
QUICK CONNECT
CONTRACTOR REFERENCE MANUAL V2.1
OCTOBER 27, 2021

1. About

- 1.1. Hawaiian Electric, in response to the COVID-19 pandemic, established the *Quick Connect* (QCT) pilot to allow rooftop solar customers the option to build and energize systems first and apply for approvals later, with certain conditions. QCT is available through 2021 unless other information is posted.
- 1.2. All circuits¹ are eligible for QCT if installing under Customer Self-Supply (CSS) or Net Energy metering Plus (NEM Plus), both non-export programs.
- 1.3. In addition, circuits with available Hosting Capacity (HC) greater than 30 percent are open to export programs [Customer Grid-Supply Plus (GSP) and Smart Export (ISE)] for systems less than 25 kW on O‘ahu, Maui, and Hawai‘i Island.
- 1.4. Further, Restricted Circuits (RC) with available HC below 30 percent are open to export programs (GSP and ISE) on O‘ahu, Maui, and Hawai‘i Island with this additional condition. **For restricted circuits only, export projects shall be energized in a non-export operating mode until conditional approval is granted by Hawaiian Electric or remain in a non-export mode if conditional approval is denied.** Additional steps also required are outlined in section 3.3.
- 1.5. Customers may energize their systems without prior utility approval only if ALL these conditions are met: County electrical inspection complete and approved; Volt-Watt inverter function enabled; net energy meter installed; and operation in a non-export mode if on a restricted circuit.
- 1.6. **To energize a customer’s system as early as possible and to begin the net meter replacement, the contactor must email all these to the Company: (1) Locational**

¹ Due to system constraints, circuits on the island of Molokai are not automatically eligible for QCT if submitting for non-export projects [Customer Self-Supply (CSS) or Net Energy metering Plus (NEM Plus)].



Value Mapping (LVM) screenshot and (2) Complete Customer Authorization and Acknowledgement form².

1.7. This manual provides the steps and links to identify what program conditions and/or restrictions a contractor/customer must follow and how to apply and energize quickly under QCT.

1.8. Detailed program information is at: www.hawaiianelectric.com/quickconnect

2. Step-1: Email Notification to Hawaiian Electric (To start net meter replacement)

2.1. You have the option to build the customer's PV system first, but you may not energize until Hawaiian Electric replaces the existing meter with a net energy meter. Therefore, we recommend that the contractor submit this email notification as early as possible. In addition, it is important to complete the email notification process to identify if the project is on a restricted circuit that requires the system to be energized in a non-export mode until conditional approval is granted.

2.2. Provide the email notification to Hawaiian Electric based on the project's location

2.2.1. O'ahu: connect@hawaiianelectric.com

2.2.2. Maui: connectmauicounty@hawaiianelectric.com

2.2.3. Hawai'i Island: connecthawaiiisland@hawaiianelectric.com

2.3. The notification email shall be structured as follows and include:

2.3.1. Subject Line: QCT, (PV Program³: GSP, ISE, CSS, or NMP), (Meter #)

2.3.2. Screen shot/Attachment-1: LVM screen shot

2.3.3. Attachment-2: Customer Authorization and Acknowledgement form

2.3.4. Attachment-2a: Proof of property ownership (as required)

2.4. LVM screen shot/Attachment-1

2.4.1. Select the island where the project will be built:

² The Customer Authorization and Acknowledgement form is also known as the Grant of Authorization field in CIT.

³ QCT eligible programs are limited to Customer Grid-Supply Plus, Smart Export, Customer Self-Supply, and Net Energy Metering Plus.



O‘ahu: [Oahu Locational Value Map \(LVM\) | Hawaiian Electric](#)

Maui: [Maui County Locational Value Map \(LVM\) | Hawaiian Electric](#)

Hawai‘i Island: [Hawaii Island Locational Value Map \(LVM\) | Hawaiian Electric](#)

2.4.2. Enter the property address

Address Search Tool

Begin your address search*** by entering either: (1) Street Number AND Zip Code, or (2) Street Name AND Zip Code.

Street Number starts with

Street Name starts with

Zip Code

Please Note: If a customer service representative contacts you by phone, the call may be recorded or monitored for quality purposes. This may also apply to incoming calls to our Customer Service Center.

*** Please note that the Search Results will only display up to the first 100 records from the criteria that you have entered.

2.4.3. Print screen to capture the property location and circuit information.

Search Results

Please note that the Search Results below will only display up to the first 100 records from the criteria that you have entered.

If additional information is needed, please contact the respective program. For questions or comments regarding the LVM tool, please email LVM@hawaiianelectric.com.

Street #	Street Name	City/State/Zip Code	% Available*	Available Remaining kW**	Pen (%) Range By Circuit Peak***	Qualifies for Unrestricted Quick Connect!
411018	KAKAINA ST	WAIMANALO HI 96795	30-50	652.534	15-50	YES

Last Updated: Feb. 25, 2021

* % Available refers to the percentage of remaining space currently available for solar on the primary circuit based on a primary hosting capacity model. Depending on the percentage available, an interconnection study and upgrades may be necessary. Any circuits with less than 5%, will most likely require an interconnection study. Additional checks are also done on secondary circuits to safely ensure a customer may interconnect.

** Available remaining kW or kilowatt is the total capacity output available for customers to connect solar energy systems to the grid based on the hosting capacity of the primary circuit and service address location.

*** Pen (%) Range by Circuit Peak refers to the distributed generation (mostly solar photovoltaic or private rooftop solar) on each circuit compared to 15% of peak electricity demand, or "load" on each circuit. It also shows levels beyond 15%.

† All circuits are eligible for Quick Connect non-export programs Customer Self-Supply (CSS) or Net Energy Metering Plus (NEM Plus) except Molokai. Quick Connect unrestricted circuits where % available is greater than or equal to 30% and the circuit is not 2.4 kV or 4 kV allow for export programs Customer Grid-Supply Plus (GSP) and Smart Export (ISE) for projects less than 25 kW on Oahu, Maui, and Hawaii Island. Quick Connect restricted circuits where % available is below 30% are available to export programs (GSP and ISE) on Oahu, Maui, and Hawaii Island only if they are energized in a non-exporting mode until conditional approval is granted by Hawaiian Electric or remains in a non-export mode if conditional approval is denied.

- 2.4.4. Paste the screen shot from 2.4.3 or attach the file as a PDF attachment 1:3.
- 2.4.5. LVM screen shot is not required for a CSS or NEM Plus system.

2.5. Customer Authorization and Acknowledgement form/Attachment-3

- 2.5.1. Include the Customer Authorization and Acknowledgement form as attachment 3:3 signed by the property owner or lessee. Be sure that person initials next to the section acknowledging participation in QCT.
- 2.5.2. If the address is on a restricted circuit, the customer must initial next to the terms and conditions of QCT on a restricted circuit or the email notification will be rejected.
- 2.5.3. For Maui County projects the contractor will need to present a completed Customer Authorization and Acknowledgement form and the LVM screen shot to the Maui County Department of Planning and Permitting to receive a building permit.
- 2.5.4. The Customer Authorization and Acknowledgement form may be found at:
https://www.hawaiianelectric.com/documents/products_and_services/customer_renewable_programs/customer_auth_and_acknowledge_form.pdf

2.6. Proof of property ownership/Attachment-3a (as required)

- 2.6.1. The Customer Authorization and Acknowledgement form is equivalent to the form submitted when applying via the Customer Interconnection Tool (CIT) and subject to the same requirements as Completeness Review.
- 2.6.2. The Customer Authorization and Acknowledgement form must be signed by the property owner. If the property owner matches the City & County Real Property Assessment (RPAD) website and is an individual or listed as an individual lessee by the RPAD website, no additional proof of property ownership is required. If this is not the case, one or more of the following may be required:
 - 2.6.2.1. If the property is owned by a trust or company, proof of signing authority is required. For trusts, this will typically be a copy of the Short Form Trust document. Please note that only current trustees may sign. Companies may provide a variety of documentation to establish signing authority.
 - 2.6.2.2. If the RPAD website does not match the property owner on the Customer Authorization and Acknowledgement form, then a copy of the current executed deed, Department of Hawaiian Homelands (DHHL) lease, or other long-term commercial lease (as appropriate) is required to establish current ownership.

3. **Step-2: Formal CIT Application Submittal**

- 3.1. The last step in the QCT process is to submit a formal CIT application to finalize and execute the project with Hawaiian Electric.
- 3.2. If the project was built on an unrestricted circuit with greater than 30 percent hosting capacity availability, it is strongly recommended that the contractor submit the validation packet as an attachment in CIT to expedite processing. The QCT application will be reviewed to current standards for Completeness Review and Validation. If the project passes Completeness Review, it will be processed for validation and the customer will receive a DocuSign notification. As QCT is a pilot and applications continue to be submitted for all other circuits in CIT, the customer will receive the standard CIT communication that the application passed or was rejected through the CIT steps.
- 3.3. If the project was built on a restricted circuit in a non-export operating mode, the initial CIT submittal must include inverter screen shots demonstrating that the system is operating in a non-export mode. However, the application submitted in CIT should reflect the configuration and settings that the customer would ultimately operate their system in the future.

For example, the customer on an restricted circuit builds an GSP but energizes it in a non-export mode to take advantage of QCT and early energization, then submits an application via CIT for an GSP with export settings for review but includes as an additional attachment the non-export screen shots. Only upon receiving conditional approval from the Company may the customer operate their system in an export mode. At that point the contractor would convert the non-export system to export as applied for in CIT and then submit the validation with the screen shots of the system operating in an export mode. If the project did not receive conditional approval for export, the contractor must maintain the system in non-export operation while the customer considers their options provided by the Company. A customer agrees to enable the Volt-Watt function for the life of the project if participating in QCT and must initial understanding that projects on restricted circuits are not guaranteed to be approved for export.

To operate in a non-export mode on a restricted circuit prior to receiving conditional approval you must ensure that the inverter you are utilizing is qualified for non-export if



energizing the system. Qualified advanced inverters for non-export can be found at the Company's website: [Customer Energy Resource \(CER\) Equipment | Hawaiian Electric](#)

- 3.4. Projects must be executed in CIT and meet program compliance for inverter settings and program rules or will be considered non-compliant and risk disconnection.
- 3.5. Contractors who violate the non-export operating mode rule for projects on restricted circuits risk removal from future participation in QCT at Hawaiian Electric's sole discretion.

4. Contact Us

- 4.1. All QCT program information and contact information may be found at: www.hawaiianelectric.com/quickconnect