

# Submitting a Smart Renewable Energy Program Application for Smart DER Export Only

Getting Started with the Customer Interconnection Tool



# Hawaiian Electric Offers an Online Interconnection Application Process

Customers may submit and manage 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 and review applications, and
- navigate the portal to get updates on your application.

## Who can use the portal?

Both customers and contractors can use the portal to create, submit, and manage applications for Distributed Energy Resources programs, such as Smart Renewable Energy or Smart DER Export, Smart Renewable Energy or Smart DER Non-Export and Bring Your Own Device (BYOD).



# 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. Apply for Interconnection

During this step, you'll be asked to provide detailed information about the installing contractor, project system and size. You may need assistance from your contractor to help you provide most of the necessary information.

### 2. Review Submittal Package for Completeness Review\*

Our Distributed Energy Resources team will review the required information for accuracy. If you may have missed required documents and/or submitted incorrect information, we will notify you of the errors, and you will be asked to make corrections before it can be reviewed again.

### 3. Review Technical Requirements for System\*

Once you successfully pass our internal completeness review, then our technical team will review your application to ensure that your proposed system can safely connect to our electrical grid. We may consider supplemental review depending on your system and circuit/hosting level requirements.

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

Supplemental review may indicate that additional reviews, studies or upgrades will be necessary. Upon completion, the analysis with any identified requirements will be provided to you with options to move forward.

### 5. Complete Project Installation

After receiving approval to move forward to build your system, your installing contractor will work with you to schedule time to do the actual installation. Additional information will be submitted to us by your contractor so we can validate that the overall system was built as originally agreed upon.

### 6. Project Validation and Agreement Execution

The final step may involve an onsite compliance check on your system requirements and installation of your new meter. Also, the final executed agreement will be provided to you for signatures. Changes to the language of the actual agreement will not be allowed. [Please take the time to review a copy of the agreement online.](#)

**\*Note:** These steps are processed by our internal teams and may require additional information from you and/or your contractor.



## 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. For more information on how to do this, go to the Application Review page (page 5 in this guide).

## 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 online?

The online application process is faster than the traditional paper process and helps to more efficiently move the entire project along.

## Where can I go if I have more questions or need help?

Visit our [FAQ](#) for more information, or contact our Customer Energy Resources Team either by phone or email.

### O`ahu:

(808) 543-4760

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

### Maui County

(808) 871-8461 ext. 2445

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

### Hawai'i Island

(808) 969-0358

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



# Application Review

The application process is comprehensive and requires several pieces of information. At any point during your application, you can save your progress and come back to it later.

## To Save an Application:

1. At the bottom of any page during the application process, select “Save and Continue” to save your progress.

## To Return to an “In-Progress” Application:

1. Select “View Your Projects” **A** from the “Applications” drop-down menu at the top of the page within your CIT account.
2. On the “Your Projects” page, select your project by clicking on the project number **B** in the left-hand column to get an overview of the Project Details.
3. Under the Progress tab **C** on the Project Details page, select the section you would like to return to and continue your application.

The screenshot displays the Hawaiian Electric Customer Interconnection Tool interface. The top navigation bar includes the Hawaiian Electric logo, a home icon, an 'Applications' dropdown menu, and the user name 'HawaiianSample102'. A dropdown menu is open under 'Applications', showing options: 'View Your Projects' (marked with a yellow circle 'A'), 'Start a New Renewable Energy Program Application', 'Start a New Electrical Service Application', and 'Request CIT Change of Contractor'.

The main content area is titled 'Welcome HawaiianSample102 to the Customer Interconnection Tool'. It features a 'Status of Applications' section with a donut chart and a table:

| Status              | Count |
|---------------------|-------|
| Initiated           | 11    |
| Completeness Review | 3     |
| Holding Queue       | 3     |

Below this are two panels: 'Available Rooftop Solar Applications' and 'Renewable Energy Program Application Process'. The 'Your Projects' table is visible below, with a search bar and a 'Quick Filter' button. The table has columns: Internal Id, Project Id, Assigned To, Process Phase, IIQ Status, Responsible Party, Customer Name, Address, and Actions.

| Internal Id | Project Id      | Assigned To   | Process Phase       | IIQ Status | Responsible Party | Customer Name | Address         | MI | Actions |
|-------------|-----------------|---------------|---------------------|------------|-------------------|---------------|-----------------|----|---------|
| 264320      |                 |               | Initiated           |            |                   |               |                 |    | ...     |
| 263778      |                 |               | Initiated           |            |                   |               |                 | MI | ...     |
| 263774      |                 |               | Initiated           |            |                   |               |                 |    | ...     |
| 263773      |                 |               | Initiated           |            |                   |               |                 |    | ...     |
| 263496      | P-SDE-24-263496 | DERProcessing | Completeness Review | RC         | Utility           | John Smith    | 803 N SCHOOL ST | MI | ...     |
| 263492      |                 | Customer      | Initiated           |            | Customer          | John Smith    | 803 N SCHOOL ST | MI | ...     |
| 263488      |                 |               | Initiated           |            |                   |               |                 |    | ...     |
| 263485      |                 |               | Initiated           |            |                   |               |                 |    | ...     |

The 'Project Details' page for project 263492 is shown below. It has tabs for 'Progress' (marked with a yellow circle 'C'), 'Documents', 'Email', and 'Actions'. The 'Apply for Interconnection' section shows a list of activities:

| # | Activity                          | Date Completed         |
|---|-----------------------------------|------------------------|
| 1 | Program Selection                 | 2024-02-13 14:41:51 PM |
| 2 | Project Location                  | 2024-02-13 14:43:42 PM |
| 3 | Contact Information               | 2024-02-13 14:47:48 PM |
| 4 | System Type                       | 2024-02-13 14:48:32 PM |
| 5 | Project System Components         | 2024-02-13 14:53:33 PM |
| 6 | Additional Information & Drawings | In Progress            |
| 7 | Application Summary               |                        |

The left sidebar of the 'Project Details' page shows the following information:

| Status     |            |
|------------|------------|
| Project ID | Unassigned |
| Status     | Initiated  |
| IIQ Status | N/A        |

| Project          |                                       |
|------------------|---------------------------------------|
| Program          | Smart DER - Export                    |
| BYOD Rider Level | No BYOD                               |
| Facility Address | 803 N SCHOOL ST<br>HONOLULU, HI 96817 |
| Due Date         | N/A                                   |
| Property Owner   | John Smith                            |



# Smart DER Export Only Application Guide

[My Account](#)

[Initiating an Application](#)

[Application Intake](#)

[Submission Confirmation](#)

[Support](#)



**Hawaiian  
Electric**

# My Account

To submit a new renewable energy program application, you must have a Customer Interconnection Tool 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.

Register for an Account

Register by creating a unique User ID and password:

User ID\*  
JohnSmith23

First Name\*  
John

Last Name\*  
Smith

Password\*  
.....

Confirm Password\*  
.....

Home Phone  
8085551234

Country  
United States

Mobile Phone  
.....

Country  
United States

Business Phone  
.....

Country  
United States

Primary Phone  
Home

Email\*  
JohnSmith@gmail.com

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

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

Submit

# Getting Started

## To Create an Application

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

The screenshot shows the Hawaiian Electric Customer Interconnection Tool homepage. It features a navigation bar with the Hawaiian Electric logo and a 'Welcome to the Customer Interconnection Tool' message. The main content area is divided into several sections:

- Register for an Account:** A section with a 'Sign Up' button, explaining that the portal allows users to submit interconnection applications electronically.
- Access Your Account:** A section with a 'Log In' button and fields for 'User ID or Email' and 'Password'. It lists actions like 'Start a new application', 'View and edit applications', and 'Check project status'.
- Available Applications:** A section listing available interconnection applications: Customer Self-Supply (Non-Export), Smart Export, CGS - Plus, and NEM Plus.
- Contact Us:** A section providing contact information for Oahu and Maui County.

Below the main content area, there are two detailed panels:

- Available Rooftop Solar Applications:** A panel providing detailed information about various interconnection applications, including Customer Self-Supply, Smart Export, CGS - Plus, NEM Plus, Amendments, and Battery Bonus. It includes a 'Start a New Renewable Energy Program Application' button.
- Renewable Energy Program Application Process:** A panel showing a 6-step process: 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, and 6. Execute Agreement (Customer Receives for Signatures). A 'Start a New Renewable Energy Program Application' button is highlighted with a yellow circle and the letter 'B'.

At the bottom of the screenshot, there is a table titled 'Capacity for Grid Supply Plus and Smart Export Programs' and a 'Contact Information' section.

| PROGRAM                        | TOTAL (KW) | AVAILABLE (KW) |
|--------------------------------|------------|----------------|
| Oahu Grid-Supply Plus          | 20,000     | 19,249         |
| Oahu Smart Export              | 1,000      | 623            |
| Hawaii Island Grid-Supply Plus | 1,200      | 230            |
| Hawaii Island Smart Export     | 3,000      | 2,300          |
| Maui County Grid-Supply Plus   | 7,000      | 6,255          |
| Maui County Smart Export       | 5,000      | 4,683          |

**Contact Information:**

| Location      | Phone                    | Email                                    |
|---------------|--------------------------|--|
| Oahu          | (808) 543-4760           | connect@hawaiianelectric.com             |
| Maui County   | (808) 871-8461 ext. 2445 | connectmauicounty@hawaiianelectric.com   |
| Hawaii Island | (808) 543-4760           | connecthawaiiisland@hawaiianelectric.com |



# Select App Type

## Requestor

1. Choose an application type. For this example, first click on the Smart DER tile **A**.
2. Then click on the Smart DER Export (SDE) tile **B**.
3. Then click on the SDE Only tile **C**.
4. Then click on the Submit button **D**.

The screenshot displays the 'Select App Type' page on the Hawaiian Electric portal. The page features a grid of eight application type tiles, each with a brief description and a lettered callout (A-D). The tiles are: Interim Programs, NEM Plus (NEM+), Smart DER (A), AMEND, Smart DER Export (SDE) (B), Smart DER Non-Export (SDN), SDE Only (C), and SDE + Bring Your Own Device (BYOD). A 'Submit' button (D) is positioned at the bottom right of the grid. The footer contains the copyright notice '© 2024 Hawaiian Electric Company, Inc.' and links for Privacy Policy, Contact Us, and Terms of Use, along with social media icons for YouTube, LinkedIn, Facebook, and Twitter.

# Project Location

## Location

1. Enter the meter number **A** and corresponding zip code **B**.
  - » Once entered, the remaining project location information will be generated automatically.
2. Manually add the tax map key number **C**.
  - » **Please note:** this is a combination of your Island (or County) number and your Parcel ID Number. Click the information button **D** for specific instructions on how to enter your tax map key number.
  - » There is an option to enter additional tax map keys if needed **E**.

## Project Accessibility

1. Answer the basic property accessibility questions **F**, including the name and phone number of the contact person **G**.
2. Include any special instructions for entering the property (ex: gate codes, etc.) **H**.
  - » This section can be left blank if access is not an issue.
3. Once you have entered all necessary information, click the Save and Continue button **I**.

The screenshot shows the 'Project Location' form in the Hawaiian Electric portal. The form is divided into two main sections: 'Project Location' and 'Property Accessibility'. The 'Project Location' section includes fields for Meter Number (A), Zip Code (B), Service Address, Unit, City, State, Rate, Tax Map Key Number (C), and an option to add additional tax map keys (E). The 'Property Accessibility' section includes questions about equipment accessibility (F), pets near equipment, and locked gates, followed by contact person name (G) and phone number (I), and a field for special instructions (H). A 'Save and Continue' button (I) is located at the bottom right of the form.



# Contact Information

## Property Owner

1. Indicate if the property is owned under an individual, company, or held under a trust **A**.
2. Indicate if the property owner matches the C&C tax map records **B**.
  - » If it does not, a copy of the deed to your property is required and can be attached here **C**.
3. Fill out the rest of the basic property owner information **D**.

## System Owner

1. Indicate if the system will be leased **E**.
2. Fill out the basic system owner information **F** including a valid email address and phone number.

The screenshot shows the 'Contact Information' form in the Hawaiian Electric portal. The form is divided into two main sections: 'Property Owner' and 'System Owner'. The 'Property Owner' section includes a dropdown for ownership type (Individual, Company, Trust), fields for first and last name, a checkbox for matching C&C tax map records, a mailing address, city, state, and zip code, an email address, and phone number fields with type selection (Cell, Home, Work). The 'System Owner' section includes a dropdown for leasing status, a company name, and fields for first and last name, mailing address, city, state, zip code, email address, and phone number fields with type selection. Callouts A-F are placed over the form to indicate the steps described in the text.

# Contact Information (Cont'd)

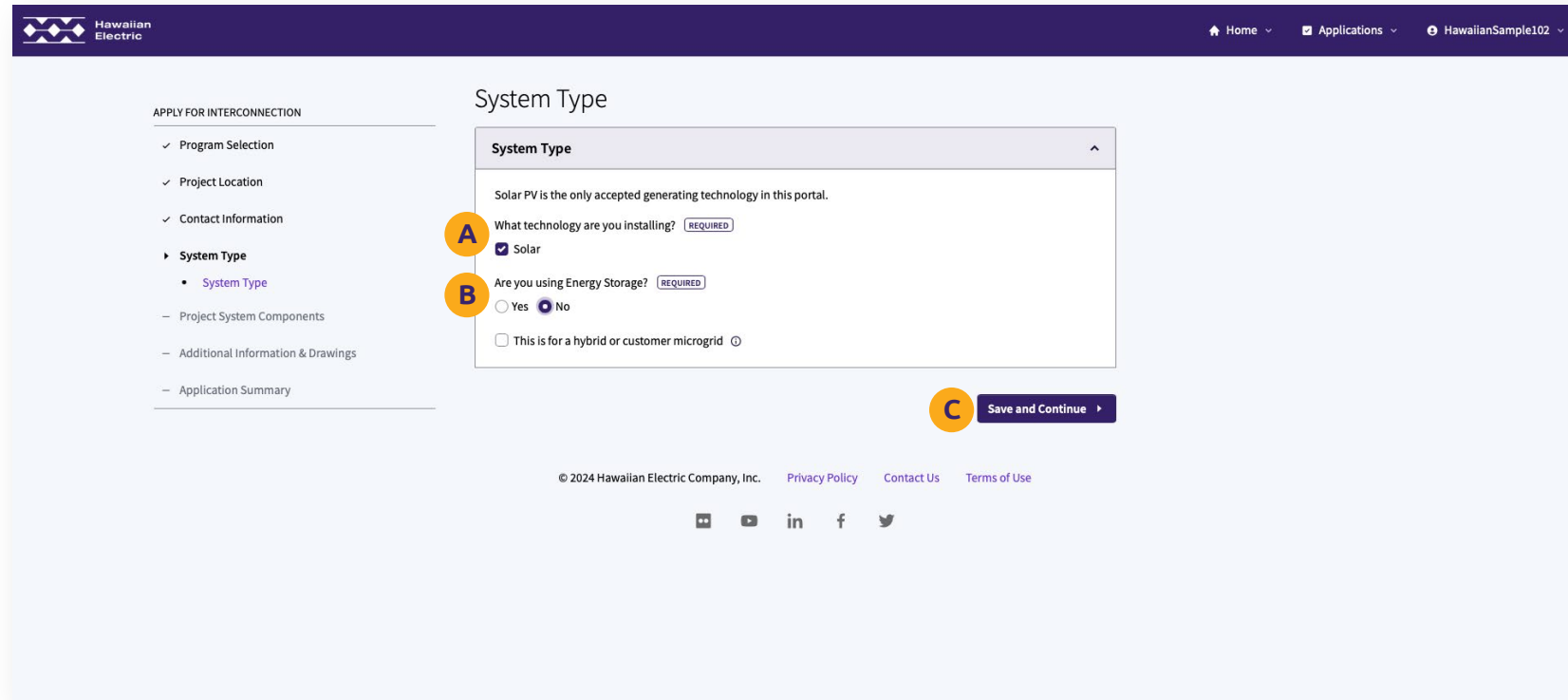
## PV Contractor

1. Select the company name of your assigned contractor from the drop-down menu **A**.
  - » Once the name is selected, their contact information will auto-populate. If your contractor is not listed, please ask them to register on the site.
2. It is required to provide authorization for the contractor to act on behalf of the Property Owner. Download the authorization form by clicking this link **B**.
  - » Fill out the Property Owner information and the Authorized Contractor Company Name **C**.
  - » Then the Property Owner must sign and date the bottom of the second page **D**.
3. Upload the signed Grant of Authorization form **E**.
4. When all the information has been entered and the Grant of Authorization has been uploaded **F**, click Save and Continue **G**.

# System Type

## System Type

1. Enter the system type information **A**.
2. If you're installing a battery storage unit within your system, check Yes. For the purposes of this guide, check No **B**.
  - » Note that if you're applying for a BYOD program, energy storage is required.
3. When you have completed entering information on this page, click Save and Continue **C**.



# Project System Components

## AC Disconnect

1. Enter your AC Disconnect information.
  - » If you did not see your AC Disconnect manufacturer in the drop-down menu, you can check the AC Disconnect Not on List box **A** and manually input the information.
2. Otherwise, select the AC Disconnect Manufacturer **B** and Model **C** from their respective drop-down menu options.
3. Indicate if the AC Disconnect is Single or Three phase **D**.
4. Indicate whether the mounting location is next to the main service disconnect or in another specified location **E**.

The screenshot displays the 'Project System Components' form for an AC Disconnect. The form is titled 'AC Disconnect #1' and includes the following fields and options:

- AC Disconnect Not on List:** A checkbox labeled 'A'.
- AC Disconnect Manufacturer:** A dropdown menu labeled 'B' with 'Eaton-Cutler Hammer' selected.
- AC Disconnect Model:** A dropdown menu labeled 'C' with 'DG221NGB' selected.
- Type:** A dropdown menu with 'Fused' selected.
- Phase:** A dropdown menu labeled 'D' with 'Single' selected.
- Rated Amps:** A dropdown menu with '30' selected.
- Rated Volts:** A dropdown menu with '240' selected.
- Uses multiple disconnects:** An unchecked checkbox.
- Mounting Location - Next to:** A dropdown menu labeled 'E' with 'Main Service Disconnect' selected.

The form also includes a section for 'Inverter #1' at the bottom.

# Project System Components (Cont'd)

## Inverter #1

1. Select the Inverter Manufacturer **A**.
2. Select the Inverter Model from the list of qualified inverters **B**.
  - » Inverters not on the list do not meet standard requirements.
3. Indicate the quantity of inverters **C**.
  - » The number of Central Inverters is one by default.
  - » The number of Micro Inverters should match the total panel quantity per string.

## PV Panels #1

1. Input the PV Panel information.
  - » If you do not see your panel manufacturer in the drop-down menu, check the PV Panel Not on List box **D** and manually input the information.
2. Select the Panel Manufacturer **E**.
3. Select the Panel Model **F**.
4. Indicate the quantity of panels **G**.
5. Ensure all the information is correct, and then click Save and Continue **H**.

The screenshot displays the 'APPLY FOR INTERCONNECTION' form. On the left is a navigation menu with 'Project System Components' expanded to show 'AC Disconnect #1' and 'Inverter #1'. The main form area is divided into two sections: 'Inverter #1' and 'PV Panels #1'.  
 In the 'Inverter #1' section:  
 - **A**: Inverter Manufacturer (REQUIRED) dropdown menu with 'Altegrity Power Systems' selected.  
 - **B**: Inverter Model (REQUIRED) dropdown menu with 'ELS-3K w/ CT or Meter' selected.  
 - Inverter Type dropdown menu with 'Central' selected.  
 - **C**: Quantity input field with '1' entered.  
 - A/C Output Rating (kW) input field with '3.86' entered.  
 - Total Inverter Rating (kW) input field with '3.86' entered.  
 In the 'PV Panels #1' section:  
 - **D**: 'PV Panel Not on List' checkbox is unchecked.  
 - **E**: Panel Manufacturer (REQUIRED) dropdown menu with 'A10Green Technology' selected.  
 - **F**: Panel Model (REQUIRED) dropdown menu with 'A10J-M60-220' selected.  
 - **G**: Panel Quantity (REQUIRED) input field with '3' entered.  
 - STC Rating input field with '0.22' entered.  
 - Total Panel Rating (kW) input field with '0.66' entered.  
 Below the PV Panels section are summary fields:  
 - '+ Add PV Panel' button.  
 - Total Panel Quantity input field with '3' entered.  
 - Total Panel Size (kW) input field with '0.66' entered.  
 - Subtotal input field with '0.66' entered.  
 - '+ Add Inverter' button.  
 - Technical System Size (kW) input field with '0.66' entered.  
 - Program Size(kw) input field with '0.66' entered.  
 At the bottom right, there is a **H** 'Save and Continue' button.

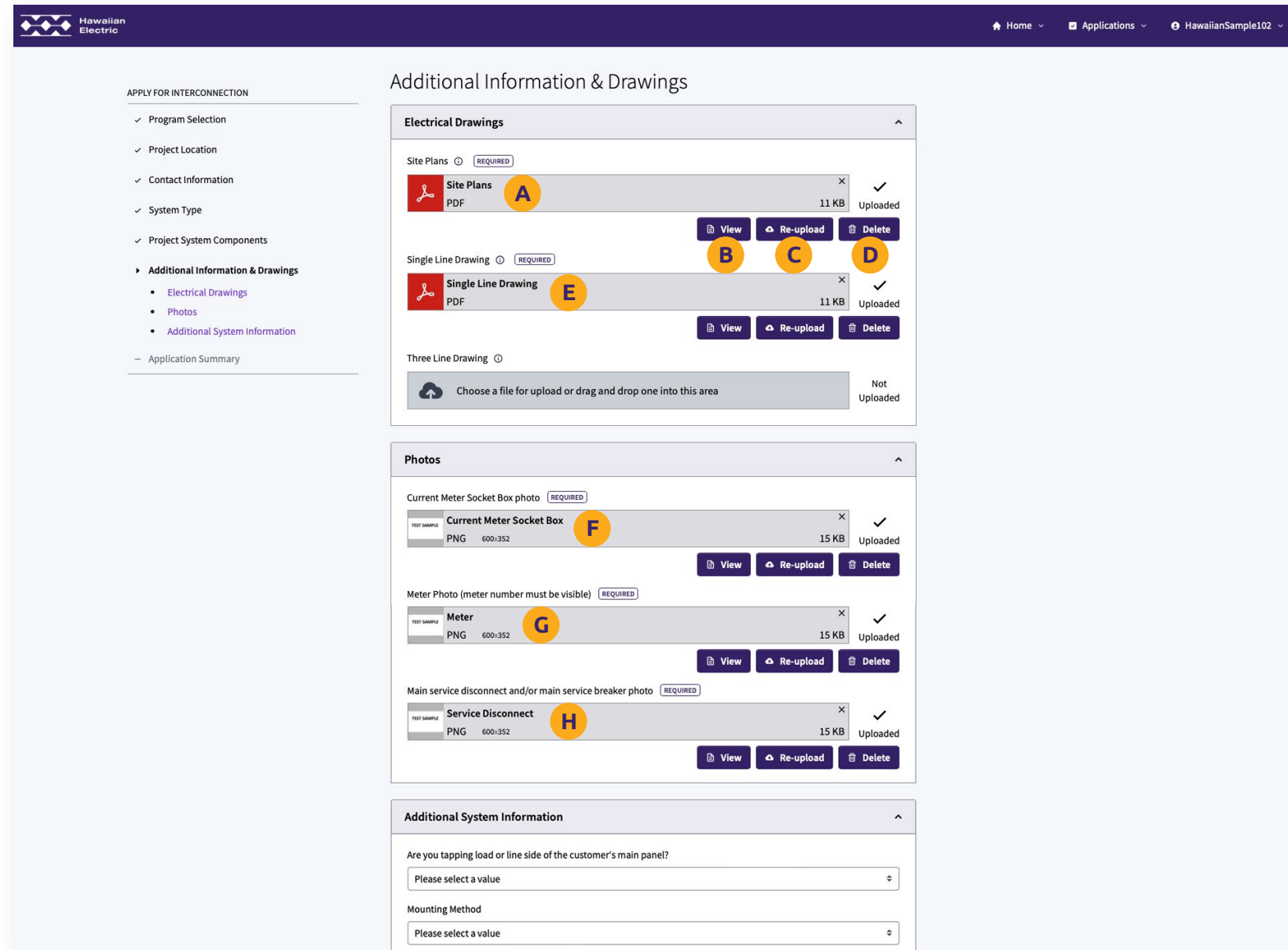
# Additional Information & Drawings

## Electrical Drawings

1. Upload your plans, electrical drawings and photos.
  2. First, upload your site plan **A** by dragging it into the upload box or clicking the upload box to select your file.
    - » Click the View button **B** to verify the correct site plan has uploaded successfully.
    - » Click the Re-Upload button **C** if you would like to upload a different file.
    - » Click the Delete button **D** to remove the file you have uploaded.
  3. Upload your Single-Line Drawing **E**.
    - » A Three-Line Drawing is only required if your system is over 30 kilowatts or is 3 Phase.

## Photos

1. Upload a photo of your Current Meter Socket Box **F**.
2. Upload a photo of your current Meter **G**.
  - » Ensure that your meter number is clearly visible.
3. Upload a photo of your main service disconnect and/or main service breaker **H**.





# Additional Information & Drawings (Cont'd)

## Additional System Information

1. Enter your Maximum Generating Capacity in kilowatts **A**.
2. Enter your Maximum Export in kilowatts **B**.
3. Indicate whether your system will require a relay trip scheme **C**.
  - » If it does, upload your relay trip scheme here **D**.
4. Once all information has been entered, click Save and Continue **E**.

APPLY FOR INTERCONNECTION

- ✓ Program Selection
- ✓ Project Location
- ✓ Contact Information
- ✓ System Type
- ✓ Project System Components
  - ▶ **Additional Information & Drawings**
    - Electrical Drawings
    - Photos
    - **Additional System Information**
  - Application Summary

**Additional System Information**

Are you tapping (load or line side of the customer's main panel?)  
Please select a value

Mounting Method  
Please select a value

Tracking Type  
Please select a value

Maximum Site Load Without Generation (kW)

Minimum Site Load Without Generation (kW)

**A** Maximum Generating Capacity (kW) REQUIRED  
2

**B** Maximum Export (kW) REQUIRED  
1

**C** Does your system require relay trip scheme? REQUIRED  
 Yes  **D** No

**E** Save and Continue

# Application Summary

1. Take a moment to 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**.

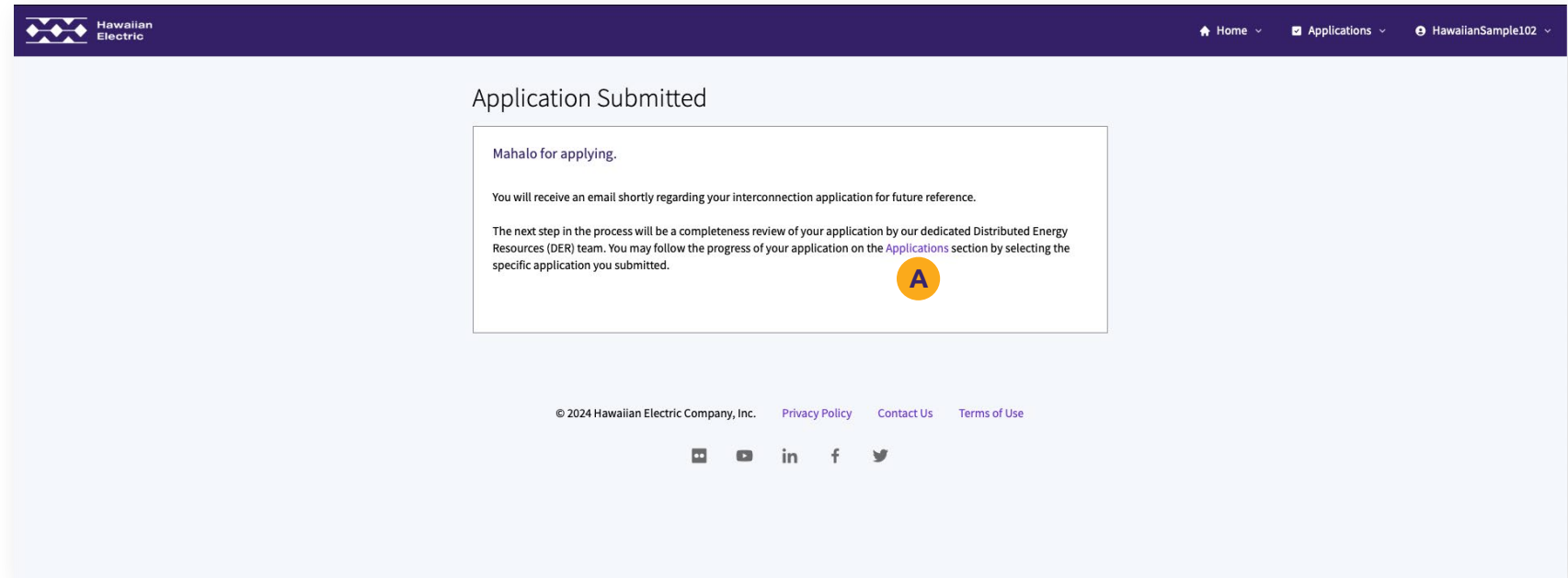
The screenshot shows the 'Application Summary' page with the following sections:

- Program Selection:** Includes fields for Application Type (Smart DER - Export), Project Name, and Project ID.
- Project Location:** Includes Project Location, Project Number, Project Address, Project City, Project State, and Project Zip.
- Property Information:** Includes Property Address, Property City, Property State, Property Zip, Property Owner Name, Property Owner Email, Property Owner Phone Number, Property Owner Address, Property Owner City, Property Owner State, Property Owner Zip, Property Owner Email, Property Owner Phone Number, Property Owner Address, Property Owner City, Property Owner State, Property Owner Zip.
- Contact Information:** Includes Contact Name, Contact Title, Contact Address, Contact City, Contact State, Contact Zip, Contact Email, Contact Phone Number, Contact Phone Number Type, Contact Address, Contact City, Contact State, Contact Zip.
- System Information:** Includes System Name, System Address, System City, System State, System Zip, System Email, System Phone Number, System Address, System City, System State, System Zip.
- System Type:** Includes System Type, Technology Type, Storage Type, and System Name.
- Project System Components:** Includes AC Disconnect, Inverter, and PV Panels.
- Additional Information & Drawings:** Includes Electrical Drawings, Site Plans, System Component Single Line Drawing, System Component Three Line Drawing, Meter Schedules, Meter Plans, and Additional System Information.

A red circle with the letter 'A' is positioned over the 'Submit' button at the bottom right of the page.

# Application Submitted

You will receive a confirmation email, and you may follow the progress of your application by clicking on the Applications **A** section and selecting the specific application you submitted.



# We're Here to Help

We hope that this overview guide has helped to clarify the application process and give a better understanding of how to use the Customer Interconnection Tool. If you need additional assistance, please visit our [FAQ](#) for more information, or contact our Customer Energy Resources Team either by phone or email.

## Hawaiian Electric

### O`ahu

(808) 543-4760

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

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**Hawaiian  
Electric**



## **Hawaiian Electric**

If you have any questions, please contact:

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