



Disconnection moratorium ended 5/31/21

Hawaiian Electric is here to keep you connected

Time to take action

The moratorium on disconnections for nonpayment ended **May 31, 2021**. If your account is past due, now is the time to choose a payment schedule that meets your needs. Customers on a payment plan are not subject to our disconnection process. Sign up now for an interest-free payment arrangement. Go to hawaiianelectric.com/paymentarrangement to review options – ranging from four to 18 months – and submit a request.

Automatic 12-Month Payment Plan

If your account is past due and we do not hear from you, we may automatically roll your balance into a 12-month payment plan with your July 2021 bill to avoid disconnection. You'll receive a notice with your July bill and your bill will include the current charges plus the installment amount. You can opt out of the plan or transition to a more tailored plan to fit your needs at any time by going to hawaiianelectric.com/paymentarrangement.

Plan ahead

Depending on your balance, the installment amount will differ for each customer. If your past due amount is small, then the installment amount can be a smaller fraction of your normal bill. However, if you have not paid any bills in over a year, your bill could more than double.

For illustrative purposes, here's an EXAMPLE of how a 12-month payment option works:

One-twelfth of the past due balance must be paid every month over 12 months – in addition to your current charges. On the first month of your installment plan, your Amount Due will include your current charges + 1/12 of your outstanding balance.

Let's say you have an outstanding balance of \$1,200.

- *Divide the balance by number of months in payment plan:
\$1,200 divided by 12 = \$100*
- *If your current charge is \$150, you'll owe \$150 + \$100.
Total amount due will be \$250.*
- *You'll need to pay the additional 1/12 outstanding balance, plus current charge, for 12 consecutive months.*

What happens if I cannot pay?

If you do not pay the amount due while on a payment plan, it may trigger collection activity and your service may be disconnected. Please contact us right away if you need assistance or to make an adjustment to your arrangement. We are here to help.

Is there any available assistance?

Yes, if you are experiencing financial hardship related to the COVID-19 pandemic, we encourage you to seek government and nonprofit agency assistance. While Hawaiian Electric does not administer these programs we work with them. See a listing of resources at hawaiianelectric.com/COVID19.



**Hawaiian
Electric**

hawaiianelectric.com/paymentarrangement