

Steps to Restore Power Safely After a Storm

Take a look at how we restore power as quickly as possible on our islands, with safety as our top priority. Whenever it's possible to safely do some of these steps in parallel, we will do so. 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.

1 Safety first →

The safety of the public and our crews is our top priority. Before proceeding with repairs, we must first address any immediate potential hazards. This includes complying with all environmental rules. We also need to take steps to ensure there is no electricity running through affected areas. After we've addressed safety issues, we move to Step 2...



2 Damage assessment and clearing →

We must determine the extent of damage and any materials/equipment requirements, such as for downed poles and lines. We also must address accessibility issues, including tree trimming, making trails and/or helicopter landing/staging pads, debris removal, trenching, draining flooded underground systems, etc.



3 Repair main transmission and substations

If needed, we first repair main transmission lines and substations, which serve as the backbone of the electric system. Substations may need to be inspected to determine if the problem stems from lines feeding into the substation or the substation itself. This step sometimes includes flying in materials, equipment and personnel.



6 Full circuit restoration ←

We then restore the system back to its normal condition by switching customers back to their normal circuits. Any customers still out of power at this point should call our Trouble Line. This is an important way for us to learn about any "pocket" outages, which generally affect smaller pockets of customers. We can then focus on restoring power to those remaining areas.



5 Repair service lines and restore power to individual customers ←

Our crews then repair individual service lines and verify the customer's electrical connecting point is safe to use so the remaining customers in affected areas can be restored.



4 Repair neighborhood circuits ←

Poles, equipment, lines and/or underground cables in affected neighborhoods are repaired. Often, at this stage, we can incrementally restore large groups of customers by transferring them to an alternate circuit, if available.



Report an Outage:

O'ahu	1-855-304-1212 toll-free
Hawai'i Island	969-6666
Maui	871-7777
Moloka'i, Lāna'i	1-877-871-8461 toll-free

or online www.hawaiianelectric.com/reportoutage



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