Submitting an Upgrade for a Residential Overhead Service

Hawaiian Electric’s Guide for the Customer Interconnection Tool
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 a residential overhead 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.
Introduction

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, your contractor 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. You may need assistance from your 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 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 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 your 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.
Introduction

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 (page 15) 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
Oʻahu: (808) 543-7070
Maui County: (808) 871-2390
Hawaiʻi Island: (808) 969-0311
CI@hawaiianelectric.com
Upgrading Residential Overhead Application Guide

- My Account
- Initiating an Application
- Application Intake
- Application Review
- Submission Confirmation
- Support
My Account

To use the Customer Interconnection Tool and submit an application, you need to have an online interconnection account. You can either sign up for an account or log in to an existing account on the welcome page.

To Sign Up for a New Account
1. Select Account Type: Utility Customer.
2. Fill out contact information.
3. Create your login username and password.
   » Be sure to create a unique User ID using alphanumeric characters.
4. Complete registration by entering a verification code that will be sent to your email.
5. Log in to your account.

To Update Your Account Information
1. Log in to your account.
2. Select the “My Account” tab at the top of the portal page and update your contact information as needed.
Getting Started

To Create an Application

1. Log in to the Customer Interconnection Tool.
2. On the next page, click Start a New Electrical Service Application to upgrade an existing residential overhead service to a single-family dwelling.
Basic Project Information

Requestor

1. Choose an application Requestor Type \( A \). For this example, you will be submitting this application as a PV contractor.

2. Select Contractor [General, Electrician] from the Requestor Type drop-down menu.

Project Address

1. Add the Project Address information \( B \). All fields with an asterisk are required.
Basic Project Information (cont’d)

Property and Equipment Accessibility
1. Fill out the “Property and Equipment Accessibility” section A.
   » Inform Hawaiian Electric personnel of any access issues to the existing meter equipment or of any special instructions when entering the property.

Customer Information
1. Add Customer Information B.
   » Include the customer’s email address C to allow them to receive automated project email notifications. If they are a registered user of the Customer Interconnection Tool, they will gain access to the application.
   » If the customer is a homeowner, the Company field D is typically not applicable and can be left blank.
Basic Project Information (cont’d)

Other Stakeholders

1. Click on “Add Stakeholder(s)” to include individuals who are involved with the project (e.g. electrician, general contractor, or engineering consultant).

2. Provide their email address to allow them to receive automated project email notifications. If they are a registered user of the Customer Interconnection Tool, they will gain access to the application. Added Stakeholders will gain the option of completing the application on behalf of the customer.

Project Details

Provide the “Project Details” information, including whether this is a project for a Commercial/Multi-Family or Single-Family House.

1. Indicate if this project is Overhead or Underground.
Basic Project Information (cont’d)

Meter Numbers

1. Since this project is for an upgrade of an existing service, click on “Add Meter Number(s)” to provide the existing meter number associated with this project.
   » If unsure of your meter number, click on this box to view instructions on how to find the meter number and the proper format for entering it.

2. Once all information on this page is entered, click the “Next” button.
Modify Service

1. Answer these questions to inform Hawaiian Electric if a building permit has been obtained for this project.
2. Indicate whether this project includes Renewable Energy or Net Metering.
3. If your photovoltaic (PV) or rooftop solar contractor has not submitted a renewable energy application for your project, they have the option of submitting one after applying for electrical service.
4. Once all information on this page is entered, click the “Next” button.
Per Meter Load Information

**Add Meter Load Information**

1. Select your meter number from the drop-down menu A.

2. Since this project is for an upgrade of an existing service to a single-family house, select "Residential (Single Family Dwelling)" B for the Load Type.

3. In this example, the customer will be upgrading their service from 100 amps to 200 amps, so be sure to select "200" from the Amps (Meter Socket Rating) drop-down menu C.
   
   » For small residential projects (200 amps or less), some of the fields disappear from the application as they are no longer required.

4. The service for a single-family dwelling is typically single-phase, 120/240 volt, 3-wire, so please select "1ph, 120/240v, 3w (B)" from the Voltage drop-down menu D.

5. Once all information on this page is entered, click the "Next" button E.
Submittals

Add Documents

1. First, attach your site plan by dragging it into the upload box, or click it to select your file for upload.
   » Click the “View” button to verify the correct site plan has been uploaded successfully.

2. For small residential projects (200 amps or less), the Meter Elevation and Single-Line Diagram are typically not required.

3. Once you’ve verified that your site plan has been uploaded, click “Review Application”.

![Image of Upgrading Residential Overhead Application Guide Application Intake](image-url)
Application Review

1. Review your application and make sure all of your information is correct.
2. Once you’ve ensured your information has been entered properly, click the “Submit Application” button.
Submission Confirmation

You will receive a confirmation email, but you may want to make a note of your **project ID number** at this time.

Next Steps

2. When your application has passed Completeness Review, a Service Request will be created. You will receive an email notification of acknowledgment with the assigned Hawaiian Electric planner’s name and contact information.
We’re Here to Help

We hope that this overview guide has helped to clarify the application process for submitting an electric service request and give a better understanding of how to use 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.

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