



Hawaiian Electric offers a Continuous Service program as a convenience to certain customers (e.g., a property owner that is the customer of record, landlord, property manager or other agent of the owner, hereinafter "Applicant" or "You") who lease or rent individually metered residential units to tenants. Under this program, Hawaiian Electric will automatically transfer electric service to You whenever a previous tenant terminates service with Hawaiian Electric.

- 1. Once enrolled in the program, You will not be charged a Service Establishment Fee (\$20) each time service reverts to Your name.**
2. You will be assigned a unique account number for each unit listed below.
3. You will be billed for all additional electricity usage if the tenant terminates his/her service with us and continues to live on premise after his/her electric account has been closed.
4. You are responsible for informing new tenants to register service with us; otherwise service will continue to be billed to You.
- 5. You must notify us when You sell the property, change management companies and/or wish to disenroll from the program.**
6. If a tenant’s service is disconnected due to non-payment, You must notify us to reconnect service in Your name.

**See Page 3 for Additional Terms**

Please enroll all properties listed below into the Continuous Service Agreement ("Agreement"). List the Service Address(es) You want included in this Agreement, including house number (exact numbers), street name, apartment or unit number, city and island. Attach a list of additional service address(es) if more space is needed.

<b>Applicant's Service Address (include account # if active)</b>	<b>Apt./Unit #</b>

Please indicate Island:

O'ahu

Maui, Moloka'i or Lana'i

Hawai'i Island

Print Applicant Name & Title (e.g., Owner, Property Manager)

Phone Number

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Last 4 digits of SSN or Full Taxpayer ID #

Email Address

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Name of Electric Service Account Holder

Billing Mailing Address

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Signature

Date

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*Applicant affirms that Applicant is the owner or authorized manager of the property herein referred to as "Applicant's Service Address," which property contains separately metered units for lease or rent to third party tenants.*

Please email this Agreement and any attachments to [customercare@hawaiianelectric.com](mailto:customercare@hawaiianelectric.com). You will receive an email confirmation that Your order was received. Please allow up to 2 business days for processing (for whole building or requests for >20 locations, please allow for up to 5 business days).



**Hawaiian  
Electric**

### **Additional Terms**

1. Whenever a tenant at Applicant's Service Address requests termination of liability for payment for electric service, Hawaiian Electric will read the meter(s), render a closing bill to the tenant and transfer the account for Continuous Service to Applicant. Hawaiian Electric will send bills for interim service, including any applicable minimum charges or service charges, to Applicant at the mailing address shown above.
2. Applicant agrees to be responsible for all bills for interim service, including any applicable minimum charges or service charges, for all units within Applicant's Service Address(es).
3. The electric service will automatically be assigned and billed to the Applicant under an applicable default rate schedule of Hawaiian Electric (currently known as Schedule R). Applicant must contact Hawaiian Electric if Applicant is eligible for and wishes to select a rate schedule option other than the one automatically assigned to their Continuous Service account(s).
4. Should there be any conflict as to the start date of a new tenant's responsibility for Hawaiian Electric service at the Applicant's Service Address(es), Applicant assumes responsibility for payment until the new tenant establishes service with Hawaiian Electric. Applicant acknowledges that Applicant has no right to have Hawaiian Electric retroactively adjust a bill for interim service in the event of a delay in establishing Hawaiian Electric service in a tenant's name.
5. Applicant agrees that Hawaiian Electric is under no obligation, whether express or implied, to monitor or verify the occupancy of any tenants in the rental unit(s) subject to this Agreement. It is the responsibility of the Applicant to determine if service is transferred from Applicant to tenant and from tenant back to Applicant. If the Applicant discovers any individual, including a tenant, making unauthorized use of power in any rental unit serviced in the name of Applicant, it is the Applicant's responsibility to have that individual apply for service, and the Applicant shall be responsible for paying Hawaiian Electric the cost of any unauthorized usage incurred related to the rental unit. Hawaiian Electric will not remove the meter in these circumstances.
6. Applicant agrees that Hawaiian Electric shall not be held responsible and will be indemnified by Applicant for any damages resulting from Hawaiian Electric's failure to perform any part of this Agreement. Hawaiian Electric reserves the right to disconnect services to a tenant for non-payment of electric bills in accordance with Hawaiian Electric's Tariff Rules.
7. This Agreement may not be assigned, in whole or in part, to another party.
8. This Agreement may be terminated by either party with 10 days' written notice to the other party. Applicant agrees to provide Hawaiian Electric with a minimum of 10 days' written notice prior to a change in Applicant's status as owner or manager of Applicant's Service Address. If this Agreement is terminated for any reason, Applicant shall remain responsible for the payment of all charges for the Continuous Service which were incurred in the exercise of this Agreement.
9. Correspondence regarding this Agreement should be sent either by email to [customercare@hawaiianelectric.com](mailto:customercare@hawaiianelectric.com) or mailed to Hawaiian Electric at the following address: PO Box 2750, Honolulu, Hawaii 96840-0001.
10. This Agreement shall at all times be subject to such changes or modifications by the Public Utilities Commission of the State of Hawai'i as said Commission may, from time to time, direct in the exercise of its jurisdiction.