

Our Customer Interconnection Tool has a fresh new look

We've given our **Customer Interconnection Tool (CIT)** a makeover to enhance your experience. But that's not all. The revamped design helps ensure optimal mobile responsiveness without altering how you use the portal. We've also added helpful information on the dashboard page and resources to help you track your application.

To get started, just sign into your account on the [login page](#) and choose the service application you're looking for.

If you don't yet have an account, register here.

Then log in to your account here.

Register for an Account
Submitting and managing applications is easy!
This portal will allow you to submit your interconnection application electronically at any time, using standardized forms.
Dynamic questions and approved equipment drop-down lists will help identify required information.
[Sign Up](#)

Access Your Account
Returning users may log in and access your account to:
• Start a new application
• View and edit applications
• Check project status
User ID or Email:
Password:
[Forgot Password?](#)
[Forgot User ID?](#)
[Log In](#)

Available Applications
The following interconnection applications are available:
• Customer Self-Supply (Non-Export)
• Smart Export
• CSS - Plus
• NEM Plus
• Amendments for existing executed NEM, NEM Plus, CSS, CGS, CGS Plus and Smart Export agreements.
• Battery Boxes for existing executed NEM, CSS, CGS, CGS Plus, Smart Export and SE Agreements

Contact Us
Oahu (808) 543-4700 connect@hawaiianelectric.com
Maui County (808) 871-8461 ext. 2465 connect@mauicounty@hawaiianelectric.com
Hawaii Island (808) 543-4700 connect@hawaii@hawaiianelectric.com

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Welcome JohnSmith23 to the Customer Interconnection Tool

Status of Applications

Category	Count
Initiated	1,658
Completeness Review	943
Technical Screening	169
MS	1
Conditional Approval	181
Revision	75
Project Verification	90
Pending Execution	49
Executed	74
Holding Queue	49
Withdrawn	149

Renewable Energy Programs

Category	Count
Program A	1,516
Program B	421

New Electrical Service and Upgrades

Category	Count
Service A	1,516
Service B	421

New Electrical Service Installation

Looking to upgrade, modify or install a new electrical service?
Builders, developers and contractors can apply for new electrical service installations for various commercial and residential projects, including:

- 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
- Consolidation, relocation or modification of existing meter arrangement at an existing facility

Installation Process
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.

Residential requests up to 200 amps can also submit here. Please refer to the Residential Customer brochure for this installation process.

Before you Submit a New Service Request
Please take the time to review our current manuals and engineering specifications before submitting the forms. Completing the forms properly and including all necessary information will help clarify project requirements and reduce processing time for our team.

[Start a New Electrical Service Application](#)

Electrical Service Application Process

Every electrical service application goes through the following process (click each step for details):

1. Initiate and Accept Service Request
2. Develop Conceptual Design and Determine Rough Cost
3. Finalize Design and Cost
4. Complete Customer Work and Other Requirements
5. Complete Hawaiian Electric Work
6. Energize
7. Finalize and Close Request

[Start a New Electrical Service Application](#)

Interested in Rooftop Solar?

Apply for a customer renewable energy program using the available interconnection application.

[Start a New Renewable Energy Program Application](#)

Contact Information

Please contact us with any questions or accessibility issues regarding your project request for electrical service.

Location	Phone	Email
Oahu	(808) 543-7070	ci@hawaiianelectric.com
Maui County	(808) 871-2390	ci@hawaiianelectric.com
Hawaii Island	(808) 969-0311	ci@hawaiianelectric.com

Resources

Please use the following resources to assist you in the application process:

- Video: Registering for an online account as a contractor
- Video: Registering for an online account as a utility customer
- Video: Submitting an upgrade to an existing overhead residential line
- Video: Submitting a new commercial underground line
- PDF Guide: Registering for an online account as a contractor
- PDF Guide: Registering for an online account as a utility customer
- PDF Guide: Submitting an upgrade to an existing overhead residential line
- PDF Guide: Submitting a new commercial underground line

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In the updated Customer Interconnection Tool portal, make use of the many new resources, or simply choose the application you need.

We are committed to continuously enhancing our CIT to simplify your journey and provide a seamless and efficient experience. Please contact a representative with any questions.



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