

COMMUNITY UPDATE

Representative Aaron Ling Johanson

District 31 • Moanalua, Foster Village, Aiea, Lower Pearlridge, Fort Shafter, Red Hill, Aliamanu •

Aloha Neighbors,

Please take precautions to keep you and your family safe. Should you have any questions, concerns, or require assistance on an issue, please don't hesitate to contact me at my office by phone at 586-9470, or email repjohanson@capitol.hawaii.gov. Please take care!

Mahalo,



FINANCIAL ASSISTANCE



Hawaiian Telcom has financial assistance/discounts for their Internet and Home Phone Services for qualified individuals.

Internet Kokua. This Program provides a discount on Internet services for individuals who meet certain income qualifications. Customers may be eligible to receive high-speed Internet Basic service for \$9.95/month; or Internet Ultimate service for \$12.95/month, if your home is fiber service enabled.

Federal Emergency Broadband Benefit. This is a temporary federal government program which provides eligible consumers with a discount of up to \$50 per month for broadband service.

Lifeline. The federal Lifeline program provides discounts on local home phone or Internet service if you live in an eligible area and meet certain income qualifications.

For more information visit [Hawaiian Telcom](https://www.hawaiiantelcom.com) or call (808) 643-3456.

Hawaiian Electric has payment arrangement options for those who may be experiencing financial hardship due to COVID-19. They are offering interest free payment plans for both residential and commercial customers; and late fees are waived for all payment options.

There are installment plans ranging from 4 months to 18 months where equal monthly payments are made over the agreed upon period of time.

There is also a Deferred Start Installment plan lasting 4, 6, or 12 months. Equal installment payment of the balances will be paid over 4, 6, or 12 months, but the first payment is deferred for two months, depending on the option selected and the past due balance at that time. To qualify for this option, you must demonstrate financial hardship.

For all of the installment plans, you must make on-time payments for the duration of the installment period.

For more information, visit [HECO](https://www.heco.com) for information on these installment plans and other payment assistance resources.

You may also call customer service at (808) 548-7311.



**Hawaiian
Electric**

UNEMPLOYMENT REOPENS

The state Department of Labor & Industrial Relations (DLIR) announced that it will be opening its offices statewide beginning **December 1, 2021**. Services from all DLIR programs will be available Wednesdays through Fridays. Telephone appointments for general unemployment insurance and claims adjudication will continue on Mondays and Tuesdays.

Persons seeking in-person services will be required to show proof of full vaccination or negative test results prior to the entry of all offices, as outline in Governor Ige's [Executive Order 21-07](#). In addition to providing proof of full vaccination or negative test results, you must wear a mask.

DLIR will continue to offer telephone appointments for the Pandemic Unemployment Assistance (PUA) program and employer services Mondays through Fridays, and claims adjudication and general unemployment insurance inquiries on Mondays and Tuesdays.

Appointments for in-person or telephone services may be made at [DLIR](#). For more information, go to [Ul info](#).

SCAM ALERT

Hawaiian Electric (HECO) is warning of a scam targeting real estate agents. Real estate agents who have houses listed for sale are being threatened by scammers that the house has an outstanding electric bill and must be paid or the electricity will be disconnected. If the scammers are told that payment would be made on the HECO website, the real estate agents are told to pay by wire transfer. HECO reminds customers that it will never threaten immediate disconnection if payment is not made. HECO also does not demand payment by wire transfers, prepaid debit cards, gift cards or Bitcoin payment.

If you suspect a scam, you are urged to report this to [HECO](#).

IN OUR COMMUNITY



1) Aiea Hongwanji Leaders Claire & Warren Tamamoto hosted the COVID Vaccination and Testing Pop-Up Clinic; 2) Your Aiea Community Leaders and Aiea Legislative Delegation at the COVID Vaccination and Testing Pop-Up Clinic; 3) Rep. Johanson volunteers at the Aiea COVID Pop-Up Clinic on Oct. 23; 4) The Little League Team with their certificates; 5) Sen. Misalucha & Rep Johanson congratulating the Little League Team for their Amazing 3rd Place Finish in the 2021 Little League World Series.