Getting Started with the Customer Interconnection Tool

Hawaiian Electric's Guide for Customers
Introduction

Hawaiian Electric now offers an online interconnection application process. Customers may now submit and manage applications online. This quick guide is designed to introduce you to the Customer Interconnection Tool and to highlight key steps so you can confidently get started on the application process. This guide includes steps on how to:

- register for an account,
- submit and review applications, and
- navigate the portal to get updates on your application.

Who can use the portal?
Both customers and contractors can use the portal to create, submit, and manage applications for Distributed Energy Resources programs, such as Customer Self-Supply.
Introduction

Application Process Overview

What are the steps for the application process?

As you’ll see below, the application process often requires some back-and-forth communication between you, your contractor and our internal teams. The steps for this process include:

1. **Apply for Interconnection**
   During this step, you’ll be asked to provide detailed information about the installing contractor, project system and size. You may need assistance from your contractor to help you provide most of the necessary information.

2. **Review Submittal Package for Completeness Review***
   Our Distributed Energy Resources team will review the required information for accuracy. If you may have missed required documents and/or submitted incorrect information, we will notify you of the errors, and you will be asked to make corrections before it can be reviewed again.

3. **Review Technical Requirements for System***
   Once you successfully pass our internal completeness review, then our technical team will review your application to ensure that your proposed system can safely connect to our electrical grid. We may consider supplemental review depending on your system and circuit/hosting level requirements.

4. **Conduct Studies and Utility Install/Upgrades (if necessary)**
   Supplemental review may indicate that additional reviews, studies or upgrades will be necessary. Upon completion, the analysis with any identified requirements will be provided to you with options to move forward.

5. **Complete Project Installation**
   After receiving approval to move forward to build your system, your installing contractor will work with you to schedule time to do the actual installation. Additional information will be submitted to us by your contractor so we can validate that the overall system was built as originally agreed upon.

6. **Project Validation and Agreement Execution**
   The final step may involve an onsite compliance check on your system requirements and installation of your new meter. Also, the final executed agreement will be provided to you for signatures. Changes to the language of the actual agreement will not be allowed. Please take the time to review a copy of the agreement online.

*Note: These steps are processed by our internal teams and may require additional information from you and/or your contractor.
Introduction

Once I’ve started, do I need to finish the entire application at that time?

At any point, you can save your application and come back to it later. For more information on how to do this, go to the Application Review page (page 9 in this guide).

How will I know the status of my application?

You will receive email notifications and status updates throughout the application process so it’s important to use an accurate email address. The email address used for signing up should be the same as the one used in your application so you can stay informed on the status of your application.

Why is the application process moving online?

The online application process is faster than the traditional paper process and helps to more efficiently move the entire project along.

Where can I go if I have more questions or need help?

Visit our FAQ for more information, or contact our Distributed Energy Resources Team either by phone or email.

O‘ahu
(808) 543-4760
connect@HawaiianElectric.com

Maui County
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Getting Started

My Account

Initiating an Application

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Getting Started  My Account

My Account

To use the Customer Interconnection Tool and submit an application, you need to have an online interconnection account. You can either sign up for an account or log in to an existing account on the welcome page.

To Sign Up for a New Account:
1. Select Account Type: Utility Customer.
2. Fill out contact information.
3. Create your login username and password.
4. Complete registration through an email that will be sent to you.
5. Log in to your account.

To Update Your Account Information:
1. Log in to your account.
2. Select the “My Account” tab at the top of the portal page and update your contact information as needed.
Getting Started  Initiating an Application

Initiating an Application

To Create an Application:

1. Log in to the Customer Interconnection Tool.
2. Select the “Start a New Application” button on the home page.
3. Choose the type of application you need.
4. For an overview of items you may need throughout the process, click to expand the list under “Application Requirements”.

- Please complete the Customer Authorization Form and have it ready to upload during the application process. This will allow us to work directly with your contractor regarding your application.
Getting Started Application Submission

Application Submission

Throughout the application process, you will be asked to submit various documents and pieces of information regarding your project location, system components and equipment details.

The items you will need include:

- Project Location, including:
  - Meter Number
  - Zip Code
  - Project Tax Map Key
- Customer Authorization Form
- Installing Contractor Information
- Project System Components
  - Including AC Disconnect, Inverter & Proposed System Size
- Electrical Drawings
- Transformer Base Information
- Additional system information

Prior to beginning your application, it would be helpful to gather these pieces of information to expedite the submission process.
Getting Started  Application Review

Application Review

The application process is comprehensive and requires several pieces of information. At any point during your application, you can save your progress and come back to it later.

To Save an Application:
1. At the bottom of any page during the application process, select “Save and Continue” to save your progress.

To Return to an “In-Progress” Application:
1. Select either “Applications” in the top menu or the “View Projects” button on the homepage to access your application.
2. On the Applications page, select your project to get an overview of the Project Summary.
3. In the Activity section, select an item to return to that page and continue your application.
Getting Started  Project Review

Project Summary

On the Project Summary page, you can continue, review and manage project status and application details. You can also look at your project’s progress, associated documents and communications.

Project Summary:

- **Progress:** A detailed overview of your project’s status, including completion dates for each phase
  - **Activity:** A list of application steps where you can review your information or continue your application
- **Documents:** A record of all uploaded documents for your application
- **Communications:** An archived list of messages regarding your project
We’re Here to Help

We hope that this overview guide has helped to clarify the application process and give a better understanding of how to use the Customer Interconnection Tool. If you need additional assistance, please visit our FAQ for more information, or contact our Distributed Energy Resources Team either by phone or email.

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