



OVERVIEW:

In an effort to better communicate with PV installers, provide clear requirements, and to improve the overall process to increase application speed and efficiency we’ve developed a standardized list with key information to facilitate the submittal/correction process. The Common Discrepancy List (CDL) that is available, provides the PV installer clear instructions on what is required for specific fields that are most commonly submitted in error. In this way, Hawaiian Electric is able to better respond to PV installers regarding application errors by providing greater detail, provide examples, and update the document easily as requirements change.

Starting April 1, 2022, when a common discrepancy is identified, we will leave an unflagged reminder comment in the “Additional Comment” field for PV installers to review the CDL. Each section of the CDL contains information that details what the discrepancies could be and how to fix them. As PV installers become familiar with the CDL, we will transition to using only the CDL when encountering common discrepancies; this next phase will begin sixty (60) days from the date of this newsletter. PV installers can expect to see standardized comments referencing the appropriate section within the CDL. Specific discrepancies that do not fall within the scope of the CDL will continue to be provided. An example of a common discrepancy in CIT is shown below with the corresponding table category providing greater detail on how to resolve and prevent in the future.

The Common Discrepancy List (CDL), Section-1:

1. PROGRAM TYPE

- Equipment discrepancy. The design uploaded does not match the type of application selected. Please review your submission and resubmit the application under the appropriate program type.
 - Example of the error:**
 - The design includes a CGS+ production meter but the application is submitted under Smart Export.
 - Correction to the error:**
 - The application will be resubmitted under CGS+.

Phase I: When a Common Discrepancy is identified during Phase I, Hawaiian Electric will leave a unflagged reminder comment in the “Additional Comment” field: “On June 1, 2022, we are implementing Phase II of our Common Discrepancy List. Please review the CDL located on the Especially for Contractors section of our website to avoid failing for these discrepancies.”

ADDITIONAL COMMENTS			
Field Name	Field Value	Flag	Comment
Additional Comments		<input type="checkbox"/>	On June 1, 2022, we are implementing Phase II of our Common Discrepancy List. Please review the CDL located on the Especially for Contractors section of our website to avoid failing for these discrepancies.

Phase II: When a Common Discrepancy is identified, Hawaiian Electric will leave the following flagged comment for the PV installer to reference the section the discrepancy is located: “Discrepancy identified. Please refer to section 1 of the CDL located on the Especially for Contractors section of our website.”

PROGRAM TYPE			
Field Name	Field Value	Flag	Comment
What type of application are you interested in?	Smart Export	<input checked="" type="checkbox"/>	Discrepancy identified. Please refer to section 1 of the CDL located on the Especially for Contractors section of our website.

The Common Discrepancy List (CDL)

The list below are the frequently flagged comments written on applications during Completeness Review process. Please review the appropriate section for the explanation on why your application did not pass Completeness Review. All additional comments written on the application will be specific to the submitted application.

Table of Content

1. Program Type	7. Single Line Drawing
2. Property Ownership	8. Site Plan
3. Contact Information	9. Three Line Drawing
4. Project Location	10. Elevation Drawing
5. Grant of Authorization	11. Uploads
6. Project System Components	12. Multiple Submissions Under one Service Address

1. PROGRAM TYPE

- ◇ Equipment discrepancy. The design uploaded does not match the type of application selected. Please review your submission and resubmit the application under the appropriate program type.
 - Example of the error:**
 - The design includes a CGS+ production meter but the application is submitted under Smart Export.
 - Correction to the error:**
 - The application will be resubmitted under CGS+.

2. PROPERTY OWNERSHIP

Individual Ownership:

- ◇ Please submit the full executed property deed, showing Exhibit A, and the signatory pages with the grantor and grantee signatures.
- ◇ County records indicate another individual ownership. If County records are out of date, please provide an updated deed.
 - Example of the error:**
 - County records show Jane Doe as the only property owner, but the application is submitted under John Doe.
 - Correction to the error:**
 - The application will be resubmitted under Jane Doe.

- ◇ Please ensure the correct spelling or suffix of the customer's name matches County records.

Examples of the error:

- County records show John Doe Jr. as the property owner, but the application is submitted under John Doe.
- County records show Jonathan Doe as the property owner, but the application is submitted under Jon Doe.
- County records show John Doe as the property owner, but the application is submitted under Jon Doe.

Correction to the error:

- The application will be resubmitted under John Doe Jr.
- The application will be resubmitted under Jonathan Doe.
- The application will be resubmitted under John Doe.

Trust:

- ◇ County records indicate trust ownership. Please update the property owner information and submit trust documents to establish the current trustee(s). If County records are out of date, please provide an updated deed.

Example of the error:

- County records show Jane Doe TR as the property owner. The application was submitted under the homeowner's name, Jane Doe.

Correction to the error:

- When reviewing the County website, "TR" indicates the property is held under a trust which means the application will be the trust name and not the property owner name. Review the trust document to verify the trust name and submit the application under the trust name which is this situation the trust name is Jane Doe Revocable Living Trust.

- ◇ Please ensure the name on the application is consistent with the trust document.

Example of the error:

- The application was submitted under Jane Doe Trust, but the trust document has the trust name as "Jane Doe Revocable Living Trust."

Correction to the error:

- The application will be resubmitted as Jane Doe Revocable Living Trust.

- ◇ Please upload the trust documents that indicates the name of the trust, primary trustee and the primary trustee signature.

Company:

- ◇ County records indicate company ownership. Please update the property owner information. If County records are out of date, please provide an updated deed.

Example of the error:

- County records show HECO LLC as the property owner, but the application was submitted under John Doe.

Correction to the error:

- The name of the application will be resubmitted as HECO LLC.

- ◇ The company listed on the application is not listed in the State of Hawai'i's Department of Commerce & Consumer Affairs Business Registration Division. Please provide documentation for the authorized signatory. You may attach this document to the Grant of Authorization.
- ◇ Please provide documentation to establish signing authority. The name you have provided does not list this person as an officer or agent the State of Hawaii's Department of Commerce & Consumer Affairs Business Registration Division.
- ◇ Please review the applicable Department of Commerce & Consumer Affairs Business Registration Division (DCCA BREG) record for the applicable authorized signer for that company. If the authorized signer on the application is not listed in BREG, please provide documentation for review.

3. CONTACT INFORMATION

Email:

- ◇ Please clarify the provided email, as it appears to be a contractor email. Please provide a customer email.
- ◇ Please ensure the provided email is spelled correctly. The email address provided does not work.
- ◇ Please provide a customer email.

4. PROJECT LOCATION

TMK:

- ◇ The TMK format for Oahu properties is 1, for the county, followed by the 12-digit TMK.

Example:

- 1234567800001

- ◇ The TMK format for Maui properties is 2, for the county, followed by the 12-digit TMK.

Example:

- 234567800001

- ◇ The TMK format for Hawai'i Island properties is 3, for the county, followed by the 12-digit TMK.

Example:

- 3234567800001

- ◇ County records shows that a different address is connected to this TMK number.

Example of the error:

- 1123456780000 was inputted into the TMK and after verifying on the County website, the TMK is associated to the address 123 abc street. The application street name is 243 abd drive with the TMK, 1112345670000. The inputted TMK is the wrong TMK associated with the applications property address.

Correction to the error:

- The application will be resubmitted with the correct TMK, 1112345670000.

- ◇ TMK discrepancy. Please review the County website for the correct TMK number.

Example of the error:

- TMK submitted was 3321645800001 but the correct TMK should be 3321164800001. There is a discrepancy with including a "5" in the TMK.

Correction to the error:

- The application will be resubmitted with the TMK, 3321164800001.

METER:

- ◇ Please input the meter number associated with this service address. This meter number is associated with another service address that does not match the address written on the drawings uploaded.

- Island specific meter format:

- ◆ O'ahu: MPX000xxxxxxx
- ◆ Maui: MMX000xxxxxxx
- ◆ Hawai'i Island: MHX000xxxxxxx

Examples of the error:

- The application meter number submitted was MMX0001234567 which populated the service address 123 rainbow drive. The drawings uploaded indicate the meter number and address as MMX0002345678, 213 rainbow drive. By inputting the incorrect number into the meter number field, CIT populated another service address that does not match the service address listed on the drawings.

ACTIVE SERVICE:

- ◇ According to our records, the service address listed on this application does not indicate active electrical service. Please note, active electrical service is a requirement.

5. GRANT OF AUTHORIZATION (GOA)

- ◇ Upon review, the submitted Grant of Authorization Form does not appear to be the most recent version of the form. Per communication to your contractor, the most updated form must be submitted. Please complete the most recent version of the form, available on our website.
- ◇ Please ensure the Grant of Authorization Form is consistent with the current property owner listed on the County website.

Example of the error:

- The application was submitted under Jane Doe but the name on the Grant of Authorization list John Doe.

Correction to the error:

- The application will be resubmitted with Jane Doe name on the GOA.

- ◇ Please ensure the customer's name and signature on Grant of Authorization form is consistent with the application, as the form appears to list two individuals.

Example of the error:

- The application has John Doe name, but the GOA has both John and Jane Doe name and signature.

Correction to the error:

- The application will be resubmitted under John Doe with only his signature on the GOA.

- ◇ The Grant of Authorization form must list the authorized contractor that is consistent with the application.

Example of the error:

- Contractor listed on the application is ABC Contractor but the GOA list 123 Contractor.

Correction to the error:

- The application will be resubmitted with the correct contractor, ABC Contractor on the GOA.

- ◇ A customer signature is required on the Grant of Authorization form.

Example of the error:

- A blank signature page was uploaded or not uploaded at all.

Correction to the error:

- The application will be resubmitted with the signature page attached.

- ◇ Incorrect input. Please correct one of the following: address, property owner name, meter number, TMK or contractor name.

Examples of the errors:

- Address on the GOA lists 123 rainbow drive, HI 96818 but the address listed on the application is 213 rainbow drive, HI 96818.
- Property owner name on the GOA list Jane Doe but the application is listed under John Doe.
- Meter number on the GOA list MPX0001234567 but the meter number on the application is MPX0002345678.
- TMK on the GOA lists 2345611200001 but the TMK on the application lists 2234561120001.
- Contractor name on the GOA list ABC Contractor but the application lists 123 Contracting.

Correction to the errors:

- The application will be resubmitted with the address 123 rainbow drive, HI 96818 on the GOA.
- The application will be resubmitted with the property owner name as John Doe on the GOA.
- The application will be resubmitted with the meter number MPX0002345678 on the GOA.
- The application will be resubmitted with the TMK 2234561120001 on the GOA.
- The application will be resubmitted with the contractor's name 123 Contracting on the GOA.

6. PROJECT SYSTEM COMPONENTS

- ◇ Equipment discrepancy with the project system components and single line drawing.

Example of the errors:

- Panel quantity on the application lists 20 panels but the single line drawing lists 35 panels.
- The project system components list two AC coupled energy storages, but the single line drawing has one AC coupled energy storage device listed.

Correction to the errors:

- The application will be resubmitted with the updated project system components of 35 panels.
- The application will be resubmitted with the updated project system components of one AC coupled energy storage device.

- ◇ Equipment discrepancy with the project system components and site plan.

Example of the error:

- Site plan indicates there is a CGS+ production meter but the application is submitted under CSS.

Correction to the error:

- The application will be resubmitted with an updated Site Plan removing the CGS+ production meter.

- ◇ Equipment discrepancy. Please use the "Add Inverter" and "Add Energy Storage" buttons to add inverters and energy storage, as appropriate, ensuring that the equipment connected to each inverter matches the drawing.

Example of the error:

- Project system components list one SolarEdge inverter but the single line drawing shows that there are two SolarEdge inverters.

Correction to the error:

- The application will be resubmitted with two SolarEdge inverters listed on the project system components.

- ◇ Please ensure to list the existing equipment in the project system component.

Example of the error:

- The drawing indicates 10 existing SunPower 327 panels and 1 existing SolarEdge 7600 and 8 new SunPower 350 with one SolarEdge 5000.

Correction to the error:

- The application will be resubmitted with the project system components listing the 10 existing SunPower 327, 1 SolarEdge 7600, 8 SunPower 350, and 1 SolarEdge 5000.

- ◇ Please input the correct STC rating (.xxx).

Example of the error:

- Panels are listed as SunPower350 and STC rating of 350.

Correction to the error:

- The application will be resubmitted with the STC rating of .350.

7. SINGLE LINE DRAWING (SLD)

- ◇ The Single Line Drawing must include the service address, meter number, current owner, contractor name and contractors contact information which includes the address and phone number. Please note, the customer's name and information listed should be consistent to the application.
- ◇ The Single Line Drawing must include the components, such as the AC disconnect, inverter(s), Production Meter (if applicable), PV Panel(s), energy storage(s), list the appropriate manufacturer, model name, and quantity.
- ◇ Please ensure to list the existing location of the house loads.
- ◇ Missing required monitoring equipment. Please refer to the qualified equipment list for additional information regarding the required monitoring equipment for this inverter.

8. SITE PLAN

- ◇ The Site Plan must include the service address, current owner, contractor name and contractors contact information which includes the address and phone number. Please note, the customer's name and information listed should be consistent to the application.
- ◇ The Site Plan must include the AC disconnect, revenue meter, and production meter location.
- ◇ Please ensure the equipment layout listed on the Site Plan and Production Meter Elevation Drawing are consistent, as there appears to be a discrepancy.

Example of the error:

- The Production Meter Elevation Drawing shows the AC Disconnect on the left and the Production Meter on the right, while the Site Plan shows the Production Meter on the left and the AC Disconnect on the right.

Correction to the error:

- The application will be resubmitted with the Production Meter Elevation Drawing and Site Plan showing the AC Disconnect on the left and the Production Meter on the right.

9. THREE LINE DRAWING

- ◇ The Three Line Drawing must include the service address, current owner, contractor name and contractors contact information which includes the address and phone number. Please note, the customer's name and information listed should be consistent to the application.
- ◇ The Three Line Drawing must include the components, such as the AC disconnect, Production Meter (if applicable), inverter(s), PV Panel(s), Energy Storage(s), list the appropriate manufacturer, model name, and quantity.
- ◇ Three Line Drawing is required for program sizes greater than 30kW.

10. ELEVATION DRAWING

- ◇ The elevation drawing must include all measurements to comply with the location, height, and clearance requirements (6 inch minimum on all sides of the production meter, 5ft-6ft height and 4ft x4ft x7ft front clearance). All required clearances are outlined in our example template, available on our website.
- ◇ The elevation drawing must include a photo showing the area around the intended production meter in relation to the revenue meter site to establish the feasibility of this design. The photo should clearly show the side of the home where the production meter will be installed.
- ◇ If there are pertinent obstructions in that immediate vicinity, please note if they will be removed.
- ◇ Please clarify the distance between the production meter and revenue meter. Please note, the production meter is intended for installation within 12ft of the revenue meter.
- ◇ The production meter requires to always be accessible to service personnel at all times (24/7).

11. UPLOADS

- ◇ Incorrect document uploaded. Please upload the correct document for the specific field.
- ◇ The document is missing, damaged, or otherwise unreadable.

12. MULTIPLE APPLICATION UNDER ONE SERVICE ADDRESS

- ◇ This address has an executed agreement on file. A service address may only have one agreement at any given time. If you wish to proceed with this project, please submit a withdrawal form for the existing agreement and resubmit this project. All existing equipment must be accounted for in the system design for this project, and the entire facility must comply with this program's requirements. Please note, if the existing equipment is to be removed, please indicate this on the drawing and proof of removal for the existing equipment will be required by validation.
- ◇ This address has already received an application submission. A service address may only have one agreement at any given time. Please either withdraw the existing project and resubmit this project or use the revision process to make any required changes to the existing project.

All required corrections request at Completeness Review, must be addressed in order to pass the Completeness Review.