



July 31, 2025

The Honorable Chair and Members of the
Hawai'i Public Utilities Commission
465 South King Street
Kekuanaoa Building, 1st 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

In accordance with Ordering Paragraph 1.d. of Decision and Order No. 41034 filed on September 16, 2024, in the subject proceeding, Hawaiian Electric¹ respectively submits the attached bi-annual progress update report for the Stipulated Comprehensive Double Pole Removal Plan.

Sincerely,

/s/ Kevin M. Katsura

Kevin M. Katsura
Director
Regulatory Non-Rate Proceedings

Attachment

c: Division of Consumer Advocacy

¹ Hawaiian Electric Company, Inc., Hawai'i Electric Light Company, Inc. and Maui Electric Company, Limited are collectively referred to as "Hawaiian Electric".

**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 Company¹ (“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) Hawaiian Electric’s webpage specifically dedicated to double poles and the Company’s progress towards meeting its 2025 double pole removal goals, (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.

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 D&O 41034, 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, and is being updated quarterly.² As seen on the website, Hawaiian Electric

¹ 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.”

² 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.

is making steady progress in its double pole removals, and is on track to meet its statewide annual backlog double pole removal goal for 2025.

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, since the Company filed its last bi-annual report on December 27, 2024:

- **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.

- **March 2025-Current (Ongoing): Monthly Double Pole Coordination Meetings with City and County of Honolulu (Department of Design & Construction, Department of Facilities Maintenance, and Department of Transportation Services).**

Attended by representatives from Hawaiian Electric and the City and County of Honolulu to discuss double pole and joint pole coordination issues.

- **March 2025-Current (Ongoing): Monthly Double Pole Coordination Meetings with State of Hawaii Department of Transportation.**

Attended by representatives from Hawaiian Electric and the State of Hawaii Department of Transportation to discuss double pole and joint pole coordination issues.

IV. IMPLEMENTATION ISSUES

Hawaiian Electric is on track to meet its 2025 double pole removal goal, in part because it has been able to work on resolving obstacles that have previously delayed progress, and are explained in more detail below. Hawaiian Electric continues to work internally and with key stakeholders and its contractors to resolve these issues:

1. Hawaiian Electric – IBEW 1260 Signatory.

Internal discussions regarding whether double pole contractors should be IBEW 1260 signatories specifically caused a significant delay in issuing the Company’s double pole RFP and finding a contractor for Hawai‘i Island. Contracts were awarded earlier this year for Honolulu and Maui Counties. The delay for Hawai‘i Island has been more challenging, but Hawaiian Electric has found a solution to this issue and is onboarding a contractor for double pole removal work on Hawai‘i Island, and anticipates that the contractor will be able to start double pole removal work in the third quarter of 2025.

2. Challenges Relating to Contractor Labor Resources and Performance.

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 also had to adjust the work scope of one of its Oahu double pole contractors because of performance issues. Their double pole work was reassigned to Hawaiian Electric’s other Oahu double pole contractor and as a result, Hawaiian Electric is realizing a notable increase in the number of double poles addressed on Oahu. This adjustment also allowed that same double pole contractor who was having similar performance issues on Maui, to refocus its efforts and commitment to addressing double poles on Maui.

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.

V. OTHER UPDATES

While Hawaiian Electric continues to work on implementing the AldenOne platform, it has begun utilizing another application called Smartsheet as an interim solution to begin automating and tracking communications regarding double poles among the stakeholders. Internally, Hawaiian Electric groups are evaluating and testing Smartsheet to produce Notice of Intents (“NOIs”) and Completion Notices (“CNs”) to make the process more streamlined. NOIs and CNs are critical communications to all attachers that notify each party of pole replacements, among other things, and streamlining the NOI and CN process and distribution is a major step towards improving efficiency in the entire double pole process.