



**Hawaiian
Electric**

NEWS RELEASE

CONTACT: 808.223.9932
media@hawaiianelectric.com

FOR IMMEDIATE RELEASE

7 A.M. UPDATE: Arc flash inside manhole sets back repairs, some customers may be restored this morning

HONOLULU, June 20, 2024 – An arc flash inside a manhole last night set back repair efforts in Chinatown and forced Hawaiian Electric to shut off power to about 3,000 customers in Chinatown and parts of downtown and Nu‘uanu. Four Hawaiian Electric technicians were inside the manhole at the time but were not hurt.

An arc flash occurs when high-voltage electricity is discharged between two conductors. The flash was smothered by a special heat-resistant blanket the crews used to cover cables and equipment while they work in the restricted space underground.

Once the power was shut off about 10:30 p.m., crews began investigating the cause of the arc flash, which may have occurred in a splice connecting two high-voltage cables. Repairs are continuing this morning and it is possible some customers will have their power restored by mid-morning.

“We know how frustrating this is and we know customers have run out of patience but the safety of our workers is the priority and we’re not going to send anyone into a situation where they could get hurt,” said Jim Alberts, senior vice president and chief of operations of Hawaiian Electric. “Last night was a setback but because our workers carefully planned out their work and took precautions no one got hurt. We’re putting every available resource on the job but making repairs in a dark, cramped space underground with energized equipment is one of the most hazardous jobs in our company and we have to plan out the work so we can do it safely.”

###

FOLLOW US FOR THE LATEST:

