

Helpful Tips For

Emergency Preparedness

**Be prepared
Be informed**



**Hawaiian
Electric**



Electrical Safety

Hawaiian Electric is committed to your safety. Please follow these tips and stay safe!

- When lines from a utility pole fall on the ground or on a guardrail, assume they are energized and dangerous. Never touch downed power lines, stay at least 30 feet away.

- Always keep ladders, tools, and poles at least 10 feet away from power lines. If you see something caught in a power line, do not try to free it. Report it to the Hawaiian Electric Trouble Line:

Hawai'i: 969-6666

Maui: 871-7777

Moloka'i and Lāna'i: 1-877-871-8461

O'ahu: 1-855-304-1212

- If someone has received an electric shock from being too close to a powerline, call 911 for immediate assistance.
- Do not touch Photovoltaic panels and components. PV panels generate electricity and you should always assume they are energized. In the event your solar system is damaged in a storm or torn from your roof, contact your solar contractor.
- In an emergency, such as an appliance fire, cut off the power to your house at the main breaker or switch. Never use water on an electric fire. Water can carry electricity back to you and cause electric shock.
- If evacuating your home, turn off your electricity at the main circuit breaker or switch to prevent damage to your appliances and equipment.



Steps to Restore Power Safely

After a storm or power outage, the Hawaiian Electric Companies take the following steps to restore power as quickly as possible, with safety as our top priority. Even if you don't see us in your neighborhood, be assured we are working to restore power as quickly as possible. Thank you for your patience as we move through these steps to restore power to everyone.

01

Safety first

Before proceeding with repairs, we must first address any immediate potential hazards, such as de-energizing a downed power line.

02

Damage assessment and clearing

We must determine the extent of damage and any materials/equipment requirements and address accessibility issues.

03

Repair main transmission and substations

If needed, we first repair main transmission lines and substations, which serve as the backbone of the electric system.

04

Repair neighborhood circuits

Next, we repair poles, equipment, lines, and/or underground cables in affected neighborhoods.

05

Repair service lines and restore power to individual customers

Our crews then repair individual service lines so the remaining customers in affected areas can be restored.

06

Full circuit restoration

We then restore the system to its normal condition by switching customers back to their normal circuits. Any customer still out of power should call their local Trouble Line, go online, or report their outage on the Hawaiian Electric mobile app.



Planning and Preparation

A home survival kit, emergency food, and water are essential during disasters or extended power outages that leave you confined to your home. Home survival kits should include the following:

Fill in your communication plan located on the back cover.

Home Survival Checklist

- ☐ Portable radio
- ☐ Chemical light sticks or flashlights and lanterns
- ☐ Cellular phone with backup charger
- ☐ Extra batteries
- ☐ Manual can opener and bottle opener
- ☐ 14-day supply of food and water for your pet or service animal
- ☐ Personal hygiene, sanitary supplies, and diapers
- ☐ Ice chest and ice or frozen ice packs
- ☐ Matches or a lighter in waterproof container
- ☐ Butane, propane, or canned heat stove, and enough fuel for 14 days; or charcoal grill and charcoal
- ☐ Boards, shutters, or other shielding materials for windows or door openings.
- ☐ First aid kit and special medications, including actual prescription information.
- ☐ 14-day supply of non-perishable foods needing little or no cooking
- ☐ Baby food and formula
- ☐ Water
- ☐ Mosquito repellant
- ☐ Whistle to signal for help
- ☐ Extra cash in small bills
- ☐ Disposable plates, forks, spoons, knives
- ☐ Disposable hot and cold cups
- ☐ Paper napkins or towels
- ☐ Trash bags
- ☐ Heavy-duty aluminum foil
- ☐ Plastic storage bags
- ☐ Basic tools and duct tape



Evacuation and First Aid

An evacuation plan is a vital step in preparing your family for an emergency. It contains information about safe shelter options, evacuation routes, and how you will reconnect if you become separated and other communication methods are compromised. Evacuation plans should be developed for each specific disaster that could happen and should be practiced to prevent confusion during an emergency.

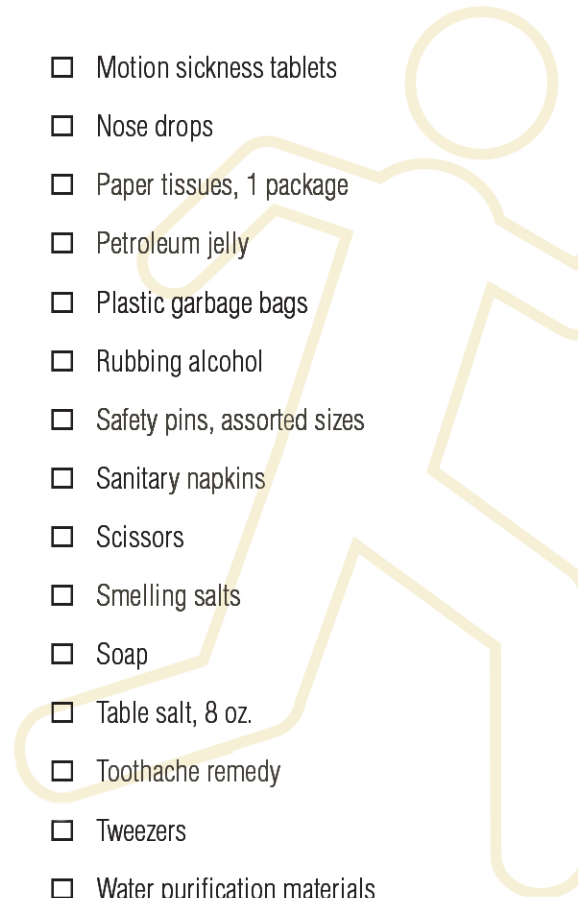
Evacuation Checklist

In addition to your Home Survival Kit, an Evacuation Kit should include:

- ☐ Sleeping bags or two blankets per person
- ☐ One complete change of clothing, face covering, sturdy shoes, for each family member
- ☐ Important papers and documents (e.g., insurance and mortgage papers) in a waterproof bag or on a USB flash drive
- ☐ Have a full tank of gas or a fully charged electric vehicle in case evacuation is necessary.

First Aid Kit Checklist

- ☐ Adhesive tape, 2" wide roll
- ☐ Applicators, sterile cotton-tipped
- ☐ Antibiotics (prescribed)
- ☐ Aspirin
- ☐ Baking soda, 4 oz.
- ☐ Bandages, 2" and 4" wide sterile rolls
- ☐ Band-aids, assorted sizes
- ☐ Cough medicine
- ☐ Current medications with prescription information
- ☐ Diarrhea medication
- ☐ Ear drops
- ☐ Hand Sanitizer
- ☐ Laxative
- ☐ Mosquito repellant
- ☐ Motion sickness tablets
- ☐ Nose drops
- ☐ Paper tissues, 1 package
- ☐ Petroleum jelly
- ☐ Plastic garbage bags
- ☐ Rubbing alcohol
- ☐ Safety pins, assorted sizes
- ☐ Sanitary napkins
- ☐ Scissors
- ☐ Smelling salts
- ☐ Soap
- ☐ Table salt, 8 oz.
- ☐ Toothache remedy
- ☐ Tweezers
- ☐ Water purification materials





Food and Water

Food

- Always have an emergency food supply that will last at least 14 days for each individual in the household. Remember special dietary restrictions.
- Keep canned food in a cool dry place.
- Select foods with more than a 6 months shelf life and rotate often.
- Use canned foods that do not require cooking, water or special preparation.

For food safety tips, go to the Hawaii Department of Health's website: <https://health.hawaii.gov/san/food-information> and download their Emergency Handbook for Food Establishments.

Water

- You should have enough water to last your family for at least 14 days.
- When an emergency is imminent, fill the tub, washing machine, and all other available containers with water for sanitary needs.
- Do not bathe in streams; you could contract a disease due to contaminated water.
- Keep the flushing of toilets to a minimum.
- Do not use potable water to try to fill your toilet as it may result in waste overflowing back.
- Ways to Sanitize Water: Boiling, Disinfecting, and Distillation.

For more information, go to www.boardofwatersupply.com/emergencypreparedness



Food Recommendations

Protein

Canned luncheon meat	Pink salmon
Vienna sausage	Canned beans
Corned beef	Assorted soups
Corned beef hash	Canned beef stew
Deviled ham	Chili with beans
Chunked chicken	Pork and beans
Tuna	Peanut butter

Vegetable and Fruit

Canned fruits	Fruit juices
Canned vegetables	Raisins

Grains

Rice	Hot cereal
Dry pasta	Soda crackers
Cereal	Granola/energy bar

Other Recommendations

Non-fat dry milk	Non-dairy creamer
Sugar	Salt/pepper
Jelly	Mustard
Instant orange drink	Ketchup
Instant coffee/tea/cocoa	Canned soft drinks





Communication Plan

Having a communication plan will help members of your household reconnect after an emergency. A communication plan for your family should include information on the multiple ways you can contact one another in case communication networks are congested, unreliable, or unavailable.

Personal Information

Name: _____ Mobile #: _____

Other # or social media name: _____

Email: _____

Important medical or other information: _____

Emergency Family Contact

Name: _____ Mobile #: _____

Home #: _____ Email: _____

Address: _____

Out-of-State Contact

Name: _____ Mobile #: _____

Home #: _____ Email: _____

Address: _____

Stay connected with Hawaiian Electric Companies



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@HwnElectric (O'ahu)
@MauiElectric (Maui, Lāna'i, Moloka'i)
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