

Residential Customer

New Service or
Upgrade Request



For questions, please contact:

Phone:

O'ahu (808) 543-7070

Maui County (808) 871-2390

Hawai'i Island (808) 969-0311

Email:

ci@hawaiianelectric.com

*This applies to all
Residential requests,
200 amps and under.*



**Hawaiian
Electric**

Residential Electrical Service Request for New Service or Service Upgrade – Work Flow and Approximate Timelines

#	Tasks	Responsible Party	Required Action	Approximate Timeline (Working Days (**))	Additional Information
1	Initiate Electrical Service Request	Customer	To submit an application, please visit our website at hawaiianelectric.com and click on Electrical Services , then click on the Electrical Service Request Form . Please include a plot plan sketch with your application.	1-2 days	Contractor must obtain an electrical permit. Hawaiian Electric cannot schedule a project without a county release.
2	Site Visit/Field Check	Hawaiian Electric	Planner to confirm site condition, meter location and service route.	5-10 days	Customer must provide safe access for Hawaiian Electric.
3	Engineering and Design Work	Hawaiian Electric	Planner conducts research and engineering work and makes request to Land & Rights of Way and Survey if easement is required (*).	7-15 days	
4	Cost Proposal Letter Agreement or No Cost Email Notification (*)	Hawaiian Electric	Planner issues cost proposal or no cost email to Contractor.	5-10 days	Contractor work shall adhere to approved design sketch and standards. Failure may cause delays and added cost. Hawaiian Electric's review and inspection is required prior to installation of cables and metering equipment to avoid rework at Customer's/Contractor's cost.
5	Accepting Cost Proposal Letter Agreement and Submit Payment (*)	Customer	Customer returns a signed cost proposal with payment.	Customer Dependent	
6	Construction	Customer	<u>Underground (UG) Service (*)</u> – Contractor to contact Hawaiian Electric for inspection prior to performing trenching work. <u>Overhead/Underground Service (*)</u> – Contractor submits photos of installed mast and height measurement/ metering equipment to Planner.	Project Dependent	Hawaii law (Section 269E-7) requires calling Hawaii One Call Center, 811 or (866) 423-7287, five (5) to maximum twenty-eight (28) calendar days prior to excavation, or submitting an online service request at: www.digsafelyhawaii.com .
7	Easement (*)	Hawaiian Electric & Customer	Hawaiian Electric/Customer to complete survey for easement map and Grant of Easement, if applicable.	90-120 days	NOTE: EASEMENT DOCUMENT (SURVEY) IS A CRITICAL PATH FOR YOUR PROJECT. Hawaiian Electric conducts survey prior to Contractor backfilling the trench.
8	City & County Inspection Release	City & County and Customer	Contractor schedules C&C inspection and obtains inspection release for metering equipment.	Project Dependent	C&C inspector must issue inspection release to Hawaiian Electric.
9	Verification & Issue Work for Electrical Installation & Schedule the Electrical Installation	Hawaiian Electric & Customer	Planner confirms metering equipment installation matches approved sketch via site visit or pictures from Contractor, and issues work for electrical installation. Hawaiian Electric contacts the contractor to confirm schedule if coordination required.	10-30 Days	If easement is required, Hawaiian Electric requires full execution prior to scheduling installation.
10	Installation & Energization	Hawaiian Electric & Customer	Crew to install electrical equipment and provide power to meter. Contractor to close (energize) Customer's main circuit breaker.	1 Day	Billing cycle starts. Note: The Customer's electricity account is set up several weeks after this task.

* If applicable

** These are typical working timeframes. Actual timeframes may be adjusted due to workload and resources. Hawaiian Electric strongly encourages you, the Customer, and Contractor to start the electrical service request early and plan accordingly to avoid delays for your project. Additionally, the proposed installation schedule may change due to system emergencies, weather conditions and situations beyond Hawaiian Electric's control.