

CUSTOMER GRID SUPPLY

Understanding your Customer Grid Supply bill

Customer Grid Supply lets rooftop solar customers reduce their monthly electric bill by providing credit for electricity received by the utility from the customer's renewable energy system. The Hawai'i Public Utilities Commission sets the credit rate for each island. Credit for each billing period is given for the total kilowatt hours (kWh) received by the utility, up to the total kWh delivered by the utility to the customer that month.

Island	CGS Credit Rate
O'ahu	15.07 cents/kWh
Mauī	17.16 cents/kWh
Lāna'i	27.88 cents/kWh
Moloka'i	24.07 cents/kWh
Hawai'i Island	15.14 cents/kWh

$$\text{Monthly Bill Credit} = \text{Whichever is less: Electricity sent to customer (DEL) or electricity received from customer (REC)} \times \text{Island Credit Rate}$$

Your monthly bill provides a summary of your energy use:

- 1 The difference between your previous and current meter reading shows electricity delivered to you (DEL KWH) and electricity received by the utility from you (REC KWH).
- 2 This graph shows the average daily kWh delivered to you and received from you each month over the last year so you can see trends in how you use electricity.
- 3 This profile shows the total monthly kWh delivered to you and received from you; total amount billed; days in that monthly billing cycle; daily average delivered and received; and the average cost per day.

Account Number: [REDACTED] Service Address Page 1 of 2
 Invoice Number: [REDACTED] Contract: [REDACTED]

ACCOUNT SUMMARY (See Bill Detail section for more information)		MESSAGES	
Service Period	04/30/19 - 05/29/19	The Low-Income Home Energy Assistance Program (LIHEAP) helps families in need with electricity costs. Visit www.hawaiianelectric.com/liheap. Energy Credit applications accepted in June.	
Previous Balance	\$43.96		
Payments	\$43.96-		
OUTSTANDING BALANCE	\$0.00		
Current Charges	\$45.75		
Current Charges	\$45.75		
TOTAL AMOUNT DUE 06/18/2019	\$45.75		

BILL PERIOD

METER#	R Residential Service Grid Supply	REGISTER	CURRENT READING	PREVIOUS READING	DIFFERENCE	MULTIPLIER	USAGE
[REDACTED]		DEL KWH	3,045.00	2,821.00	224.00	1	224.00
		REC KWH	7,161.00	6,503.00	658.00	1	658.00

USAGE PROFILE

ELECTRIC USAGE PROFILE FOR METER [REDACTED]

DATE	DEL	REC	AMOUNT	DAYS	DEL KWH/DAY	REC KWH/DAY	\$/DAY
05/29/19	224	658	\$45.75	30	7.47	21.93	1.53
04/29/19	228	731	\$43.96	31	7.35	23.58	1.42
03/29/19	229	648	\$42.31	30	7.63	21.60	1.41
02/27/19	262	490	\$43.42	29	9.03	16.90	1.50
01/29/19	282	453	\$53.54	32	8.81	14.16	1.67
12/28/18	273	443	\$56.27	29	9.41	15.28	1.94
11/29/18	273	447	\$55.23	31	8.81	14.42	1.78
10/29/18	272	566	\$55.37	32	8.50	17.66	1.73
09/27/18	238	605	\$50.06	29	8.21	20.86	1.73
08/29/18	263	691	\$47.98	33	7.97	20.94	1.45
07/27/18	223	645	\$42.02	29	7.69	22.24	1.45
06/28/18	225	677	\$40.83	29	7.76	23.34	1.41
05/30/18	53	108	\$0.00	7	7.57	15.43	0.00

Reading your CGS meter



We try to read your meter each month, but if for some reason we cannot, your bill will be based on an estimate of your recent average electricity use. As billing is cumulative, any difference will be corrected the next time we read your meter and you will not pay for more than you actually use.

A Customer Grid Supply meter is bi-directional, registering the amount of electricity flowing to and from your home or facility. For CGS credit calculations, use code 03 which records electricity delivered to you (DEL) and code 33 which records excess electricity received from you by the utility (REC) to determine credits. Please note that other codes do not apply.

If the net amount of your bill (after the credit is applied) would be less than the monthly minimum charge, you must still pay the minimum plus any surcharges required by the Public Utilities Commission.

This minimum charge covers some fixed costs of providing and maintaining your electric service and therefore credits cannot be applied.

Surcharges include items such as Green Infrastructure Fee and Public Benefits Fund Surcharge which are collected by Hawaiian Electric and passed on as required.

Residential minimum bill	\$25 plus applicable surcharges
Commercial minimum bill	\$50 plus applicable surcharges

Page two of your bill lists current charges, including your credit for electricity received from you, and required charges that must be paid by all customers. For more detail on current charges, visit hawaiianelectric.com/billing-and-payment/understanding-your-bill/understanding-elements-of-your-bill.

BILL DETAIL		
DESCRIPTION	AMOUNT	TOTALS
PREVIOUS BALANCE		
Incoming Payment on 05/07/2019 - Thank You	\$43.96	
	\$43.96-	
		Outstanding Balance
		\$0.00
CURRENT CHARGES		
Electric Service R Residential Service Grid Supply		
Customer Charge	\$11.50	
Non Fuel Energy	\$23.93	
Energy Cost Adjustment	\$32.94	
IRP Cost Recovery	\$0.02	
PBF Surcharge	\$1.04	
Purchased Power Adjustment	\$6.41	
RBA Rate Adjustment	\$2.32	
Grid Supply Credit	\$33.76-	
Green Infrastructure Fee	\$1.35	
	Total for Current Charges	\$45.75
Total Amount Due		\$45.75

Your Customer Grid Supply credit for electricity received from you is listed as a separate item. Any excess credit above what can be applied to your bill that month lapses and does not carry forward to your next monthly bill.