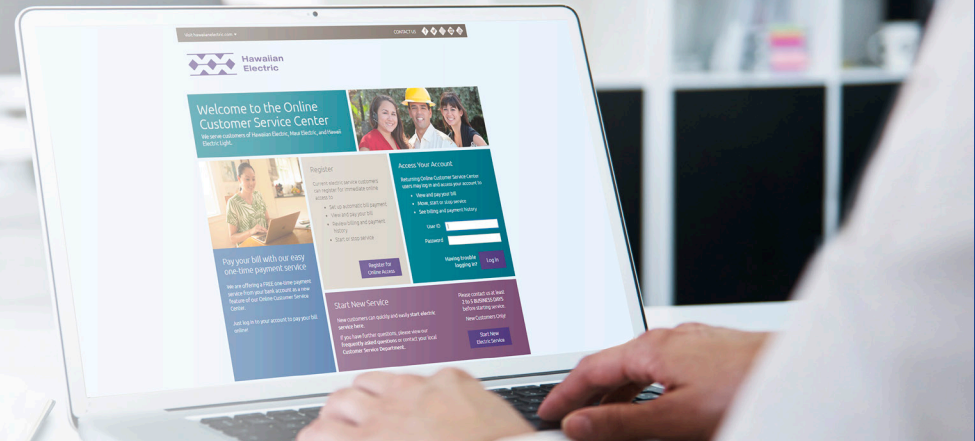
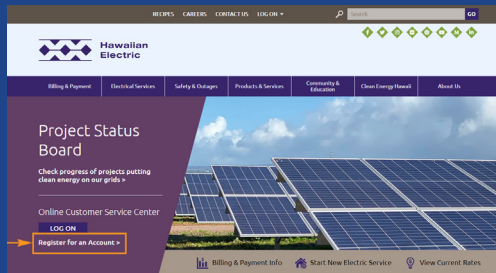


Getting Started Online

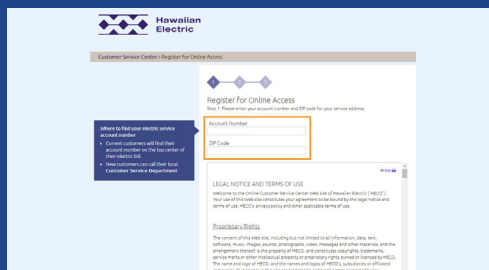
Convenient, Quick and Secure



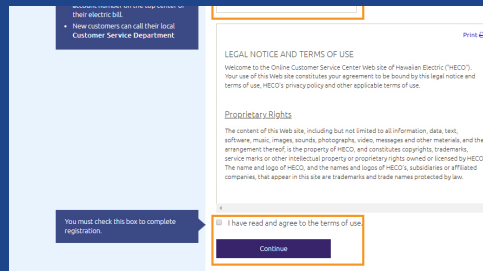
1. Contact our Customer Service Call Center to set up a PIN.
2. Go to hawaiianelectric.com and under Online Customer Service Center click on **Register for an Account**.



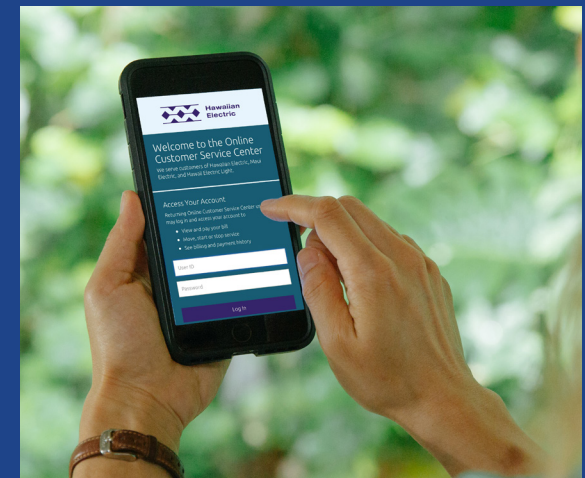
3. Enter your **Account Number** and **ZIP Code**.



4. Check the small box at the bottom of the page once you have read and are comfortable with the company's online Terms of Use. Then click **Continue**.



5. Enter your PIN.
6. Create your User ID and password and submit your request.
7. An acknowledgement screen will appear stating that your account has been successfully set up.



Access your bill online and on your mobile device anytime and anywhere!



For more information, visit hawaiianelectric.com/myaccount



Save time with online services on hawaiianelectric.com

- View your bill online and on your mobile device
- Start, stop, or move electric service
- View current balance
- Email a customer service representative for assistance
- Update account information
- Sign up for paperless billing
- Enroll in Automatic Bill Payment service
- Pay your bill with a checking or savings account for free

For questions, please contact
your Customer Service
Call Center:

O'ahu
(808) 548-7311

Maui County
Maui: (808) 871-9777

Moloka'i & Lāna'i:
(877) 871-8461 toll-free

Hawai'i Island
Hilo: (808) 969-6999
Kona: (808) 329-3584
Waimea: (808) 885-4605

Online Services

for Commercial Customers



**Hawaiian
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