



**Hawaiian
Electric**

NEWS RELEASE

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Hawaiian Electric debuts new webpage to track key company performance scorecards and metrics

HONOLULU, April 7, 2022 – Hawaiian Electric has launched a webpage where customers can track the company’s progress toward meeting performance targets that support its clean energy transformation and customer service.

The webpage is an element of a new regulatory framework known as performance-based regulation, or PBR, that incentivizes the company to meet targets in areas such as interconnecting rooftop solar systems, outreach to low- and moderate-income customers and reducing greenhouse gas emissions.

The updates are available on the [Performance Scorecards and Metrics section of Hawaiian Electric’s website](#). The scorecards and metrics are based on a suite of “performance incentive mechanisms” approved by the Public Utilities Commission last year as part of the PBR rollout.

The webpage allows customers and other stakeholders to see at a glance the company’s reported data and performance compared to PUC-established targets. The PBR framework includes both financial incentives for achieving targets and penalties if the company falls short.

“PBR provides a balanced approach designed to improve value for customers and opportunities for the company as we continue one of the nation’s most ambitious energy transformations,” said Joe Viola, senior vice president of customer, legal and regulatory affairs. “Posting the scorecards and metrics on our website allows the public to get a clear picture of our progress toward achieving these goals.”

In addition to the areas listed above, Hawaiian Electric is scored on:

- Affordability of electrical service
- Ability to attract capital for investment
- Controlling costs
- Participation in customer-sited energy programs
- Effectiveness of distributed energy resource programs
- Efforts and initiatives related to the electrification of transportation
- Resilience and/or emergency response readiness

These new scorecards and metrics are in addition to existing annual performance targets established to measure reliability and customer service responsiveness. Hawaiian Electric will continue to work with stakeholders and the PUC to explore additional PBR mechanisms to incentivize company performance and support additional customer programs.