

# Submitting a New Commercial Underground Service Request

Hawaiian Electric's Guide for the Customer Interconnection Tool



# Hawaiian Electric now offers an electrical service request application process.

Customers may now submit and manage electrical service request 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 an application for a commercial underground service

## Who can use the portal?

Both customers and contractors can use the portal to create, submit, and manage applications for electrical service requests, such as a new residential or commercial service or upgrade of an existing service.



# Electrical Service Request 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. Initiate and Accept Service Request

During this stage, you will be asked to provide detailed information about your service request. You may need assistance from your electrical contractor or an engineering consultant to provide some of the necessary information and/or documents. After your application has been submitted, our team will perform a completeness review of your application. If required, we may need to perform an additional review. If any required information and/or documents are missed, the application will be sent back to you for resubmittal. Once your application is accepted, a service request notification will be generated and a planner, designer or engineer will be assigned.

### 2. Develop Conceptual Design and Determine Rough Cost

During this stage, the assigned planner, designer or engineer will perform the necessary research, field inspection and preliminary engineering required to develop a conceptual design. If a preliminary payment is required, a preliminary engineering fee or 20% payment of the rough cost will need to be provided by the customer before the project design and firm cost estimate can be finalized.

### 3. Finalize Design and Cost

During this stage, the planner, designer or engineer will develop the final project design and cost estimate. A firm proposal and design drawing will be sent to the customer for signature of approval and payment.

### 4. Complete Customer Work and Other Requirements

During this stage, the customer proceeds with the construction and installation of their facilities and equipment. All necessary inspections will need to be performed and approved by Hawaiian Electric and/or City & County of Honolulu. Any necessary payments and/or grants-of-easement will need to be obtained by Hawaiian Electric. After all requirements are met, the planner, designer or engineer will prepare and submit the project work order for scheduling.

### 5. Complete Hawaiian Electric Work

During this stage, Hawaiian Electric will schedule the construction and installation of its facilities and equipment. Hawaiian Electric will perform the work which may take multiple days or multiple phases to complete, depending on the complexity of the project.

### 6. Energize

During this stage, your project will be energized, at which time your electrical contractor can proceed with the testing of your electrical equipment. Depending on your project, energization will either take place on the same day the Hawaiian Electric work is completed in stage five (5) or at a later scheduled date.

### 7. Finalize and Close Request

During this stage, your service request will be marked as completed and will be closed in our system.



### 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. You'll also have an opportunity to review everything on the Application Review page (page 16) before submitting your application to Hawaiian Electric.

### 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 changing?

This new application process through Hawaiian Electric's Customer Interconnection Tool helps to more efficiently move the entire project along while giving key stakeholders updates throughout the process.

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

#### **Hawaiian Electric**

O`ahu: (808) 543-7070

Maui County: (808) 871-2390

Hawai`i Island: (808) 969-0311

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**Hawaiian  
Electric**

# New Commercial Underground Application Guide

[My Account](#)

[Initiating an Application](#)

[Application Intake](#)

[Application Review](#)

[Submission Confirmation](#)

[Support](#)



# 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:

Select Account Type: Utility Customer.

1. Fill out contact information.
2. Create your login username and password.
  - » Be sure to create a unique User ID using alphanumeric characters.
3. Complete registration by entering a verification code that will be sent to your email.
4. 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

Register with your username and password:

User ID \*

First Name  Last Name

Password \*  Password \*

Home Phone  Country

Mobile Phone  Country

Business Phone  Country

Primary Phone

Email \*

I have read and agree to the [Terms of Use](#) \*

I have read and agree to the [Privacy Policy](#) \*

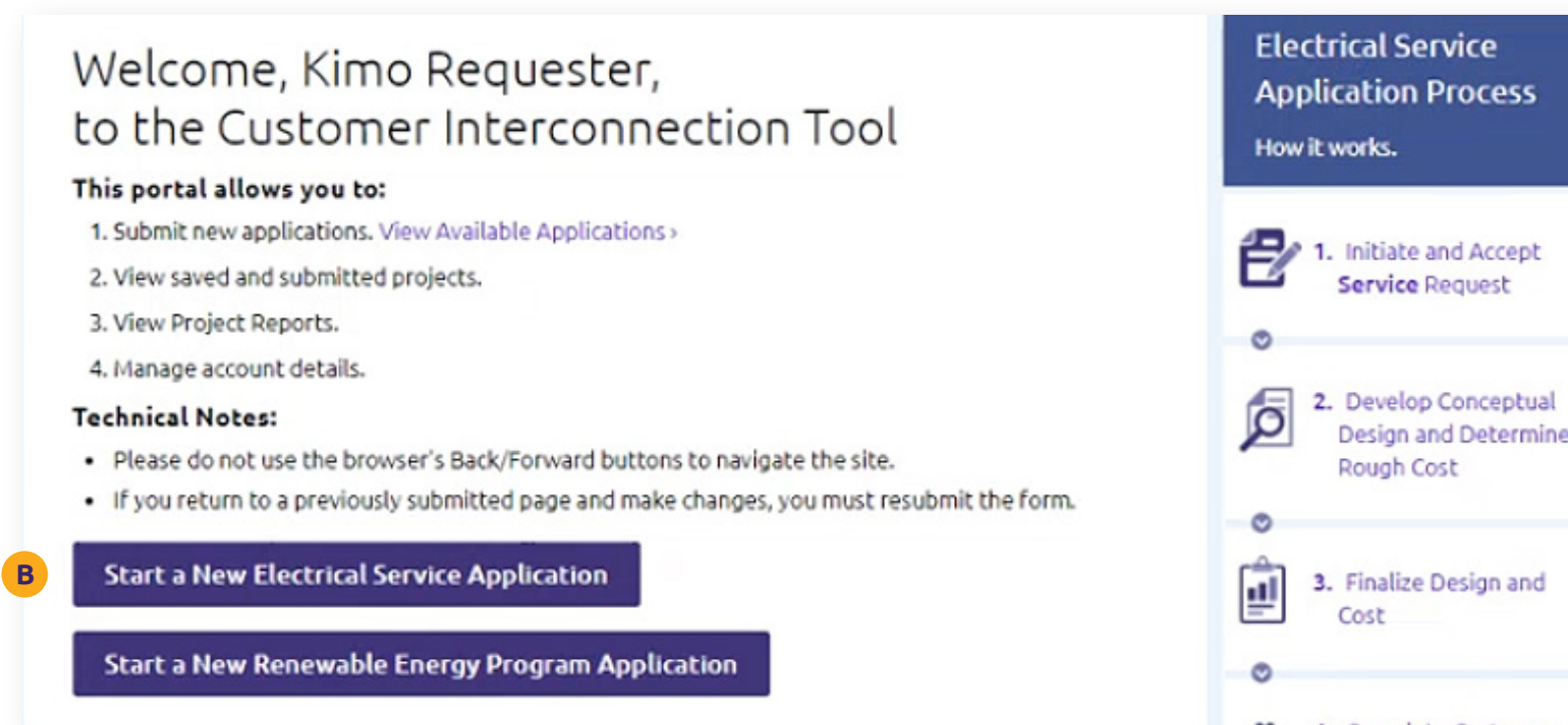
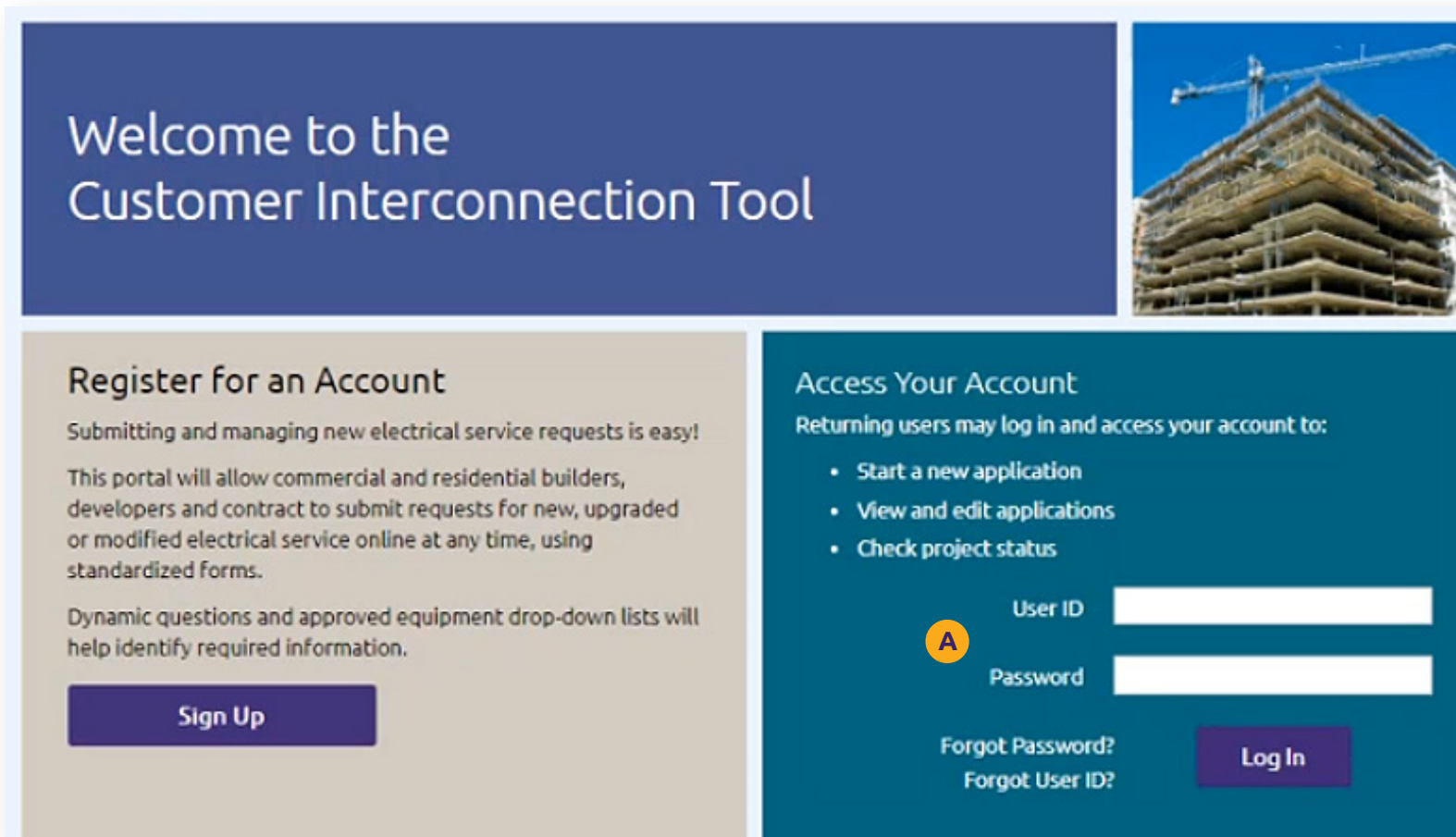
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# Getting Started

## To Create an Application:

1. Log in to the Customer Interconnection Tool **A**.
2. On the next page, Start a new Electrical Service Application for a new Commercial Underground Service **B**.



# Basic Project Information

## Requestor:

1. Choose an applicable Requestor Type **A**. For this example, you will be submitting this application as an engineering consultant.
2. Select "Consultant [Architect, Engineer]" from the Requestor Type drop-down menu.

## Project Address:

1. Add the Project Address information **B**. All fields with an asterisk are required.

The screenshot shows the Hawaiian Electric website's 'Application Intake' page. At the top, there is a navigation bar with 'Home', 'Applications', and 'My Account' buttons. Below this is a breadcrumb trail: 'Basic Project Information' (highlighted), 'Submittals', and 'Application Review'. The main form area is titled 'Application Intake' and contains two sections: 'Requestor Type' and 'PROJECT ADDRESS'. In the 'Requestor Type' section, a dropdown menu is set to 'Consultant [Architect, Engineer] (1)'. The 'PROJECT ADDRESS' section contains several input fields: 'Street Number \*' (1234), 'Street Name \*' (Keolu Dr), 'Unit' (Enter), 'City' (Kailua), 'State' (HI), 'ZIP Code \*' (Enter), and 'Tax Map Key' (Enter a number). Below this is the 'PROPERTY AND EQUIPMENT ACCESSIBILITY' section, which includes a dropdown menu for 'Are equipment disconnects and electrical meters accessible to Hawaiian Electric Companies personnel?' set to 'Please select'.





# Basic Project Information (cont'd)

## Property and Equipment Accessibility:

1. Fill out the "Property and Equipment Accessibility" section **A**.
  - » Inform Hawaiian Electric personnel of any access issues to existing meter equipment.
  - » Include any special instructions for entering the property.
  - » This section can be left blank if there is no meter equipment and access is not an issue.

## Customer Information:

1. Add Customer Information **B**.
  - » Include the customer's email address **C** to allow them to receive automated project email notifications. If they are a registered user of the Customer Interconnection Tool, they will gain access to the application.

### PROPERTY AND EQUIPMENT ACCESSIBILITY

Access to your property may be required for system inspection and or meter installation. For the safety of our personnel please provide information on the accessibility.  
Situations that prohibit access for the utility may delay the processing of your application or the installation of necessary equipment.

**A** Are equipment disconnects and electrical meters accessible to Hawaiian Electric Companies personnel?

Do you have pets near the equipment?

Do you have a locked gate?

Contact Person **i**

Contact Phone

Special Instructions?

### CUSTOMER INFORMATION

**B** Name \*

Phone Number \*

**C** Email Address

Company

### OTHER STAKEHOLDERS

Add Stakeholder(s)

Remove

Name \*

Phone Number \*

# Basic Project Information (cont'd)

## Other Stakeholders:

1. Click on "Add Stakeholder(s)" **A** to include individuals who are involved with the project (e.g. electrician, general contractor, or engineering consultant).
2. Provide their email addresses **B** to allow them to receive automated project email notifications. If they are a registered user of the Customer Interconnection Tool, they will gain access to the application. Added Stakeholders will gain the option of completing the application on behalf of the customer.
3. Click on the "Primary Contractor" checkbox **C** to identify the individual as the primary contractor for this project. The primary contractor may be the main point of contact when construction begins.
4. Click on "Add Stakeholder(s)" again to add other individuals involved with the project.

### OTHER STAKEHOLDERS

---

Add Stakeholder(s)

Remove

Name *	<input type="text" value="Joe Kealoha"/>
Phone Number *	<input type="text" value="(808) 555-1234"/>
Email Address	<input type="text" value="cidtest.stakeholder1@gmail.com"/> <b>B</b>
Company	<input type="text" value="Kealoha Construction"/>
	<input checked="" type="checkbox"/> Primary Contractor <b>C</b>

---

### PROJECT DETAILS

Project Name *	<input type="text" value="JW Autobody &amp; Painting"/>
Is this application for a Commercial/Multi-Family or a Single Family house? *	<input checked="" type="radio"/> Commercial/Multi-Family <input type="radio"/> Single Family House
Is this an overhead or underground installation? *	<input type="radio"/> Overhead <input checked="" type="radio"/> Underground
Project Description *	<input type="text" value="Install permanent underground service to new autobody shop"/>
Project Type *	<input type="text" value="Add New (Permanent) Service"/>

Please Note: Billpayer information will be required when completing the application form.

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### METER NUMBERS

No Existing Meter  
  
 Unsure of Meter Number

# Basic Project Information (cont'd)

## Project Details:

Provide the Project Details information, including whether this is a project for a Commercial/Multi-Family or Single-Family Home.

1. Since this project is for a New Commercial Underground Service, **A** select "Commercial/Multi-Family" and "Underground."
2. Indicate if this project is Overhead or Underground **B**.
3. Select "Add New (Permanent) Service" from the Project Type drop-down menu **C**.

## Meter Numbers:

1. Check the box next to "No Existing Meter" **D** if there is no meter associated with this project.
  - » The "Add Meter Number(s)" button **E** along with the checkbox for "Unsure of Meter Number" **F** will disappear.
2. Once all information on this page is entered, click the "Next" button **G**.

**PROJECT DETAILS**

Project Name \*

**A** Is this application for a Commercial/Multi-Family or a Single Family house? \*  
 Commercial/Multi-Family  
 Single Family House

**B** Is this an overhead or underground installation? \*  
 Overhead  
 Underground

Project Description \*

**C** Project Type \*

**Please Note:** Billpayer information will be required when completing the application form.

**METER NUMBERS**

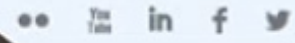
**D**  No Existing Meter

**F**  Unsure of Meter Number

**E**

**G**

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# New Service

## Meters:

1. Answer these questions **A** to inform Hawaiian Electric of how many meters will be required for this project.
2. Indicate whether this project includes **B** Renewable Energy or Net Metering.

## Monthly Billing:

1. Click “Add Bill Payer(s)” **C** and select the individual who will be responsible for paying the monthly electric bill from the “Monthly Bill Payer” drop-down menu **D**.
  - » If the individual does not appear in the drop-down menu, select “Other” and provide their name and contact information.
2. Once all information on this page is entered, click the “Next” button **E**.

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Home Applications My Account

## Application Intake

Basic Project Information **New Service** Per Meter Load Information Submittals Application Review

**A** How many meters will be needed for this project? \*

**B** Does this project involve Renewable Energy or Net Metering? \*  Yes  No

### MONTHLY BILLING

Billing confirmation will be required prior to the creation of your service request. Please provide the information for the party who will be responsible for paying the monthly electric bill for each new meter associated with this project. For multiple meters, add as many Bill Payers as required. On the following screen, you will have the option of choosing the Bill Payer associated with each new meter.

**C** **Add Bill Payer(s)**

Remove

Monthly Bill Payer \* **D**

An Electrical Consultant or Contractor is recommended to complete this portion of the application.

**E** **Next**

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# Per Meter Load Information

## Add Meter Load Information:

1. Click on “Add Meter Load Information” **A** to enter the load information for this project.
  - » This includes, but is not limited to, load type, amps, voltage, total connected load, total demand, and total square footage.
2. In this example, this project will require CT metering, so be sure to select “CT Meter” from the Amps (Meter Socket Rating) drop-down menu **B**.
3. This project will require three-phase, 120/208 volt, 4-wire service. Select “3ph, 120/208v, 4w (F)” from the “Voltage” drop-down menu **C**.
4. Under Total Connected kVA **D**, enter “150.”
5. Under Total Demand kVA **E**, enter “130.”
6. Under Total Generation kVA **F**, enter “0.”
7. Enter total square footage information **G**.
8. Under “Is there large equipment being served other than normal building loads?” **H** click “Yes.”

The screenshot shows the Hawaiian Electric portal interface. At the top, there is a navigation bar with 'Home', 'Applications', and 'My Account'. Below this is a large 'Application Intake' header. A progress bar indicates the current step is 'Per Meter Load Information', with previous steps being 'Basic Project Information', 'New Service', 'Submittals', and 'Application Review'. The main content area is titled 'Add Meter Load Information' and contains a form with the following fields:

- A**: Add Meter Load Information button
- Remove (link)
- Monthly Bill Payer: James Wyatt
- Load Type \*: Automotive shop
- Building Permit Number: 999999
- Amps (Meter Socket Rating) \*: CT Meter (**B**)
- Voltage \*: 3ph, 120/208v, 4w (F) (**C**)
- Total Connected kVA \*: 150 (**D**)
- Total Demand kVA \*: 130 (**E**)
- Total Generation kVA \*: 0 (**F**)
- Total square footage \*: 10000 (**G**)
- Square footage with AC \*: Enter a number
- Is there large equipment being served other than normal building loads (receptacles, lights, and AC)? \*: Yes (selected) / No (**H**)

## Per Meter Load Information (cont'd)

### Add Equipment:

1. Click "Add Equipment" **A** to add information specific to the large equipment being employed in the building.
2. Click "Add Equipment" again to add information for additional large equipment employed in the building.
3. Once all information on this page is entered, click the "Next" button **B**.

Is there large equipment being served other than normal building loads (receptacles, lights, and AC)? \*  Yes  No

Please list all types of equipment and nameplate rating (horsepower, wattage, etc.)

**A**

Remove

Equipment Type *	<input type="text" value="Enter"/>
Rating (HP/KW) *	<input type="text" value="Enter"/>
Number of Units *	<input type="text" value="Enter a number"/>
Total Load (Rating x # of Units) *	<input type="text" value="Enter"/>

**B**

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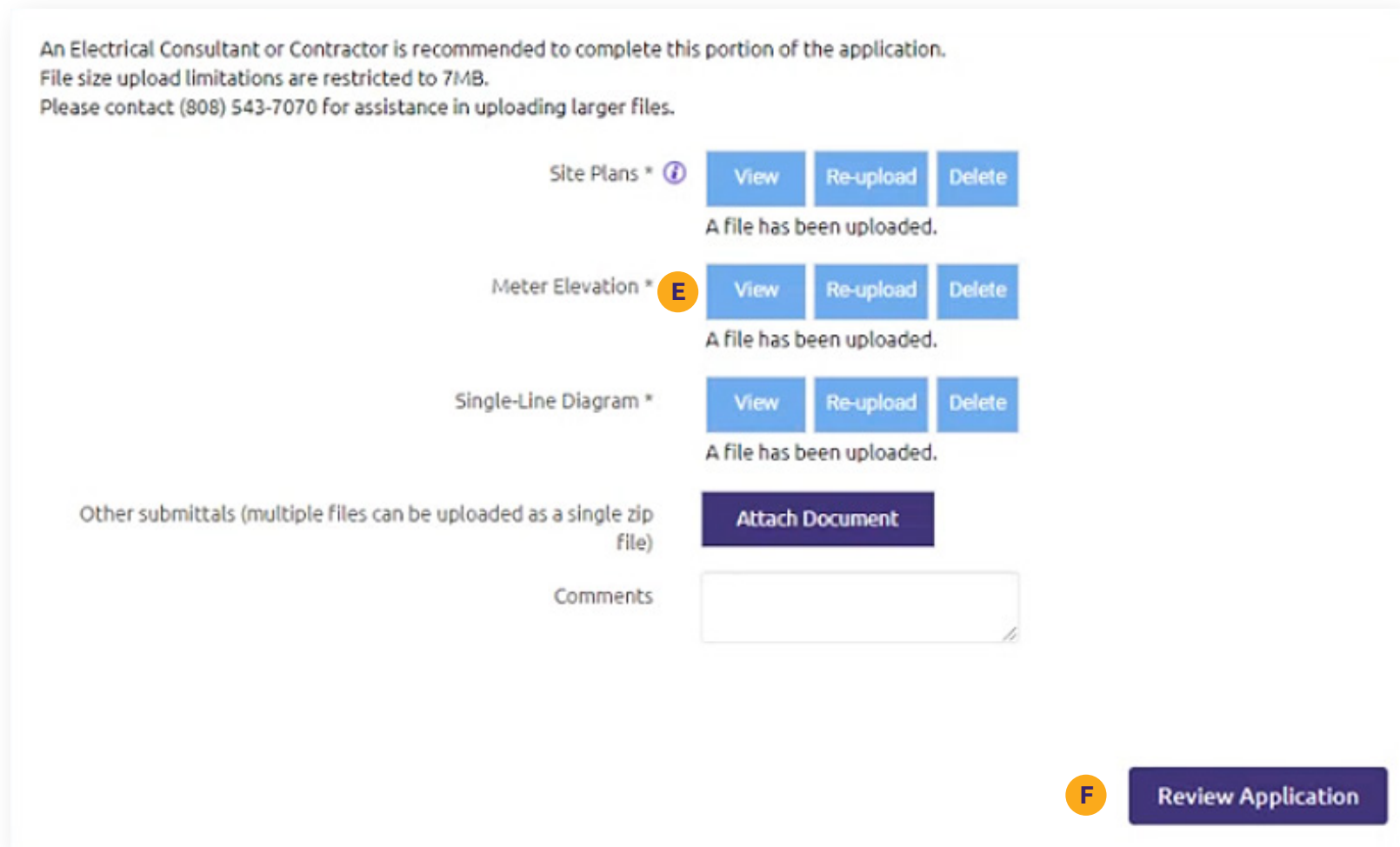
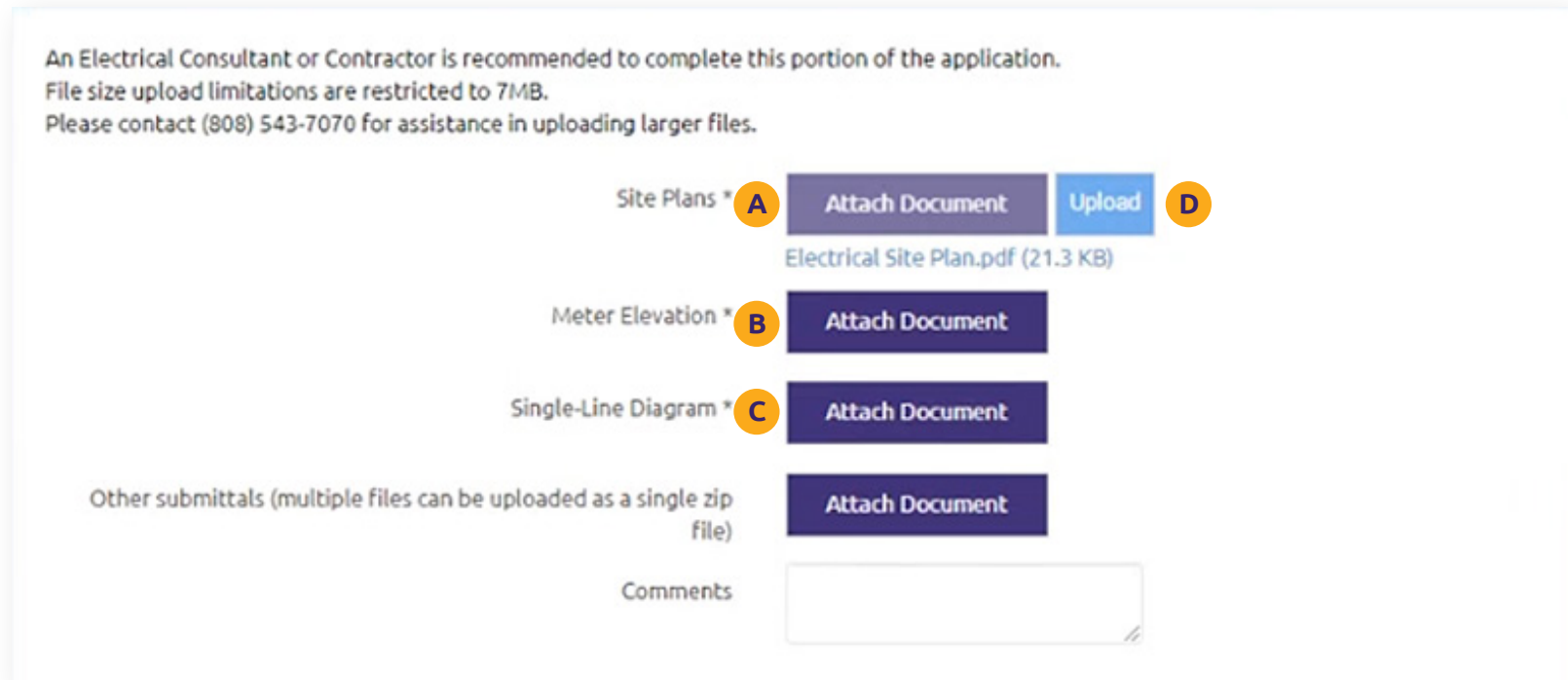
in f

# Submittals

## Add Documents:

For commercial projects, the Electrical Site Plan, Meter Elevation, and Single-Line Diagram will be required.

1. First, attach your Site Plan **A**.
2. Then, attach your Meter Elevation **B**.
3. Then, attach your Single-Line Diagram **C**.
4. Once the files are attached, click "Upload" **D** on each document.
5. Click the "View" button **E** on each document to verify that they have been successfully uploaded.
6. Once you've verified that your documents have been uploaded, click "Review Application" **F**.






# Application Review

1. Review your application and make sure all your information is correct.
2. Once you've ensured your information has been entered properly, click the "Submit Application" button **A**.

Building Permit Number	999999
Amps	CT METER
Voltage	3PH, 120/208V, 4W (F)
Total Connected kVA	150
Total Demand kVA	130
Total Generation kVA	0
Total sq. ft.	10000
AC sq. ft.	10000
Is there large equipment being served other than normal building loads (receptacles, lights, and AC)?	YES
Equipment Type	HYDRAULIC LIFT
Rating (HP/KW)	50 HP
Number of Units	2
Total Load (Rating x # of Units)	100 HP
Equipment Type	COMPRESSOR
Rating (HP/KW)	10 HP
Number of Units	3
Total Load (Rating x # of Units)	30 HP

**Submittals**

Site Plans	 <a href="#">VIEW</a>
Meter Elevation	 <a href="#">VIEW</a>
Single-Line Diagram	 <a href="#">VIEW</a>
Other Submittals	
Comments	

If your review is complete click "Submit" to finalize your application—this action cannot be undone.

**A** [Submit Application](#)

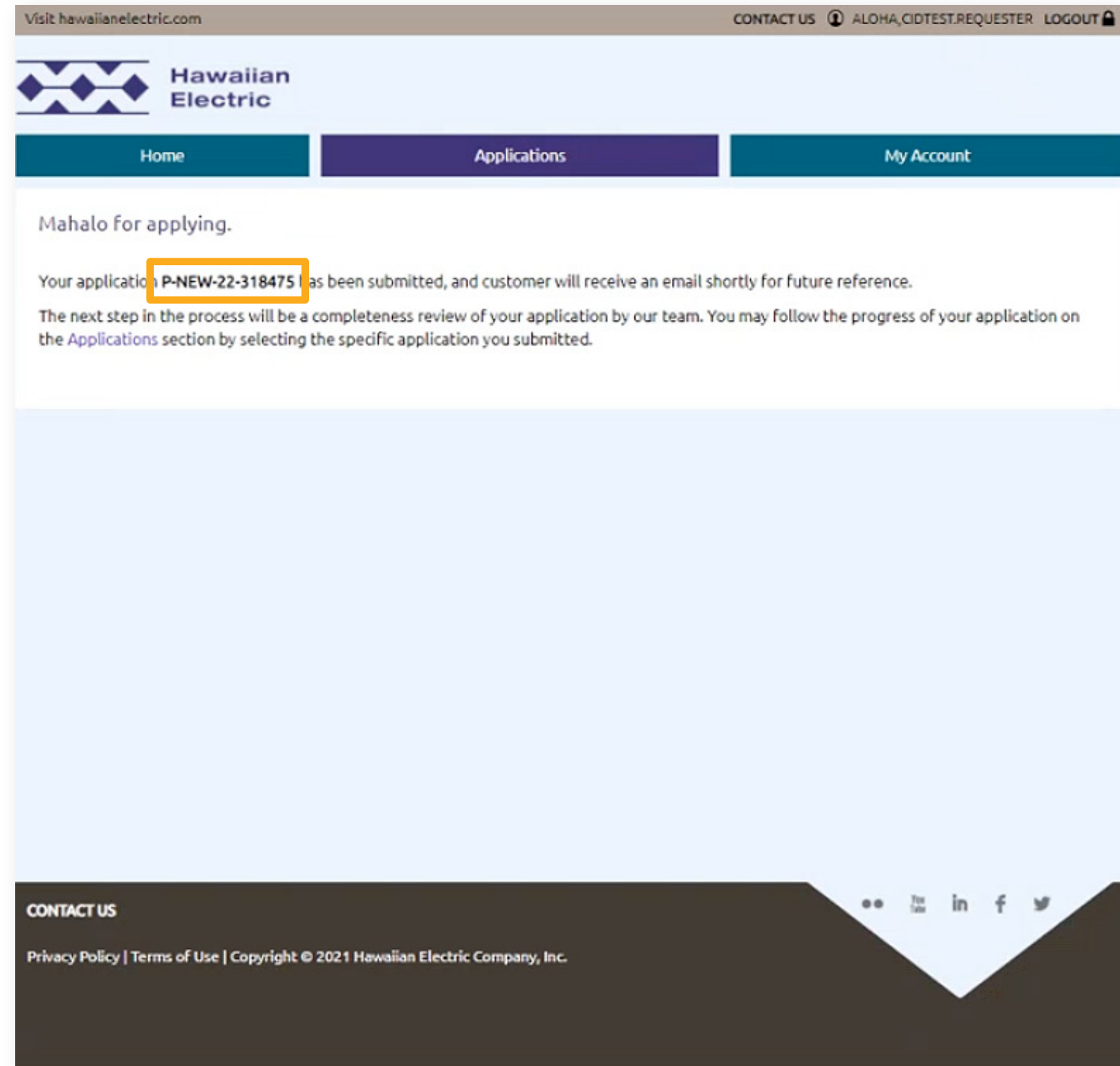


# Submission Confirmation

You will receive a confirmation email, but you may want to make note of your **project ID number** at this time.

## Next Steps

1. Completeness Review of your application by Hawaiian Electric.
2. When your application has passed Completeness Review, a Service Request will be generated. You will receive an email notification of acknowledgment with the assigned Hawaiian Electric planner's name and contact information.



## We're Here to Help

We hope that this overview guide has helped to clarify the application process for submitting an electric service request and give a better understanding of how to use the Customer Interconnection Tool. If you need additional assistance, please contact us by phone or email for O`ahu, Maui County and Hawai`i Island.

### **Hawaiian Electric**

O`ahu: (808) 543-7070

Maui County: (808) 871-2390

Hawai`i Island: (808) 969-0311

CI@hawaiianelectric.com



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Electric**



## **Hawaiian Electric**

If you have any questions, please contact:

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