

Contractor Registration Process

Hawaiian Electric's Registration Guide for the Customer Interconnection Tool

Hawaiian Electric now offers an electrical 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 an electrical 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 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 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. A customer may need assistance from an 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 a 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 a 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 the 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 an 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 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

CI@hawaiianelectric.com



**Hawaiian
Electric**

Contractor Registration Guide

[My Account](#)

[Account Verification](#)

[Register for an Account](#)

[Registration Confirmation](#)

[Register a Company](#)

[Support](#)



**Hawaiian
Electric**

My Account

Sign Up:

1. On the home page, click the “Sign Up” button to begin **A**.

Register for an Account:

1. Create a unique User ID for yourself **B**. This is required.
 - » Please use only alphanumeric characters. Special characters are not allowed.
 - » A green checkmark **C** will appear at the end of the field to indicate when you have entered a unique User ID.
2. Enter the primary account holder’s name **D**.
3. Create a password **E** and verify it **F**. This is required.
4. Fill in all applicable phone numbers and identify the primary number with the drop-down menu **G**.
5. Include your contractor email address **H** to receive communications from Hawaiian Electric, including a Verification Code email. This is required.
6. Check these boxes **I** to verify that you have read and agree to the Terms of Use and Privacy Policy. This is required to continue the registration process.
7. Once all required customer information has been entered, click “Submit” **J**.

The screenshot shows the Hawaiian Electric registration page. At the top, there is a navigation bar with the Hawaiian Electric logo and the text "Register for an Account". Below this, there are three main sections: "Register for an Account" (with a "Sign Up" button labeled A), "Access Your Account" (with a "Log In" button), and "Applications Available" (listing options like Customer Self-Supply, Smart Export, and CCS-Plus). The main registration form contains the following fields and options:

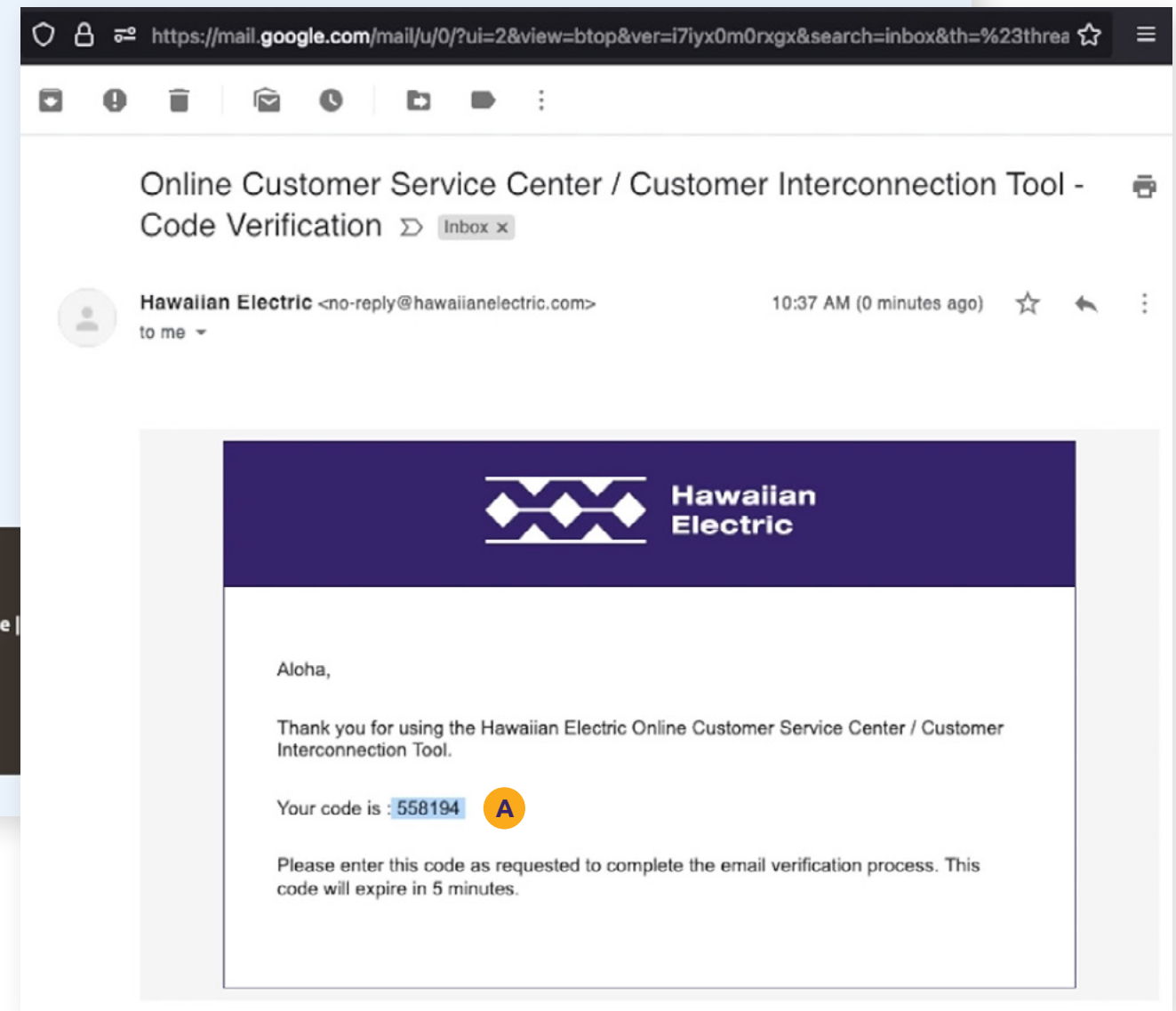
- User ID ***: Input field containing "HawaiianSample002" with a green checkmark (C) at the end.
- First Name**: Input field containing "Kimo" (D).
- Last Name**: Input field containing "Requester".
- Password ***: Two input fields for password creation and verification, both containing masked characters and green checkmarks (E and F).
- Home Phone**: Input field.
- Country**: Drop-down menu set to "United States".
- Mobile Phone**: Input field.
- Country**: Drop-down menu set to "United States".
- Business Phone**: Input field containing "8085551234" with a green checkmark (G).
- Country**: Drop-down menu set to "United States".
- Primary Phone**: Drop-down menu set to "Business".
- Email ***: Input field containing "cid.samplerequester2@gmail.com" with a green checkmark (H).
- Agreements**: Two checked checkboxes: "I have read and agree to the Terms of Use *" (I) and "I have read and agree to the Privacy Policy *" (I).
- Submit**: A dark blue button labeled "Submit" (J).

Verification

Retrieving Verification Code:

1. At this time, a Verification Code **A** will be sent to the email address you submitted.
2. Check your email inbox to retrieve the code and enter it here **B**.
 - » If you have not received the email after a few minutes, check your spam folder.
3. If it still hasn't arrived, click here **C** to receive a new code.
4. Once you've received the code, enter it here and click "Submit" **D**.

The screenshot shows the Hawaiian Electric registration page. At the top left is the Hawaiian Electric logo. Below it, the text reads "Register for an Account". A form field is labeled "Enter the code sent to your email cid.samplerequester2@gmail.com" with a pencil icon. The code "558194" is entered in the field, which is marked with a yellow circle 'B'. To the right of the field is a blue "Submit" button, marked with a yellow circle 'D'. Below the form is a link "Didn't get the code? Resend code to email", marked with a yellow circle 'C'.



Register for an Account

Company Info:

1. Choose "Contractor" from the "Account Type" drop-down menu **A**.
2. Click the "Company Name" drop-down menu **B**.
Select your company name from the list.
 - » If you haven't yet registered your Company with Hawaiian Electric, your company name will not be seen in the Company Name drop-down menu.
See page 10 for next steps.
 - » If your company is already registered with Hawaiian Electric, you will find your company in the drop-down menu.

Personal Info

1. Then, enter the personal information for the contact person **C**. All fields are required.
2. Once all the fields have been completed, click "Register" **D**.

Registration Confirmation

You are now registered. Once verification is complete, you will receive an email to let you know that you are set up to submit an application.

When you are ready to access your new account, click this link **A** to return to the home page.

However, if your company was not already listed in the previous drop-down menu, continue to page 10 for steps to proceed.

The screenshot shows the Hawaiian Electric website's registration confirmation page. At the top left is the Hawaiian Electric logo, which consists of a stylized diamond pattern above the text "Hawaiian Electric". Below the logo is a dark teal header with the text "Register for an Account" in white. The main content area has a white background with the heading "Registration Info" and the text "Mahalo for registering." followed by "A representative from Hawaiian Electric will contact you to verify your registration shortly before you are able to access the Customer Interconnection Tool." Below this is a link labeled "A" that says "Click here to return to the home page." The bottom of the page features a dark teal footer with the text "CONTACT US" and "Privacy Policy | Terms of Use | Copyright © 2021 Hawaiian Electric Company, Inc." on the left, and social media icons for YouTube, LinkedIn, Facebook, and Twitter on the right.

Register a Company

Company Info:

1. Click the "Company Name" drop-down menu **A**.
Click the "Not Listed" option at the top of the list.

Register your Company:

1. Now, enter all of your company's information **B**.
» All fields with an asterisk are required.

Register for an Account

Registration Info

Account Type * Contractor

COMPANY INFORMATION

A Company Name * Not Listed

REGISTER YOUR COMPANY

B Company Name * New Company

Company Primary Email for all Project Notifications * cid.samplerequester3@gmail.com

Confirm Company Primary Email * cid.samplerequester3@gmail.com

Company Mailing Address * 123 Street Pl

City * Honolulu

State * HI

Zip * 96819

Company Primary Phone * (808) 123-4567

Type * Work

Company Point of Contact First Name * This is an administrator

Company Point of Contact Last Name * Person

Company Point of Contact Email * cid.samplerequester3@gmail.com

PERSONAL INFORMATION



Register a Company (cont'd)

Personal Info:

1. Enter your personal information **A**.
 - » All fields with an asterisk are required.
2. Once all the fields have been completed, click "Register" **B**.

Registration Confirmation

You are now registered. Once verification is complete, you will receive an email to let you know that you are set up to submit an application.

1. When you are ready to access your new account, click this link **C** to return to the home page.

Company Point of Contact Email *

PERSONAL INFORMATION


A Mailing Address *

City *

State *

Zip *

B



Register for an Account

Registration Info

Mahalo for registering.

A representative from Hawaiian Electric will contact you to verify your registration shortly before you are able to access the Customer Interconnection Tool.

C [Click here to return to the home page.](#)

We're Here to Help

We hope that this overview guide has helped to clarify the registration process for 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.

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