



**Hawaiian
Electric**

NEWS RELEASE

FOR IMMEDIATE RELEASE

Hawaiian Electric reports surge in scam calls to customers *Thieves targeting customers during coronavirus pandemic*

HONOLULU, March 25, 2020 – Scammers are trying to capitalize on coronavirus fears by pretending to be Hawaiian Electric and threatening to disconnect customers’ electric service unless “overdue” bills are not paid. Don’t be scammed!

Hawaiian Electric has received dozens of fraud reports from across our five-island service territory since late last week, with many more likely going unreported. Today alone, there were 23 fraud reports received on O’ahu by 1 p.m.

Customers have also reported receiving threatening texts from Hawaiian Electric asking for payment. Hawaiian Electric **does not** text customers to request payment.

Earlier in the day, an O’ahu customer lost more than \$300 after a scammer called and threatened to cut off electric service to the customer’s home. The scammer requested and received funds via Cash App, a mobile app that allows peer-to-peer payment. Hawaiian Electric does not accept Cash App payments, bitcoin, gift cards or prepaid debit cards.

Visit <https://www.hawaiianelectric.com/customer-service/customer-and-payment-centers> to check the acceptable forms of payment.

Hawaiian Electric has suspended disconnections through at least April 17 so that customers facing financial hardship due to the coronavirus pandemic are able to contact Customer Service and arrange payment options and schedules. While customers will still be responsible for paying their electric bills, payment arrangements can help ease the financial challenges for those most affected by the COVID-19 situation.

To make payment arrangements or for more information, visit our online customer care center at www.hawaiianelectric.com or contact our representatives at the following numbers:

- O’ahu (808) 548-7311
- Maui (808) 871-9777
- Moloka’i and Lāna’i 1-877-871-8461
- Hilo (808) 969-6999
- Kona (808) 329-3584
- Waimea (808) 885-4605

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