



**Hawaiian
Electric**

NEWS RELEASE

FOR IMMEDIATE RELEASE

Service restored to majority of customers impacted by storm

Full restoration expected by Saturday

HILO, Dec. 9, 2021 (5 p.m.) – Hawaiian Electric has restored service for the majority of Hawai'i Island customers impacted by the storm system that brought damaging winds and flooding to the state earlier this week.

Crews from Hawai'i Island and O'ahu restored service to about 550 customers. About 350 customers remained without service as of 3 p.m. Power was restored in Ainaloa (majority), Captain Cook, Eden Roc Estates, Hawaiian Beaches, Hawaiian Paradise Park (majority), Holualoa, Kealia, Nanawale, and Wood Valley.

Crews are working in Hawaiian Acres, Kaloko, Kulani area, Kurtistown, Leilani Estates, Makalei, Mauna Loa Estates, Mountain View, Ocean View, Orchid Isle, Na'alehu, Royal Hawaiian Estates, and the Volcano area.

Damage assessments were completed in Aloha Estates, Fern Acres, Hawaiian Ocean View Estates, Kaloko, Ke'ei/City of Refuge, Mauna Loa Estates, Ohia Estates, Orchid Isle Estates (Lehuanani), Pacific Paradise Manor, Royal Hawaiian Estates, and Volcano. Additional outages identified during assessments today will be addressed by Friday, if not sooner, with full restoration expected by noon on Saturday. This does not include customers who have damage on their property that would need to be repaired before crews can restore electricity.

Customers without power are advised to ensure that the service line to their home is properly attached. If the point of attachment is damaged, the customer must call an electrician to repair it before crews can safely connect service. For information on how to do this, please visit www.hawaiianelectric.com/CheckServiceConnection or call (808) 969-6666.

Gusty winds and heavy rains may have partially uprooted trees or cracked branches that can easily fall and cause new outages. For your safety, please stay at least 30 feet away from downed power lines. Downed power lines are energized and dangerous. To report an outage or downed power line, please call (808) 969-6666.

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