

Contact Information

Should you have questions on the information presented in this brochure, please contact the net energy metering office at your utility. If you have questions about your account or your electric bill, please contact the customer service representatives at your utility.

Hawaiian Electric Company

Customer Service 548-7311
NEM E-Mail nem@heco.com
NEM Office 543-4760
NEM Website Information.....https://heco.com/nem

Maui Electric Company

Customer Service, Maui 871-9777
Customer Service, toll-free 1 877 871-8461
NEM Office, Maui 872-3266
NEM Office, toll-free 1 877 871-8461
NEM Website Information..... www.mauielectric.com

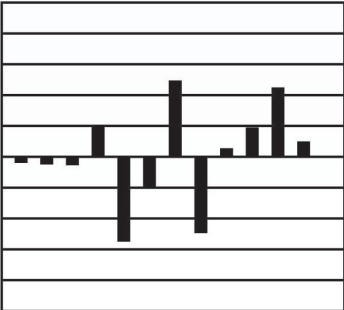
Hawaii Electric Light Company

Customer Service, Hilo 969-6999
Customer Service, Kona 329-3584
Customer Service, Kamuela 885-4605
NEM Office 969-0358
NEM Website Information..... www.helcohi.com



Hawaiian Electric Company
Maui Electric Company
Hawaii Electric Light Company 18M 5/12

Understanding Your Net Energy Metering Bill Summary

ACCOUNT SUMMARY (See Bill Detail section for more information)				
Service Period	12/02/11	-	12/30/11	
Previous Balance	\$10.20			
Payments	\$10.20-			
OUTSTANDING BALANCE			\$0.00	
Current Charges	\$40.63			
Adjustments	\$0.00			
Current Charges			\$40.63	
TOTAL AMOUNT DUE 01/19/2012			\$40.63	
BILL PERIOD				
R Residential Service Signed NEM Contract				
METER#	REGISTER	CURRENT READING		
MXH00009995	NET KWH	200.00		
	DEL KWH	3,600.00		
	REC KWH	3,400.00		
	BILLING KWH	200.00		
	NET GENERATION	0.00		
USAGE PROFILE				
NET KWH			DATE	
			12/30/11	
			12/01/11	
			11/01/11	
			09/30/11	
			09/01/11	
			08/01/11	
			07/01/11	
			06/01/11	
			04/29/11	
			04/01/11	
			03/01/11	
			02/01/11	
F M A M J J A S S N D D				
2011 MONTHS 2011				



Hawaiian Electric Company
Maui Electric Company
Hawaii Electric Light Company

Net Energy Metering Summary

In accordance with the Net Energy Metering (NEM) tariff, once you have an executed NEM agreement, signed by your utility, your monthly electric bill will include a summary page that describes how your NEM bill is computed. At the end of a 12-month billing period, your bill will also include a reconciliation summary. The 12-month billing period begins on the first full

billing cycle after the execution of the NEM agreement and installation of the net meter. Below you will see a billing summary that includes 12 months of bills and the reconciliation summary. In order to simplify explanation of the summary page, it has been separated into three sections. These sections will be explained on the following pages.



Hawaiian Electric Company
Maui Electric Company
Hawaii Electric Light Company

Account Number:
201000001291
Invoice Number:
600002046

Service Address
77-178A MAHIEHIE ST
Contract:
30000170

Kilowatt Hours (kWh)						Credit for Net Customer Generation			
Date	Supplied by Company (A)	Received from NEM Customer (B)	Net kWh (C=A-B)	kWh for billing purposes (D)	Net kWh for Credit Calculation (E)	Energy Charge Credit (F)	Energy Cost Adjustment Credit (G)	Other Adjustments Credit (H)	Net Customer Generation Credit/month (J)=sum(F-H)
02/01/2011	10	90	-80	0	-80	\$19.59-	\$7.30-	\$1.47-	\$28.36-
03/01/2011	0	100	-100	0	-100	\$29.08-	\$5.52-	\$1.01-	\$35.61-
04/01/2011	0	110	-110	0	-110	\$31.99-	\$7.50-	\$1.28-	\$40.77-
04/29/2011	400	10	390	390	0	\$0.00	\$0.00	\$0.00	\$0.00
06/01/2011	0	1,100	-1,100	0	-1,100	\$337.61-	\$122.64-	\$13.25-	\$473.50-
07/01/2011	0	390	-390	0	-390	\$115.32-	\$41.48-	\$4.64-	\$161.44-
08/01/2011	1,000	10	990	990	0	\$0.00	\$0.00	\$0.00	\$0.00
09/01/2011	10	1,000	-990	0	-990	\$302.47-	\$104.76-	\$11.96-	\$419.19-
09/30/2011	180	70	110	110	0	\$0.00	\$0.00	\$0.00	\$0.00
11/01/2011	400	20	380	380	0	\$0.00	\$0.00	\$0.00	\$0.00
12/01/2011	1,000	100	900	900	0	\$0.00	\$0.00	\$0.00	\$0.00
12/30/2011	600	400	200	200	0	\$0.00	\$0.00	\$0.00	\$0.00
Total				2,970	-2,770	\$836.06-	\$289.20-	\$33.61-	\$1,158.87-

Eligible for a Refund						Bill Refund		Cumulative Credit	
Date	Billing kWh (K)=(D)	Total Bill (L)	Energy Charge (M)	Energy Cost Adjustments (N)	Other Adjustments (O)	Credit Applied (P)	Bill Net Of Credit (Q)=(L-P)	Applied (R)	Balance (S)
02/01/2011	0	\$24.74	\$0.00	\$0.00	\$0.00	\$0.00	\$24.74	\$0.00	\$28.36-
03/01/2011	0	\$20.29	\$0.00	\$0.00	\$0.00	\$0.00	\$20.29	\$0.00	\$63.97-
04/01/2011	0	\$20.40	\$0.00	\$0.00	\$0.00	\$0.00	\$20.40	\$0.00	\$104.74-
04/29/2011	390	\$157.57	\$115.32	\$28.02	\$4.03	\$104.74-	\$52.83	\$104.74-	\$0.00
06/01/2011	0	\$20.41	\$0.00	\$0.00	\$0.00	\$0.00	\$20.41	\$104.74-	\$473.50-
07/01/2011	0	\$20.40	\$0.00	\$0.00	\$0.00	\$0.00	\$20.40	\$104.74-	\$634.94-
08/01/2011	990	\$430.22	\$302.47	\$105.59	\$11.96	\$420.02-	\$10.20	\$524.76-	\$214.92-
09/01/2011	0	\$20.40	\$0.00	\$0.00	\$0.00	\$0.00	\$20.40	\$524.76-	\$634.11-
09/30/2011	110	\$55.06	\$31.99	\$11.58	\$1.29	\$44.86-	\$10.20	\$569.02-	\$589.25-
11/01/2011	380	\$165.17	\$112.20	\$38.25	\$4.52	\$154.97-	\$10.20	\$724.59-	\$434.28-
12/01/2011	900	\$393.20	\$274.40	\$97.73	\$10.87	\$383.00-	\$10.20	\$1,107.59-	\$51.28-
12/30/2011	200	\$91.91	\$58.16	\$21.19	\$2.36	\$51.28-	\$40.63	\$1,158.87-	\$0.00
Total	2,970	\$1,419.77	\$894.54	\$302.36	\$35.03	\$1,158.87-	\$260.90		

Total Energy Charge plus Adjustments (Cols M, N, O Totals)	\$1,231.93
Less: Credit Applied (Col P total)	\$1,158.87-
Remaining Energy Charge Eligible for Refund	\$73.06

Reconciliation Summary Information	
Total Net Customer generation Credit (Col J total)	\$1,158.87-
Less: Credit Applied (Col P Total)	\$1,158.87-
Cumulative Credit Balance (Col J Total - Col P Total)	\$0.00
Energy Charge Overpayment to be Refunded	\$0.00
Cumulative Credit Balance Ineligible at the end of the Reconciliation Period	\$0.00

Elements of the NEM Summary

Kilowatt Hours (kWh)						Credit for Net Customer Generation				
Date	Supplied by Company (A)	Received from NEM Customer (B)	Net kWh (C=A-B)	kWh for billing purposes (D)	Net kWh for Credit Calculation (E)	Energy Charge Credit (F)	Energy Cost Adjustment Credit (G)	Other Adjustments Credit (H)	Net Customer Generation Credit/month (J)=sum(F:H)	
02/01/2011	10	90	-80	0	-80	\$19.59-	\$7.30-	\$1.47-	\$28.36-	
03/01/2011	0	100	-100	0	-100	\$29.08-	\$5.52-	\$1.01-	\$35.61-	
04/01/2011	0	110	-110	0	-110	\$31.99-	\$7.50-	\$1.28-	\$40.77-	
04/29/2011	400	10	390	390	0	\$0.00	\$0.00	\$0.00	\$0.00	
06/01/2011	0	1,100	-1,100	0	-1,100	\$337.61-	\$122.64-	\$13.25-	\$473.50-	
07/01/2011	0	390	-390	0	-390	\$115.32-	\$41.48-	\$4.64-	\$161.44-	
08/01/2011	1,000	10	990	990	0	\$0.00	\$0.00	\$0.00	\$0.00	
09/01/2011	10	1,000	-990	0	-990	\$302.47-	\$104.76-	\$11.96-	\$419.19-	
09/30/2011	180	70	110	110	0	\$0.00	\$0.00	\$0.00	\$0.00	
11/01/2011	400	20	380	380	0	\$0.00	\$0.00	\$0.00	\$0.00	
12/01/2011	1,000	100	900	900	0	\$0.00	\$0.00	\$0.00	\$0.00	
12/30/2011	600	400	200	200	0	\$0.00	\$0.00	\$0.00	\$0.00	
Total				2,970	-2,770	\$836.06-	\$289.20-	\$33.61-	\$1,158.87-	

1A Kilowatt Hours (kWh)

This section summarizes the energy supplied to you by your utility, excess energy received by your utility from your system after your on-site electrical loads are met, and the “net” energy supplied or received for each billing period. If in a given month, the utility has supplied more energy (column A) than the excess energy received from your system (column B), you will be billed for the net kWh (column C). If in a given month, your utility receives more electricity than supplied to you, column C shows negative kWh.

The kWh for billing purposes (column D) shows the net kWh (from column C) that you will be billed. If your utility receives more electricity than supplied to you, column D shows 0 because you will not be billed for any kWh usage. That excess net electricity received by the utility (shown as negative kWh in column E) will be used to determine credits (column J) that will be applied to eligible electricity purchases within the 12-month period.

1B Credits for Net Customer Generation

The net kWh for credit (column E) is converted to a monetary credit (column J) for use on billing within a 12-month period. Your net generation credit per

month (column J) is the sum of the energy charge (column F), energy cost adjustment (column G), and other adjustments (column H) that are based on kWh consumption.

2A Billing kWh and Total Bill

These two columns show the monthly billing kWh (as shown in column D) and total amount billed before any credits are applied (column L).

2B Eligible for Refund

Charges that are eligible for refund include the energy charge (column M), energy cost adjustment (column N), and other adjustments based on kWh consumption (column O). Credits accumulated within the 12-month period can be applied to offset these charges. Monthly credits cannot be applied to the monthly customer charge or minimum charge.

2C Bill Refund

When credits are applied to a monthly bill, the credit applied (column P) will be subtracted from the total bill (column L) to reduce your monthly bill (column Q). If no credits are applied to a monthly bill, the total bill (column L) will be identical to bill net of credit (column Q).

Date	Billing kWh (K)=(D)	Total Bill (L)	Eligible for a Refund			Bill Refund		Cumulative Credit	
			Energy Charge (M)	Energy Cost Adjustments (N)	Other Adjustments (O)	Credit Applied (P)	Bill Net Of Credit (Q)=(L-P)	Applied (R)	Balance (S)
02/01/2011	0	\$24.74	\$0.00	\$0.00	\$0.00	\$0.00	\$24.74	\$0.00	\$28.36-
03/01/2011	0	\$20.29	\$0.00	\$0.00	\$0.00	\$0.00	\$20.29	\$0.00	\$63.97-
04/01/2011	0	\$20.40	\$0.00	\$0.00	\$0.00	\$0.00	\$20.40	\$0.00	\$104.74-
04/29/2011	390	\$157.57	\$115.32	\$28.02	\$4.03	\$104.74-	\$52.83	\$104.74-	\$0.00
06/01/2011	0	\$20.41	\$0.00	\$0.00	\$0.00	\$0.00	\$20.41	\$104.74-	\$473.50-
07/01/2011	0	\$20.40	\$0.00	\$0.00	\$0.00	\$0.00	\$20.40	\$104.74-	\$834.94-
08/01/2011	990	\$430.22	\$302.47	\$105.59	\$11.96	\$420.02-	\$10.20	\$524.76-	\$214.92-
09/01/2011	0	\$20.40	\$0.00	\$0.00	\$0.00	\$0.00	\$20.40	\$524.76-	\$834.11-
09/30/2011	110	\$55.06	\$31.99	\$11.58	\$1.29	\$44.86-	\$10.20	\$569.62-	\$589.25-
11/01/2011	380	\$165.17	\$112.20	\$38.25	\$4.52	\$154.97-	\$10.20	\$724.59-	\$434.28-
12/01/2011	900	\$393.20	\$274.40	\$97.73	\$10.87	\$383.00-	\$10.20	\$1,107.59-	\$51.28-
12/30/2011	200	\$91.91	\$58.16	\$21.19	\$2.36	\$51.28-	\$40.63	\$1,158.87-	\$0.00
Total	2,970	\$1,419.77	\$894.54	\$302.36	\$35.03	\$1,158.87-	\$260.90		

2D Cumulative Credit

When credits are applied to a monthly bill, they will show up in column R. The balance (column S) is the running credit balance on the NEM account.

2E Minimum Bill

You will be billed a minimum charge plus applicable surcharges if in a given month your net kWh use (column C) is 0 or a negative number, or if your net kWh use is so low that the sum of the customer charge, non-fuel energy charge, base fuel energy charge, plus applicable surcharges is lower than the minimum charge.

3 Reconciliation Summary Information

At the end of the 12-month period, or closing of your account, a true up will be completed. The true up will show if there are any remaining credits left in your

cumulative credit balance (column S) that can be applied to remaining energy charges eligible for refund. The remaining energy charges eligible for refund are equal to the total energy charges plus adjustments (columns M, N, O totals) less credit applied (column P total).

If the cumulative credit balance is less than the remaining energy charges eligible for refund, the cumulative credit balance will be refunded to you as a credit to your account. If the cumulative credit balance is greater than the remaining energy charges eligible for refund, the remaining energy charges eligible for refund will be refunded as a credit to your account, and any excess credits will be forfeited.

Total Energy Charge plus Adjustments (Cols M, N, O Totals)		\$1,231.93
Less: Credit Applied (Col P Total)		\$1,158.87-
Remaining Energy Charge Eligible for Refund		\$73.06
Reconciliation Summary Information		
Total Net Customer generation Credit (Col J Total)		\$1,158.87-
Less: Credit Applied (Col P Total)		\$1,158.87-
Cumulative Credit Balance (Col J Total - Col P Total)		\$0.00
Energy Charge Overpayment to be Refunded		\$0.00
Cumulative Credit Balance Ineligible at the end of the Reconciliation Period		\$0.00