

Customer Registration Process

Hawaiian Electric's Registration Guide for the Customer Interconnection Tool

Hawaiian Electric now offers an electrical application process.

Customers may now submit and manage electrical service request applications online.

This quick guide is designed to introduce you to the Customer Interconnection Tool and to highlight key steps so you can confidently get started on the application process.

This guide includes steps on how to:

- register for an account
- submit an application for an electrical service

Who can use the portal?

Both customers and contractors can use the portal to create, submit, and manage applications for electrical service requests, such as a new residential or commercial service or upgrade of an existing service.



Electrical Application Process Overview

What are the steps for the application process?

As you'll see below, the application process often requires some back-and-forth communication between you and our internal teams. The steps for this process include:

1. Initiate and Accept Service Request

During this stage, you will be asked to provide detailed information about your service request. You may need assistance from your electrical contractor or an engineering consultant to provide some of the necessary information and/or documents. After your application has been submitted, our team will perform a completeness review of your application. If required, we may need to perform an additional review. If any required information and/or documents are missed, the application will be sent back to you for resubmittal. Once your application is accepted, a service request notification will be generated and a planner, designer or engineer will be assigned.

2. Develop Conceptual Design and Determine Rough Cost

During this stage, the assigned planner, designer or engineer will perform the necessary research, field inspection and preliminary engineering required to develop a conceptual design. If a preliminary payment is required, a preliminary engineering fee or 20% payment of the rough cost will need to be provided by the customer before the project design and a firm cost estimate can be finalized.

3. Finalize Design and Cost

During this stage, the planner, designer or engineer will develop the final project design and cost estimate. A firm proposal and design drawing will be sent to the customer for a signature of approval and payment.

4. Complete Customer Work and Other Requirements

During this stage, the customer proceeds with the construction and installation of their facilities and equipment. All necessary inspections will need to be performed and approved by Hawaiian Electric and/or the City & County of Honolulu. Any necessary payments and/or grants-of-easement will need to be obtained by Hawaiian Electric. After all requirements are met, the planner, designer or engineer will prepare and submit the project work order for scheduling.

5. Complete Hawaiian Electric Work

During this stage, Hawaiian Electric will schedule the construction and installation of its facilities and equipment. Hawaiian Electric will perform the work, which may take multiple days or multiple phases to complete, depending on the complexity of the project.

6. Energize

During this stage, your project will be energized, at which time your electrical contractor can proceed with the testing of your electrical equipment. Depending on your project, energization will either take place on the same day the Hawaiian Electric work is completed in stage five (5) or at a later scheduled date.

7. Finalize and Close Request

During this stage, your service request will be marked as completed and will be closed in our system.



Once I've started, do I need to finish the entire application at that time?

At any point, you can save your application and come back to it later. You'll also have an opportunity to review everything on the Application Review page before submitting your application to Hawaiian Electric.

How will I know the status of my application?

You will receive email notifications and status updates throughout the application process so it's important to use an accurate email address. The email address used for signing up should be the same as the one used in your application so you can stay informed on the status of your application.

Why is the application process changing?

This new application process through Hawaiian Electric's Customer Interconnection Tool helps to more efficiently move the entire project along while giving key stakeholders updates throughout the process.

Where can I go if I have more questions or need help?

Hawaiian Electric

O`ahu: (808) 543-7070

Maui County: (808) 871-2390

Hawai`i Island: (808) 969-0311

CI@hawaiianelectric.com



**Hawaiian
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Customer Registration Guide

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My Account

Sign Up:

1. On the home page, click the “Sign Up” button to begin **A**.

Register for an Account:

1. Create a unique User ID for yourself **B**. This is required.
 - » Please use only alphanumeric characters. Special characters are not allowed.
 - » A green checkmark **C** will appear at the end of the field to indicate when you have entered a unique User ID.
2. Enter the primary account holder’s name **D**.
3. Create a password **E** and verify it **F**. This is required.
4. Fill in all applicable phone numbers and identify the primary number with the drop-down menu **G**.
5. For the customer registration, include an email address **H** to allow you to receive communications from Hawaiian Electric, including a Verification Code email. This is required.
6. Check these boxes **I** to verify that you have read and agree to the Terms of Use and Privacy Policy. This is required to continue the registration process.
7. Once all required customer information has been entered, click “Submit” **J**.

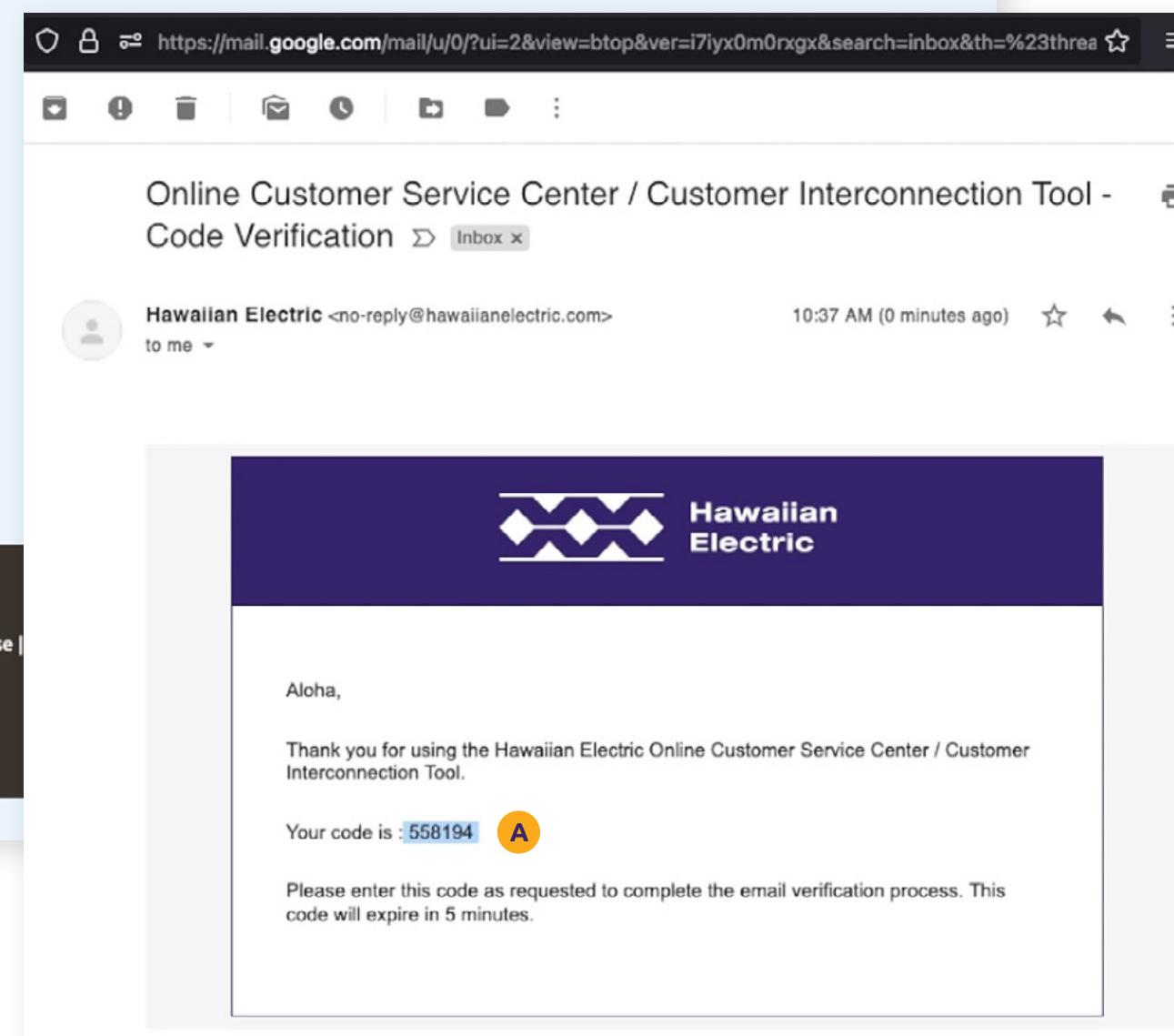
The screenshot shows the 'Register for an Account' page on the Hawaiian Electric website. The page includes a navigation bar with the Hawaiian Electric logo and a 'Sign Up' button (A). Below the logo is the 'Register for an Account' heading. The form contains several fields: 'User ID*' (B) with a green checkmark (C), 'First Name' (D) and 'Last Name' (D), 'Password*' (E) and 'Password*' (F) with green checkmarks, 'Home Phone', 'Mobile Phone', and 'Business Phone' (G) with 'Country' dropdown menus (G) set to 'United States'. There is also a 'Primary Phone' dropdown (G) set to 'Home' and an 'Email*' field (H) containing 'cid.samplerequester2@gmail.com' with a green checkmark. At the bottom, there are two checked checkboxes (I) for 'Terms of Use' and 'Privacy Policy', and a 'Submit' button (J).

Verification

Retrieving Verification Code:

1. At this time, a Verification Code **A** will be sent to the email address you submitted.
2. Check your email inbox to retrieve the code and enter it here **B**.
 - » If you have not received the email after a few minutes, check your spam folder.
3. If it still hasn't arrived, click here **C** to receive a new code.
4. Once you've received the code, enter it here and click "Submit" **D**.

The screenshot shows the Hawaiian Electric website's registration page. At the top left is the Hawaiian Electric logo. Below it, the text reads "Register for an Account". A prompt asks the user to "Enter the code sent to your email cid.samplerequester2@gmail.com". A text input field contains the code "558194". To the right of the input field is a blue "Submit" button. Below the input field, there is a link that says "Didn't get the code? Resend code to email".



Register for an Account

Registration Info:

1. Choose "Utility Customer" from the "Account Type" drop-down menu **A**.

Personal Info

1. Enter your personal information **B**.
All fields are required.
2. Once all the fields have been completed, click "Register" **C**.

Hawaiian Electric

Register for an Account

Registration Info

A Account Type * Utility Customer

PERSONAL INFORMATION

B Mailing Address * ⓘ 001 Mailing Address

City * Personal City

State * HI

Zip * 96819

C Register

CONTACT US

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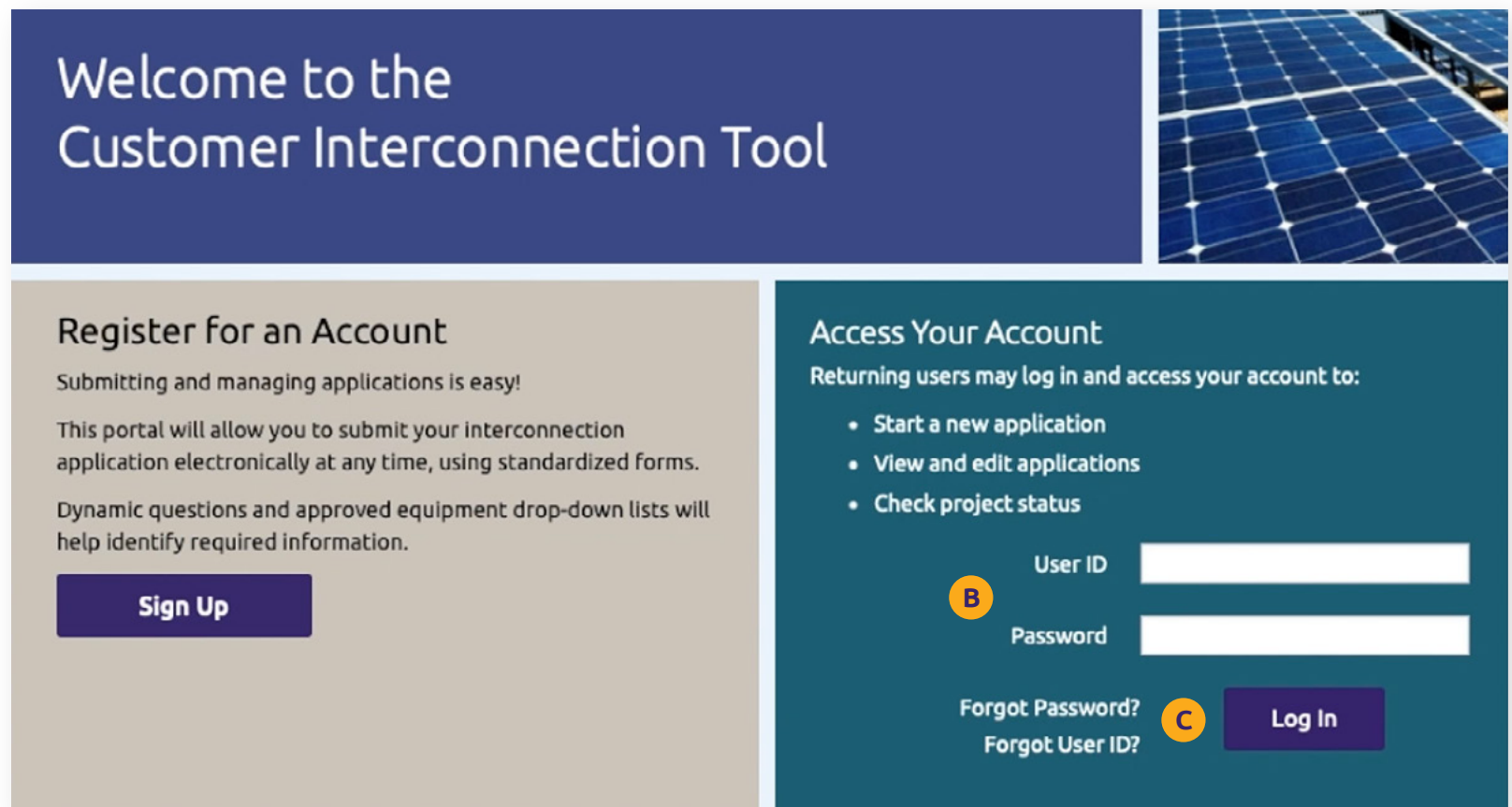
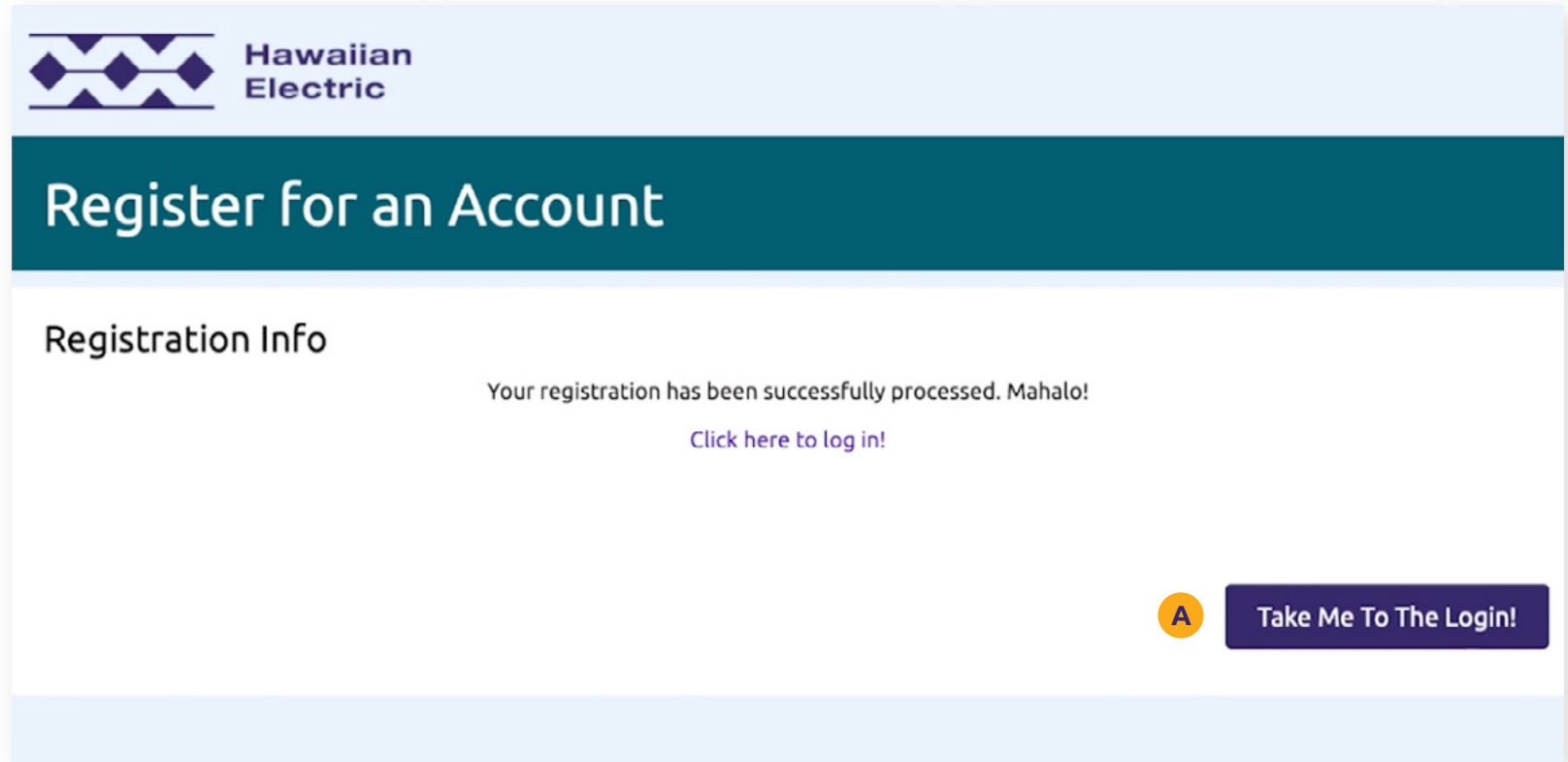
Submission Confirmation

You are now registered and ready to submit an application.

1. Click "Take Me to The Login" **A** to return to the Login page and access your new account.

Login Page

1. To access your Customer Interconnection Tool account, enter your User ID and Password **B**, and click "Log in" **C**.
 - » Please note, if you don't remember your User ID, you may use your email address instead.



We're Here to Help

We hope that this overview guide has helped to clarify the registration process for the Customer Interconnection Tool. If you need additional assistance, please contact us by phone or email for O`ahu, Maui County and Hawai`i Island.

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