

Electrical Service Requests

Sept. 2024



Mahalo for your time tonight



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Rebuilding Electrical Infrastructure in Lahaina



- ◆ Safety is our #1 priority
- ◆ New upgraded poles and equipment
 - Rated for regulated safety standards under the National Electrical Safety Code (NESC)
 - Rated for higher wind gusts
- ◆ Protective mesh on poles
- ◆ Fire-safe devices
- ◆ Weather stations + AI Cameras
- ◆ Working with County on restoring streetlights



Long-Term Energy Planning



- ◆ Working with the Lahaina community and government officials on long-term plans for Lahaina that would include the potential to strategically underground electric lines in the future.
- ◆ Seeking more federal funding opportunities



Restoring Electrical Service to Your Property

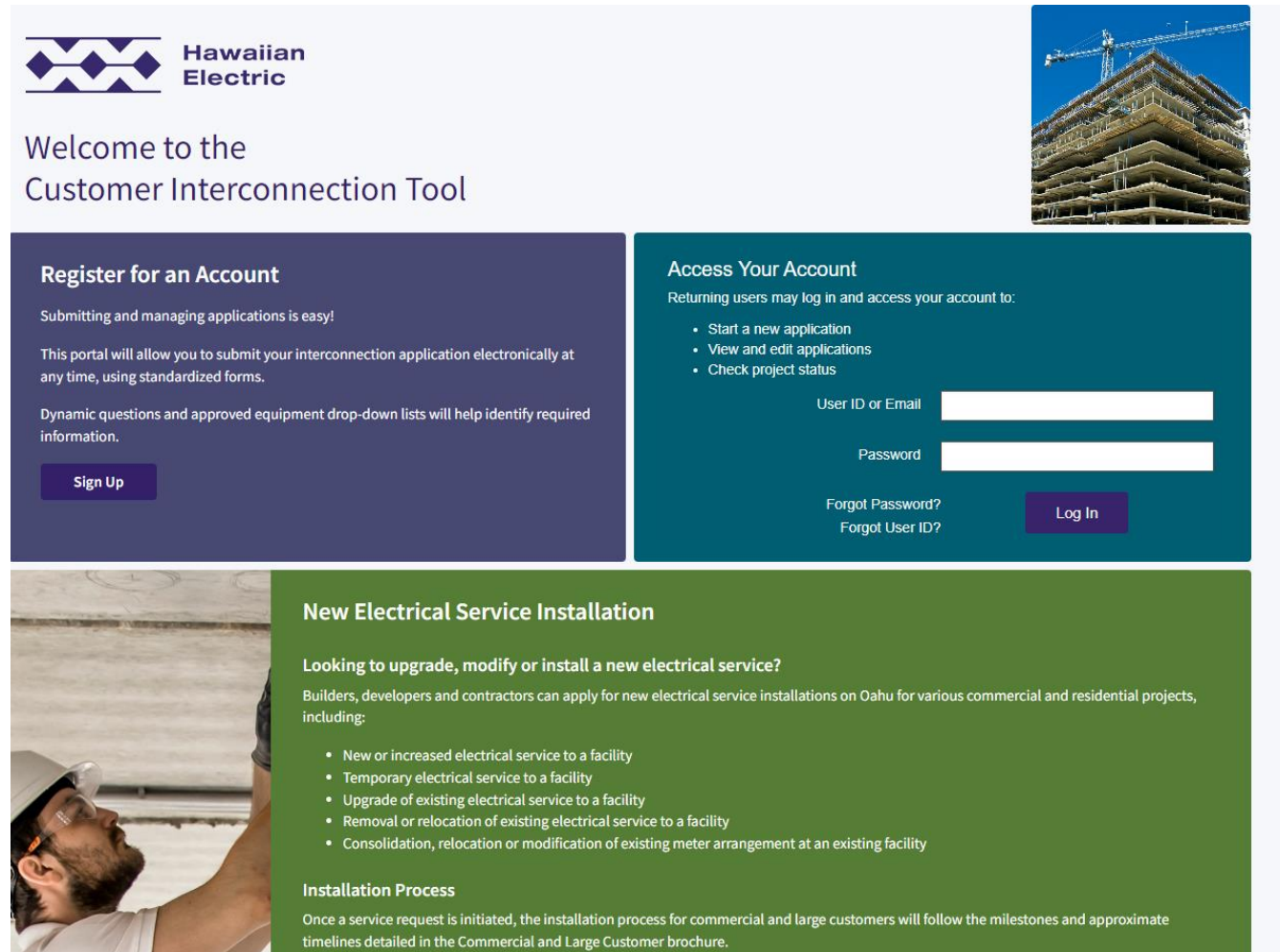


- ◆ **Returning Customers:** Customer on the electrical account before August 2023
- ◆ To expeditiously power sites requesting electrical service, infrastructure will be rebuilt to what previously served the respective area at this time



Starting a Service Request

- ◆ Triggers the rebuild in your area
- ◆ Recommend starting with a Certified Electrical Contractor
- ◆ Customer Interconnection Tool (CIT):
www.hawaiianelectric.com



The screenshot displays the Hawaiian Electric Customer Interconnection Tool (CIT) website. At the top left is the Hawaiian Electric logo, featuring a stylized diamond pattern. The main heading reads "Welcome to the Customer Interconnection Tool". On the right side, there is a photograph of a multi-story building under construction with a crane. The page is divided into several sections:

- Register for an Account:** A dark blue box containing the text "Submitting and managing applications is easy!" and "This portal will allow you to submit your interconnection application electronically at any time, using standardized forms." It also mentions "Dynamic questions and approved equipment drop-down lists will help identify required information." and includes a "Sign Up" button.
- Access Your Account:** A teal box for returning users. It lists options: "Start a new application", "View and edit applications", and "Check project status". It includes input fields for "User ID or Email" and "Password", and buttons for "Log In", "Forgot Password?", and "Forgot User ID?".
- New Electrical Service Installation:** A green box with a photograph of an electrician. It asks "Looking to upgrade, modify or install a new electrical service?" and lists various project types: "New or increased electrical service to a facility", "Temporary electrical service to a facility", "Upgrade of existing electrical service to a facility", "Removal or relocation of existing electrical service to a facility", and "Consolidation, relocation or modification of existing meter arrangement at an existing facility".
- Installation Process:** A section at the bottom of the green box stating: "Once a service request is initiated, the installation process for commercial and large customers will follow the milestones and approximate timelines detailed in the Commercial and Large Customer brochure."



Types of Service Requests



Temporary Dwelling



Temporary Construction



Permanent Service



Temporary Service Requests



Temporary Dwelling



Temporary Construction

- ◆ Any necessary County permits
- ◆ Certain costs may apply



Permanent Service Requests



Ready to Build Long-Term Structure

- ◆ **No cost for like-to-like restoration**
- ◆ Costs may be incurred for some requests that differ from original service. For example:
 - Upgrading/changing service
 - Converting service line (overhead to underground)
 - Moving your metering point





Mahalo for your time.

