



**Hawaiian  
Electric**

## NEWS RELEASE

FOR IMMEDIATE RELEASE

### **Hawaiian Electric offers payment plans to help customers** *Collection efforts to resume after Sept. 1*

**HONOLULU, July 21, 2020** – To assist residents and businesses dealing with the financial toll of the coronavirus pandemic, Hawaiian Electric is offering special payment plan options to customers, including extending payments over time.

Hawaiian Electric suspended disconnections and collections activities since March. In accordance with PUC direction, Hawaiian Electric extended its moratorium on disconnections for nonpayment through Sept. 1, and late fees resume after Sept. 15.

By contacting Hawaiian Electric now and signing up for a payment plan, customers can avoid the inconvenience of an electric service interruption.

“We know that many of our customers continue to experience financial strain, and our special payment plans are set up to provide customers with extended payment options with no penalty or financing fees during this unprecedented time,” said Shelee Kimura, Hawaiian Electric senior vice president of customer service. “For us to help, we need to hear from you.”

The following special payment plans are offered for a limited time. Late fees will be waived on all plans:

RESIDENTIAL Plan Details and Eligibility	
<b>4-Month Equal Installment</b>	<p>Equal installment payment on the total account balance over a four-month period</p> <p>Eligibility</p> <ul style="list-style-type: none"> <li>• Financial hardship</li> <li>• On-time payment on future monthly bills for the duration of the plan</li> </ul>
<b>6-Month Equal Installment</b>	<p>Equal payments on the past due amount over a six-month period due with current bill</p> <p>Eligibility</p> <ul style="list-style-type: none"> <li>• Financial Hardship</li> <li>• Credit history - No more than one disconnection notice*</li> <li>• Account balance &gt;=\$600</li> <li>• On-time payment of future monthly bills for the duration of the plan</li> </ul>
<b>12-Month Equal Installment</b>	<p>Equal installment payment on the total account balance over a twelve-month period</p> <p>Eligibility</p> <ul style="list-style-type: none"> <li>• Financial hardship: Unemployed at any point since March 2020</li> <li>• Credit history - No disconnection notices*</li> <li>• On-time payment of future monthly bills for the duration of the plan</li> </ul>
<b>Deferred Start 4-Month or 6-Month Equal Installment Plan</b>	<p>Equal installment payment on the total account balance over a four-month or six-month period, starts after two months</p> <p>Eligibility</p> <ul style="list-style-type: none"> <li>• Financial hardship: Unemployed at any point since March 2020</li> <li>• Credit history - No disconnection notices*</li> <li>• On-time payment of future monthly bills after two months and for the duration of the payment plan</li> </ul>

\* Credit history period: 12-month payment history pre-COVID (March 2019 to February 2020).

COMMERCIAL Plan Details and Eligibility	
<b>4-Month Equal Installment</b>	Equal installment payment on the total account balance over a four-month period Eligibility <ul style="list-style-type: none"><li>Financial hardship</li><li>On-time payment on future monthly bills for the duration of the plan</li></ul>
<b>6-Month Equal Installment</b>	Equal payments on the past due amount over a six-month period due with current bill Eligibility <ul style="list-style-type: none"><li>Financial Hardship</li><li>Credit history - No more than one disconnection notice*</li><li>Account balance &gt;=\$600</li><li>On-time payment of future monthly bills for the duration of the plan</li></ul>

Customers who have been notified their accounts are past due are urged to contact the company well before Sept. 1 to set up a payment plan.

Customers may visit [www.hawaiianelectric.com/paymentarrangement](http://www.hawaiianelectric.com/paymentarrangement) to view current plan offerings and to fill out a payment arrangement request form that can be submitted via email – the **quickest way** to start the process.

For payment arrangements, the total past due balance will be divided into equal monthly installments. Customers will continue to incur new energy charges each month that must be paid by the stated due date for the duration of the special payment arrangement plan.

In addition to the payment plans, a variety of public and nonprofit assistance programs are currently available as a result of COVID-19. Customers may go to [www.hawaiianelectric.com/COVID19](http://www.hawaiianelectric.com/COVID19) for information on these programs.

The company's walk-in payment centers remain closed until further notice, but there are several payment methods available to customers.

Visit [www.hawaiianelectric.com/paymentoptions](http://www.hawaiianelectric.com/paymentoptions) for payment methods. Customers who prefer to pay in person may do so at no charge at Western Union payment locations at retailers throughout the company's service territory. The company website lists the locations.

For assistance managing energy costs, Hawai'i Energy is a trusted resource for tips and rebates to help offset the costs of energy-saving equipment and services. Visit <https://hawaiienergy.com/tips> for more information.

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