SMART EXPORT

Understanding your Smart Export bill

Smart Export 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 from 4 p.m. to 9 a.m. No credit is provided for export from 9 a.m. to 4 p.m. 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 from you by the utility from 4 p.m. to 9 a.m., up to the total kWh delivered by the utility to you that month.

Island	Smart Export Credit Rate	
	4 p.m. to 9 a.m.	9 a.m. to 4 p.m.
O'ahu	14.97 cents/kWh	No Credit
Maui	14.41 cents/kWh	
Lāna'i	20.79 cents/kWh	
Moloka'i	16.64 cents/kWh	
Hawai'i Island	11.00 cents/kWh	

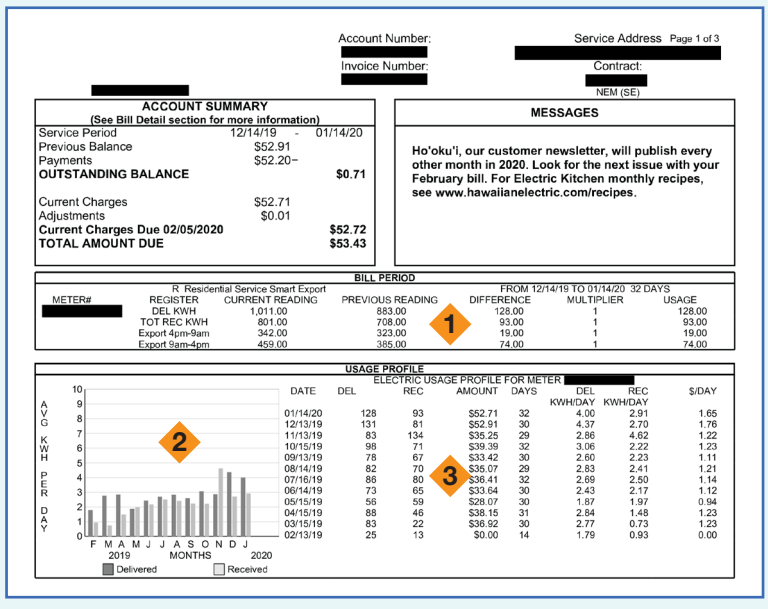
Monthly Bill Credit	=	Whichever is less: Electricity sent to customer (DEL) or electricity received from customer (REC)	X	Island Credit Rate

Your monthly bill provides a summary of your use:

1. The difference between your previous and current meter reading shows the electricity delivered to you (DEL KWH) and electricity received by the utility from you (REC KWH). *Export 4 p.m. - 9 a.m.* shows the amount received during the credited time period.

2. This graph shows your 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 chart 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]
Invoice Number: [redacted]
Service Address [redacted] Page 1 of 3
Contract: [redacted]
NEM (SE)

[redacted]

ACCOUNT SUMMARY
(See Bill Detail section for more information)

Service Period	12/14/19 -	01/14/20
Previous Balance	$52.91	
Payments	$52.20-	
OUTSTANDING BALANCE		**$0.71**
Current Charges	$52.71	
Adjustments	$0.01	
Current Charges Due 02/05/2020		**$52.72**
TOTAL AMOUNT DUE		**$53.43**

MESSAGES

Ho'oku'i, our customer newsletter, will publish every other month in 2020. Look for the next issue with your February bill. For Electric Kitchen monthly recipes, see www.hawaiianelectric.com/recipes.

BILL PERIOD

R Residential Service Smart Export — FROM 12/14/19 TO 01/14/20 32 DAYS

METER#	REGISTER	CURRENT READING	PREVIOUS READING	DIFFERENCE	MULTIPLIER	USAGE
[redacted]	DEL KWH	1,011.00	883.00	128.00	1	128.00
	TOT REC KWH	801.00	708.00	93.00	1	93.00
	Export 4pm-9am	342.00	323.00	19.00	1	19.00
	Export 9am-4pm	459.00	385.00	74.00	1	74.00

1

USAGE PROFILE

ELECTRIC USAGE PROFILE FOR METER [redacted]

DATE	DEL	REC	AMOUNT	DAYS	DEL KWH/DAY	REC KWH/DAY	$/DAY
01/14/20	128	93	$52.71	32	4.00	2.91	1.65
12/13/19	131	81	$52.91	30	4.37	2.70	1.76
11/13/19	83	134	$35.25	29	2.86	4.62	1.22
10/15/19	98	71	$39.39	32	3.06	2.22	1.23
09/13/19	78	67	$33.42	30	2.60	2.23	1.11
08/14/19	82	70	$35.07	29	2.83	2.41	1.21
07/16/19	86	80	$36.41	32	2.69	2.50	1.14
06/14/19	73	65	$33.64	30	2.43	2.17	1.12
05/15/19	56	59	$28.07	30	1.87	1.97	0.94
04/15/19	88	46	$38.15	31	2.84	1.48	1.23
03/15/19	83	22	$36.92	30	2.77	0.73	1.23
02/13/19	25	13	$0.00	14	1.79	0.93	0.00

AVG KWH PER DAY: 0 1 2 3 4 5 6 7 8 9 10
F M A M J J A S O N D J
2019 MONTHS 2020
Delivered Received

2

3

Reading your Smart Export meter

We try to read your meter each month, but if for some reason we cannot, your bill is 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 Smart Export meter is bi-directional, registering the electricity flowing to and from your home or facility during credited and non-credited times. To calculate credit, use code 03 which records electricity delivered to you (DEL) and code 66 which records excess electricity received from you by the utility (REC) from 9 a.m. to 4 p.m. Please note that other codes do not apply.

Other meter display codes:

- 03 Total Energy Delivered to Customer
- 23 Total Net Energy
- 33 Total Energy Received from Customer
- 63 Energy Delivered to Customer from 4 p.m. – 9 a.m.
- 66 Energy Received from Customer from 4 p.m. – 9 a.m. (credit)
- 67 Net Energy from 4 p.m. – 9 a.m.
- 43 Energy Delivered to Customer from 9 a.m. – 4 p.m.
- 46 Energy Received from Customer from 9 a.m. – 4 p.m. (no credit)
- 47 Net Energy from 9 a.m. – 4 p.m.

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	$52.91	
Incoming Payment on 01/02/2020 - Thank You	$52.20–	
Outstanding Balance		**$0.71**
CURRENT CHARGES		
Electric Service R Residential Service Smart Export		
Customer Charge	$11.50	
Non Fuel Energy	$16.68	
Energy Cost Recovery	$21.12	
PBF Surcharge	$0.76	
Purchased Power Adjustment	$2.28	
RBA Rate Adjustment	$0.75	
Interim Adjustment 2019	$0.50	
Grid Supply Credit	$2.09–	
Green Infrastructure Fee	$1.21	
Total for Current Charges		**$52.71**
ADJUSTMENTS		
Late Payment Charge	$0.01	
Total Adjustments		**$0.01**
Total Amount Due		**$53.43**

A 12-month billing period begins on the first full billing cycle after execution of the Smart Export agreement. In a month where you earn more credit than can be applied to your bill, the leftover is “banked.”

This chart on page 3 summarizes monthly and banked credits within the 12-month period.

Date	Your kWh Usage (A)	Bill Prior to Credit (B)	kWh Sent to Company (C)	Eligible kWh Credit from Current Period (D)	kWh for Current Month Banked Credit (E = C - D)	Banked kWh Applied (F)	Cumulative Banked Credit (G)	Bill Net of Credit (H)	Total Savings (I)
02/13/2019	37	$33.12	8	8	0	0	$0.00	$32.24	$0.88–
03/15/2019	83	$38.68	16	16	0	0	$0.00	$36.92	$1.76–
04/15/2019	88	$41.01	26	26	0	0	$0.00	$38.15	$2.86–
05/15/2019	56	$31.48	31	31	0	0	$0.00	$28.07	$3.41–
06/14/2019	73	$37.49	35	35	0	0	$0.00	$33.64	$3.85–
07/16/2019	86	$41.36	45	45	0	0	$0.00	$36.41	$4.95–
08/14/2019	82	$39.14	37	37	0	0	$0.00	$35.07	$4.07–
09/13/2019	78	$37.27	35	35	0	0	$0.00	$33.42	$3.85–
10/15/2019	98	$43.24	35	35	0	0	$0.00	$39.39	$3.85–
11/13/2019	83	$38.99	34	34	0	0	$0.00	$35.25	$3.74–
12/13/2019	131	$55.22	21	21	0	0	$0.00	$52.91	$2.31–
01/14/2020	128	$54.80	19	19	0	0	$0.00	$52.71	$2.09–
	1,023	**$491.80**	**342**	**342**	**0**	**0**		**$454.18**	**$37.62–**

Column D shows the kWh credit amount for each month. Only kWh received from 4 p.m. to 9 a.m. is credited. If the **column A** (kWh usage) exceeds **column C** (kWh sent to the company) that banked credits are applied is shown in **column F**. Credit can only be applied up to the kWh delivered to you as shown in **column A**.

Column E shows the credit banked for each month in kWh when **column C** (kWh sent) exceeds **column A** (kWh usage). **Column G** shows the dollar amount of the total banked credit as of that month.

Column H shows the bill amount for each month after the credit is applied. **Column I** shows the credit applied for the month with total savings to date in the 12-month period at the bottom.

A reconciliation credit is applied at the end of the 12 month billing period. Any cumulative banked credit remaining is applied toward any remaining uncredited usage (column A minus column D minus column F). This credit shows up on page 2 of the bill as ***True Up Amount***. Any remaining banked credits not eligible for a refund lapse as the new 12 month billing period begins.

Reconciliation Summary Information	
Total kWh Eligible for Credit (A-D)	681
Less: Banked kWh Applied (F)	0
Remaining kWh Eligible for Credit (A-D-F)	681
Banked kWh (E)	0
Less: Banked kWh Applied (F)	0
Banked kWh Remaining (E-F)	0
Banked kWh to be Refunded	0
Banked Credit to be Refunded	$0.00
Banked Credit Ineligible for Refund at the End of the Reconciliation Period	$0.00