

2020-2021 West O'ahu Report

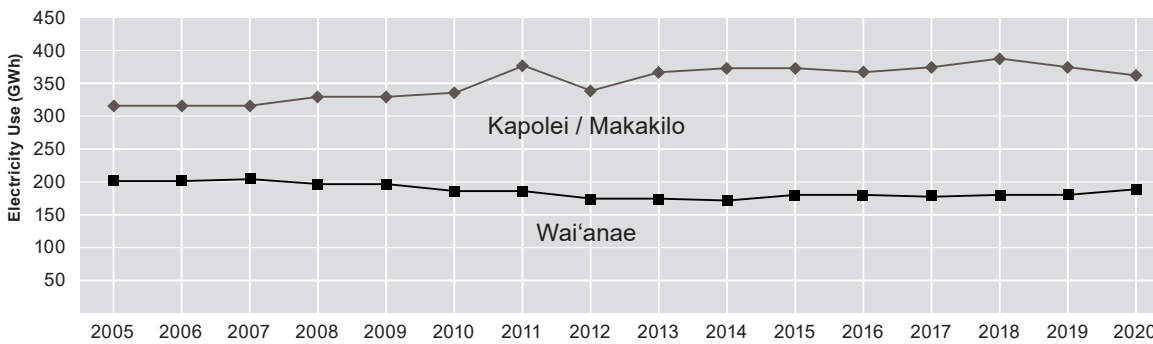


West O'ahu Electricity Use

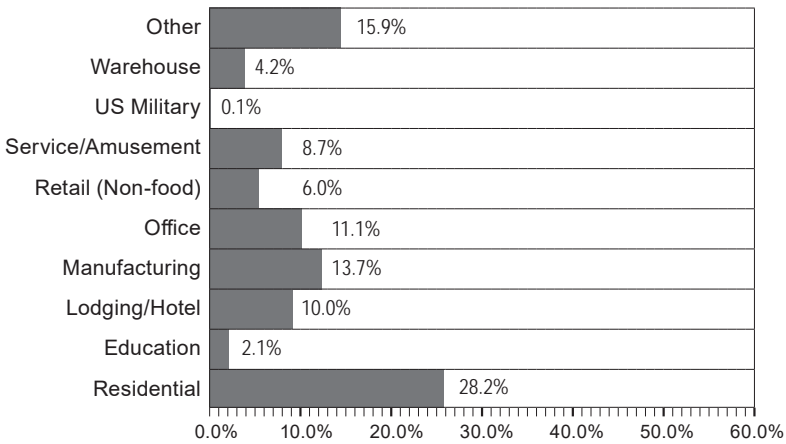
West O'ahu's energy needs in 2020 were impacted by the COVID-19 pandemic, with both the Kapolei/Makakilo and Wai'anae districts recording higher residential electricity use but lower commercial use.

The breakdown of residential and commercial customers varies by district. In Wai'anae, residential consumption accounted for 57% of usage; Kapolei and Makakilo reported 28% – slightly higher in both districts as compared to 2019 data.

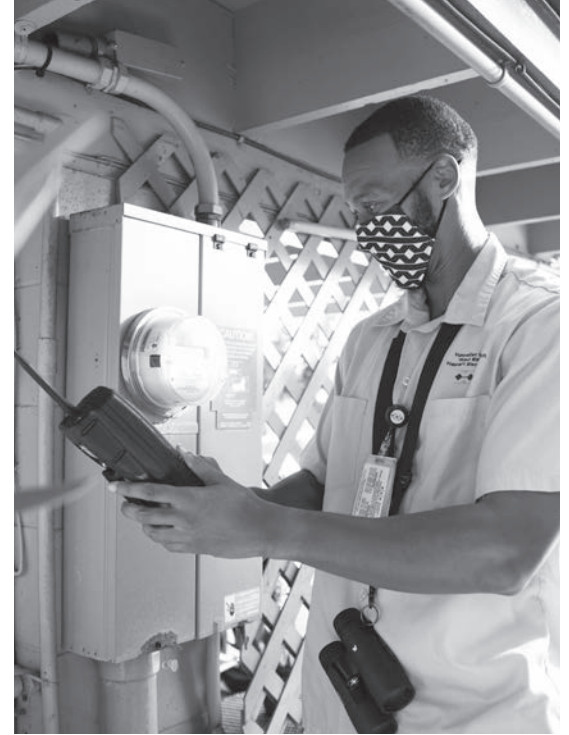
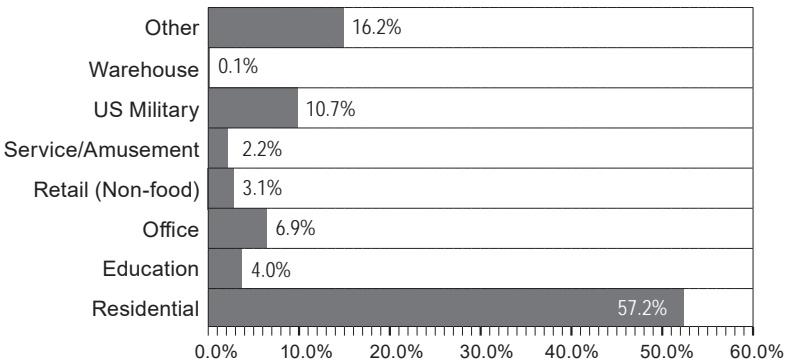
Total Electricity Use (2005-2020)



Kapolei / Makakilo



Wai'anae



Monitoring Our Impact

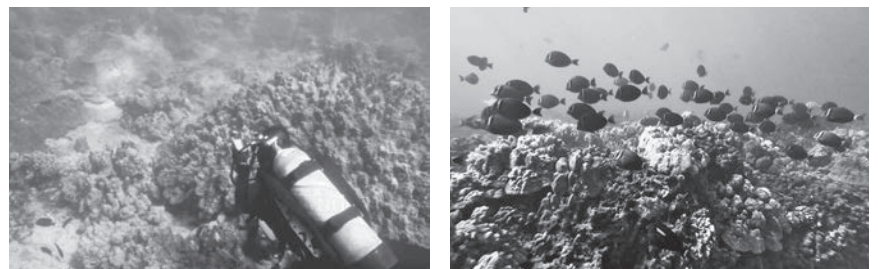
At Hawaiian Electric we strive to protect the environment and ensure the safety and health of the public. To minimize the impact in communities where we operate, we continue to:

- ◆ Monitor air quality at the Lualualei and Pālehua stations. Near real-time data is available on www.westoahuair.com. Due to the pandemic, the Wai'anae station relocation was delayed and operations are expected to resume in 2021.
- ◆ Minimize potable water use for electricity generation at our Kahe Power Plant and CIP Generating Station with reverse osmosis water from Honouliuli Wastewater Treatment Plant.
- ◆ Make night skies friendlier for endangered seabirds with International Dark Sky Association-approved lighting at Kahe Power Plant and CIP Generating Station.
- ◆ Study and monitor fish communities and populations along O'ahu's Leeward Coast. Annual surveys can be found at hawaiianelectric.com/westoahu.

Hawaiian Electric's Campbell Industrial Park (CIP) Generating Station is a 130-megawatt fuel-flexible power plant that includes a 128-kilowatt photovoltaic solar system to power plant operations using the sun.



Before the CIP Generating Station was developed, Hawaiian Electric and West O'ahu community leaders agreed to a Community Benefits Program for the Leeward Coast community adjacent to the plant. This update and the community programs described are a result of that commitment.



Empowering Hawai'i to Thrive Together



A lot has changed since our last West O'ahu Report – but Hawaiian Electric's commitment to our customers remains steadfast. The pandemic may have altered the way we connect with our communities (virtual rather than in-person gatherings), but we haven't stopped building those connections.

Together we're working to improve our island grid, strengthen our economy, and make our towns and neighborhoods more resilient. Hawaiian Electric knows that partnering with communities is essential to building a stronger Hawai'i that is moving steadily toward energy independence, responsibly using our natural resources to make electricity and reduce the use of fossil fuels.

Our energy landscape is changing: The AES coal plant in Campbell Industrial Park will be retired next year; the Kapolei

Energy Storage project is expected to come online in 2022; solar-plus-battery storage projects are being developed; and the company's shared solar program is expected to launch this year, allowing customers who aren't able to install rooftop solar to participate in the solar movement.

Hawaiian Electric remains fully committed to decarbonizing our energy system and looks forward to even broader participation by stakeholders and communities in shaping Hawai'i's energy future.



Although the pandemic restricted Hawaiian Electric employees from in-person volunteer efforts, the company's work to build a stronger, more reliable electric grid resumed. Across West O'ahu, crews replaced utility poles and upgraded equipment.

Left: Crews working in Wai'anae along Pu'uuhulu Road.

Supporting Our Communities

During a year of uncertainty, caring for our communities was our highest priority as we sought ways to help individuals and families manage through the impacts of the pandemic. From donating funds and holding base rates flat in 2020 to voluntarily suspending disconnections for nonpayment, Hawaiian Electric and our employees focused on the needs of our customers and communities. Some highlights:

- ◆ On O'ahu, more than \$1.1 million was donated by our company and employees for charitable and COVID-related relief, including employee-led fundraising for Aloha United Way and Hawai'i Foodbank.
- ◆ Seed funded \$2 million for the Hawai'i Utility Bill Assistance Program to help local residents behind on their bills pay water, sewer, gas and electric utility bills. More than 2,700 Hawai'i households received assistance. Hawaiian Electric employees also donated another \$37,180 to supplement the program. With matching funds from the HEI Charitable Foundation, a total of \$56,810 was contributed to the fund.
- ◆ While the pandemic eliminated opportunities for in-person volunteering, Hawaiian Electric employees found creative ways to give back, from making sandwiches for the homeless/hungry to designing uplifting greeting cards for homebound seniors.
- ◆ We met with West O'ahu community leaders and neighborhood boards before the pandemic to introduce two proposed battery energy storage projects at Kahe and near our Campbell Industrial Park Generating Station, and held a virtual community meeting online in April. While the projects were not selected by Hawaiian Electric's RFP team, we received valuable feedback from community members and the public.
- ◆ The moratorium on disconnections for nonpayment expired in May, but Hawaiian Electric wants customers to stay connected. We continue to offer a range of payment options and encourage customers experiencing financial hardship to contact us so we can help. For information on government and nonprofit assistance programs, go to hawaiianelectric.com/COVID19 or hawaiianelectric.com/paymentarrangement.



Supported our communities by feeding the hungry and homeless.



Introduced our self-build projects to West O'ahu leaders pre-pandemic.

2020 Contributions to Wai'anae, Nānākuli, Kapolei & Makakilo communities

- | | |
|-------------------------------|---|
| ◆ Boys & Girls Club of Hawaii | ◆ Nā Kama Kai |
| ◆ Hawai'i Literacy | ◆ Nānākuli High & Intermediate School |
| ◆ Island Pacific Academy | ◆ Teach For America |
| ◆ Island Preparedness Group | ◆ U.S.VETS Hawai'i |
| ◆ Ka'ala Farm | ◆ Ulu A'e Learning Center |
| ◆ Kapolei Chamber of Commerce | ◆ Wai'anae Coast Community Foundation |
| ◆ Kapolei High School | ◆ Wai'anae Economic Development Council |
| ◆ Mālama Learning Center | ◆ Wai'anae Intermediate School |



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