

Common Solar Installer Errors that Delay the Interconnection Process

December 1, 2021

1. Grant of Authority forms – please download and use the new form on our website
 - a. Contractors continue to use obsolete Grant of Authority forms
 - b. Contractors continue to use the new front page and old back page
 - i. We do not accept the back page as conditions have changed
 - c. Customers continue to initial for both unrestricted and restricted circuits. The project can only be on one

2. Incomplete Battery Bonus applications submitted at Completeness Review
 - a. Ensure that you are using and submitting the latest version of the Battery Bonus Amendment form
 - b. Ensure to list the owner/operator and check recipient on the agreement form
 - c. Forgetting to submit the trust document
 - d. Listing incorrect property owner
 - e. Equipment discrepancies
 - f. Missing AC disconnect on energy storage (NOTE: This is a 14H requirement, not a building code requirement)

3. Completeness Review submittals overall
 - a. Ensure project system components are consistent with the submitted Single Line drawing (SLD).
 - i. Components, such as the AC disconnect, inverter(s), PV Panel(s), and energy storage, should list the appropriate manufacturer, model, quantity as indicated on the SLD.

 - b. If AC Coupled energy storage is being used, please ensure the Project System Components reflect each battery inverter and the energy storage attached to that inverter. Please see below for examples:
 - i. If a Tesla AC Powerwall 2 energy storage is being used, one Tesla inverter should be listed for the one Tesla AC Powerwall 2.
 - ii. If an Enphase Encharge-10-1P-NA energy storage is being used, one Enphase Encharge 10 inverter should be listed for the one Enphase Encharge-10-1P-NA.

 - c. All pages of the Customer Authorization & Acknowledgement Form should be the most recent version of the form, as available on our website. We will continue to notify contractors of any form changes/updates via Contractor email blasts.

 - d. The submitted SLD should show one, or more, AC disconnects that are placed to encompass the entire generating facility, including the energy storage.

- e. Please ensure the Tax Map Key (TMK) listed on the application is formatted accordingly. On Oahu, the TMK format is 1, for the county, followed by the 12 digit TMK.
- f. The SLD and Site Plan must include the service address, customer's name and contact information, utility revenue meter number, and contractor's name and contact information. **Please note, the customer name and information listed should be consistent to the application.**
- g. If applying for the Customer Grid Supply Plus program, and a production meter will be used, please ensure the following is completed:
 - i. The Production Meter Elevation Drawing should include all required clearances (6 inches minimum on all sides of the production meter, 5 feet to 6 feet height clearance, and 4 feet x 4 feet x 7 feet front clearance). All required clearances are outlined in our example template, available on our website.
 - ii. A photo of the intended production meter installation area should be provided to establish the feasibility of the design. The photo should clearly show the side of the home where the production meter will be installed. Please note, if the area fronting the production meter appears to show obstructions, please indicate if they will be removed.
 - iii. The equipment layout shown on the Site Plan and the Production Meter Elevation Drawing should be consistent.
 - iv. The production meter is intended for installation within 12 feet of the revenue meter, unless restricted by clearance or space issues. If the meters cannot meet this distance requirement, please provide justification for an exception.
- h. Oahu only: If an existing, executed project will be amended in the Customer Interconnection Tool (CIT), please ensure a new application is submitted that includes both existing and new equipment in the Project System Components. Please note, if any of the existing equipment will be removed, please note this on the submitted Single Line Drawing and proof of removal of the existing equipment will be required upon validation.
- i. When reviewing property ownership in City & County (C&C) records, please ensure the following is completed:
 - i. If C&C records are out of date, a property deed is required to be submitted.
 - ii. If C&C records indicate trust ownership, the Trust document is required to be submitted. Please ensure the customer name on the application is listed as the Trust, and the signing, primary trustee listed is consistent to the signature on the submitted Customer Authorization & Acknowledgement Form.
 - iii. If C&C records indicate company ownership, 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.

- j. All required corrections requested at Completeness Review, as indicated by flagged comments, must be addressed in order to pass CR.n you