

SHARED SOLAR

Community-Based Renewable Energy

Online Portal -- Frequently Asked Questions

Must subscribers apply using the portal?

No. Subscriber Organizations can manually sign-up subscribers, then add their subscription to the portal. The Subscriber Organization will also create an account in the portal for the subscriber.

For self-service enrollment, customers can use the portal to check eligibility to participate. If they are interested in applying, they can register in the portal, create quotations, and sign up with a subscriber organization.

Can the Subscriber Organization upload subscription applications?

No. The portal is designed to accept individual applications. Mass uploads are not permitted for security reasons.

Who pays for Subscription Fees?

Any fees charged to Subscribers would be from the Subscriber Organization. Hawaiian Electric does not charge Subscribers any separate fees to participate in the Shared Solar program. Accordingly, the Subscriber would pay any fees directly to the Subscriber Organization and any such fees would not be included in a Subscriber's utility bill.

Can a Subscriber pay their Subscriber Organization through the portal?

No. The portal is designed to manage project subscriptions. It does not have the capabilities needed for Subscriber Organizations to bill Subscribers or receive payments from Subscribers.

CBRE Framework billing structures:

Fees and Bill Credits:

Billing and collection of any subscription fees or any other Subscriber Organization fees are the sole responsibility of the Subscriber Organization. Subscribers will receive monthly bill credits based on their subscription percentage of the project. These credits will appear on the Subscriber's utility bill administered by Hawaiian Electric.

Pay as you go:

Subscription fees are administered and billed by the Subscriber Organization to the Subscriber on a pre-determined schedule. This arrangement must be explained in the Subscriber Agreement between the Subscriber Organization and the Subscriber. Hawaiian Electric is not involved in the contractual arrangement between the Subscriber and the Subscriber Organization other than to collect the completed Disclosure Checklist.

Upfront payment:

In lieu of ongoing periodic billing, the Subscriber Organization will bill Subscribers and collect their subscription fees directly from Subscribers at the start of the contract period. Again, this arrangement must be explained in the Subscriber Agreement between the Subscriber Organization and the Subscriber. Hawaiian Electric is not involved in the contractual arrangement between the Subscriber and the Subscriber Organization other than to collect the completed Disclosure Checklist.

Are multiple login accounts required for a Subscriber Organization with multiple projects?

No. Only one login account is permitted per Subscriber Organization. All projects of a Subscriber Organization will be accessible by the Subscriber Organization from this login account.