



Background: The NEM Plus program is intended to provide existing NEM customers with the option of adding non-export technology to their system without jeopardizing their participation in the NEM program. In concept, the NEM Plus program is the equivalent of adding a Customer Self-Supply system at the same location as an active NEM system.

Here are answers to frequently asked questions to help interested customers and contractors learn more about the program.

Frequently Asked Questions (Customers)

Q: Can I add additional PV panels through NEM Plus?

A: Yes, but they cannot export to the grid.

Q: Can I add battery storage to my NEM system through NEM Plus?

A: Yes, as long as your system is designed to prevent the batteries from discharging on to the grid.

Q: How much additional capacity can I add to my home/business through NEM Plus?

A: NEM Plus systems may not exceed 100kW in size/capacity.

Q: Can I use this program to add panels or make other changes to my NEM system?

A: No, if you want to make any changes to your NEM system, you need to use the standard process (submit an Amendment Form) to revise your NEM system.

Q: I want to make some changes to my NEM system at the same time the work is done on my NEM Plus system. How do I do that?

A: You'll need to have your contractor submit an Amendment Form detailing all the proposed changes to your NEM system and submit a NEM Plus Application for approval. The systems will be reviewed separately in accordance with the applicable program rules.

Q: Why can't I submit all my system changes for my NEM and NEM Plus systems at one time and in one place?

A: You can submit your forms at the same time; however, the systems are governed by two separate programs and must be reviewed separately.

Q: Does the NEM Plus Program take the place of NEM or any other renewable energy programs?

A: No. NEM Plus is a new program that is designed to meet the needs for NEM customers who until now didn't have the option to make any changes to their system without affecting their status in the NEM program.

Q: I'm a CGS customer and want to add batteries to my system. Can I participate in NEM Plus?

A: No. You must be a NEM customer to participate in NEM Plus. However, you can propose changes to your CGS system by submitting an Amendment Form because the program remains open.



Q: Does this mean NEM is going to reopen?

A: No. NEM is not reopening to new participants.

Q: How will my bill look after my NEM Plus system is up and running.

A: Your bill will look the same except you should notice a change in the amount of energy delivered to you from the grid because you are using more of your self-generated energy to power your home instead of pulling it from the grid when your NEM system isn't producing power.

Q: Will I still have to pay a minimum bill under the NEM Plus program?

A: Yes.

Q: How can I tell if the NEM Plus program is right for me?

A: If you're already paying only the minimum bill throughout most or all the year and/or if you forfeit credits each year - you're not going to benefit from NEM Plus. NEM Plus might be a cost-effective option if you are consistently paying for energy delivered to you, above and beyond the minimum bill, and/or if you want to make home improvements (like adding rooms or split A/C) or to add an electric vehicle or two to your family. Like with all big purchases, do your homework first and get the facts before deciding how to proceed.

Q: Will I still receive the full-retail rate for my NEM-Plus generated power?

A: No. You are only credited energy if program rules allow you to receive a credit for exporting power to the grid. NEM Plus doesn't allow for energy to be exported to the grid (except for the minimal, inadvertent amount associated with normal operation); therefore, there is no credit to receive. Your agreement under the NEM program doesn't change because of your NEM Plus participation.

Q: Where do I find the NEM Plus application form?

A: The form and supporting information is available for download on our website.

Q: Does the NEM Plus system need to be installed by the same contractor that built my NEM system?

A: No, not from our standpoint.

Q: The contractor that built my NEM system is no longer in business. How do I find a new contractor?

A: Like any major purchase, it's important to be an informed consumer. That means seeking references and referrals from potential contractors and don't be afraid to seek a second opinion or multiple estimates. Make sure you choose a provider that is licensed and bonded to do the work.

Q: Does the NEM Plus program have a program cap or end date?

A: No.



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Q: Does the NEM Plus program have a queue or wait list for participation?

A: No.

Q: How long will it take for my NEM Plus system to be operational from the time my application is submitted?

A: It depends. If the submitted application is free of errors and omissions and the project is designed to program specifications that easily passes review, it will receive Conditional Approval to build within several weeks. The total operational time, however, depends on the time needed to secure necessary building and/or electrical permits, contractor and product availability, and other possible factors that are outside utility control.

Q: I still have more questions about NEM Plus and want to talk to someone at the Utility. Who do I call?

A: For customers on Oahu: 808-543-4760 or connect@hawaiianelectric.com

For customers in Maui County: 808-871-8461 ext. 2445 or connect@mauielectric.com

For customers on Hawai'i Island: 808-969-0358 or connect@hawaiielectriclight.com