



HOW TO CHECK YOUR SERVICE CONNECTION

A major storm can cause moderate to severe damage to utility poles and lines. Hawaiian Electric will work to safely restore electric service as quickly as possible. If service has been restored to your neighborhood but your house remains without power:

STEP ONE: Check that your service line is properly attached

- ◆ Go to your meter and look up for the service line. The service line is a (3) conductor, braided wire that runs from the utility pole to your house. Check to see if there are any trees or branches leaning on the service line. If a tree or branch is leaning on the service line, or if the service line is hanging low or has been severed and is on the ground, stay clear, secure the area, and call (808) 969-6666 to report your findings.

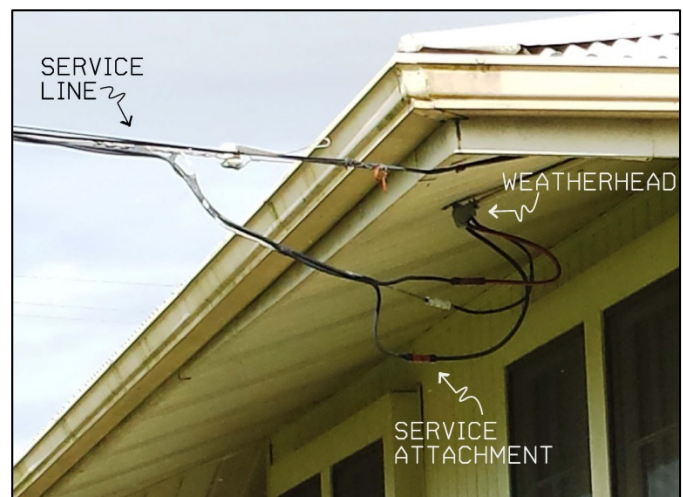


STEP TWO: Check the service attachment at your house

- ◆ If the service attachment is damaged, you must hire an electrician to repair it before we can safely connect your service.* Customers are responsible for the service entrance conductor, service mast/guy wires, and meter equipment. If the service line is connected, call (808) 969-6666 to have your service disconnected before repairs can be made. After repairs are completed, call (808) 969-6666 to request reconnection.
- ◆ If there is no service line connected to the service attachment point and the service attachment is not damaged, call (808) 969-6666 to report that a service drop is needed.
- ◆ If the service attachment is not damaged, check your main breaker or sub-breaker. The main breaker is located to the right of the meter. If it is in the “on” position, turn it to the “off” position for one minute, then turn it back to the “on” position. If the power is still out, call (808) 969-6666 to request connection.



Service attachment at mast/weatherhead



Service attachment at fascia

* For detailed information, please see [Rule No. 14](#) or visit www.hawaiianelectric.com