



**Hawaiian
Electric**

CUSTOMER INSTALLATION DEPARTMENT TEMPORARY CHANGES

Oahu

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

- Visit www.hawaiianelectric.com/electrical-services/builders-developers-and-contractors to learn how businesses can apply for service online.
- Also, visit www.hawaiianelectric.com/safety-and-outages/outdoor-safety/pipeline-and-digging-safety/excavation-clearances to see how to process Trenching Permits and Excavation Clearances.
- Email Customer Installation at cid@hawaiianelectric.com 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 www.hawaiianelectric.com/electrical-services/builders-developers-and-contractors/manuals-and-engineering-specifications

Maui County

Employees have been instructed NOT to accept forms and/or drawings while in the field. Customers still have numerous options to submit service requests and are encouraged to contact us via phone, fax, email or mail:

- Call Customer Installations at (808) 871-2390
- Fax: (808) 442-3951
- Email: engclerk@mauielectric.com
- Mail: P.O. Box 398, Kahului, HI 96733-6898T
- To submit required engineering drawings for a request, mail to Hawaiian Electric Maui County, P.O. Box 398, Kahului, HI 96733-6898.
- The Electric Service Installation Manual and Engineering Specifications/Standards can be found at www.hawaiianelectric.com/electrical-services/builders-developers-and-contractors/manuals-and-engineering-specifications

Hawaii Island

Employees have been instructed NOT to accept forms and/or drawings while in the field. Customers still have numerous options to submit service requests and are encouraged to contact us via phone, fax, email or mail:

- Email: HELCOEngineering@hawaiianelectric.com
- Mail: Hilo - P.O. Box 1027, Hilo, HI 96721-1027 or Kona - 74-5519 Kaiwi Street, Kailua-Kona, HI 96740
- Fax: Hilo (808) 969-0256 or Kona (808) 327-0505
- Call us directly in Hilo (808) 969-0312 or Kona (808) 327-0510
- If you need to submit required Engineering drawings for a request, they can be mailed to Hawaiian Electric-Hawaii Island at the addresses listed in the second bullet.
- The Electric Service Installation Manual and Engineering Specifications/Standards can be found at www.hawaiianelectric.com/electrical-services/builders-developers-and-contractors/manuals-and-engineering-specifications

For our Customer Renewable Programs, visit our Customer Interconnection Tool at www.hawaiianelectric.com to apply online. For general questions or if you have questions regarding the status of an existing application, please call:

- Hilo Engineering at (808) 969-0311
- Kona Engineering at (808) 327-0521