

HAWAIIAN ELECTRIC COMPANY, INC.

Superseding REVISED SHEET NO. 36
Effective February 19, 1974

REVISED SHEET NO. 36
Effective February 6, 1991

RULE NO. 16
Interruption of Service

The Company will exercise reasonable diligence and care to furnish and deliver a continuous and sufficient supply of electric energy to the customer, and to avoid any interruption of delivery of same. The Company will not be liable for interruption or insufficiency of supply or any loss, cost, damage or expense of any nature whatsoever, occasioned thereby if caused by accident, storm, fire, strikes, riots, war or any cause not within the Company's control through the exercise of reasonable diligence and care.

The Company, whenever it shall find it necessary for the purpose of making repairs, changes or improvements to its system will have the right to suspend temporarily the delivery of electric energy, but in all such cases, as reasonable notice thereof as circumstances will permit, will be given to the customer, and the making of such repairs, changes or improvements will be prosecuted as rapidly as may be practicable, and if practicable, at such times as will cause the least inconvenience to the affected customers.

Should a shortage of supply ever occur, the Company will apportion its available supply of electricity among its customers as authorized or directed by the Public Utilities Commission. In the absence of a Commission order, the Company will apportion the supply in the manner that appears to it most equitable under conditions then prevailing. Any rules, regulations, rate or contracts of the Company which are inconsistent with such order or plan shall be deemed suspended while such order or plan is in effect and the Company shall not be liable when it acts in substantial compliance with such order or plan.

On a semiannual basis the Company shall provide to the customer, notification of the customer's right to file compensation claims with the Company for any loss, cost, damage or expense caused by an interruption of service. The notification shall be on a separate information sheet enclosed with the billing.

For a customer's compensation claim to be valid, it must be filed with the Company within thirty (30) days of the interruption of service. The Company shall review every claim and shall compensate the customer for any loss, cost, damage or expense as determined by the Company to be within the Company's control.