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The Honorable Chair and Members  
of the Hawai'i Public Utilities Commission  
Kekuanaoa Building, First Floor  
465 South King Street  
Honolulu, Hawai'i 96813

PUBLIC UTILITIES  
COMMISSION

Dear Commissioners:

Subject: Docket No. 2013-0141 – Decoupling Reexamination  
Hawaiian Electric Companies Public Posting of Initial Performance Metrics

In accordance with Order No. 32701, the Hawaiian Electric Companies<sup>1</sup> report that they have publically posted the Initial Performance Metrics<sup>2</sup> on each of the Companies' respective websites, and have located direct links to the performance metrics in more prominent locations on those sites.

On March 11, 2015, the Commission issued Order No. 32701, which directed that, on or before April 1, 2015, the Hawaiian Electric Companies shall post the Initial Performance Metrics on their websites in the form currently presented on the Companies' worksites, as further amended by Order No. 32701, and in accordance with certain directives from Decision and Order No. 31908 regarding consolidated and company-specific information.

Further, Order No. 32701 directed the Companies to locate the performance metrics in a more prominent location on each Company's website(s) and/or to provide one or more appropriate clearly labeled direct links, such that a person interested in finding performance information or metrics can effectively and straightforwardly navigate to this section of each Company's website.

The Companies have now publically posted the Initial Performance Metrics (in the form currently presented on the Companies' worksites) and have updated the metrics to include 2014 information. The Companies have also created the following direct links to the performance metrics on each of the Companies' respective website homepages:

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<sup>1</sup> The "Hawaiian Electric Companies" or "Companies" are Hawaiian Electric Company, Inc., Hawai'i Electric Light Company, Inc., and Maui Electric Company, Limited.

<sup>2</sup> On February 7, 2014, the Commission issued Decision and Order No. 31908, directing the Companies to include certain specific performance metrics on their websites ("Initial Performance Metrics"). The specific performance metrics fall in the following categories: Service Reliability, Power Supply & Generation, Renewable Energy, Customer Service, Financial, Safety and Delivered Energy Costs.

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- 1) <http://www.hawaiielectric.com/heco/hidden/Hidden/Community/Key-Performance-Metrics>
- 2) <http://www.mauielectric.com/meco/hidden/Hidden/Community/Key-Performance-Metrics>
- 3) <http://www.hawaiielectriclight.com/helco/hidden/Hidden/Community/Key-Performance-Metrics>

Very truly yours,



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cc: Division of Consumer Advocacy  
County of Hawai'i  
Hawaii Solar Energy Association  
Blue Planet Foundation  
Hawaii Renewable Energy Alliance