

Subject: Action Required Regarding your Rooftop Solar Application, [project ID]

Aloha [Customer],

We hope this letter finds you well. We are reaching out about your [Program Name] application. Our records show that some required items to finalize your application remain outstanding. Although the original deadline has passed, we want to provide you and your contractor an additional opportunity to complete the process. Please note that [Program Name] is closed and new applications are no longer accepted.

We understand that projects can be delayed for many reasons and that priorities can change over time. As a courtesy, we are providing an additional **three (3) months from the date of this letter** for you or your contractor to take necessary action to finalize your application. **If we do not receive the required information or an extension request within this period, your application will be withdrawn and closed.** This will allow us to keep our records current and ensure all applications are handled consistently.

If you wish to proceed with your current application:

- Contact your solar contractor and work with them to submit your final requirements as soon as possible. If you are unsure of what is still required, please contact us at connect@hawaiianelectric.com.
- If you need more than three months, you may submit an extension request by accessing your application in CIT (Customer Interconnection Tool) or by completing an [extension request form](#) and emailing it to connect@hawaiianelectric.com.

If you do not wish to proceed at this time:

- No action is necessary. You may always reapply to one of our currently available programs in the future. More information on our programs can be found on our [website](#).

If you have already received credits on your bill because your system has been turned on, please be advised that once your application is withdrawn, you will be removed from the [Program Name] rate and will therefore no longer receive any bill credits from your energy exports.

Completing the application process is necessary to confirm that your system meets the program's eligibility, technical, and interconnection requirements. Hawaiian Electric must receive and approve all required documentation before an application can be finalized. This process helps support the safety and reliability of the electric system and ensures all customers are treated fairly.

We understand that customers often rely on their solar contractors to manage the application process and submit the required documentation. Contractors are expected to work with customers to ensure applications are complete, accurate, and submitted with all

required documentation. We encourage you to contact your contractor as soon as possible so they can help identify and complete any remaining items before the deadline.

We thank you for your attention to this matter and encourage you to work with your contractor soon to determine the next steps for your application. If you have questions about what remains outstanding or need assistance with the extension request process, please contact us at connect@hawaiianelectric.com.

Mahalo,

Customer Energy Resources
Hawaiian Electric

Cc: Solar Contractor on record