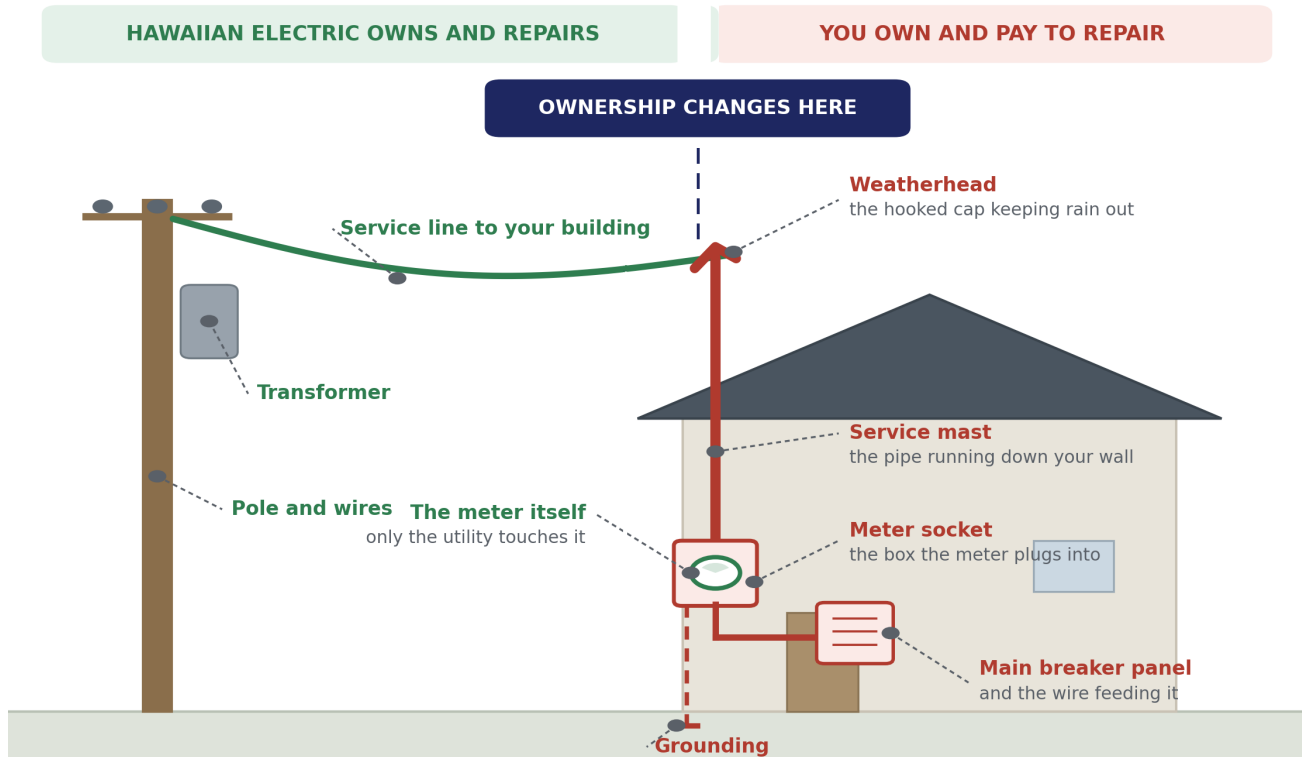


Know your service connection

Walk outside and look. This picture shows what Hawaiian Electric repairs and what you repair.



What this means for you

Hawaiian Electric repairs

- Poles, overhead and underground lines
- The transformer serving your area
- The service line running to your building
- The electric meter itself

You own and pay to repair

- Meter socket, service mast, weatherhead
- Service entrance conductors, main panel
- Grounding system
- Solar, battery, generator and EV equipment — ask your solar contractor

Businesses: customer-owned transformers and switchgear are yours too, and must be tested before service can be restored.

Underground service? The split works differently and depends on your service arrangement — call Hawaiian Electric at 1-855-304-9191.

This sheet shows a mast attachment. Some homes attach to the fascia instead; Hawaiian Electric can provide a sketch of both.

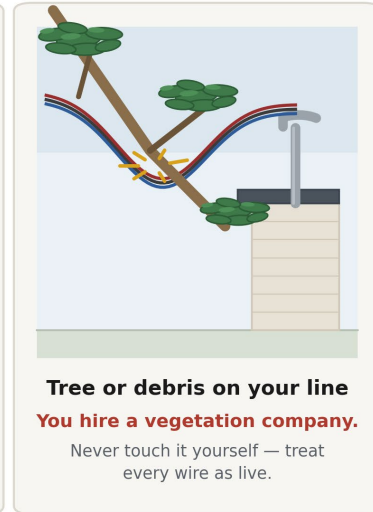
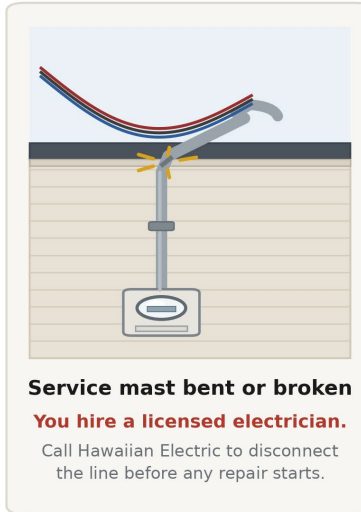
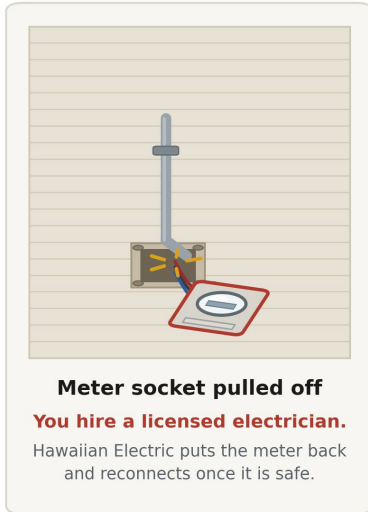
Hawai'i Island trouble line: 1-855-304-9191

Report an outage: hawaiianelectric.com/safety-and-outages/power-outages/report-hawaii-island-outage · Also see "How to Check your Service Connection" and "Rooftop Solar Safety"

Hawai'i Emergency Management Agency · ready.hawaii.gov · Hawai'i County Civil Defense: hawaiicounty.gov/civil-defense

What the damage looks like

Three things we are seeing after Lala. Look from a safe distance — never touch any of it.



Treat every wire as live. Even a line lying on the ground or in a tree can be energized. Keep people and animals well clear. The Trouble Line at 1-855-304-9191 is for dangerous situations, including downed lines and damaged electrical equipment.

How to tell whose responsibility it is

Look up at where the wire meets your building.

If the pipe, the hooked cap on top of it, or the box the meter sits in is bent, torn loose or hanging, the damage is on your side.

Look at the wire itself.

If the line from the pole is down, cut or has a branch on it between the pole and your building, that stretch is Hawaiian Electric's.

Check the main breaker before you report your outage.

If your neighbors have power but you don't and nothing on your side looks damaged, switch the main breaker off, wait a minute and switch it back on.

Getting reconnected: report the outage and say what is damaged; if the line is still attached to damaged equipment, ask Hawaiian Electric to disconnect it first. Your licensed electrician can begin emergency repairs right away after notifying the County at cohbuild@hawaiicounty.gov; a one-time emergency inspection may confirm the danger is resolved. A permit application is due within 14 calendar days of the work starting, with a County inspection shortly after — Hawaiian Electric is notified once the permit is issued and inspected. Then call Hawaiian Electric to request reconnection; power is restored once the repair passes Hawaiian Electric's own inspection, without waiting for the County's. Service work is first come, first served. Flooded or underwater? Say so when you report it.

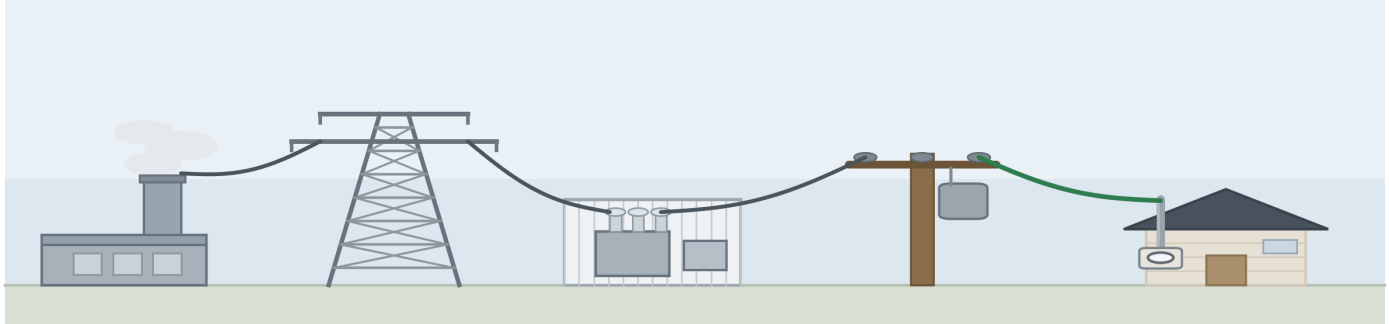
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How your power gets to you

Understanding the chain explains why your neighborhood came back before your house did.



Power plant
makes the electricity

Transmission lines
the long-distance highway
69,000 volts

Substation
steps the power down
12,000 volts

Neighborhood pole
and its transformer

Your house
through your meter
240 volts

CRITICAL CUSTOMERS ARE RESTORED FIRST

Hospitals, water and wastewater plants, military bases and airports come back first, then the areas serving the most customers. Damage on your own equipment puts you lower on the restoration list.
Each island runs its own grid. Hawai'i Island cannot borrow power from another island.

Why my neighbor has power and I do not

A pocket outage on the line

A portion of the neighborhood line is still broken. Hawaiian Electric repairs it — report it so they know your address is still out.

The meter cannot report

Many meters were destroyed in the storm, so the utility cannot always see that you are out. Reporting it by phone or online puts you on the list.

Damage on your own equipment

If the socket, mast or conductors on your building are damaged, the utility cannot reconnect you until a licensed electrician repairs the damage.

If your power is out and your neighbors have theirs, check your main breaker. Turn it off and wait a minute before turning it back on. If you still have no power, call 1-855-304-9191 and tell them your neighbors are back on — that tells the utility to look at your service specifically.

Each island runs its own grid. Hawai'i Island cannot borrow power from O'ahu or Maui, which is why repairs here take longer.

Hawai'i Island trouble line: 1-855-304-9191

Report an outage: hawaiianelectric.com/safety-and-outages/power-outages/report-hawaii-island-outage · Also see "How to Check your Service Connection" and "Rooftop Solar Safety"

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