

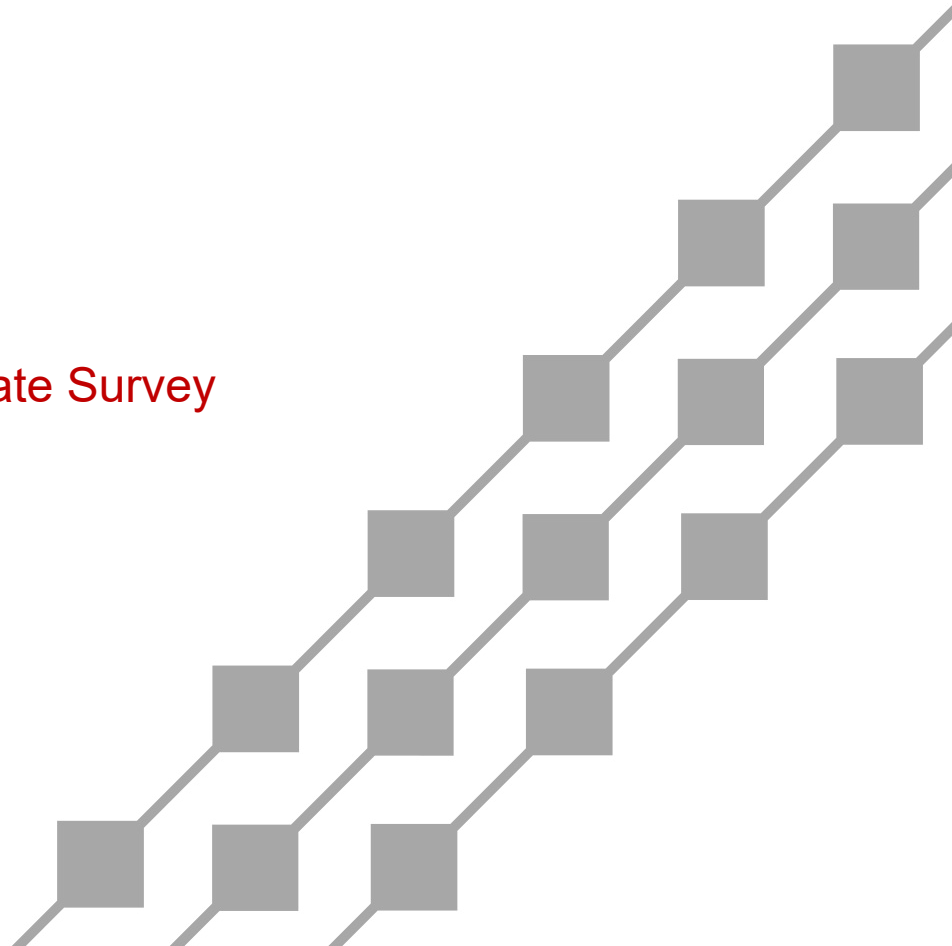


**Hawaiian  
Electric**

# Customer Energy Resources Services and Technology Market Update Survey

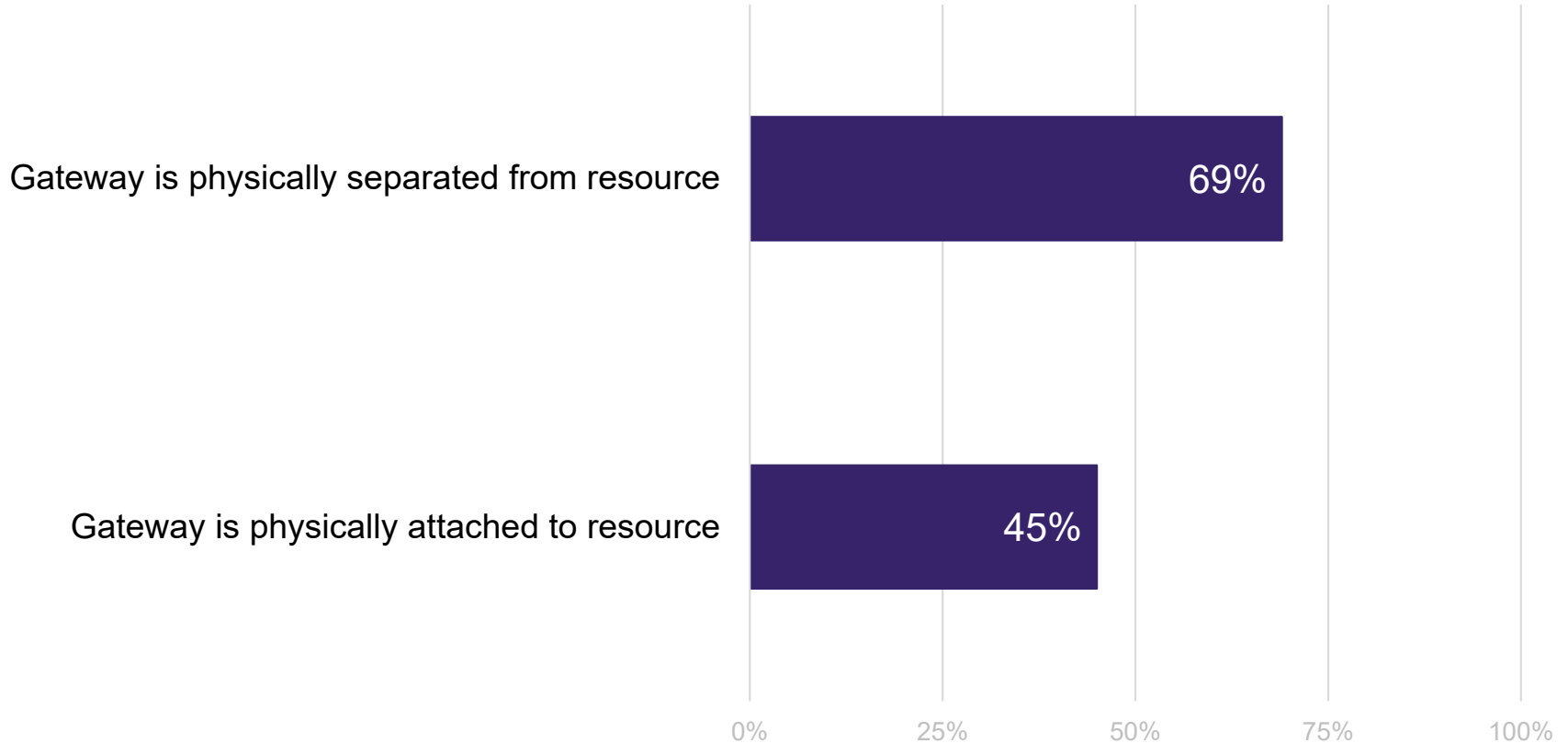
29 responses

Prepared by **Market Research**  
November 2020



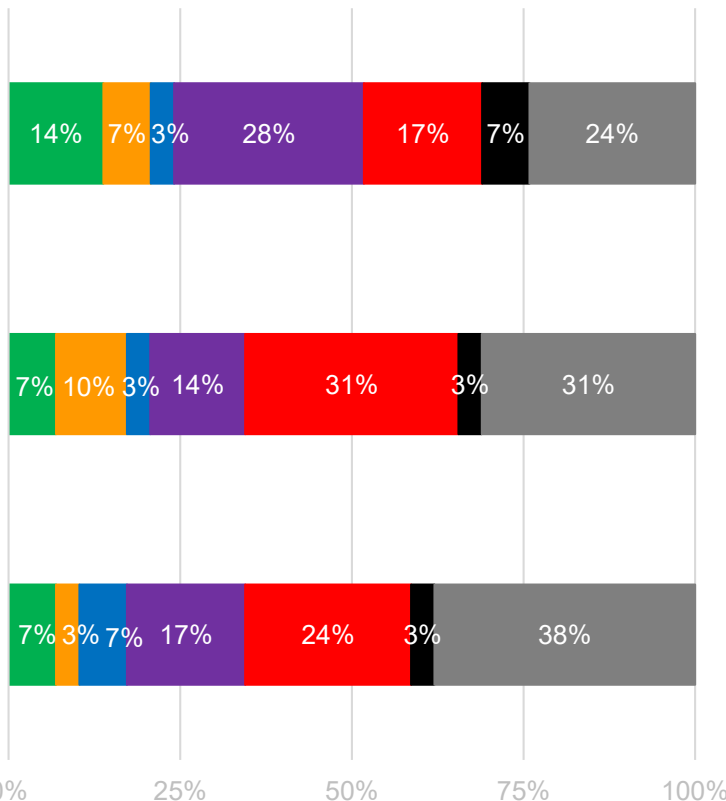
# Technology – Communication Gateway to Resource

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# Technology – Communications Using Company AMI Network

Connect to Landis+Gyr (L+G) Command Center (CC) AMI system (Release 7.5 MR 2) through LTE



**Meets** - System / device currently meets capability

**Will** - System / device will meet capability in scheduled upcoming release

**3rd Party** - System / device can meet capability using 3rd Party products

**Custom** - System / device can meet capability with customization

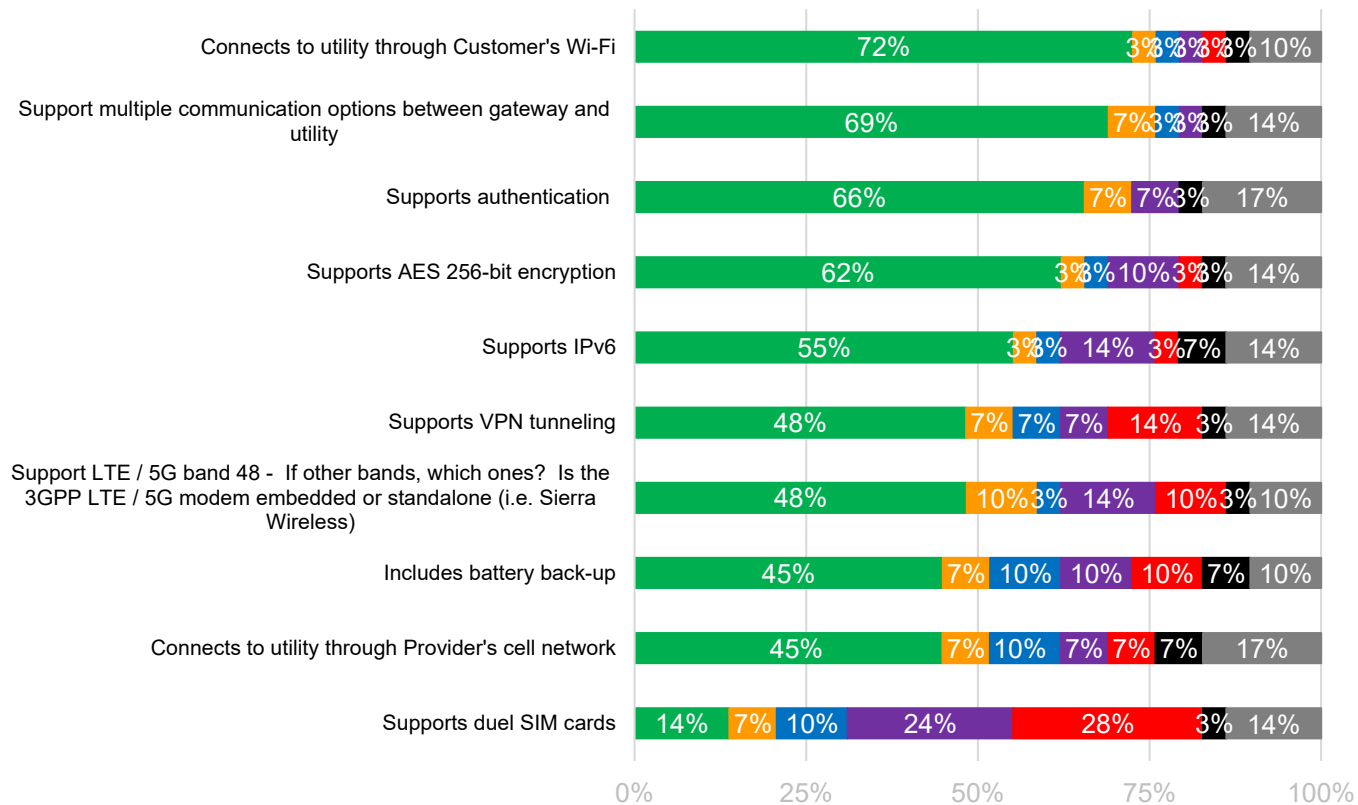
**No** - System / device as proposed does not meet capability

**Other**

**No Response**



# Technology – Gateway Communications Capability



**Meets** - System / device currently meets capability

**Will** - System / device will meet capability in scheduled upcoming release

**3rd Party** - System / device can meet capability using 3rd Party products

**Custom** - System / device can meet capability with customization

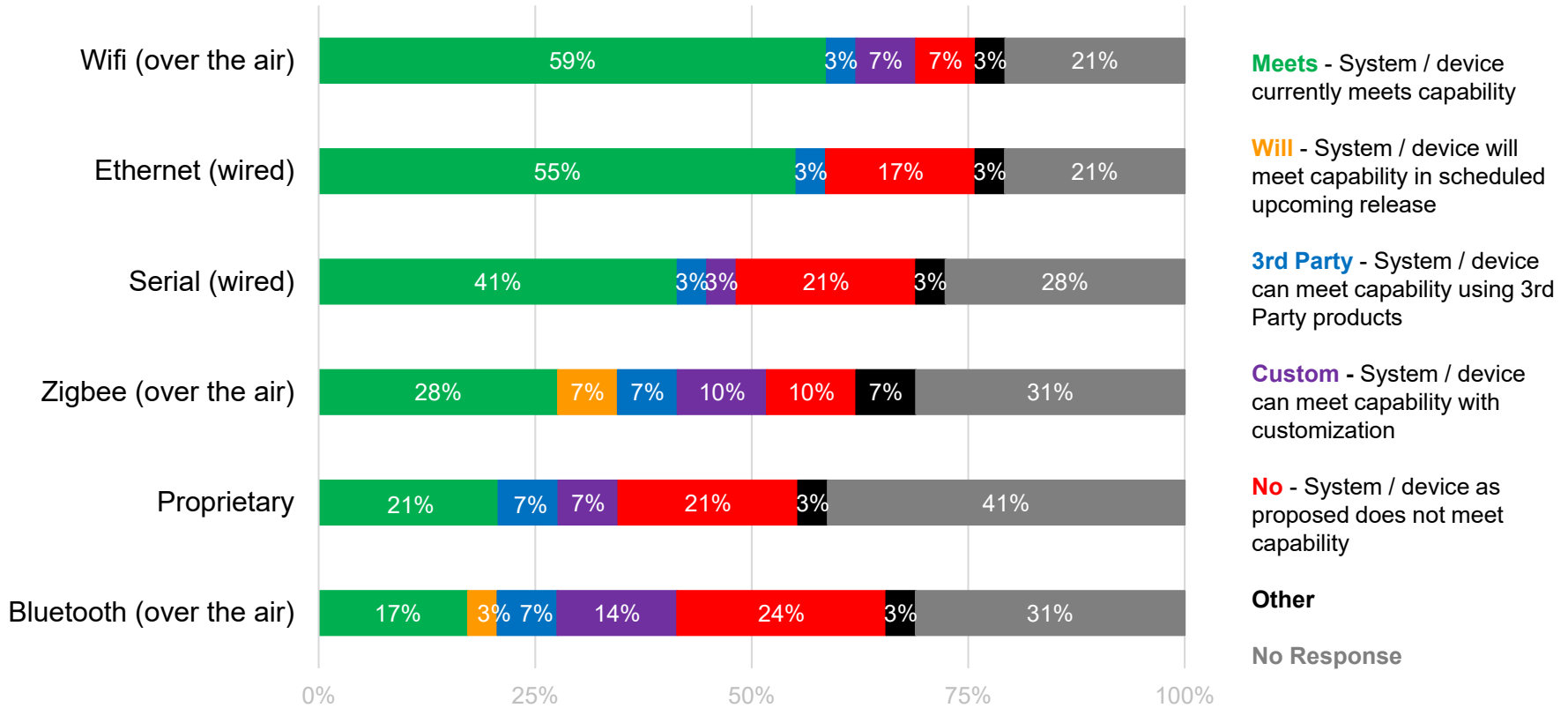
**No** - System / device as proposed does not meet capability

**Other**

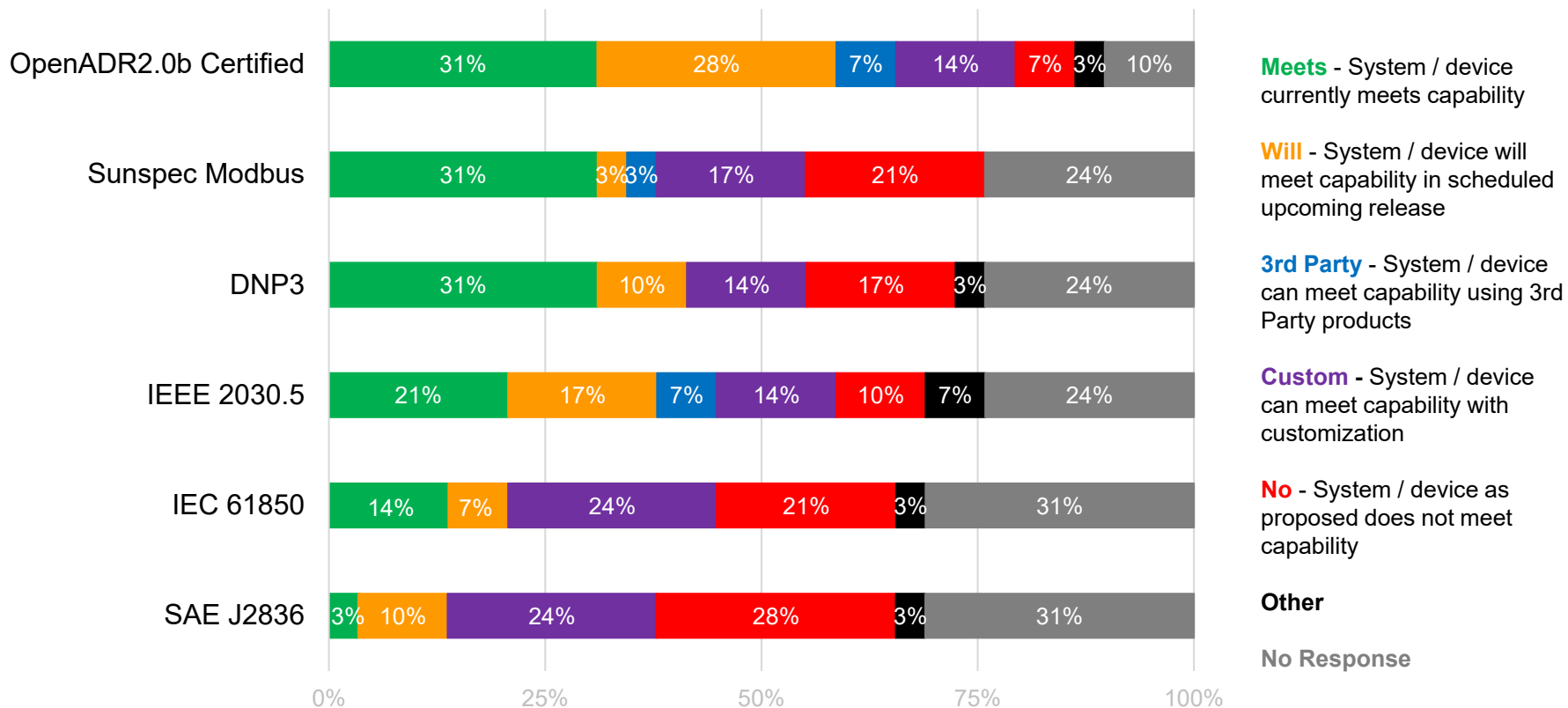
**No Response**



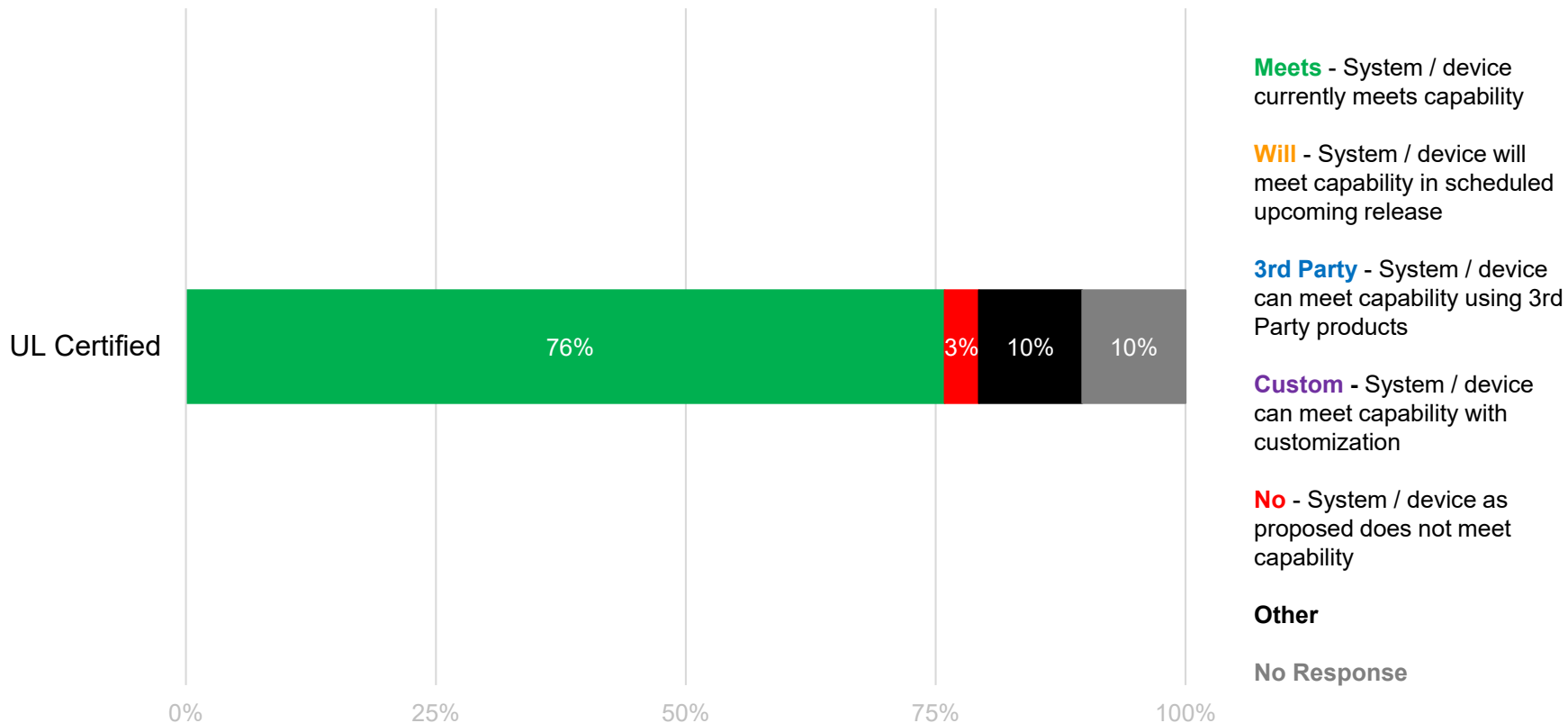
# Technology – Communication Between Gateway and End Device Options



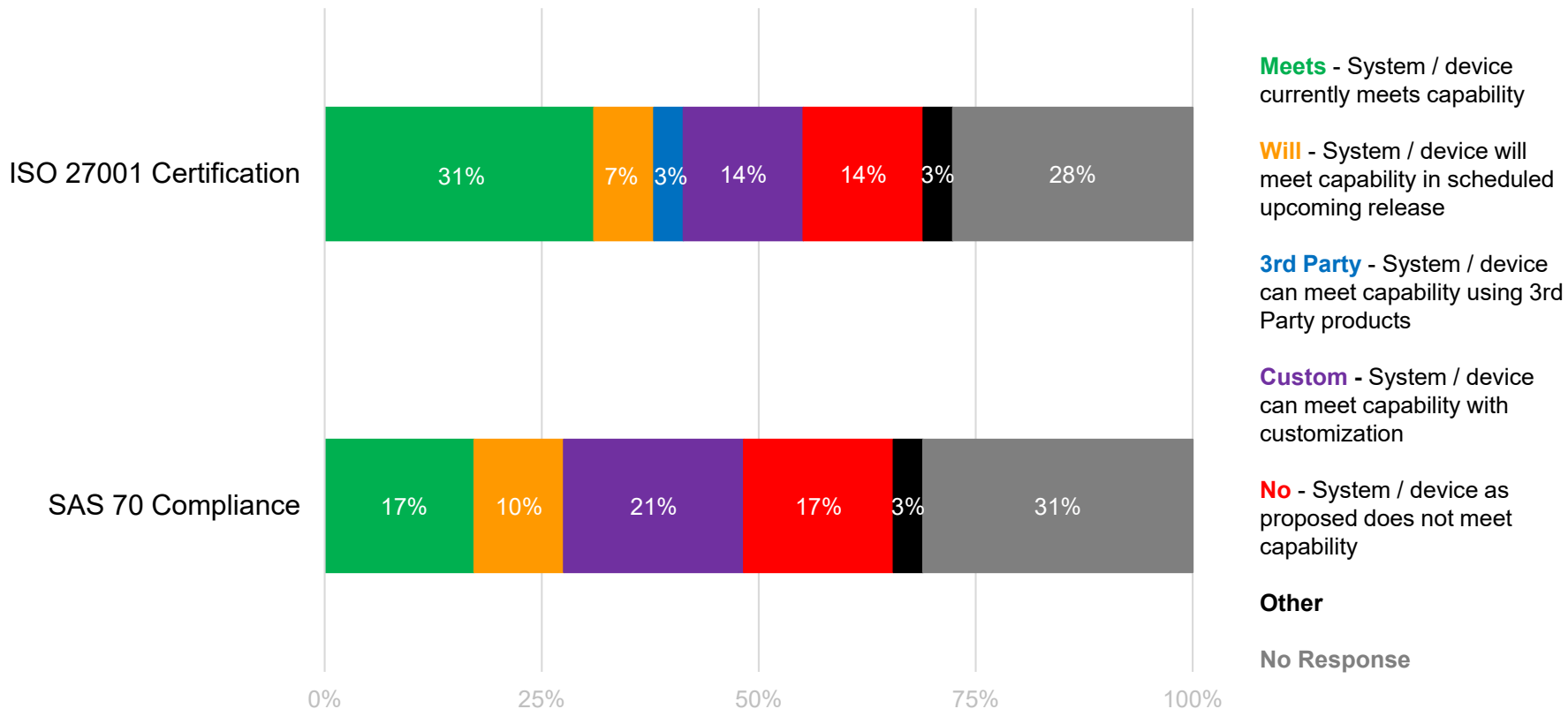
# Technology – Communication Protocols



# Technology – Device Hardware Certification

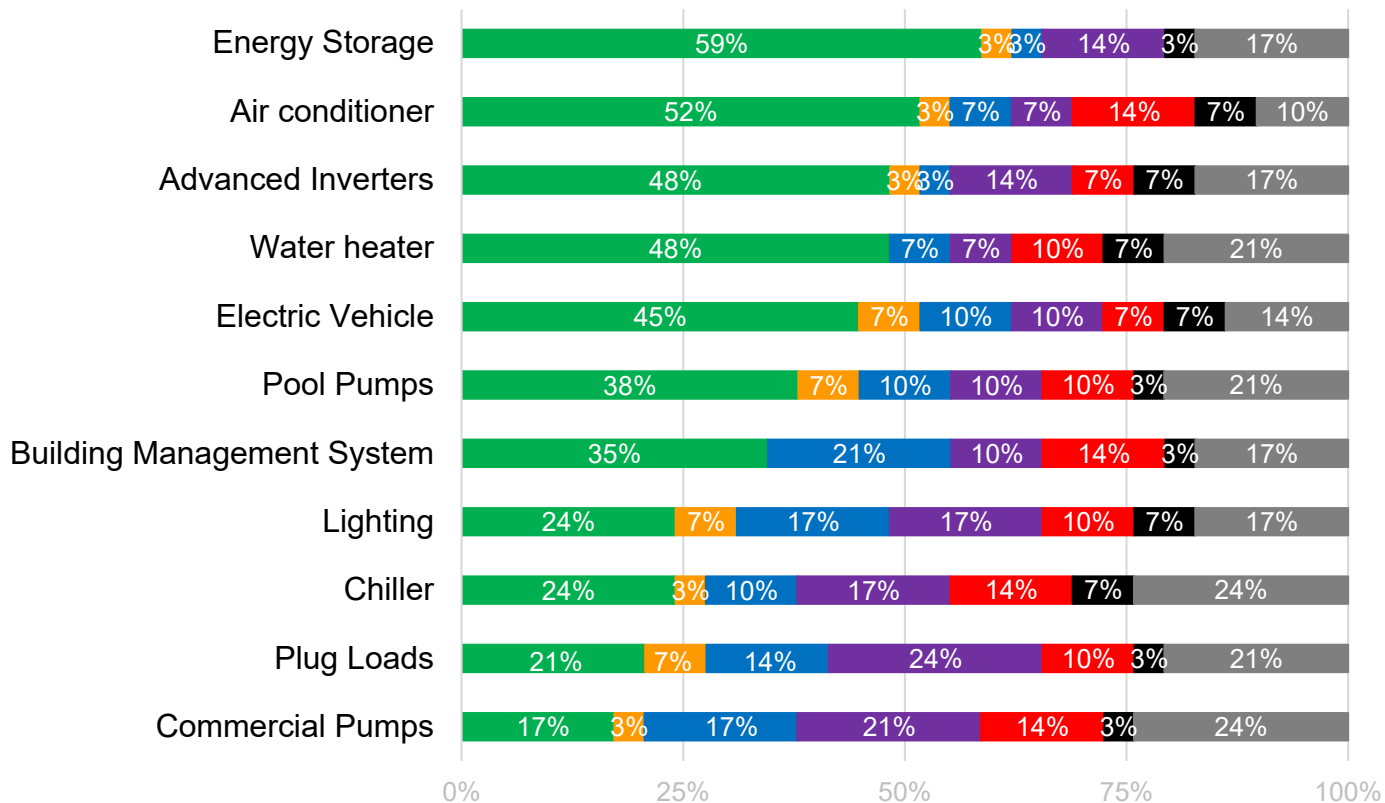


# Technology – Information Security





# Technology – End Devices Controlled



**Meets** - System / device currently meets capability

**Will** - System / device will meet capability in scheduled upcoming release

**3rd Party** - System / device can meet capability using 3rd Party products

**Custom** - System / device can meet capability with customization

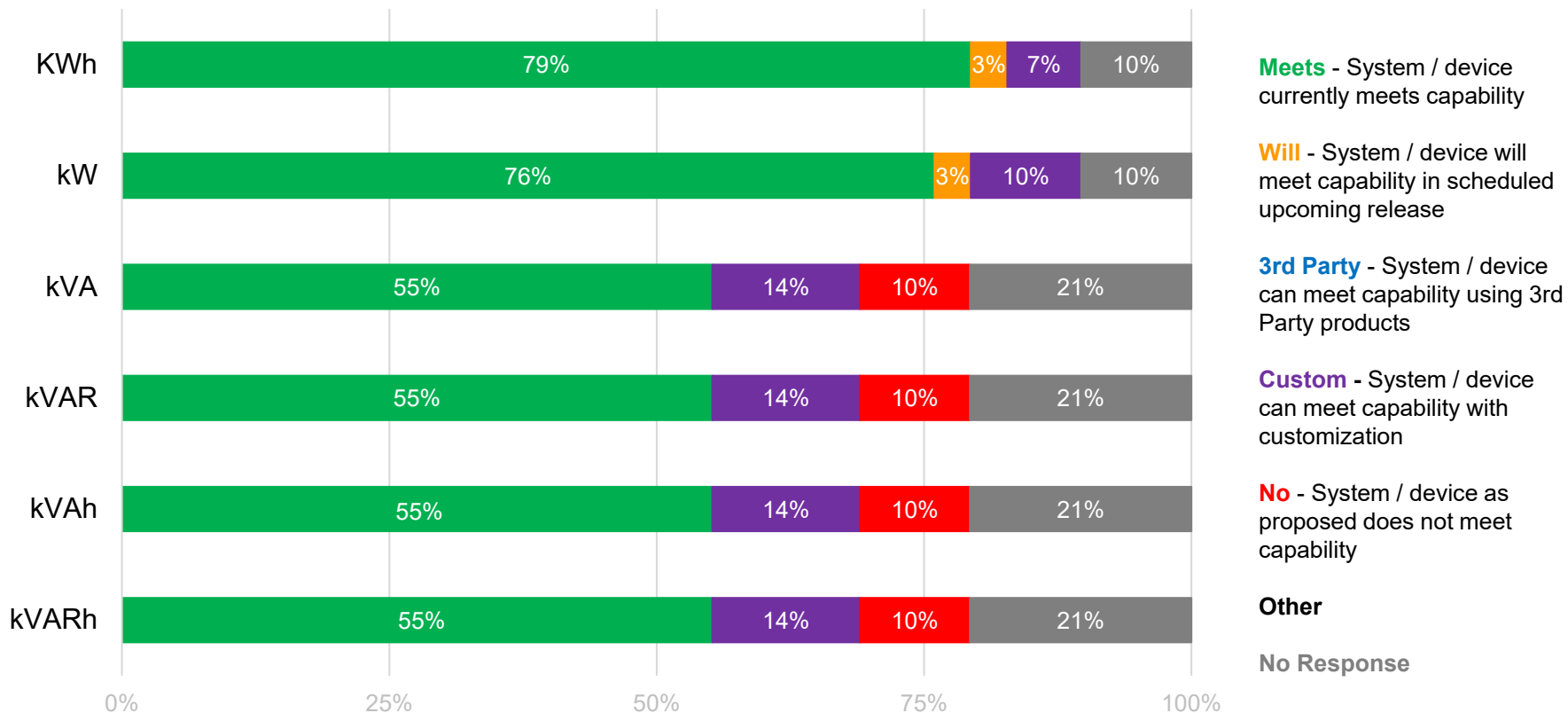
**No** - System / device as proposed does not meet capability

**Other**

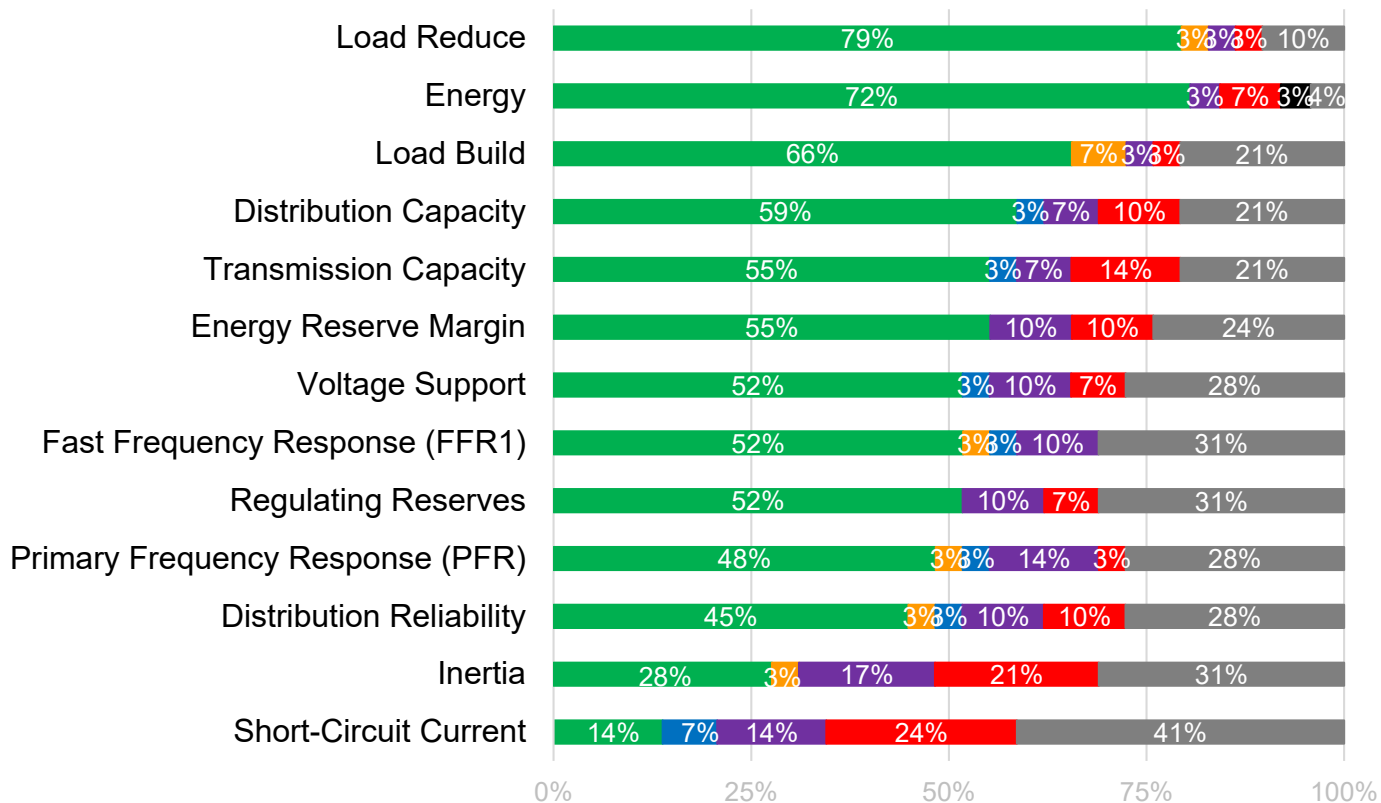
**No Response**



# Technology – Measured Data



# Technology – Grid Service Eligibility



**Meets** - System / device currently meets capability

**Will** - System / device will meet capability in scheduled upcoming release

**3rd Party** - System / device can meet capability using 3rd Party products

**Custom** - System / device can meet capability with customization

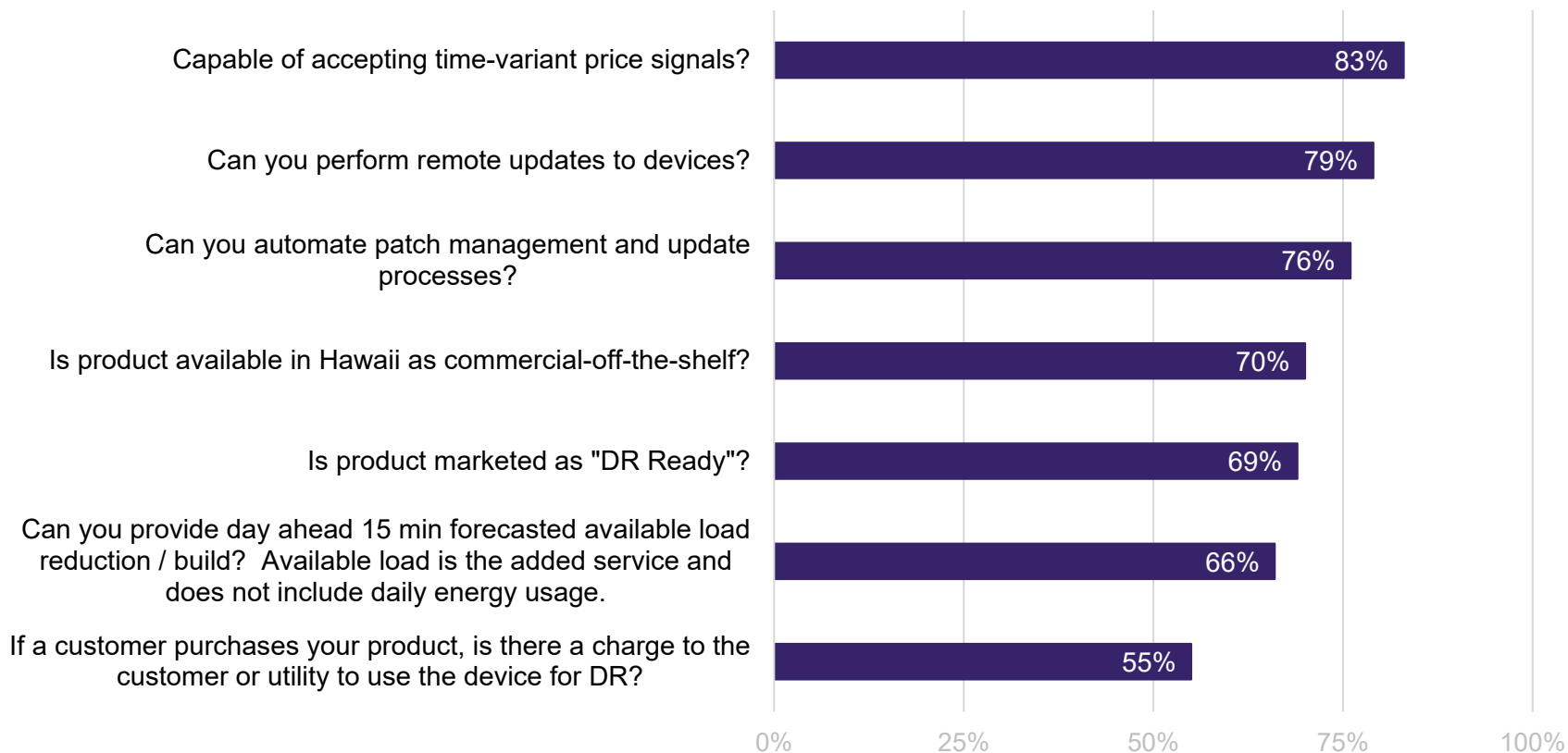
**No** - System / device as proposed does not meet capability

**Other**

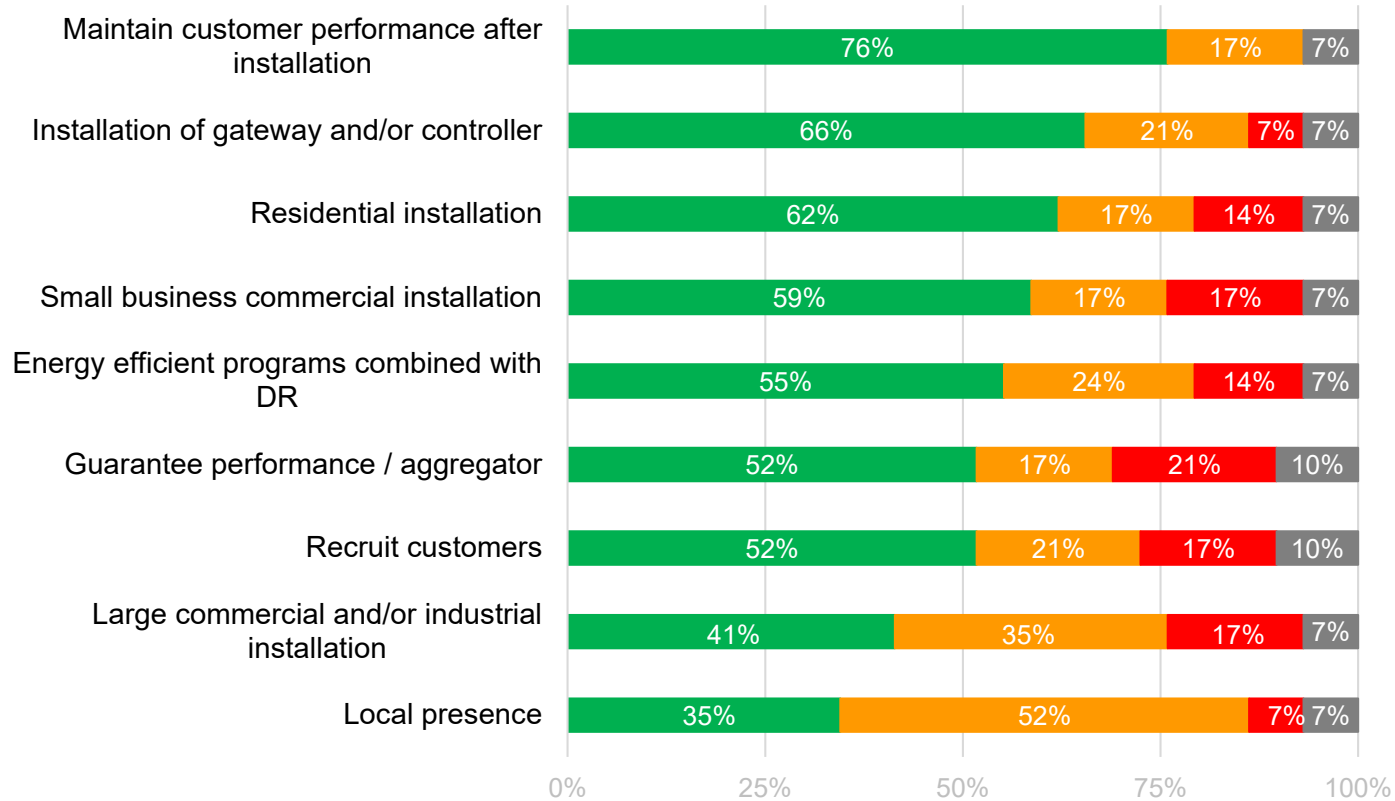
**No Response**



# Technology – Additional Questions



# Services



**Meets** - Currently providing service in a pilot or full implementation.

**Will** - Currently does not have experience in providing service, but is willing to provide in 2021 as a demonstration project.

**No** - Currently not providing service and not willing to add service in near future.

**No Response**



# Services – Additional Questions

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