



Hawaiian Electric

Hawaiian Electric wants Building Industry Association members to know that the company is still on the job – even as the state grapples with the coronavirus pandemic. During this time, the utility is adjusting its operations to reduce potential spread of the coronavirus such as postponing less urgent repair and maintenance work, and closing walk-in customer payment centers at least through April 30.

None of these operational changes will interrupt electric service to businesses that count on the vital service Hawaiian Electric provides.

The company is postponing projects and work that would require customer outages, unless it's deemed critical for safety or reliability. Emergency work, including outage restoration and repairs to ensure public safety such as replacing damaged poles, remains a priority.

Although electric utility employees are considered "essential workers," the company is trying to reduce the numbers in the field to protect the health and safety of employees and the public. Other noteworthy changes:

TEMPORARY ESTIMATING OF ENERGY USAGE

Meter readers will do their best to obtain meter reads for commercial customers. Meter reads may be estimated based on the previous month's usage if readers don't have access or cannot safely access the meter, or if the reader is unable to follow CDC's guidelines of avoiding crowds or maintaining social distance. Estimating bills is a temporary measure.

NOTIFY HAWAIIAN ELECTRIC OF SIGNIFICANT CHANGE IN ENERGY USE

An estimate based on the previous month's usage may not align with a business' current usage, which may have changed due to the coronavirus pandemic. If actual usage has significantly declined due to changes in operations, Hawaiian Electric encourages businesses to request a revised bill estimate for your current circumstances at www.hawaiianelectric.com/CommercialBillEstimate or call the company to better reflect an estimate of the businesses' usage. Once meter reading resumes, the bills will be adjusted to ensure businesses are charged only for the electricity used.

REQUEST PAYMENT ARRANGEMENT

Customers who are having difficulty paying their bills due to the coronavirus pandemic are encouraged to visit the company's online customer care center to submit a payment arrangement request at www.hawaiianelectric.com/CustomerServiceOptions. You can also contact representatives on O'ahu, 548-7311; Maui, 871-9777; Moloka'i and Lāna'i, 1-877-871-8461; Hilo, 969-6999; Kona, 329-3584; or Waimea, 885-4605.

SERVICE DISCONNECTIONS SUSPENDED

Service disconnections are suspended through May 17, an extension from April 17. If a company receives a notice from Hawaiian Electric before May 17 that threatens to disconnect service, it's a scam and should be ignored.

WALK-IN CUSTOMER PAYMENT CENTERS CLOSED

Walk-in customer payment centers will remain closed at least through April 30 rather than reopen on March 30 as originally planned.

CUSTOMER INSTALLATION DEPARTMENT CHANGES

Walk-ins at the Ward offices have been temporarily suspended until further notice, but customers still have options to submit service requests.

- Visit <https://www.hawaiianelectric.com/electrical-services/builders-developers-and-contractors> to learn how businesses can apply for service online.
- Also, visit <https://www.hawaiianelectric.com/safety-and-outages/outdoor-safety/pipeline-and-digging-safety/excavation-clearances> to see how to process Trenching Permits and Excavation Clearances.
- Call Customer Installations at (808) 543-7070 with questions.
- Drop off of required engineering drawings for a request at the Ward offices will still be open for this purpose. Please let the assigned engineer/planner know when a delivery has been made.
- The Electric Service Installation Manual and Engineering Specifications/Standards can be found at <https://www.hawaiianelectric.com/electrical-services/builders-developers-and-contractors/manuals-and-engineering-specifications>

Now more than ever Hawaiian Electric wants Building Industry Association members to know that it will continue to keep the lights on and work with them to weather the coronavirus pandemic.

