

RULE NO. 8

Rendering and Payment of Bills

A. RENDERING OF BILLS

1. Billing Period

Bills for electric service may be rendered monthly or bimonthly at the option of the Company, except that bills based on measured monthly maximum demand shall be rendered monthly. Bimonthly bills will be computed by doubling the size of the monthly energy blocks and the monthly amount of the capacity or minimum charge.

2. Metered Service

Bills for metered service will be based on meter registration. Meters will be read as required for the preparation of regular bills, opening bills and closing bills.

It may not be possible always to read meters on the same day of the month, and should a bimonthly billing period contain less than 54 days or more than 66 days or should a monthly billing period contain less than 27 days or more than 33 days, a pro rata adjustment in the bill will be made.

3. Pro Rata Adjustment

Except as provided below, all bills for electric service rendered for periods of less than 54 days or more than 66 days on a bimonthly billing period, or for periods of less than 27 days or more than 33 days on a monthly billing period will be computed in accordance with the applicable schedule, but the size of the energy blocks, and the amount of the capacity demand, or minimum charge, specified therein, will be prorated on the basis of the ratio of the number of days in the period to the number of days in an average bimonthly or monthly period, which for this purpose shall be 60 days and 30 days, respectively.

HAWAII ELECTRIC LIGHT COMPANY, INC.

Rule 8 - Continued

When the total period of service is less than 34 days, no proration will be made, and no bill for such a service period shall be less than the specified monthly capacity, demand, or minimum charge, except, when temporary service is furnished and the customer has paid the estimated cost of installing and removing the service facilities, proration will be made.

B. READING OF SEPARATE METERS NOT COMBINED

For the purpose of making charges and billing, each meter upon the customer's premises will be considered separately and the readings of two or more meters will not be combined, except where the Company, for engineering and operating reasons, installs more than one meter.

C. PAYMENT OF BILLS

All bills are due and payable on the date of presentation, and payment shall be made at a Company business office or to an authorized representative or agent.

Bills for connection or reconnection of service, payments for deposits, and payments to reinstate deposits as required by these rules shall be paid before service will be connected or reconnected.

D. LATE PAYMENT CHARGE

1. A late payment charge of 1% shall be applied to any unpaid electric service-related account balances excluding any unpaid late payment charges existing when the bill is calculated for billing purposes, provided the billing period is not less than 20 days since the last bill.
2. A late payment charge of 0.83% per month (or 10% per year) shall be applied to any other customer account receivables (OCARS) excluding any unpaid late payment charges existing when the unpaid account balance is calculated for billing purposes, provided the billing period is not less than 20 days since the last bill. A late payment charge provision specified in a written contract shall supersede the 0.83% per month late payment charge.

HAWAII ELECTRIC LIGHT COMPANY, INC.

Rule 8 - Continued

3. As a guide to customers, electric service-related bills will show the due date when payment must be received by the Company, in order to avoid late payment charge. Customers should allow time for the mailing and processing of customer payments.

E. RETURNED PAYMENT CHARGE

Payment by check or by form of electronic transfer for any service covered herein which is not honored by the financial institution on which it is issued will result in a fee of \$16.00 to the customer.

F. FIELD COLLECTION CHARGE

The Company shall require payment of \$20.00 for any field call to the service location necessitated by the customer's nonpayment of bills or for failure otherwise to comply with the tariff provided that service is not disconnected and the unpaid bill is successfully collected.

HAWAII ELECTRIC LIGHT COMPANY, INC.