# Interruption of Electric Service Claim for Damage or Loss

Should you experience a power outage, you have the right to file a claim for compensation for any loss caused by that outage. You may be eligible to receive either the cost to repair or the depreciated value of the damaged items, whichever is less.

*Note: For your claim to be valid, it must be filed with Hawaiian Electric within 30 days of the interruption of electric service. (Rule 16, PUC Order 10960)*

Name of resident or business _____

Contact person (if different from above) _____

Incident address _____

Mailing address (if different from above) _____

Electric service account number _____

Phone number (home) _____ (work) _____ (cell) _____

Date and time of the incident (date) _____ (approximate time) _____

Did you place a trouble call to Hawaiian Electric at the time of the incident? ___ Yes ___ No

Description of the incident (check as appropriate)

| | | |
|---|---|---|
| _____ Power outage | _____ Partial outage | _____ Flickering lights |
| _____ Line sparking | _____ Loud noise | _____ Burned smell |

Other observations _____

List damaged electric appliances (include make, model, serial number, year purchased – for foods or other items include description of items and amounts)

_____

_____

_____

If you have estimates or receipts for repairs or replacement costs, keep them until requested by Hawaiian Electric adjuster. Keep damaged items until your claim has been resolved. To contact Hawaiian Electric's Claims Department, call 969-0279.

Mail completed form to: Hawaiian Electric - Hawai'i Island
Claims Department
P.O. Box 1027 Hilo,
HI 96721-1027

Hawaiian Electric