## 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 Company 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  | e)                    |                     |                   |       |
| 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 Hawaiia   | n Electric at the tir | me of the incident? | Yes               | No    |
| Description of the incident (check as a   | ppropriate)           |                     |                   |       |
| Power outage  | Partial outage        | e Flick             | Flickering lights |       |
| Line Sparking   | Loud noise            | Burr                | Burned Smell      |       |
| Other observations  |                       |                     |                   |       |
| List damaged electric appliances (inclu<br>foods or other items include descriptior |                       |                     | ourchased -       | – for |
|   |                       |                     |                   |       |
|   |                       |                     |                   |       |
|   |                       |                     |                   |       |
|   |                       |                     |                   |       |

If you have estimates or receipts for repairs or replacement costs, keep them until requested by Hawaiian Electric's adjuster. Keep damaged items until your claim has been resolved. To contact Hawaiian Electric's Claims Department, call 543-4624.

Mail completed form to: Hawaiian Electric Company

Claims Department

P.O. Box 2750

Honolulu, HI 96840-0001

