



Disconnection moratorium ends 1/5/24 for customers on Maui

Hawaiian Electric is here to keep you connected

Time to take action

The moratorium on disconnections for nonpayment ends Jan. 5, 2024 for customers on Maui. If your account is past due, now is the time to choose a payment schedule that meets your needs. Customers on a payment plan are not subject to our disconnection process. Sign up now for an interest-free payment arrangement. Go to hawaiianelectric.com/paymentarrangement to review options – ranging from four to six months – and submit a request.

Plan ahead

Depending on your balance, the installment amount will differ for each customer. If your past due amount is small, then the installment amount can be a smaller fraction of your normal bill. However, if you have not paid any bills in over six months, your bill could more than double.

What happens if I cannot pay?

If you do not pay the amount due while on a payment plan, it may trigger collection activity and your service may be disconnected. Please contact us right away if you need assistance or to make an adjustment to your arrangement. We are here to help.

Is there any available assistance?

We encourage you to seek government and nonprofit agency assistance. While Hawaiian Electric does not administer these programs we work with them. See a listing of resources at hawaiianelectric.com/windstormresponse.

For illustrative purposes, here's an EXAMPLE of how a 6-month payment option works:

One-sixth of the past due balance must be paid every month over six months – in addition to your current charges. On the first month of your installment plan, your Amount Due will include your current charges + 1/6 of your outstanding balance.

Let's say you have an outstanding balance of \$600.

- *Divide the balance by number of months in payment plan:
\$600 divided by 6 = \$100*
- *If your current charge is \$150, you'll owe \$150 + \$100.
Total amount due will be \$250.*
- *You'll need to pay the additional 1/6 outstanding balance, plus current charge, for six consecutive months.*



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hawaiianelectric.com/paymentarrangement