVAREZ, JUAN C  
TAYAMEN, RASHUD I  
THAYER, ROBERT  
THOMPSON, CHARLES E  
THOMPSON, RYAN A  
TIGHE, ALLEN A  
TORRES, MAXINE F  
TRANILLA, AARON  
TRUDEAU, AMANDA M  
TURLEY, SARSFIELD P  
UDARBE, JULIETA F  
UWANAWICH, NICK  
VALENCIANO, PLACIDIO D  
VALENTE, JENNY  
VALENTINO, MICHAEL  
VAN SANT, KRISTOPHER  
VENANZI, ALEXIS  
VIERRA, JOYCE K  
VOIGT, WAYNE  
WALKER, ANGELA B  
WATSON, KEOKA K  
WBI KAUAI LLC  
WEASE, DARLENE M  
WEIDLER, TODD A  
WEST, CHRISTOPHER B  
WHITEAKER, KAREN M

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ABREU, JESSE  
AIU, IMAIKALANI P  
AIU, PIIMAUNA DANIEL  
ALAMODIN, ALBERT P  
ALBARADO, MISTY  
ALBITE, NILA L  
ALIMONTI, TIMMY J  
ALMEYDA, IAN A  
ANDERSON, SHELLEY N  
ANDERSON, TRACY  
ANDRES, EDDIE  
ANDYS KINE CATERING  
ARAKAKI, KAYLIN  
ARKOS METALS AND PAWN INC  
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ARONIS, CLAIRE U  
AVIGUETERO JR, FRED CRUZ  
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BARBA, ROMA  
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BELTRAN, LUIS C  
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BOWEN, KELLI  
BRAITHRE BLAIR LLC  
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BURGESS, MABLE P  
BURNS, JUSTIN A  
BURNZ, ROBERT H  
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CALLEJO JR, HERBERT L  
CARLIN, TIFFANI L  
CELEBRADO, SHIREEN F  
CHINEN, MARK W  
COLEMAN, AKIKO  
CRAMER, LILLIAN M  
D'COUTO, NOEL WILLIAM

DEANDA, DANIEL A  
DEMERIN, CANDACE A  
DEPEW, JESSE J  
DOI, JASON  
DORRANCE, BENNETT  
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DWYER, MICHAEL J  
EHRENBERG, JASON B  
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ENSWORTH, JAY  
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ERIKSSON, C DENNIS  
ERRANTE, ELIDA L  
ESPINOSA, MADELINE  
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FLORES, MANUEL ANTONIO  
GAMES, ELAINE M  
GARCIA, JARED M  
GENERAL ATOMICS  
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HEIL ENTERPRISES LLC  
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JACQUES GOURMET INC  
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JOHNSON, THOMAS W  
JULIAN, ARLETTE A  
KAAHANUI, MATTHEW K  
KAFOVALU, MONALISA  
KAHALE, HENRY K  
KAIWI, PAULETTE  
KANAHELE, KAHALA  
KARLEEN, DON  
KAUI, CARL A  
KELLNER, SOPHIA K  
KELLY, TERESA  
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KURTZ, JUSTIN W  
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LEWIS, ELIZABETH D  
LIGHTOWLER, ADAM J  
LIN, GUANG BIN  
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LUCAS, LETICIA  
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MONROE, WILLIAM  
MORIMOTO, DONOVAN S  
MURAOKA, WAYNE T  
NABESHIMA-COSTA, KRISTIAN M  
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POLLOK, JOHN M  
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POSNEY, KENNARD M  
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RAMOS, PASCUALA  
RAPOZO, FRANCES J  
REDMAN, HARMONIE C  
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REISINGER, ROBIN  
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SCHOENWETHER, MELISSA E  
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STROUP, MICHAEL DOLLEN  
SU MO NAN JV  
SUTHERLAND, SARAH  
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TAMAGAWA, HARUMI  
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TEXEIRA, WILLIAM  
THEDE, ANITA  
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TINES, BRIAN STEPHEN  
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TOMCO CORP  
TRENTON, LINDSAY MICHELLE  
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ULUKAU, MELE L  
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WILSON, ESTELLE  
WILSON, JAMES W  
XIE, JACKSON  
YAMAMOTO, KEIICHIRO  
YAMASE, DAVID  
YASSKIN, JOEL DAVID  
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ZANGRILLO JR, PETER PAUL  
ZINGARO, JOSEPH R  
ZORN, MICHAEL D

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AGOR, RICHARD P  
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AIU, MAILE K  
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ANDERSON, DENISE  
ANDERSON, RUSSELL REID

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BAKER, HIROYO T  
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BURKE, JOSEPH J  
BUTLER, LEA M  
CABEBE, CASON K  
CABRAL, DONALD S  
CAIN, EDWARD J  
CALVES, ANTHONY P  
CAMMACK, JOHN AUGUST  
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CRANE, BERNARD E  
CREAMER, ANNETTE  
CREMER, BRIANNE KALOLAINA  
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CULBERTSON, KIRSTEN ANNE  
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DAVILA, FANNY  
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DE BELLA, ALAN KENNETH  
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DOMINGO, SHEENA L  
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DORAN, RANDALL B  
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DYE JR, JOHN F  
EARNSHAW, WILLIAM  
EDWARDS, WARREN  
EGGERTS, DANA RAE  
ELIZABETH, JAN  
EMPTING JR, JOHN  
ENNE, DAVID  
ESPINA, MERNA  
ESTACIO, CHERYL MOANA M

ESTENZO, FERNANDO  
ETO, EVELYN  
FARRELL, JAMES  
FERNANDES, KEPA K  
FERNANDEZ, MELISSA K  
FERRIS, ROBERT D  
FITZSIMMONS, LAURA W  
FLORES, YUKIKO C  
FRETTO, AMANDA  
FRYE, JOSEPH M  
FULLER, DANIEL JOSEPH  
GAINES, BRETT  
GARDNER, CRYSTAL L  
GARRISON, KENNETH D  
GERARDO, CAYETANO  
GIGLIA, JUDY  
GODWIN, THOMAS C  
GOLDMAN, RAPHAEL  
GOODE, MATTHEW P  
GRAVES, MICHAEL CRAIG  
GREEN, RICHARD  
GREGOIR, EDMUND D  
HACKETT, KATEDRA  
HAGER, TARALYN C  
HANSON, ANGELA C  
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HARRISON, JACKIE  
HASHIMURA, K  
HECKMAN, SARAH  
HEE, HIRAM M K  
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HILL, BRIAN  
HILLEGONDS, PATRICIA M  
HIRAI, ISAMI  
HIRATA, COLETTE A  
HOAPILI, KRISTIE  
HOOVLER, GARY WILLIAM  
HUBBARD, AMANDA L  
HUDSON, WILLIAM C  
HUIHUI, KANIU M  
HULLING, KIMBERLY JO  
IGLESIA, JEFFERY  
ITOH, ELLA KAGEYAMA  
JACOBSEN, RICHARD K  
JOHNSTON, MARY TROY  
JUAREZ, VANCE T  
JULIANO, HILARIA  
JUST, KENNETH C  
KAUWAI, KRISTELL W  
KAHANA, PUALIIMAICALANI  
KAILIKINI JR, ABRAHAM  
KAIWI, PAUL H  
KAMAUOHA JR, GORDON W  
KANAHELE, LACEYANN  
KANE, BRITTNEY L  
KANEHE, DARRYL M  
KAHELALUII, KATHLEEN L  
KAUAIH JR, JOSEPH C  
KAUPPILA, ANNE C  
KAWADO, ALAN K  
KILLINGSWORTH, DAVID JOHN  
KIRKCALDIE, ADAM L  
KOGA, DUSTIN H  
KOGA, VERONICA A  
KONA, JOSEPH  
KONG, DEWAYNE  
KRESS, JOHN J  
KROTOSKI, STEVEN A  
KRS2  
KURANAGA, STANLEY  
LAAWAY, SHEILA  
LAGMAY, CHANEL K  
LANGU, ALBERT M  
LEACH, DUSTIN G  
LEBBE, GILLES M  
LOCH, MICHELLE L  
LOGAN, BRANDON MICHAEL  
LOOMBA, REKHA  
LOVELL, KAIULANI K  
LUCZON, ASHLYN N  
LUI, JENNIFER LEIGH C  
LUMACAD, JHAISTON K

LUNA, ARTURO ANTONIO  
MACOMBER, FERGUS  
MANGAN, ANTHONY J  
MARIQUIT, EMELY A  
MARTAK, CHRISTINE C  
MARTINEZ, MARINA M  
MARZANO, MARISSA L  
MAY, ROBYN P  
MCANARNEY, RYAN A  
MCCARTHY II, TYRONE S  
MCCONNELL, TODD T  
MCCORMACK, MONICA  
MCKIBBEN, MARK J  
MCMUNN, HEATHER J  
MCMURRAY, TAWNIA C  
MEDEIROS, BRANDIE  
MEDEIROS, CAROL  
MEDEIROS, JASON K  
MELLO, ASHLEY N  
MENENDEZ, JOAQUIN  
MILLER, NICOLE SIMONE  
MINER, GRAHAM LYNN  
MONTEMAYOR, KELLIE J  
MORGAN, THEODORE  
DONALD  
MURAOKA, HERMELINA  
NABESHIMA-COSTA, KRISTIAN M  
NACE, ERIC W  
NAEA, LAWRENCE  
NAEA, REX KUPAA  
NAGAO, SHIZUKO  
NAKAAHIKI, EDWARD B K  
NAVALTA, IMELDA TACATA  
NIGG, MICHAEL R  
NISHIMORI, ITSUKO  
OGIHARA, KIYOSHI  
OKAMOTO, MILDRED  
HUBBARD, AMANDA L  
OLIVER, LINDSAY MEGAN  
OLOUGHLIN, LARA ENJOLI  
OMOHUNDRO, WILLIAM A  
ORTAL SR, ABRAHAM  
OSHIRO, TERUO  
PACYAU, DON K  
PADAMADA, DUQUESA A  
PALMEIRA, WALDEEN K  
PALOMARES, NOELANI  
PARK, AMYLU K  
PASCUA, TRINIDAD  
PASCUAL, LANSFIELD F  
PASLEY, GEORGE  
PAVELOFF, ALEXANDRIA  
PEARCE, HEATHER LEINA  
PEDRO, HOWARD M  
PETERSON, JOSHUA CLIFFORD  
PINATELLI, STACEY RENEE  
PONCE, DAVIN  
POTTER, RICHARD  
PRINCE, MICHAEL W  
PUCCETTI, DAVID M  
QUINN, MARGARET E  
RAGRAGOLA, ARNOLD B  
RAMIRO, MICHELLE P  
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RASSI, MARK M  
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REDLICH, MARK E  
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REID, JONICA K  
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RUIZ, HAROLD  
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SCHANZE, PATRICK  
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SETO, MITZI M  
SEVELL, ELEANOR S  
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SIMPSON, JAMES  
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SMITH, MATTHEW DOUGLAS  
SMITHE, MARY A  
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STEELE, MATTHEW M  
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STUART, BARBARA  
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TABER, VIRGINIA M  
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TANAKA, RACHEL  
TANIGAWA, Y CHARL  
TANIGUCHI, BAKER  
TANNER, LADD  
TAO, ASHLIE DIPAIKANI  
TAYLOR, DAVID LEE  
TAYLOR, LIVINGSTON  
TAYLOR, SEAN  
TEHADA, ETHEL Y  
TEXEIRA, WILLIAM  
TOROK, STEVEN  
TRAN, AN DINH  
TRINIDAD, MICHAEL DUSTIN  
TROTT, MARIE B  
TUAOI, JERRY K  
UYESONO, AYAKO  
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VICTORINO JR, ALFRED  
VILLARUEL, LIEZEL G  
WADA JR, JAMES N  
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WHITFIELD, BRITT W  
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WINTERS, MERIDEE C  
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WISZYNSKI, DIRK  
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YOKOYAMA, BILLIE-KAY  
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ZIMMERER, KAREN



Member Services Manager Maile Alfiler and Key Accounts Executive Ed Nakaya discuss KIUC business during a meeting in Maile's office.

## An Interview With KIUC Member Services Manager Maile Alfiler

Continuous improvement is what drives KIUC's Member Services Manager Maile Alfiler, and has been the overriding theme of her employment with Kaua'i Electric and KIUC for the past 27 years.

Joining KE in 1990 as a data entry operator—fresh out of Kaua'i Community College with an associates of science degree in accounting—Maile says it was intimidating to step into a job surrounded by veteran colleagues.

"It reminded me of the first day of school," she recalls. "I was anxious, but my co-workers turned out to be the nicest people and incredibly supportive. Many have since retired, but I keep in touch with them to this day."

It didn't take long for Maile to start moving up the ranks. She was promoted to general office clerk, computer operator, and system and process operator in the ensuing years, while also earning her bachelor's degree in business administration from the University of Phoenix.

"Maile is a self-starter who puts our member-owners first," says KIUC President and CEO David Bissell. "She has been a leader for KIUC in finding ways to deliver service more efficiently by using evolving technology, and making sure the basics of excellent customer service are always at the forefront."

According to Maile, building a lifetime career at KIUC was her goal from the beginning. Born and raised on Kaua'i and a graduate of Kapa'a High School, she fondly remembers Labor Day camping trips and weekly Sunday dinners with family, enjoying great food and music in the backyard.

"I always knew that this was where I wanted to live, work and raise a family," she says.

She largely credits her success at KIUC to the support of her husband, Dustin, and five children.

*Currents* recently sat down for a chat with Maile about her promotion to member services manager and the ongoing priorities for her department:

### **What made you want to move up within KIUC and assume more responsibilities?**

The role definitely has its challenges. However, having more responsibility, learning new things and holding oneself accountable provides an opportunity for growth. This role offers me a platform to actively engage with our board, and work collaboratively to satisfy both organizational objectives and our members' needs.

## What things have changed since you first started working at KE/KIUC?

The tools and software platforms that we use today as compared to 27 years ago have revolutionized. This creates an opportunity to provide new services and adapt to the changing needs of the utility industry and our members.

## Tell us about the member services department. How many employees do you have? What services do you provide?

The most important asset is our team members. We have a committed and dynamic group of 22 employees with diverse operational traits. Customer service representatives do the intake of service requests, payments and phone calls. Other jobs include meter reading and billing; residential and commercial energy efficiency and savings programs; and key accounts programs, which support our larger members. We also have meter shop personnel who install, test and maintain single- and three-phase meters and related equipment. I'm so appreciative of this team and their hard work!

## What are some services or benefits KIUC's members may not be aware of or don't use enough?

We encourage participation in our energy-efficiency programs to better manage your energy use and costs. Take advantage of our rebate programs. Sign up for SmartHub, where you can view billing, make payments and access usage information in a friendly format. These tools empower our member-owners to make the choices that work best for them.




The KIUC Member Services Department.

## What do you see coming in the future? Will there be additional benefits for members?

Members can expect more online services. We understand that time is of value to our consumers, and having services available online to conduct business when and where they want is important.

## Do you have a personal philosophy of how KIUC should serve the public?


Service is an opportunity to develop and maintain ongoing relationships with our members. Remember the golden rule: Treat others as you would want to be treated yourself. Mutual trust and respect are important factors in maintaining a positive and productive relationship. We value our members and our community and are committed to serve with fairness, integrity and honesty. 

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# Property Damage Claims



## Who Should File a Claim

If you experience an interruption of electrical service, you have the right to file a claim. Please note that KIUC is not liable for any loss caused by accident, storm, fire, strikes, riots, war or any cause not within the company's control through the exercise of reasonable diligence and care. See Tariff Rule No. 16 below.


## What Information is Needed

In addition to basic information such as your name, address and phone number, we will need to know the date and time of loss, the type of equipment/property that was damaged, and the incident that caused the damage.

## When and Where to File a Claim

For a claim to be valid, it must be filed with KIUC within 30 days of the service interruption. Each claim will be investigated, and if it is determined that damage was due to negligence on the utility's part, KIUC will compensate accordingly. Properly documented receipts for actual or estimated repair and replacement costs will then be forwarded to KIUC's insurance carrier for further action.

## How to File a Claim

To begin the claims process, please call 246-4303, a member services representative will take the information needed to process your claim. 

## Tariff Rule No. 16

- A. The Company will exercise reasonable diligence and care to furnish and deliver a continuous and sufficient supply of electric energy to the customer, and to avoid any interruption of delivery of same. The Company will not be liable for interruption or insufficiency of supply or any loss, cost, damage or expense of any nature whatsoever, occasioned thereby if caused by accident, storm, fire, strikes, riots, war or any cause not within the Company's control through the exercise of reasonable diligence and care.
- B. The Company, whenever it shall find it necessary for the purpose of making repairs, changes or improvements to its system, will have the right to suspend temporarily the delivery of electric energy, but in all such cases, as reasonable notice thereof as circumstances will permit, will be given to the customer, and the making of such repairs, changes or improvements will be performed as rapidly as may be practicable, and if practicable, at such time as will cause the least inconvenience to the affected customer.
- C. Should a shortage of supply ever occur, the Company will apportion its available supply of electricity among its customers as authorized or directed by the Public Utilities Commission. In the absence of a Commission order, the Company will apportion the supply in the manner that appears to it most equitable under conditions then prevailing. Any rules, regulations, rates or contracts of the Company which are inconsistent with such order or plan shall be deemed suspended while such order or plan is in effect and the Company shall not be liable when it acts in substantial compliance with such order or plan.
- D. On a semiannual basis, the Company shall provide to the customer notification of the customer's right to file compensation claims with the Company for any loss, cost, damage or expense caused by an interruption of service. The notification shall be on a separate information sheet enclosed with the billing.
- E. For a customer's compensation claim to be valid, it must be filed with the Company within thirty (30) days of the interruption of service. The Company shall review every claim and shall compensate the customer for any loss, cost, damage or expense as determined by the Company to be within the Company's control.

PUC Decision and Order No. 19658  
Effective: November 1, 2002

# Don't Stand in Line. Don't Use a Stamp. Don't Waste Time.

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Get instant online and mobile access to your KIUC account with SmartHub.

## Here's how it works:

- ▶ Visit [www.kiuc.coop](http://www.kiuc.coop) and enroll in SmartHub on the web or download the mobile app for your Apple or Android smartphone or tablet.
- ▶ Enter your KIUC account number, last name or business name, and email address.
- ▶ Create a new user name and password.

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# KIUC In the Community

KIUC's employees and board were involved in numerous community activities throughout 2017. We have thoroughly enjoyed interacting with our members and look forward to more opportunities in 2018.









## Step Inside and Let the Magic Begin

Looking for something fun this holiday season? Don't miss the 21st annual Festival of Lights, a Kāua'i-style holiday wonderland at the Historic County Building.

Outside, thousands of mini-lights glow nightly in December, illuminating the stately royal palms and monkeypod trees. Inside, Founder and Art Director Elizabeth Freeman has showcased the folk art treasures of the late Auntie Josie Chansky, and has designed "Santa's Gone Kauaiian" displays created by volunteer teens and artisans.

Perhaps the most remarkable aspect of this award-winning display is the outpouring of community support. More than 200 volunteers from high schools and businesses contribute time, energy and creativity to make the event possible.

"Each year, KIUC is joined by the fire department, Hawaiian TelCom, Specturm, Service Rentals and Toolmaster to fill the Historic County Building Park with dazzling lights," Elizabeth says. "I call them our park magicians. They make the park an island-wide destination over the holidays."

Elizabeth encourages coming early in December to beat the crowds.


The Festival of Lights will give away free handmade upcycled decorations to families visiting on December 2, 3, 8, 9 and 10. Visitors will see the new Kauaiiana tree, filled with paper plate outrigger canoes paddled by miniature bears, recycled water bottle pineapples and palm trees.

Old favorites will be on hand, including the SPAM can tree, Surfin' Santa, the Kāua'i Mermaid Kingdom and Santa's Cane Train. To top it off, Santa and Mrs. Claus will be there every night.

"It's the best place on Kāua'i for photos with Santa, and it's all free," Elizabeth says.

The Festival of Lights is open Friday, Saturday and Sunday evenings in December, including Christmas Eve and December 30, from 6 to 8 p.m.

For more information or to request auxiliary aid, call (808) 639-8564 or email: [friends@thefestivaloflights.info](mailto:friends@thefestivaloflights.info)

The event is sponsored by the County of Kāua'i, the HTA, Spectrum and HouseMart Ace. 

# Holiday Recipes



## Curry Roasted Brussels Sprouts and Butternut Squash

1½ pounds Brussels sprouts, cleaned and cut in half  
1 medium butternut squash, cleaned and cut into 1-inch pieces  
1 tablespoon curry powder  
¼ cup olive oil  
1 teaspoon sea salt  
1 teaspoon ground pepper  
Heat oven to 450 F.

Place Brussels sprouts and squash in a bowl and toss with olive oil. Sprinkle with curry powder, salt and pepper. Bake for 20 minutes. Turn over vegetables and bake for an additional 25 minutes.

## Yogurt Curry Marinated Chicken

3 pounds boneless skinless chicken breasts  
1 container plain Greek yogurt  
2 tablespoons hot madras curry powder  
3 tablespoons olive oil  
1 finger ginger, chopped  
2 cloves garlic, chopped  
1 teaspoon sea salt  
1 teaspoon fresh ground pepper

Sprinkle salt and pepper on the chicken. Marinate in the yogurt, curry, olive oil, ginger and garlic for 30 minutes. Bake at 450 F for 25 minutes.



## Faux Creamed Spinach

- 1 pound chopped frozen spinach
- 1 container plain Greek yogurt
- 2 strips bacon, cut into ¼-inch pieces
- 2 cloves garlic, minced
- ½ teaspoon sea salt
- ½ teaspoon fresh ground pepper

In a pan, sauté bacon pieces on medium heat. When they are browned, add garlic and spinach. Sauté until spinach is warmed through. Add Greek yogurt. Add salt and pepper to taste.



## Instant Pot Ham and Bean Soup

- 1 ham shank
- 1 package frozen collard greens
- 1 package mixed beans
- 1 onion, cut into 1-inch chunks
- 2 carrots, cut into 1-inch pieces
- 2 sweet potatoes, cut into 1-inch pieces
- 2 cups chicken stock
- 1 teaspoon sea salt
- 1 teaspoon fresh ground pepper

In an Instant Pot multi-cooker, place beans, ham, onion and chicken stock. Add enough water to cover the ham shank pieces. Close the Instant Pot and cook on high pressure for 20 minutes. Release the pressure and uncover, removing the ham shank bones and adding the carrots and sweet potatoes. Cover and cook on high pressure for an additional 20 minutes. Release pressure and check that carrots and sweet potatoes are cooked through. Serve.

## Instant Pot Boiled Peanuts

- 1 pound raw peanuts
- ½ cup Hawaiian salt
- 5 star anise
- 1 teaspoon five spice

Add all ingredients to an Instant Pot multi-cooker. Add enough water to cover the peanuts. Cover and cook on high pressure for 1 hour. Release pressure and check for doneness. Serve warm or refrigerated.





## Lentils and Italian Sausage

- 1 bag lentils
- 1 tray Italian sausage
- 2 cups chicken stock
- Salt and pepper to taste

In a saucepan, cook Italian sausage. Remove from pan and slice. In the same pan, add lentils and chicken stock. Bring to a boil, stirring occasionally and simmer until liquid is evaporated.

Serve with sausages.



## Fried Riced Cauliflower

1 head cauliflower, chopped/grated finely, similar to rice grains

2 slices bacon, cut into ¼-inch pieces

1 zucchini, diced

½ cup frozen shelled edamame

1 carrot, diced

6 mushrooms, diced

1 tablespoon oyster sauce

2 tablespoons shoyu

1 teaspoon salt

1 teaspoon ground pepper

In a pan, saute bacon until browned. Add carrots, zucchini, mushrooms and edamame and cook for 5 minutes. Add riced cauliflower and toss with other ingredients. Mix in oyster sauce, shoyu, salt and pepper to taste.



## Tofu and Avocado Salad

1 carton firm tofu, cut into cubes

3 avocados, seeded and cut into ½-inch cubes

½ bottle Flavors of Kaua'i Flavor Burst dressing

3 tablespoons furikake

In a large bowl, toss tofu and avocado with dressing. Sprinkle with furikake. Serve chilled.



# Statement of Operations

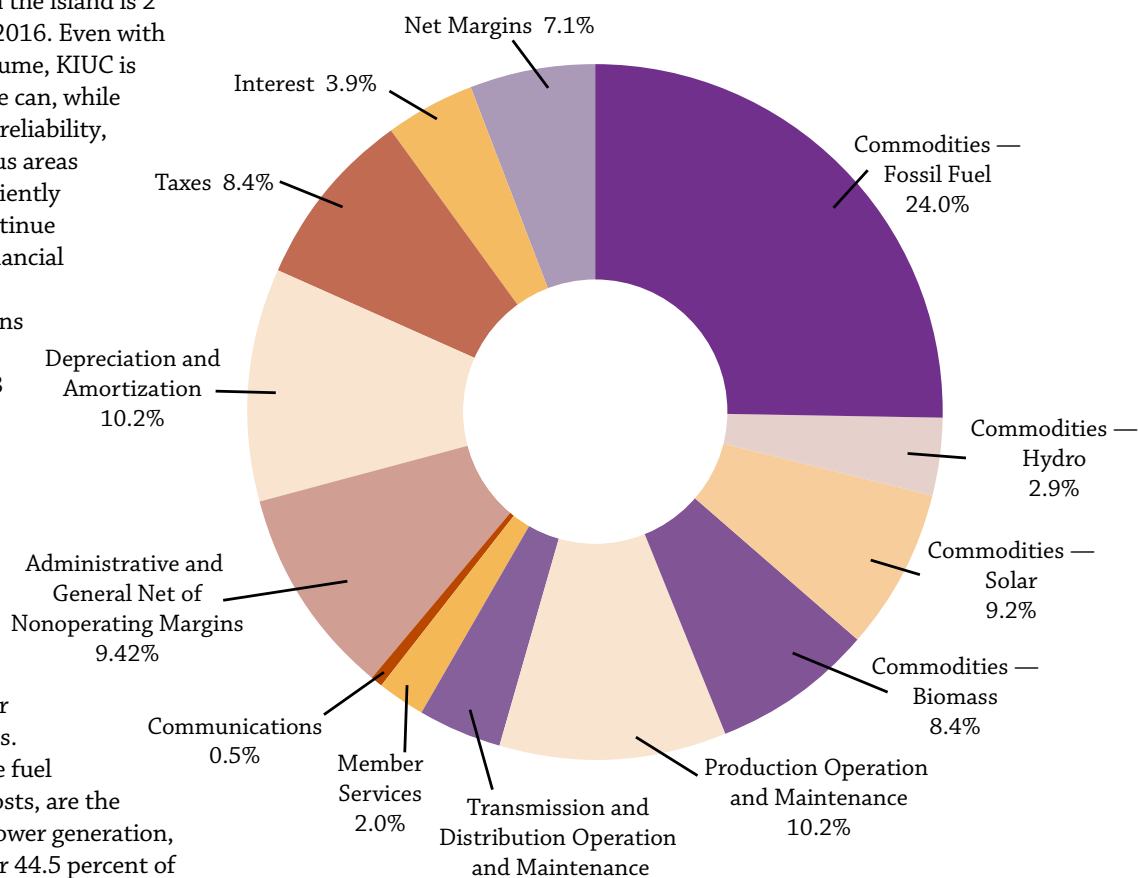
For the period January 1, 2017, to October 31, 2017

We are pleased to report that the KIUC results of operations through October 31, 2017, are favorable. The Tesla dispatchable solar plant is in full operation providing renewable energy to KIUC. The year-to-date electricity usage on the island is 2 percent higher than in 2016. Even with the increase in sales volume, KIUC is still doing everything we can, while maintaining safety and reliability, to reduce costs in various areas in order to operate efficiently and effectively, and continue to maintain a strong financial position. Revenues, expenses and net margins totaled \$123.5 million, \$114.7 million and \$8.8 million, respectively, for the 10-month period ending October 31, 2017.


As is the case for all electric utilities, the cost of power generation is the largest expense, totaling \$67.5 million or 54.7 percent of revenues. Commodities, which are fuel and purchased power costs, are the largest component of power generation, totaling \$54.9 million or 44.5 percent of revenues. Fossil fuel is the largest component of commodities, totaling \$29.6 million or 24 percent of revenues. Other commodities include hydro power, totaling \$3.6 million or 2.9 percent of revenues; solar power, totaling \$11.3 million or 9.2 percent of revenues; and biomass power, totaling \$10.4 million or 8.4 percent of revenues. The remaining \$12.6 million or 10.2 percent of revenues represents the cost of operating and maintaining the generating units.

The cost of operating and maintaining the electric lines totaled \$5.0 million or 4.0 percent of total revenues. The cost of servicing our members totaled \$2.4 million or 2.0 percent of revenues. The cost of keeping our members informed totaled \$0.7 million or 0.5 percent of revenues. Administrative and general costs, which include legislative and regulatory expenses, engineering, executive, human resources, safety

## PERCENTAGE OF TOTAL REVENUE



and facilities, information services, financial and corporate services, and board of director expenses, totaled \$12.1 million or 9.8 percent of revenues.

Being capital intensive, depreciation and amortization of the utility plant costs \$12.6 million or 10.2 percent of revenues. Although not subject to federal income taxes, state and local taxes amounted to \$10.4 million or 8.4 percent of revenues. Interest on long-term debt, at a favorable sub-5 percent interest rate, totals \$4.8 million or 3.9 percent of revenues. Non-operating net margins added \$0.8 million to overall net margins. Revenues less total expenses equal margins of \$8.8 million or 7.1 percent of revenues. Margins are allocated to consumer members and paid when appropriate. 

# WHAT DO I DO WITH UNWANTED HOUSEHOLD HAZARDOUS WASTE (HHW)?

*Safely dispose of HHW at twice-a-year **Residents Only** collection events. See below for dates and locations.*



Take these products to a HHW collection site.



**Household Cleaners**



**Hobby Supplies**



**Lawn & Garden Products**



**Automotive Products**



**Antifreeze**



**Lead-Acid (Car/Vehicle) Batteries**

Recycle year-round visit [www.kauai.gov/batteryrecycling](http://www.kauai.gov/batteryrecycling) for locations.



**Oil-based Paints, Thinners & Stains  
No Latex Paint**



**Pool & Spa Supplies**



**Solvents**



**Flammable Liquids**  
(Motor oil mixed with water or chemicals.)



**Mercury-Containing Thermometers, Thermostats, Fluorescent Tubes, Compact Fluorescent Lightbulbs (CFLs)**  
Recycle CFLs year-round at Home Depot.



**Alkaline, Lithium & NiCad Batteries**  
Recycle year-round at the Kaua'i Resource Center.  
9-volt or higher place tape on terminals.



These products are not accepted at HHW events.

Call Recycling Office at (808) 241-4841 for other disposal options.



**Televisions & Computer Monitors**  
eWaste recycling Mon-Sat 8am-4pm at Puhi Metals, 3951 Puhi Road.



**Latex/Acrylic Paint**  
Absorb or harden, dispose in trash.



**Tires**  
Recycle at Transfer Stations/Landfill.



**Propane Tanks**  
Recycle at Transfer Stations.



**Medical Waste or Sharps**



**Used Motor Oil\***  
Recycle at Transfer Stations/Landfill.



**Fireworks, Ammunition, Road & Marine Flares**

\*Obtain FREE container from Recycling Office.

## WHERE DO I BRING MY HHW PRODUCTS?\*

- |  |  |
|--|--|
| <p>Saturday, January 13 collection 8am-3pm at</p> <ul style="list-style-type: none"> <li>• Kapa'a Base Yard, 4900 Kahau Road</li> <li>• Kilauea Site To Be Determined</li> </ul> | <p>Sunday, January 14 collection 8am-3pm at</p> <ul style="list-style-type: none"> <li>• Kaua'i Resource Center, 3460 Ahukini Road</li> <li>• Hanapēpē Transfer Station, 4380 Lele Road</li> </ul> |
|--|--|

\*\*Businesses see State of Hawai'i <http://health.hawaii.gov/shwb/hazwaste/> for a list of HHW haulers.

County of Kaua'i twice-a-year collection events are for residents only. No Commercial/Farm waste accepted.

10/2017

Call Recycling Office at (808) 241-4841 or visit [www.kauai.gov/hhw](http://www.kauai.gov/hhw) for additional information on HHW.

December 2017  
Volume 14, Number 4

**David Bissell**  
*President and CEO*

**KIUC Board of Directors**

*Chairman:* Allan Smith  
*Vice Chairman:* Jan TenBruggencate  
*Treasurer:* Peter Yukimura  
*Secretary:* Calvin K. Murashige  
*Board:* Dee Crowell, Pat Gegen, David Iha,  
Jim Mayfield, Teofilo "Phil" Tachian

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Peter Yukimura

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4463 Pahe'e Street, Suite 1  
Lihu'e, Hawai'i 96766-2000  
808.246.4300 ■ [www.kiuc.coop](http://www.kiuc.coop)  
[currents@kiuc.coop](mailto:currents@kiuc.coop)



*"As Only Uncle Nathan Can"*

*A special celebration of the cultural contributions of one of Kaua'i's Living Treasures:*

**Composer and Kumu Hula  
Nathan Kalama**

Saturday, March 10, 2018  
6:00 pm

Aqua Kaua'i Beach Resort,  
4331 Kaua'i Beach Drive, Lihu'e

**Honorees:**

Lady Ipo Kahaunaele Ferreira  
and Dana Kaua'i'iki Olores

**Featuring entertainment by:**

Na Kumu Hula Uncle Nathan,  
Troy Lazaro, Maka Herrod,  
Kehaulani Kekua and their Hālau  
With special acknowledgement  
of Kaua'i's 12 Kane Kumu Hula

Tickets: \$20 in advance;  
\$25 at the door

*Please call*

*Wini Smith, 823-1228; or  
Beverly Muraoka, 822-1451*