



WHAT SHOULD I DO TO PREPARE FOR A POWER OUTAGE

*if I rely on an electric or battery
dependent medical device?*

Power outages may be serious for people who use electricity and battery dependent assistive technology and medical devices. These include customers who use **respirators or ventilators, power wheelchairs, oxygen, or home dialysis machines.**

Power outages may also be serious for customers who rely on medication that requires refrigeration.

■ To prepare for a power outage:



- ◆ Write down emergency phone numbers and keep them handy
- ◆ Identify a backup location where you can go if necessary
- ◆ Consider a safe backup power source, such as an electric generator or uninterruptible power supply
- ◆ Regularly check that your backup or alternative power source is working properly
- ◆ Teach family and friends how to operate your equipment and backup systems
- ◆ Label your equipment with your name, contact information and clear instructions on how to operate the equipment
- ◆ To the extent your device uses a rechargeable battery, maintain spare batteries and keep them fully charged.

■ Here are some additional tips that may be helpful for customers:



- ◆ If you or someone in your family uses a life-support device, contact Hawaiian Electric about signing up for the Special Medical Needs Program to receive additional advance notifications of a power outage when possible
- ◆ If you use a ventilator, keep a hand-held resuscitation bag on hand
- ◆ If you depend on dialysis or other medical service, check with your provider about their service plans during an emergency
- ◆ If you use oxygen, check with your provider to determine if a reduced flow rate can be used to extend the life of the system. If possible, have backup canisters available.
- ◆ If you use a motorized wheelchair or scooter, have a lightweight manual wheelchair available for emergency use
- ◆ If you use a generator as a backup power source, follow all of the manufacturer's instructions to operate your generator safely

PUBLIC SAFETY POWER SHUTOFF AND SPECIAL MEDICAL NEEDS CUSTOMERS

In the interest of safety, Hawaiian Electric may need to turn off power to communities served by electric lines in or running through high fire-threat areas when gusty winds and dry conditions, combined with a heightened fire risk, threaten a portion of the electric system. This is called a **Public Safety Power Shutoff**.



During a Public Safety Power Shutoff, **ALL** customers serviced by an affected power line will have their power shut off. This includes Special Medical Needs customers.



For residential customers who are on life support and have medical needs, please be sure to provide us with your contact information to receive future notifications in advance of a Public Safety Power Shutoff by submitting an online Medical Needs Communications Form at hawaiianelectric.com/medicalneedsalerts.



Though weather conditions can change quickly, Hawaiian Electric will aim to provide advance notifications for potentially affected customers beginning 48 hours before the power is turned off. In the future, additional outreach to Special Medical Needs customers may include extra phone calls or a door knock to ensure that you are aware that a Public Safety Power Shutoff is going to occur so you can make the necessary preparations to stay safe.

To learn more about the Public Safety Power Shutoff, visit hawaiianelectric.com/pmps



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