



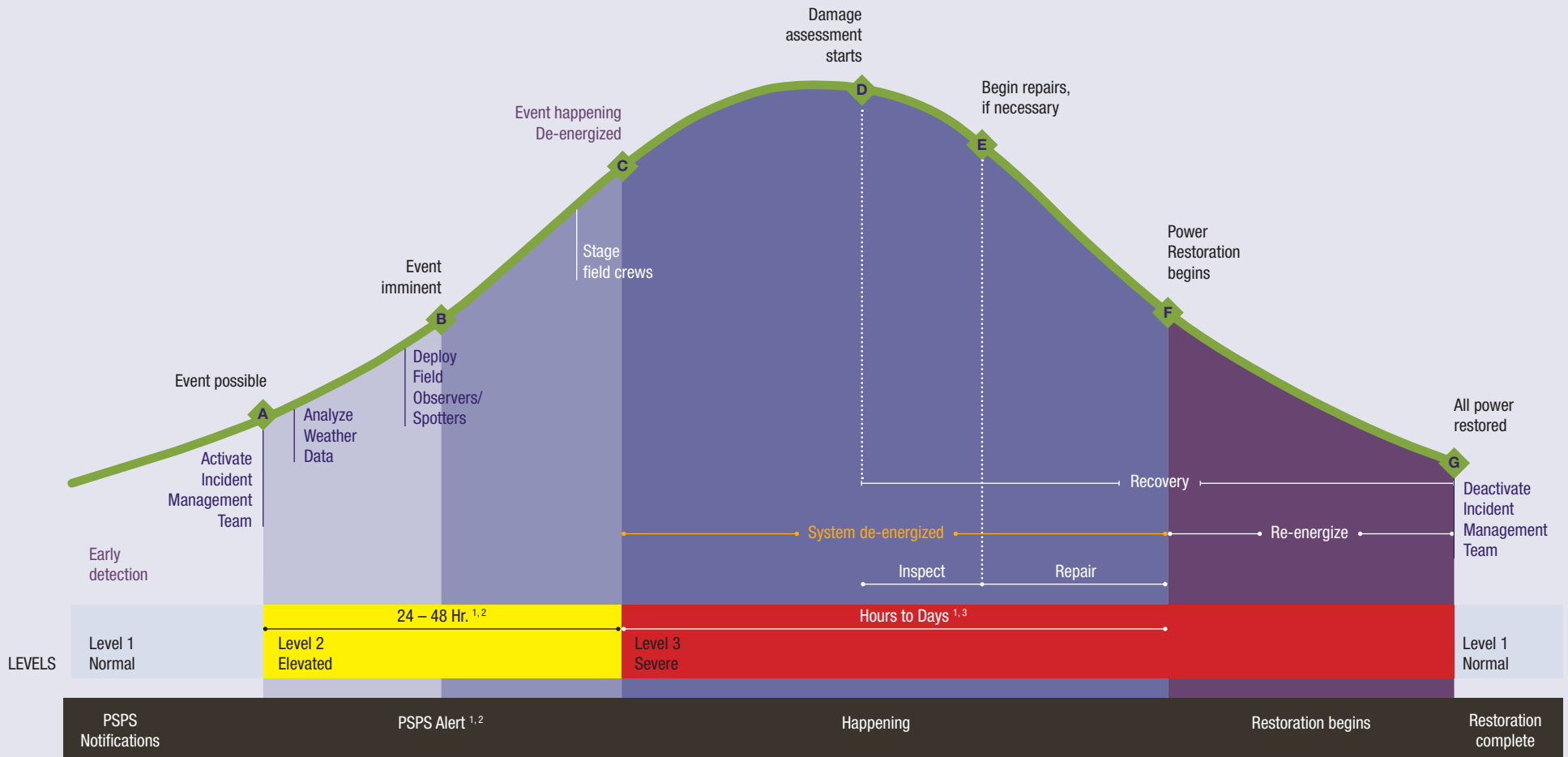


What happens before, during and after Public Safety Power Shutoff

	PSPS Alert	Happening	Restoration begins	Restoration complete
WHEN:	<p>24–48 hours before a possible PSPS</p> 	<p>During a PSPS</p> 	<p>When it's safe</p> 	<p>PSPS is over</p> 
WHAT:	<p>Weather data, including statements from the National Weather Service, indicate conditions for heightened wildfire risk, and we are considering a PSPS. We'll do our best to provide advance notice, but if conditions are suddenly hazardous we may have to shut off your power with little or no notice. Activate your emergency plan, keep your home survival kit handy and pay attention to notifications from Hawaiian Electric and its emergency partners.</p>	<p>Power is shut off only in high wildfire risk areas for the safety of the community. We'll do everything we can to provide regular updates across multiple media platforms during the event.</p>	<p>Once the fire weather threat has ended, crews will begin patrolling, looking for downed lines and other hazardous conditions. Crews will restore power once it's safe, which may take hours or even days depending on the location and extent of damage.</p>	<p>The immediate threat has passed and power has been restored. But we'll continue to monitor conditions so we can keep our customers and communities safe.</p>
HOW YOU MAY HEAR FROM US:	<p>Email, Text, Hawaiian Electric Mobile App, Public Safety Notification, Social Media, Hawaiian Electric Website, News Media (TV, radio, websites)</p>			

What happens during a PSPS event



1. Actual timeline dependent on severity of factors.
2. In this phase, we communicate status to all customers prior to the outage as necessary. Immediately before power is shut off, customer notifications may not be sent due to the nature of the event. Status updates will be provided afterwards.
3. In this phase Hawaiian Electric will provide status updates to customers at least every 12 hours (if available).