

Large Customer

New Service Request



For questions, please contact:
543-7070

This applies to:

- All Commercial requests
- Residential requests over 200 amps



**Hawaiian
Electric**

Commercial and Large Customer Process Milestones and Approximate Timelines

APPLICATION INTAKE & PRELIMINARY ENGINEERING

	Milestones	Responsibility	Schedule*
1	Service Request Initiated	Customer	Upon receipt of the customer submitted on-line service request application, including all applicable information and documents (i.e. electrical site plan, single line, meter elevation drawings, etc.)
2	Service Request Created	Hawaiian Electric	HECO Customer Installation Department (CID) will review the application for completeness and start processing the request.
3	Preliminary / Rough Cost Letter Sent	Hawaiian Electric	Time is dependent on project size and complexity. <i>(Normally within 10 to 50 working days)</i>
4	Preliminary / Rough Cost Payment Received	Customer	
5	Review and Approval of project layout and design	Joint - Customer and Hawaiian Electric	Time is dependent on project size, complexity, etc. <i>(Normally within 15 to 90 working days)</i>
6	Project final cost	Hawaiian Electric	Develop materials list and cost. Calculate resources and labor requirements. <i>(Normally within 15 to 30 working days)</i>
7	Firm Cost Proposal Sent	Hawaiian Electric	
8	Signed Firm Cost Proposal / Payment Received	Customer	Upon receipt from the customer, HECO CID starts coordinating and scheduling the works.

CUSTOMER CONSTRUCTION (as applicable)

9	Underground (UG) Inspection Request Received From Customer	Customer	Hawaiian Electric inspection will take place approximately 5 working days after request is received.
10	UG Inspection Release Received	Joint - Customer and Hawaiian Electric	Released when Hawaiian Electric inspection ensures all facilities are installed per Hawaiian Electric standards.
11	City & County (C&C) Permit and Inspection Release	Customer	Obtain necessary permit and equipment inspection and release from C&C.

HAWAIIAN ELECTRIC CONSTRUCTION & ENERGIZE

12	Easement** Recorded	Customer	Approximately 6 months to obtain an easement after receipt of an approved copy of the developer's file plan or land court map
13	Hawaiian Electric Scheduled Install Date	Hawaiian Electric	Approximately 6 to 8 weeks after: 1. Approval of the UG facilities by Hawaiian Electric Inspection Division, 2. Easement recorded (if applicable), 3. Final project payment is received 4. Contractor notifies Hawaiian Electric that he/she has completed his/her portion of the installation.
14	Meter Installation Date	Hawaiian Electric	Meter inspection shall be scheduled normally within 5 working days after the contractor communicates that meter equipment is ready.
15	C&M Construction Release Received	Hawaiian Electric	Upon all construction works are completed
16	Requested Energization Date	Hawaiian Electric	Approximately 5 working days after receipt of the C&M Construction Release and all other releases / clearances (meter release, permits, executed easement agreement, etc.)

OTHER IMPORTANT ACTIVITIES AND TIMELINES

17	Ordering transformers and switches		Approximately 7 months
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*These are typical timeframes. Actual timeframes are based on current work load and resources. Additionally, the proposed schedule may be subject to change due to system emergencies, weather conditions, etc.

**Your installation is subject to Hawaiian Electric obtaining satisfactory easements to reach your project (i.e. line extension construction), as well as within the project itself. Please ensure that the documents are executed and recorded prior to energizing the system.