



NORTH KOHALA COMMUNITY UPDATE

In 2019, Hawaiian Electric co-hosted the Resilience and Sustainability Forum with the North Kohala Community Development Plan Action Committee to talk about energy, agriculture, water, and emergency preparedness. We asked for your feedback on several options to improve resilience and reliability for North Kohala. The majority supported a microgrid with a battery energy storage system (BESS) option.

A microgrid would allow us to keep your lights on while we rebuild the sub-transmission line that sends electricity to North Kohala. The line was built in the 1950s and is a radial line which means that any problem on the line causes an outage for the entire community. A microgrid also would help lower the frequency and duration of outages for the area served by the microgrid. We'd continue to perform regular line maintenance, but it likely won't require an overnight outage.

Last month, we filed a draft Request for Proposals with the Public Utilities Commission for a BESS that would be integrated with a microgrid controller system owned and operated by Hawaiian Electric. Both would be located next to Hawaiian Electric's Hawi substation and completed in November 2024, if approved. Until then, we'll continue with regular inspections, tree trimming, and annual planned outages.

For more information, visit hawaiianelectric.com under North Kohala Energy Storage RFP. If you have questions or comments, please email renewableacquisition@hawaiianelectric.com or sharri.thornton@hawaiianelectric.com.

We'll also provide updates on KNKR radio at 7 p.m. tonight and at the Kohala schools Coffee Talk on December 15.

This microgrid project is the result of the work we did together to develop options that would best meet the needs of North Kohala and Hawaiian Electric. Your feedback is an essential part of the process. We encourage you to provide feedback on the project during the approval of the RFP by the Commission and the contract approval stage. We'll share more information as it becomes available.

Mahalo for your support!



We're Here to Help You

If your account is past due, now is the time to choose a payment schedule that meets your needs. Customers on an interest-free payment arrangement plan are not subject to disconnection.

Call (808) 969-6999 or visit hawaiianelectric.com/paymentarrangement to review options and submit a request.



COVID Financial Assistance Options

Catholic Charities Hawai'i Emergency Solutions Grant COVID Housing Assistance Program
(808) 961-7050

Hawai'i County Emergency Rental Assistance Program
Website: hawaiicountyrap.org

DHHL Rent Relief Program
Website: hawaiiancouncil.org/dhhl

Ka Wailele Emergency Financial Assistance Program
(808) 587-7656
Website: oha.org/emergencyaid

For a complete list of resources, go to hawaiianelectric.com/COVID19



Beware of New Scams!

Scammers are more aggressive, threatening immediate disconnection unless you make payments with prepaid debit cards. Hawaiian Electric will **NEVER**:

- Threaten immediate disconnection of power
- Ask for payment in an email
- Send a disconnection notice via text
- Go door-to-door collecting past due bills

To report a scam and for more tips, go to hawaiianelectric.com/stopscams



Emergency Preparedness

Free Handbook for Emergency Preparedness at Sunshine True Value Hardware, Kohala Village Hub, public library, hawaiianelectric.com/prepared, or call (808) 969-0137.



Contact Us

Online Customer Service Center on our website: hawaiianelectric.com/contactus or call (808) 969-6999



Hawai'i Energy

Save Money with Hawaii Energy's Rebates.

Find out more go to hawaiienergy.com/rebates