

SCHEDULE "R"

Residential Service

Availability:

Applicable to residential lighting, heating, cooking, air conditioning and power in a single family dwelling unit metered and billed separately by the Company. This schedule does not apply where a residence and business are combined.

Service will be delivered at secondary voltages as specified by the Company.

RATE:

CUSTOMER CHARGE:

Single phase service - per month	\$11.50
Three phase service - per month	\$16.00

NON-FUEL ENERGY CHARGE (To be added to Customer Charge)

First 300 kWhr per month - per kWhr	13.4059 ¢
Next 700 kWhr per month - per kWhr	16.7577 ¢
All kWhr over 1,000 kWhr per month- per kWhr	17.8569 ¢

Low Income Home Energy Assistance Program (LIHEAP):

For customers receiving bill credits under LIHEAP, the Non-Fuel Energy Charge is 13.4059 ¢/kWh for all kWhr per month.

SPECIAL MEDICAL NEEDS PILOT PROGRAM:

Effective April 1, 2017 to March 31, 2020

This rate is available to no more than 2,000 residential customers in total at the Hawaiian Electric Company, Hawai'i Electric Light Company, and Maui Electric Company who are enrolled in the Special Medical Needs Pilot Program. The following modified Non-Fuel Energy Charges will apply to program participants

First 300 kWhr per month-per kWhr	9.4059 ¢/kWhr
Next 200 kWhr per month-per kWhr	12.7577 ¢/kWhr
Next 500 kWhr per month-per kWhr	16.7577 ¢/kWhr
All kWhr over 1,000 kWhr per month	17.8569 ¢/kWhr

HAWAII ELECTRIC LIGHT COMPANY, INC.

Docket No. 2018-0368; Decision and Order No. 37237, Filed on July 28, 2020.

Transmittal Letter Dated August 27, 2020.

Schedule "R" (Continued)

WAIVER PROVISION:

For customers receiving bill credits under Low Income Home Energy Assistance Program (LIHEAP), the Non-Fuel Energy Charge is 13.4059 ¢/kWhr for all kWhr per month exceeding 500 kWhr.

To qualify, a Hawai'i-licensed physician must certify that a full-time resident in the home has one of the following medical issues:

Dependent on a life-support device used in the home, which includes but is not limited to: respirators; iron lungs; hemodialysis machines; suction machines; electric nerve stimulators; pressure pads and pumps; aerosol tents; electrostatic and ultrasonic nebulizers; compressors; intermittent positive pressure breathing (IPPB) machines; and motorized wheelchairs; or

A paraplegic, hemiplegic, or quadriplegic person, or a multiple sclerosis patient with special heating and/or cooling needs; or

A person being treated for a life-threatening illness, or a person with a compromised immune system with special heating and/or cooling needs to sustain the life of the person or prevent deterioration of the person's medical condition; or

A scleroderma patient with special heating needs. (Medical conditions other than multiple sclerosis, scleroderma, paraplegia, hemiplegia, quadriplegia, a life-threatening illness, or having a compromised immune system may also qualify customers. Any such situations will be reviewed on an individual basis.)

The Company may request that customers enrolled in the Special Medical Needs Pilot Program respond to or participate in customer surveys and other data collection and program evaluation efforts related to their energy usage for the purpose of improving the Pilot Program or successor programs.

HAWAII ELECTRIC LIGHT COMPANY, INC.

SCHEDULE R - (continued)

Surcharges, Clauses, and Fees:

All rates and charges applicable to this rate schedule from surcharges, clauses, and fees approved by the Commission shall be included in the customer bill, including those from the Energy Cost Recovery Clause, Purchased Power Adjustment Clause, Revenue Balancing Account Provision, Integrated Resource Planning Cost Recovery Provision, Public Benefits Fund Surcharge, and Green Infrastructure Fee Surcharge.

Minimum Charge:

Single phase service - per month	\$25.00
Three phase service - per month	\$29.50

Apartment House Collection Arrangement:

Any apartment owner having three or more apartments at one location, each apartment being separately metered and billed on the above rate, may elect to accept a discount of ten percent (10%) of the amount of bills rendered for each apartment, but not to exceed \$5.50 per month for each apartment, upon entering into the following collection agreement with the Company under the following terms and conditions:

1. All accounts shall be kept in the name of the apartment house owner who shall assume the responsibility for the prompt payment of all bills.
2. All accounts shall remain active at all times and, though vacant, shall be subject to the minimum charge. Individual apartments cannot be added to or deleted from this agreement more often than once in twelve months.
3. The Company will render individual bills for each apartment on a regular billing period basis and will also furnish a statement showing gross and net billings.

Rules and Regulations:

Service supplied under this rate shall be subject to the Rules and Regulations of the Company.

HAWAII ELECTRIC LIGHT COMPANY, INC.