June 30, 2026

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 Electric[1] 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 Electric Company[1] ("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 2026 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

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[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 2026.

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 30, 2025:

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

  Attended by representatives from Hawaiian Electric and its double pole 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 Hawaiian Telcom line transfer 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 double pole and line transfer issues, issues related to materials for implementation, and recent customer and vegetation inquiries.

- **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 Hawai‘i Department of Transportation.**

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

IV. IMPLEMENTATION ISSUES

Hawaiian Electric is actively working to meet its 2026 removal target and continues to evaluate performance against the plan. As issues arise that impede pole removal progress, Hawaiian Electric continues to work internally and with key stakeholders and its contractors to resolve the following:

1. Challenges Relating to Contractor Labor Resources and Performance.

Hawaiian Electric's double pole program relies on contractor work. 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, make ready work support for other telecom communication carriers, and other required maintenance pole replacements).

There have been issues with contractor labor turnover and the resulting need for training, which slowed progress during the first half of the year. The double pole contractors have onboarded and trained new personnel, which has appeared to resolve the issues. The Company and its contractors also experienced the Kona Low events earlier in the year, significantly impacting the progress in double pole removals. The Company believes both of these issues are being remediated and the pace of double pole removals is picking up and will continue to for the remainder of the year.

Hawaiian Electric continues to work with its Oʻahu, Maui, and Hawaiʻi Island double pole contractors to prioritize addressing backlog double poles and maintain adequate resources for the duration of the Stipulated Plan to steadily complete double pole transfers and removals.

V. OTHER UPDATES

Hawaiian Electric is utilizing Smartsheet as an interim solution to better track status and communication between stakeholders for transfer and double pole status. Internally, Hawaiian Electric's Joint Pole group on Oʻahu is using Smartsheet to produce Notice of Intent ("NOI") and Completion Notice ("CN") forms to notify its stakeholders of upcoming replacements and track the individual transfer and double pole removal status. 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.