**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.

<table>
<thead>
<tr>
<th>Program</th>
<th>Description</th>
<th>More Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>LIHEAP</td>
<td>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.</td>
<td>Ready to Apply</td>
</tr>
<tr>
<td>Special Medical Needs</td>
<td>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.</td>
<td></td>
</tr>
<tr>
<td>Ho'ala Assistance</td>
<td>The purpose of the Hoʻāla Assistance Program is to provide one-time emergency financial assistance (up to $1,000 per household) to Hawaiʻi 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.</td>
<td></td>
</tr>
<tr>
<td>Kahiau Community Assistance</td>
<td>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.</td>
<td></td>
</tr>
</tbody>
</table>

**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 Hawai‘i
- Hope Services Hawai‘i
- The Salvation Army
- Hawaii County Economic Opportunity Council

**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.

**Helping Hands Hawai‘i**

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

**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.

**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.

**COVID-19 Household Hardship Relief Program**

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

**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.