

Interruption of Electrical Service

Filing a claim

Should you experience an interruption of electrical service, you have the right to file a claim for compensation for any loss caused by that interruption of service. (see Rule No. 16 below)

When to file a claim

For a customer's claim to be valid, it must be filed with the Company within thirty (30) days of the interruption of service.

Whom to call?

On Maui, call 871-7777 to report a power outage. On Molokai and Lanai, call toll free 1-877-871-8461.

Information to provide

The information you provide should be as complete as possible. Be sure to keep all receipts for repairs or replacement estimates.

How to file a claim

To begin the claim procedure, you can either send a letter or claims form with the necessary information.

SUBMIT BY EMAIL TO: claimsmauicounty@hawaiianelectric.com

SUBMIT BY MAIL TO: Hawaiian Electric - Maui County, ATTN: Damage Claims-Systems Operations (Dispatch), P.O. Box 398, Kahului, HI 96733, OR FAX: (808) 872-3233.

FOR ASSISTANCE: CALL 808-871-2392 (Maui) or 1-877-871-8461 (Molokai and Lanai only).

Rule No. 16

The Company will exercise reasonable diligence and care to furnish and deliver a continuous and sufficient supply of electric energy to the customer, and to avoid any interruption of delivery of same. The Company will not be liable for interruption or insufficiency of supply or any loss, cost, damage or expense of any nature whatsoever, occasioned thereby if caused by accident, storm, fire, strikes, riots, war or any cause not within the Company's control through the exercise of reasonable diligence and care.

The Company, whenever it shall find it necessary for the purpose of making repairs, changes or improvements to its system, will have the right to suspend temporarily the delivery of electric energy, but in all such cases, as reasonable notice thereof as making of such repairs, changes or improvements will be prosecuted as rapidly as may be practicable, and if practicable, at such times as will cause the least inconvenience to the affected customers.

Should a shortage of supply ever occur, the Company will apportion its available supply of electricity among its customers as authorized or directed by the Public Utilities Commission. In the absence of a Commission order, the Company will apportion the supply in the manner that appears to it most equitable under conditions then prevailing. Any rules, regulations, rate or contracts of the Company which are inconsistent with such order or plan shall be deemed suspended while such order or plan is in effect and the Company shall not be liable when it acts in substantial compliance with such order or plan.

On a semi-annual basis, the Company shall provide to the customer, notification of the customer's right to file compensation claims with the Company for any loss, cost, damage or expense caused by an interruption of service. The notification shall be on a separate information sheet enclosed with the billing.

For a customer's compensation claim to be valid, it must be filed with the Company within thirty (30) days of the interruption of service. The Company shall review every claim and shall compensate the customer for any loss, cost, damage or expense as determined by the Company to be within the Company's control.

CLAIM FOR PROPERTY DAMAGE OR LOSS CAUSED BY INTERRUPTION OF ELECTRICAL SERVICE (PLEASE REVIEW INTERRUPTION OF ELECTRICAL SERVICE INFORMATION)

CLAIMANT (name of person or business making claim): _____

Contact person's name (if different from above): _____

PHONE NUMBER: day: _____ evening: _____ other: _____

NAME ON HAWAIIAN ELECTRIC ACCOUNT
(if different from claimant name above): _____

HAWAIIAN ELECTRIC ACCOUNT NUMBER: _____

SERVICE ADDRESS
(address where damage occurred): _____

CITY _____ STATE _____ ZIP _____

MAILING ADDRESS: _____

CITY _____ STATE _____ ZIP _____

DATE OF POWER INTERRUPTION: _____ APPROXIMATE TIME _____

DID YOU PLACE A TROUBLE CALL TO HAWAIIAN ELECTRIC AT THE TIME OF THE INTERRUPTION? YES NO

REMARKS. Please include all observations of the power interruption, such as flickering lights, loud noise from equipment, length of power disturbance, etc. Also include a description of damage, such as sound but no picture on TV, no display on VCR, etc. Use an additional sheet if necessary.

PLEASE KEEP ALL DAMAGED EQUIPMENT AND HAVE AVAILABLE ANY CORRESPONDING RECEIPTS OF PURCHASE, REPAIR QUOTES, ETC., AS YOU MAY BE REQUIRED TO PRESENT THEM BEFORE A REIMBURSEMENT IS MADE.

ITEMS DAMAGED: (please attach sheet for additional items)

	Item	Brand Name	Description	Age
example:	TV	Sony Trinitron	20-inch screen	2 years

1. _____
2. _____
3. _____
4. _____
5. _____

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