



**Hawaiian
Electric**

NEWS RELEASE

CONTACT: media@hawaiianelectric.com

FOR IMMEDIATE RELEASE

Hawaiian Electric is monitoring Tropical Storm Hone closely and making preparations for potential impacts

- ***Hawaiian Electric has activated its emergency response plan***
- ***We are making preparations to quickly respond to customer outages and other impacts to our systems***
- ***We urge customers to make preparations and take safety precautions***

HILO, August 23, 2024 (1 p.m.) – As Tropical Storm Hone moves closer to the state, Hawaiian Electric is preparing for potential impacts on Hawai'i Island and urges customers to prepare now for possible power outages.

The company has activated its emergency response plan in anticipation of Tropical Storm Hone's impact on Hawai'i Island and has been making preparations to quickly respond to customer outages and other potential impacts to its systems. Some of these activities include arranging for additional resources including contractors and equipment, ensuring fuel supplies for trucks and other equipment are topped off, making plans to mobilize field crews and equipment to be staged in locations where they can respond as quickly as possible, and securing its facilities to ensure its employees and equipment are safe.

Strong winds and flooding can damage utility equipment or blow trees and debris into power lines, which can lead to outages. When the weather improves, power lines must be inspected, possibly involving aerial inspections using helicopters and drones, and any damage must be repaired before service can be restored.

Hawaiian Electric urges customers to review their family and business emergency plans, and to keep a close watch on the development of the storm and follow the advice of government officials. Preparation and safety tips are available at hawaiianelectric.com/stormcenter.

Safety is always Hawaiian Electric's top priority. We urge customers to make it their top priority, too:

- Check emergency equipment, such as flashlights, emergency generators, battery-operated (hand-crank or solar) radios, light sticks, and lanterns to be sure they are operational, and buy extra batteries
- Make sure you have a battery-powered radio on hand and listen for updates on the storm.
- If someone in your home is dependent on electrically powered, life-sustaining medical equipment, check backup facilities. Plan where to go should the need for evacuation occur. If you need to go to the hospital or other emergency shelter, remember to take your medical equipment and medications with you to the facility.

- If you plan to use a ladder while preparing your home for the storm, note the location of power lines before you begin. Be sure that ladders or scaffolds are far enough away so that you – and the ends of the tools you’re using – stay at least 10 feet away from power lines. Before lowering a TV antennae or satellite dish, make sure to turn off and unplug the TV.
- If you plan to use a portable generator after the storm, make sure it is placed in a well-ventilated area outside the home, and be sure to carefully follow all instructions in the manufacturer’s manual.
- Keep cash on hand. If power outages do occur, you may not be able to withdraw cash from banks or ATMs.
- Turn your refrigerator and freezer to their coldest settings. If power goes out, this will keep food fresher longer.
- Turn off and unplug any unnecessary electrical equipment, especially sensitive electronics. In the event of an outage, this will prevent damage to the equipment from surges when power is restored.
- If you see a downed power line, assume it is energized and dangerous. Stay at least 30 feet or more away from all power lines. Warn others to stay away. On Hawai’i Island, call Hawaiian Electric’s Trouble Line at 808-969-6666 or for emergency assistance call 911.
- Visit hawaiianelectric.com/stormcenter for more preparation and safety tips.

Hawai’i Island outage information and updates will be posted on the company’s website, Facebook (HawaiianElectric), Instagram (@HawaiianElectric), and X (@HIElectricLight) accounts.

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