



New Customer Energy Department will consolidate DER and DR

Putting customers first for energy devices behind the meter

We are consolidating two departments into a single Customer Energy Resources Department. They are Distributed Energy Resources that assists customers with rooftop solar and Demand Response that promotes incentivized energy services and devices like grid-interactive water heaters.

The new department will have personnel on Hawai'i Island, Maui and O'ahu working to unify and simplify processes for customers, solar developers and aggregators that will play a key role in working with customers to provide grid services as we move to 100 percent renewable energy for electricity by 2045 -- or sooner.



With customers now able to add rooftop solar, batteries, load management device and electric vehicles that generate and store energy on their side of the meter, it made sense to unify and simplify the customers' interaction with us as the company continues to seek ways to enhance customers' experience and engagement.

The department will have two parts: Programs includes CER strategy, policy, customer and stakeholder relation functions. Operations includes technologies and systems, bulk procurements and aggregator relations, markets and contract management. - *Continued on page two*

Enphase Inverter Update

As you may know, Enphase is offering their IQ7 PD (PD stands for power down) inverters directly to customers as a warranty or replacement option to retrofit their PV system's older legacy inverters (e.g., M190, M210). The IQ7 PD is not on our current qualified list of inverters and will not be added in the future. Consequently, customers who submit documentation proposing to amend their PV system agreement to incorporate the use of these Enphase IQ7 PD inverters will not be approved for installation. Hawaiian Electric is currently engaged in ongoing discussions with Enphase and industry stakeholders regarding the replacement of legacy inverters, and we will keep customers informed of relevant updates as these discussions progress.

Thank you. If you have questions, please contact:

- Hawaiian Electric Company – (808) 543-4760, connect@hawaiianelectric.com
- Maui Electric Company – (808) 871-8461 extension 2445, connect@mauielectric.com
- Hawaii Electric Light Company – (808) 969-0358, connect@hawaiielectriclight.com

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For now, contact information for both parts remain the same and the Customer Interconnection Tool remains the most convenient way to apply for and track the interconnection process for rooftop solar systems. Over time, further growth and changes will bring the two parts closer together.

“As the new name suggests, we are putting the customer first by providing a unified way for customers to understand and take advantage of more options to ‘help your wallet and help the grid’ as we add to our renewable energy and storage capacity on both sides of the meter,” said Kaiulani Shinsato, CER co-director for programs and policies.

What had been known as “demand response” will add a new dimension to the department.

“This is a ‘new day’ for our company’s relationship with customers in which we encourage and maintain customer participation and support for our electric system at many levels that will benefit all customers no matter the level of their participation,” said Yoh Kawanami, CER co-director for operations.

“Simply, the utility cannot do it alone nor will grid-scale renewable and storage projects be sufficient to reach 100 percent clean, reliable, affordable electric service by 2045,” said Shelee Kimura, senior vice president for customer service. “Across our service territory, we will need 200,000 new customer-sited rooftop solar systems in the next 25 years – beyond the 80,000 today -- and much higher customer participation directly or through aggregators in programs that provide incentives or different pricing to encourage customers to reduce or shift their electricity use to support the grid.”

As of Dec. 31, 2018, customer-sited rooftop solar provided 40 percent of the renewable energy used by

customers across the company’s five-island service territory with wind providing 26 percent and biofuels/ biomass adding 19 percent.

Early next year, the company will publish a Customer Energy Resources Strategy that will lay out the policies and programs that will guide the companies in the near future. Before announcing the strategy, the company will continue to consult stakeholders including solar developers and their trade associations, outside renewable energy experts, regulators and others.

Yoh Kawanami



Yoh has been with Hawaiian Electric for seven years as manager and before that senior program

manager of demand response programs. Before that he was with TeraSys Technologies and BAE Systems. He has a master’s degree in engineering management from Duke University and a B.S. in aeronautics and astronautics from the University of Washington. In 2018 he was a Pacific Century Fellow and in 2016 a Tomodachi Mitsui Leadership Fellow.

Active in various non-profit organizations, Yoh is the regional vice chair for US-Japan Council, chair for the University of Hawaii Electrical Engineering Industrial Advisory Board, and the President-elect for the Project Management Institute’s local chapter. He also spends time as a mentor and lecturer to high school and college students in Japan and coaches the math team for his alma mater Mid-Pacific Institute.

Kaiulani “Lani” Shinsato



Lani has been with Hawaiian Electric since 2013, first as an energy contract manager

and most recently as director of distributed energy resources. She has led the company in multiple roles in the area of customer energy resources since 2014. Before joining the company, she practiced law for 14 years, beginning as a litigator in private practice. She then spent almost seven years as staff counsel for the Hawai‘i Public Utilities Commission. Lani earned a Bachelor of Arts degree in International Studies from the University of Washington, and a law degree from the William S. Richardson School of Law. When not working on customer energy resources, Lani enjoys trail-running, skiing, and traveling with her husband and ten-year old daughter.

If you do business on Hawai‘i Island

Two available programs, Customer Grid Supply-Plus and Smart Export, have approved solar installation applications that, when built, will fill half the programs’ current capacities allowed by the Public Utilities Commission. There’s still room in these programs for now and we will alert you when 75 percent and 100 percent are reached, as the Commission requires.

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