

Payment Assistance

Hawaiian Electric and other non-profits offer programs to help a variety of customers in need. These programs are available for those that may qualify.



Life Support

Hawaiian Electric keeps record of customers who require power for important life support devices. Extra steps are taken to assist customers enrolled in our life support program.

[READY TO APPLY](#)



LIHEAP

Federal program that provides qualifying low-income households with a one-time credit to offset household energy costs. Applicants may apply, once per program year, for one of two types of credit.

[MORE INFORMATION](#)

[READY TO APPLY](#)



Special Medical Needs

Our Special Medical Need Rate offers a discount of \$0.04 per kWh (on the Non-Fuel Energy Charge) on the first 500 kilowatt-hours in any month. Maximum savings is \$20 in a given month.

[MORE INFORMATION](#)



Coordinated Homeless Program

If you are homeless or at-risk of becoming homeless, you may qualify to receive financial assistance for Rental Move-In, Security Deposit, Utility Deposit, Rent and/or Utility Back Payments. Contact the following partner agencies:

[CATHOLIC CHARITIES HAWAII](#)

[HOPE SERVICES HAWAII](#)

[THE SALVATION ARMY](#)

[HAWAII COUNTY ECONOMIC OPPORTUNITY COUNCIL](#)



Ho'āla Assistance

The purpose of the Ho'āla Assistance Program is to provide one-time emergency financial assistance (up to \$1,000 per household) to Hawai'i residents facing hardship due to the COVID-19 pandemic. The program aims to provide stability to families during this emergency situation. The program funds mortgage payment, rent payment, utility services, and certified childcare services.

[MORE INFORMATION](#)



Kahiau Community Assistance

The purpose of the Kahiau Community Assistance Program (KCAP) is to provide one-time emergency financial assistance (up to \$1,500) to Native Hawaiian beneficiaries facing hardship due to an unexpected crisis. KCAP is made possible through a grant from the Office of Hawaiian Affairs and aims to provide stability for Native Hawaiians during emergency situations.

[MORE INFORMATION](#)

[READY TO APPLY](#)



Helping Hands Hawaii

The mission of Helping Hands Hawaii is to develop community self-sufficiency and resilience by providing guidance, household goods and opportunities for empowerment and connection.

[MORE INFORMATION](#)



Maui Economic Opportunity

Administers human service programs to low-income children and families, elderly, immigrants, persons with disabilities and medical needs, including the H.E.L.P program for Maui residents to pay for essential needs due to loss of income related to COVID-19.

[MORE INFORMATION](#)



Aloha United Way

AUW 211 specialists help you find food, shelter, financial assistance, child care, parenting support, elderly care, disability services, job training and much more.

[MORE INFORMATION](#)

COVID-19 Household Hardship Relief Program

Program provides assistance to City and County of Honolulu residents who demonstrate economic hardship due to COVID-19.

[MORE INFORMATION](#)

Lili'uokalani Trust's COVID-19 'Ohana Stabilization Fund

Provides help for parents of Native Hawaiian children destabilized by the pandemic limited to household items and grocery gifts cards provided through their Kōkua Line.

[MORE INFORMATION](#)