

Customer Interconnection Tool (CIT) (Guide for Contractors)



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Overview of the Customer Interconnection Tool (CIT)

What is the Customer Interconnection Tool (CIT)?

- ◆ A new web-based tool to submit interconnection applications
- ◆ Software solution provide: **GridUnity**
- ◆ Launch date: April 1, 2024

Benefits of CIT

- ◆ Automates and streamlines the interconnection application process
- ◆ Eliminates the need for physical paper
- ◆ Improves the customer experience
 - » Better transparency
 - » Guides the user through the application process
 - » Uses customer-friendly terminology
 - » Proactive, timely communication
- ◆ Error checking and auto-calculations
- ◆ Automatically generates the final agreement and allows for electronic signature through DocuSign

Sample Communication

Subject: Project ID P-CSS-24-XXXXX: Application has been submitted

Aloha Customer,

Thank you for submitting an interconnection application for **DER Program - Customer Self Supply** with Hawaiian Electric.

Submitted by: Contractor
TMK: 1XXXXXXXXXX
Project Location: ADDRESS
Rate Schedule: 1_R
Project ID Number: P-CSS-24-XXXXX

This Project ID number should be used in any correspondence with Hawaiian Electric regarding your proposed project.

Please review the attached information and keep for your records. Additional documents submitted with your [application can be found online](#).

Hawaiian Electric's Battery Bonus program, which pays a cash incentive and bill credits to customers who add battery storage to their rooftop solar systems, has reached its maximum capacity of 40 megawatts (MW) on O'ahu, and no new applications will be processed at this time. A successor program to Battery Bonus known as Bring Your Own Device (BYOD) will be available to Hawaiian Electric customers starting March 1, 2024. For more information, please click [here](#).

Here's a look at the next steps:

We will review your application within 15 business days from today. If there are no issues or missing information identified, we will continue our review by looking at your project's technical components and its impact to our electric grid.

To check the status of your [application](#), visit the Customer Interconnection Tool. We appreciate the important step you are taking toward meeting Hawaii's clean energy goals and look forward to partnering with you on this project.

If you have any questions, or if this application was submitted in error, please contact us at (808) 543-4760 or connect@hawaiianelectric.com.

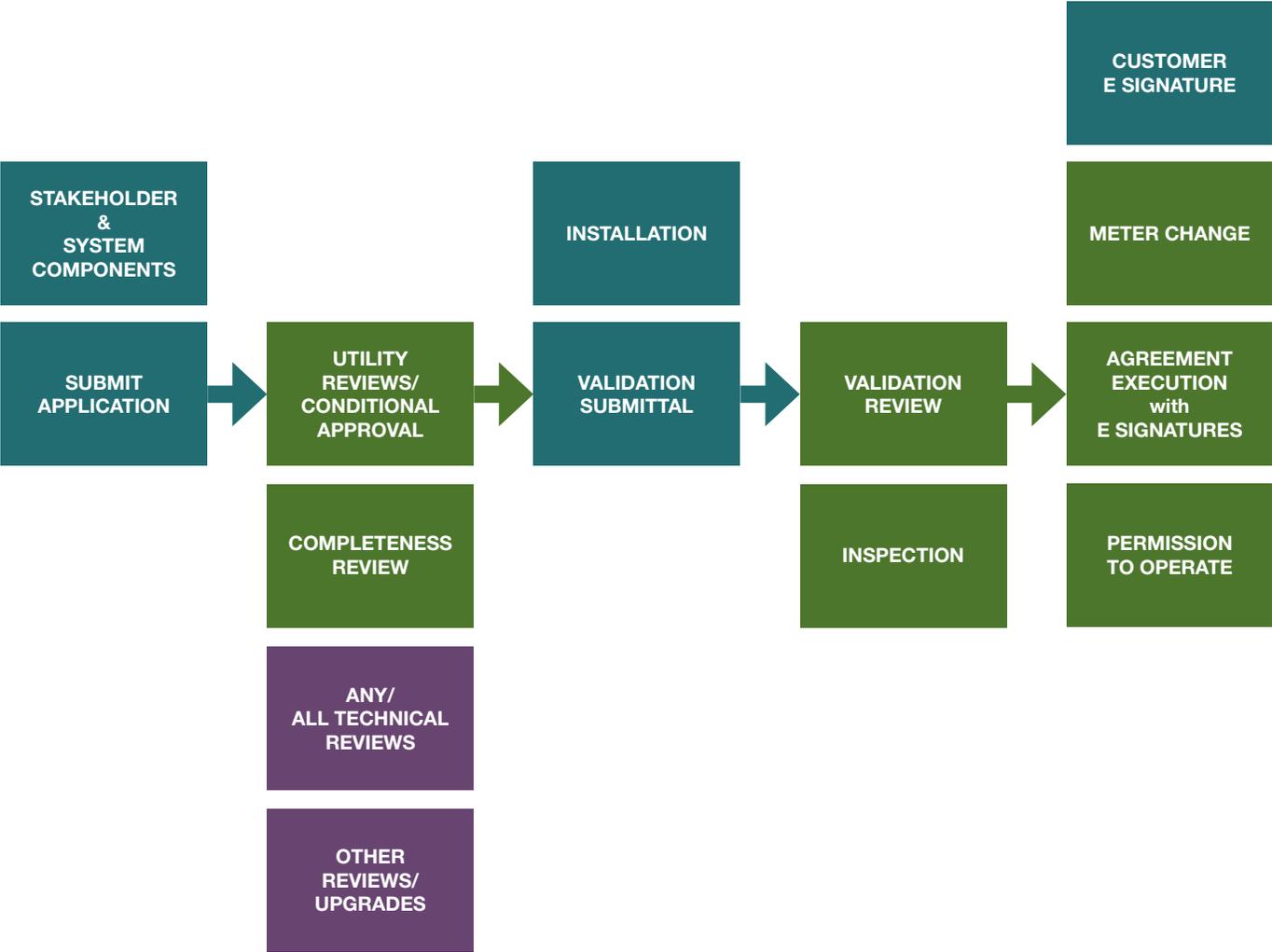
Mahalo,
Hawaiian Electric



[Contact us by mail or email:](#)

Hawaiian Electric
connect@hawaiianelectric.com
Distributed Energy Resources
P.O. Box 2750, CP12-SE
Honolulu, HI 96840

Overview of CIT Workflow



Legend

CONTRACTOR / CUSTOMER
UTILITY PROCESSOR
UTILITY ENGINEER

Navigating the CIT Tool

Accessing the Site

URL: <https://forms.hawaiianelectric.com>

The screenshot shows the homepage of the Hawaiian Electric Customer Interconnection Tool. At the top left is the Hawaiian Electric logo. The main heading reads "Welcome to the Customer Interconnection Tool". To the right is a photograph of solar panels. Below the heading are two main sections: "Register for an Account" and "Access Your Account".

Register for an Account
Submitting and managing applications is easy!
This portal will allow you to submit your interconnection application electronically at any time, using standardized forms. Dynamic questions and approved equipment drop-down lists will help identify required information.
[Sign Up](#)

Access Your Account
Returning users may log in and access your account to:
• Start a new application
• View and edit applications
• Check project status
User ID or Email:
Password:
[Forgot Password?](#) [Forgot User ID?](#) [Log In](#)

Available Applications
The following Interconnection applications are available:
• Customer Self-Supply (Non-Export)
• Smart Export
• CGS - Plus
• NEM Plus
• Amendments for existing executed NEM, NEM Plus, CSS, CGS, CGS Plus and Smart Export agreements
• Battery Bonus for existing executed NEM, CSS, CGS, CGS Plus, Smart Export and SIA agreements

Contact Us
Oahu
(808) 543-4760
connect@hawaiianelectric.com
Maul County
(808) 871-8461 ext. 2445
connectmauicounty@hawaiianelectric.com
Hawaii Island
(808) 543-4760
connecthawaiiisland@hawaiianelectric.com

The screenshot shows the Contractor dashboard. At the top is a navigation bar with "Home", "Applications", and "Contractor" links. The main heading reads "Welcome Contractor to the Customer Interconnection Tool". Below the heading are three charts: "Status of Applications", "Renewable Energy Programs", and "New Electrical Service and Upgrades".

Status of Applications

Status	Count
Initiated	23
Completeness	8
Review	5
Withdrawn	0

Renewable Energy Programs

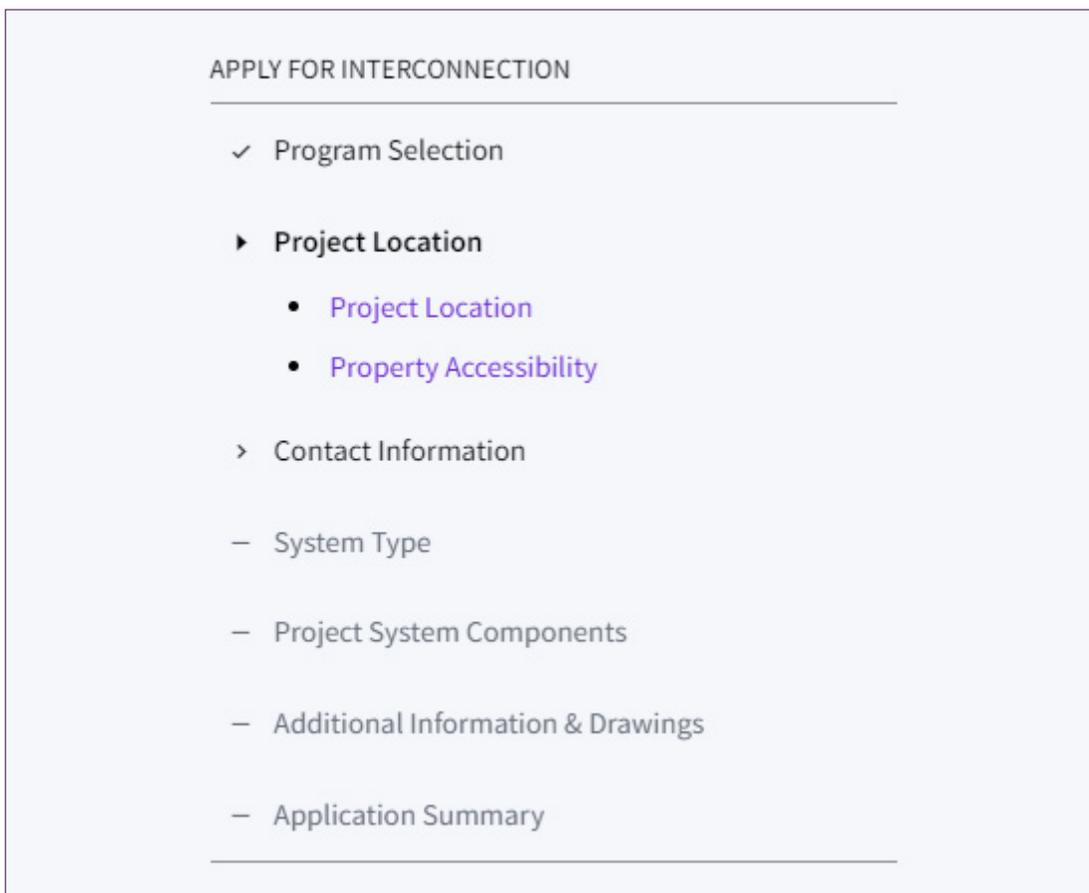
Program	Count
Renewable Energy Programs	11
New Electrical Service and Upgrades	5

New Electrical Service and Upgrades

Available Rooftop Solar Applications
The following interconnection applications are available for submission at this time through this portal:
• **Customer Self Supply**
Non-Export - available to all types of generator technologies and sizes where energy will not be exported to the grid or where uncompensated export is acceptable.
• **Smart Export**
Export available - available to all types of generator technologies. Export only during specific periods - no utility monitoring or control.
• **CGS - Plus**
Export available - available to all types of generator technologies.

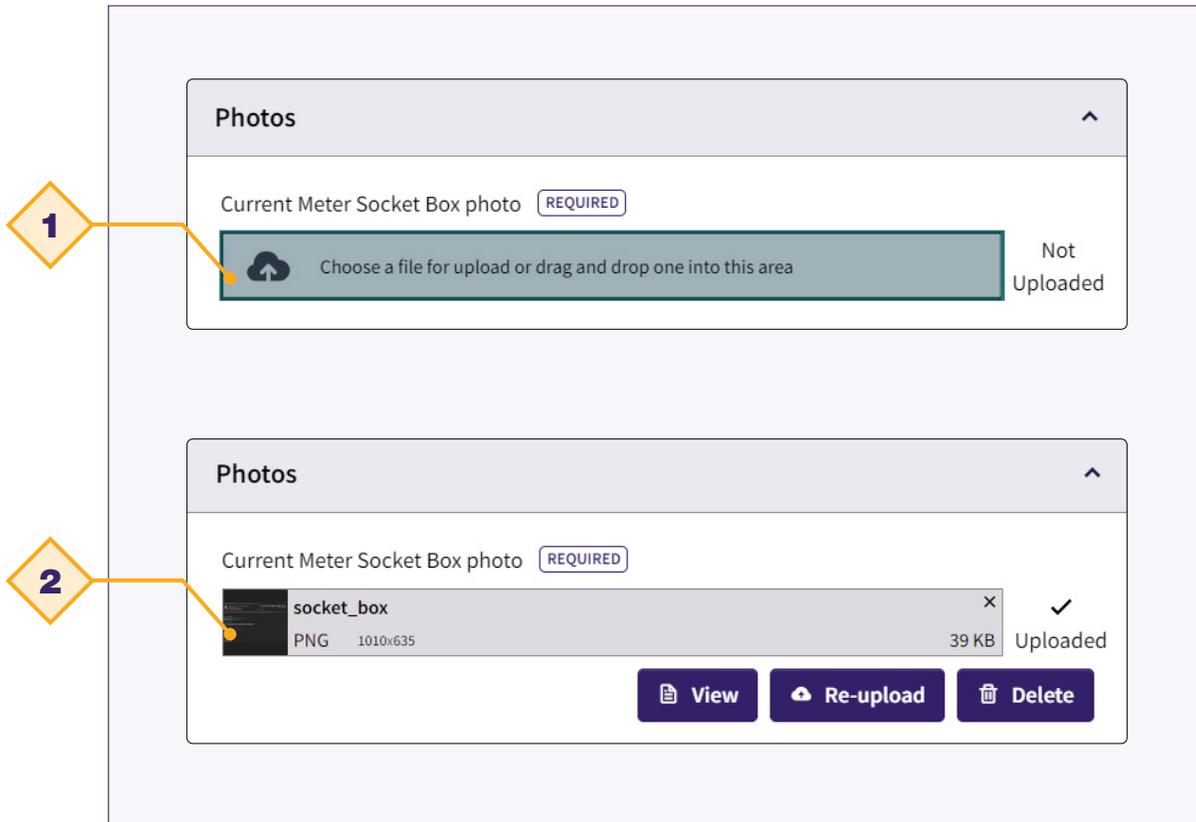
Renewable Energy Program Application Process
Every renewable energy program application goes through the following process (click each step for details):
1. [Apply for Interconnection](#)
2. [Review Submittal Package for Completeness Review](#)
3. [Review Technical Requirements for System](#)
4. [Conduct Studies and Utility Install/Upgrades \(if necessary\)](#)

Navigation



- ◆ Black text with ✓ checkmark in the left are the completed steps.
- ◆ Bold black text with ▶ solid arrow is the current page/step the user has open.
- ◆ Blue text with • circle bullets are the sub sections under the currently open step.
- ◆ Black text with open > arrow is a step the user has started but not completed.
- ◆ Gray text with – dash in the left are next/future steps that the user cannot reach until completing previous steps.
- ◆ Click the ⓘ next to the fields for more details.

Document Uploads



1. Click the “Choose a file for upload” box to locate the file on your hard drive and select it, or drag your file into the file upload box
2. Wait for the file to complete uploading

Application List View

The screenshot shows the 'Your Projects' interface. At the top left, there is a 'PRESETS' dropdown menu with 'No preset selected' and a plus icon. Below it is a table with columns: Internal Id, Project Id, Assigned To, Process Phase, IIQ Status, Responsible Party, Customer Name, Address, and Actions. A single row is visible with the value '261597' in the Internal Id column. To the right of the table is a 'Quick Filter' search bar with a magnifying glass icon and a download icon. Six yellow diamond callouts with numbers 1 through 6 point to specific elements: 1 points to the Quick Filter search bar, 2 points to the table options menu (three horizontal lines) in the 'Assigned To' column header, 3 points to the '261597' value in the 'Internal Id' column, 4 points to the three-dot menu in the 'Actions' column, 5 points to the download icon, and 6 points to the 'PRESETS' dropdown menu.

1. Type in the search bar to find a record
2. Hover over a column header and click the table options button  to filter by that specific column, add/remove visible columns to the table, and more.
3. Click the Internal Id to open the application
4. Click on ... to access additional user actions
 - » Withdraw Application
 - » Revisions
5. Use  to export the Application List to an Excel spreadsheet
6. Use presets to quickly change between different Application List views.

Project Summary Page

Project Details

🌟 Status	
Project ID	H-SDN-24-261597
Status	Completeness Review
IIQ Status	RC

📁 Project	
Program	Smart DER - Non-Export
BYOD Rider Level	Level 2
Facility Address	55596 HAWI RD 6-P15 HAWI, HI 96719
Due Date	2024-02-28
Property Owner	Test User
Project Amended	N/A
6E Notification Number	N/A

📊 Progress
📄 Documents
✉ Email
⚙ Actions

Apply for Interconnection

#	Activity	Date Completed
1	Program Selection	2024-02-06 15:30:40 PM
2	Project Location	2024-02-06 15:32:09 PM
3	Contact Information	2024-02-06 15:36:35 PM
4	System Type	2024-02-06 15:37:28 PM
5	Project System Components	2024-02-06 15:38:07 PM
6	Additional Information & Drawings	2024-02-06 15:54:28 PM
7	Application Summary	2024-02-06 15:54:41 PM

Completeness Review

#	Activity	Date Completed
1	Completeness Review	
2	CR Confirmation	

Application Status

ACTION	PROCESS PHASE	IIQ STATUS	RESPONSIBLE PARTY
Application in progress	Initiated		
Application submitted, pending Completeness Review	Completeness Review	RC	Utility
Corrections needed after Completeness Review	Completeness Review	CAR	Customer
Completeness Review passed, pending ITR	Initial Technical Review	ITR	Utility
Supplemental Review needed	Supplemental Review	SR	Utility
Customer actions required during Technical Reviews	Initial Technical Review or Supplemental Review	CAR	Customer
Conditional Approval, Pending Installation	Conditional Approval	PI	Customer
Pending Project Verification and Inspection	Project Verification	PV	Utility / Customer
Pending Execution	Pending Execution	PE	Utility / Customer
Executed, Permission to Operate	Executed	EX	

Re Submittal VS Revision

Re Submittal

- ◆ Utility initiated requests for corrections / missing items discovered during the project completeness review.
- ◆ Resubmittals may happen only during the CAR to RC Completeness Review phase.
- ◆ Queue Position will be affected.

Revision

- ◆ Revisions are considered customer / contractor initiated changes.
 - » Revisions are accepted between Notice of Conditional Approval and Validation submittal.
 - » Revisions may be accepted as a result of an incomplete validation
- ◆ Queue Position may be affected.

Create a New Application

CIT Login

 **Hawaiian Electric**

Welcome to the
Customer Interconnection Tool

Register for an Account

Submitting and managing applications is easy!

This portal will allow you to submit your interconnection application electronically at any time, using standardized forms.

Dynamic questions and approved equipment drop-down lists will help identify required information.

[Sign Up](#)

Access Your Account

Returning users may log in and access your account to:

- Start a new application
- View and edit applications
- Check project status

User ID or Email

Password

[Forgot Password?](#)
[Forgot User ID?](#)

[Log In](#)

1

1. Log in your account using your user ID and Password.

Start a New Application

The screenshot shows the Hawaiian Electric Customer Interconnection Tool dashboard. The top navigation bar includes 'Home', 'Applications', and 'Contractor'. The main heading is 'Welcome Contractor to the Customer Interconnection Tool'. Below this, there are three sections: 'Status of Applications' with a legend (Initiated, Completeness, Review, Withdrawn) and a donut chart; 'Renewable Energy Programs' with a donut chart and counts (23, 8, 5); and 'New Electrical Service and Upgrades' with a donut chart and counts (11, 5). A dropdown menu is open under 'Applications', showing options: 'View Your Projects', 'Start a New Renewable Energy Program Application', 'Start a New Electrical Service Application', and 'Request CII Change of Contractor'. A callout box with the number '1' points to the 'Start a New Renewable Energy Program Application' option in the dropdown. Another callout box with the number '1' points to a button labeled 'Start a New Renewable Energy Program Application' located at the bottom of the 'Available Rooftop Solar Applications' section. A third callout box with the number '1' points to a button labeled 'Start a New Electrical Service Application' located at the bottom of the 'Need to Modify or Start New Electrical Service?' section.

1. Click 'Start a New Renewable Energy Program Application' to start a new application.

Select Application Type

Select App Type

Interim Programs
Customer Grid-Supply Plus (CGS+), Smart Export, and Customer Self-Supply (CSS) programs applicable to distributed energy resource (DER) projects under 100kW. All interim programs are set to close on March 31, 2024 (date subject to change).

NEM Plus (NEM+)
Available only to NEM customers with a signed agreement who want to add non-export capacity to their current system. Additional conditions may apply.

Smart DER
Long-term distributed energy resource (DER) programs open to all project sizes with two rider options: Export or Non-Export. Installation of an advanced meter and participation in Time-Of-Use (TOU) rates are required to enroll.

AMEND
Amendments available for existing executed agreements. Ability to document equipment changes, apply for Battery Bonus, or Bring Your Own Device (BYOD) on executed agreements.

Submit ▶

Project Location

APPLY FOR INTERCONNECTION

- ✓ Program Selection
- ▶ **Project Location**
 - Project Location
 - Property Accessibility
- Contact Information
- System Type
- Project System Components
- Additional Information & Drawings
- Application Summary

Project Location

Please enter both a meter number and matching zip code. The service address will be automatically populated.

Meter Number REQUIRED

Zip Code REQUIRED

Service Address

Unit

City

State

Rate

Tax Map Key Number REQUIRED

+ Additional Tax Map Key

AMI Meter

Insert AMI Meter Disclaimer message

Company Prefix **MPX** *Meter Number 9 digits with leading zero's* **0 0 0** _____

Information auto-filled

TMK must be 13 digits ending with zero's (i.e. 1xxxxxxx0000)

Contact Information

The screenshot shows the 'Contact Information' form for interconnection. The form is titled 'Property Owner' and includes the following fields and sections:

- Property Owner:** A dropdown menu with the text 'Please select a value'.
- Property Owner matches C&C Tax Map Records:** Radio buttons for 'Yes' and 'No'.
- Deed Upload:** A section with a trash icon and the text 'Choose a file for upload or drag and drop one into this area'. A 'Not Uploaded' button is visible. Callout '1' points to this area.
- Mailing Address:** A text input field containing '611 9th Ave'.
- City:** A text input field containing 'Honolulu'.
- State:** A dropdown menu containing 'HI'.
- Zip Code:** A text input field containing '96816'.
- Email:** A text input field containing 'c-c1mats@heco.com'. Callout '2' points to this field.
- Phone Number:** A text input field with a placeholder '() - - - -'.
- Phone Number Type:** Radio buttons for 'Cell', 'Home', and 'Work'.
- Alternate Phone Number:** A text input field with a placeholder '() - - - -'.
- Alternate phone number type:** Radio buttons for 'Cell', 'Home', and 'Work'.

1. Upload a copy of the Deed to your property.
2. This email address will be used for the DocuSign process and should be the address for the signing property owner.

Grant of Authorization Form

I hereby authorize the contractor listed above to act on my behalf in all manners relating to my Distributed Energy Resources (DER) application. This Grant of Authority shall remain in effect until Hawaiian Electric Company, Hawaiian Electric Light Company or Maui Electric Company receive written termination of such Grant of Authority by Customer.

[Download Authorization Form](#)

Grant of Authorization ⓘ **REQUIRED**

 Choose a file for upload or drag and drop one into this area

Not Uploaded

1

1. Upload customer's signed authorization form.

System Type

APPLY FOR INTERCONNECTION

- ✓ Program Selection
- ✓ Project Location
- ✓ Contact Information
- ▶ System Type
 - System Type
 - BYOD Information
- Project System Components
- Additional Information & Drawings
- Application Summary

System Type

Solar PV is the only accepted generating technology in this portal.

What technology are you installing? **REQUIRED**

Solar

Are you using Energy Storage? **REQUIRED**

Yes No

Energy Storage Operation Type **REQUIRED**

Please select a value

Is the **ESS** AC coupled or DC coupled? **REQUIRED**

AC Coupled

DC Coupled

This is for a hybrid or customer microgrid

1

2

1. Energy Storage Operation Type:

Energy Storage Operation Type ⓘ **REQUIRED**

Please select a value

- Please select a value
- Self-consumption
- Scheduled Dispatch
- Remote Dispatch
- Emergency Backup
- Emergency Dispatch
- Other

2. ESS = Energy Storage System

Project System Components

The screenshot shows a web application interface for 'Project System Components'. On the left is a navigation menu under 'APPLY FOR INTERCONNECTION' with items like 'Program Selection', 'Project Location', 'Contact Information', 'System Type', 'Project System Components', 'Additional Information & Drawings', and 'Application Summary'. The 'Project System Components' section is expanded to show 'AC Disconnect', which includes sub-items for 'AC Disconnect #1', 'Inverter #1', 'PV Panels #1', and 'Energy Storage #1'. The main form area is titled 'Project System Components' and contains the 'AC Disconnect' section. This section includes a checkbox for 'AC Disconnect Not On List', dropdown menus for 'AC Disconnect Manufacturer' (Eaton-Cutler Hammer), 'AC Disconnect Model' (DG221UGB), 'Type' (Non-Fused), and 'Phase' (Single). It also has input fields for 'Rated Amps' (30) and 'Rated Volts' (240). There is a checkbox for 'Uses multiple disconnects', a dropdown for 'Mounting Location - Next to:' (Other), and a text input field for 'Enter Location'. A yellow callout box with the number '1' points to the 'Enter Location' field.

1. If the Mounting Location is not immediately adjacent to the utility meter, please specify.

Inverters by string and type

Inverter #1 ✕

Inverter Manufacturer ⓘ **REQUIRED**

Enphase Energy ▾

Inverter Model **REQUIRED**

IQ8PLUS-72 w/ Envoy, AC Combiner Box ▾

Inverter Type

Micro ▾

Quantity ⓘ **REQUIRED**

30

A/C Output Rating (kW)

0.29

Total Inverter Rating (kW)

8.70

- ◆ Micro Inverter

Inverters by string and type

Inverter #1 ✕

Inverter Manufacturer ⓘ **REQUIRED**

SolarEdge ▾

Inverter Model **REQUIRED**

SE7600H-US w/ Export/Import Meter ▾

Inverter Type

Central ▾

Quantity ⓘ

1

A/C Output Rating (kW)

7.6

Total Inverter Rating (kW)

7.60

- ◆ String Inverter

PV Panels Information

The screenshot shows a form titled "PV Panels #1" with a close button (X) in the top right corner. Below the title is a checkbox labeled "PV Panel Not On List" with an information icon (i). The form contains several input fields:

- Panel Manufacturer** (REQUIRED): A dropdown menu with "LG Electronics" selected.
- Panel Model** (REQUIRED): A dropdown menu with "LG215P1C-G2" selected.
- Panel Quantity** (REQUIRED): A text input field containing "32".
- STC Rating**: A text input field containing "0.215".
- Total Panel Rating (kW)**: A text input field containing "6.88".

At the bottom of the form is a blue button labeled "+ Add PV Panel".

- ◆ PV Panels are connected to the corresponding inverter string
- ◆ Multiple strings of PV panels may be added to the same inverter string
- ◆ Total panel quantity and panel size are listed for the inverter string

Energy Storage

- ◆ Information entered manually
- ◆ Energy storage is connected to the corresponding inverter string
- ◆ Auto-calculated Total Proposed Storage Size
- ◆ Total Proposed system Size can be manually overwritten depending on the system configuration

Energy Storage #1
✕

Energy Storage Manufacturer ⊙ REQUIRED

Energy Storage Model ⊙ REQUIRED

Quantity of Units REQUIRED

Max Capacity per Unit (kWh) ⊙ REQUIRED

Total Max Capacity (kWh)

Rated Discharge per Unit (kW) ⊙ REQUIRED

Total Rated Discharge (kW)

Rated Charge per Unit (kW) ⊙ REQUIRED

Total Rated Charge per Unit (kW)

Size Per Unit (kW) ⊙ REQUIRED

Total Size of Energy Storage (kW)

Description of Storage System Operations ⊙ REQUIRED

Will the distribution grid be used to charge the storage device? REQUIRED

+ Add Energy Storage

Total Proposed Storage Size

Manual Override

+ Add Inverter

Technical System Size (kW) ⊙

Program Size(kw)

Additional Information & Drawings

Additional Information & Drawings

Electrical Drawings

Site Plans REQUIRED

Choose a file for upload or drag and drop one into this area Not Uploaded

Single Line Drawing REQUIRED

Choose a file for upload or drag and drop one into this area Not Uploaded

Three Line Drawing REQUIRED

Choose a file for upload or drag and drop one into this area Not Uploaded

ES Manufacturer Spec Sheet(s) REQUIRED

Choose a file for upload or drag and drop one into this area Not Uploaded

Photos

Current Meter Socket Box photo REQUIRED

Choose a file for upload or drag and drop one into this area Not Uploaded

Meter Photo (meter number must be visible) REQUIRED

Choose a file for upload or drag and drop one into this area Not Uploaded

Main service disconnect and/or main service breaker photo REQUIRED

Choose a file for upload or drag and drop one into this area Not Uploaded

1. Required if the system is $\geq 30\text{kW}$.

Additional Information & Drawings

Additional System Information ^

Are you tapping load or line side of the customer's main panel?

Please select a value ▾

Mounting Method

Please select a value ▾

Tracking Type

Please select a value ▾

Maximum Site Load Without Generation (kW) ⓘ

Minimum Site Load Without Generation (kW) ⓘ

Maximum Generating Capacity (kW) ⓘ REQUIRED

Maximum Export (kW) ⓘ REQUIRED

Does your system require relay trip scheme? REQUIRED

Yes No

Save and Continue ▶

- ◆ Maximum and Minimum Site Loads without generation required for systems $\geq 30\text{kW}$
- ◆ Maximum Generating Capacity should be equal to Total Proposed System Size
- ◆ Program Size = system size without ESS

Fields marked in **RED** mean corrections are required.

Form has invalid fields ×

You have 9 fields that must be corrected before you can continue.

AC Disconnect #1

AC Disconnect Not On List ⓘ

AC Disconnect Manufacturer **REQUIRED**

Please select a value ▾

Please make a selection

AC Disconnect Model **REQUIRED**

Please select a value ▾

Please make a selection

Type

Please select a value ▾

Phase **REQUIRED**

Please select a value ▾

Please make a selection

Rated Amps

Rated Volts

Uses multiple disconnects

Mounting Location - Next to: **REQUIRED**

Please select a value ▾

Please make a selection

Example: In this case, the AC Disconnect information needs to be filled in.

Submit a New Application

Application Summary

APPLY FOR INTERCONNECTION

- ✓ Program Selection
- ✓ Project Location
- ✓ Contact Information
- ✓ System Type
- ✓ Project System Components
- ✓ Additional Information & Drawings
- ▶ **Application Summary**

Application Summary

i Please review your application information in the sections below. You may make any changes by clicking the tabs above. Once your review is complete, please select "Submit" below. No additional changes can be made once you click "Submit."

Program Selection	
FIELD	VALUE
Application Type	Smart DER - Export
BYOD Level	Level 1

- ◆ Review the entire application before submitting
- ◆ Navigate through the past progress steps to make changes
- ◆ To save changes, click 'Save and Continue' at each progress step
- ◆ To update the Application Summary, 'Save and Continue' at the step right before the Application Summary

Confirmation Page and Email

Subject: Project ID P-CSS-24-XXXXXX: Application has been submitted

Aloha Customer,

Thank you for submitting an interconnection application for **DER Program - Customer Self Supply** with Hawaiian Electric.

Submitted by: Contractor
TMK: 1XXXXXXXXXXXX
Project Location: ADDRESS
Rate Schedule: 1_R
Project ID Number: P-CSS-24-XXXXXX

This Project ID number should be used in any correspondence with Hawaiian Electric regarding your proposed project.

Please review the attached information and keep for your records. Additional documents submitted with your [application](#) can be found online.

Hawaiian Electric's Battery Bonus program, which pays a cash incentive and bill credits to customers who add battery storage to their rooftop solar systems, has reached its maximum capacity of 40 megawatts (MW) on O'ahu, and no new applications will be processed at this time. A successor program to Battery Bonus known as Bring Your Own Device (BYOD) will be available to Hawaiian Electric customers starting March 1, 2024. For more information, please click [here](#).

Here's a look at the next steps:

We will review your application within 15 business days from today. If there are no issues or missing information identified, we will continue our review by looking at your project's technical components and its impact to our electric grid.

To check the status of your [application](#), visit the Customer Interconnection Tool. We appreciate the important step you are taking toward meeting Hawaii's clean energy goals and look forward to partnering with you on this project.

If you have any questions, or if this application was submitted in error, please contact us at (808) 543-4760 or connect@hawaiianelectric.com.

Mahalo,
Hawaiian Electric



[Contact us by mail or email:](#)

Hawaiian Electric
connect@hawaiianelectric.com
Distributed Energy Resources
P.O. Box 2750, CP12-SE
Honolulu, HI 96840

Application Review Process

Completeness Review Results

Overall Status
Completeness Review Results
Pass

- ◆ Pass - application proceeds to Initial Technical Review (ITR)
 - » Status: Initial Technical Review, ITR, Utility

Overall Status
Completeness Review Results
Fail

- ◆ Fail/Incomplete - corrections must be made addressed before the application can move on to ITR
 - » Status: Incomplete Review, CAR, Customer

Completeness Review Incomplete Email

TMK: 1XXXXXXXXXX
Project Location: ADDRESS
Project ID Number: P-SDN-23-233238

Aloha Customer,

Our Distributed Energy Resources team has completed review of your Interconnection Application for Smart DER - Non-Export on 2023-12-05 10:14:40.

Next Steps:

The results of our review identified some issues in your application, which require your attention. Please review the flagged items and any associated comments attached. Access your [application online](#) to make the necessary updates.

Any corrections must be made online through the Customer Interconnection Tool. Once you re-submit your application, we will review within 15 business days of receipt. If additional updates or information is not needed, then we will move forward with an Initial Technical Review of your project's equipment and its impact on our electric grid.

Thank you for your patience during this process. If you have any further questions, please contact us at (808) 543-4760 or connect@hawaiianelectric.com.

Mahalo,
Hawaiian Electric



[Contact us by mail or email:](#)

Hawaiian Electric
connect@hawaiianelectric.com
Distributed Energy Resources
P.O. Box 2750, CP12-SE
Honolulu, HI 96840

System Components Review

System Components Review ^			
FLAG	FIELD	VALUE	COMMENT
AC Disconnect #1 ^			
<input type="checkbox"/>	AC Disconnect Not Listed	No	
<input type="checkbox"/>	AC Disconnect Manufacturer	Murray	
<input type="checkbox"/>	AC Disconnect Model	GHN321N	
<input type="checkbox"/>	AC Disconnect Fuse Type	Fused	
<input type="checkbox"/>	AC Disconnect Phase	Three	
<input checked="" type="checkbox"/>	AC Disconnect Rated Amps	30	Disconnect does not match single line drawing
<input type="checkbox"/>	AC Disconnect Rated Volts	240	
<input type="checkbox"/>	AC Disconnect Multiple Disconnects	No	
<input type="checkbox"/>	AC Disconnect Mounting Location	Main Service Disconnect	
Inverter #1 ^			
<input type="checkbox"/>	Inverter Manufacturer	Altenenergy Power Systems	
<input checked="" type="checkbox"/>	Inverter Model	DS3 w/ ECU-C, CT or ECU-R, Meter CT	Inverter does not match single line drawing

Completeness Review Passed with Minor Corrections Email

TMK: 1XXXXXXX
Project Location: ADDRESS
Rate Schedule:
Project ID Number: P-SDE-24-250072

Aloha Customer,

Your application for Smart DER - Export passed Completeness Review on 2024-02-02 09:14:51. **Please review the attached comments.** No immediate action is required but to expedite our reviews, please have your contractor submit these corrections with the Revision process in CIT after you have received conditional approval.

Next Steps:

Our technical team will review your system requirements and also determine if a supplemental review is needed. Within 15 business days, you will be contacted with the results of the Initial Technical Review (ITR).

The Initial Technical Review lets the company understand your system's impact on our electric grid so we can continue to ensure safe and reliable service to all customers.

If you don't already have an advanced meter installed, we may send out a technician within the next few weeks to replace your meter to allow for Early Energization.

To check the status of your application, [go online](#). You can also find more information about Distributed Energy Resources program at www.hawaiianelectric.com/DistributedEnergyResources.

As a reminder, new equipment should not be turned on until you receive approval from Hawaiian Electric or meet the conditions of Early Energization.

We appreciate your commitment to renewable energy and look forward to continuing to work with you on this project. If you have any questions, please contact us at (808) 543-4760 or connect@hawaiianelectric.com.

Mahalo,
Hawaiian Electric



[Contact us by mail or email:](#)

Hawaiian Electric
connect@hawaiianelectric.com
Distributed Energy Resources
P.O. Box 2750, CP12-SE
Honolulu, HI 96840

Completeness Review Passed Email

TMK: 1XXXXXXXXXXXXX
Project Location: ADDRESS
Project ID Number: P-SDE-24-257841

Aloha Customer,

Your application for Smart DER - Export passed Completeness Review on 2024-01-31 13:52:01. You may access your submitted application online.

Next Steps:

Our technical team will review your system requirements and also determine if a supplemental review is needed. Within 15 business days, you will be contacted with the results of the Initial Technical Review (ITR).

The Initial Technical Review lets the company understand your system's impact on our electric grid so we can continue to ensure safe and reliable service to all customers.

To check the status of your application, go online to the [Customer Interconnection Tool](#). You can also find more information about Distributed Energy Resources program at www.hawaiianelectric.com/DistributedEnergyResources.

As a reminder, your renewable energy system should not be turned on until you receive final approval from Hawaiian Electric.

We appreciate your commitment to renewable energy and look forward to continuing to work with you on this project. If you have any questions, please contact us at (808) 543-4760 or connect@hawaiianelectric.com.

Mahalo,
Hawaiian Electric



**Hawaiian
Electric**

[Contact us by mail or email.](#)

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Distributed Energy Resources
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Honolulu, HI 96840

Technical Review

- ◆ An email will be sent with the result of the initial Technical Review (ITR) and will state if a Supplemental Review (SR) is necessary.
- ◆ If a Supplemental Review is necessary, the result of that review will be emailed.
- ◆ The application will be conditionally approved when all technical reviews are passed. At this time, you have permission to install.

Initial Technical Review Failed Email

48.4 kW Photovoltaic System ("PV System")
TMK: 1XXXXXXX
Project Location: ADDRESS
Project ID Number: P-SDE-24-257841

Aloha Customer,

Hawaiian Electric has completed the initial technical review of your application and has determined that your application requires a supplemental review (SR). Your application did not pass the technical screen(s) noted in bold and red text below:

- **Screen 1: Does the proposed Generating Facility meet the Technical Specifications stated in Rule 22 (Customer Self-Supply), Appendix II?**
- Screen 2: If the proposed Generating Facility is single-phase and is to be interconnected on a center tap neutral of a 240 volt service, does it cause unacceptable imbalance between the two phases of the 240 volt service?
- Screen 3: Is the Point of Interconnection to a Network System?
- Screen 4: If exporting power across the Point of Interconnection, can the power export cause a reversal of power flow, during normally expected circuit operating conditions, at any voltage regulation device that is not bi-directional?
- Screen 5: Is the aggregate Generating Facility capacity on the Line Section less than or equal to 15% of Line Section peak?
- Screen 6: Is the voltage flicker and/or voltage drops associated with the Generating Facility within IEEE 519, IEEE 1453, or General Order 7 limits?
- **Screen 7: Do the maximum aggregated gross ratings for all the Generating Facilities connected to a secondary distribution transformer exceed the transformer, secondary conductor, fuse, or other equipment rating, absent the Applicant's generators?**
- Screen 8: Short Circuit Current Contribution Ratio within acceptable limits?
- Screen 9: Is the Short Circuit interrupting capability exceeded?
- Screen 10: Is the Line Configuration Screen acceptable for Simplified Interconnection?
- Screen 11: Is the gross rating of the Generating Facility 100 kVA or less?

The full listing of technical screens have been provided as a reference so you may understand the steps taken to successfully complete initial technical review. Additional information on these screens may be found in Appendix III of Rule 14HI. SR may take up to 20 business days to complete. We will inform you of the SR results by email.

As a reminder, your distributed energy system should not be turned on until you receive final approval from Hawaiian Electric.

If you have any questions, please do not hesitate to us at (808) 543-4760 or connect@hawaiianelectric.com.

Mahalo,
Hawaiian Electric



[Contact us by mail or email.](#)

Hawaiian Electric
connect@hawaiianelectric.com
Distributed Energy Resources
P.O. Box 2750, CP12-SE
Honolulu, HI 96840

Conditional Approval Email

5.2 kW Photovoltaic System ("PV System")
TMK: XXXXXXXXXXXX
Project Location: ADDRESS
Project ID Number: H-SDN-24-257900

Aloha Customer,

We are pleased to inform you that your Smart DER - Non-Export application for your rooftop solar system has been conditionally approved subject to the conditions below.

From the date of this notice, the generating system must be installed, the post-installation documentation received and validated, and your agreement executed by Hawaiian Electric within 18 months or by 2025-07-31.

If there are any revisions to your original application or originally designed system, changes must be made to your [application online](#) or revised documents must be submitted by mail. Revisions may include a change in system size, contractor and/or owner/operator, system equipment such as inverter(s) or modules, etc. All revisions will be subject to necessary technical review prior to final interconnection approval.

REQUIRED POST-INSTALLATION DOCUMENTATION:

- Submittal of completed [Distributed Energy Resources \(DER\) Interconnection Project Validation Packet online](#)
 - Please refer to the [Distributed Generation \(DG\) Interconnection Project Validation Packet](#).

NOTES ON INVERTERS:

As a condition of interconnection of the Generating Facility, Customer-Generator agrees that all inverters shall comply with Hawaiian Electric applicable specifications. Additional information can be found on our [Advanced Inverter Information website](#). If you have any questions regarding inverter settings, please contact DER at (808) 543-4760.

A current listing of approved inverters for your specific DER program can be found on our [Qualified Advanced Inverters website](#). The inverters will need to be reset to comply with utility standards. Please contact the manufacturer for instructions on how to reprogram the inverters.

If you are no longer interested in proceeding with your interconnection request, please [withdraw online](#) or email a completed Withdrawal Form to us as soon as possible to cancel your application. Forms can be found on our website and emailed to us at connect@hawaiianelectric.com.

If you have been notified previously to make corrections to your application, please submit those corrections with the Revision process in [CIT](#).

We appreciate your patience and understanding during the review and approval process. The process does take time since Hawai'i is far ahead of the rest of the country in its level of solar photovoltaic (PV) integration and our isolated island grid presents unique technical considerations that very few utilities in the world, if any, have had to address.

Additional information can be found on our website: [Distributed Energy Resources](#)

Mahalo,
Hawaiian Electric

Revisions

Revision Types

Change of Contractor Revision

- ◆ If your customer is changing contractors, submit a new application in CIT
- ◆ At Completeness Review, the utility will work with the customer to confirm their choice of contractor and withdraw the other application

Change to System Component(s) Revision

- ◆ Prior to submitting the Validation

How to start a Revision

1. Navigate to Application List and click the User Actions to submit a revision

Your Projects

PRESETS: No preset selected

Quick Filter

Internal Id	Project Id	Assigned To	Process Phase	IIQ Status	Responsible Party	Customer Name	Address	Meter Number	Program Type	Storage	Contractor	Actions
261986			Initiated						SDE			...
261980		Customer	Initiated		Customer	5985EYAPLFW 3TTN0XEN0QP	835393 MANAKO RD	MHX000105459	SDE	Yes	Sarah Test Only	...

1

Your Projects

PRESETS: No preset selected

Quick Filter

Internal Id	Project Id	Assigned To	Process Phase	IIQ Status	Responsible Party	Customer Name	Address	Meter Number	Program Type	Storage	Contractor	Actions
261986			Initiated						SDE			...
261980		Customer	Initiated		Customer	5985EYAPLFW 3TTN0XEN0QP	835393 MANAKO RD	MHX000105459	SDE	Yes		Request Change of Contractor Start Revision

OR

2. Select 'Start a new revision' from Project Summary page

Project Details

Status

Project ID: P-SDN-24-245105

Status: Conditional Approval

IIQ Status: PI

Project

Program: Smart DER - Non-Export

BYOD Rider Level: No BYOD

Facility Address: ADDRESS HONOLULU, HI

Due Date: N/A

Property Owner: Customer

Project Amended: N/A

EE Notification Number: N/A

Progress Documents Email Actions

Withdraw CIT Application

Click here to withdraw your CIT App. [Withdraw](#)

Request Change of Contractor

Request a Change of Contractor [Request](#)

Request Extension

Request a 90 Day Extension [Start](#)

DR Review

Start a DR Review [Start](#)

Start Revision

Click here to start a revision to this application [Start Revision](#)

Note: Please ensure you have appropriate documentation to attach which supports your request.

2

How to submit a Revisions

- ◆ Navigate through the progress steps to change desired fields

REVISE APPLICATION

- ▶ Project Location
 - [Property Accessibility](#)
- > Contact Information
- > System Type
- > Project System Components
- > Additional Information & Drawings
- > Review Changes

- ◆ Click ‘Save and Continue’ on the bottom of each revised step and on the ‘Additional Information & Drawings’ page
- ◆ Changes will be shown in **red** on the ‘Review Changes’ page

System Type ^		
FIELD	PREVIOUS VALUE	REVISED VALUE
System Type ^		
Technology Type	Solar	Solar
Using Energy Storage	No	Yes
Energy Storage Operation Type		Self-consumption
Energy Storage Coupled		AC Coupled
Hybrid or Customer Microgrid		No

Project Validation

Submitting the Validation

1. Click on the hyperlink for 'Start Project Validation' on the Project Summary Page to start the Validation submittal

Project Validation		
#	Activity	Date Completed
1	Start Project Validation	In Progress
2	Start Project Verification	
3	Post Installation Information	
4	Project Validation Review	

1

- ◆ You may enter parts of the Validation, click 'Save and Continue', and come back to submit the entire packet at a later time

Validation Requirements

If installed project varies **at all** from online application information, a revision will be required prior to submitting for validation. Once revision is approved, validation may proceed.

If **no changes** have been made to the last submittal and project installed matches application data exactly the requirements on the next page apply.

Start Project Validation

PROJECT VALIDATION

- ▶ Start Project Validation
 - Start Project Validation
- > Start Project Verification
- Post Installation Information
- Project Validation Review

Start Project Validation

Please carefully review the information on the following pages and provide completed validation as required. *Incomplete or missing information or any discrepancies could cause a delay in finalizing the application and providing approval for a project. If the as-built installation does not conform to originally submitted application documents, reapplication or revisions may be required.*

Also, please do not forget to review and address any comments that may have been noted within the application.

You will be asked to provide the following information:

- Closed building and electrical permit or completed electrical inspection
- Electrician License Holder name and License ID number.
- As-built line drawing (if different than previously submitted)
- Photos:
 - Inverters - nameplate label including model number, micro inverters must also show PV subpanel breakers, central inverter layout and location in relation to the meter.
 - AC System disconnect - nameplate label, signage showing relation to meter, location in relation to meter, multiple system disconnect switches must be labeled accordingly: 1 of 3, etc.
 - Additional Photos may be required based on the size and design of the system.
 - Utility meter - with signage
 - Energy Storage if applicable - nameplate label
 - Main service disconnect - signage showing relation to system disconnect
- Inverter screenshot(s) or photos of settings to show compliance with Hawaiian Electric Companies' technical requirements.
- Certificate of Insurance, as stipulated by the program's requirements (if applicable).
- Property and equipment accessibility

Start Project Validation REQUIRED

Please check the box and click Save and Continue when you are ready to proceed.

[Save and Continue ▶](#)



Post Installation Information

Building Permit ^

Please input the associated permit information and upload a copy of your Closed Building Permit. Please ensure that address on permit and any equipment information matches the installed equipment at the property.

County Search Links: [Oahu](#) | [Maui](#) | [Hawaii](#)

Permit Number ⓘ REQUIRED

Permit Closure Date ⓘ REQUIRED

Building Permit ⓘ

Choose a file for upload or drag and drop one into this area
Not Uploaded

Electrical Contractor ^

Hawaii License ID ⓘ

Hawaii License Holder

PV/Installing Contractor ^

Company Name

System Is Leased ^

Will the system be leased? ⓘ

Yes No

System Owner ^

System Owner

Post Installation Information

System Components ^

System Component Confirmation

Please review the previously submitted components below. If they do not match the installed components, changes are necessary, or you would like to add any new components, please submit a Revision for utility review. The system component information you provide MUST match your Electrical Drawings.

Increases to your total system size due to changes in equipment will necessitate a new Technical Review and a new Conditional Approval.

Making changes to your project system could impact your conditional approval and/or delay processing of your application.

Components Table ^

FLAG	FIELD	VALUE	COMMENT
AC Disconnect #1 ^			
<input type="checkbox"/>	AC Disconnect Not Listed	No	
<input type="checkbox"/>	AC Disconnect Manufacturer	Eaton-Cutler Hammer	
<input type="checkbox"/>	AC Disconnect Model	DG221NGB	
<input type="checkbox"/>	AC Disconnect Fuse Type	Fused	
<input type="checkbox"/>	AC Disconnect Phase	Single	
<input type="checkbox"/>	AC Disconnect Rated Amps	30	
<input type="checkbox"/>	AC Disconnect Rated Volts	240	
<input type="checkbox"/>	AC Disconnect Multiple Disconnects	No	
<input type="checkbox"/>	AC Disconnect Mounting Location	Main Service Disconnect	

Post Installation Information

Inverter #1 ^			
<input type="checkbox"/>	Inverter Manufacturer	Altenergy Power Systems	
<input type="checkbox"/>	Inverter Model	DS3 w/ ECU-C, CT or ECU-R, Meter CT	
<input type="checkbox"/>	Inverter Type	Micro	
<input type="checkbox"/>	Inverter Quantity	2	
<input type="checkbox"/>	Inverter AC Output Rating (kW)	0.88	
<input type="checkbox"/>	Inverter AC Total Inverter Rating (kW)	1.76	
PV Panels #1 v			
<input type="checkbox"/>	Total Panel Quantity	2	
<input type="checkbox"/>	Total Panel Size (kW)	0.44	
<input type="checkbox"/>	Inverter Group Subtotal	0.44	
<input type="checkbox"/>	Technical System Size (kW)	0.44	
<input type="checkbox"/>	Program Size(kw)	0.44	
Total Proposed System Size			
		0.44	

Post Installation Information

Inverter Compliance ^

Refer to your conditional approval notice and our website for compliance requirements. Please contact the inverter manufacturer for instructions on reprogramming inverter settings.

I hereby acknowledge and agree that the distributed generation facility's inverters meets the Hawaiian Electric Company's Interconnection Standards for Frequency and Voltage Ride Through, Power Factor, Volt/VAR, Ramp Rate, Remote Application and Phase 1 Default Settings as stated in Appendix I to Rule 14H and per the information above.

Enter your First and Last Name to sign Acknowledgement ⓘ

Please upload a copy of the Inverter Settings to verify compliance.

Inverter Compliance ⓘ

Choose a file for upload or drag and drop one into this area
Not Uploaded

Electrical Drawings <30 kW ^

FLAG	FIELD	VALUE	COMMENT
<input type="checkbox"/>	System Component Single Line Drawing	✔ File uploaded	Download
<input type="checkbox"/>	Site Plans	✔ File uploaded	Download
<input type="checkbox"/>	System Component Three Line Drawing	— No file uploaded	

Revised Electrical Drawings ^

Please upload your final As-Built Electrical Drawings if different from previously uploaded drawings.

Revised Related Draw Documents

Choose a file for upload or drag and drop one into this area
Not Uploaded

Post Installation Information

Post Installation Photos ^

Please upload the required photos. They can be submitted in single or multiple documents.

- Main service disconnect and/or mail service breaker photo with signage showing relation to system disconnect
- Utility Meter with signage (meter number must be visible)
- Current Meter Socket Box photo
- Inverters - central inverter to show nameplate label (including model number), and layout / location in relation to the meter; micro inverters to show PV subpanel breakers,
- AC System disconnect - Show location in relation to meter, nameplate label, signage showing relation to meter (multiple system disconnect switches must be labeled accordingly: 1 of 3, etc.)
- Energy Storage if applicable - nameplate label
- Additional Photos may be required based on the size and design of the system.

Main service disconnect and/or mail service breaker photo

 Choose a file for upload or drag and drop one into this area Not Uploaded

Utility Meter Photo

 Choose a file for upload or drag and drop one into this area Not Uploaded

Current Meter Socket Box Photo

 Choose a file for upload or drag and drop one into this area Not Uploaded

Post Installation Information

Post Installation Photos Cont ^

Inverter Nameplate Photo

 Choose a file for upload or drag and drop one into this area Not Uploaded

AC Disconnect Nameplate Photo

 Choose a file for upload or drag and drop one into this area Not Uploaded

Energy Storage Nameplate Photo

 Choose a file for upload or drag and drop one into this area Not Uploaded

Additional Photos

 Choose a file for upload or drag and drop one into this area Not Uploaded

General Comments ^

General Comments



Please click "**Save and Continue**" to save any information you provided above. You may return to this page multiple times to complete your updates as long as you remember to click "**Save and Continue**". Only when you click "**Submit**" on the next page will you complete your Project Validation.

Project Validation Review

Final Review

I certify that, to the best of my knowledge, all information provided in this submission is true and correct.

I will not interconnect and/or operate the identified system without prior written approval from Hawaiian Electric Companies.

I certify that I am the listed Property Owner or have been given permission from the Property Owner to Acknowledge Compliance & Submit the compliance requirements on the Property Owner's behalf.

Enter your First and Last Name to sign Acknowledgement **REQUIRED**

Please review your project validation information carefully. To make any changes, you will need to use the tabs at the top of the page to return to the previous page, and remember to click "**Save and Continue**" to save any updates or changes made.

Once you have confirmed that the project validation information provided is accurate and complete, please click "**Submit**" to initiate the next step: Validation Review. You will not be able to make any changes once you click the "**Submit**" button and project validation information has been submitted.

Paper Application

Project Validation Received Date **REQUIRED**

Paper Application Scan

Project Validation Packet Scan **REQUIRED**

Not Uploaded

Validation Requirements

- ◆ Same requirements as the current CSS Validation Procedure
- ◆ You have the option to upload photos individually or as a set
- ◆ Ensure what you submit in the Validation Packet matches the application. If changes were made, submit a Revision before the Validation

Validation Received Email

8.95 kW Photovoltaic System ("PV System")
TMK: 2XXXXXXXXXX
Project Location: ADDRESS
Rate Schedule: 3_R
Project ID Number: M-SDE-24-256821

Aloha Customer,

Thank you for submitting the project validation packet for your Smart DER - Export Interconnection Application.

Next Steps:

We will review these documents and let you know if there is any missing information or other issues with your validation packet.

During the validation process, we may contact you to schedule a witness verification test or an onsite inspection for verifying that your system meets the requirements noted in your application.

Oahu Customers: If you've submitted an attestation form in lieu of a full validation packet through the Expedited Validation Option, please remember that your system may be subject to audit after the agreement is executed. For details, [please click on this link](#).

To check the status of your application, [go online to the Customer Interconnection Tool](#). You can also find more information about Distributed Energy Resources programs at www.hawaiianelectric.com/DistributedEnergyResources.

As a reminder, your renewable energy system should not be turned on until you receive final approval from Hawaiian Electric

If you have any questions, please contact us at (808) 543-4760 or connect@hawaiianelectric.com.

Mahalo,
Hawaiian Electric



[Contact us by mail or email:](#)

Hawaiian Electric
connect@hawaiianelectric.com
Distributed Energy Resources
P.O. Box 2750, CP12-SE
Honolulu, HI 96840

Inspection

Inspection

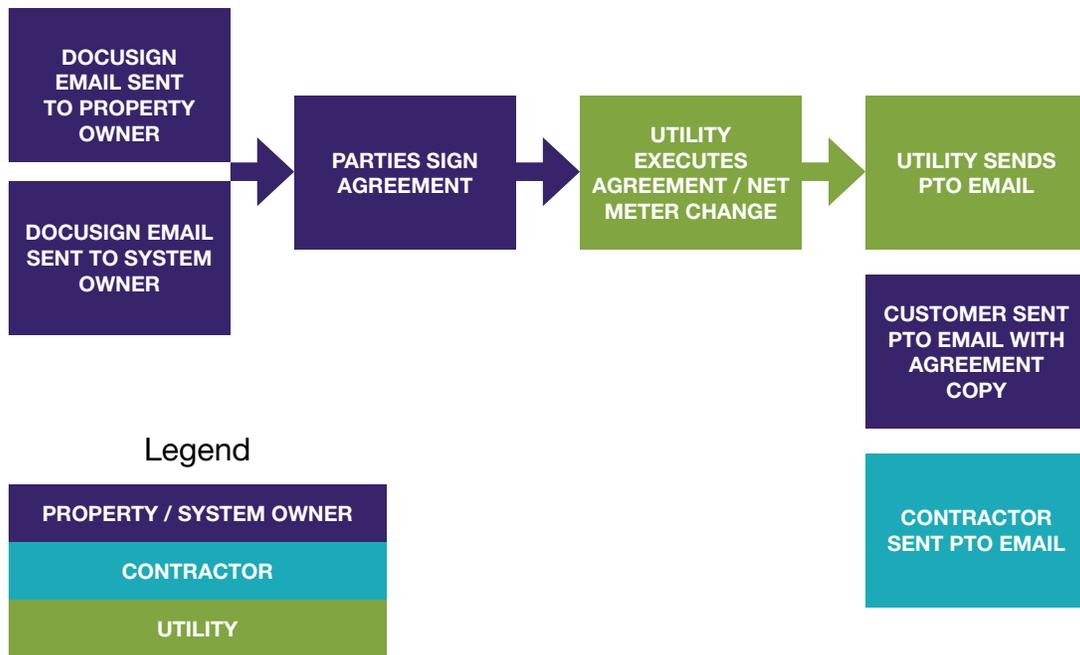
- ◆ Company-specific requirements
- ◆ We will perform our inspection when the validation review is completed
- ◆ Track when the inspection is completed on the project summary page:

Project Validation Review		
#	Activity	Date Completed
1	Review Project Validation	2024-01-30 07:37:36 AM
2	Onsite Inspection Type	2024-01-30 09:27:36 AM
3	Onsite Compliance Inspection	2024-01-30 10:27:36 AM
4	Pending Execution	
5	Pending Execution Status	
6	Executed	

DocuSign Process Overview

DocuSign Process

- ◆ After the project passes inspection, an email from DocuSign will be sent to the Property Owner and System Owner (if applicable)



Permission to Operate

Permission to Operate

- ◆ After meter is changed out & the Agreement is fully executed, the PTO Email will be sent from CIT.
- ◆ Emails to signing parties (property owner & system owner) will also receive attachment with signed agreement.

TMK: 1XXXXXXXXXXXX
Project Location: ADDRESS
Project ID Number: H-SDE-24-260824

Aloha Customer,

Congratulations! You have successfully completed all the necessary steps to interconnect your SDE system. The final executed agreement is attached for your records or you may [go online](#) to access your completed application.

You now have permission to operate your rooftop solar system.

You can also find more information about Distributed Energy Resources programs at www.hawaiianelectric.com/DistributedEnergyResources.

If you have any questions, please feel free to reach us at any time using the contact information below.

Mahalo,
Hawaiian Electric



[Contact us by mail or email:](#)

Hawaiian Electric
connect@hawaiianelectric.com
Distributed Energy Resources
P.O. Box 2750, CP12-SE
Honolulu, HI 96840

Withdraw an Application

Withdraw an Application

1. Navigate to Application List and click the User Actions to withdraw a CIT application
2. Select 'Withdraw CIT Application' from Application List page

The screenshot displays two identical tables of application data. The first table has a callout '1' pointing to the 'Actions' column of the first row. The second table has a callout '2' pointing to the 'Withdraw CIT Application' option in the dropdown menu of the first row.

Internal Id	Project Id	Assigned To	Process Phase	IIQ Status	Responsible Party	Customer Name	Address	Actions
205786	P-TMP-23-205786		Initiated		Customer	Utility Customer	1000 Main Street	...
205763	H-CSS-23-205763	DERProcessing	Completeness Review	RC	Utility	Utility Customer	500 Main Street	...
205742	H-GSP-23-205742		Holding Queue		Utility	Utility Customer	123 King Street	...
205739	H-SDN-23-205739	DERProcessing	Completeness Review	RC	Utility	Utility Customer	111 Queen Street	...

Internal Id	Project Id	Assigned To	Process Phase	IIQ Status	Responsible Party	Customer Name	Address	Actions
205786	P-TMP-23-205786		Initiated		Customer	Utility Customer	1000 Main Street	Withdraw CIT Application Start Amendment From CIT App ...
205763	H-CSS-23-205763	DERProcessing	Completeness Review	RC	Utility	Utility Customer	500 Main Street	...
205742	H-GSP-23-205742		Holding Queue		Utility	Utility Customer	123 King Street	...
205739	H-SDN-23-205739	DERProcessing	Completeness Review	RC	Utility	Utility Customer	111 Queen Street	...

OR

3. Through the Project Summary page

The screenshot shows the Project Summary page with a navigation bar containing 'Progress', 'Documents', 'Email', 'History', 'Actions', and 'Notes'. The 'Withdraw CIT Application' section is highlighted, showing a 'Withdraw' button. Below it is the 'Request Change of Contractor' section with a 'Request' button.

Withdraw CIT Application
Click here to withdraw your CIT App. **Withdraw**

Request Change of Contractor
Request a Change of Contractor **Request**

Withdraw Application

Internal Confirm

Are you sure you want to continue? ^

By pressing Continue on this page, you will set this application to a process phase of "Withdrawal". The withdrawal request will subsequently need to be approved, or rejected for the application to regain its previous process phase.

If you do not wish to continue, simply close this window.

Below are the details for the application you have selected.

Assigned to: Customer

Due Date:

Project ID: P-SDN-23-233238	Progress Phase: Completeness Review	IIQ Status: CAR	Action For: Customer
Service Address: 820 WARD AVE, HONOLULU, HI 96814			
Property Owner: test test			

Upload Withdrawal Form **REQUIRED**



Choose a file for upload or drag and drop one into this area

Not
Uploaded

Enter Reason for Withdrawal **REQUIRED**

Please select a value

Is this withdrawal approved? **REQUIRED**

Yes No

Enter reason for rejection **REQUIRED**

[Move to App Detail](#)

[Close Window](#)

Contractor Account Registration

Setting up your account

Your company account must be verified and activated prior to using the tool.

Contractor Verification Process

- ◆ Company name must match the licensed business name found in the DCCA's (Department of Commerce and Consumer Affairs) records
- ◆ Company-specific email (contractor@solarcompany.com)
- ◆ Designated Company point of Contact (one per company)
- ◆ Provide a list of current employees who will need access to CIT
 - » We will call the Point of Contact to verify the company's representatives
- ◆ Regular registration online - set up Point of Contact account, which serves as the main account for your company

Questions or Comments?

DER Hotline: (808) 543-4760
Email: connect@hawaiianelectric.com