



## CUSTOMER INSTALLATION OFFICE

### Hours of Operation

- Monday – Friday (excluding holidays and weekends): 7:00 a.m. – 4:00 p.m.

When starting a new project, we suggest that you first review our online resources for guidance:

- Submit service requests at [www.hawaiianelectric.com/electrical-services/builders-developers-and-contractors](http://www.hawaiianelectric.com/electrical-services/builders-developers-and-contractors).
- Review the Trenching Permit and Excavation Clearances process at [www.hawaiianelectric.com/safety-and-outages/outdoor-safety/pipeline-and-digging-safety/excavation-clearances](http://www.hawaiianelectric.com/safety-and-outages/outdoor-safety/pipeline-and-digging-safety/excavation-clearances)
- Before starting any new project, be sure to review the current Electric Service Installation Manual and Engineering Specifications/Standards at [www.hawaiianelectric.com/electrical-services/builders-developers-and-contractors/manuals-and-engineering-specifications](http://www.hawaiianelectric.com/electrical-services/builders-developers-and-contractors/manuals-and-engineering-specifications)

While our offices are no longer open for walk-in service, our staff remains available to support customers through the service request process. For assistance via email or phone, contact:

- [ci@hawaiianelectric.com](mailto:ci@hawaiianelectric.com)
- Oahu: (808) 543-7070
- Maui County: (808) 871-2390
- Hawaii Island: (808) 969-0311

For expedience we recommend that you submit signed agreements via DocuSign, or you may send them via mail to the following addresses:

- Oahu: P.O. Box 2750, Honolulu, HI 96840-0001
- Maui County: P.O. Box 398, Kahului, HI 96733-6898
- Hawaii Island: P.O. Box 1027, Hilo, HI 96721-1027