



Expedited Validation Option for DER Customers

Customers are always anxious to begin generating their own electricity as soon as possible after their system is installed. That's why we're piloting a new Expedited Validation Option (EVO) for customers and their qualifying contractors on O'ahu.

What is the Expedited Validation Option?

The EVO allows contractors that maintain a strong track record of accurate and complete validation submittals and demonstrate compliance with all applicable installation requirements to bypass the validation process for DER projects less than 30kW. Instead, contractors will submit an attestation signed by both the contractor and customer confirming that all installation requirements, including the appropriate advanced inverter settings, have been done completely and correctly. Once we receive the attestation, we'll request the meter change and the customer will be interconnected.

So, what's the catch?

There is no catch as long as everything that has been attested to is correct. We will conduct regular spot audits of systems after receipt of an attestation to verify that everything matches. Contractors will be responsible for complying with the audit. As a customer, if your contractor replies promptly with a thorough and complete response, you may never know of the audit. However, if your system is flagged for an audit and your contractor either fails to respond or if we find significant discrepancies between the attestation and the installation, you will be made aware of the situation because it will likely require you to take some kind of action.

It is our hope and expectation that eligible contractors will continue to demonstrate the professional and responsible behaviors that earned them this status in the first place.

How it works.

The EVO is intended to provide contractors with a choice to help speed up the process for customers and improve their satisfaction with the overall service.

Beginning April 2, 2018, we began the initial EVO certification cycle in which we "scored" validation packets. This means we recorded each packet received for accuracy and completeness. We tracked errors, omissions and discrepancies as either minor or major much like we do for validations. At the end of the quarter in June, we'll announce the list of contractors eligible for the expedited option on our website.

Going forward, each week we'll randomly select projects for audit from the attestations that we receive during the quarter.

The reason why we do validations in the first place is to verify that the systems are installed to specifications and comply with all of the rules and regulations that are in place to provide for

the safe and reliable operation of both the customer's system and our grid. By auditing the attestations, we're still verifying compliance but we're making it easier for the customer to connect sooner.

There is no requirement for eligible contractors to participate in EVO. A validation can be submitted at any time and will be processed as it is done today. We'll pilot this option for a year and making improvements, if necessary, along the way to smooth out any rough edges.

Answers to some questions you may have about the EVO

How will you treat inverter discrepancies given the changes taking place with qualified inverters?

At the time of validation submittal, inverters must meet compliance requirements for that specific project. For example, NEM customers are only required to meet TrOV-2 and full ride through. CGS, CSS, CGS+, Smart Export customers are required to have inverters on the qualified list and show screenshots to validate TrOV-2, full ride through, frequency-watt, volt-var, and deactivation of fixed power factor.

What is meant by a spot audit?

A portion of the total amount of attestations each week and after four cycles will be selected for audits in which we will require specific portions of the validation packet or the entire validation packet to be submitted to Hawaiian Electric. For example, if we receive 50 attestations in a week, 30 could be selected for audit. Out of the 30 projects selected we may ask for inverter screen shots for 15 projects, Certification of Insurance for 5-projects, 5 for permits, and 5 full validation packets.

How much time will contractors be allowed to have to respond to a spot audit?

Contractors will have 5-business days to respond to an audit; if Hawaiian Electric does not receive the requested information by then the audit will be deemed as failed and the project will be identified as non-compliant. Customers and contractors will begin to receive notices to address the non-compliant project. Three notices for non-compliant projects will be sent every 30-days ultimately resulting in the private rooftop PV system locked-out if the validation packet is not accepted. Only the submittal of a correct and accepted validation packet will change the status of the project to compliant.

How will you conduct audits? Will they be onsite and require customer pre-notification?

Audits could include verification of inverter settings, single line drawings, certificate of insurance, as well as a witness test being conducted in the field. Basically everything that is required for a validation/verification is fair game for an audit. It is assumed that contractors have completed a full validation/verification after every project and are prepared to submit a full validation packet during audits.

Will you repeatedly audit the same systems?

Projects will be audited only once during the year that they were submitted. However, that same project has the potential to be audited by Hawaiian Electric in the future.



What happens if a contractor fails a spot audit?

Contractors just have to remedy the situation depending on what caused the failed audit. It may be as simple as sending in a corrected photo or fixing a non-compliant setting or piece of equipment on an installation. Contractors that fail enough spot audits during the EVO cycle (3-months) risk having the option removed for the next cycle. They will have to recertify if they want to provide that option to customers in the future. Further, if a project fails a spot audit or no information is received after 5-business days the project will be deemed non-compliant and risk having the option removed in the next cycle; only a successful submission of a full validation packet will change the project's status to compliant.

My contractor is listed as eligible for the EVO for this quarter, but doesn't want to participate. Is that a problem?

No, not at all. This is an option.

My contractor either isn't on the EVO list or was on the list and then came off of list at the end of the last cycle. Should I be concerned?

Contractors become eligible for offering the expedited option if they have developed a track record of complete and thorough validations. It could be that they didn't submit enough validations during the previous quarter to determine their eligibility for the current period

Is this option available on all islands?

No. This option is only available on O'ahu.

Are there other changes to the validation process that I should be aware of?

No. There are no changes to the validation process at all.

What happens if I don't want to use the EVO?

No worries! Even if you qualify, taking advantage of the EVO is completely optional.

I have other questions that aren't answered on this list. Who do I ask?

Call us at 543-4760 or send us an email at connect@hawaiianelectric.com