



Hawaiian
Electric

February 2023

NORTH KOHALA COMMUNITY UPDATE

Keeping Your Lights On

We've made steady progress on the microgrid project to improve resilience and reliability in North Kohala. This project is designed specifically to operate as a microgrid to provide electric service when power cannot be provided by the interconnected island grid.

The sub-transmission line that serves North Kohala was built in the 1950s. It's a radial line which means that any problem on the line causes an outage for the entire community. Annual maintenance work and emergency repairs require outages that impact about 2,000 customers in the area. A microgrid would allow us to keep your lights on while we rebuild the line and help lower the frequency and duration of outages for the area.

In October 2021, we filed a draft Request for Proposals (RFP) with the Public Utilities Commission for the microgrid's battery energy storage system (BESS). In January 2023, we filed a revised draft RFP and related documents with the Commission. Revisions include a BESS size change to 5 megawatts / 30 megawatt-hours of energy storage capacity and an updated in-service date of September 2025. The Commission will review the revised draft and provide further direction on the release of the final RFP.

This 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. We encourage you to provide additional feedback during the RFP approval and contract approval stages. Comments can be emailed to renewableacquisition@hawaiianelectric.com or submitted to the Commission via their website puc.hawaii.gov/contact for Docket No. 2022-0012.

To learn more about this project, please visit hawaiianelectric.com/northkohalamicrogrid or call us at (808) 969-0137.



Power Outages

Protect your sensitive electronic equipment

- Unplug sensitive electronic equipment during rainstorms, if there is lightning, and if power goes out.
- Properly ground your cable TV, telephone, and utility service lines.
- Install protective devices like a surge suppressor or an uninterruptible power supply (UPS) to protect individual sensitive equipment.

Filing a claim

If you believe your equipment was damaged by a power outage, you can file a claim within 30 days of the outage. Visit hawaiianelectric.com/damageclaim or call (808) 969-0279 for details.



We're Here to Help

We're offering interest-free monthly payment arrangement plans for a limited time. For all options, late fees are waived.

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



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



Free Energy-Savings and Safety Resources



Download at hawaiianelectric.com
or call (808) 969-0137
for a printed copy.



Hawai'i Energy

Save Money with Hawaii Energy's Rebates.

(877) 231-8222

Find out more go to
hawaiienergy.com/rebates



Connect With Us

CUSTOMER SERVICE

Hilo (808) 969-6999
Kona & Waimea (808) 329-3584

CUSTOMER INSTALLATIONS

(new construction, line extensions,
repairs, renovations, upgrades)

DER HOTLINE (808) 543-4760
(private rooftop solar)

TROUBLE DESK

(report outages, downed power lines,
request voltage checks)