

Contractor Registration Process

Hawaiian Electric's Registration Guide for the Customer Interconnection Tool



**Hawaiian
Electric**

Hawaiian Electric now offers an electrical service request application process

Customers may now submit and manage electrical service request applications online.

This quick guide is designed to introduce you to the Customer Interconnection Tool and highlight key steps so you can confidently get started on the application process.

This guide includes steps on how to:

- Register for an account
- Submit an application for an electrical service

Who can use the portal?

Both customers and contractors can use the portal to create, submit, and manage applications for electrical service requests, such as a new residential or commercial service or an upgrade of an existing service.



Electrical Service Request Application Process Overview

What are the steps for the application process?

As you'll see below, the application process often requires some back-and-forth communication between you and our internal teams. The steps for this process include:

1. Initiate and Accept Service Request

During this stage, you will be asked to provide detailed information about your service request. A customer may need assistance from an electrical contractor or an engineering consultant to provide some of the necessary information and/or documents. After your application has been submitted, our team will perform a completeness review of your application. If required, we may need to perform an additional review. If any required information and/or documents are missed, the application will be sent back to you for resubmittal. Once your application is accepted, a service request notification will be generated and a planner, designer or engineer will be assigned.

2. Develop a Conceptual Design and Determine Rough Cost

During this stage, the assigned planner, designer or engineer will perform the necessary research, field inspection and preliminary engineering required to develop a conceptual design. If a preliminary payment is required, a preliminary engineering fee or 20% payment of the rough cost will need to be provided by the customer before the project design and a firm cost estimate can be finalized.

3. Finalize Design and Cost

During this stage, the planner, designer or engineer will develop the final project design and cost estimate. A firm proposal and design drawing will be sent to the customer for a signature of approval and payment.

4. Complete Customer Work and Other Requirements

During this stage, the customer proceeds with the construction and installation of their facilities and equipment. All necessary inspections will need to be performed and approved by Hawaiian Electric and/or the City & County of Honolulu. Any necessary payments and/or grants of easement will need to be obtained by Hawaiian Electric. After all of the requirements are met, the planner, designer or engineer will prepare and submit the project work order for scheduling.

5. Complete Hawaiian Electric Work

During this stage, Hawaiian Electric will schedule the construction and installation of its facilities and equipment. Hawaiian Electric will perform the work, which may take multiple days or multiple phases to complete, depending on the complexity of the project.

6. Energize

During this stage, your project will be energized, at which time an electrical contractor can proceed with the testing of your electrical equipment. Depending on your project, energization will either take place on the same day the Hawaiian Electric work is completed in stage five (5) or at a later scheduled date.

7. Finalize and Close Request

During this stage, your service request will be marked as completed and will be closed in our system.



Once I've started, do I need to finish the entire application at that time?

At any point, you can save your application and come back to it later. You'll also have an opportunity to review everything on the Application Review page before submitting your application to Hawaiian Electric.

How will I know the status of my application?

You will receive email notifications and status updates throughout the application process so it's important to use an accurate email address. The email address used for signing up should be the same as the one used in your application so you can stay informed on the status of your application.

Why is the application process changing?

This new application process through Hawaiian Electric's Customer Interconnection Tool helps to more efficiently move the entire project along while giving key stakeholders updates throughout the process.

Where can I go if I have more questions or need help?

Hawaiian Electric

O`ahu: (808) 543-7070

Maui County: (808) 871-2390

Hawai`i Island: (808) 969-0311

CI@hawaiianelectric.com



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Contractor Registration Guide

- My Account
- Account Verification
- Register for an Account
- Registration Confirmation
- Register a Company
- Support




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Verification

Retrieving Verification Code

- 1. At this time, a Verification Code **A** will be sent to the email address you submitted.
- 2. Check your email inbox to retrieve the code and enter it here **B**.
 - » If you have not received the email after a few minutes, check your spam folder.
- 3. If it still hasn't arrived, click here **C** to receive a new code.
- 4. Once you've received the code, enter it here and click "Submit" **D**.

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Register for an Account

Enter the code sent to your email [JohnSmith@gmail.com](#)

B

515535


D

Submit


C

Didn't get the code? [Resend code to email](#)

Online Customer Service Center / Customer Interconnection Tool - Code Verification Inbox x

Hawaiian Electric <no-reply@hawaiianelectric.com> 2:49 PM (0 minutes ago) ☆ ↶ ⋮

to me ▾

Hawaiian Electric

Aloha,

Thank you for using the Hawaiian Electric Online Customer Service Center / Customer Interconnection Tool.

Your code is : 515535 **A**

Please enter this code as requested to complete the email verification process. This code will expire in 5 minutes.

↶ Reply

↷ Forward


Register for an Account

Company Info

- 1. Choose “Contractor” from the “Account Type” drop-down menu **A**.
- 2. Click the “Company Name” drop-down menu **B**.
Select your company name from the list.
 - » If you haven’t yet registered your Company with Hawaiian Electric, your company name will not be seen in the Company Name drop-down menu.
See page 10 for next steps.
 - » If your company is already registered with Hawaiian Electric, you will find your company in the drop-down menu.

Personal Info

- 1. Then, enter the personal information for the contact person **C**. All fields are required.
- 2. Once all the fields have been completed, click “Register” **D**.

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REGISTER FOR AN ACCOUNT

Create An account

Registration Info

Account Type

A Contractor

Company Information

Company Name ⓘ

B Please select a value

Personal Information

Mailing Address ⓘ

C 001 Mailing Address

City

Honolulu

State

HI

Zip

96819

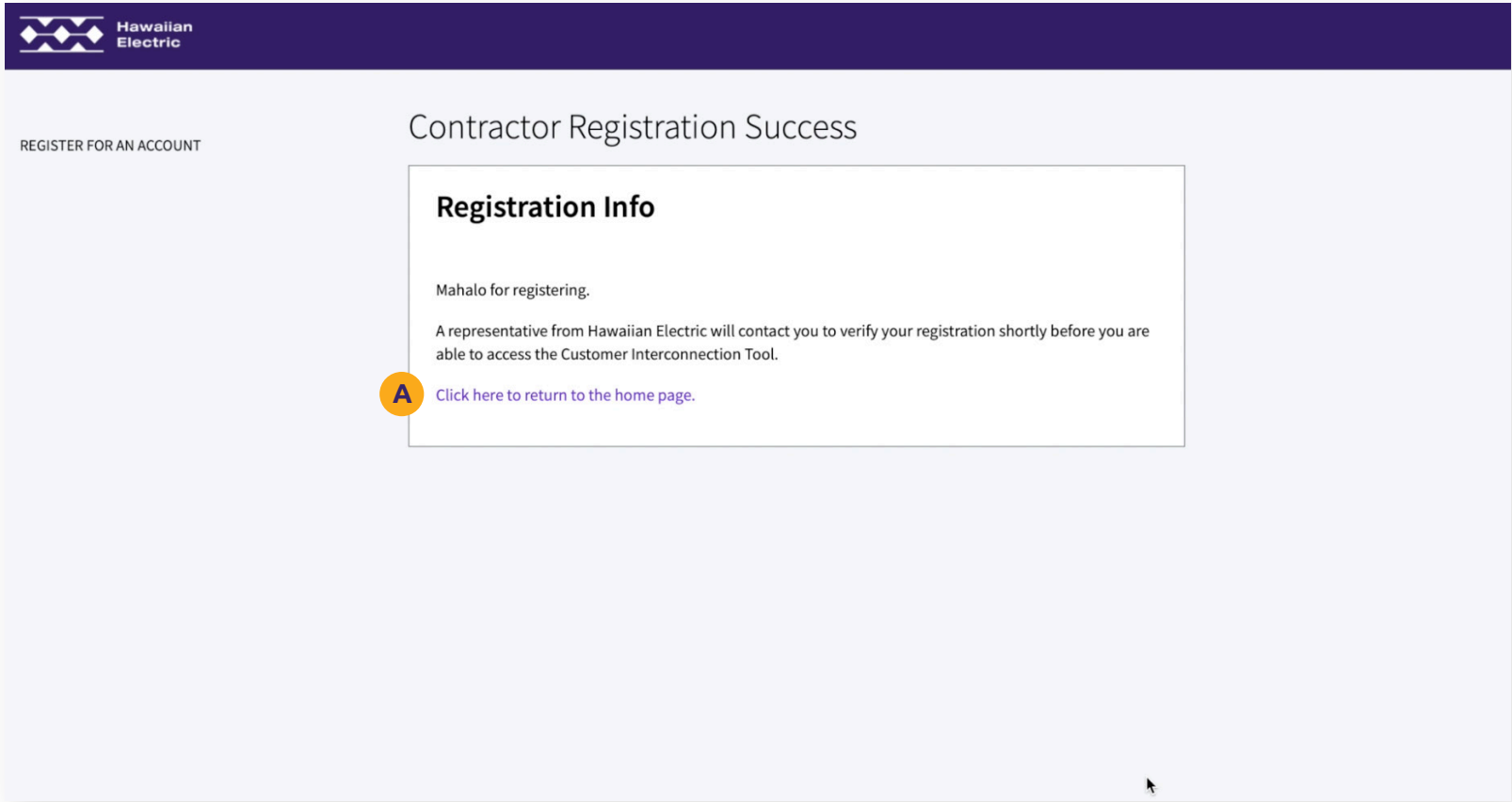
D Register ▶

Registration Confirmation

You are now registered. Once verification is complete, you will receive an email to let you know that you are set up to submit an application.

When you are ready to access your new account, click this link **A** to return to the home page.

However, if your company was not already listed in the previous drop-down menu, continue to page 10 for steps to proceed.




Register a Company

Company Info

- 1. Click the “Company Name” drop-down menu **A**.
Click the “Not Listed” option at the top of the list.

Register your Company

- 1. Now, enter all of your company’s information **B**.
» All fields are required.

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REGISTER FOR AN ACCOUNT

Create An account

Registration Info

Account Type

Contractor

Company Information

Company Name ⓘ

A Not Listed

B Register Your Company

Company Name ⓘ

Sample Company

Company Primary Email for all Project Notifications

JohnSmith@gmail.com

Confirm Company Primary Email ⓘ

JohnSmith@gmail.com

Company Mailing Address ⓘ

123 Street Pl

City

Honolulu

State

HI

Zip

96819

Company Primary Phone ⓘ

(808) 123-4567

Type

Work

Company Point of Contact First Name ⓘ

John

Company Point of Contact Last Name

Smith

Company Point of Contact Email

JohnSmith@gmail.com

Register a Company (cont'd)

Personal Info

- 1. Enter your personal information **A**.
 - » All fields are required.
- 2. Once all the fields have been completed, click "Register" **B**.

Registration Confirmation

You are now registered. Once verification is complete, you will receive an email to let you know that you are set up to submit an application.

- 1. When you are ready to access your new account, click this link **C** to return to the home page.

REGISTER FOR AN ACCOUNT

Company Point of Contact Last Name

Smith

Company Point of Contact Email

JohnSmith@gmail.com

A Personal Information

Mailing Address ⓘ

1234 Sample St

City

Honolulu

State

HI

Zip

96819

B Register

Hawaiian Electric

REGISTER FOR AN ACCOUNT

Contractor Registration Success

Registration Info

Mahalo for registering.

A representative from Hawaiian Electric will contact you to verify your registration shortly before you are able to access the Customer Interconnection Tool.

C [Click here to return to the home page.](#)

We're Here to Help

We hope that this overview guide has helped to clarify the registration process for the Customer Interconnection Tool. If you need additional assistance, please contact us by phone or email for O`ahu, Maui County and Hawai`i Island.

Hawaiian Electric

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