

We're here to help



No one likes to see the price of electricity rise, especially as prices for nearly every other commodity are rising at their fastest pace in decades.

Customers are paying more for electricity primarily because we're paying more for the imported fuels we use to generate electricity. The price of oil is the main driver for the higher electric bills we're seeing, and we don't know how long this situation will last. Hawaiian Electric makes no profit on the fuel it uses to generate power.

It won't always be this way. We're doing everything we can to bring planned renewable projects online as quickly as possible to help replace the power generated by fossil fuels. A third of the energy generated on O'ahu already comes from renewable resources and we're moving to bring more clean energy projects with stable pricing online.

Cleaner, more affordable energy for our customers. That's what we're working toward.

Tips, tools and resources



One way to keep bills manageable is to use less electricity through conservation like taking shorter showers, hanging laundry and unplugging electronics. Other options include investing in

energy-efficient appliances, rooftop solar, battery storage or an electric vehicle.

Hawai'i Energy is an expert resource that offers rebates and practical energy-saving tips. They also offer free virtual workshops to help residents learn more about saving energy and how to put their knowledge into action.

Hawaiian Electric also offers tips, tools, resources, and payment plans. Just as we did through the pandemic, we'll work with you to keep you connected. We're happy to help, so please reach out to us.



Hawai'i Energy

Energy-efficiency and conservation tips
Community workshops ■ Rebates ■ Marketplace
(808) 537-5577
HawaiiEnergy.com

Now is the time to conduct a thorough inventory of how your household uses electricity.

- ❖ The three appliances that account for the bulk of electricity use, are the refrigerator, water heater and air conditioner.
 - ◆ **Refrigerator:** Dust off coils or filters and check rubber seals. Make sure your refrigerator and freezer aren't at their maximum settings.
 - ◆ **Water heater:** Keep it set to 120°F and consider installing a timer. Turn off the appliance if you're leaving for an extended time.
 - ◆ **Air conditioner:** Use sparingly, keep filters clean and set the thermostat to 78 degrees. Use (ENERGY STAR®) fans where possible instead of ACs.

FREE ENERGY-SAVINGS AND SAFETY RESOURCES



Download at hawaiianelectric.com
or call (808) 543-7511 for a printed copy.

Helpful Resources



Downed Power Lines

Downed power lines can be energized and deadly. For your safety, assume fallen lines are live and avoid anything in contact with them.

If a power line falls on your car while you're inside:

- Remain where you are, if possible, and wait for help.
- Don't touch any part of the vehicle's frame or any other metal.
- If you must get out of the car because of a fire or other hazard, jump free of the car, hopping with both feet together, so that your body clears the vehicle before touching the ground.
- Once you clear the car, shuffle at least 30 feet or more away, with both feet on the ground.
- Never touch the vehicle and the ground simultaneously because this will increase the risk of electrical shock.

If you see someone injured after touching a power line, call 9-1-1 for help. Don't try to rescue them.

Report downed power lines immediately at 1-855-304-1212.



Beware of Scammers

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.



Behind on your bill?

Go to hawaiianelectric.com/paymentarrangement to sign up for a payment plan.

Financial assistance programs offered by government or nonprofit agencies also are listed on this webpage.



Connect with us



Contact us

Customer Service

O'ahu:	(808) 548-7311
Maui:	(808) 871-9777
Moloka'i & Lāna'i:	1-877-871-8461 (toll free)
Hilo:	(808) 969-6999
Kona:	(808) 329-3584
Waimea:	(808) 885-4605