



December 30, 2024

The Honorable Chair and Members of the  
Hawai'i Public Utilities Commission  
465 South King Street  
Kekuanaoa Building, 1<sup>st</sup> Floor  
Honolulu, Hawai'i 96813

Dear Commissioners:

Subject: Dkt 2024-0121 Stipulated Comprehensive Double Pole Removal Plan  
Hawaiian Electric Company, Inc., Hawai'i Electric Light Company, Inc., and  
Maui Electric Company, Limited  
Hawaiian Electric Companies' Bi-Annual Report

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In accordance with Ordering Paragraph 1.d. of Decision and Order No. 41034 filed on September 16, 2024, in the subject proceeding, Hawaiian Electric<sup>1</sup> respectively submits the attached bi-annual progress update report for the Stipulated Comprehensive Double Pole Removal Plan.

Hawaiian Electric requests that the Commission allow it to submit future Bi-Annual Reports and Quarterly Webpage Updates by the end of the month that immediately follows the relevant reporting period (due dates that currently fall on the last day of the respective reporting periods). This will enable Hawaiian Electric to incorporate the most current information for each reporting period. The due dates for the Bi-Annual Reports would then be the end of January (for the period of the prior July through December) and end of July (for the period of January through June), respectively. The due dates for the Quarterly Webpage Updates would be the end of January, April, July, and October, respectively.

Thank you for your consideration of this matter.

Sincerely,

/s/ Kevin M. Katsura

Kevin M. Katsura  
Director  
Regulatory Non-Rate Proceedings

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<sup>1</sup> Hawaiian Electric Company, Inc., Maui Electric Company, Limited, and Hawai'i Electric Light Company, Inc. are each doing business as "Hawaiian Electric" and have jointly registered "Hawaiian Electric" as a trade name with the State of Hawai'i Department of Commerce and Consumer Affairs, as evidenced by Certificate of Registration No. 4235929, dated December 20, 2019.

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Attachment

c: Division of Consumer Advocacy

**BI-ANNUAL REPORT ON PROGRESS OF IMPLEMENTATION OF STIPULATED  
COMPREHENSIVE DOUBLE POLE REMEDY PLAN**

Pursuant to Sections III.B.3. and IV.1.d. of Decision and Order No. 41034, filed September 16, 2024, in Docket No. 2024-0121 (“D&O 41034”), Hawaiian Electric Company<sup>1</sup> (“Hawaiian Electric” or “Company”) hereby submits this bi-annual status and progress report (“Report”) detailing progress of its implementation of the Stipulated Comprehensive Double Pole Remedy Plan (“Stipulated Plan”).

**I. REPORT SUMMARY**

This Report provides information regarding: (i) the new webpage specifically dedicated to double poles, (ii) meetings with various stakeholders on implementation of the Stipulated Plan, and (iii) a description of certain issues that have been discussed with respect to such implementation.

In addition, Hawaiian Electric requests that the Commission allow it to submit future Bi-Annual Reports and Quarterly Webpage Updates by the end of the month that immediately follows the relevant reporting period (due dates that fall on the last day of the respective reporting periods). This will enable Hawaiian Electric to incorporate the most current information for each reporting period. The due dates for the Bi-Annual Reports would then be the end of January (for the period of the prior July through December) and end of July (for the period of January through June), respectively. The due dates for the Quarterly Webpage Updates would be the end of January, April, July, and October, respectively.

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<sup>1</sup> Hawaiian Electric Company, Inc., Hawai‘i Electric Light Company, Inc. and Maui Electric Company, Limited are collectively referred to as “Hawaiian Electric” or the “Company.”

## II. DOUBLE POLE WEBPAGE

Pursuant to Section III.B.1. of D&O 41034, Hawaiian Electric created and published a new webpage specifically dedicated to double poles. The webpage includes the items stipulated under Section III.B.1. of the D&O, including, without limitation, a description of what constitutes a double pole and accompanying photos describing the same, information on Hawaiian Electric’s double pole removal plan, and quarterly metrics related to backlog and preventative double poles for each service territory. The website went live to the public on November 15, 2024.<sup>2</sup>

Links to the double pole webpage can be found here:

<https://www.hawaiianelectric.com/about-us/power-facts/double-poles>

<https://www.hawaiianelectric.com/about-us/power-facts/double-poles/double-poles-progress>

## III. MEETINGS WITH STAKEHOLDERS AND OTHER ENTITIES

Hawaiian Electric has met with various stakeholders from the State, City & County, and private sector to implement the Stipulated Plan. Listed below is a summary of the meetings held, along with meeting attendees and a summary of the issues discussed:

- **September 18, 2024: 2024 Joint Pole Committee Annual Meeting – Oahu.**  
Attended by representatives from Hawaiian Electric, City & County Department of Design & Construction, City & County Department of Facility Maintenance, and State Department of Transportation to discuss annual billing, Stipulated Plan progress, and work progress communication.
- **November 6, 2024: Hawaii Island Semi-Annual Joint Pole Meeting.**

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<sup>2</sup> See D&O 41034, Sections III.B.1.d. and IV.1. Hawaiian Electric published the final webpage on its website within the timeline specified herein.

Attended by representatives from Hawaiian Electric and the County of Hawaii to discuss specific joint pole coordination issues related to double poles, line transfers, customer inquiries, and pole replacement projects.

- **December 10, 2024: Double Pole Program Stakeholder Meeting.**

Attended by representatives from Hawaiian Electric, Hawaiian Telcom, and various contractors to discuss status on implementation of the Stipulated Plan, vendor lead times for materials required, and contractor staffing issues.

- **September 2024 – Current (Ongoing): Weekly and Bi-Weekly Double Pole Coordination Meetings with Contractors.**

Attended by representatives from Hawaiian Electric and various contractors to discuss double pole progress updates, completion status reports, and double pole priorities resulting from customer inquiries.

- **September 2024 – Current (Ongoing): Bi-Weekly Double Pole Coordination Meetings with Hawaiian Telcom.**

Attended by representatives from Hawaiian Electric and Hawaiian Telcom to discuss double pole and joint pole coordination issues, issues related to materials for implementation, and recent customer and vegetation inquiries.

- **September 2024 – Current (Ongoing): Monthly Double Pole Coordination Meetings with Spectrum.**

Attended by representatives from Hawaiian Electric and Spectrum to discuss implementation issues related to line transfers, customer inquiries, and pole replacement projects.

#### IV. IMPLEMENTATION ISSUES

Below are contributing reasons why Hawaiian Electric will not meet the 2024 targets stated in its Stipulated Plan. Hawaiian Electric continues to work internally and with key stakeholders and its contractors to resolve these issues:

1. Materials for Standard Transfers Furnished by Hawaiian Telcom.

Hawaiian Electric issued a new contract with double pole contractors for addressing known backlog and preventive double poles for years 2024 through 2028. The new contract is for a set number of poles on each island for a set price. This is different from the structure of the previous unit cost contract, in which contractors were not aware of the quantity and location of the poles to be assigned to them. Although the new contract structure is, overall, more beneficial for the parties, certain issues arose, such as (i) a larger seed quantity of standard transfer materials was required from Hawaiian Telcom for each contractor, (ii) lead times for many of these materials increased, and (iii) there were delays in getting select standard transfer materials to the contractors at the inception of new double pole contracts. Through the Company's continued coordination meetings described in the Company's Meetings with Stakeholders above, many of the delays and challenges with standard transfer materials furnished by Hawaiian Telcom have been resolved or are currently being worked through. The Company continues to monitor its contractors' progress and ensure they replenish their material stock with long lead times.

2. Hawaiian Electric – IBEW 1260 Signatory.

Internal discussions regarding whether double pole contractors should be IBEW 1260 signatories caused a three-month delay in issuing RFPs and new contracts to Oahu- and Maui-based contractors. RFPs and contracts have since been awarded and contractors are performing

double pole removal work. Hawaiian Electric is continuing to work internally with a potential contractor for double pole removal work on Hawaii Island, and anticipates awarding double pole standard transfer work on Hawaii Island to an eligible contractor by the end of the first quarter of 2025.

3. Challenges Relating to Contractor Labor Resources.

In addition to supporting the Stipulated Plan, Hawaiian Electric's selected double pole contractors are also providing support on other Hawaiian Electric priority initiatives (e.g., wildfire mitigation pole replacements and other required maintenance pole replacements). Contractors have indicated that they have struggled to meet work demands with the limited resources they have available. Hawaiian Electric continues to work with its Oahu and Maui double pole contractors so they can have dedicated double pole contractor resources for the duration of the Stipulated Plan and steadily complete double pole transfers and removals.

4. Contractor Completion Reports (QA/QC Reports).

Upon completion of each double pole standard transfer, Hawaiian Electric double pole contractors are required to produce a QA/QC ("Quality Assurance/Quality Control") Report to Hawaiian Telcom for approval. This report contains pertinent information such as the pole number, pole location information, Hawaiian Telcom materials used for this specific transfer, and before/after pictures supporting the work performed. While this report is not new to the process, each of Hawaiian Electric's double pole contractors experienced challenges with staff resource turnovers, and those who were well-versed in preparing and tracking these reports left their respective companies. As a result, Hawaiian Electric contractors had to find and train new staff to perform this critical task. Currently, Hawaiian Electric's Oahu-based contractors now have available staff and a process in place to timely submit their respective QA/QC reports. The

Company's Maui-based contractor, however, continues to experience a lag between the completion of the work in the field and the submittal of the QA/QC reports. Hawaiian Electric is working diligently with its Maui contractor to remedy this issue.

## **V. OTHER UPDATES**

D&O 41034 requires that Hawaiian Electric provide various updates to the website on a quarterly basis (i.e., at the end of March, June, September, and December).<sup>3</sup> In addition, the D&O requests that a bi-annual report be filed at the end of June and December each year until the end of 2028.<sup>4</sup>

Hawaiian Electric seeks to provide and publish on its webpage and bi-annual report complete and accurate data for each reporting period. As mentioned previously in this Report, Hawaiian Electric respectfully requests that, going forward, updates to the quarterly metrics posted on the double pole website and filing of the bi-annual report be made by the end of the month following each respective reporting period. This allows Hawaiian Electric to compile all relevant data and information from the preceding period, prior to publishing it on the double pole website and filing it in the bi-annual report.

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<sup>3</sup> See Sections III.B.1.b., III.B.1.c, and III.B.1.d.

<sup>4</sup> See Section III.B.3.