

Submitting an Upgrade for a Residential Overhead Service

Hawaiian Electric's Guide for the Customer Interconnection Tool

Hawaiian Electric now offers an electrical service request 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 a residential overhead 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 Service Request 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, your contractor 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 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 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 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 (page 15) 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



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Upgrading Residential Overhead Application Guide

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My Account

To use the Customer Interconnection Tool and submit an application, you need to have an online interconnection account. You can either sign up for an account or log in to an existing account on the [welcome page](#).


To Sign Up for a New Account:

1. Select Account Type: Utility Customer.
2. Fill out contact information.
3. Create your login username and password.
 - » Be sure to create a unique User ID using alphanumeric characters.
4. Complete registration by entering a verification code that will be sent to your email.
5. Log in to your account.

To Update Your Account Information:

1. Log in to your account.
2. Select the “My Account” tab at the top of the portal page and update your contact information as needed.

Visit hawaiianelectric.com REGISTER CONTACT US



Register for an Account

Register with your username and password:

User ID *

First Name Last Name

Password * Password *

Home Phone Country

Mobile Phone Country





Business Phone Country

Primary Phone

Email *

I have read and agree to the [Terms of Use](#) *

I have read and agree to the [Privacy Policy](#) *

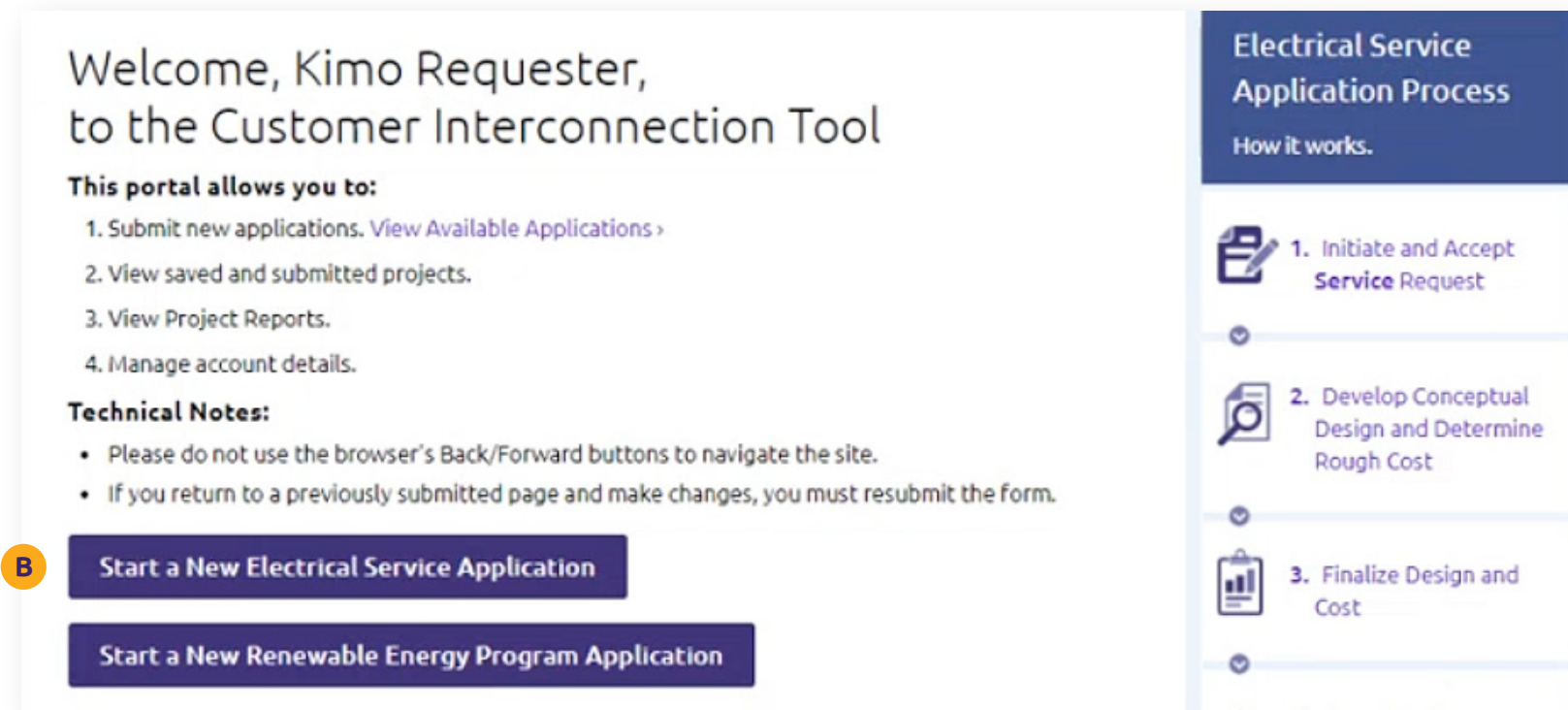
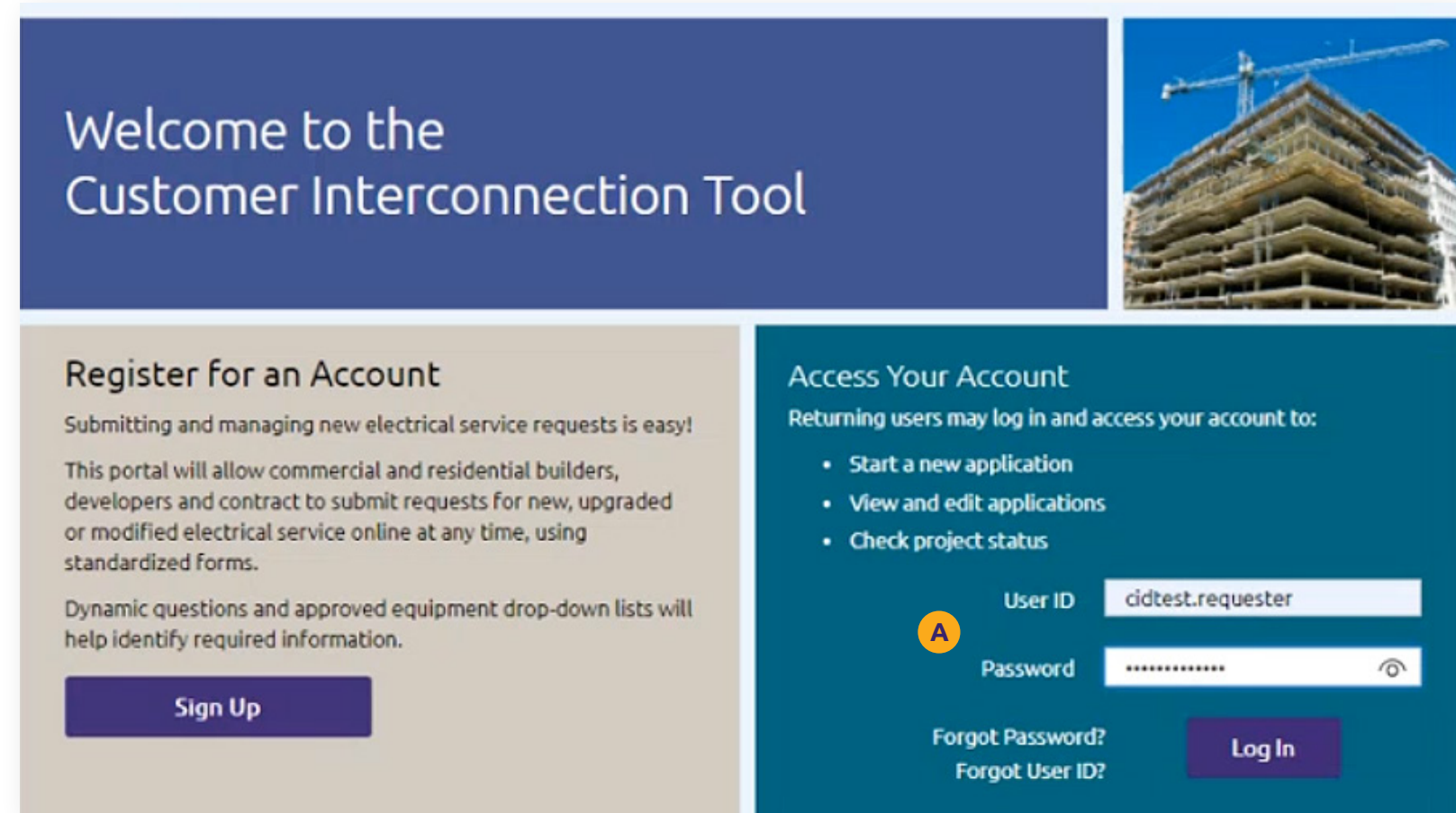
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Getting Started

To Create an Application:

1. Log in to the Customer Interconnection Tool **A**.
2. On the next page, click Start a New Electrical Service Application **B** to upgrade an existing residential overhead service to a single-family dwelling.



Basic Project Information

Requestor:

1. Choose an application Requestor Type **A**. For this example, you will be submitting this application as a PV contractor.
2. Select Contractor [General, Electrician] from the Requestor Type drop-down menu.

Project Address:

1. Add the Project Address information **B**. All fields with an asterisk are required.

The screenshot shows the Hawaiian Electric website's 'Application Intake' page. At the top, there is a navigation bar with 'Home', 'Applications', and 'My Account' buttons. Below this is a breadcrumb trail: 'Basic Project Information' (highlighted), 'Submittals', and 'Application Review'. The main form area is titled 'PROJECT ADDRESS' and contains several input fields. A yellow circle with the letter 'A' is next to the 'Requestor Type *' dropdown menu, which is currently set to 'Contractor [General, Electrician] (2)'. Another yellow circle with the letter 'B' is next to the 'Street Number *' field, which contains the value '1234'. Other fields include 'Street Name *' (Beach Rd), 'Unit' (Enter), 'City' (Kailua), 'State' (HI), 'ZIP Code *' (96814), and 'Tax Map Key' (123456789). Below the address section is a section titled 'PROPERTY AND EQUIPMENT ACCESSIBILITY' with a text block explaining that access to property may be required for system inspection and meter installation. A dropdown menu asks 'Are equipment disconnects and electrical meters accessible to Hawaiian Electric Companies personnel?' and is currently set to 'Yes'.

Basic Project Information (cont'd)

Property and Equipment Accessibility:

1. Fill out the "Property and Equipment Accessibility" section **A**.
 - » Inform Hawaiian Electric personnel of any access issues to the existing meter equipment or of any special instructions when entering the property.

Customer Information:

1. Add Customer Information **B**.
 - » Include the customer's email address **C** to allow them to receive automated project email notifications. If they are a registered user of the Customer Interconnection Tool, they will gain access to the application.
 - » If the customer is a homeowner, the Company field **D** is typically not applicable and can be left blank.

PROPERTY AND EQUIPMENT ACCESSIBILITY

Access to your property may be required for system inspection and or meter installation. For the safety of our personnel please provide information on the accessibility.
Situations that prohibit access for the utility may delay the processing of your application or the installation of necessary equipment.

A Are equipment disconnects and electrical meters accessible to Hawaiian Electric Companies personnel?

Do you have pets near the equipment?

Do you have a locked gate?

Contact Person ⓘ

Contact Phone

Special Instructions?

CUSTOMER INFORMATION

B Name *

Phone Number *

C Email Address

D Company

OTHER STAKEHOLDERS

Add Stakeholder(s)

Remove

Name *

Phone Number *

Basic Project Information (cont'd)

Other Stakeholders:

1. Click on "Add Stakeholder(s)" **A** to include individuals who are involved with the project (e.g. electrician, general contractor, or engineering consultant).
2. Provide their email address **B** to allow them to receive automated project email notifications. If they are a registered user of the Customer Interconnection Tool, they will gain access to the application. Added Stakeholders will gain the option of completing the application on behalf of the customer.

Project Details:

Provide the "Project Details" information **C**, including whether this is a project for a Commercial/Multi-Family or Single-Family House.

1. Indicate if this project is Overhead or Underground **D**.

OTHER STAKEHOLDERS

Add Stakeholder(s)

Remove

Name *

Phone Number *

Email Address **B**

Company

Primary Contractor

PROJECT DETAILS

C Project Name *

Is this application for a Commercial/Multi-Family or a Single Family house? *

Commercial/Multi-Family
 Single Family House

D Is this an overhead or underground installation? *

Overhead
 Underground

Project Description *

Project Type *

Service Modification Type *

METER NUMBERS

Unsure of Meter Number

Basic Project Information (cont'd)

Meter Numbers:

1. Since this project is for an upgrade of an existing service, click on "Add Meter Number(s)" **A** to provide the existing meter number associated with this project.
 - » If unsure of your meter number, click on this box **B** to view instructions on how to find the meter number and the proper format for entering it.
2. Once all information on this page is entered, click the "Next" button **C**.

METER NUMBERS

B Unsure of Meter Number

The meter number is a unique identifier located on the front of your meter. You can also find your meter number by looking on the top portion of your most recent utility bill under the "Bill Period" section.

Please enter any relevant meter numbers at the service location using the following format, including company-specific leading letters in all caps and the correct amount of leading zeros:

Oahu: MPXxxxxxxxxx
Maui County: MMXxxxxxxxxx
Hawaii Island: MHXxxxxxxxxx



A Add Meter Number(s)

Remove Meter Number

Meter Number *

MPX000673882

C Next

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Modify Service

1. Answer these questions to inform Hawaiian Electric if a building permit **A** has been obtained for this project.
2. Indicate **B** whether this project includes Renewable Energy or Net Metering.
3. If your photovoltaic (PV) or rooftop solar contractor has not submitted a renewable energy application **C** for your project, they have the option of submitting one after applying for electrical service.
4. Once all information on this page is entered, click the "Next" button **D**.

The screenshot shows the 'Application Intake' web form on the Hawaiian Electric website. The page title is 'Application Intake' and the current step is 'Modify Service'. The navigation bar includes 'Home', 'Applications', and 'My Account'. The form contains the following elements:

- A** Have you obtained a building permit? * Yes No
- B** Does this project involve Renewable Energy or Net Metering? * Yes No
- C** For projects involving renewables, an additional CER application will be needed, which we will link you to once this application is submitted. Renewable Type(s) PV Wind Other
- If this service will require more than 200 amps, it is recommended that your electrical consultant or contractor complete the remainder of the application.
- D** Next

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Per Meter Load Information

Add Meter Load Information:

1. Select your meter number from the drop-down menu **A**.
2. Since this project is for an upgrade of an existing service to a single-family house, select "Residential (Single Family Dwelling)" **B** for the Load Type.
3. In this example, the customer will be upgrading their service from 100 amps to 200 amps, so be sure to select "200" from the Amps (Meter Socket Rating) drop-down menu **C**.
 - » For small residential projects (200 amps or less), some of the fields disappear from the application as they are no longer required.
4. The service for a single-family dwelling is typically single-phase, 120/240 volt, 3-wire, so please select "1ph, 120/240v, 3w (B)" from the Voltage drop-down menu **D**.
5. Once all information on this page is entered, click the "Next" button **E**.

Application Intake

Basic Project Information

Modify Service

Per Meter Load Information

Submittals

Application Review

Please enter information for each meter that's part of this project:

Add Meter Load Information

Remove
✕

Meter Number *	A	MPX000673882
Load Type *	B	Please select
Building Permit Number		Enter
Amps (Meter Socket Rating) *	C	Please select
Voltage *	D	Please select
Total Connected kVA *		Enter a number
Total Demand kVA *		Enter a number
Total Generation kVA *		Enter a number
Total square footage *		Enter a number
Square footage with AC *		Enter a number

Is there large equipment being served other than normal building loads (receptacles, lights, and AC)? *

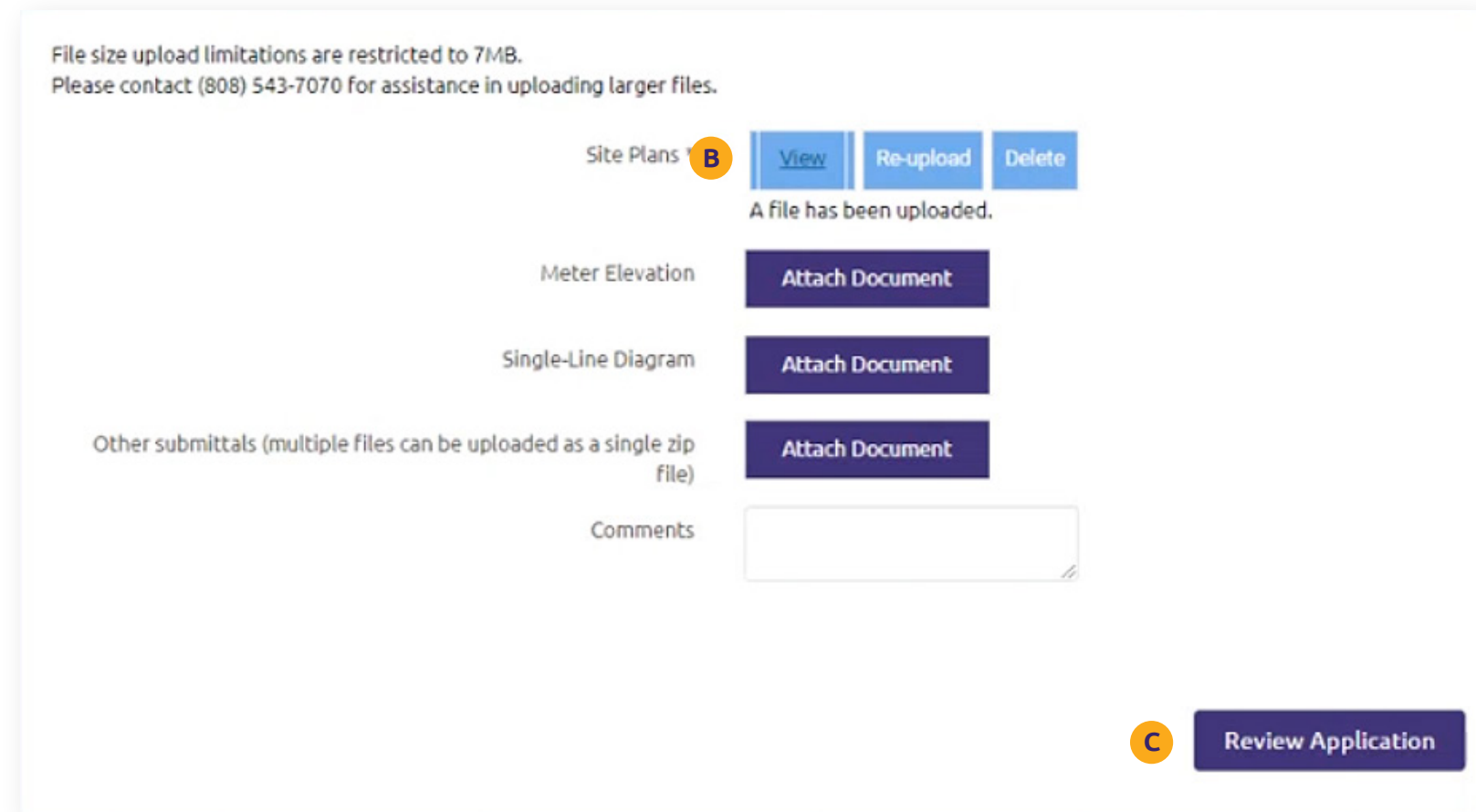
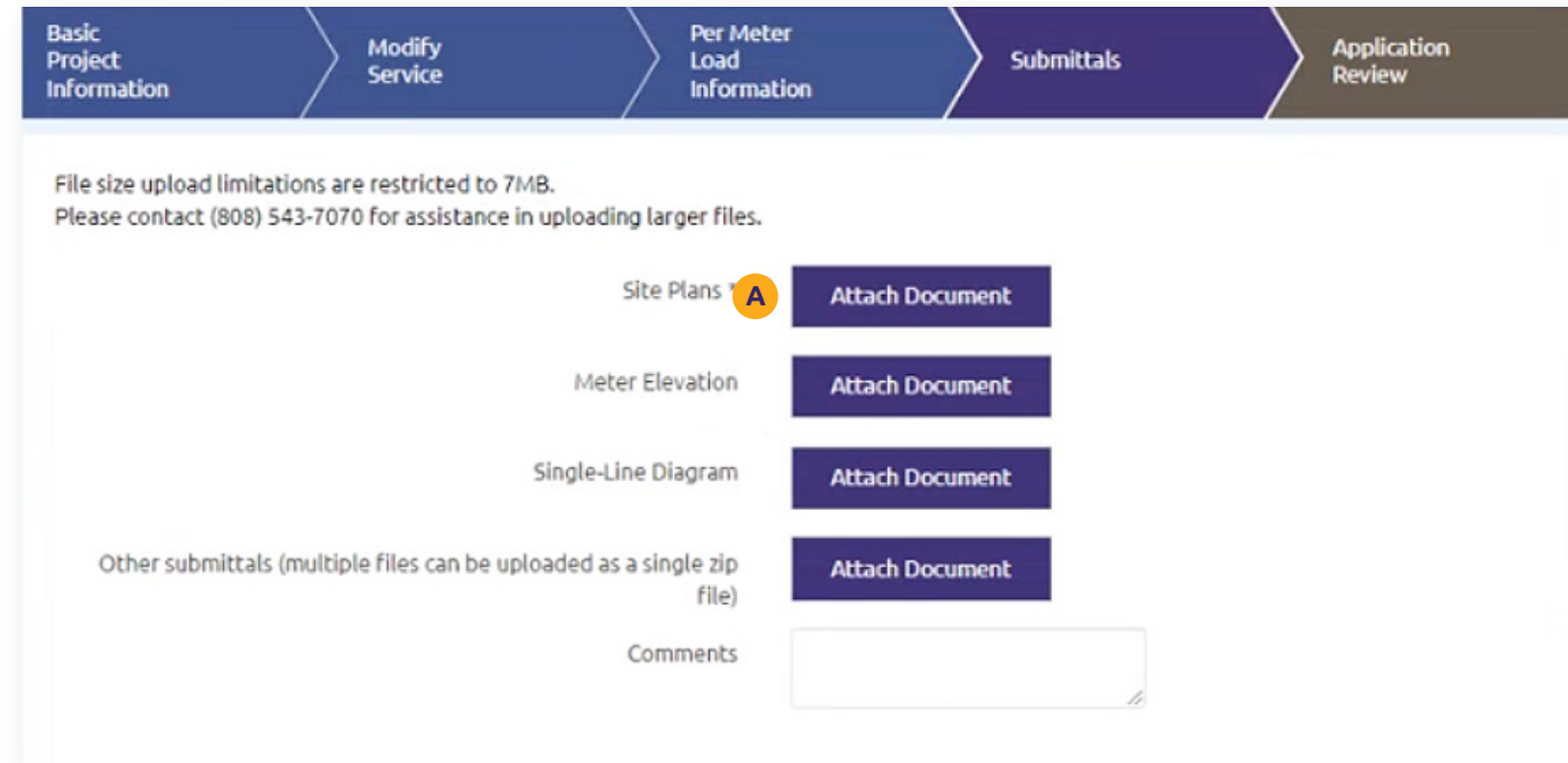
Yes
 No

E
Next

Submittals

Add Documents:

1. First, attach your site plan **A**. Then click "Upload."
 - » Click the "View" button **B** to verify the correct site plan has been uploaded successfully.
2. For small residential projects (200 amps or less), the Meter Elevation and Single-Line Diagram are typically not required.
3. Once you've verified that your site plan has uploaded, click "Review Application" **C**.



Application Review


1. Review your application and make sure all of your information is correct.
2. Once you've ensured your information has been entered properly, click the "Submit Application" button **A**.

Has Renewables	YES
Renewable Type(s)	PV

Per Meter Load Information

Meter Number	MPX000673882
Load Type	RESIDENTIAL (SINGLE FAMILY DWELLING, ADU, DUPLEX, OHANA, TWO FAMILY DETACHED)
Building Permit Number	999999
Amps	200
Voltage	1PH, 120/240V, 3W (B)
Is there large equipment being served other than normal building loads (receptacles, lights, and AC)?	NO

Submittals

Site Plans	 VIEW
Meter Elevation	
Single-Line Diagram	
Other Submittals	
Comments	

If your review is complete click "Submit" to finalize your application—this action cannot be undone.

A [Submit Application](#)

CONTACT US [Home](#) [in](#) [f](#) [t](#)

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Submission Confirmation

You will receive a confirmation email, but you may want to make note of your **project ID number** at this time.

Next Steps

1. Completeness Review of your application by Hawaiian Electric.
2. When your application has passed Completeness Review, a Service Request will be created. You will receive an email notification of acknowledgment with the assigned Hawaiian Electric planner's name and contact information.

The screenshot shows the Hawaiian Electric portal's submission confirmation page. At the top, there is a navigation bar with the text "Visit hawaiianelectric.com" on the left and "CONTACT US", "ALOHA_CIDTEST.REQUESTER", and "LOGOUT" on the right. Below this is the Hawaiian Electric logo and a navigation menu with "Home", "Applications", and "My Account" buttons. The main content area features a heading "Mahalo for applying." followed by a message: "Your application **P-UPG-22-318650** has been submitted, and customer will receive an email shortly for future reference." Below this, it states: "The next step in the process will be a completeness review of your application by our team. You may follow the progress of your application on the [Applications](#) section by selecting the specific application you submitted." The final line of text reads: "Since your project involves renewables, you'll need to complete a CIT application. You can begin your application from the [home page](#)." The footer contains a "CONTACT US" link, social media icons for LinkedIn, Facebook, and Twitter, and a copyright notice: "Privacy Policy | Terms of Use | Copyright © 2021 Hawaiian Electric Company, Inc."

We're Here to Help

We hope that this overview guide has helped to clarify the application process for submitting an electric service request and give a better understanding of how to use 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.

Hawaiian Electric

O`ahu: (808) 543-7070

Maui County: (808) 871-2390

Hawai`i Island: (808) 969-0311

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