



December 30, 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 issued 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, issued on September 16, 2024, in Docket No. 2024-0121 (“D&O 41034”), Hawaiian Electric¹ 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 preventive 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.

exceeded its statewide annual backlog double pole removal goal for 2025,³ and is continuing to make as much progress above its 2025 goal as possible by year's end.

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, including information on meeting attendees and the issues discussed, since the Company filed its last bi-annual report on July 31, 2025:

- **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.

³ Hawaiian Electric has removed 1,786 backlog poles in 2025 as of December 20, 2025, which is 367 poles in excess of the 1,419 backlog pole removal goal for 2025.

- **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 met and exceeded its 2025 double pole removal goal, in part because it has been able to work on resolving obstacles that have previously delayed progress, 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 caused a significant delay in issuing the Company’s double pole RFP and finding a contractor for Hawai‘i Island. Hawaiian Electric addressed this issue by finding and onboarding a double pole contractor signatory to IBEW 1260 on Hawai‘i Island. The contractor deployed a crew to Hawai‘i Island and began double pole removal work there in early December.

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 has had to adjust the work scope of its contractors to ensure that they have enough personnel to meet their double pole removal obligations, and to fulfill the scope of their other work. Now that contractors are onboard and working in all counties, Hawaiian Electric expects that this issue will be less of a challenge to program implementation.

Hawaiian Electric continues to work with its double pole contractors on all islands to ensure dedicated double pole contractor resources for the duration of the Stipulated Plan and steady completion of double pole transfers and removals.

V. OTHER UPDATES

While Hawaiian Electric continues to work on implementing the AldenOne platform, it is evaluating another application called Smartsheet as an interim solution to begin automating and tracking communications between stakeholders for pole replacement notifications, stakeholders’

facilities transfer status, and double pole removal status. Internally, Hawaiian Electric has been evaluating and testing Smartsheet to produce Notice of Intent (“NOIs”) and Completion Notices (“CNs”) to streamline the process. NOIs and CNs are critical communications to all attachers that notify each party of pole replacements, among other things, and streamlining this process and distribution is a major step towards improving efficiency. In its first six months piloting Smartsheets, the Company has also been using it for logging and tracking the progress of customer complaints and unauthorized attachments. Smartsheets sends reminders to Construction Managers regarding complaints and unauthorized attachments that are not resolved by the deadlines so that the Company can follow up with the responsible party to determine the status, including any issues preventing resolution.