Residential Electrical Service Request for Restoration of Service or Temporary Service

(It is recommended that a licensed electrical contractor submit the application for electric service.)

1 Customer's Contractor Initiates Electrical Service Request

Customer Dependent

To submit an application, please visit our website at hawaiianelectric.com and hover over Electrical Services dropdown, then click on the Electrical Service Request Form. Please include a plot plan sketch with your application along with the Customer's contact information (email address and phone number)

For questions or to request an appointment at Hawaiian Electric's Kahului office on Wednesday from 8 a.m. to noon or 1 p.m. to 4 p.m., please contact us at ci@hawaiianelectric.com or call (808) 871-2390.

Scan QR code to submit Electrical Service Request Form.

2 Hawaiian Electric to Engineer and Design

Timeframe: 7-15 business days**

- Site Visit/Field Check - Hawaiian Electric to confirm site condition, meter location and service route.
- Hawaiian Electric conducts research and engineering work.
- Hawaiian Electric issue cost proposal or no cost email to Contractor.

Additional Information:

- ▶ Customer must provide safe access for Hawaiian Electric.
- ▶ 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.
- ▶ Contractor work shall adhere to approved design sketch and standards. Failure may cause delays and added cost.

3 Acceptance & Construction by Customer

Timeframe: Customer & Project Dependent

- Customer returns a signed cost proposal with payment.
- Underground (UG) Service* – Contractor to contact Hawaiian Electric for inspection prior to performing trenching work.
- Overhead/Underground Service* – Contractor submits photos of installed mast and height measurement/ metering equipment to Planner.

Additional Information:

- ▶ 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: digsafelyhawaii.com.

** If applicable*

4 County Inspection Release

Timeframe: Project Dependent

- Contractor schedules County inspection and obtains inspection release for metering equipment.

Additional Information:

- ▶ County inspector must issue inspection release to Hawaiian Electric.

5 Verification & Issue Work for Electrical Installation

Timeframe: 1-3 business days**

- Hawaiian Electric confirms metering equipment installation matches approved sketch via site visit or pictures from Contractor, and issues work for electrical installation.

6 Schedule the Electrical Installation

Timeframe: 3-7 business days**

- Hawaiian Electric contacts the Contractor to confirm schedule if coordination required.

7 Installation & Energization

Timeframe: 1 business day**

- Crew to install electrical equipment and provide power to meter. Contractor to close (energize) Customer's main circuit breaker.

Additional Information:

- ▶ Billing cycle starts. Note: For new temporary service, the Customer's electricity account is set up several weeks after this task.

*** These are typical timeframes for installation of the service drop to the house or temporary structure and is dependent on having the lines in the street/roadway to be installed and energized. Actual timeframes may be adjusted to allow for the installation and energization of the infrastructure. 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.*

Hawaiian Electric

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