



Scheduled Power Outage

Tips & Precautions



Hawaiian
Electric

Before



- Turn “OFF” and unplug all sensitive equipment (i.e., computers, TVs, etc.).
- Consult a licensed professional about whether you should turn off the main breaker or switch off the circuit-breaker/power supply box.
- Consult your elevator maintenance professional whether to power down all elevators before power is turned off.
- Assess all safety systems and alarms with an electrical connection and the impact the outage may have on them.
- Invest in surge protection to protect your equipment.
- Notify your alarm company of the upcoming outage.
- **Please contact us at (808) 543-7777 if you plan to use backup generators, as precautions are needed to avoid electrical backfeed to the crews. Generators should never be connected directly to an outlet.**
- If you have a refrigerator/freezer, take all necessary measures to protect any perishable items. Check the seals on appliance doors to ensure they are well insulated.
- Ensure that any Hawaiian Electric equipment at your premise (i.e., transformers, switchgear, etc.) has level and unobstructed access. A minimum of 10 feet circumference clearance is required for **safety**.
- Learn to manually open any electric security gates and garage doors (i.e., check openers for manual-release operation).
- Be aware that you may see crews onsite for prework and postwork, which will take place outside the scheduled outage hours. There will not be a loss of power during these work times, but there may be noise, and on-street parking, driveways and street access may be blocked as our crews work in the area.
- To ensure that you receive timely notification and information about this scheduled outage, confirm your contact information via your online account at [hawaiianelectric.com](https://www.hawaiianelectric.com).

During



- Keep refrigerator/freezer doors closed.
- Be prepared to manually operate electric security gates and garage doors.
- Be aware that narrow road conditions may require that our crews block traffic near the work area to provide access to our vehicles and equipment.

After



- Check all foods before cooking or consuming. For the latest recommendations on food safety, visit [fsis.usda.gov](https://www.fsis.usda.gov) and [health.hawaii.gov/san/food-information](https://www.health.hawaii.gov/san/food-information).
- **Safely turn off your generator.**
- Once power has been restored, check equipment and gradually turn on essential items.
- For customers with rooftop solar and/or battery systems, consult your solar contractor regarding how to check & reset the main control panel if your system is not working.