

# Hawai'i Energy Business Referral Program FAQ

## 1) Why is Hawai'i Energy starting a referral program?

There are lots of small businesses, nonprofits, and restaurants in Hawai'i – many of whom have been severely impacted by the COVID-19 pandemic – who are paying high electric bills and have not yet experienced the incredible benefits of energy-efficient lighting. We want to help as many of them as we can, and we need your help to spread the word.

We find that referrals are one of the top ways that others find out about Hawai'i Energy, and we think it's about time that we give those that are helping us something in return.

## 2) Who is eligible to receive the referral reward (gift card)?

Any business that has received a rebate through Hawai'i Energy's *Energy Advantage* program since January 1, 2022 is eligible for their employees to receive a referral reward (**\$100 gift card**). Rewards will be sent to the email address of the applicant/business point-of-contact listed on the Hawai'i Energy rebate application associated with the lighting installation. Hawai'i Energy is not responsible for invalid or incorrectly-entered email addresses, nor for ensuring the reward goes to any other employee besides whom is listed on the application form. Clean Energy Ally contractors are not eligible to receive referral rewards.

## 3) How do I refer someone?

Upon processing your rebate and completion of your lighting installation, you (the participating business) will be emailed a unique, numerical referral code from us. This code will be sent to the email address of the applicant/business point-of-contact listed on your Hawai'i Energy rebate application, so please ensure this contact information is correct. Share your unique referral code with another business who could use some LED lighting however you wish.

The referral will be tracked through the Hawai'i Energy rebate application, so any business you refer should make sure to include your code on their application when they apply for their rebate.

## 4) How do I know if I have a referral code?

Every qualifying business that has received a rebate through the Energy Advantage program since January 1, 2022 should receive a referral code via email. To check on the status of your code, contact Chester Carson | (808) 848-8574 | [chester.carson@leidos.com](mailto:chester.carson@leidos.com)

Going forward, every qualifying business that does not yet have a referral code will receive one upon successful completion of their own Energy Advantage project.

## 5) I referred someone to Hawai'i Energy prior to this offer starting. Can I receive a reward?

If you have applied for and received an Energy Advantage rebate after January 1, 2022, you are eligible to receive a reward for any *new* business you refer to us (one that has not already received an Energy Advantage rebate).

However, if you received an Energy Advantage rebate *prior* to January 1, 2022, you are unfortunately not eligible for referral rewards at this time. Should your business complete a *new* Energy Advantage project going forward, you will receive a referral code and be eligible for referral rewards at that point. We have a finite budget for referral rewards this year, so we had to draw the line somewhere; however, we do hope to expand the program in future years. Additionally, we cannot reward retroactively, so past/completed lighting installations that were the product of a referral are not eligible.

**6) Is there a limit to how many referral rewards (gift cards) I can receive?**

You may refer as many businesses as you want. However, rewards are given on a first-come, first-served basis while funding for this offer lasts.

**7) How do I make sure the person that referred me gets their reward?**

It's best to work closely with your installation contractor on this. As you apply for your Hawai'i Energy rebate, please note (or ask your contractor to note) that you were referred on your application. There is a field on the application that will ask for the name and referral code of the business that recommended you – enter their information there. Hawai'i Energy is not responsible for incorrectly-entered information.

**8) I have multiple locations – are they all eligible for referral rewards?**

Yes.

If your business has multiple locations each business location will get its own individual referral code upon completion of its own Energy Advantage project.

In other words, if a Kailua location of your business completes an Energy Advantage project, it will receive its own referral code and will be eligible for referral rewards. If a Honolulu location of your business also completes an Energy Advantage project, it will receive its own referral code and also be eligible for referral rewards. Our team would then be able to tell if it was the Kailua or Honolulu location referring new businesses, as the referral codes would be unique to both locations.

**9) I have multiple locations – can they all list the same person as having referred them (so that person would earn multiple rewards)?**

Yes.

The referral rewards will be sent via email to whatever email address your business listed on your own completed Energy Advantage project that generated your referral code.

Should you decide you want to change the email address associated with a referral code to ensure that any referral reward goes to someone else, please contact us at Chester Carson | (808) 848-8574| [chester.carson@leidos.com](mailto:chester.carson@leidos.com)

**10) When can the person who referred me expect their reward?**

Once your rebate application is processed, we will distribute referral awards within 4-6 weeks.

**11) Why is this only open to Energy Advantage participants and not all types of businesses?**

For now, we are prioritizing Energy Advantage participants due to their greater need for support. We hope to be able to offer this reward to all businesses in the future, so stay tuned.

**12) Who do I contact if I have a question about my referral?**

If you have questions about the referral program, please contact Chester Carson | (808) 848-8574 | [chester.carson@leidos.com](mailto:chester.carson@leidos.com)