



**Hawaiian
Electric**

NEWS RELEASE

FOR IMMEDIATE RELEASE

Hawaiian Electric walk-in payment centers permanently close *Customers adapting to other payment options, including automatic bill pay*

HONOLULU, Dec. 7, 2020 – Hawaiian Electric’s walk-in payment centers in Honolulu, Kahului, Hilo, Kona and Moloka’i, closed since the onset of the COVID-19 pandemic, will permanently shut their doors due to declining use and customers adapting to other payment options.

The company is encouraging customers to enroll for online services through its [Online Customer Service Center](#) or [mobile app](#). Online, customers may start, stop or move service requests, request payment arrangements through an authenticated channel, report payment, submit billing inquiries, schedule one-time or automatic bill payment, as well as report and check status on outages.

The payment centers were closed in mid-March to keep customers and employees safe during the COVID-19 pandemic, and they have remained closed. Even before the pandemic, fewer than 5 percent of customers used the company’s walk-in payment centers. Those customers are now using other payment options, including automatic bill payment.

Although the walk-in centers are closed, payment drop boxes are available (checks only):

- O’ahu: Alakea Street outside of 1001 Bishop St. office
- Hawai’i Island:
 - Hilo, 1200 Kilauea Ave.
 - Kona, 74-5519 Kaiwi St.
 - Waimea, 66-1591 Kawaihae Rd.
- Maui County:
 - Kahului, 210 W Kamehameha Ave.
 - Moloka’i, 32A Ulili St.

Go to www.hawaiianelectric.com/paymentoptions for payment options. If customers prefer to pay in person, Western Union payment locations are available at retailers on O’ahu, Hawai’i Island, Maui and Moloka’i FCU (members only).

- No service fee for Western Union payments
- Remittance stub required
- All locations accept cash; Foodland and Sack N Save also accept checks

Customers also are encouraged to:

- Mail payment
- Sign up for free Automatic Bill Payment
- Use free online One-Time Payment Service
- Use Speedpay®, an authorized payment service provider that allows you to pay-by-phone or online (convenience fee will apply)

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Hawaiian Electric service disconnections for nonpayment have been suspended through Dec. 31, 2020, unless extended by regulators. Customers can check www.hawaiianelectric.com/COVID19 for updates on the disconnection moratorium.

Customers who are having a difficult time paying their bill are urged to contact Hawaiian Electric to set up an interest-free payment plan so that their balance can be divided into more manageable monthly installments. Late fees are waived while on a payment arrangement. Go to www.hawaiianelectric.com/paymentarrangement to submit a request form.

Submitting the payment arrangement request form is the quickest way for customers to start the process. The form has been translated in different languages (Marshallese, Chuukese, Japanese, Vietnamese, Korean, Ilocano and Mandarin) and can be accessed from the webpage.

For assistance managing energy costs, Hawai'i Energy is a trusted resource for tips and rebates to help offset the costs of energy-saving equipment and services. Visit <https://hawaiienergy.com/tips> for more information.

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