

ACCOUNT NUMBER
201011111111 Joe Aloha

SERVICE ADDRESS
1234 MAHALO DR

FINAL NOTICE BEFORE DISCONNECTION

This final notice, mailed on SEP 11, 2017, is to inform you that you owe a total amount of **\$302.78**, of which **\$302.78** is past due. If payment of at least **\$302.78** is not received in one of our office(s) listed on the back of this notice on or before **SEP 19, 2017** your electric service will be subject to disconnection without further notice.

Please note, your past due balance may include previous unpaid bills for which you have already received a disconnection notification. This notice does not extend any payment deadline set forth in any such prior notification. Your electric service will be subject to disconnection without further notice if any previous unpaid bill remains unpaid by the date set forth in the prior notice.

If your service is disconnected, you will be required to pay all amounts owing on your account, a cash deposit, and a service establishment charge before service is reconnected. We are unable to guarantee that your service will be reconnected on the same day of payment. Service reconnections are usually scheduled for the following business day. If you pay by check, credit card, and/or online through your bank and your payment is returned to us, your service will be subject to disconnection without further notice.

Please be advised that if you pay your electric bill after the due date, you may be required to re-establish your credit by paying a deposit equal to the total of the highest two consecutive monthly bills within the last 12 months. If you already have an existing deposit but it is less than this amount, you will be billed for the additional amount. Should you have any questions, please refer to the back of this notice and contact Customer Service.

WHEN PAYING IN PERSON, PLEASE PRESENT BOTH PORTIONS
PLEASE DETACH AND RETURN THIS PORTION WITH YOUR PAYMENT

Hawaiian Electric Company
PO Box 3978
Honolulu, HI 96812-3978
Telephone: (808) 548-7311

ACCOUNT NUMBER
201011111111

NOTICE OF DISCONNECTION

DUE DATE
OVERDUE

TOTAL AMOUNT DUE
\$302.78

AMOUNT ENCLOSED

PLEASE MAKE CHECKS
PAYABLE TO:

Hawaiian Electric Company
PO Box 3978
Honolulu, HI 96812-3978



JOE ALOHA
1234 MAHALO DR
WAHIAWA, HI 96786-2347

Contact Information

Customer Service (7:30 AM to 6:00 PM)
Emergencies/Power Interruptions (24 hours)

548-7311
1-855-304-1212

Payment Options:

By Mail: PO Box 3978, Honolulu, HI 96812-3978

Go online to www.hawaiianelectric.com

By Charge, Checking/Savings Debit Card, or Electronic Check:*

Residential & Commercial Customers 1-888-813-2207

* Payment fees will apply. Please allow a minimum of 3 business days for your account to be credited.

In Person:

1001 Bishop St., ASB Tower Lobby, Honolulu

7:30 AM to 5:00 PM (Entrance on Alakea St.)

Our office is closed on weekends and holidays.

Western Union Agents:** Foodland, Sack N Save, Times Supermarkets, Safeway, Kmart

** Remittance stub is required. Please allow a minimum of 2 business days for your account to be credited. Other restrictions may apply.

When a Bill Is Estimated

We try to read your meter each month, but if for some reason we cannot, your bill will be based on an estimate of recent average use. You are responsible for ensuring that your meter is unobstructed and accessible.

Important Information**Moving or Starting New Service**

Please call us at least 2 business days before moving or starting new service.

Late Payment

A late payment charge of 1% (for electric service accounts) and 0.83% (for non-electric service accounts) shall be applied to any unpaid balance (excluding late payment charges) no earlier than 31 days since the generation of the last bill.

Your service may be disconnected if payment is received after the stated due date. If your service is disconnected, you may be required to pay your bills in full before your service is restored, and to pay a service establishment charge and a cash deposit.

Life Support or Emergency Equipment

Please contact Customer Service if anyone living in your home is dependent on life support or emergency equipment. However, because unplanned outages can and do occur, it is important for customers on life support to make alternative plans should the power go out at their homes.

For other information regarding your service, account charges, and rate schedules, please visit our website at www.hawaiianelectric.com or call Customer Service.