



October 14, 2011

Dear Resident,

Hawaiian Electric Company will soon be starting work on a project in the Aina Haina area that will improve the reliability of electrical service in your neighborhood. This project involves the replacement of underground cables and electrical equipment in the area with new equipment, and will take place over the course of several months.

Work will be done by IKAIKA, a Hawaiian Electric Company licensed and authorized contractor. IKAIKA trucks and construction vehicles used on this project will be marked with decals/signs identifying them as belonging to Hawaiian Electric authorized contractors.

Enclosed is a fact sheet that provides more specific information about the work that will be done and the areas involved. As the project progresses, there may be a need to schedule power outages to enable the replacement of electrical equipment. Affected residents will be notified several days before the scheduled date of any such outage. We realize that this work will take place during the holiday months, and will be making a special effort to schedule any required outages so that there is minimal impact to your holiday plans and preparations.

We apologize for the inconvenience, and appreciate your patience and cooperation as we work to improve the quality and reliability of service to your community.

Sincerely,

A handwritten signature in black ink that reads "Kendys Min". The signature is written in a cursive, flowing style.

Kendys Min
Community Relations Specialist

Encl.