

CUSTOMER GRID SUPPLY-PLUS

Understanding your Customer Grid Supply-Plus bill

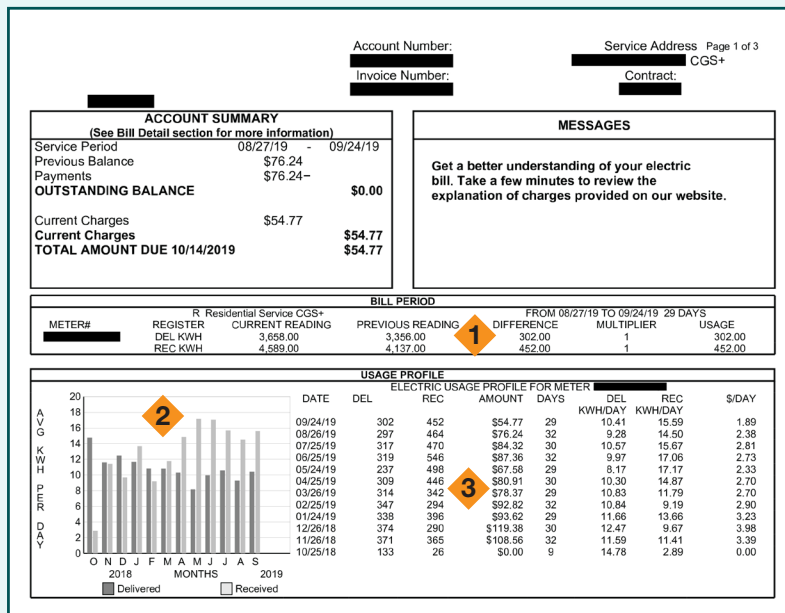
Customer Grid Supply-Plus lets rooftop solar customers reduce their monthly electric bill by providing credit for electricity received by the utility from the customer's renewable energy system. The Hawai'i Public Utilities Commission sets the credit rate for each island. Credit for each billing period is given for the total kilowatt hours (kWh) received by the utility from you up to the total kWh delivered by the utility to you that month.

Island	CGS Plus Credit Rate
O'ahu	10.08 cents/kWh
Maui	12.17 cents/kWh
Lāna'i	20.80 cents/kWh
Moloka'i	16.77 cents/kWh
Hawai'i Island	10.55 cents/kWh

$$\text{Monthly Bill Credit} = \text{Whichever is less: Electricity sent to customer (DEL) or electricity received from customer (REC)} \times \text{Island Credit Rate}$$

Your monthly bill provides a summary of your energy use:

- The difference between your previous and current meter reading shows electricity delivered to you (DEL KWH) and electricity received by the utility from you (REC KWH).
- This graph shows the average daily kWh delivered to you and received from you each month over the last year so you can see trends in how you use electricity.
- This chart shows the total monthly kWh delivered to you and received from you; total amount billed; days in that monthly billing cycle; daily average delivered and received; and the average cost per day.



Reading your CGS-Plus meter



We try to read your meter each month, but if for some reason we cannot, your bill will be based on an estimate of your recent average electricity use. As billing is cumulative any difference will be corrected the next time we read your meter and you will not pay for more than you actually use.

A CGS-plus meter is bi-directional, registering the electricity flowing to and from your home or facility. To calculate credit, use code 03 which records electricity delivered to you (DEL) and code 33 which records excess electricity received from you by the utility (REC) to determine credits. Please note that other codes do not apply.

If the net amount of your bill (after the credit is applied) would be less than the monthly minimum charge, you must still pay the minimum plus any surcharges required by the Public Utilities Commission.

This minimum charge covers some fixed cost of providing and maintaining your electric service and therefore credits cannot be applied.

Surcharges include items such as Green Infrastructure Fee and Public Benefits Fund Surcharge which are collected by Hawaiian Electric and passed on as required.

Residential minimum bill	\$25 plus applicable surcharges
Commercial minimum bill	\$50 plus applicable surcharges

Page two of your bill lists current charges, including your credit for electricity received from you, and required charges that must be paid by all customers. For more detail on current charges, visit hawaiianelectric.com/billing-and-payment/understanding-your-bill/understanding-elements-of-your-bill.

BILL DETAIL		
DESCRIPTION	AMOUNT	TOTALS
PREVIOUS BALANCE	\$76.24	
Incoming Payment on 09/04/2019 - Thank You	\$76.24-	
		\$0.00
CURRENT CHARGES		
Electric Service R Residential Service CGS+		
Customer Charge	\$11.50	
Non Fuel Energy	\$39.42	
Energy Cost Adjustment	\$45.08	
PBF Surcharge	\$1.44	
Purchased Power Adjustment	\$6.06	
RBA Rate Adjustment	\$2.74	
Grid Supply Credit	\$31.86-	
True Up Amount	\$20.78-	
Green Infrastructure Fee	\$1.17	
Total for Current Charges		\$54.77
Total Amount Due		\$54.77

A 12-month billing period begins with the first full billing cycle after execution of the Customer Grid Supply-Plus agreement. In a month where you earned more credit than can be applied to your bill, the leftover is "banked."

This chart on page 3 of your bill summarizes monthly and banked credits within the 12-month period.

Date	Your kWh Usage (A)	Bill Prior to Credit (B)	kWh Sent to Company (C)	Eligible kWh Credit from Current Period (D)	kWh for Current Month Banked Credit (E = C - D)	Banked kWh Applied (F)	Cumulative Banked Credit (G)	Bill Net of Credit (H)	Total Savings (I)
10/25/2018	133	\$51.74	26	26	0	0	\$0.00	\$49.00	\$2.74-
11/26/2018	371	\$147.07	365	365	0	0	\$0.00	\$108.56	\$38.51-
12/26/2018	374	\$149.98	290	290	0	0	\$0.00	\$119.38	\$30.60-
01/24/2019	338	\$129.27	396	338	58	0	\$6.12-	\$93.62	\$35.65-
02/25/2019	347	\$123.85	294	294	0	53	\$0.52-	\$87.22	\$36.63-
03/26/2019	314	\$111.50	342	314	28	0	\$3.47-	\$78.37	\$33.13-
04/25/2019	309	\$113.51	446	309	137	0	\$17.92-	\$80.91	\$32.60-
05/24/2019	237	\$92.58	498	237	261	0	\$45.46-	\$67.58	\$25.00-
06/25/2019	319	\$121.01	546	319	227	0	\$69.41-	\$87.36	\$33.65-
07/25/2019	317	\$117.76	470	317	153	0	\$85.55-	\$84.32	\$33.44-
08/26/2019	297	\$107.57	464	297	167	0	\$103.17-	\$76.24	\$31.33-
09/24/2019	302	\$107.41	452	302	150	0	\$119.00-	\$75.55	\$31.86-
	3,658	\$1,373.25	4,589	3,408	1,181	53		\$1,008.11	\$365.14-

Column D shows the kWh credit amount for each month. If the **column A** (kWh usage) exceeds **column C** (kWh sent to the company) that banked credits are applied is shown in **column F**. Credit can only be applied up to the kWh delivered to you as shown in **column A**.

Column E shows the credit banked for each month in kWh when **column C** (the kWh sent) exceeds **column A** (kWh usage). **Column G** shows the dollar amount of the total banked credit as of that month.

Column H shows the bill amount for each month after the credit is applied. **Column I** shows the credit applied for the month with total savings to date in the 12-month period at the bottom.

A reconciliation credit is applied at the end of the 12 month billing period. Any cumulative banked credit remaining is applied toward any remaining uncredited usage (column A minus column D minus column F). This credit shows up on page 2 of the bill as **True Up Amount**. Any remaining banked credits not eligible for a refund lapse as the new 12 month billing period begins.

Reconciliation Summary Information	
Total kWh Eligible for Credit (A-D)	250
Less: Banked kWh Applied (F)	-53
Remaining kWh Eligible for Credit (A-D-F)	197
Banked kWh (E)	1,181
Less: Banked kWh Applied (F)	-53
Banked kWh Remaining (E-F)	1,128
Banked kWh to be Refunded	-197
Banked Credit to be Refunded	\$20.78-
Banked Credit Ineligible for Refund at the End of the Reconciliation Period	\$98.22-