

Battery Bonus Monthly Incentive Overview

As a benefit for participating in the Battery Bonus program, account holders are eligible to up to two types of monthly credits to reduce their bill cost. **Customers are responsible for keeping track of their credits on a monthly basis.** The table below outlines the characteristics of each credit:

	Demand Response Credit (available to all Battery Bonus customers)	Energy Export Credit (available to all non-NEM Battery Bonus customers)
Eligible for Refund	Yes	No
Taxable	Yes, therefore, they are reportable on a 1099 form.	No
Incentive Amount	\$5/per committed capacity KW	<p>Credit Amount = [(Sum of non-fuel energy charges and all per-kWh charges, using rates at the beginning of each calendar quarter) – (Non-NEM, Distributed Energy Resources (DER) tariff export rate per kWh)] x Committed Capacity (kW) x 70% x 2 hours x 30 days</p> <p>Note: The calendar quarter are as follows for: Q1=January, Q2=April, Q3=June, Q4=October. The rates can be found in the link below: https://www.hawaiianelectric.com/billing-and-payment/rates-and-regulations/effective-rate-summary</p>
Credit Duration	10 years	First 3 years of participation
Expiration Date	10 years from the operational date.	<p>After 3 years of participation in the Battery Bonus program.</p> <p>Note: In the first 3 years, unused credits will be zeroed out at the end of every calendar year, in December, and will restart the cycle in January (assuming that their participation is still within the first 3 years).</p>
Purpose of Credit	Reflects the value of export to the grid for 2 hours.	Reflects the difference between export rates under interconnection program and retail rate of consuming electricity as we recognize that the typical customer use case for a battery is self-consumption rather than exporting to the grid. Any used amount will be zeroed out at the end of every calendar year, similar to the underlying interconnection program.

How credits are utilized on a bill:

- Battery Bonus monthly credits are consumed based on chronological date.
- Energy Export Credits will be fully applied first followed by Demand Response Credits.
- If there are excess credits remaining, they will roll into the next bill until they are exhausted.



Example:

BILL DETAIL		
DESCRIPTION	AMOUNT	TOTALS
PREVIOUS BALANCE	\$39.41	
Incoming Payment on 04/22/2024 - Thank You	\$39.41-	
Outstanding Balance		\$0.00
CURRENT CHARGES		
Electric Service R Residential Service Smart Export		
Customer Charge		
Non Fuel Energy		
Energy Cost Recovery		
IRP Cost Recovery		
PBF Surcharge		
Purchased Power Adjustment		
RBA Rate Adjustment		
Renewable Infrastructure Pgm		
Grid Supply Credit		
Green Infrastructure Fee		
Total for Electric Service		\$48.57
Other Charges		
Energy Export Credit	\$49.08-	
Demand Response Credit	\$25.00-	
Total for Current Charges		\$25.51-
Total Amount Due		\$25.51-

Customer receives \$25.00 in Demand Response Credits and \$49.08 in Energy Export Credits that will offset bill charges.

\$48.57 (Bill Charge) – \$49.08 (Energy Export Credits) = –\$0.51 in excess Energy Export Credits that may apply to the next bill.

–\$0.51 (Energy Export Credits) + –\$25.00 (unused Demand Response Credits) = **–\$25.51 in total available credits.**

Next Month's Bill:

BILL DETAIL		
DESCRIPTION	AMOUNT	TOTALS
PREVIOUS BALANCE	\$25.51-	
Outstanding Balance		\$25.51-
CURRENT CHARGES		
Electric Service R Residential Service Smart Export		
Customer Charge		
Non Fuel Energy		
Energy Cost Recovery		
IRP Cost Recovery		
PBF Surcharge		
Purchased Power Adjustment		
RBA Rate Adjustment		
Renewable Infrastructure Pgm		
Grid Supply Credit		
Green Infrastructure Fee		
Total for Electric Service		\$63.82
Other Charges		
Energy Export Credit	\$49.08-	
Demand Response Credit	\$25.00-	
Total for Current Charges		\$10.26-
Total Amount Due		\$35.77-

Customer receives Demand Response Credits and Energy Export Credits again.

Notice, the Previous Balance has -\$25.51 in total available credits from the last bill.

The current bill charge is \$63.82. The remaining credits from the first bill will be used first as credits are consumed based on chronological order. The remaining bill charge is \$38.31 (63.82 bill charge - \$25.51 total available credits).

To offset \$38.31, credits from the current bill will be used. Energy Export Credits will be fully applied first (\$38.31 - \$49.08), which leaves an excess of -\$10.77 in Energy Export Credits and -\$25.00 Demand Response Credits to be utilized for the next bill. **The total available credits are -\$35.77, shown in the Total Amount Due.**

Credits will continue to roll bill over bill until they expire or are zeroed out. Accumulated credits are not broken down in bills. **Customers are responsible for keeping track of their credits on a monthly basis.**

Refund Requests for Demand Response Credits:

Should Demand Response Credits accumulate to over \$100, customers may request for a refund in form of a check. Please note, that consumed Demand Response Credits on bills and check request refunds are taxable. Therefore, they are reportable on a 1099 form if consumed credits are \$600 and over.

Refund Criteria:

- Check requests will only be issued for customers with Demand Response Credits over \$100 on their balance. **Energy Export Credits are not refundable.**
- Requests may be processed once every quarter of a calendar year (Quarter 1: January – March, Quarter 2: April – June, Quarter 3: July – September, Quarter 4: October – December). **Customers are responsible for keeping account of their check requests.**

The refund process may be subject to future changes.



To Request a Refund:

Please email batterybonus@hawaiianelectric.com and include your:

- Account Number on your bill
- Your name
- Amount you would like refunded to you in form of a check

Please allow for 2-3 business days for a representative to respond to the request. Refund requests may take up to 4 weeks to be processed. Checks will be mailed to the W9 form address provided to Hawaiian Electric.

Alternatively, you may call our Customer Service for a check refund. Please have your Account Number on your bill, your name, email address, the amount you would like refunded and state the request is from participating in the Battery Bonus program.