

BEFORE THE PUBLIC UTILITIES COMMISSION
OF THE STATE OF HAWAII

----- In the Matter of -----)
)
PUBLIC UTILITIES COMMISSION) DOCKET NO. 2022-0212
)
Instituting a Proceeding Relating)
To an Innovative Pilot Process for)
The Hawaiian Electric Companies.)
_____)

DECISION AND ORDER NO. 41980

BEFORE THE PUBLIC UTILITIES COMMISSION
OF THE STATE OF HAWAII

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PUBLIC UTILITIES COMMISSION)	DOCKET NO. 2022-0212
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Instituting a Proceeding Relating)	DECISION AND ORDER NO. 41980
To an Innovative Pilot Process for)	
The Hawaiian Electric Companies.)	
_____)	

DECISION AND ORDER

By this Decision and Order,¹ the Public Utilities Commission ("Commission"), approves, subject to certain modifications and conditions, Hawaiian Electric's proposed

¹The Parties to this proceeding are HAWAIIAN ELECTRIC COMPANY, INC. ("HECO"), HAWAII ELECTRIC LIGHT COMPANY, INC. ("HELCO") and MAUI ELECTRIC COMPANY, LIMITED ("MECO") (collectively, "Hawaiian Electric" or the "Companies") and the DEPARTMENT OF COMMERCE AND CONSUMER AFFAIRS, DIVISION OF CONSUMER ADVOCACY ("Consumer Advocate"), an ex officio party to this proceeding, pursuant to Hawaii Revised Statutes § 269-51 and Hawaii Administrative Rules ("HAR") § 16-601-62(a). Pursuant to Order No. 38663 (opening the docket), this proceeding is intended to receive filings and adjudicate requests submitted by Hawaiian Electric pursuant to the innovative pilot process under the Performance-Based Regulation Framework. See Order No. 38663, "Opening the Docket," filed on October 20, 2022 ("Order No. 38663"). See also, Docket No. 2018-0088, Decision and Order No. 37507, filed on December 23, 2020 ("D&O No. 37507"). Due to the nature of this docket, motions to intervene or participate are not contemplated; however, any interested person, including the Consumer Advocate, may file comments on an individual pilot notice. See Order No. 38663 at 5-7.

Wildfire Enhanced Fast Trip (“EFT”) Reliability Mitigation Pilot,² submitted on August 25, 2025,³ pursuant to the Commission’s expedited pilot process,⁴ as supplemented⁵ (“Pilot Process”).

I.

BACKGROUND

A.

Companies’ Proposed Wildfire EFT Reliability Mitigation Pilot

Hawaiian Electric explains that, as part of its Interim Wildfire Safety Measures, it has programmed EFT settings on distribution circuits in areas identified by the Department of Land and Natural Resources as high wildfire risk areas on Oahu, Hawaii Island, Maui, and Molokai.⁶ The Companies

²Referred to herein as the “Wildfire EFT Reliability Mitigation Pilot” or “Pilot.”

³“Hawaiian Electric Companies’ Wildfire Enhanced Fast Trip Reliability Mitigation Pilot; Notice of Intent; Exhibits A-E; and Certificate of Service,” filed on August 25, 2025 (“Notice of Intent”).

⁴See Order No. 38663, “Opening the Docket,” filed on October 20, 2022 (“Order No. 38663”); and D&O No. 37507 at 166-181. The Commission provided further guidance and expounded on the notice requirements established in Order No. 38663, which collectively constitute the Innovative Pilot Process (“Pilot Process”).

⁵Order No. 40129, “Providing Additional Guidance On the Pilot Process,” filed on July 28, 2023 (“Order No. 40129”).

⁶Notice of Intent at 2.

explain that "EFT is a protective setting that automatically de-energizes power lines quickly following a fault to reduce the risk of a fire ignition by reducing the electrical energy at the fault location and prevents auto reclosing."⁷ The Companies note, however, that "the implementation of EFT has negatively impacted reliability on wildfire risk circuits, as EFT will trip an entire impacted circuit upon a triggering event, compared with traditional protection schemes which seek to limit outages to the portion of a circuit where the problem occurs."⁸

The Companies note deterioration of the Transmission and Distribution ("T&D") System Average Interruption Duration Index ("SAIDI") and T&D System Average Interruption Frequency Index ("SAIFI") performance on wildfire risk circuits after Protective Measures were implemented.⁹ The following table shows the variance in T&D SAIDI and SAIFI for the period of September 2024 through March 2025, compared to the historical average for the same

⁷Notice of Intent at 3 (referencing Companies' 2025-2027 Wildfire Safety Strategy, filed in Non-Docketed Case No. 2023-04661, "Hawaiian Electric Companies' Wildfire Safety Strategy; Books 1 through 3; January 10, 2025," filed on January 10, 2025 ("WSS"), Book 1 at 1-7.

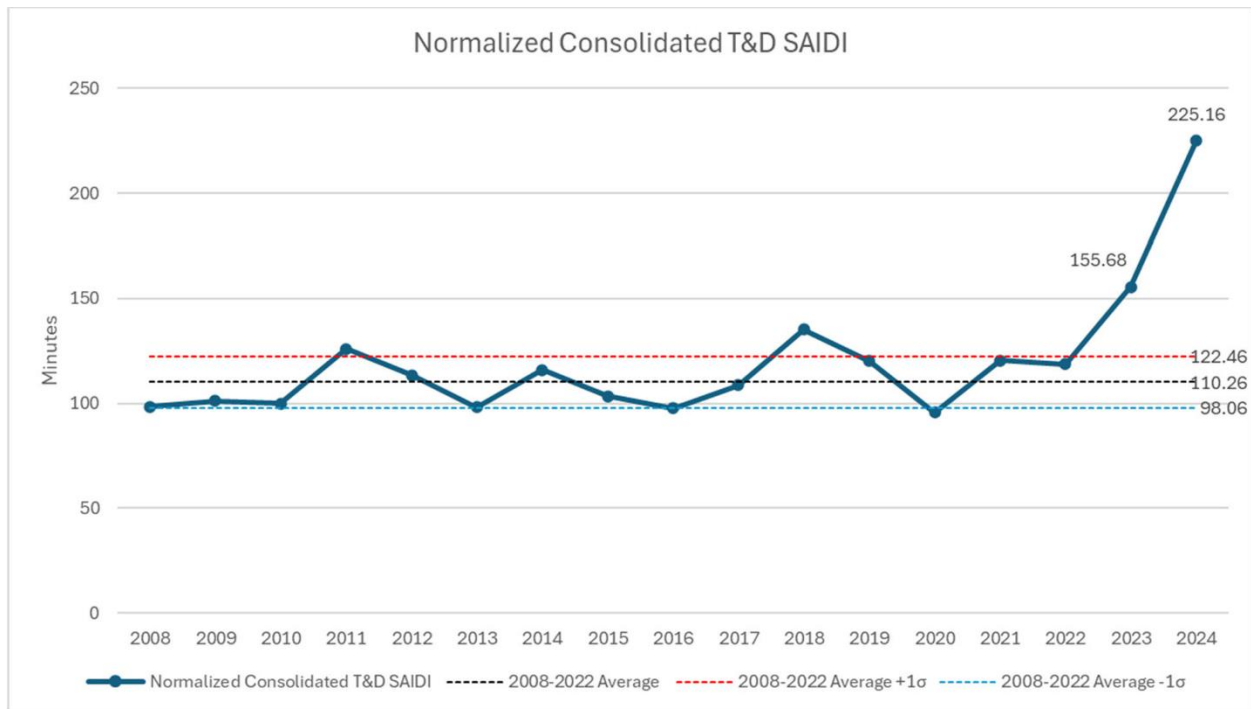
⁸Notice of Intent at 3.

⁹Notice of Intent at 6-7 (noting that "Protective Measures" refers to protocols and practices ("fast trip" settings or "FTS"), which includes EFT).

seven-month periods for the previous ten years before Protective Measures were implemented.¹⁰

Operating Company	Wildfire Risk Circuits	
	T&D SAIDI (minutes)	T&D SAIFI (interruptions)
Hawaiian Electric	↑101%	↑130%
Hawaii Electric Light	↑145%	↑118%
Maui Electric	↑67%	↑43%

In addition, the graph below demonstrates the normalized consolidated T&D SAIDI for all companies from 2008-2024, signifying spikes in 2023 and 2024 that coincide with implementation of EFT settings.¹¹



¹⁰Notice of Intent at 7.

¹¹Notice of Intent at 7-8.

As a result, Hawaiian Electric proposes the Wildfire EFT Reliability Mitigation Pilot "to test new technologies and protection schemes and their ability to mitigate the negative reliability impacts from the implementation of EFT, while preserving the effectiveness of EFT in reducing wildfire ignition risk."¹² Under the Wildfire EFT Reliability Mitigation Pilot, the Companies propose to:

[D]eploy fault signaling equipment (fault transmitters, fault repeaters, and fault receivers) manufactured by Schweitzer Engineering Laboratories, Inc. ("SEL"), on four (4) distribution circuits with EFT enabled at the substation across the Companies' service territories, and test the use of different protection schemes that determine when a relay/breaker will block EFT.¹³

The Company explains that, "when a distribution relay at a substation with EFT detects a fault, the relay issues a fast trip command to the breaker at two (2) cycles causing an outage on the entire circuit." The Companies further explain that the Pilot will involve placement of SEL fault transmitter units ("SEL-FT50s") in a low wildfire risk/underground area, and if a fault is detected, the SEL-FT50 will send a signal to the relay to block the EFT, which should allow the traditional protection scheme

¹²Notice of Intent at 3.

¹³Notice of Intent at 3.

to proceed and minimize the number of customers affected by the outage on the circuit.¹⁴

The Pilot contemplates deployment of the SEL equipment and test protection settings on distribution circuits across the service territories: one on Oahu, one in Maui County, and two on Hawaii Island.¹⁵ After the deployments are operational, the circuits will be monitored for two six-month periods “to verify the functionality of the equipment and protection settings and verify that the distribution circuits are not fast tripped if a fault occurs in a low wildfire risk area, thereby improving reliability.”¹⁶ Thus, Hawaiian Electric seeks approval to commence the Pilot in October 2025 with a proposed budget of \$275,000 and duration of 17 months, ending in February 2027.¹⁷ If the Companies determine the primary objectives of the Pilot are satisfied after the first six-month period, then they state that they will deploy the piloted equipment “to additional EFT enabled distribution circuits outside the scope of the Pilot.”¹⁸

¹⁴Notice of Intent at 9.

¹⁵Notice of Intent at 9.

¹⁶Notice of Intent at 9.

¹⁷Notice of Intent at 5 and 13.

¹⁸Notice of Intent at 13. The Companies subsequently clarified that “they will continue monitoring all Pilot installations throughout both six-month monitoring periods . . . even if the primary objectives are determined to be met over the

The Companies propose the following metrics and expected outcomes for the Pilot:

- The Companies' installation, programing, and testing of the equipment as well as the communication between devices and the substation protective relay at four (4) distribution circuits across the Companies' service territories - one (1) on O'ahu, one (1) on Maui County, and two (2) on Hawai'i Island.
- The communication signals are working as intended with Hawaii's unique geography, topography, vegetation, and other wireless networks, and that other utility networks are not negatively impacted.
- Over the two (2) 6-month monitoring periods, verification for each of the piloted distribution circuits, that if a fault occurs in a low wildfire risk area, the circuit is not fast tripped or reclose blocked (if appropriate), supported by the following data/metrics from each fault:
 - Count of coordinated trips for each circuit (i.e., EFT of entire circuit blocked).
 - Count of non-coordinated trips for each circuit (i.e., EFT triggers outage on entire circuit).
- An assessment of the outage reduction for the Piloted circuits.¹⁹

course of the first six-month monitoring period." Letter From: D. Matsuura To: Commission Re: Docket No. 2022-0212 - Innovative Pilot Process; Hawaiian Electric Companies' Responses to PUC-HECO Wildfire EFT-IRs 01-06 ("Response to PUC-HECO Wildfire EFT-IR-__"), at Response to PUC-HECO Wildfire EFT-IR-03(a).

¹⁹Notice of Intent at 15-16.

Hawaiian Electric advises that it presented the concept for the Pilot at the Innovation Pilot Framework ("IPF") stakeholder meeting on June 18, 2025, to which parties to the Performance-Based Regulation ("PBR") proceeding were invited, and productive discussion occurred.²⁰ Hawaiian Electric asserts that the Pilot will "directly contribute to improved circuit reliability and enhanced customer experience[,]" in alignment with the goals of the PBR Framework.²¹ Moreover, Hawaiian Electric maintains that the Pilot is also aligned with Commission Orders and PBR objectives by seeking "to mitigate reliability disruptions through the use of novel technology and protection schemes," and striving to minimize the impacts of the Protective Measures.²²

If successful, the Companies contend that customers on the four EFT-enable distribution circuits where the Pilot is deployed ("Participants") should experience higher satisfaction levels by experiencing reduced frequency and duration of sustained

²⁰Notice of Intent at 6 (referencing the PBR proceeding that is the subject of Docket No. 2018-0088).

²¹Notice of Intent at 9-10.

²²Notice of Intent at 10-11. The Companies explain that "Protective Measures" are protocols and practices and expanded procedures to block automatic reclosing and requiring visual inspection of lines before restoring power that are implemented in areas identified as having higher risk of wildfire. Id. at n.5 (citations omitted).

outages.²³ At the same time, non-Participants will not realize direct benefits from the Pilot, but may benefit in the future through large-scale expansion of the Pilot.²⁴ Indirectly, customers on all circuits may benefit by the Companies' responders having greater availability to respond to outages on other circuits with faster response times.²⁵

The Companies have submitted a greenhouse gas ("GHG") emissions analysis for the Pilot that reflects lifecycle GHG emissions totaling 13 metric tons of carbon dioxide equivalent ("MT CO₂e") that includes 4.7 MT CO₂e from total project operations.²⁶

B.

Stakeholder Comments

On September 9, 2025, the Consumer Advocate filed comments stating that it does not object to the proposed Wildfire EFT Reliability Mitigation Pilot.²⁷ The Consumer Advocate further states that:

²³Notice of Intent at 12.

²⁴Notice of Intent at 12.

²⁵Notice of Intent at 12.

²⁶See Notice of Intent at 17-18.

²⁷Letter From: Consumer Advocate To: Commission Re: Docket No. 2022-0212 - In the Matter of Public Utilities Commission

The goal and structure of the pilot is aligned with the Consumer Advocate's on-going recommendations that the Companies investigate potential solutions to prioritize reliability and safety together. If the project is successful, it has the potential to reduce the currently high level of customer outages and inform plans for further refinement of EFT programs. The [P]ilot also appears to be appropriately geographically dispersed and cost- and time- constrained and reporting of results is included.²⁸

The Consumer Advocate also advised that its consultant, Jensen Hughes, who reviewed the Companies' WSS, notes that "use of EFT is effective in minimizing wildfire threats, but that Hawaiian Electric's current use of EFT can cause significant disruption to electrical services[.]"²⁹ Therefore, Jensen Hughes emphasized the importance for the Companies to minimize the negative impacts to customers and indicated that additional customers protections are warranted.³⁰

Accordingly, the Consumer Advocate does not object to the Pilot, as it acknowledges that the Pilot proposes "to refine an important aspect of the EFT, with the potential to reduce

Instituting a Proceeding Relating to an Innovative Pilot Process for the Hawaiian Electric Companies - Hawaiian Electric Companies' Wildfire Enhanced Fast Trip Reliability Mitigation Pilot - Notice of Intent, filed on September 9, 2025 ("Consumer Advocate's Comments").

²⁸Consumer Advocate's Comments at 4-5.

²⁹Consumer Advocate's Comments at 5.

³⁰Consumer Advocate's Comments at 5.

negative impacts on customers[,]” and “to investigate the feasibility of implementing new technology solutions to help prioritize reliability together with safety.”³¹

On September 17, 2025, public comments generally in support of the Pilot were also received.³²

II.

DISCUSSION

Under the Pilot Process, a request requires Commission approval and must be submitted 45 days in advance of proposed commencement of the pilot.³³ The Companies propose a start date for the Wildfire EFT Reliability Mitigation Pilot “at the beginning of the fourth quarter of 2025,” starting in early October 2025, and have submitted a request pursuant to the Pilot Process that contemplates approval of the request within 45 days unless the Commission takes affirmative action.³⁴ Thus, the request for

³¹Consumer Advocate’s Comments at 5-6.

³²Public Comment PC-20247, filed on September 17, 2025 (“Public Comment”). The Commission notes that comments from the Consumer Advocate, as well as any members of the public should be submitted within 15 days of the filing of the Notice of Intent for the Commission’s consideration. Order No. 38663, “Opening the Docket,” filed on October 22, 2022, at 12-13.

³³Order No. 38663 at 11 (citing D&O No. 37507 at 174).

³⁴See Notice of Intent at 13. The Commission notes that, based on the filing date of the Notice of Intent on

approval of the Pilot is made at least 45 days in advance of its proposed effect.

A.

Compliance with Notice Filing Requirements

As set forth in Order No. 38663, a pilot notice must comply with certain filing requirements in accordance with the Pilot Process.³⁵ Upon review, the Commission finds that, on the whole, the Notice sufficiently complies with these requirements, as summarized below. In reaching this determination, the Commission considered both the supporting materials provided by the Companies, as well as the nature of the Wildfire EFT Reliability Mitigation Pilot, itself.

As it pertains to the Notice and supporting materials, the Commission finds that the Notice:

(1) Contains a narrative explanation of the Wildfire EFT Reliability Mitigation Pilot;³⁶

August 25, 2025, the 45 day period ends in early October, i.e., October 9, 2025.

³⁵See Order No. 38663 at 8-10.

³⁶See Order No. 38663 at 9; and Notice of Intent at 6-11.

(2) Offers how the Pilot can provide direct or indirect benefits to participants and non-participants;³⁷

(3) Explains that no discussion on a subscriber cap is being offered because the Pilot "does not involve subscribers and is thus not applicable[;]"³⁸

(4) Offers a GHG analysis that includes lifecycle GHG emissions, including direct and indirect GHG emissions from upstream and downstream activities;³⁹

(5) Estimates that the Pilot will cost \$275,000 and is not intended to generate any revenue at this time;⁴⁰

(6) Provides a proposed project timeline of approximately 17 months that includes two six-month monitoring periods for a total of 12 months of monitoring;⁴¹

(7) Proposes to install, program, and test the SEL-FT50s, as well as monitor and confirm communication between the devices and the substation protective relay; verify the circuits are not fast tripped or reclose blocked if a fault occurs, supported by collected data on each fault, including the count of

³⁷See Order No. 36883 at 9; and Notice of Intent at 12 and Exhibit A at 7-9.

³⁸See Order No. 38663 at 9; and Notice of Intent at 1 n.2.

³⁹See Order No. 38663 at 9; and Notice of Intent at 17-18.

⁴⁰See Order No. 38663 at 10; and Notice of Intent at 14-15.

⁴¹See Order No. 38663 at 10; and Notice of Intent at 13.

coordinated and non-coordinated trips for each circuit; and assess the outage reduction for the Piloted circuits;⁴² and

(8) Clarifies that the Companies' will report on the forementioned and metrics as well as lessons learned in their annual Pilot Update Report, quarterly IPF stakeholder meetings, any additional Pilot update meetings, and in a Final Report after conclusion of the Pilot.⁴³

The Companies indicate that a positive outcome of the Pilot would be to moderate the deterioration in T&D SAIDI and SAIFI performance and "verify that the distribution circuits are not fast tripped if a fault occurs in a low wildfire risk area, thereby improving reliability."⁴⁴ The Companies further assert that the Pilot is aligned with the PBR Framework goals to enhance customer experience and will help to inform re-implementation of the T&D performance incentive mechanism ("PIM").⁴⁵

In the Notice of Intent, Hawaiian Electric also asserts that Pilot costs are separate from those associated with the WSS and are not duplicative with costs requested for recovery in

⁴²See Order No. 38663 at 10; and Notice of Intent at 15-16.

⁴³See Order No. 38663 at 10; and Notice of Intent at 15-16.

⁴⁴See Notice of Intent at 8-9 (the Companies explaining the need for the Pilot and how the Pilot can improve reliability).

⁴⁵See Notice of Intent, Exhibit A at 2-3.

Docket No. 2025-0263.⁴⁶ Moreover, Hawaiian Electric indicates that the Pilot cost estimate includes incremental internal labor expenses that only include direct labor and overheads directly associated with the Pilot project . . . consistent with the treatment of overheads recovered through the [exceptional project recovery mechanism ("EPRM")]."⁴⁷

B.

Approving the Wildfire EFT Reliability Mitigation Pilot

Upon considering the record in this proceeding, the Commission finds that there is good cause to grant Hawaiian Electric's request. Thus, the Commission approves the Wildfire EFT Reliability Mitigation Pilot subject to certain conditions.

The Companies presented the idea for the Pilot at the IPF stakeholder meeting on June 18, 2025, which generated interest from stakeholders and further discussion of the concept.⁴⁸ Moreover, the Consumer Advocate does not object to the Pilot and has acknowledged that the Pilot seeks to reduce the negative customer impacts associated with the Companies' current use of

⁴⁶Notice of Intent at 14.

⁴⁷Notice of Intent at 14.

⁴⁸See Notice of Intent at 6.

EFT through new technology “to help prioritize reliability together with safety.”⁴⁹ An interested stakeholder also expressed support for the Pilot, noting that it is “modest in cost, quickly implementable, and aligned with the Commission’s direction that wildfire safety measures should also minimize reliability impacts for vulnerable customers.”⁵⁰ The Pilot is intended to serve an identified need and is expected to provide benefits, including supporting efforts to mitigate the negative impact on reliability stemming from fast trip settings and reclose blocking on high wildfire risk circuits.

Furthermore, the Commission finds that the Pilot addresses the considerations in Section II.6.B of Order No. 38663, as follows:

1. The Wildfire EFT Reliability Mitigation Pilot proposal is responsive to the category of “Resilience and Innovative Reliability Approaches.”⁵¹

2. The Pilot is focused on providing a product and/or service beyond the sale of basic electric service and is aligned with various State and Commission regulatory goals through seeking

⁴⁹See Consumer Advocate’s Comments at 5-6 (citing observations provided by the Consumer Advocate’s consultant on the matter).

⁵⁰Public Comment at 2.

⁵¹See Order No. 38633 at 8 (listing the seven categories for pilot notices); Notice of Intent, Exhibit A at 2.

to reduce the negative impacts of wildfire Protective Measures and “the need for visual inspection before restoring power due to the reduction in outages.”⁵²

3. The Companies searched for but were unable to leverage funds from alternative sources (e.g., grants or third-party investments) within the proposed Pilot timeline; however, the Companies “aim to stay abreast of federal and state grant opportunities as well as potential third-party investment.”⁵³ In addition, Hawaiian Electric states that “[r]ecovery of Pilot costs will be limited to the actual costs incurred in accordance with Order [No.] 37865 and the approved Pilot Process.”⁵⁴

4. Although SEL is not a Hawaii-based vendor, the Companies state that there are no local vendors that offer a similar solution to SEL, but the Companies will strive to work with local vendors.⁵⁵

5. Access to Pilot data will be provided by the Companies in their annual Pilot Update Report, quarterly IPF

⁵²See Order No. 38663 at 8; Notice of Intent, Exhibit A at 12-13.

⁵³See Order No. 38633 at 8-9; Notice of Intent, Exhibit A at 4.

⁵⁴See Order No. 38633 at 8-9; Notice of Intent at 15.

⁵⁵See Order No. 38663 at 9; Notice of Intent, Exhibit A at 4-5.

stakeholder meetings, any additional Pilot update meetings, and in a Final Report after conclusion of the Pilot.⁵⁶

6. Although the Companies have provided the estimated costs of the Pilot, they state that the Net Present Value (“NPV”) of the Pilot cannot be quantified because the present value of future costs and benefits are qualitative in nature.⁵⁷

7. The Companies explain that they will not issue any participant customer surveys, because they are “unnecessary to evaluate the success of the Pilot.”⁵⁸

That being said, the Commission also considers whether, separate and apart from being useful, the Wildfire EFT Reliability Mitigation Pilot is “innovative” or a true “pilot” project.⁵⁹ With respect to the Wildfire EFT Reliability Mitigation Pilot, the Commission finds the Companies have addressed these criteria, as discussed below.

Nature of pilots. The Companies are proposing a small-scale field testing Pilot, which includes relatively new technology, which represents a novel approach to reducing negative

⁵⁶See Order No. 38663 at 9; Notice of Intent, Exhibit A at 6-7.

⁵⁷See Order No. 38663 at 9; Notice of Intent, Exhibit A at 5.

⁵⁸See Order No. 38663 at 9-10; and Notice of Intent, Exhibit A at 7.

⁵⁹See Order No. 40129 at 5 and 7-9.

reliability impacts associated with EFT implementation.⁶⁰ The Pilot will be deployed on only four distribution circuits and, if successful, can be scaled up in the future to expand reliability benefits to the additional 29 distribution circuits.⁶¹

Reflecting innovation. The Pilot will use technologies and modified protection schemes and settings that promote “the advancement of a new process not widely adopted by electric utilities[,]” by using equipment in a novel manner.⁶² The Companies are modeling the Pilot after an analogous innovative pilot implemented by AES Ohio that utilized equipment to improve reliability by coordinating the protective functions of recloser controls prior to broader deployment.⁶³ In contrast with the AES Ohio pilot, the Wildfire EFT Reliability Mitigation Pilot proposes to improve reliability by focusing on use of the SEL-FT50 equipment to block EFT if a fault occurs in a low wildfire risk area on distribution circuits with EFT enabled, something no other utilities have implemented.⁶⁴ Furthermore, the Companies maintain that, not only is the Pilot a new initiative, but also that

⁶⁰See Notice of Intent, Exhibit A at 9 and 18-19.

⁶¹Notice of Intent, Exhibit A at 18.

⁶²Notice of Intent, Exhibit A at 9.

⁶³See Notice of Intent, Exhibit A at 10 and Exhibit C.

⁶⁴Notice of Intent, Exhibit A at 10-11 and 20.

"the goals and outcomes of the Pilot are distinctly separate from and do not overlap with any previously approved programs, utility services, or pilot notices."⁶⁵

Supporting materials. In support of the Pilot, Hawaiian Electric has provided supporting materials to more clearly and concisely address and/or justify several aspects of the Pilot and to better facilitate review, in accordance with Order No. 40129.⁶⁶ The Companies have provided the supporting materials with respect to each element identified by the Commission in Order No. 40129,⁶⁷ including: (1) the Pilot's innovative potential;⁶⁸ (2) focused explanation on how the Notice constitutes a "pilot;"⁶⁹ (3) enhanced focus on describing the underlying issue the pilot seeks to address and why,⁷⁰ how the Pilot will address this issue(s),⁷¹ who will benefit from the Pilot and in what ways

⁶⁵Notice of Intent, Exhibit A at 11.

⁶⁶See Notice of Intent, Exhibit A at 20-21.

⁶⁷Order No. 40129 at 9-10.

⁶⁸See Notice of Intent, Exhibit A at 9-11, 16-17, and 19-20.

⁶⁹See Notice of Intent, Exhibit A at 9-12 and 18-20.

⁷⁰See Notice of Intent at 6-11 and Exhibit A at 1-3.

⁷¹See Notice of Intent at 8-9.

and who will bear the Pilot's costs,⁷² and clear metrics and/or criteria for evaluating the Pilot.⁷³

The Commission appreciates the Companies' efforts to comply with recent Commission guidance on developing pilot proposals and providing more robust information in support of such proposals. As discussed below, the Commission imposes additional conditions to confirm and/or address questions and concerns with the adequacy of proposed Pilot metrics, evaluation, outcomes, and reporting.

Subject to the foregoing conditions, the Commission approves the Wildfire EFT Reliability Mitigation Pilot. To the extent the Companies construe this as a modification to the Pilot, the Commission clarifies potential next steps in Section II.C., below.

C.

Conditions of Approval

Notwithstanding the foregoing approval, the Commission notes some concerns with the Wildfire EFT Reliability Mitigation Pilot, largely stemming from the limited data and information the Companies propose to gather, analyze, and report in the Notice of

⁷²See Notice of Intent at 12,14-15 and Exhibit A at 7-9.

⁷³See Notice of Intent at 15-16 and Exhibit A at 6-7.

Intent. The only quantitative metrics that Hawaiian Electric proposes to measure in the Notice of Intent are counts of coordinated and uncoordinated trips for each Pilot circuit.⁷⁴ Furthermore, the Companies do not plan to conduct any customer surveys that could provide useful information to better understand the true impact of the Pilot.⁷⁵ As a result, in addition to the number of coordinated and uncoordinated trips for each Pilot circuit, the Companies shall:

(1) Track and report, for the circuits on which the Pilot is deployed, on the frequency of fast trip events, the number of circuit-days when EFT is enabled, and the frequency and duration in customer hours of unplanned outages resulting from EFT enablement, both total and at the circuit level, as well as whether this reflects a reduction or increase in fast trip events and/or outages.⁷⁶ The Companies should also include a table listing all coordinated and uncoordinated trips for each Pilot circuit along with the duration, in customer hours, of each outage as well as the customer outage hours avoided by each coordinated trip.

(2) Track and report on the Pilot equipment's rate of success in blocking EFT or reclose events compared to total

⁷⁴Notice of Intent at 15-16.

⁷⁵Notice of Intent at 15-16.

⁷⁶See Response to PUC-HECO-Wildfire EFT-IR-04(c).

opportunities to attempt the blocking of EFT or reclose and/or how this data supports a finding that the Pilot was successful;⁷⁷

(3) Quantitatively assess the electric service reliability impacts of its EFT and Public Safety Power Shutoff (“PSPS”) wildfire mitigation programs including but not limited to tracking and reporting on the reliability impacts as an economic cost using a value of lost load framework;⁷⁸

(4) Consider conducting customer surveys before and after the Pilot or implementing targeted outreach to collect feedback from customers on the Pilot circuits and track and report on any customer feedback, provided this requirement will not unduly delay the Pilot timetable. The Companies shall include in the reporting an explanation on how and why the process or method employed for obtaining customer feedback was determined and established;⁷⁹ and

(5) Track and report on whether and how the Pilot specifically addressed the objective of reducing the impact of reliability disruptions caused by wildfire mitigation on low-to-moderate income customers, customers with special medical

⁷⁷See Response to PUC-HECO-Wildfire EFT-IR-04(b).

⁷⁸See Response to PUC-HECO-Wildfire EFT-IR-04(b).

⁷⁹See Response to PUC-HECO Wildfire EFT-IR-05; see also Notice of Intent at 12 (noting the success of the Pilot should result in “a higher level of customer satisfaction” that should be tracked in some manner).

needs, kupuna customers, public safety partner customers, and critical facility customers.

In accordance with Order No. 37865, to the extent the Companies view these Conditions of Approval as modifying the proposed Pilot, the Companies shall have 15 days from the filing of this Order to notify the Commission, in writing, whether the Companies accept the modification, propose further modification, or withdraw the Notice of Intent.⁸⁰ If the Commission does not receive a response from Hawaiian Electric within 15 days of this Decision and Order, it will assume Hawaiian Electric does not oppose these Conditions or modifications and the Wildfire EFT Reliability Mitigation Pilot may be implemented consistent with this Decision and Order.

III.

ORDERS

THE COMMISSION ORDERS:

1. Hawaiian Electric's Wildfire EFT Reliability Mitigation Pilot, as proposed in the Notice of Intent filed on August 25, 2025, is approved, subject to the conditions set forth above.

⁸⁰Docket No. 2018-0088, Order No. 37865, "Approving the Hawaiian Electric Companies' Pilot Process," filed on July 9, 2021, at 6-7.

2. Within 15 days, Hawaiian Electric may submit a response in this docket stating whether it accepts the Commission's conditions, proposes an alternative, or withdraws the Wildfire EFT Reliability Mitigation Pilot. If the Commission does not receive a response from Hawaiian Electric within 15 days of this Decision and Order, it will assume Hawaiian Electric does not oppose these Conditions or modifications and the Pilot may be implemented consistent with this Decision and Order.

DONE at Honolulu, Hawaii OCTOBER 6, 2025.


PUBLIC UTILITIES COMMISSION
OF THE STATE OF HAWAII

By 
Leodoloff R. Asuncion, Jr., Chair

By 
Naomi U. Kuwaye, Commissioner

By 
Colin A. Yost, Commissioner

APPROVED AS TO FORM:


Keira Y. Kamiya
Commission Counsel

2022-0212.ljk

CERTIFICATE OF SERVICE

The foregoing Order was served on the date it was uploaded to the Public Utilities Commission's Case and Document Management System and served through the Case and Document Management System's electronic Distribution List.

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F-332217

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