

HAWAIIAN ELECTRIC COMPANY, INC.

Superseding Revised Sheet No. 15
Effective: October 28, 1966

REVISED SHEET NO. 15
Effective: June 20, 2008

RULE NO. 7

Discontinuance and Restoration of Service

A. REASONS FOR DENYING SERVICE

The Company may refuse or discontinue service for any of the reasons listed below:

1. Without notice in the event of a condition determined by the Company to be hazardous. The Company shall have the right to refuse service to any applicant and to refuse or discontinue service to any customer whose wire, appliances, apparatus, or other equipment, or use thereof shall be determined by the Company to be unsafe or in violation of applicable laws, ordinances, rules or regulations of any public authority, or if any condition exists upon the applicant's or customer's premises shall be determined by the Company to endanger the Company's service facilities;

The Company does not assume any duty of inspecting or repairing any applicant's or customer's wire, appliances, apparatus, or other equipment or any part thereof and assumes no liability therefor;

2. Without notice in the event of customer use of equipment in such a manner as to adversely affect the Company's equipment or the Company's service to others;

3. Without notice in the event of tampering with the equipment furnished and owned by the Company;

4. Without notice in the event of unauthorized use or use in violation of applicable laws, ordinances, rules, or regulations of any public authority;

5. For violation of and/or non-compliance with the Company's tariff or rules on file with and approved by the Commission. The Company may discontinue service to a customer if after written notice of such non-compliance the customer fails to comply within 5 days after date of presentation of such notice or within such other period of time after date of presentation of such notice as may be specified in such notice;

HAWAIIAN ELECTRIC COMPANY, INC.

Docket No. 04-0113; Order Approving Revised Tariff Sheets and Rate Schedules, Filed on May 21, 2008.

Transmittal Letter dated June 23, 2008.

HAWAIIAN ELECTRIC COMPANY, INC.

Superseding Revised Sheet No. 16
Effective: January 1, 1995

REVISED SHEET NO. 16
Effective: June 20, 2008

RULE NO. 7 (continued)

Discontinuance and Restoration of Service

6. For failure of the customer to fulfill his contractual obligations for service and/or facilities subject to regulation by the Commission;

7. For failure of the customer to permit the Company reasonable access to its equipment;

8. For non-payment of bill provided that the Company has made a reasonable attempt to effect collection and has given the customer written notice that he has at least 5 days, excluding Sundays and holidays, in which to make settlement on his account or have his service denied;

9. If, for an applicant's convenience, the Company should provide service before credit is established or should continue service to a customer when credit has not been re-established in accordance with Rule No. 5 and he fails to establish or re-establish his credit within 5 days after date of presentation of written notice to do so or within such other period of time after date of presentation of such notice as may be specified in such notice, the Company may discontinue service;

10. For failure of the customer to furnish such service equipment, permits, certificated, and/or rights-of-way, as shall have been specified by the company as a condition to obtaining service, or in the event such equipment or permission are withdrawn or terminated; or

II. Fraud against the Company:

Unless otherwise stated, the customer shall be allowed a reasonable time in which to comply with the rule before service is discontinued. No service shall be discontinued on the day preceding or day or days on which the Company's business office is closed unless provisions are made for payment or reconnection on days when the Company's business offices are closed, except as provided in Rules 7A1 and 7A2.

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RULE NO. 7 (Continued)

Discontinuance and Restoration of Service

B. CUSTOMER'S REQUEST FOR SERVICE DISCONTINUANCE

When a customer desires to terminate his responsibility for service, he shall give the Company not less than 2 days notice and state the date on which he wishes the termination to become effective. A customer may be held responsible for all service furnished at the premises until 2 days after receipt of such notice by the Company or until the date of termination specified in the notice, whichever date is later.

C. RETURNED PAYMENT CHARGE

Payment by check or by any electronic payment form such as payment by credit card, debit card, or any form of automatic bill payment for any service covered herein which is returned by the financial institution on which it is issued will result in a fee to the customer of \$25.00 per returned check or returned payment.

D. FIELD COLLECTION CHARGE

The Company shall require payment of \$20.00 for a field call to the customer's service location necessitated by the customer's nonpayment of bills when such field call results in a successful collection of monies. This charge will be added to the customer's bill.

E. SERVICE ESTABLISHMENT CHARGE

The Company shall require payment of \$20.00 for each establishment, supersedure, or re-establishment of electric service to any customer. This service establishment charge is in addition to the charges calculated in accordance with the applicable rate schedule and will be required each time an account is opened, including a turn on, a reconnection of electric service, or a change of customer which requires a meter reading.

When a customer requests same day service or that electric service be turned on or reconnected outside of regular business hours, an additional charge of \$25.00 will be assessed.

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