Steps to Restore Power Safely After a Storm

Take a look at how we restore power as quickly as possible on Maui, Lāna‘i and Moloka‘i, with safety as our top priority. Whenever it’s possible to safely do some of these steps in parallel, we will do so. While you may not see us in your neighborhood, be assured we are working to restore power as quickly as possible. Thank you for your patience as we move through these steps to restore power to everyone.

1 Safety first
The safety of the public and our crews is our top priority. Before proceeding with repairs, we must first address any immediate potential hazards. This includes complying with all environmental rules. We also need to take steps to ensure there is no electricity running through affected areas. After we’ve addressed safety issues, we move to Step 2...

2 Damage assessment and clearing
We must determine the extent of damage and any materials/equipment requirements, such as for downed poles and lines. We also must address accessibility issues, including tree trimming, making trails and/or helicopter landing/staging pads, debris removal, trenching, draining flooded underground systems, etc.

3 Repair main transmission and substations
If needed, we first repair main transmission lines and substations, which serve as the backbone of the electric system. This step sometimes includes flying in materials, equipment and personnel.

4 Repair neighborhood circuits
Poles, equipment, lines and/or underground cables in affected neighborhoods are repaired. Often, at this stage, we can incrementally restore large groups of customers by transferring them to an alternate circuit, if available.

5 Repair service lines and restore power to individual customers
Our crews then repair individual service lines so the remaining customers in affected areas can be restored.

6 Full circuit restoration
We then restore the system back to its normal condition by switching customers back to their normal circuits. Any customers still out of power at this point should call our Trouble Line at 871-7777 on Maui and toll-free 1-877-871-8461 on Lāna‘i and Moloka‘i. This is an important way for us to learn about any “pocket” outages, which generally affect smaller pockets of customers. We can then focus on restoring power to those remaining areas.