

GM540

Measure
Title:

Submitting for consideration and confirmation as the Director of the Department of Commerce and Consumer Affairs, Gubernatorial Nominee, CATHERINE P. AWAKUNI COLON, for a term to expire at noon on 12-05-2022.

Report
Title:

Director of the Department of Commerce and Consumer Affairs

Current
Referral:

CPH

TESTIMONY OF
CATHERINE P. AWAKUNI COLÓN
TO THE SENATE COMMITTEE ON
COMMERCE, CONSUMER PROTECTION, AND HEALTH

THIRTIETH LEGISLATURE
REGULAR SESSION OF 2019

FEBRUARY 19, 2019
10:00 a.m.
CONFERENCE ROOM 229

GOVERNOR'S MESSAGE NO. 540, RELATING TO THE APPOINTMENT OF
CATHERINE P. AWAKUNI COLÓN AS THE DIRECTOR OF
THE DEPARTMENT OF COMMERCE AND CONSUMER AFFAIRS
OF THE STATE OF HAWAII

Good morning, Chair Baker, Vice Chair Chang, and Members of the Committee. Thank you for allowing me the opportunity to appear before you this morning to discuss my reappointment as Director. I would also like to thank Governor David Ige for his continued trust and confidence in my ability to effectively lead a critical area of state government – the protection of consumers of the State – as a member of his Cabinet. I am truly humbled by the opportunity to serve as Director of the Department of Commerce and Consumer Affairs (DCCA or Department) and recognize the important responsibility before me. I also want to thank the more than 450 DCCA team members, with whom I have the great pleasure of working alongside every day. Their diverse stories inspire me to do my best to support them. If confirmed by the Senate, I plan to use the lessons I have learned from my many years of public service to focus the Department on successfully addressing the key issues faced by both consumers and businesses engaged in commerce in the State.

For the last 17 years, it has been my privilege to serve the people of the State of Hawaii in various government roles affecting commerce and consumer affairs. I am fortunate for being able to serve in various positions that have influenced the outcomes of some of the most significant consumer-related issues impacting Hawaii. These issues have included efforts to improve communications capability to better bridge the physical and technical gaps that have traditionally existed in our islands, as well as efforts to establish long-term clean energy goals

that serve as the foundation for the State's initiative to break its dependence on imported resources. Having served as the Department's Director, the State's Consumer Advocate, and the Administrator of the Cable Television Division, I have gained an intimate understanding of the operations of the Department, the mission it serves, and the needs and concerns of the hardworking team members in the many offices and divisions that carry out the Department's functions.

Born and raised in Honolulu, I am a proud graduate of our public schools and the University of Hawaii, where I received my B.B.A. in accounting and my Juris Doctorate. I've lived and worked on Maui and have also briefly lived out of the country. My collective experiences have showed me the additional challenges that exist for neighbor island consumers, galvanized my appreciation of my rights as an American citizen, and enhanced my love for my home in Hawaii.

I understand the importance of and value in serving our community, as my family has cultivated this value in me from a very young age. From my mother, I learned to listen and approach others with respect and kindness. I credit my father with inspiring me to strive to serve others with integrity and compassion. He protected and served our community as a member of the Honolulu Police Department for about 30 years. I seek to honor his service through my own efforts as a public servant, with a full appreciation for the impact I have on our community.

With more than six years at the Hawaii Public Utilities Commission (PUC) and more than three years as the Consumer Advocate, I saw firsthand the direct and significant effect the PUC has on the everyday lives of ratepayers and customers in the State. I heard daily from public utility customers of their challenges and concerns. My familiarity with the PUC gives me insight into the unique needs of that entity, which allows me and the Department to better support the PUC in achieving its important mission, now that it is administratively attached to the Department.

The speed at which the world continues to change keeps increasing as advances in thinking and technology evolve at light speed. Many of the tools and methods people use to carry out their business today will likely be outdated in just a few years' time. The Department's ability to stay ahead of real and potential threats to consumers must keep pace with the changing world, and, at the same time, regulation must allow businesses the ability to fairly realize the benefits of these advances. It would be my aim to ensure the Department operates in a way that strikes the appropriate balance needed to both effectively protect consumers and support the flow of commerce in the State.

With these coming changes in mind, my priority for the Department continues to be on modernizing our operations to provide our customers and licensees with a better customer experience, while increasing efficiency in workflow. Uniform systems that share information across the Department and with our sister agencies, where permitted by law, should continue to be created to allow for more efficient and expedited processing of applications, renewals, complaints, and other filings with the Department. Increasing the productivity and customer-friendliness of our systems can decrease expenses and waste, lead to increases in community confidence in our Department, and provide greater transparency for the public and Legislature.

I will also strive to provide greater consumer education opportunities to ensure the Department proactively provides our communities with information to help them make informed consumer choices and successfully conduct their business. Finally, I want to focus greater attention on providing consumer protection to aid those who are harmed in our community. Having worked over the years with many of the different divisions and staff that comprise the DCCA, I know the Department is collectively one of the most dedicated and capable groups of individuals in the State. Together, we have worked toward the common purpose of protecting the people of Hawaii in the various transactions they encounter every day. I look forward to working alongside my fellow public servants at the Department and throughout the State.

Last, but certainly not least, I would like to thank my family for their support. I could not have had the opportunities I have enjoyed without the encouragement, love, and assistance of my husband, Michael, our sons, my parents and mother-in-law, my brothers and sisters-in-law, and my uncles and aunts. I also want to thank all of my friends and colleagues who took

the time to submit testimony or who came here today to support my nomination.

The opportunity to continue to serve the people of Hawaii as the Director of the DCCA is a humbling one, and I am excited for the chance to advance the good work already underway by the Department's team. I ask for your favorable consideration of my appointment, and I am here to answer any questions you have. Again, I thank you for the opportunity to appear before you today.



EXECUTIVE CHAMBERS
HONOLULU

DAVID Y. IGE
GOVERNOR

Testimony of
David Y. Ige
Governor, State of Hawai'i

Before the
SENATE COMMITTEE ON COMMERCE, CONSUMER PROTECTION AND HEALTH
February 19, 2019
10:00 a.m., Room 229

In consideration of
GM 540, Catherine Awakuni Colón
as the
Director of the Department of Commerce and Consumer Affairs

Chair Baker, Vice Chair Chang and committee members:

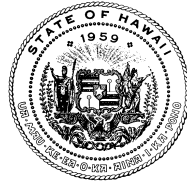
I respectfully request your support in confirming the reappointment of Catherine P. Awakuni Colón (Cat) to continue as the Director of the Department of Commerce and Consumer Affairs (DCCA), a position she's held since January 2015.

Prior to becoming Director, Cat was the cable administrator in the DCCA's Cable Television Division and served as the department's executive director for its Division of Consumer Advocacy from 2006 to 2009. She previously served as chief legal counsel and commission counsel for the Hawaii Public Utilities Commission.

Cat's experience and leadership have been critical in delivering on DCCA's many accomplishments during my administration's first term. I would like to see her continue as Director to build on the previous term's achievements and ensure the department's success over the next four years.

My administration is committed to reshaping the culture of government by embracing and accelerating change. Moving forward together, we can build a better home for our keiki, kupuna, and all the residents of Hawaii.

Mahalo for your consideration.



STATE OF HAWAII
DEPARTMENT OF HEALTH
P. O. Box 3378
Honolulu, HI 96801-3378
doh.testimony@doh.hawaii.gov

Testimony in SUPPORT of GM540
SUBMITTING FOR CONSIDERATION AND CONFIRMATION AS THE DIRECTOR
OF THE DEPARTMENT OF COMMERCE AND CONSUMER AFFAIRS,
GUBERNATORIAL NOMINEE, CATHERINE P. AWAKUNI COLON, FOR A TERM
TO EXPIRE AT NOON ON 12-05-2022.

SENATOR ROSALN H. BAKER, CHIR
SENATE COMMITTEE ON COMMERCE, CONSUMER PROTECTION, AND HEALTH

Hearing Date: February 19, 2019

Room Number: 229

1 **Fiscal Implications:** N/A.

2 **Department Testimony:** The Department of Health supports the nomination of Catherine P.
3 Awakuni-Colon for Director of Commerce and Consumer Affairs. “Cat” has been a valued
4 partner in policy conversations about health insurance and the cost of care, as well as healthcare
5 workforce shortage solutions, both of which are essential to a healthy Hawaii. DOH looks
6 forward to further opportunities where regulatory levers may be employed to address our
7 community’s health care and social justice concerns.

8 Thank you for the opportunity to testify in support of GM540.

9 **Offered Amendments:** N/A.

10

WRITTEN TESTIMONY BY
RODERICK K. BECKER
AND
ROBERT YU
TO THE
SENATE COMMITTEE ON COMMERCE, CONSUMER PROTECTION, AND HEALTH
GOVERNOR'S MESSAGE NO. 540

Tuesday, February 19, 2019
10:00 a.m.
Room 229

SUBMITTING FOR CONSIDERATION AND CONFIRMATION AS THE DIRECTOR OF THE DEPARTMENT OF COMMERCE AND CONSUMER AFFAIRS, GUBERNATORIAL NOMINEE, CATHERINE P. AWAKUNI-COLÓN, FOR A TERM TO EXPIRE AT NOON ON 12-05-2022.

Chair Baker, Vice Chair Chang and Members of the Committee:

We strongly support Catherine Awakuni-Colón's appointment to the position of Director of the Department of Commerce and Consumer Affairs (DCCA). We are working with Ms. Awakuni-Colón in our professional capacity as Director and Deputy Director of Finance, respectively.

Governor Ige's administration is committed to addressing the many issues facing our state in a direct and forthright manner. We strive to do the right thing, the right way to achieve our shared goal of a healthy, sustainable economy to support our keiki, our kupuna, and the disadvantaged.

Ms. Awakuni-Colón is an integral part of a team that is committed to achieving the goals of this administration in an honest, transparent, accountable, and responsive manner.

Ms. Awakuni-Colón has been in various positions at DCCA which includes executive director of the Division of Consumer Advocacy, administrator of the Cable Television Division and currently as the director of DCCA since January 2015. Ms. Awakuni-Colón's work experience, legal background and knowledge of regulated services will be beneficial to DCCA; therefore, we support confirmation.

Thank you for the opportunity to provide testimony.



TESTIMONY BY:

JADE T. BUTAY
DIRECTOR

Deputy Directors
LYNN A.S. ARAKI-REGAN
DEREK J. CHOW
ROSS M. HIGASHI
EDWIN H. SNIFFEN

STATE OF HAWAII
DEPARTMENT OF TRANSPORTATION
869 PUNCHBOWL STREET
HONOLULU, HAWAII 96813-5097

February 19, 2019
10:00 a.m.
State Capitol, Room 229

G.M. 540

Submitting for consideration and confirmation as the Director of the Department of Commerce and Consumer Affairs, Gubernatorial Nominee, CATHERINE P. AWAKUNI COLON, for a term to expire at noon on 12-05-2022.

Senate Committee on Commerce, Consumer Protection and Health

The Department of Transportation (DOT) **strongly supports** the confirmation of Catherine Colon as Director to the Department of Commerce and Consumer Affairs (DCCA).

Ms. Colon has a bachelor's degree in business administration from the University of Hawaii and a law degree from William S. Richardson School of Law. The experience she developed while working at DCCA in various positions will be an asset to her as Director. Her career trajectory at DCCA from being the Administrator for the Cable Television Division, Executive Director for the Division of Consumer Advocacy, and Counsel for the Hawaii Public Utilities Commission demonstrate her abundant knowledge and commitment to protect Hawaii's consumers and assist businesses with compliance.

Should she be confirmed we know she will acquit herself with distinction and use her many talents and inexorable persistence to advance DCCA. It's been a pleasure working with her and we look forward to continuing to work with her to ensure contractor license compliance and to better connect Hawaii with broadband.

We commend her nomination without reservation.

Thank you for the opportunity to provide testimony.

DAVID Y. IGE
Governor

JOSH GREEN
Lt. Governor



PHYLLIS SHIMABUKURO-GEISER
Acting Chairperson
Board of Agriculture

State of Hawaii
DEPARTMENT OF AGRICULTURE
1428 South King Street
Honolulu, Hawaii 96814-2512
Phone: (808) 973-9600 FAX: (808) 973-9613

TESTIMONY OF THE DEPARTMENT OF AGRICULTURE

BEFORE THE SENATE COMMITTEE ON COMMERCE, CONSUMER PROTECTION,
& HEALTH

FEBRUARY 19, 2019
10:00 A.M.
CONFERENCE ROOM 229

GOVERNOR'S MESSAGE NO. 540
SUBMITTING FOR CONSIDERATION AND CONFIRMATION AS THE DIRECTOR OF
THE DEPARTMENT OF COMMERCE AND CONSUMER AFFAIRS,
GUBERNATORIAL NOMINEE, CATHERINE P. AWAKUNI COLON, FOR A TERM TO
EXPIRE AT NOON ON 12-05-2022

Chairperson Baker and Members of the Committee:

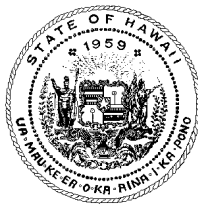
Thank you for the opportunity to testify on GM 540, submitting for consideration and confirmation as the Director of the Department of Commerce and Consumer Affairs, Gubernatorial Nominee, CATHERINE P. AWAKUNI COLON, for a term to expire at noon on 12-05-2022. The Department strongly supports this measure.

Ms. Awakuni Colon has demonstrated good leadership and oversight of business registration, consumer protection, and consumer advocacy in regulated utility and transportation services. She also previously held several positions at DCCA such as cable administrator and chief legal counsel for the PUC. Ms. Awakuni Colon is well qualified to serve the State of Hawaii, its consumers, and businesses as the Director of DCCA.

Thank you for the opportunity to testify on this measure.



DAVID Y. IGE
GOVERNOR



STATE OF HAWAII
DEPARTMENT OF PUBLIC SAFETY
919 Ala Moana Boulevard, 4th Floor
Honolulu, Hawaii 96814

NOLAN P. ESPINDA
DIRECTOR

Maria C Cook
Deputy Director
Administration

Jodie F. Maesaka-Hirata
Deputy Director
Corrections

Renee R. Sonobe Hong
Deputy Director
Law Enforcement

No. _____

WRITTEN TESTIMONY ONLY

TESTIMONY ON GOVERNOR'S MESSAGE 540
SUBMITTING FOR CONSIDERATION AND CONFIRMATION
AS DIRECTOR OF THE DEPARTMENT OF
COMMERCE AND CONSUMER AFFAIRS,
GUBERNATORIAL NOMINEE CATHERINE P. AWAKUNI COLON.

by
Nolan P. Espinda, Director
Department of Public Safety

Senate Committee on Commerce, Consumer Protection, and Health
Senator Rosalyn H. Baker, Chair
Senator Stanley Chang, Vice Chair

Tuesday, February 19, 2019; 10:00 a.m.
State Capitol, Conference Room 229

Chair Baker, Vice Chair Chang, and Members of the Committee:

The Department of Public Safety (PSD) supports the nomination of Catherine Awakuni Colon as the Director of the Department of Commerce and Consumer Affairs (DCCA).

PSD notes Ms. Awakuni Colon's strong educational background in the law and accounting have prepared her well to lead DCCA, as she has ably done for the past four years. Her long and varied work and managerial experience in both the public and private sectors, especially in areas related to the work of DCCA, has afforded the Department with necessary expertise and effective leadership.

Furthermore, PSD appreciates that, under Ms Awakuni Colon's leadership, PSD's Narcotics Enforcement Division has developed an extremely strong, collaborative relationship with DCCA in the areas of professional licensing, enforcement and regulation.

Thank you for the opportunity to present this testimony.

DAVID Y. IGE
GOVERNOR



RYKER WADA
DIRECTOR

JASON MINAMI
DEPUTY DIRECTOR

STATE OF HAWAII
DEPARTMENT OF HUMAN RESOURCES DEVELOPMENT
235 S. BERETANIA STREET
HONOLULU, HAWAII 96813-2437

February 15, 2018

TESTIMONY TO THE
SENATE COMMITTEE ON COMMERCE PROTECTION,
AND HEALTH
For Hearing on Tuesday, February 19, 2019
10:00 a.m., Conference Room 229

By

RYKER WADA
DIRECTOR

Governor's Message 540
(WRITTEN TESTIMONY ONLY)

Dear Chair Baker, Vice-Chair Chang and Members of the Committee on Commerce Protection, and Health

RE: Consideration and confirmation of Catherine P. Awakuni Colon, for Director of the Department of Commerce and Consumer Affairs

I submit this testimony in **Strong Support** of the confirmation of Catherine Awakuni Colon as Director of the Department of Commerce and Consumer Affairs. I have had the opportunity to work with Ms. Awakuni Colon over the past two years as Director. I have found her to be a dedicated, knowledgeable, measured and a well-prepared person who is well suited for the position of Director of the Commerce and Consumer Affairs.

I support the confirmation of Ms. Awakuni Colon as the Director of Department of Commerce and Consumer Affairs.

Thank you for allowing me to testify in **SUPPORT** of Governors Message 540 and Catherine Awakuni Colon.

DAVID Y. IGE
GOVERNOR

JOSH GREEN
LIEUTENANT GOVERNOR



SCOTT T. MURAKAMI
DIRECTOR

LEONARD HOSHIJO
DEPUTY DIRECTOR

**STATE OF HAWAII
DEPARTMENT OF LABOR AND INDUSTRIAL RELATIONS**

830 PUNCHBOWL STREET, ROOM 321

HONOLULU, HAWAII 96813

www.labor.hawaii.gov

Phone: (808) 586-8844 / Fax: (808) 586-9099

Email: dlir.director@hawaii.gov

February 15, 2019

To: The Honorable Rosalyn H. Baker, Chair,
The Honorable Stanley Chang, Vice Chair, and
Members of the Senate Committee on Commerce, Consumer Protection,
and Health

Date: Tuesday, February 19, 2019

Time: 10:00 a.m.

Place: Conference Room 229, State Capitol

From: Scott T. Murakami, Director
Department of Labor and Industrial Relations (DLIR)

**Re: G.M. No. 540 Submitting for consideration and confirmation as the Director of
the Department of Commerce and Consumer Affairs, Gubernatorial Nominee,
CATHERINE P. AWAKUNI COLON**

Chair Baker, Vice Chair Chang, and Members of the Committee,

My name is Scott T. Murakami, and I am the Director of the Department of Labor and Industrial Relations. I am testifying in support of Governor's Message 540, Gubernatorial Nominee, Catherine P. Awakuni Colon, as the Director of the Department of Commerce and Consumer Affairs (DCCA).

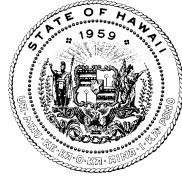
Ms. Awakuni Colon has demonstrated that she has the leadership and experience to successfully lead the DCCA. As the Director of the DCCA, Ms. Awakuni Colon protects the interests of consumers, depositors, and investors by setting standards and enforcing laws and rules governing businesses and licensed professionals. In addition, Ms. Awakuni Colon's legal background and service in the DCCA Cable Television Division and Public Utilities Commission show her familiarity with the DCCA and commitment to addressing rapidly evolving regulatory issues and their impacts on consumers and businesses.

I urge you to confirm Ms. Awakuni Colon to serve as the Director of the DCCA so that she may continue to provide leadership and service to the public.

Thank you very much for the opportunity to testify in support of Ms. Awakuni Colon.

DAVID Y. IGE
GOVERNOR
STATE OF HAWAII

JOSH GREEN
LT. GOVERNOR
STATE OF HAWAII



JOBIE M. K. MASAGATANI
CHAIRMAN
HAWAIIAN HOMES COMMISSION

WILLIAM J. AILA, JR.
DEPUTY TO THE CHAIRMAN

**STATE OF HAWAII
DEPARTMENT OF HAWAIIAN HOME LANDS**

P. O. BOX 1879
HONOLULU, HAWAII 96805

TESTIMONY OF JOBIE M. K. MASAGATANI, CHAIRMAN
HAWAIIAN HOMES COMMISSION
BEFORE THE COMMITTEE ON COMMERCE, CONSUMER PROTECTION, AND
HEALTH

**CONFIRMATION OF CATHERINE AWAKUNI COLON
TO THE POSITION OF DIRECTOR
DEPARTMENT OF COMMERCE AND CONSUMER AFFAIRS**

February 19, 2019

Aloha Chair Baker and members of the Committee:

Thank you for your consideration of this testimony in strong support of the confirmation of Catherine Awakuni Colon (Cat) to a second term as Director of the Department of Commerce and Consumer Affairs.

During the past four years I have had the pleasure of working with Cat on a handful of issues that impacted both DHHL and DCCA. Her assistance, in particular, has proven extremely helpful and valuable in the area of understanding the complex regulatory relationships that govern the field of telecommunications and broad band communications, an area DHHL has been drawn into unexpectedly given the recent history of Sandwich Isles Communications.

Cat is extremely knowledgeable, responsive, collaborative, and always positive. I strongly urge the Committee to support her confirmation as Director of the Department of Commerce and Consumer Affairs.



DAVID Y. IGE
GOVERNOR

MIKE MCCARTNEY
DIRECTOR

DEPARTMENT OF BUSINESS, ECONOMIC DEVELOPMENT & TOURISM

No. 1 Capitol District Building, 250 South Hotel Street, 5th Floor, Honolulu, Hawaii 96813
Mailing Address: P.O. Box 2359, Honolulu, Hawaii 96804
Web site: www.hawaii.gov/dbedt

Telephone: (808) 586-2355
Fax: (808) 586-2377

Statement of
MIKE MCCARTNEY
Director

Department of Business, Economic Development, and Tourism
before the

SENATE COMMITTEE ON COMMERCE, CONSUMER PROTECTION, AND HEALTH

Tuesday, February 19, 2019
10:00 AM
State Capitol, Conference Room 229

In consideration of
GM 540

**Submitting for consideration and confirmation as the
Director of the Department of Commerce and Consumer Affairs
CATHERINE P. AWAKUNI COLON,
for a term to expire at noon on 12-05-2022.**

Chair Baker, Vice Chair Chang and Members of the Committee.

I am writing in support of the appointment of Catherine P. Awakuni Colon to serve as the Director of the Department of Commerce and Consumer Affairs (DCCA). My name is Mike McCartney and I am the Director for the State Department of Business, Economic Development, and Tourism.

Ms. Awakuni Colon has served as the Director of the DCCA for the past three years and has led the department to protect the interests of consumers, depositors and investors in the State of Hawaii. Her past leadership roles in the government and private sectors will also continue to bring a wealth of knowledge to the department and benefit the people of Hawaii.

For these reasons, I urge her confirmation for the Director of the Department of Commerce and Consumer Affairs.

Thank you for the opportunity to submit testimony.

DAVID Y. IGE
GOVERNOR OF HAWAII



**STATE OF HAWAII
DEPARTMENT OF LAND AND NATURAL RESOURCES**

POST OFFICE BOX 621
HONOLULU, HAWAII 96809

**Testimony of
SUZANNE D. CASE
Chairperson**

**Before the Senate Committee on
COMMERCE, CONSUMER PROTECTION AND HEALTH**

**Tuesday, February 19, 2019
10:00 AM
State Capitol, Conference Room 229**

**In consideration of
GOVERNOR'S MESSAGE 540
SUBMITTING FOR CONSIDERATION AND CONFIRMATION DIRECTOR OF THE
DEPARTMENT OF COMMERCE AND CONSUMER AFFAIRS
GUBERNATORIAL NOMINEE
CATHERINE P. AWAKUNI COLON
FOR A TERM TO EXPIRE AT NOON ON 12-05-2022**

The Department of Land and Natural Resources (Department) strongly supports Governor's Message 540 nominating Catherine P. Awakuni Conlon as the Director of the Department of Commerce and Consumer Affairs (DCCA) for a term to expire at noon on December 5, 2022.

Before becoming the Director of DCCA, Ms. Awakuni Colon worked in the Cable Television Division of DCCA. Prior to that, she was the chief legal counsel for the Public Utilities Commission. Ms. Awakuni Colon was in the fourth cohort of Omidyar Fellows. Her prior experience will serve the State well as new technologies are constantly pushing the boundaries of business making consumer protections even more important to safeguard the public's rights and privacy.

The Department looks forward to working with her for another four years.

Thank you for your consideration of the Department's strong support of Ms. Awakuni Colon serving as the Director of DCCA..

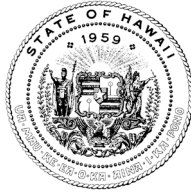
SUZANNE D. CASE
CHAIRPERSON
BOARD OF LAND AND NATURAL RESOURCES
COMMISSION ON WATER RESOURCE MANAGEMENT

ROBERT K. MASUDA
FIRST DEPUTY

M. KALEO MANUEL
DEPUTY DIRECTOR - WATER

AQUATIC RESOURCES
BOATING AND OCEAN RECREATION
BUREAU OF CONVEYANCES
COMMISSION ON WATER RESOURCE MANAGEMENT
CONSERVATION AND COASTAL LANDS
CONSERVATION AND RESOURCES ENFORCEMENT
ENGINEERING
FORESTRY AND WILDLIFE
HISTORIC PRESERVATION
KAHOOLAWE ISLAND RESERVE COMMISSION
LAND
STATE PARKS

DAVID Y. IGE
GOVERNOR



DOUGLAS MURDOCK
CHIEF INFORMATION
OFFICER

OFFICE OF ENTERPRISE TECHNOLOGY SERVICES

P.O. BOX 119, HONOLULU, HI 96810-0119
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LATE

Testimony of
DOUGLAS MURDOCK
Chief Information Officer
Enterprise Technology Services

Before the

SENATE COMMITTEE ON COMMERCE, CONSUMER PROTECTED, AND HEALTH
Tuesday, February 19, 2019

GOVERNOR'S MESSAGE No. 540
Gubernatorial Nominee Catherine P. Awakuni Colon

Dear Chair Baker, Vice Chair Chang and members of the committee:

I am submitting testimony in strong support of confirming the nomination of Catherine Awakuni Colón as the Director of the Department of Commerce and Consumer Affairs (DCCA). From 2015 to 2018, she served as the DCCA director. Previously, she was the administrator of the Department's Cable Television Division, and earlier had served as the Executive Director of the Department's Division of Consumer Advocacy (aka the Consumer Advocate). In addition, she served as chief counsel, heading the legal staff of the Hawai'i Public Utilities Commission. She has a bachelor's degree in business and a juris doctorate from the University of Hawai'i.

When I worked with her when I was State Comptroller in 2015, Ms. Awakuni Colón demonstrated her commitment to serving the interest of the public and to public service. I strongly urge the committee to favorably consider her nomination so she may continue the exemplary leadership she has demonstrated during the past four years as DCCA Director. She is a great asset to the department and to state government.

Thank you for this opportunity to provide testimony in support of the nominee.



HAWAII PEST CONTROL ASSOCIATION

Century Square – 1188 Bishop St., Ste. 1003*Honolulu, HI 96813-3304

Telephone (808) 533-6404 • Fax (808) 533-2739

February 19, 2019

Testimony To: Senate Committee on Commerce, Consumer Protection, and Health
Senator Rosalyn H. Baker, Chair

Presented By: Tim Lyons, CAE
Executive Director

Subject: GM 540 - Submitting for consideration and confirmation as the Director of the Department of Commerce and Consumer Affairs, Gubernatorial Nominee, CATHERINE P. AWAKUNI COLON, for a term to expire at noon on 12-05-2022.

Chair Baker and Members of the Committee:

I am Tim Lyons, Executive Director of the Hawaii Pest Control Association and we submit this testimony in support of the confirmation of Catherine P. Awakuni Colon as the Director of DCCA.

A few years ago the Hawaii Pest Control Association had some matters before the Public Utilities Commission forcing me to make several filings with PUC. With no prior experience of the PUC process I consulted with Ms. Awakuni Colon and found her to be extremely helpful in the preparation of our documents. The information she gave me was balanced and she offered advice as to matters of PUC practices without giving me an edge on the argument.

Based on that limited experience and our interaction with DCCA Staff over the last four (4) years, it is our feeling that Ms. Awakuni Colon would continue to be an excellent Director for the Department of Commerce and Consumer Affairs.

Based on the above, we can suggest your advice and consent.

Thank you.



February 15, 2019

The Honorable Rosalyn H. Baker, Chair
The Honorable Stanley Chang, Vice Chair
Senate Committee on Commerce, Consumer Protection, and Health

Re: GM 540 – Submitting for consideration and confirmation as the Director of the Department of Commerce and Consumer Affairs, Gubernatorial Nominee, CATHERINE P. AWAKUNI COLON, for a term to expire at noon on 12-05-2022.

Dear Chair Mizuno, Vice Chair Kobayashi, and Members of the Committee:

The Hawaii Medical Service Association (HMSA) appreciates the opportunity to testify in support of GM 540, the confirmation of Catherine P. Awakuni Colon as the Director of the Department of Commerce and Consumer Affairs (DCCA).

Esteemed for her professionalism in all the roles she has undertaken in her career, Ms. Awakuni Colon has extensive experience in both the business community and the DCCA. She has worked for the DCCA in various capacities for a total of nine years; first as the Executive Director of Consumer Advocacy from 2006 to 2009, then as Cable Administrator in the Cable Television Division from 2013-2014, and most recently at the DCCA Director since 2015. In her role as Director, she has served admirably protecting the interest of consumers, depositors, and investors throughout the State. In addition to her experience at the DCCA, Ms. Awakuni Colon has worked at the Hawaii Public Utilities Commission, Hawaiian Electric Company, and local law firms Ashford & Wriston as well as Bodden & Muraoka.

Ms. Awakuni Colon is a respected attorney and graduate of the William S. Richardson School of Law. She also holds a Bachelor of Business Administration from the University of Hawaii. We believe she is highly qualified and are pleased to support her nomination to continue to serve the people of Hawaii.

Thank you for the opportunity to support GM 540. Your consideration of the confirmation of Ms. Catherine P. Awakuni Colon as the Director of the Hawaii State Department of Commerce and Consumer Affairs is appreciated.

Sincerely,

Pono Chong
Vice President, Government Relations

**TESTIMONY BEFORE THE SENATE COMMITTEE ON
COMMERCE, CONSUMER PROTECTION AND HEALTH**

**GM 540 – Submitting for consideration and confirmation as the Director of the
Department of Commerce and Consumer Affairs, Gubernatorial Nominee,
CATHERINE P. AWAKUNI COLÓN, for a term to expire at noon on 12-05-2022.**

Tuesday, February 19, 2019
10:00 a.m.
Conference Room 229

By Scott Seu
Senior Vice President of Public Affairs
Hawaiian Electric Company, Inc.

Dear Chair Baker, Vice Chair Chang, and Members of the Committee,

I am Scott Seu and I am testifying in strong support of the nomination of Catherine (“Cat”) Awakuni Colón to serve as the Director of the Department of Commerce and Consumer Affairs.

Cat has led the Department of Commerce and Consumer Affairs since January 2015, and as Director, she has proven herself to be a fair, dedicated, decisive and passionate leader, with a strong sense of service to the people of Hawaii. I have had occasions to work with Cat on energy and other business issues, and I have witnessed firsthand her enthusiasm, commitment, breadth of knowledge and desire to constructively and collaboratively find solutions that first and foremost serve the interest of Hawaii’s consumers.

Cat has consistently demonstrated these critical and valuable leadership and professional traits during the years that I have known her. I had the pleasure of first working with Cat when she served as the Executive Director of the Division of Consumer Advocacy. Although our respective roles at that time often required us to be on opposing sides of regulatory issues, I found Cat to be straightforward, honest, open

and sincere, always conducting herself with the highest integrity and character. In the years since then, I believe she has established a track record for fairness and doing what's right for the people of Hawaii.

Cat is undoubtedly well-qualified for the position of Director of the Department of Commerce and Consumer Affairs, and I am confident that our State would be well-served with her reappointment to the position.

Thank you for the opportunity to testify in support of Governor's Message 540, reappointing Catherine Awakuni Colon as the Director of the Department of Commerce and Consumer Affairs.

Statement of
Mary Alice Evans

before the
SENATE COMMITTEE ON COMMERCE, CONSUMER PROTECTION AND HEALTH

Tuesday, February 19, 2019
10:00 a.m.
State Capitol, Conference Room 229

in consideration of

GM 540
Submitting for consideration and confirmation as the
Direction of the Department of Commerce and Consumer Affairs, Gubernatorial
Nominee, CATHERINE P. AWAKUNI COLON,
for a term to expire at noon on 12-05-2022.

Chair Baker, Vice Chair Chang, and Members of the Committee.

I respectfully urge your **strong support** for the confirmation of Catherine Awakuni Colon as the Director of the Department of Commerce and Consumer Affairs.

I have had the pleasure of working with Ms. Awakuni since she became the Director of DCCA in 2014. She is a leader who welcomes input from the many stakeholders who benefit from the services provided by DCCA to the business community. She is a team-builder who brings together the people who can help to reach our mutual goal of a strong economy.

I respectfully urge your **favorable consideration** of the nomination of Catherine Awakuni Colon as the Director for the Department of Commerce and Consumer Affairs.

Thank you for the opportunity to comment.

GM-540

Submitted on: 2/15/2019 9:37:45 AM

Testimony for CPH on 2/19/2019 10:00:00 AM

Submitted By	Organization	Testifier Position	Present at Hearing
Victor K. Ramos	Individual	Support	No

Comments:

Catherine P. Awakuni Colon is an outstanding nominee for Director of the Department of Commerce and Consumer Affairs.

GM-540

Submitted on: 2/15/2019 9:55:11 AM

Testimony for CPH on 2/19/2019 10:00:00 AM

Submitted By	Organization	Testifier Position	Present at Hearing
Stephen Levins	Individual	Support	Yes

Comments:

Testimony of Stephen Levins

Before the

Senate Committee on Commerce, Consumer Protection, and Health

Tuesday, February 19, 2019

10:00 a.m.

State Capitol, Conference Room 229

On the following measure:

G.M. 540, RELATING TO THE CONSIDERATION AND CONFORMATION AS THE DIRECTOR OF THE DEPARTMENT OF COMMERCE AND CONSUMER AFFAIRS, GUBERNATORIAL NOMINEE, CATHERINE P. AWAKUNI COLON, FOR A TERM TO EXPIRE AT NOON ON 12-05-2022

My name is Stephen Levins. I am the executive director of the Office of Consumer Protection but am submitting this testimony in my personal non-official capacity.

I am in strong support of the confirmation of Catherine P. Awakuni Colon as the Director of the Department of Commerce and Consumer Affairs.

I have known Ms. Awakuni Colon professionally for more than twelve years and based on my experience can unequivocally declare that the State of Hawaii is extremely fortunate to have her in a leadership position. She's smart, decisive, will intentioned, and has integrity. Over the course of my 25 years with the DCCA I've worked with many leaders, I would be hard pressed to find a better one than Cat. She understands the

mission of the Department and does everything in her power to further it. I honestly can think of no other person who could do a better job.

I strongly urge you to vote favorably on her confirmation.

TO: Senator Rosalyn H. Baker, Chair
Senator Stanley Chang, Vice Chair
Senate Committee on Commerce, Consumer Protection and Health

From: Pankaj Bhanot (in my individual capacity)

Re: GM 540

Date: Tuesday, February 19, 2019

Time: 10:00 a.m.

Place: Conference Room 229
State Capitol
415 South Beretania Street

Aloha Chair Baker, Vice Chair Chang and members of the Senate Committee on Commerce, Consumer Protection and Health, my name is Pankaj Bhanot and I am the current Director of the Department of Human Services. However, I am submitting this testimony as an individual in strong support of GM 540 submitted by the Governor for consideration and confirmation of Ms. Catherine P. Awakuni Colon as the Director of Department of Commerce and Consumer Affairs (DCCA), for a term to expire at noon on December 05, 2022.

Ms. Colon has served our great Aloha State with distinction and exemplary excellence for over 18 years in various capacities within the Executive branch (particularly the DCCA) of our government. She has the professional experience, education, knowledge, skills, abilities, and the lived experience to honorably and competently serve as the Director of the Department of Commerce and Consumer Affairs.

Ms. Colon has a long history and experience of providing advice and counsel to Governors, Cabinet officials, and legislative leadership on current and evolving commerce and consumer protection issues. She continues to lead the Department of Commerce and Consumer Affairs, which protects the interests of consumers, depositors, and investors throughout the State. The department sets standards and enforces laws and rules governing businesses, including licensed professionals, and is responsible for business registration, consumer protection, and consumer advocacy in regulated utility and transportation services.

I have the privilege and honor of working collaboratively with Catherine and her team on various policy issues impacting Hawaii and the Department of Human Services, for example the transition of the Hawaii Health Connector to the federal health exchange with in five (5) months of Hawaii Health Connectors dissolution. Throughout my interactions with Catherine, I found her to be knowledgeable, professional, fair, and deeply rooted in a strong belief that we must

keep “Aloha Spirit” and well-being of Hawaii’s residents, businesses, and public servants in our minds when we make policy and operational decisions.

I request the Senate Committee on Commerce, Consumer Protection and Health to unanimously confirm my dear friend Ms. Catherine Awakuni Colon as the Director of the Department of Commerce and Consumer Affairs.

Thank you for the opportunity to support GM 540.

TESTIMONY OF LINDA CHU TAKAYAMA
TO THE
SENATE COMMITTEE ON CONSUMER PROTECTION AND HEALTH

Tuesday, February 19, 2019
10 am.

MEASURE: G.M. 540

POSITION: Support

Honorable Chair, Vice Chair and Members of the Committee, my name is Linda Chu Takayama, Director of Taxation, and I am offering this testimony in strong support of Catherine Awakuni Colon for the position of Director of the Department of Commerce and Consumer Affairs.

As a former staffer in DCCA, I am well aware of the breadth of issues that come before it and the need to collaborate with many different groups, many of whom are passionate about their causes. Cat has been amazingly adept at giving an audience to competing interests and finding reasonable solutions that usually find the common ground between wildly divergent views. And when the preferred solution is not acceptable to some, she is firm in standing her ground for the best interests of the State.

She is precisely the kind of leader that DCCA and our community needs.

I look forward to working with Cat and urge your favorable consideration of her nomination.

TESTIMONY OF
JAMES P. GRIFFIN, Ph.D.

TO THE
SENATE COMMITTEE ON
COMMERCE, CONSUMER PROTECTION, AND HEALTH

February 19, 2019
10:00 a.m.

MEASURE: GM 540

TITLE: Governor's Message Number 540.

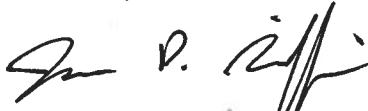
DESCRIPTION: Submitting for consideration and confirmation as the Director of the Department of Commerce and Consumer Affairs, Gubernatorial Nominee, CATHERINE P. AWAKUNI COLON, for a term to expire at noon on 12-05-2022.

Chair Baker and Members of the Committee:

I strongly support the appointment of Catherine Awakuni Colon as Director of the Department of Commerce and Consumer Affairs ("DCCA"). I have known Ms. Awakuni Colon in several capacities while we worked together at the Public Utilities Commission ("PUC") and now as Director of DCCA where the PUC is an attached agency. In all my interactions, she has shown great support for her staff and a strong commitment to acting in the best interests of consumers. The State of Hawaii is fortunate to have such a dedicated public servant nominated for this role and I encourage you to consider her nomination favorably.

Thank you for the opportunity to testify in support of this nomination.

Sincerely,



James P. Griffin, Ph.D.
Chair, Hawaii Public Utilities Commission

TESTIMONY OF DAMIEN ELEFANTE
TO COMMITTEE ON COMMERCE, CONSUMER PROTECTION, AND HEALTH
TUESDAY, FEBRUARY 19, 2019 10:00 AM
CONFERENCE ROOM 229

GOV. MSG NO. 540

SUBMITTING FOR CONSIDERATION AND CONFIRMATION AS THE DIRECTOR OF
THE DEPARTMENT OF COMMERCE AND CONSUMER AFFAIRS,
GUBERNATORIAL NOMINEE, CATHERINE P. AWAKUNI COLON, FOR A TERM TO
EXPIRE AT NOON ON 12-05-2022.

Chair Baker, Vice Chair Chang and members of the Committee. I am testifying as an individual and I am in support of Catherine P. Awakuni Colon's confirmation as the Director of the Department of Commerce and Consumer Affairs (DCCA).

I have known Catherine, since I became the Deputy Director for the Department of Taxation. During her time at DCCA she has developed an understanding and administrative knowledge of the department. Her overall background and experiences working in the public and private sector is an asset and resource for the State.

I urge you to support the confirmation of Catherine P. Awakuni Colon as the Director of DCCA.

Thank you for the opportunity to provide testimony.

TESTIMONY FOR GOVERNOR'S MESSAGE 540
Confirmation Hearing for Catherine P. Awakuni Colón
Gubernatorial Nominee – Director of the Department of Commerce and
Consumer Affairs

The Honorable Rosalyn Baker, Chair,
The Honorable Stanley Chang, Vice Chair, and Members of the Committee on
Commerce, Consumer Protection, and Health:

My name is Celia Suzuki and this testimony is in strong support of
Catherine P. Awakuni Colón's nomination as the Director of the Department of
Commerce and Consumer Affairs (Department).

As the former Licensing Administrator of the Professional, Vocational, and
Licensing Division, I had the distinct privilege of working with Ms. Awakuni Colón
at the Department since she was first appointed Director in December 2014.

Ms. Awakuni Colón demonstrated strong leadership and never wavered
from speaking the truth, no matter how difficult the situation was. I have total
respect for her in that regard. She is also genuinely kind and very sincere. It is
without a doubt that Ms. Awakuni Colón will continue to do her job with fairness
and impartiality. Her perseverance, even-temperedness, and intellect are
essential elements to being a successful and effective Director.

Thank you for allowing me the opportunity to submit testimony in support
of Ms. Catherine Awakuni Colón.

Sandra-Ann Y.H. Wong

Attorney at Law, A Law Corporation

Senate Committee on Commerce, Consumer Protection, and Health
Testimony in Support of GM 540: Catherine P. Awakuni Colon for Consideration and Confirmation as
the Director of the Department of Commerce and Consumer Affairs
being heard on February 19, 2019 at 10a.m. in Room 229

Aloha Chair Baker, Vice Chair Chang, and Members of the Committee:

My name is Sandra-Ann Y.H. Wong. I have known and worked with Catherine P. Awakuni Colon (“Cat”) for many years. She is smart, dedicated, and has integrity. I am confident that the Department of Commerce and Consumer Affairs will be in good hands under the continued leadership of Cat. Thus, I strongly support her nomination.

Thank you for the opportunity to testify in strong support of Ms. Awakuni Colon’s nomination.

*1050 Bishop Street, #514
Honolulu, Hawaii 96813*

Telephone: (808) 537-2598 email: sawonglaw@hawaii.rr.com

**Testimony on GM 540 - Confirmation of Catherine Awakuni Colón
Director, Department of Commerce and Consumer Affairs**

**Before the
Senate Committee on Commerce, Consumer Protection, and Health
Tuesday, February 19, 2019
10:00 a.m.
State Capitol, Conference Room 229**

Chair Baker and Members of the Committee:

My name is Charlene Tamanaha and I am the Acting Licensing Administrator of the Professional and Vocational Licensing Division, Department of Commerce and Consumer Affairs (DCCA), testifying in my personal capacity. Thank you for the opportunity to testify in strong support of Governor's Message 540, submitting for consideration and confirmation of Catherine Awakuni Colón to serve as the Director of DCCA.

Ms. Awakuni Colón has an extensive and successful career serving the citizens of our State in roles as the current Director of the DCCA, the Cable Television Administrator, the Consumer Advocate, and Senior Counsel to the Public Utilities Commission. The continuance of her role as the Director will enable initiatives she has championed to come to fruition.

Ms. Awakuni Colón's accessibility, open-mindedness, and ability to see all sides speak to her capability as an effective administrator and leader. We look forward to her being at the helm as she continues to navigate DCCA's future endeavors.

Thank you for the opportunity to testify in support of Governor's Message 540.

Iris Ikeda
Honolulu, Hawaii

Senate Committee on Commerce, Consumer Protection, and Health

GM 540

Submitting for consideration and confirmation as the Director of the Department of Commerce and Consumer Affairs, Gubernatorial Nominee, CATHERINE P. AWAKUNI COLON, for a term to expire at noon on 12-05-2022.

Dear Senator Baker and members of the Committee,

My name is Iris Ikeda, and I am testifying as an individual in support of the confirmation of Catherine Awakuni Colón as Director of the Department of Commerce and Consumer protection. When I think of a leader, I think of someone who is thoughtful, listens to all viewpoints, and makes a decision. These attributes embody Director Colón. I have worked with Ms. Colón over the last four years and found that she will engage all viewpoints and share her thought process when a decision is made. An example of this leadership was shown while we were going through the process of getting a vendor. Ms. Colón gathered the division chiefs and IT staff to view all vendors that were available to replace the DCCA's various legacy systems. We were able to see all the vendors in one four-hour sitting and determine if there were synergies among the divisions in selecting a vendor.

I appreciate that she values family and a work-life balance. I also have a child in school and she encourages me to take time off to attend these school events. Regarding work-life balance, through Ms. Colón's leadership, DCCA is a Blue Zone company. Blue Zones is a movement to help employees make healthy choices, in food choices, exercise, volunteer options, and personal growth sessions. Through the Blue Zones Project, I believe DCCA's employees have interacted with others outside their agencies and have begun to work together more cohesively and collaboratively. Blue Zones project has added a quality of life atmosphere that we believe will lead to lower health care costs and higher productivity.

For these reasons, I support Director Colón to be confirmed for another four-year term. Thank you for the opportunity to testify.

Testimony of Natalia Chan

**Before the
Senate Committee on
Commerce, Consumer Protection, and Health
Tuesday, February 19, 2019
10:00 a.m.
State Capitol, Conference Room 229**

**On the following measure:
G.M. 540, SUBMITTING FOR CONSIDERATION AND CONFIRMATION
AS THE DIRECTOR OF THE DEPARTMENT OF COMMERCE AND CONSUMER
AFFAIRS, GUBERNATORIAL NOMINEE, CATHERINE P. AWAKUNI COLÓN,
FOR A TERM TO EXPIRE AT NOON ON 12-05-2022.**

Chair Baker, Vice Chair Chang, and Members of the Committee:

My name is Natalia Chan, and I strongly support the nomination of Ms. Catherine P. Awakuni Colón as the Director of the Department of Commerce and Consumer Affairs (DCCA or Department).

Since November 2017, I have had the privilege of working closely with Ms. Awakuni Colón as the Department's legislative coordinator and government affairs attorney. Ms. Awakuni Colón industriously leads the 12 divisions and offices of the DCCA in addressing critical issues that affect Hawaii's consumers and businesses. She is adept in all areas pertaining to commerce and consumer affairs, and she is thoughtful and collaborative in her problem solving. Despite her multitude of obligations, Ms. Awakuni Colón always welcomes my questions and discussions, whether or not work-related, and she treats each of her colleagues at the DCCA as an invaluable team member.

Through our interactions and working together in the Office of the Director, I have learned that Ms. Awakuni Colón epitomizes what it means to be a dedicated public servant and a genuinely kindhearted individual. I am confident she will continue to lead the DCCA with skill, success, and gratitude.

For the above reasons, I enthusiastically support Ms. Awakuni Colón's nomination. Thank you for the opportunity to provide testimony.

TO THE SENATE COMMITTEE
ON
COMMERCE, CONSUMER PROTECTION, AND HEALTH

THIRTIETH LEGISLATURE
Regular Session of 2019

Tuesday, February 19, 2019
10:00 a.m.

**TESTIMONY ON GOVERNOR'S MESSAGE NO. 540, NOMINATING CATHERINE P.
AWAKUNI COLÓN TO DIRECTOR OF THE DEPARTMENT OF COMMERCE AND
CONSUMER AFFAIRS.**

TO THE HONORABLE ROSALYN H. BAKER, CHAIR, AND MEMBERS OF THE
COMMITTEE:

My name is Colin Hayashida and I strongly support the nomination of Catherine P. Awakuni Colón to Director of the Department of Commerce and Consumer Affairs ("Department").

Ms. Awakuni Colón's extensive career in the areas of commerce, public utilities, and regulatory affairs continues to be a tremendous benefit to the Department. Her ability to grasp complex regulatory issues makes Ms. Awakuni Colón an exceptional nominee. This combined with Ms. Awakuni Colón's leadership and ability to put ideas into policy is a rare find.

More importantly, her positive management style and concern for the Department's employees has been and continues to be a tremendous benefit.

For those reasons I ask for your favorable consideration on the appointment of Catherine P. Awakuni Colón to Director of the Department of Commerce and Consumer Affairs.

Thank you for the opportunity to testify before the committee.

TESTIMONY OF JO ANN UCHIDA TAKEUCHI
TO THE SENATE COMMITTEE ON
COMMERCE AND CONSUMER PROTECTION

Tuesday, February 19, 2019
10:00 a.m., Conference Room 229

**TESTIMONY IN SUPPORT OF GOVERNOR'S MESSAGE NO. 540
NOMINATING CATHERINE AWAKUNI COLÓN AS THE
DIRECTOR OF THE DEPARTMENT OF COMMERCE AND CONSUMER AFFAIRS**

TO THE HONORABLE ROSALYN H. BAKER, CHAIR,
THE HONORABLE STANLEY CHANG, VICE CHAIR,
AND MEMBERS OF THE COMMITTEE:

I am writing in strong support of the appointment of Catherine Awakuni Colón to serve as the Director of the Department of Commerce and Consumer Affairs (DCCA). My name is Jo Ann Uchida Takeuchi and I am submitting this testimony in my personal capacity.

As Deputy Director of DCCA, I have had a front row seat to Director Colón's exemplary leadership as DCCA Director for the past four years. It is no accident that DCCA has a solid reputation as an effective and well-run department and as a great place to work. Director Colón's vast knowledge of the department's mission and work, her wisdom in knowing when to be a hands on leader and when to allow other team members to lead, her compassion for the department's many and varied customers, and her genuine appreciation for the DCCA "ohana", have been the catalyst for so many of the department's accomplishments and initiatives.

For example, in 2018 Director Colón began a series of initiatives to enhance the wellbeing of DCCA employees, including a commitment to make DCCA the state's first certified Blue Zones department. As a part of that effort, employees have been participating in a series of "Lunch 'n Learn" sessions, group *moai* including hula, running, walking, and yoga, "real age" tests, healthy potlucks, and other wellness activities. None of these activities would have occurred without Director Colón's specific focus on helping employees live happier and healthier. Director Colón is always generous in expressing her appreciation for the work of individual employees, and goes out of her way to celebrate their personal and professional accomplishments.

Director Colón works hard to ensure that Hawaii has a strong and healthy business environment, and that consumers are protected from unfair or deceptive practices. She is and will be a great asset to the department, the administration and to the State, and I urge this committee to support Director Colón's reappointment as DCCA Director. Thank you.

Audrey Hidano
1620 Hau Street
Honolulu, HI 96817

TESTIMONY
OF
AUDREY HIDANO
TO THE
SENATE COMMITTEE ON COMMERCE, CONSUMER PROTECTION, AND HEALTH
ON

TUESDAY, FEBRUARY 19, 2019, 10:00 AM
CONFERENCE ROOM 229, STATE CAPITOL

G.M. 540

SUBMITTING FOR CONSIDERATION AND CONFIRMATION AS THE DIRECTOR OF THE DEPARTMENT OF COMMERCE AND CONSUMER AFFAIRS, GUBERNATORIAL NOMINEE, **CATHERINE P. COLON**, FOR A TERM TO EXPIRE AT NOON ON 12-05-2022.

Chair Baker, Vice Chair Chang, and members of the Committee, thank you for the opportunity to submit testimony on G.M. 540. I support the nomination of Ms. Catherine P. Colon, to the position of the Director of the Department of Commerce and Consumer Affairs, for a term to expire on 12-05-2022.

I have known Ms. Colon, in her capacity as Director of the Department of Commerce and Consumer Affairs for almost five (5) years. We have worked together on various projects and have found her to be a “no nonsense” leader, caring for her employees and always thinking how to better things in her area of expertise.

Thank you for the opportunity to submit testimony on this matter.

TESTIMONY OF ROBERT TOYOFUKU IN SUPPORT OF THE NOMINATION OF
CATHERINE AWAKUNI COLON AS DIRECTOR OF THE DEPARTMENT OF
COMMERCE AND CONSUMER AFFAIRS

February 19, 2019

To: Chairperson Rosalyn Baker and Members of the Senate Committee on Commerce Consumer Protection and Health:

My name is Bob Toyofuku and I am an attorney licensed in the State of Hawaii and have been primarily involved in government affairs for various clients. I am testifying in strong support of Catherine Awakuni Colon as the Director of the Department of Commerce and Consumer Affairs (DCCA).

I have had the opportunity to work on several issues for various clients with Ms. Colon and found her to be fair and willing to listen to all sides of the issue I was involved with. She has a very positive attitude and is interested in solving the problems and/or issues that she is confronted with. I feel that this is one of her strengths besides her administrative ability. Further, she is not adverse to making the hard decisions in order to resolve the issue.

I am recently involved with an issue that has lingered for some time before I got involved that involves other agencies as well. The Director called a meeting of all stakeholders and oversaw a discussion where the major issues were discussed. This matter is now on the right track to resolution. Also, there was another controversial issue that she and her staff worked on with me and because of her ability to focus on and understand the issue at hand, tremendous progress was made to resolve the situation quickly.

Her administrative ability and skills and her ability to listen to everyone and to solve problems makes her well suited to be the Director of the DCCA.

I wholeheartedly support her nomination and urge this committee to recommend her for this position and for the Senate to confirm her as the Director of the DCCA.

Thank you for the opportunity to submit this testimony.

Senate Committee on Commerce, Consumer Protection, and Health
Tuesday, February 19, 2019
10:00 a.m.
State Capitol, Conference Room 229

On the following measure:
GM 540, RELATING TO CATHERINE P. AWAKUNI COLON

Chair Baker and Members of the Committee:

My name is Dean Nishina and I strongly support the nomination of Catherine P. Awakuni Colón as the Director of the Department of Commerce and Consumer Affairs (Department), for the term to expire at noon on December 5, 2022.

I have been with the Department's Division of Consumer Advocacy (Division), since 1992 and, during my tenure, I have had the opportunity to interact with Director Colón in her many different professional roles: Public Utilities Commission (Commission) staff attorney, Commission chief counsel, Executive Director for the Division, and Director of the Department. Throughout all of those various roles, Director Colón has always been a consummate professional in her conduct and interactions with other people. In my direct interactions with Director Colón, she has consistently demonstrated her leadership abilities, including, but not limited to: her calm demeanor; respect for others; intelligence; excellent communication skills; empathy; dedication to public service; and polished leadership skills, to name a few examples.

Confirming Director Colón to continue in her current capacity is in the best interest for the public since she will continue to ensure that the Department operates at a high level seeking to serve the interests of both businesses and consumers. During her time at the Department, Director Colón has spearheaded several internal initiatives to ensure that the Department's employees provide the best possible services to the Department's constituents. Director Colón has sought to make available online services as well as the traditional mail-in and walk-in services. Director Colón has sought to upgrade internal and outward facing systems so that employees' efficiencies increase and also insures that businesses and consumers are provided the best services. Director Colón has also sought to improve employees' health by introducing Blue Zone practices so that employees will have less sick days and with the intent of reducing health care costs to the state

There are many examples of Director Colón's accomplishments as well as her dedication to the Department's employees and the people of Hawaii. Suffice to say that it should be easy for this committee to confirm that Director Colón is an excellent choice to continue to serve Hawaii as the Department's director. For all the above listed reasons and many more that could be listed, it is my pleasure to offer my support, as an individual, for Catherine Awakuni Colón.

Thank you for the opportunity to testify on this bill.

TESTIMONY OF
JENNIFER M. POTTER

TO THE
SENATE COMMITTEE ON
COMMITTEE ON COMMERCE, CONSUMER PROTECTION, AND HEALTH

February 19, 2019
10:00 a.m.

Chair Baker and Members of the Committee:

MEASURE: GM 540

TITLE: Governor's Message Number 540.

DESCRIPTION: Submitting for consideration and confirmation as the Director of the Department of Commerce and Consumer Affairs, Gubernatorial Nominee, CATHERINE P. AWAKUNI COLON, for a term to expire at noon on 12-05-2022.

POSITION:

Jennifer M. Potter is in **support** of GM 540 and offers the following comments for consideration.

COMMENTS:

I, Jennifer Potter, is in support of this measure to confirm Director of the Department of Commerce and Consumer Affairs, Gubernatorial Nominee, CATHERINE P. AWAKUNI COLON, for a term to expire at noon on 12-05-2022.

Catherine Awakuni is a strong leader that has a proven track record of continued improvement within the Department of Commerce and Consumer Affairs. She has worked diligently with internal staff and external agencies to facilitate collaboration, improvements, and cooperation. She has proven to be a strong public servant, having spent her career with a number of state agencies working to provide guidance and leadership. She has proven to be an effective leader for all of us within DCCA, and we will be proud to serve with her as our Director.

Thank you for the opportunity to testify on this measure.

GOV. MSG NO. 540
SUBMITTING FOR CONSIDERATION AND CONFIRMATION AS THE DIRECTOR OF
THE DEPARTMENT OF COMMERCE AND CONSUMER AFFAIRS
GUBERNATORIAL NOMINEE CATHERINE P. AWAKUNI COLON

TESTIMONY OF WILLIAM NHIEU
TO THE COMMITTEE ON COMMERCE, CONSUMER PROTECTION, AND HEALTH
TUESDAY, FEBRUARY 19, 2019 10:00 AM

Chair Baker, Vice-Chair Chang, and members of the Committee. I am testifying as an individual and in **strong support** of the confirmation of Catherine Awakuni Colón as Director of the State of Hawaii Department of Commerce and Consumer Affairs.

Director Awakuni Colón has led the Department since early 2015, following a progressive career in the public and private sector. As a public servant she has served in various managerial and expert capacities directly pertinent to the mission of the Department to include Executive Director of the Office of Consumer Advocacy, Chief Counsel of the Public Utilities Commission, and Cable Television Administrator.

During my time working with the Director, I have witnessed her professionalism and practical approach in leadership. Having previously worked at the staff, division chief, and now director level, she has a firm understanding of the processes and personnel of the department and has been working steadily with managers and employees to identify opportunities to better serve Hawaii and protect its consumers.

Director Awakuni Colón also has the willingness and ability to recognize the strengths of employees and make them work towards achieving the goals of the Department. She is a sound leader and mentor, and I am sincerely honored to work under her direction.

I again strongly encourage the Committee to support Catherine Awakuni Colón's nomination and recommend her confirmation to the Senate. Thank you for the opportunity to provide testimony.

GM-540

Submitted on: 2/15/2019 6:40:11 PM

Testimony for CPH on 2/19/2019 10:00:00 AM

Submitted By	Organization	Testifier Position	Present at Hearing
Ty Nohara	Individual	Support	No

Comments:

GM-540

Submitted on: 2/16/2019 7:59:59 AM

Testimony for CPH on 2/19/2019 10:00:00 AM

Submitted By	Organization	Testifier Position	Present at Hearing
Lisa Kim	Individual	Support	Yes

Comments:

Testimony in Support.

GM-540

Submitted on: 2/17/2019 8:19:37 PM

Testimony for CPH on 2/19/2019 10:00:00 AM

Submitted By	Organization	Testifier Position	Present at Hearing
Joshua Strickler	Individual	Support	No

Comments:

I strongly support the confirmation of Catherine Awakuni Colon as the Director of the Department of Commerce and Consumer Affairs.

GM-540

Submitted on: 2/18/2019 3:00:29 PM

Testimony for CPH on 2/19/2019 10:00:00 AM

Submitted By	Organization	Testifier Position	Present at Hearing
Julie Hong	Individual	Support	No

Comments:

I support the confirmation of Catherine P. Awakuni Colon for another term, as Director of the Department of Commerce and Consumer Affairs.

TESTIMONY OF
LYNN A.S. ARAKI-REGAN

TO THE SENATE COMMITTEE ON COMMERCE, CONSUMER PROTECTION, AND HEALTH
FEBRUARY 19, 2019
CONFERENCE ROOM 229
10:00 A.M.

TESTIMONY ON GOVERNOR'S MESSAGE 540 RELATING TO
GUBERNATORIAL NOMINEE CATHERINE P. AWAKUNI COLON
FOR DIRECTOR OF DEPARTMENT OF COMMERCE AND CONSUMER AFFAIRS

Chair Baker, Vice Chair Chang, and members of the committee:

I wholeheartedly support the confirmation of Catherine Awakuni Colon to the position of Director of the Department of Commerce & Consumer Affairs.

I have had the privilege of getting to know Catherine and have gained a deep respect and admiration for her. Director Awakuni Colon possesses the leadership qualities, acumen, and administrative experience critical for a large organization such as the DCCA. She is fair, reasonable, even-tempered, solution-oriented, and a good team builder.

As Governor Ige's administration is committed to addressing the many issues facing our state in a direct and forthright manner, Catherine is an integral part of the team that is committed to achieving the goals of this administration in an honest, transparent, accountable, and responsive manner.

Thank you for the opportunity to provide testimony.

February 16, 2019

The Honorable Rosalyn H. Baker
Chair
Senate Committee on Commerce,
Consumer Protection, and Health
Hawaii State Capitol, Room 230
Honolulu, Hawaii 96813

Re: Testimony Before the Senate Committee on Commerce, Consumer Protection, and Health (Tuesday, February 19, 2019 at 10:00 am) in **Strong Support** of Governor's Message No. 540 Nominating for Consideration the Confirmation of **Catherine P. Awakuni Colón** as the Director of Commerce and Consumer Affairs

Dear Chair Baker:

My name is Ji Sook Kim and I am currently the Cable Administrator for the Department of Commerce and Consumer Affairs (DCCA). However, I am providing testimony on this nomination in my personal capacity.

I have personally known Ms. Awakuni Colón for over 18 years and have worked with her for many of them. Through all my years working with or for her in the public sector I found her to be very knowledgeable, fair, and supportive. I first met Ms. Awakuni Colón while working at the Public Utilities Commission (PUC). During her years at the PUC, first as a Commission Counsel and then as Chief Counsel, she worked on complex regulatory issues and initiatives with great skill and with thorough understanding of the issues; and was involved in deciding important regulatory matters in a sound and reasonable manner. Under her leadership at the DCCA, among various other accomplishments, numerous important public benefits were negotiated with cable operators. Such benefits include expansion of the state communications infrastructure, continued support of public access and public broadcast services, and the promotion and increased access of broadband services throughout the State including through the designation of WiFi hotspots in public areas and gathering places.

I fully respect and have confidence in her abilities and believe she has the dedication, knowledge, and disposition to continue to lead the DCCA. Through all her years in public service she has always and continues to be mindful that as a public servant she is responsible to and serves the public. I strongly urge the Senate Committee on Commerce, Consumer Protection, and Health recommend that the full Senate advise and consent to the nomination of Ms. Awakuni Colón to continue to head the DCCA.

Thank you for this opportunity to provide testimony in support of this nomination.

Sincerely,

/s/ Ji Sook Kim
lisajskim@yahoo.com