

Getting Started with the Customer Interconnection Tool

Hawaiian Electric's Guide for Customers



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Introduction

Hawaiian Electric now offers an online interconnection application process.

Customers may now submit and manage applications online.

This quick guide is designed to introduce you to the Customer Interconnection Tool and to highlight key steps so you can confidently get started on the application process.

This guide includes steps on how to:

- register for an account,
- submit and review applications, and
- navigate the portal to get updates on your application.

Who can use the portal?

Both customers and contractors can use the portal to create, submit, and manage applications for Distributed Energy Resources programs, such as Customer Self-Supply.



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Introduction

Application Process Overview

What are the steps for the application process?

As you'll see below, the application process often requires some back-and-forth communication between you, your contractor and our internal teams. The steps for this process include:

1. Apply for Interconnection

During this step, you'll be asked to provide detailed information about the installing contractor, project system and size. You may need assistance from your contractor to help you provide most of the necessary information.

2. Review Submittal Package for Completeness Review*

Our Distributed Energy Resources team will review the required information for accuracy. If you may have missed required documents and/or submitted incorrect information, we will notify you of the errors, and you will be asked to make corrections before it can be reviewed again.

3. Review Technical Requirements for System*

Once you successfully pass our internal completeness review, then our technical team will review your application to ensure that your proposed system can safely connect to our electrical grid. We may consider supplemental review depending on your system and circuit/hosting level requirements.

4. Conduct Studies and Utility Install/Upgrades (if necessary)*

Supplemental review may indicate that additional reviews, studies or upgrades will be necessary. Upon completion, the analysis with any identified requirements will be provided to you with options to move forward.

5. Complete Project Installation

After receiving approval to move forward to build your system, your installing contractor will work with you to schedule time to do the actual installation. Additional information will be submitted to us by your contractor so we can validate that the overall system was built as originally agreed upon.

6. Project Validation and Agreement Execution

The final step may involve an onsite compliance check on your system requirements and installation of your new meter. Also, the final executed agreement will be provided to you for signatures. Changes to the language of the actual agreement will not be allowed. [Please take the time to review a copy of the agreement online.](#)

***Note:** *These steps are processed by our internal teams and may require additional information from you and/or your contractor.*



Introduction

Once I've started, do I need to finish the entire application at that time?

At any point, you can save your application and come back to it later. For more information on how to do this, go to the Application Review page (page 9 in this guide).

How will I know the status of my application?

You will receive email notifications and status updates throughout the application process so it's important to use an accurate email address. The email address used for signing up should be the same as the one used in your application so you can stay informed on the status of your application.

Why is the application process moving online?

The online application process is faster than the traditional paper process and helps to more efficiently move the entire project along.

Where can I go if I have more questions or need help?

Visit our [FAQ](#) for more information, or contact our Distributed Energy Resources Team either by phone or email.

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Getting Started



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Getting Started My Account

My Account

To use the Customer Interconnection Tool and submit an application, you need to have an online interconnection account. You can either sign up for an account or log in to an existing account on the [welcome page](#).

To Sign Up for a New Account:

1. Select Account Type: Utility Customer. **A**
2. Fill out contact information.
3. Create your login username and password.
4. Complete registration through an email that will be sent to you.
5. Log in to your account.

To Update Your Account Information:

1. Log in to your account.
2. Select the "My Account" tab at the top of the portal page and update your contact information as needed.

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Register for an Account

Account Type * Utility Customer

PERSONAL INFORMATION

First Name * Enter

Last Name * Enter

Mailing Address * Enter

City * Enter

State * Please select

Zip * Enter

Phone * Enter

Type * Please select

LOGIN INFORMATION

Password Requirements

- Must be between 8 and 15 characters in length
- Must contain at least one uppercase character
- Must contain at least one lowercase character
- Must contain at least one numeric character
- Must contain at least one special character

Username * Enter

Email * Enter

Confirm Email * Enter

Password * Enter

Confirm Password * Enter

I'm not a robot

hCAPTCHA
Privacy - Terms

Register



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Initiating an Application

To Create an Application:

1. Log in to the Customer Interconnection Tool.
2. Select the “Start a New Application” button on the home page.
3. Choose the type of application you need. **A**
4. For an overview of items you may need throughout the process, click to expand the list under “Application Requirements”. **B**
 - Please complete the [Customer Authorization Form](#) and have it ready to upload during the application process. This will allow us to work directly with your contractor regarding your application.

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Home Applications My Account

Apply for Interconnection

Program Type Project Location Contact Information System Type Project System Components Additional Information & Drawings Application Summary

Program Type

What type of application are you interested in? * Customer Self Supply

APPLICATION REQUIREMENTS

Below is a list of items and information that may be needed during your application process:

[Click to minimize](#)

- The meter number at the service address (the utility bill has this information on it);
- County Parcel ID/Tax Map Key Number;
- Valid, current email address;
- Name and proof of ownership of legal property owner;
- Proof of ownership and/or signature authority of authorized representative of legal property; owner (if property is owned an entity or trust other than an individual owner/applicant);
- Primary contact name and information of leasing company (if applicable);
- Primary contact name and information of installer/contractor;
- Detailed information about proposed system equipment (i.e. manufacturer(s), model numbers, rated electrical capacity, and the design, usage, and components of any energy storage);
- Electrical drawings;
- Site plan;
- Site photos;
- Additional transformer and relay system information, if applicable.

Save and Continue

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Application Submission

Throughout the application process, you will be asked to submit various documents and pieces of information regarding your project location, system components and equipment details.

The items you will need include: **A**

- Project Location, including:
 - » Meter Number
 - » Zip Code
 - » Project Tax Map Key
- Customer Authorization Form
- Installing Contractor Information
- Project System Components **B**
 - » Including AC Disconnect, Inverter & Proposed System Size
- Electrical Drawings
- Transformer Base Information
- Additional system information

Prior to beginning your application, it would be helpful to gather these pieces of information to expedite the submission process.

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Application Summary

Program Type Project Location Contact Information System Type Project System Components Additional Information & Drawings Application Review

Application Review

Please review your application in light of the information provided. Once your review is complete, you will be able to submit your application.

Project System Components

AC DISCONNECT - 001	
AC Disconnect Manufacturer	MANUFACTURER
AC Disconnect Model	MODEL
AC Disconnect Quantity	QUANTITY
AC Disconnect Fuse Type	FUSE TYPE
AC Disconnect Phase	PHASE
AC Disconnect Rated Amps	RATED AMPS

Edit this Section

Project Location

POINT OF CONTACT

Contractor is the POC	YES
Authorization Form	DocumentTitle

FACILITY ADDRESS

Meter Number	12345678910
Project Service Address	516 N KUAKINI ST
Project Unit	
Project City	HONOLULU
Project Zip Code	96817
Project Tax Map Key(s)	12351235
Property Type	RESIDENTIAL

Edit this Section

Contact Information



Getting Started Application Review

Application Review

The application process is comprehensive and requires several pieces of information. At any point during your application, you can save your progress and come back to it later.

To Save an Application:

1. At the bottom of any page during the application process, select "Save and Continue" to save your progress.

To Return to an "In-Progress" Application:

1. Select either "Applications" in the top menu **A** or the "View Projects" button **B** on the homepage to access your application.
2. On the Applications page, select your project to get an overview of the Project Summary.
3. In the Activity section **C**, select an item to return to that page and continue your application.

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Home Applications My Account

Welcome Hawaii Test to the Customer Interconnection Tool

This portal allows you to:

1. Submit new interconnection applications. [View Applications Available](#)
2. View saved and submitted projects.
3. View Project Reports
4. Manage account details.

Technical Notes:

- Please do not use the browser's Back/Forward buttons to navigate the site.
- If you return to a previously-submitted page and make changes, you must resubmit the form.
- This website supports the following browser versions and higher: Internet Explorer 11, Edge, Chrome 49, Firefox 54, and Safari 6. Older versions will not function properly.

Start a New Application

View Saved and Submitted Projects

If you have already initiated or submitted an application, you may access its progress or status.

View Projects

Interconnection Application Process
How it works.

1. Apply for Interconnection
2. Review Submittal Package for Completeness Review
3. Review Technical Requirements for System
4. Conduct Studies and Utility Install/Upgrades (if necessary)
5. Complete Project

Home Applications My Account

Project Summary [Start a new revision](#)

Assigned To: Engineer

Project: P-CSS-17-06560 Progress Phase: Completeness Review IIQ Status: RC Action For: Utility

Service Address: 747 WILWILI ST 804, HONOLULU, HI 96826

Property Owner: Test Company

Property Owner Phone: (580) 321-6985 Contractor: Akamai Home Tech LLC

Property Owner Email: CITTestCustomer3@hawaiianelectric.com Contractor Phone: (808) 853-1115

System Owner: SysOwn Company Contractor Email: CITTestContractor3@hawaiianelectric.com

Account Number: 20170418074223 Meter: MPX000422405 TMK: 986963698

System Type: Solar Storage: False Total kW: 3.12

More Actions: [Withdraw Application](#)

Progress Documents Communications

APPLY FOR INTERCONNECTION

Activity	Completed By	Date Completed
Program Type	pulabarti	2017-04-18 07:35:11 AM
Project Location	pulabarti	2017-04-18 07:35:41 AM
Contact Information	pulabarti	2017-04-18 07:38:45 AM
System Type	pulabarti	2017-04-18 07:38:53 AM
Project System Components	pulabarti	2017-04-18 07:39:30 AM
Additional Information & Drawings	pulabarti	2017-04-18 07:41:25 AM
Application Review	pulabarti	2017-04-18 07:42:23 AM

COMPLETENESS REVIEW



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Project Summary

On the Project Summary page, you can continue, review and manage project status and application details. You can also look at your project's progress, associated documents and communications.

Project Summary:

- **Progress:** **A** A detailed overview of your project's status, including completion dates for each phase
 - » **Activity:** **A1** A list of application steps where you can review your information or continue your application
- **Documents:** **B** A record of all uploaded documents for your application
- **Communications:** **C** An archived list of messages regarding your project

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Project Summary [Start a new revision](#)

Assigned To: Engineer

Project: P-CSS-17-06560	Progress Phase: Completeness Review	IIQ Status: RC	Action For: Utility
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Service Address: 747 WILIWILI ST 804, HONOLULU, HI 96826

Property Owner: Test Company

Property Owner Phone: (580) 321-6985	Contractor: Akamai Home Tech LLC
Property Owner Email: CITTestCustomer3@hawaiianelectric.com	Contractor Phone: (808) 853-1115
System Owner: SysOwn Company	Contractor Email: CITTestContractor3@hawaiianelectric.com

Account Number: 20170418074223	Meter: MPX000422405	TMK: 986963698
System Type: Solar	Storage: False	Total kW: 3.12

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COMPLETENESS REVIEW

Activity	Completed By	Date Completed
Completeness Review		
CR Confirmation		

INITIAL TECHNICAL REVIEW

SUPPLEMENTAL REVIEW

IC REQUIREMENT STUDY



Mahalo

We're Here to Help

We hope that this overview guide has helped to clarify the application process and give a better understanding of how to use the Customer Interconnection Tool. If you need additional assistance, please visit our [FAQ](#) for more information, or contact our Distributed Energy Resources Team either by phone or email.

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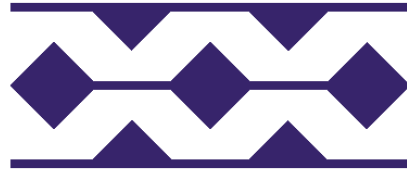
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