



**Hawaiian
Electric**

NEWS RELEASE

FOR IMMEDIATE RELEASE

Moratorium on disconnections of electric service for nonpayment extended through March 31, 2021

Payment arrangement options available to help customers

HONOLULU, Dec. 22, 2020 – The moratorium on disconnections for nonpayment has been extended through March 31, 2021, by order of the Public Utilities Commission (PUC). Even with the extension, customers having difficulty paying their bill are urged to contact Hawaiian Electric to set up a payment arrangement plan.

The PUC today ordered the extension of the disconnection moratorium, which was previously set to end Dec. 31. The moratorium has been in place since March.

“If you’ve been financially impacted by COVID-19, contact us so we can help you,” said Shelee Kimura, senior vice president of customer service. “Our goal is to keep everyone connected, even when the moratorium is ultimately lifted, so let’s work together to make a plan that can work for your budget.”

Hawaiian Electric will work with O’ahu, Maui County and Hawai’i Island customers with past due accounts to find the best options to make their payments manageable and is offering longer repayment schedules than ever before.

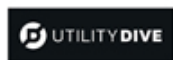
Visit www.hawaiianelectric.com/paymentarrangement for a list of plans and to submit a payment request form. Completing the form is the quickest way to get the process started. Late fees and interest charges are waived while on a payment plan.

Note that the special payment arrangement options listed on the website are not the only choices available. Company representatives can work with customers to tailor a plan to individual budgets.

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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