

O'ahu Residential Customer

New Service or Upgrade Request



For questions, please contact:
543-7070

*This applies to all
Residential requests,
200 amps and under.*



**Hawaiian
Electric**

Residential Electrical Service Request for New Service or Service Upgrade – Work Flow and Approximate Timelines (for O‘ahu customers)

Tasks	Responsible Party	Required Action	Approximate Timeline (Working Days (**))	Additional Information
1	Customer	<ol style="list-style-type: none"> 1. Review link for requirements: https://www.hawaiianelectric.com/documents/electrical_services/manuals_and_engineering_specifications/heco_esim_9th_edition.pdf. 2. Contractor calls (808) 543-7070 with all required information. 3. Contractor submits plot plan sketch and photographs. 	1-2 days	Contractor must obtain City & County (C&C) Department of Planning and Permitting (DPP) permit number with E2 (Phase-2) meter designation. If there is no permit number when calling (808) 543-7070, a deposit is required. Hawaiian Electric will not issue a work package without permit.
2	Hawaiian Electric	Planner to confirm site condition, meter location and service route.	5-10 days	Customer must provide safe access for Hawaiian Electric.
3	Hawaiian Electric	Planner conducts research and engineering work and makes request to Land & Rights of Way and Survey if easement is required (*).	7-15 days	
4	Hawaiian Electric	Planner issues cost proposal or no cost email to Contractor.	5-10 days	Contractor work shall adhere to approved design sketch and standards. Failure may cause delays and added cost. Hawaiian Electric's review and inspection is required prior to installation of cables and metering equipment to avoid rework at Customer's/Contractor's cost.
5	Customer	Customer returns a signed cost proposal with payment.	Customer Dependent	
6	Customer	<p><u>Underground (UG) Service (*)</u> – Contractor to contact Hawaiian Electric's Underground Inspector prior to performing trenching work.</p> <p><u>Overhead Service (*)</u> – Contractor submits photos of installed mast and height measurement to Planner.</p>	Project Dependent	Hawaii law (Section 269E-7) requires calling Hawaii One Call Center, 811 or (866) 423-7287, five (5) to maximum twenty-eight (28) calendar days prior to excavation, or submitting an online service request at: www.digsafelyhawaii.com .
7	Hawaiian Electric & Customer	Hawaiian Electric to complete survey for easement map and Grant of Easement, if applicable.	90-120 days	NOTE: EASEMENT DOCUMENT (SURVEY) IS A CRITICAL PATH FOR YOUR PROJECT. Hawaiian Electric conducts survey prior to Contractor backfilling the trench.
8	Customer & DPP	Contractor schedules C&C inspection and obtains inspection release for metering equipment.	Project Dependent	C&C inspector must issue inspection release to Hawaiian Electric.
9	Hawaiian Electric & Customer	Planner confirms metering equipment installation matches approved sketch via site visit or pictures from Contractor and issues work package. Hawaiian Electric contacts the contractor to confirm schedule.	10-30 Days	If easement is required, Hawaiian Electric requires full execution prior to scheduling installation.
10	Hawaiian Electric & Customer	Crew to install electrical equipment and provide power to meter. Contractor to close (energize) Customer's main circuit breaker.	1 Day	Billing cycle starts. Note: The Customer's electricity account is set up several weeks after this task.

* If applicable

** These are typical working timeframes. Actual timeframes may be adjusted due to workload and resources. Hawaiian Electric strongly encourages you, the Customer, and Contractor to start the electrical service request early and plan accordingly to avoid delays for your project. Additionally, the proposed installation schedule may change due to system emergencies, weather conditions and situations beyond Hawaiian Electric's control.