



**Hawaiian
Electric**

NEWS RELEASE

FOR IMMEDIATE RELEASE

Hawaiian Electric to temporarily close walk-in payment centers at noon Wednesday, plans to reopen March 30

Proactive measure being taken as part of COVID-19 response

HONOLULU, March 16, 2020 – Hawaiian Electric will temporarily close its payment centers starting at noon Wednesday, March 18, to minimize risk related to COVID-19 for both customers and employees. The company will reassess next week whether the centers should reopen on Monday, March 30.

This temporary measure is needed to increase social distancing as recommended by state and federal health officials. However, customers still have numerous options to make payment.

Customers are encouraged to:

- Mail in payment
- Use or sign up for online bill payment
- Use Speedpay®, an authorized payment service provider that allows you to pay-by-phone or online (convenience fee will apply)
- Visit Western Union payment locations throughout our five-island service territory if payment must be made in person

For more information, visit www.hawaiianelectric.com/customer-service/customer-and-payment-centers.

Hawaiian Electric understands that COVID-19 has created financial hardship for some customers. These customers are urged to call our representatives at the numbers listed below to discuss options available to keep their accounts current:

- O'ahu (808) 548-7311
- Maui (808) 871-9777
- Moloka'i and Lāna'i 1-877-871-8461
- Hilo (808) 969-6999
- Kona (808) 329-3584
- Waimea (808) 885-4605

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