

Welcome to the  
Customer Interconnection Tool



# Customer Interconnection Tool (CIT)

*Contractor Training*  
*September 2017*



Hawaiian  
Electric

# Agenda

- ◆ Welcome (Team Introductions)
- ◆ Overview of the Customer Interconnection Tool (CIT)
- ◆ Navigation
- ◆ Live Demo
- ◆ Contractor Account Registration
- ◆ CIT Q&A

# Welcome



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# What is the Customer Interconnection Tool (CIT)?

- ◆ A new web-based tool to submit interconnection applications
  - Initial launch will handle Customer Self-Supply (CSS) applications only
- ◆ Software solution provider: GridUnity
- ◆ Launch date: September 27, 2017

# Benefits of CIT

- ◆ Automates and streamlines the interconnection application process
- ◆ Eliminates the need for physical paper
- ◆ Improves the customer experience
  - Better transparency
  - Guides the user through the application process
  - Uses customer-friendly terminology
  - Proactive, timely communication
- ◆ Error checking and auto-calculations
- ◆ Automatically generates the final agreement and allows for electronic signature through DocuSign

# Email Communications

Action	Communication	Recipients
Application Type Selected	Thank you for starting your application	Customer Contractor
System Components Entered	Thank you for updating your application	Customer Contractor
<a href="#">Application submitted to Utility</a>	Project ID #: Application has been submitted	Customer Contractor
Application Reviewed for Completeness	Application Complete and moving to Initial Technical Review (ITR) -or- Application Incomplete and moving to Customer Action Required (CAR)	Customer Contractor
Application Passed ITR	Conditional Approval	Customer Contractor
Application Did Not Pass ITR	Notice of Supplemental Review Required -or- Application Incomplete and moving to CAR	Customer Contractor
<a href="#">Conditional Approval</a>	Your Customer Grid Supply system has been conditionally approved	Customer Contractor
Validation Packet Received	We have received your validation packet	Customer Contractor
Validation Requirements	Your Project has successfully complete all validation requirements	Customer Contractor
<a href="#">Execution</a>	Executed agreement copy or PTO	Customer Third Party (if applicable) PTO Only- Contractor



# Sample Communication

Subject: Project ID H-CSS-17-16490: Application has been submitted

Message Application Summary.pdf (41 KB) GrantofAuthorization.pdf (137 KB)

Aloha Customer,

Thank you for submitting an interconnection application for **DER Program - Customer Self Supply** with the Hawaiian Electric Companies.

Submitted by: Contractor Company

TMK: 3XXXXXXXXXXXXX

Project Location: ADDRESS

Project ID Number: [H-CSS-17-XXXXX](#)

This Project ID number should be used in any correspondence with the Hawaiian Electric Companies regarding your proposed project.

Please review the attached information and keep for your records. Additional documents submitted with your [application can be found online](#).

**Here's a look at the next steps:**

We will review your application within 15 business days from today. If there are no issues or missing information identified, we will continue our review by looking at your project's technical components and its impact to our electric grid. You may find more information on the Interconnection Application approval process in the [Rooftop Solar Guide](#).

To check the status or to make any changes to your [application](#), visit the Customer Interconnection Tool. We appreciate the important step you are taking toward meeting Hawaii's clean energy goals and look forward to partnering with you on this project.

If you have any questions, or if this application was submitted in error, please contact us at (808) 969-0358 or [connect@hawaiielectriclight.com](mailto:connect@hawaiielectriclight.com).

Mahalo,  
Hawaiian Electric Companies

Contact us by mail or email:

**Hawaiian Electric**

[connect@hawaiianelectric.com](mailto:connect@hawaiianelectric.com)

Distributed Energy Resources

P.O. Box 2750, CP12-SE

Honolulu, HI 96840

**Maui Electric**

[connect@mauielectric.com](mailto:connect@mauielectric.com)

Renewable Projects

P.O. Box 398

Kahului, HI 96733

**Hawai'i Electric Light**

[connect@hawaiielectriclight.com](mailto:connect@hawaiielectriclight.com)

Hilo Engineering Dept

54 Halekauiila Street

Hilo, HI 96720

-or-

Kona Engineering Dept

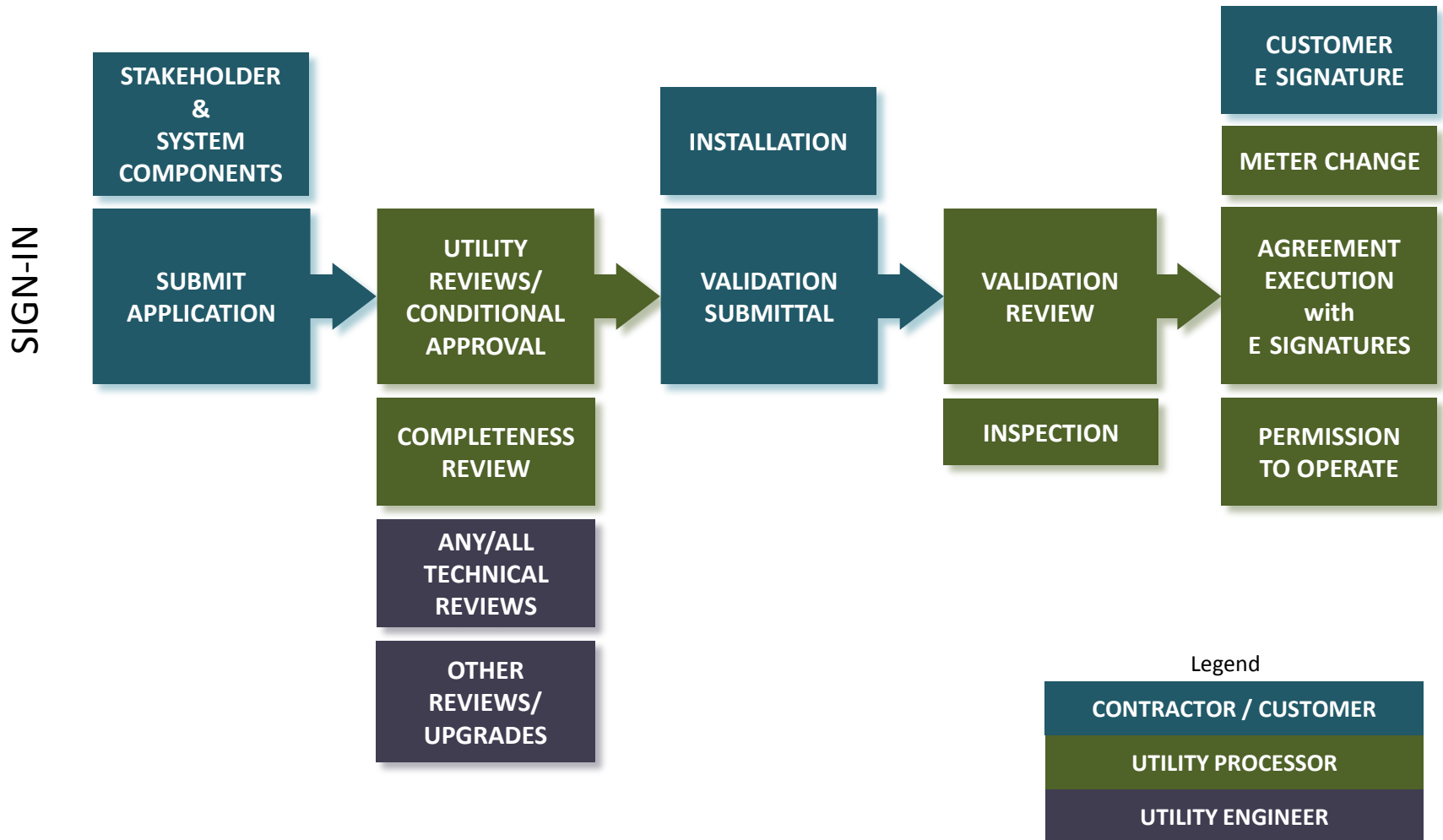
74-5519 Kaiwi Street

Kailua-Kona, HI 96740



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# Overview of CIT Workflow





# Navigating the CIT Tool



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# Accessing the Site

URL: <https://forms.hawaiianelectric.com>

Welcome to the  
Customer Interconnection Tool

**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
- Update account information

Username  
 Password

[Log in](#)

[Forgot Username?](#) | [Forgot Password?](#)

**Applications Available**  
The following Interconnection applications are available:

- Customer Self-Supply (Non-Export)

[Contact us](#) for any questions regarding a specific program noted above.

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Getting Started with the  
Customer Interconnection Tool

Register using the email  
sent to you or via the  
instructions in the grey  
folder.



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## Welcome Contractor First name Contractor Last name to the Customer Interconnection Tool

### This portal allows you to:

1. Submit new interconnection applications. [View Applications Available](#)
2. View saved and submitted projects.
3. View Project Reports
4. Manage account details.

### Technical Notes:

- Please do not use the browser's Back/Forward buttons to navigate the site.
- If you return to a previously-submitted page and make changes, you must resubmit the form.
- This website supports the following browser versions and higher: Internet Explorer 11, Edge, Chrome 49, Firefox 54, and Safari 6. Older versions will not function properly.

[Start a New Application](#)

## View Saved and Submitted Projects

If you have already initiated or submitted an application, you may access its progress or status.

[View Projects](#)

## Applications Available

The following interconnection applications are available for submission at this time through this portal.

### CUSTOMER SELF-SUPPLY

- Non-Export - available to all types of generator technologies and sizes where energy will not be exported to the grid or where uncompensated export is acceptable.

[Start a New Application](#)

## Interconnection Application Process

How it works.



1. Apply for Interconnection



2. Review Submittal Package for Completeness Review



3. Review Technical Requirements for System



4. Conduct Studies and Utility Install/Upgrades (if necessary)



5. Complete Project Validation

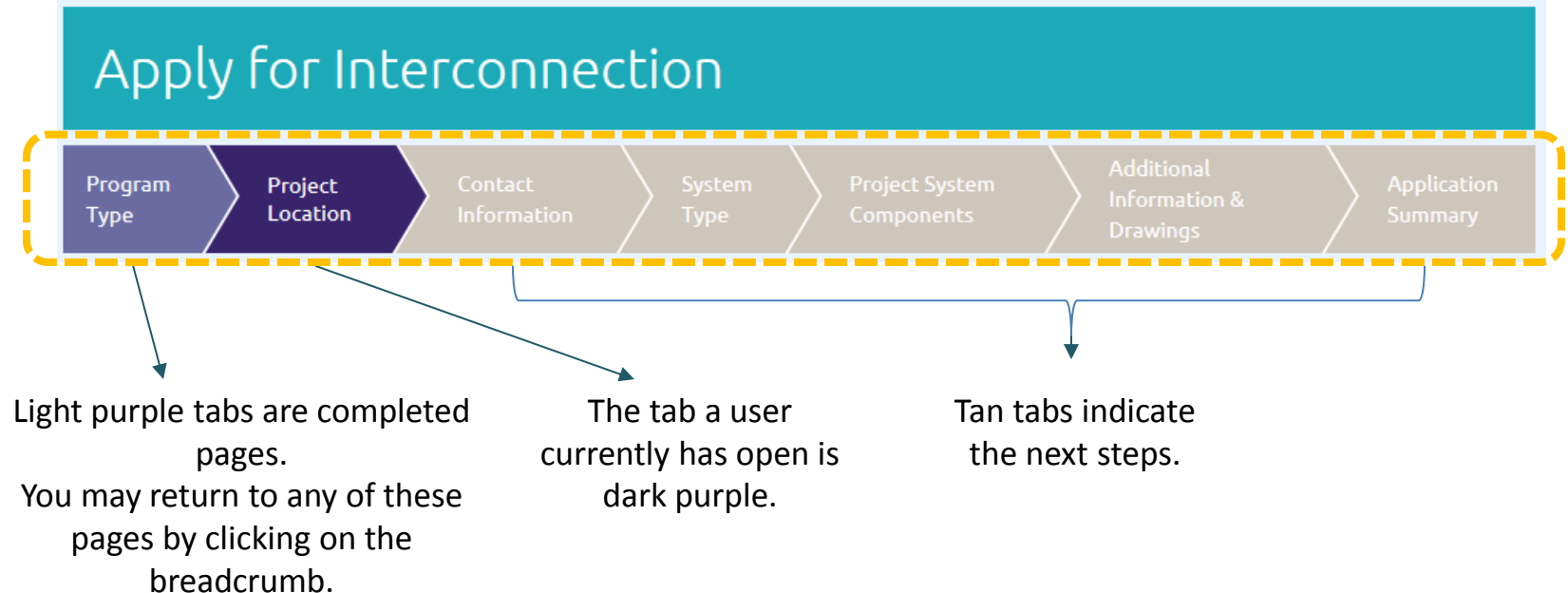


6. Execute Agreement (Customer Receives for Signatures)



# Navigation

## ◆ Breadcrumbs



◆ Asterisk \* indicates a required field

◆ Click the ⓘ for more details

# Document Uploads

Requests for document uploads will display a button requesting a document be attached:

## PHOTOS

---

Current Meter Socket Box photo \*

Attach Document

Select Attach Document

Locate file on your hard drive and select

Once the Upload button below appears, click the button to complete the upload process:

Attach Document

Upload

Successfully completed document upload:

View

Re-upload

Delete


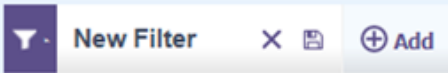


A file has been uploaded but is pending the anti-virus scan.



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# Application List View

ID ▲	Project Id ▼	Process Phase ▲	IIQ Status ▲	Responsible Party ▲	Customer Name ▲	Settings
<input type="checkbox"/> 12242	H-CSS-17-12242	Completeness Review	RC	Utility	iPad Test	...

- ◆ Use the search icon  to find a record
- ◆ Add filters in the upper left corner 
- ◆ The settings button  can be expanded to add more filters
- ◆ Click anywhere along the application listing to open the application
- ◆ Click on ●●● to access additional user actions:
  - Withdraw Application
  - Revisions
- ◆ Use  to export the Application List to an Excel spreadsheet

# Project Summary Page

## Project Summary

[Start a new revision](#)

Project ID: H-CSS-17-12242	Progress Phase: Completeness Review	IIQ Status: RC	Action For: Utility
Service Address: 183997 CANNEY RD			
Property Owner: iPad Test			

**More Actions:** [Withdraw Application](#)

- Progress
- Documents
- Communications

### APPLY FOR INTERCONNECTION

Activity	Date Completed
Program Type	2017-08-02 10:17:46 AM
Project Location	2017-08-02 10:19:21 AM
Contact Information	2017-08-02 10:21:02 AM
System Type	2017-08-02 10:21:10 AM
Project System Components	2017-08-02 10:22:13 AM
Additional Information & Drawings	2017-08-02 10:24:06 AM
Application Summary	2017-08-02 10:24:39 AM

### COMPLETENESS REVIEW

Activity	Date Completed
Completeness Review	
CR Confirmation	



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# Application Status

Action	Process Phase	IIQ Status	Responsible Party
Application in progress	Initiated		
Application submitted, pending Completeness Review	Completeness Review	RC	Utility
Corrections needed after Completeness Review	Completeness Review	CAR	Customer
Completeness Review passed, pending ITR	Initial Technical Review	ITR	Utility
Supplemental Review needed	Supplemental Review	SR	Utility
Customer actions required during Technical Reviews	Initial Technical Review or Supplemental Review	CAR	Customer
Conditional Approval, Pending Installation	Conditional Approval	PI	Customer
Pending Project Verification and Inspection	Project Verification	PV	Utility / Customer
Pending Execution	Pending Execution	PE	Utility / Customer
Executed, Permission to Operate	Executed	EX	





# Re Submittal

VS

# Revision

- ◆ Utility initiated requests for corrections/missing items discovered during the project completeness review.
- ◆ Resubmittals may happen only during the CAR to RC Completeness Review phase
- ◆ Queue Position will be affected.

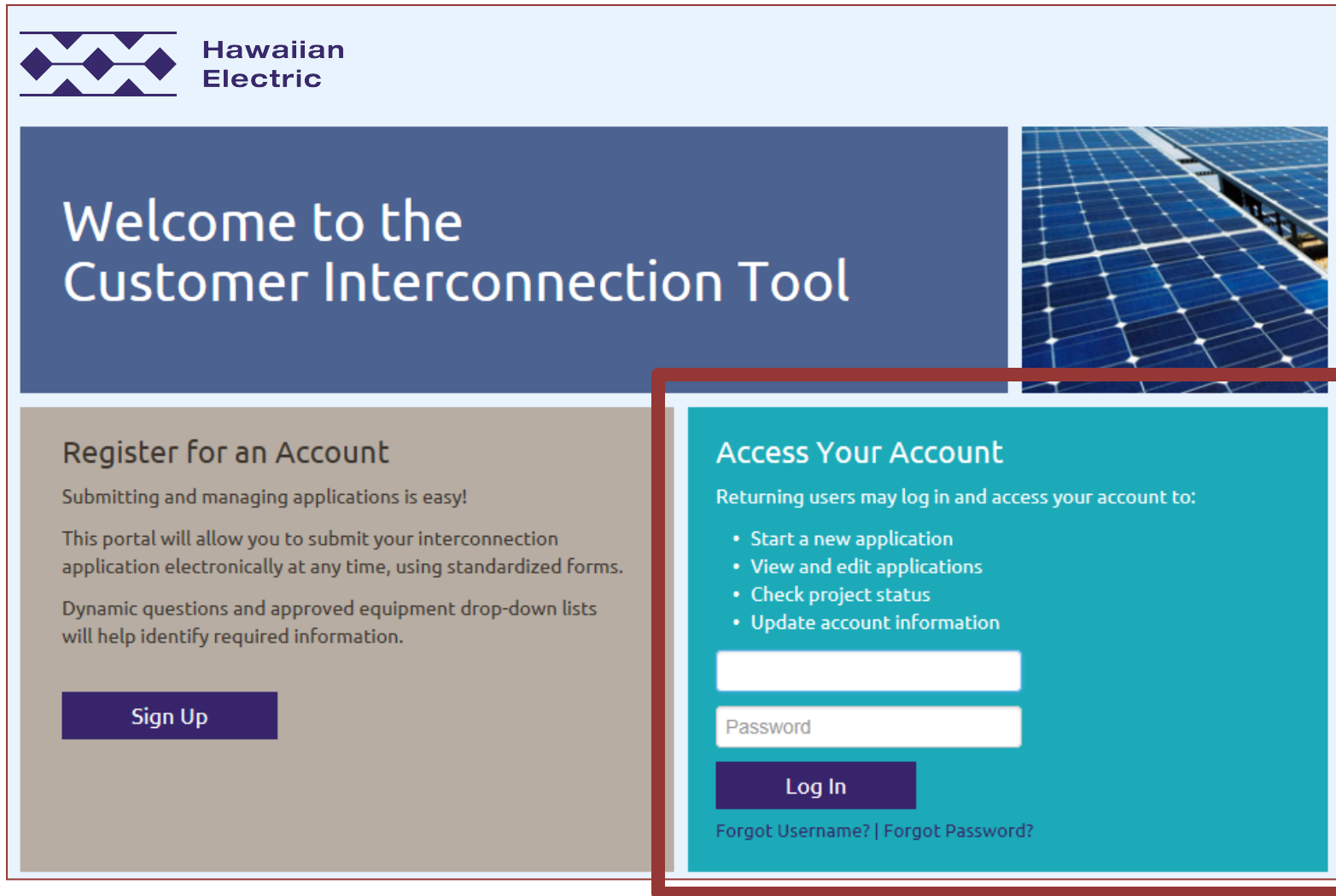
- Revisions are considered customer/contractor initiated changes.
  - Revisions are accepted between Notice of Conditional Approval and Validation submittal.
  - Revisions may be accepted as a result of an incomplete validation
- Queue Position may be affected.




# Demonstration

- ◆ Overview of end-to-end contractor experience.
  - Create Application
  - Submit Application
  - Submit Validation
  - Submit Revision
  - Request Withdrawal

# Login



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## Welcome to the Customer Interconnection Tool

### Register for an Account

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[Log In](#)

[Forgot Username?](#) | [Forgot Password?](#)

# Starting a New Application



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Home

Applications

My Account

Start a New Application

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Start a New Application

### Interconnection Application Process

How it works.

1. Apply for Interconnection
2. Review Submittal Package for Completeness Review
3. Review Technical Requirements for System
4. Conduct Studies and Utility Install/Upgrades (if necessary)
5. Complete Project Validation
6. Execute Agreement (Customer Receives For Signatures)



# Apply for Interconnection

Program Type

Project Location

Contact Information


System Type

Project System Components

Additional Information & Drawings

Application Summary

## Program Type

What type of application are you interested in? \* 

Customer Self Supply



### APPLICATION REQUIREMENTS

Below is a list of items and information that may be needed during your application process:

[Expand for more Information >](#)

Save and Continue



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# Apply for Interconnection

Program Type

Project Location

Contact Information

System Type

Project System Components

Additional Information & Drawings

Application Summary

## Project Location

Please enter both a meter number and matching zip code.

Meter Number \*  **Company Prefix** **Meter Number 9 digits with leading zero's**

Zip Code \*  **Zip code must match meter number**

Service Address

Unit

City  **Information auto-filled**

State

Tax Map Key Number \*  **TMK must be 13 digits ending with zero's (i.e. 1xxxxxxx0000)**

Before submitting an application, please visit our Locational Value Maps (LVM). These maps provide an indication of what may be available on our distribution circuits for customers who wish to connect to our electric grid.

Access LVM: [Oahu LVM Search](#) | [Maui County](#) | [Hawaii Island](#)



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# Apply for Interconnection

Program Type

Project Location

Contact Information

System Type

Project System Components

Additional Information & Drawings

Application Summary

## PROPERTY OWNER

Is the property owned under an Individual, Company, or held under a Trust? \*

Trust

Enter Trust Name as it appears on uploaded documents \*

Enter

Enter the name of the signing Primary Trustee \*

Enter

Upload Short Form Trust Document to show proof of signatory \*

Attach Document

Property Owner matches C&C Tax Map Records \*

Please select

Mailing Address \*

Enter

City \*

Enter

State \*

Please select

Zip Code \*

Enter

Email \*

Enter

Phone Number \*

Enter

This email address will be used for the DocuSign process and should be the address for the signing property owner.



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# Apply for Interconnection

Program Type

Project Location

Contact Information

System Type

Project System Components

Additional Information & Drawings

Application Summary

## Grant of Authorization Form

I hereby authorize the contractor listed above to act on my behalf in all manners relating to my Distributed Energy Resources (DER) application. This Grant of Authority shall remain in effect until Hawaiian Electric Company, Hawaiian Electric Light Company or Maui Electric Company receive written termination of such Grant of Authority by Customer.

[Download Authorization Form](#)

Grant of Authorization \*

Attach Document

- ◆ Authorization form needs to be signed by the customer
- ◆ Form has same authorization and acknowledgement information as the current DER application submittal form



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# Apply for Interconnection

Program Type

Project Location

Contact Information

System Type

Project System Components

Additional Information & Drawings

Application Summary

Solar PV is the only accepted generating technology in the CSS program.

What technology are you installing? \*  Solar

Are you using Energy Storage? \*

Yes

Type of Operation \* ⓘ

Please select

Is the ESS AC coupled or DC coupled? \* ⓘ  AC Coupled  
 DC Coupled

## ◆ ESS = Energy Storage System

## ◆ Types of Operation:

- Digital Control Battery Backup
- Digital Control Export (Coincident with PV)
- Digital Control Export (Non-Coincident with PV)
- Uncontrolled Export (Coincident with PV)



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# Apply for Interconnection

Program Type

Project Location

Contact Information


System Type

Project System Components

Additional Information & Drawings

Application Summary

## AC DISCONNECT

  Not On List \*

AC Disconnect Manufacturer *	Eaton-Cutler Hammer	▼
AC Disconnect Model *	DG221UGB	▼
Type *	Non-Fused	▼
Phase *	Single	▼
Rated Amps *	30	
Rated Volts *	240	
Uses multiple disconnects *	No	▼
Mounting Location - Next to: *	Other	▼
Enter Location *	Please specify	←

If the Mounting Location is not immediately adjacent to the utility meter, please specify



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# Apply for Interconnection

Program Type

Project Location

Contact Information

System Type

Project System Components

Additional Information & Drawings

Application Summary

## Inverters by string and type

Micro Inverter:

Add Inverter

Inverter # 1

Inverter Manufacturer \*  Enphase Energy

Inverter Model \* IQ6PLUS-72-2-US

Inverter Type \* Micro

Quantity \*  30

A/C Output Rating (kW) \* 0.28

Total Inverter Rating (kW) \* 8.4


String Inverter:

Inverter # 1

Inverter Manufacturer \*  SolarEdge

Inverter Model \* SE7600A-USXXXXXXX

Inverter Type \* Central

Quantity \*  1

A/C Output Rating (kW) \* 7.6

Total Inverter Rating (kW) \* 7.6



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# Apply for Interconnection

Program Type

Project Location

Contact Information

System Type

Project System Components

Additional Information & Drawings

Application Summary

- ◆ PV Panels are connected to the corresponding inverter string
- ◆ Multiple strings of PV panels may be added to the same inverter string
- ◆ Total panel quantity and panel size are listed for inverter string

The screenshot displays a web form for adding system components. The 'Add Inverter' section is at the top, and the 'Add PV Panel' section is below it, highlighted with a red border. The 'Add Inverter' section includes fields for Inverter # 1, Inverter Manufacturer (SolarEdge), Inverter Model (SE7600A-USXXXXXX), Inverter Type (Central), Quantity (1), A/C Output Rating (kW) (7.6), and Total Inverter Rating (kW) (7.6). The 'Add PV Panel' section includes a 'Not On List' checkbox, Panel Manufacturer (LG Electronics), Panel Model (LG280N1C-G3), Panel Quantity (32), STC Rating (0.28), and Total Panel Rating (kW) (8.96). At the bottom of the form, there are summary fields for Total Panel Quantity (32.0) and Total Panel Size (kW) (8.96).



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# Apply for Interconnection

Program Type

Project Location

Contact Information

System Type

Project System Components

Additional Information & Drawings

Application Summary

- ◆ Information entered manually
- ◆ Energy storage is connected to the corresponding inverter string
- ◆ Auto-calculated Total Proposed Storage Size
- ◆ Total Proposed System Size can be manually overwritten depending on the system configuration

**Add Energy Storage** Remove Energy Storage

Energy Storage Manufacturer \*

Energy Storage Model \*

Quantity of Units \*

Size Per Unit (kW) \*

Total Size (kW) \*

Max Capacity per Unit (kWh) \*

Total Max Capacity (kWh) \*

Rated Discharge per Unit (kW) \*

Total Rated Discharge (kW) \*

Rated Charge per Unit (kW) \*

Total Energy Storage (kW) \*

Description of Storage System Operations \*

Will the distribution grid be used to charge the storage device? \*

Will power be exported to the utility? \*

Total Proposed Storage Size \*

Subtotal \*



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Total Proposed System Size (kW) \*

# Apply for Interconnection

Program Type

Project Location

Contact Information

System Type

Project System Components

Additional Information & Drawings

Application Summary

## ELECTRICAL DRAWINGS



Site Plans \*

Attach Document

Single Line Drawing \*

Attach Document

Three Line Drawing

Attach Document

Required if the system is  $\geq 30\text{kW}$

## ENERGY STORAGE SYSTEM SPEC SHEET

ES Manufacturer Spec Sheet(s) \*

Attach Document

## PHOTOS

Current Meter Socket Box photo \*

Attach Document

Meter Photo (meter number must be visible) \*

Attach Document

Main service disconnect and/or main service breaker photo \*

Attach Document



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# Apply for Interconnection

Program Type

Project Location

Contact Information

System Type

Project System Components

Additional Information & Drawings

Application Summary

## INTERPOSING TRANSFORMER

Will you be using an interposing transformer between the generator and point of interconnection? \*

Please select

## ADDITIONAL SYSTEM INFORMATION

Are you tapping load or line side of the customer's main panel?

Please select

Will there be an EV charging at this site?

Please select

Mounting Method

Please select

Are PMRs being utilized?

Please select

MAXIMUM Site Load without generation (kW) ⓘ Enter a number

MINIMUM Site Load without generation (kW) ⓘ Enter a number

MAXIMUM Generating Capacity (kW) \* ⓘ Enter a number

MAXIMUM Export (kW) \* ⓘ Enter a number

Program Size (kW) \* ⓘ Enter a number

## RELAY TRIP SCHEME

Does your system require relay trip scheme? \*

Please select

Save and Continue

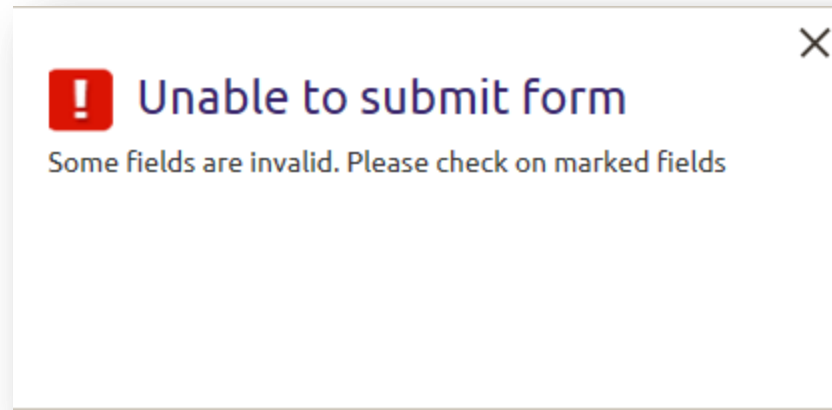


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- ◆ Maximum and Minimum Site Loads without generation required for systems  $\geq 30\text{kW}$
- ◆ Maximum Generating Capacity should be equal to Total Proposed System Size
- ◆ Program Size = system size without ESS

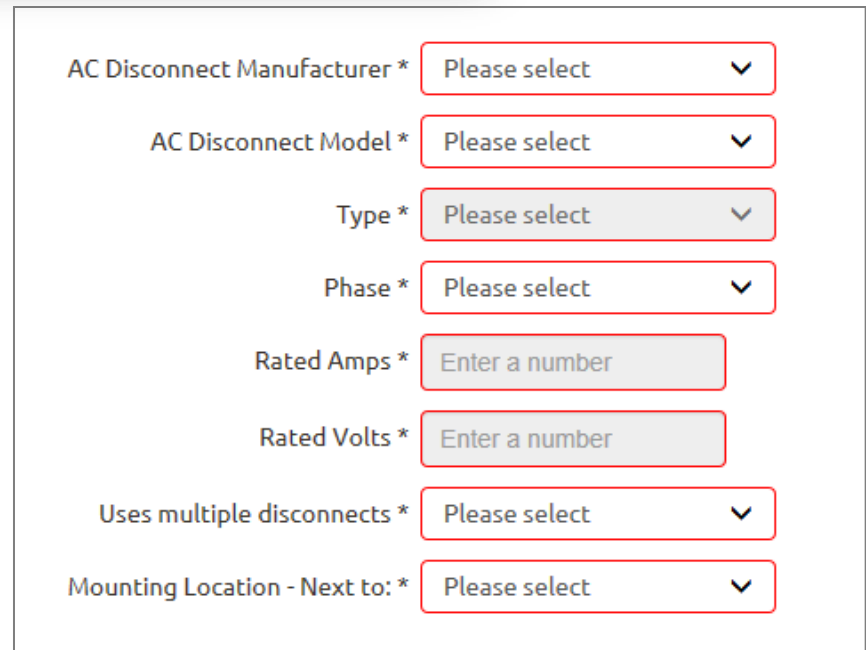


# Error Messages



Fields marked in **RED** mean corrections are required.

Example: In this case, the AC Disconnect information needs to be filled in.

A screenshot of a web form with several input fields. Each field is enclosed in a red border, indicating it is required or has an error. The fields are: "AC Disconnect Manufacturer \*" with a dropdown menu showing "Please select"; "AC Disconnect Model \*" with a dropdown menu showing "Please select"; "Type \*" with a dropdown menu showing "Please select"; "Phase \*" with a dropdown menu showing "Please select"; "Rated Amps \*" with a text input field containing "Enter a number"; "Rated Volts \*" with a text input field containing "Enter a number"; "Uses multiple disconnects \*" with a dropdown menu showing "Please select"; and "Mounting Location - Next to: \*" with a dropdown menu showing "Please select".

# Apply for Interconnection



Program Type

Project Location

Contact Information

System Type

Project System Components

Additional Information & Drawings

Application Summary

## Application Summary

Please review your application information in the sections below. You may make any changes by clicking the tabs above. Once your review is complete, please select "Submit" below. No additional changes can be made once you click "Submit."

Program Type

### PROGRAM TYPE

Application Type

CUSTOMER SELF SUPPLY

- ◆ Review the entire application before submitting
- ◆ Navigate through the past progress steps to make changes
- ◆ To save changes, click 'Save and Continue' at each progress step
- ◆ To update the Application Summary, 'Save and Continue' at the step right before the Application Summary



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# Confirmation Page and Email

Subject: Project ID H-CSS-17-16490: Application has been submitted

Message Application Summary.pdf (41 KB) GrantofAuthorization.pdf (137 KB)

Aloha Customer,

Thank you for submitting an interconnection application for **DER Program - Customer Self Supply** with the Hawaiian Electric Companies.

Submitted by: Contractor Company

TMK: 3XXXXXXXXXXXXX

Project Location: ADDRESS

Project ID Number: [H-CSS-17-XXXXX](#)

This Project ID number should be used in any correspondence with the Hawaiian Electric Companies regarding your proposed project.

Please review the attached information and keep for your records. Additional documents submitted with your [application can be found online](#).

#### Here's a look at the next steps:

We will review your application within 15 business days from today. If there are no issues or missing information identified, we will continue our review by looking at your project's technical components and its impact to our electric grid. You may find more information on the Interconnection Application approval process in the [Rooftop Solar Guide](#).

To check the status or to make any changes to your [application](#), visit the Customer Interconnection Tool. We appreciate the important step you are taking toward meeting Hawaii's clean energy goals and look forward to partnering with you on this project.

If you have any questions, or if this application was submitted in error, please contact us at (808) 969-0358 or [connect@hawaiielectriclight.com](mailto:connect@hawaiielectriclight.com).

Mahalo,  
Hawaiian Electric Companies

#### Contact us by mail or email:

##### Hawaiian Electric

[connect@hawaiianelectric.com](mailto:connect@hawaiianelectric.com)

Distributed Energy Resources

P.O. Box 2750, CP12-SE

Honolulu, HI 96840

##### Maui Electric

[connect@mauielectric.com](mailto:connect@mauielectric.com)

Renewable Projects

P.O. Box 398

Kahului, HI 96733

##### Hawai'i Electric Light

[connect@hawaiielectriclight.com](mailto:connect@hawaiielectriclight.com)

Hilo Engineering Dept

54 Halekauiia Street

Hilo, HI 96720

-or-

Kona Engineering Dept

74-5519 Kaiwi Street

Kailua-Kona, HI 96740



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# Application Review Process



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# Completeness Review Results

- ◆ Pass – application proceeds to Initial Technical Review (ITR)

Status: 

Initial Technical Review	ITR	Utility
--------------------------	-----	---------

- ◆ Fail/Incomplete - corrections must be addressed before the application can move on to ITR

Status: 

Completeness Review	CAR	Customer
---------------------	-----	----------

- To make a correction, follow the instructions in the email attachment. You will need to log into CIT to perform the corrections.

- ◆ Pass with minor corrections - an email will be sent with an attached list of corrections.

Status: 

Initial Technical Review	ITR	Utility
--------------------------	-----	---------

- These changes can be made when all reviews are complete. Submit corrections through the Revision process.



# Completeness Review Incomplete Email

Subject: Project ID H-CSS-17-16490: Corrections are required to your application to pass completeness review

Message Completeness Review.pdf (21 KB)

TMK: 3XXXXXXXXXXXXX  
Project Location: ADDRESS  
Project ID Number: [H-CSS-17-16490](#)

Aloha Customer,

Our Distributed Energy Resources team has completed review of your Interconnection Application for Customer Self Supply on 2017-08-21 10:58:16.

**Next Steps:**  
The results of our review identified some issues in your application, which require your attention. Please review the flagged items and any associated comments attached. Access your [application online](#) to make the necessary updates.

Any corrections must be made online through the Customer Interconnection Tool. Once you re-submit your application, we will review within 15 business days of receipt. If additional updates or information is not needed, then we will move forward with an Initial Technical Review of your project's equipment and its impact on our electric grid.

Thank you for your patience during this process. If you have any further questions, please contact us at (808) 969-0358 or [connect@hawaiielectriclight.com](mailto:connect@hawaiielectriclight.com).

Mahalo,  
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Contact us by mail or email:

**Hawaiian Electric**  
[connect@hawaiianelectric.com](mailto:connect@hawaiianelectric.com)  
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Kahului, HI 96733

**Hawai'i Electric Light**  
[connect@hawaiielectriclight.com](mailto:connect@hawaiielectriclight.com)  
Hilo Engineering Dept  
54 Halekaula Street  
Hilo, HI 96720  
-or-  
Kona Engineering Dept  
74-5519 Kaiwi Street  
Kailua-Kona, HI 96740



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**PROJECT SYSTEM COMPONENTS**

**AC DISCONNECT**

Field Name	Field Value	Flag	Comment
Rated Amps	200	Yes	Disconnect does not match single line drawing
Inverter Model	SE20KUSXXXXXXXX	Yes	Inverter does not match single line drawing
This application does not conflict with an open/executed paper application.		No	Also has active NEM to be replaced with this CSS app

**PROJECT SYSTEM INFO - INTERPOSING TRANSFORMER**

**ELECTRICAL DRAWINGS**

Field Name	Field Value	Flag	Comment
Single Line Drawing	uploaded	Yes	Equipment does not match application
Site Plans	uploaded	No	Site plan not labelled



# Completeness Review Passed with Minor Corrections Email

Subject: Project ID H-CSS-17-16508: Your application has passed completeness review

Message | Completeness Review.pdf (18 KB)

TMK: 3XXXXXXXXXXXXX  
Project Location: ADDRESS  
Project ID Number: [H-CSS-17-16508](#)

Aloha Customer,

Your application for Customer Self Supply passed Completeness Review on 2017-08-21 11:23:05. Please review the attached comments. Access your [application online](#) to make the necessary updates.

**Next Steps:**  
**Our technical team will review your system requirements and also determine if a supplemental review is needed.** Within 15 business days, you will be contacted with the results of the Initial Technical Review (ITR).

The Initial Technical Review lets the company understand your system's impact on our electric grid so we can continue to ensure safe and reliable service to all customers.

To check the status of your application, [go online](#). You can also find more information about Distributed Energy Resources program at [www.hawaiianelectric.com/DistributedEnergyResources](http://www.hawaiianelectric.com/DistributedEnergyResources).

As a reminder, your renewable energy system should not be turned on until you receive final approval from the Hawaiian Electric Companies.

We appreciate your commitment to renewable energy and look forward to continuing to work with you on this project. If you have any questions, please contact us at (808) 969-0358 or [connect@hawaiielectriclight.com](mailto:connect@hawaiielectriclight.com).

Mahalo,  
Hawaiian Electric Companies

Contact us by mail or email:

<b>Hawaiian Electric</b> <a href="mailto:connect@hawaiianelectric.com">connect@hawaiianelectric.com</a> Distributed Energy Resources P.O. Box 2750, CP12-SE Honolulu, HI 96840	<b>Maui Electric</b> <a href="mailto:connect@mauielectric.com">connect@mauielectric.com</a> Renewable Projects P.O. Box 398 Kahului, HI 96733	<b>Hawai'i Electric Light</b> <a href="mailto:connect@hawaiielectriclight.com">connect@hawaiielectriclight.com</a> Hilo Engineering Dept 54 Halekaula Street Hilo, HI 96720 -or- Kona Engineering Dept 74-5519 Kaiwi Street Kailua-Kona, HI 96740
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# Completeness Review Passed Email

Subject: Project ID P-CSS-17-23925: Your application has passed completeness review

TMK: [REDACTED]

Project Location: [REDACTED]

Project ID Number: [P-CSS-17-23925](#)

Aloha [REDACTED]

Your application for Customer Self Supply passed Completeness Review on 2017-09-20 18:09:09. You may access your [submitted application online](#).

## Next Steps:

**Our technical team will review your system requirements and also determine if a supplemental review is needed.** Within 15 business days, you will be contacted with the results of the Initial Technical Review (ITR).

The Initial Technical Review lets the company understand your system's impact on our electric grid so we can continue to ensure safe and reliable service to all customers.

To check the status of your application, [go online to the Customer Interconnection Tool](#). You can also find more information about Distributed Energy Resources program at [www.hawaiianelectric.com/DistributedEnergyResources](http://www.hawaiianelectric.com/DistributedEnergyResources).

As a reminder, your renewable energy system should not be turned on until you receive final approval from the Hawaiian Electric Companies.

We appreciate your commitment to renewable energy and look forward to continuing to work with you on this project. If you have any questions, please contact us at (808) 543-4760 or [connect@hawaiianelectric.com](mailto:connect@hawaiianelectric.com).

Mahalo,  
Hawaiian Electric Companies



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Electric**

# Technical Reviews

- ◆ An email will be sent with the result of the Initial Technical Review (ITR) and will state if a Supplemental Review (SR) is necessary.
- ◆ If a Supplemental Review is necessary, the result of that review will be emailed.
- ◆ The application will be conditionally approved when all technical reviews are passed. At this time, you have permission to install.
- ◆ Load Tap Changer (LTC) circuit upgrade requirement is determined as a part of conditional approval.

# Initial Technical Review Failed Email

Subject: Your project H-CSS-17-16490 is moving to Supplemental Review

19.2 kW Photovoltaic System ("PV System")  
TMK: 3XXXXXXXXXXXXX  
Project Location: ADDRESS  
Project ID Number: [H-CSS-17-16490](#)

Aloha Customer,

Hawai'i Electric Light has completed the initial technical review of your application and has determined that your application requires a supplemental review (SR). Your application did not pass the technical screen(s) noted in bold and red text below:

- Screen 1: Does the proposed Generating Facility meet the Technical Specifications stated in Rule 22 (Customer Self-Supply), Appendix II?
- Screen 2: If the proposed Generating Facility is single-phase and is to be interconnected on a center tap neutral of a 240 volt service, does it cause unacceptable imbalance between the two phases of the 240 volt service?
- **Screen 3: Is the Point of Interconnection to a Network System?**
- Screen 4: If exporting power across the Point of Interconnection, can the power export cause a reversal of power flow, during normally expected circuit operating conditions, at any voltage regulation device that is not bi-directional?
- **Screen 5: Is the aggregate Generating Facility capacity on the Line Section less than or equal to 15% of Line Section peak?**
- Screen 6: Is the voltage flicker and/or voltage drops associated with the Generating Facility within IEEE 519, IEEE 1453, or General Order 7 limits?
- Screen 7: Do the maximum aggregated gross ratings for all the Generating Facilities connected to a secondary distribution transformer exceed the transformer, secondary conductor, fuse, or other equipment rating, absent the Applicant's generators?
- Screen 8: Short Circuit Current Contribution Ratio within acceptable limits?
- **Screen 9: Is the Short Circuit interrupting capability exceeded?**
- Screen 10: Is the Line Configuration Screen acceptable for Simplified Interconnection?
- Screen 11: Is the gross rating of the Generating Facility 100 kVA or less?

The full listing of technical screens have been provided as a reference so you may understand the steps taken to successfully complete initial technical review. Additional information on these screens may be found in Appendix III of Rule 14HI. SR may take up to 20 business days to complete. We will inform you of the SR results by email.

As a reminder, your distributed energy system should not be turned on until you receive final approval from the Hawaiian Electric Companies.

If you have any questions, please do not hesitate to us at (808) 969-0358 or [connect@hawaiielectriclight.com](mailto:connect@hawaiielectriclight.com).

Mahalo,  
Hawaiian Electric Companies



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# Conditional Approval Email

Subject: Project ID H-CSS-17-16490: Your Customer Self Supply system has been conditionally approved

19.2 kW Photovoltaic System ("PV System")  
TMK: 3XXXXXXXXXXXXX  
Project Location: ADDRESS  
Project ID Number: [H-CSS-17-16490](#)

Aloha Customer,

We are pleased to inform you that your Customer Self Supply application for your rooftop solar system has been conditionally approved subject to the conditions below.

From the date of this notice, the generating system must be installed, the post-installation documentation received and validated, and your agreement executed by Hawai'i Electric Light within 18 months or by 2019-02-13.

**If there are any revisions to your original application or originally designed system, changes must be made to your [application online](#) or revised documents must be submitted by mail.** Revisions may include a change in system size, contractor and/or owner/operator, system equipment such as inverter(s) or modules, etc. All revisions will be subject to necessary technical review prior to final interconnection approval.

#### REQUIRED POST-INSTALLATION DOCUMENTATION:

- Submittal of completed [Distributed Energy Resources \(DER\) Interconnection Project Validation Packet online](#)
  - Please refer to the [Distributed Generation \(DG\) Interconnection Project Validation Packet](#).
- Confirmation of County of Hawai'i electrical permit inspection approval
- County of Hawai'i final occupancy approval of building (if applicable)

#### NOTES ON INVERTERS:

As a condition of interconnection of the Generating Facility, Customer-Generator agrees that all inverters shall comply with Hawaiian Electric Companies applicable specifications. Additional information can be found on our [Advanced Inverter Information website](#). If you have any questions regarding inverter settings, please contact DER Engineering at (808) 935-1171.

A current listing of approved inverters for your specific DER program can be found on our [Qualified Advanced Inverters website](#). The inverters will need to be reset to comply with utility standards. Please contact the manufacturer for instructions on how to reprogram the inverters.

#### FOLLOWING SYSTEM INSTALLATION:

Immediately after your equipment has been installed, please contact Hawai'i Electric Light at [connect@hawaiielectriclight.com](mailto:connect@hawaiielectriclight.com) to schedule an inspection. Upon passing our inspection, receipt of all required documentation, and execution of Appendix 1, a notification to change out your meter will be issued. **Do not start your rooftop solar system until the meter has been installed.** Unauthorized operation of a rooftop solar system may result in personal injury, equipment damage and/or property damage for which you may be liable. If your system is found to be in If you are no longer interested in proceeding with your interconnection request, please [withdraw online](#) or email a completed Withdrawal Form to us as soon as possible to cancel your application. Forms can be found on our website and emailed to us at [connect@hawaiielectriclight.com](mailto:connect@hawaiielectriclight.com).

We appreciate your patience and understanding during the review and approval process. The process does take time since Hawai'i is far ahead of the rest of the country in its level of solar photovoltaic (PV) integration and our isolated island grid presents unique technical considerations that very few utilities in the world, if any, have had to address.



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# Load Tap Changer (LTC) Requirement

Cc: CITTestContractor1@hawaiianelectric.com  
Subject: Project ID P-CSS-17-21804: Your Customer Self Supply system has been conditionally approved  
Message LTCUpgradeCostLetter.pdf (319 KB)

9.625 kW Photovoltaic System ("PV System")  
TMK: 3123465486748  
Project Location: 7140 KUKII ST, HONOLULU, HI 96825  
Project ID Number: [P-CSS-17-21804](#)

LTC letter attached

Aloha Crispy Creme,

We are pleased to inform you that your Customer Self Supply application for your rooftop solar system has been conditionally approved subject to the conditions below.

From the date of this notice, the generating system must be installed, the post-installation documentation received and validated, and your agreement executed by Hawaiian Electric within 18 months or by 2019-03-07.

Attached is information regarding the additional requirement of a Load Tap Changer upgrade for your circuit to accommodate your rooftop solar system. Payment in full is required prior to execution of your application. Please view the attachment for more details.

If there are any revisions to your original application or originally designed system, changes must be made to your [application online](#) or revised documents must be submitted by mail. Revisions may include a change in system size, contractor and/or owner/operator, system equipment such as inverter(s) or modules, etc. All revisions will be subject to necessary technical review prior to final interconnection approval.

#### REQUIRED POST-INSTALLATION DOCUMENTATION:

- Submittal of completed [Distributed Energy Resources \(DER\) Interconnection Project Validation Packet online](#)
  - Please refer to the [Distributed Generation \(DG\) Interconnection Project Validation Packet](#).

#### NOTES ON INVERTERS:

As a condition of interconnection of the Generating Facility, Customer-Generator agrees that all inverters shall comply with Hawaiian Electric Companies applicable specifications. Additional information can be found on our [Advanced Inverter Information website](#). If you have any questions regarding inverter settings, please contact DER at (808) 543-4760.

A current listing of approved inverters for your specific DER program can be found on our [Qualified Advanced Inverters website](#). The inverters will need to be reset to comply with utility standards. Please contact the manufacturer for instructions on how to reprogram the inverters.

If you are no longer interested in proceeding with your interconnection request, please [withdraw online](#) or email a completed Withdrawal Form to us as soon as possible to cancel your application. Forms can be found on our website and emailed to us at [connect@hawaiianelectric.com](mailto:connect@hawaiianelectric.com).

We appreciate your patience and understanding during the review and approval process. The process does take time since Hawai'i is far ahead of the rest of the country in its level of solar photovoltaic (PV) integration and our isolated island grid presents unique technical considerations that very few utilities in the world, if any, have had to address.

Additional information can be found on our website: [Distributed Energy Resources](#)

Mahalo,  
Hawaiian Electric Companies



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# Revisions



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# Revision Types

## Change of Contractor Revision



- ◆ If your customer is changing contractors, submit a new application in CIT
- ◆ At Completeness Review, the utility will work with the customer to confirm their choice of contractor and withdraw the other application

## Change to System Component(s) Revision

- ◆ Prior to submitting the Validation

# How to start a Revision

- ◆ Navigate to Application List and click the User Actions to submit a revision

<input type="checkbox"/>	ID ▾	Project Id ▲	Assigned To ▲	Process Phase ▲	IIQ Status ▲	Inspection Type ▲	
<input type="checkbox"/>	16490	H-CSS-17-16490		Conditional Approval	PI		
<input type="checkbox"/>	12242	H-CSS-17-12242		Completeness Review	RC		

Withdraw Application

Revisions

- ◆ Select 'Start a new revision' from Project Summary page

## Project Summary

[Start a new revision](#)

Project ID: H-CSS-17-16490	Progress Phase: Conditional Approval	IIQ Status: PI	Action For: Customer
Service Address:			
Property Owner:			

More Actions: [Withdraw Application](#)



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# Apply for Interconnection

Contact Information

System Type

Project System  
Components

Additional Information  
& Drawings

Review Changes

## How to submit a Revision

- ◆ Navigate through the progress steps to change desired fields
- ◆ Click 'Save and Continue' on the bottom of each revised step and on the 'Additional Information & Drawings' page
- ◆ Changes will be shown in **red** on the 'Review Changes' page

System Type

Technology Type

SOLAR

**Using Energy Storage**

**YES** (previous value: NO)

**Energy Storage Operation Type**

**DIGITAL CONTROL EXPORT (COINCIDENT WITH PV)** (previous value: MISSING)

**Energy Storage Coupled**

**DC COUPLED** (previous value: MISSING)



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# Validation



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# Submitting the Validation

- ◆ Click on the hyperlink for ‘Start Project Validation’ on the Project Summary Page to start the Validation submittal

## PROJECT VALIDATION

Activity	Date Completed
<a href="#">Start Project Validation</a>	2017-08-21 11:57:12 AM
<a href="#">Post Installation Information</a>	
<a href="#">Project Validation Review</a>	

- ◆ You may enter parts of the Validation, click ‘Save and Continue’, and come back to submit the entire packet at a later time



# Project Validation

Start Project Validation

Post Installation Information

Project Validation Review

## Validation Requirements

If installed project varies **at all** from online application information, a revision will be required prior to submitting for validation. Once revision is approved, validation may proceed.

If **no changes** have been made to the last submittal and project installed matches application data exactly the requirements on the next page apply.



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# Project Validation

Start Project Validation

Post Installation Information

Project Validation Review

Please carefully review the information on the following pages and provide completed validation as required. *Incomplete or missing information or any discrepancies could cause a delay in finalizing the application and providing approval for a project.* If the as-built installation does not conform to originally submitted application documents, reapplication or revisions may be required.

You will be asked to provide the following information:

- Closed building and electrical permit or completed electrical inspection
- Electrician License Holder name and License ID number.
- As-built line drawing (if different than previously submitted)
- Photos:
  - Inverters - nameplate label including model number, micro inverters must also show PV subpanel breakers, central inverter layout and location in relation to the meter.
  - AC System disconnect - nameplate label, signage showing relation to meter, location in relation to meter, multiple system disconnect switches must be labeled accordingly: 1 of 3, etc.
  - Additional Photos may be required based on the size and design of the system.
  - Utility meter - with signage
  - Energy Storage if applicable - nameplate label
  - Main service disconnect - signage showing relation to system disconnect
- Inverter screenshot(s) or photos of settings to show compliance with Hawaiian Electric Companies' technical requirements.
- Certificate of Insurance, as stipulated by the program's requirements (if applicable).
- Property and equipment accessibility



Please check the box and click Save and Continue when you are ready to proceed.

Save and Continue



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# Project Validation

Start Project Validation

Post Installation Information

Project Validation Review

## BUILDING PERMIT ^

Please input the associated permit information and upload a copy of your Closed Building Permit.  
Please ensure that address on permit and any equipment information matches the installed equipment at the property.

County Search Links: [Honolulu](#) | [Maui](#) | [Hawaii](#)

Permit Number ⓘ

Permit Closure Date ⓘ

Building Permit ⓘ

## ELECTRICAL CONTRACTOR ^

Hawaii License ID ⓘ

Hawaii License Holder

## PV/INSTALLING CONTRACTOR ^

Installing Contractor:  
A One Electric LLC

## SYSTEM OWNER ^

System Owner:  
None



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# Project Validation

Start Project Validation

Post Installation Information

Project Validation Review

## SYSTEM COMPONENTS ^

### System Component Confirmation

Please review the previously submitted components below. If they do not match the installed components, changes are necessary, or you would like to add any new components, please submit a Revision for utility review. The system component information you provide **MUST** match your Electrical Drawings.

Increases to your total system size due to changes in equipment will necessitate a new Technical Review and a new Conditional Approval. Making changes to you project system could impact your conditional approval and/or delay processing of your application.

System Type

Solar

Field Name	Field Value
AC Disconnect Manufacturer	Eaton-Cutler Hammer
AC Disconnect Model	DG222NGB
Type	Fused
Phase	Single
Rated Amps	60
Rated Volts	240
Uses multiple disconnects	No
Mounting Location - Next to:	Main Service Disconnect



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# Project Validation

Start Project Validation

Post Installation Information

Project Validation Review

Inverter Manufacturer	Fronius USA, LLC
Inverter Model	Primo 3.8-1 208-240
Inverter Type	Central
Quantity	1
A/C Output Rating (kW)	3.8
Total Inverter Rating (kW)	3.8
Panel Manufacturer	Hyundai Heavy Industries Green Energy Co.
Panel Model	HiS-M260RG
Panel Quantity	15
STC Rating	0.26
Total Panel Rating (kW)	3.9
Total Panel Quantity	15.0
Total Panel Size (kW)	3.9
Subtotal	3.8
Total Proposed System Size (kW)	3.8

Total Proposed System Size

3.8



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# Project Validation

Start Project Validation


Post Installation Information

Project Validation Review


## INVERTER COMPLIANCE

Refer to your conditional approval notice and our website for compliance requirements. Please contact the inverter manufacturer for instructions on reprogramming inverter settings.




I hereby acknowledge and agree that the distributed generation facility's inverters meets the Hawaiian Electric Company's Interconnection Standards for Frequency and Voltage Ride Through, Power Factor, Volt/VAR, Ramp Rate, Remote Application and Phase 1 Default Settings as stated in Appendix I to Rule 14H and per the information above.

Enter your First and Last Name to sign Acknowledgement 

Please upload a copy of the Inverter Settings to verify compliance.

 [Attach Document](#)

## ELECTRICAL DRAWINGS

Field Name	Field Value
Single Line Drawing	 <a href="#">view</a>
Three Line Drawing	
Site Plans	 <a href="#">view</a>

## REVISED ELECTRICAL DRAWINGS

Please upload your final As-Built Electrical Drawings if different from previously uploaded drawings.

Single Line Drawing As Built [Attach Document](#)

Three Line Drawing As Built [Attach Document](#)

Site Plan As Built [Attach Document](#)



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# Project Validation

Start Project Validation

Post Installation Information

Project Validation Review

## POST INSTALLATION PHOTOS

Please upload the required photos. They can be submitted in single or multiple documents.

- Main service disconnect and/or mail service breaker photo with signage showing relation to system disconnect
- Utility Meter with signage (meter number must be visible)
- Current Meter Socket Box photo
- Inverters - central inverter to show nameplate label (including model number), and layout / location in relation to the meter; micro inverters to show PV subpanel breakers,
- AC System disconnect - Show location in relation to meter, nameplate label, signage showing relation to meter (multiple system disconnect switches must be labeled accordingly: 1 of 3, etc.)
- Energy Storage if applicable - nameplate label
- Additional Photos may be required based on the size and design of the system.

Main service disconnect and/or mail service breaker photo

Attach Document

Utility Meter Photo

Attach Document

Current Meter Socket Box Photo

Attach Document

Inverter Nameplate Photo

Attach Document

AC Disconnect Nameplate Photo

Attach Document

Energy Storage Nameplate Photo

Attach Document

Additional Photos

Attach Document



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# Project Validation

Start Project Validation

Post Installation Information

Project Validation Review

## 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.

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

Please select ▼

Do you have pets near the equipment?

Please select ▼

Do you have a locked gate?

Please select ▼

Contact Person ?

Enter

Contact Phone

Enter

Special Instructions?

## GENERAL COMMENTS

General Comments

Please click "**Save and Continue**" to save any information you provided above. You may return to this page multiple times to complete your updates as long as you remember to click "**Save and Continue**". Only when you click "**Submit**" on the next page will you complete your Project Validation.

Save and Continue



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# Project Validation

Start Project Validation

Post Installation Information

Project Validation Review

## Load Tap Changer (LTC) Payment

### PAYMENT NOTIFICATION

Our records show that we have not received your payment.  
Payment needs to be received for us to finalize your application.  
Please send in your payment promptly to ensure timely response for us to finalize your application.

If you have recently sent in your payment, we are currently processing your payment and no further actions required.

### PAYMENT NOTIFICATION

Payment Amount Due:	69.90					
Balance Due :	0.0					
Check Number	Date On Check	Name On Check	Date Received	Amount Received	Receipt	Address On Check
12345	2017-09-12	Frank Einstein	2017-09-15	69.90	Yes	1234 Main St
Comments						



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# Project Validation

Start Project Validation

Post Installation Information

Project Validation Review

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

## FINAL REVIEW

I certify that, to the best of my knowledge, all information provided in this submission is true and correct.

I will not interconnect and/or operate the identified system without prior written approval from Hawaiian Electric Companies.

I certify that I am the listed Property Owner or have been given permission from the Property Owner to Acknowledge Compliance & Submit the compliance requirements on the Property Owner's behalf.

Enter your First and Last Name to sign Acknowledgement \*

Please review your project validation information carefully. To make any changes, you will need to use the tabs at the top of the page to return to the previous page, and remember to click "**Save and Continue**" to save any updates or changes made.

Once you have confirmed that the project validation information provided is accurate and complete, please click "**Submit**" to initiate the next step: Validation Review. You will not be able to make any changes once you click the "**Submit**" button and project validation information has been submitted.

Submit



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# Validation Requirements

- ◆ Same requirements as the current CSS Validation Procedure.
- ◆ You have the option to upload photos individually or as a set.
- ◆ Ensure what you submit in the Validation Packet matches the application. If changes were made, submit a Revision before the Validation.

# Validation Received Email

Subject: Project ID H-CSS-17-16490: We have received your validation packet

TMK: 3XXXXXXXXXXXXX  
Project Location: ADDRESS  
Project ID Number: [H-CSS-17-16490](#)

Aloha Customer,

Thank you for submitting the project validation packet for your Customer Self Supply Interconnection Application.

**Next Steps:**

We will review these documents and let you know if there is any missing information or other issues with your validation packet.

During the validation process, we may contact you to schedule a witness verification test or an onsite inspection for verifying that your system meets the requirements noted in your application.

To check the status of your application, [go online to the Customer Interconnection Tool](#). You can also find more information about Distributed Energy Resources programs at [www.hawaiielectriclight.com/DistributedEnergyResources](http://www.hawaiielectriclight.com/DistributedEnergyResources).

As a reminder, your renewable energy system should not be turned on until you receive final approval from the Hawaiian Electric Companies

If you have any questions, please contact us at (808) 969-0358 or [connect@hawaiielectriclight.com](mailto:connect@hawaiielectriclight.com).

Mahalo,  
Hawaiian Electric Companies

Contact us by mail or email:

**Hawaiian Electric**  
[connect@hawaiianelectric.com](mailto:connect@hawaiianelectric.com)  
Distributed Energy Resources  
P.O. Box 2750, CP12-SE  
Honolulu, HI 96840

**Maui Electric**  
[connect@mauielectric.com](mailto:connect@mauielectric.com)  
Renewable Projects  
P.O. Box 398  
Kahului, HI 96733

**Hawai'i Electric Light**  
[connect@hawaiielectriclight.com](mailto:connect@hawaiielectriclight.com)  
Hilo Engineering Dept  
54 Halekauila Street  
Hilo, HI 96720  
-or-  
Kona Engineering Dept  
74-5519 Kaiwi Street  
Kailua-Kona, HI 96740



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# Inspection

- ◆ Company-specific requirements
- ◆ We will perform our inspection when the validation review is completed.
- ◆ Track when the inspection is completed on the project summary page:

## PROJECT VALIDATION REVIEW

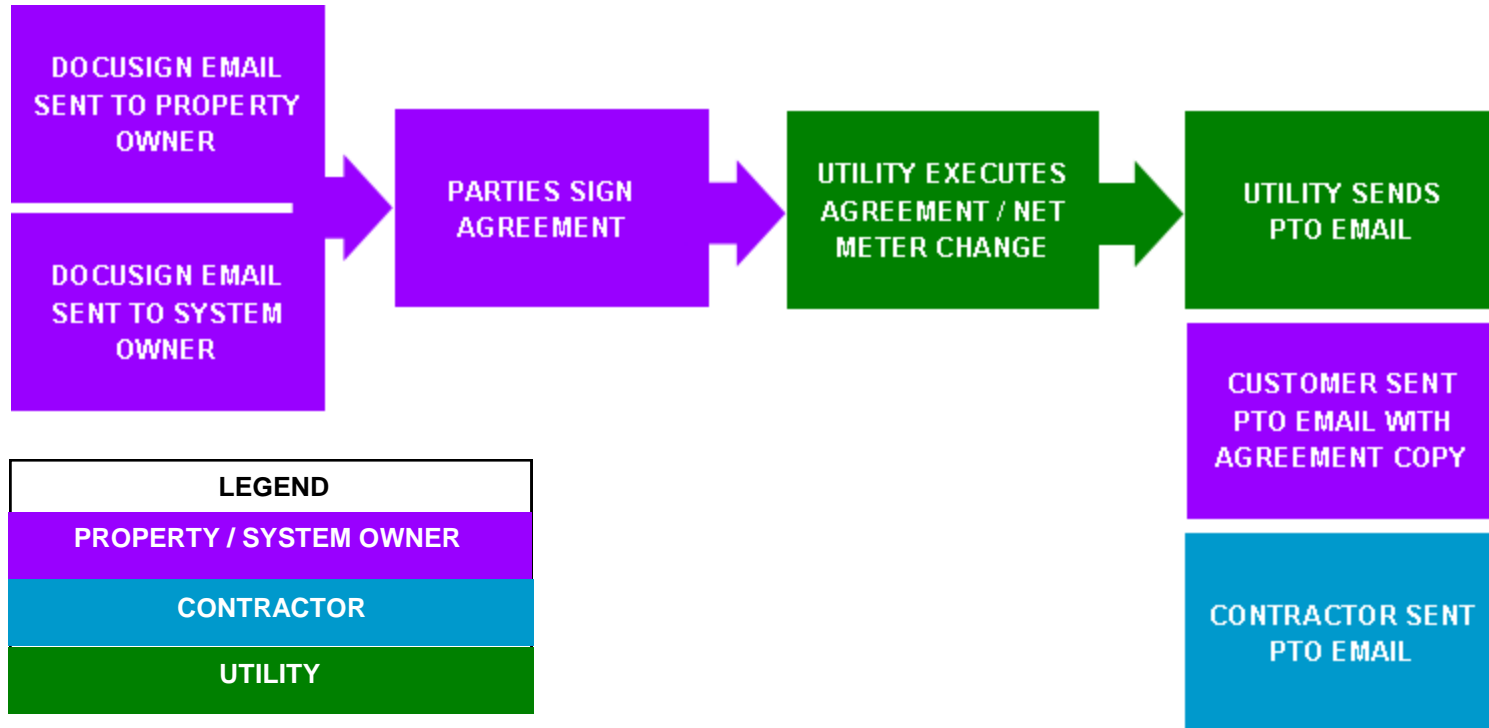
Activity	Date Completed
Review Project Validation	2017-08-21 14:20:46 PM
Onsite Inspection Type	2017-08-21 14:22:35 PM
Onsite Compliance Inspection	2017-08-21 14:22:49 PM
Pending Execution	
Pending Execution Status	
Executed	





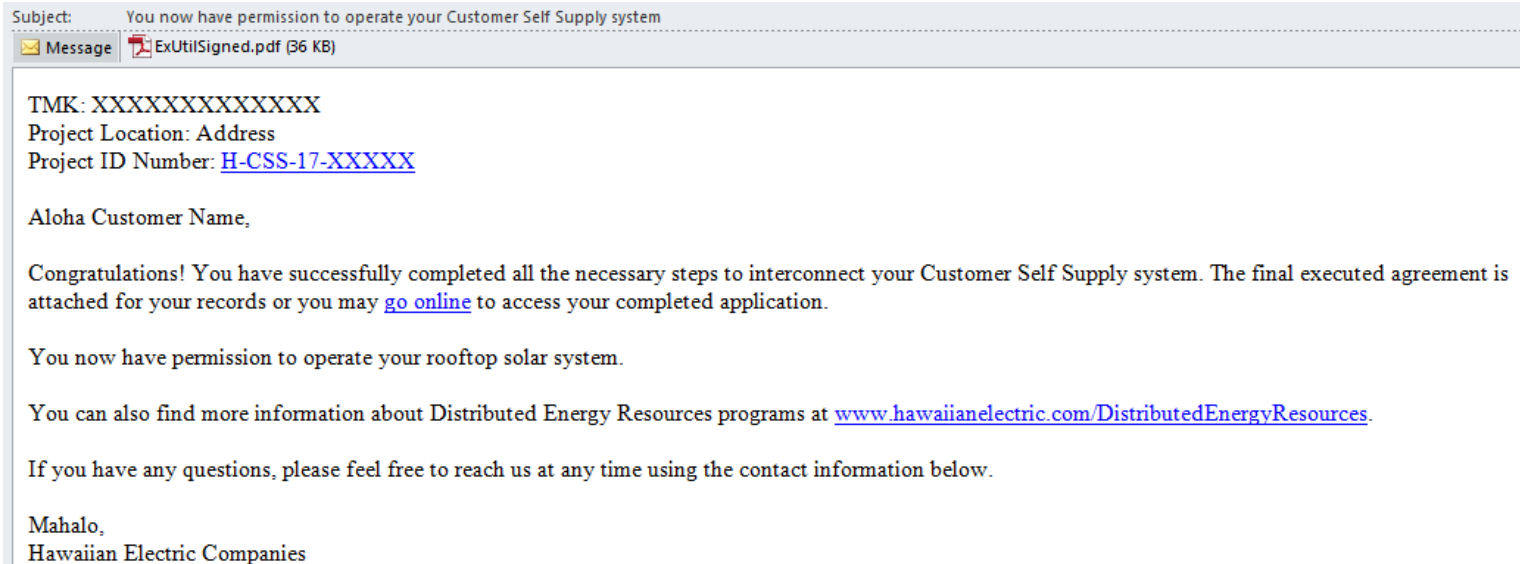
# DocuSign Process Overview

- ◆ After the project passes inspection, an email from DocuSign will be sent to the Property Owner and System Owner (if applicable)





# Permission to Operate

- ◆ After meter is changed out & the Agreement is fully executed, the PTO Email will be sent from CIT.
- ◆ Emails to signing parties (property owner & system owner) will also receive attachment with signed agreement.



# Withdraw an Application

- ◆ Navigate to the Application Listing

<input type="checkbox"/>	ID ▾	Project Id ▲	Assigned To ▲	Process Phase ▲	IIQ Status ▲	Inspection Type ▲	
<input type="checkbox"/>	16490	H-CSS-17-16490		Conditional Approval	PI		
<input type="checkbox"/>	12242	H-CSS-17-12242		Completeness Review	RC		

Withdraw Application

Revisions

- ◆ Or through the Project Summary page

## Project Summary

[Start a new revision](#)

Project ID: H-CSS-17-16490	Progress Phase: Conditional Approval	IIQ Status: PI	Action For: Customer
Service Address			
Property Owner:			

More Actions: [Withdraw Application](#)



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# Withdraw Application

## Withdraw Application

Project ID: H-CSS-17-16490	Progress Phase: Pending Execution	IIQ Status: PE	Action For: Utility
Service Address:			
Property Owner:			

If you wish to make updates to your application that does not increase the total size of your approved system, please provide your updates using the revision feature and resubmit your existing application.

Be sure to review your request for cancellation before submitting to us for final review. Once we process your request for cancellation, your application will be terminated from active status and will no longer hold a position in the interconnection queue. If you would like to apply again in the future, please login to the Customer Interconnection Tool to initiate a new application.

Upload Withdrawal Form \*

Attach Document

Submit



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# Contractor Account Registration



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# Setting up your account

- ◆ Pre-registration email sent Tuesday, Sept. 19
- ◆ Your company account must be verified and activated prior to using the tool

# Contractor Verification Process

- ◆ Company name must match the licensed business name found in the DCCA's (Department of Commerce and Consumer Affairs (BREG website)) records
- ◆ Company-specific email (contractor@solarcompany.com)
- ◆ Designated Company Point of Contact (one per company)
- ◆ Provide a list of current employees who will need access to CIT
  - We will call the Point of Contact to verify the company's representatives
- ◆ Pre-registration on Tuesday, 09/19/17
  - Also available at the end of today's training
- ◆ Regular registration online – set up Point of Contact account, which serves as the main account for your company

# Questions or Comments?

DER Hotline: (808) 543-4760

Email: [connect@hawaiianelectric.com](mailto:connect@hawaiianelectric.com)



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