

Submitting a Smart Renewable Energy Program Application for Smart DER Non-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

Maui County

(808) 871-8461 ext. 2445

connect@HawaiianElectric.com

Hawai'i Island

(808) 969-0358

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, there are two panels: 'Available Rooftop Solar Applications' and 'Renewable Energy Program Application Process'. The 'Your Projects' section is visible, showing a table of projects with columns: Internal Id, Project Id, Assigned To, Process Phase, IIQ Status, Responsible Party, Customer Name, Address, and Actions. A project with ID 263492 is highlighted with a yellow circle 'B'.

The 'Project Details' view for project 263492 is shown below, with a 'Progress' tab selected (marked with a yellow circle 'C'). The 'Apply for Interconnection' section lists activities and their completion dates:

#	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	



Smart DER Non-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 displays the Hawaiian Electric Customer Interconnection Tool interface. At the top, the Hawaiian Electric logo and a 'Welcome to the Customer Interconnection Tool' message are visible. 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 for returning users with a 'Log In' button and fields for 'User ID or Email' and 'Password'. A yellow circle 'A' highlights the 'Log In' button.
- 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 solar programs, including Customer Self-Supply, Smart Export, CGS - Plus, NEM Plus, Amendments, and Battery Bonus. A yellow circle 'B' highlights the 'Start a New Renewable Energy Program Application' button.
- Renewable Energy Program Application Process:** A panel showing a six-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 yellow circle 'B' highlights the 'Start a New Renewable Energy Program Application' button.

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 Non-Export (SDN) tile **B**.
3. Then click on the SDN Only tile **C**.
4. Then click on the Submit button **D**.

The screenshot shows the 'Select App Type' page on the Hawaiian Electric portal. The page has a dark purple header with the Hawaiian Electric logo and navigation links for Home, Applications, and a user profile (HawaiianSample101). The main content area is titled 'Select App Type' and contains eight application type tiles arranged in a grid. Each tile has a title and a brief description. The tiles are: 'Interim Programs' (white background), 'NEM Plus (NEM+)' (white background), 'Smart DER' (purple background with a yellow 'A' circle), 'AMEND' (white background), 'Smart DER Export (SDE)' (purple background), 'Smart DER Non-Export (SDN)' (purple background with a yellow 'B' circle), 'SDN Only' (purple background with a yellow 'C' circle), and 'SDN + Bring Your Own Device (BYOD)' (white background). At the bottom right of the page, there is a 'Submit' button with a yellow 'D' circle next to it.

Application Type	Description
Interim Programs	Customer Grid-Supply Plus (CGS+), Smart Export, and Customer Self-Supply (CSS) programs applicable to distributed energy resource (DER) projects under 100kW. All interim programs are set to close on March 31, 2024 (date subject to change).
NEM Plus (NEM+)	Available only to NEM customers with a signed agreement who want to add non-export capacity to their current system. Additional conditions may apply.
Smart DER A	Long-term distributed energy resource (DER) programs open to all project sizes with two rider options: Export or Non-Export. Installation of an advanced meter and participation in Time-Of-Use (TOU) rates are required to enroll.
AMEND	Amendments available for existing executed agreements. Ability to document equipment changes, apply for Battery Bonus, or Bring Your Own Device (BYOD) on executed agreements.
Smart DER Export (SDE)	Export program available to renewable technologies where compensated export is acceptable with no time restrictions.
Smart DER Non-Export (SDN) B	Non-Export program available to all types of generator technologies. The system is designed to not export electricity to the grid and there is no compensation for excess energy.
SDN Only C	Does not require energy storage.
SDN + Bring Your Own Device (BYOD)	Requires energy storage with the ability to receive additional compensation for providing grid services in accordance with the enrolled BYOD Level requirements.

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'. Callouts A through I are placed over various fields and buttons to indicate where to enter information.

- A:** Meter Number field (value: MPX000875910)
- B:** Zip Code field (value: 96817)
- C:** Tax Map Key Number field (value: 1231231231231)
- D:** Information icon for Tax Map Key Number
- E:** '+ Additional Tax Map Key' button
- F:** 'Are equipment disconnects and electrical meters accessible to Hawaiian Electric Companies personnel?' question with radio buttons for Yes and No.
- G:** Contact Person field (value: John Smith)
- H:** Special Instructions field (value: Gate code: 1234)
- I:** 'Save and Continue' button

Other visible fields include Service Address (4321 WEST RD.), Unit, City (HONOLULU), State (HI), and Rate (L_R). A disclaimer message is present below the AMI Meter field.

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 customer name and suffix, a checkbox for matching C&C tax map records, a mailing address field, and fields for city, state, and zip code. It also includes email and phone number fields with radio buttons for phone number type (Cell, Home, Work). The 'System Owner' section includes a checkbox for system leasing, a company name field, and similar fields for the system owner's name, address, city, state, zip code, email, and phone number. Callouts A-F are placed over the form to indicate the steps described in the text: A (ownership type), B (tax map records checkbox), C (deed attachment link), D (basic property owner info), E (system leasing checkbox), and F (basic system owner info).

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**.

The screenshot shows the 'System Type' form in the Hawaiian Electric portal. The form is titled 'System Type' and contains the following fields:

- System Type**: A dropdown menu with an upward arrow.
- What technology are you installing?**: A required field with a 'REQUIRED' label. The 'Solar' option is selected with a checked checkbox.
- Are you using Energy Storage?**: A required field with a 'REQUIRED' label. The 'No' option is selected with a radio button.
- This is for a hybrid or customer microgrid**: An unchecked checkbox with a help icon.

At the bottom right of the form is a 'Save and Continue' button with a right-pointing arrow. The page footer includes the copyright notice '© 2024 Hawaiian Electric Company, Inc.', links for 'Privacy Policy', 'Contact Us', and 'Terms of Use', and social media icons for YouTube, LinkedIn, Facebook, and Twitter.

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

- AC Disconnect #1** (Section Header)
- A**: AC Disconnect Not On List (with a help icon)
- B**: AC Disconnect Manufacturer (REQUIRED) - Eaton-Cutler Hammer
- C**: AC Disconnect Model (REQUIRED) - DG221NGB
- Type: Fused
- D**: Phase (REQUIRED) - Single
- Rated Amps: 30
- Rated Volts: 240
- Uses multiple disconnects
- E**: Mounting Location - Next to: (REQUIRED) - Main Service Disconnect
- Inverter #1 (with a close icon)



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 shows a web application interface for 'APPLY FOR INTERCONNECTION'. On the left is a navigation menu with options: Program Selection, Project Location, Contact Information, System Type, Project System Components (expanded to show AC Disconnect, AC Disconnect #1, Inverter #1, and PV Panels #1), Additional Information & Drawings, and Application Summary. The main content area is divided into two panels: 'Inverter #1' and 'PV Panels #1'.
 In the 'Inverter #1' panel:
 - Callout **A** points to the 'Inverter Manufacturer' dropdown menu, which is set to 'Altenegy Power Systems'.
 - Callout **B** points to the 'Inverter Model' dropdown menu, set to 'ELS-3K w/ CT or Meter'.
 - Callout **C** points to the 'Quantity' input field, which contains the value '1'.
 - Below these are fields for 'Inverter Type' (set to 'Central'), 'A/C Output Rating (kW)' (3.86), and 'Total Inverter Rating (kW)' (3.86).
 In the 'PV Panels #1' panel:
 - Callout **D** points to the 'PV Panel Not on List' checkbox, which is unchecked.
 - Callout **E** points to the 'Panel Manufacturer' dropdown menu, set to 'A10Green Technology'.
 - Callout **F** points to the 'Panel Model' dropdown menu, set to 'A10J-M60-220'.
 - Callout **G** points to the 'Panel Quantity' input field, which contains the value '3'.
 - Below these are fields for 'STC Rating' (0.22), 'Total Panel Rating (kW)' (0.66), and a '+ Add PV Panel' button.
 At the bottom of the form, there is a '+ Add Inverter' button, 'Technical System Size (kW)' (0.66), and 'Program Size(kw)' (0.66). Callout **H** points to the 'Save and Continue' button at the bottom right.

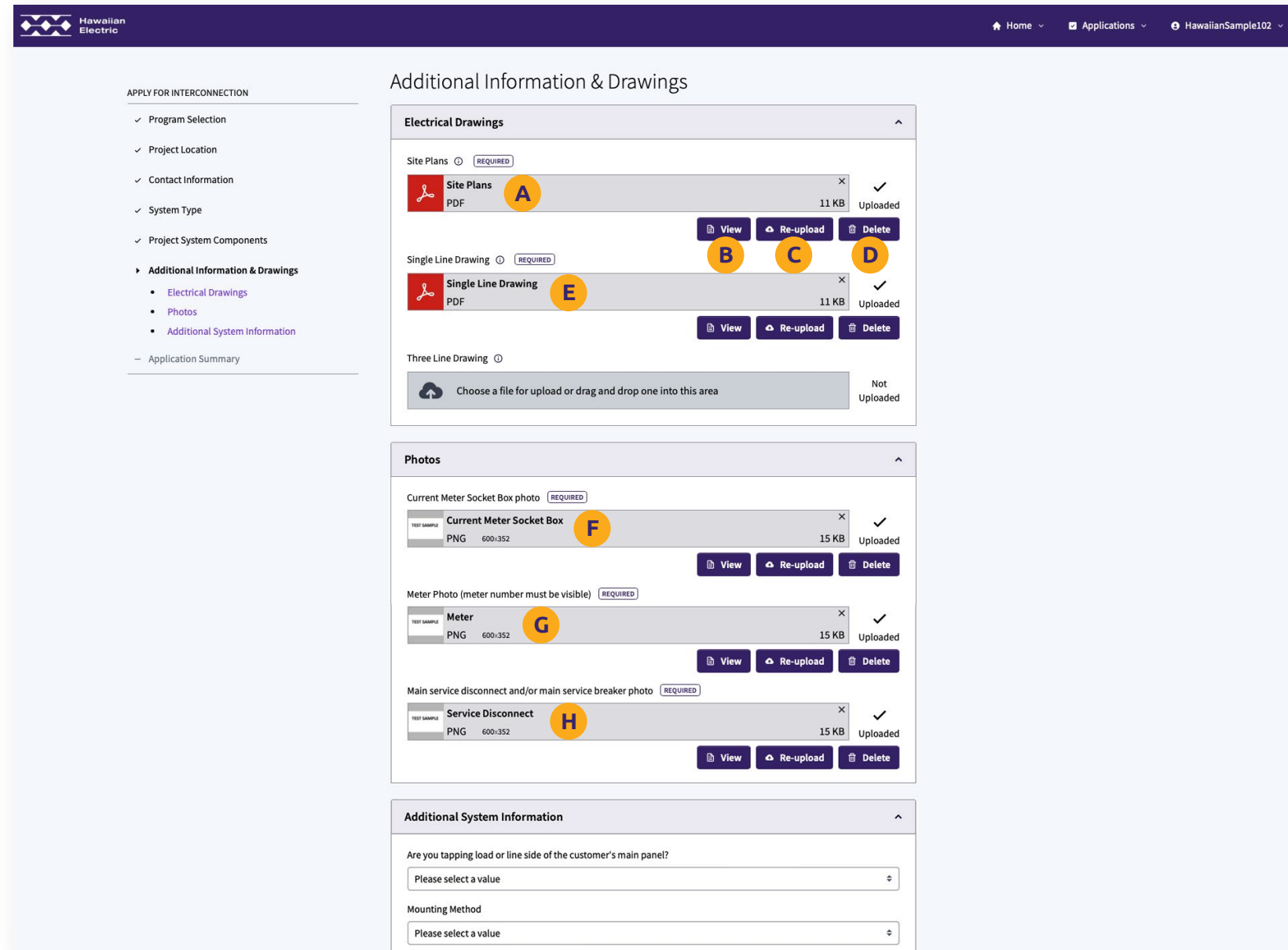
Additional Information & Drawings

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

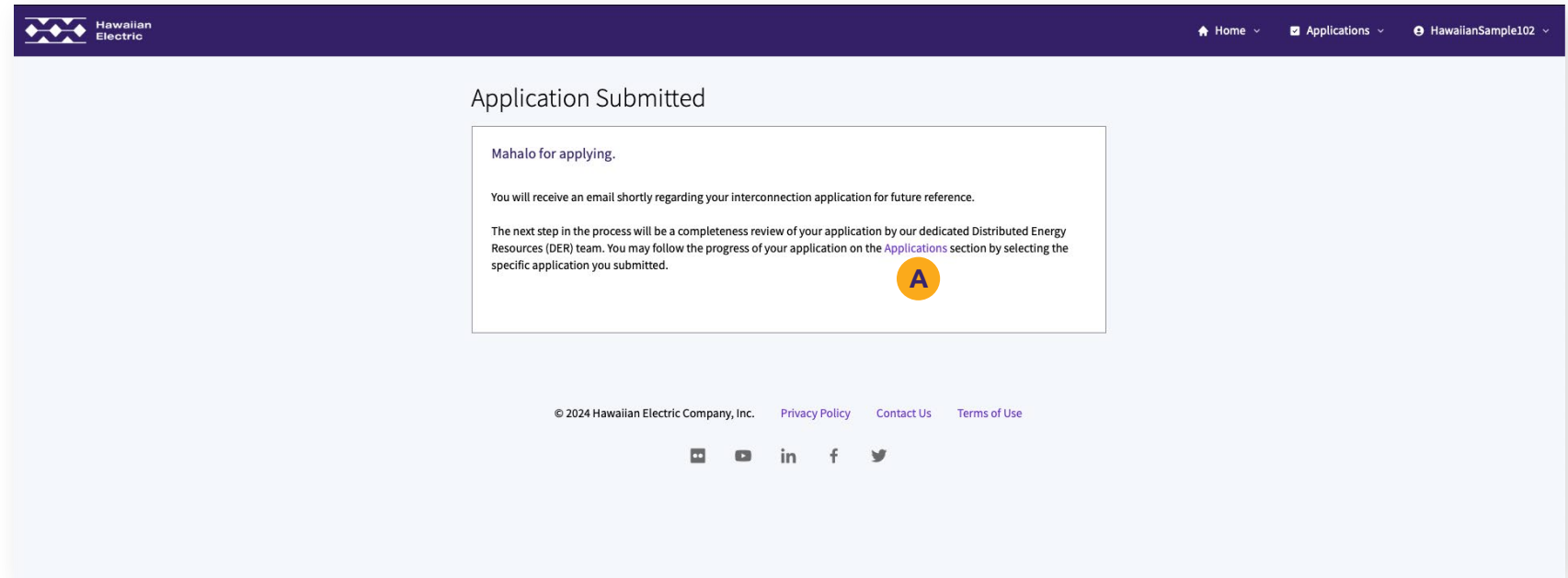
B Maximum Export (kW) REQUIRED
1

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

E Save and Continue

Application Submitted

You will receive a confirmation email, and you may follow the progress of your application by clicking on the Applications  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.

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