

Énergir, s.e.c
Gazifère Inc.
Intragaz, s.e.c.

***Demande conjointe relative à la fixation de taux de rendement
et de structures de capital, R-4156-2021***

HAWAIIAN ELECTRIC



February 12, 2021

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

Dear Commissioners:

Subject: Docket No. 2019-0110 – Hawaiian Electric Companies' Application for Approval to Modify the Performance Incentive Mechanism Tariffs Hawaiian Electric Companies PIM Tariff Revisions

Pursuant to Decision and Order No. 37600 ("D&O 37600"), issued on February 2, 2021 in this proceeding, and §16-601-111 of the Hawai'i Administrative Rules, enclosed for filing, on not less than thirty-day notice, are revisions to the Hawaiian Electric Companies'¹ Performance Incentive Mechanism ("PIM") Provision tariff sheets to reflect use of the Commission approved adjusted Institute of Electrical and Electronics Engineers ("IEEE") 1366 methodology to determine the performance targets, deadbands and measured performance for the System Average Interruption Duration Index ("SAIDI") and System Average Interruption Frequency Index ("SAIFI") PIMs, with a proposed effective date of April 1, 2021. The Hawaiian Electric Companies appreciate the Commission's consideration and approval of the adjusted IEEE 1366 methodology.

Enclosed for filing are the following documents:

Exhibit 1	Hawaiian Electric Revised Performance Incentive Mechanism Provision Tariff Sheets
Exhibit 2	Hawai'i Electric Light Revised Performance Incentive Mechanism Provision Tariff Sheets
Exhibit 3	Maui Electric Revised Performance Incentive Mechanism Provision Tariff Sheets
Exhibit 4	Supporting Documentation and Calculations

Performance Incentive Mechanism Provision Tariff

On February 2, 2021, the Commission issued D&O 37600 in this proceeding, approving the Hawaiian Electric Companies' request, as set forth in their application, to use an adjusted IEEE

¹ The "Hawaiian Electric Companies" or "Companies" are Hawaiian Electric Company, Inc. ("Hawaiian Electric" or "Company"), Hawai'i Electric Light Company, Inc. ("Hawai'i Electric Light"), and Maui Electric Company, Limited ("Maui Electric").

1366 methodology for purposes of determining their targets, deadbands and measured performance for the SAIDI and SAIFI PIMs. Although not explicitly required in D&O 37600, the Companies are providing in this filing revised tariff sheets on not less than thirty-day notice to reflect the Commission's decision and are proposing an effective date of April 1, 2021. In so doing, this filing also complies with §16-601-111 of the Hawai'i Administrative Rules which allows tariff changes, unless suspended, to become effective on not less than thirty-day notice. Exhibits 1-3 provide the tariff sheets reflecting the use of the approved adjusted IEEE 1366 methodology to determine the performance targets and measured performance for the SAIDI and SAIFI PIMs.

On November 6, 2020, Hawaiian Electric filed its proposed revisions to the performance targets, deadbands, and the maximum financial incentives in the PIM Provision tariff, as a result of Decision and Order No. 37387 ("D&O 37387") in the Hawaiian Electric 2020 test year rate case (Docket No. 2019-0085). In that filing, the Company updated its SAIDI and SAIFI performance targets and deadbands based on the most recent 10-year historical numbers, from 2010 to 2019. As of the date of this current filing, the Commission has not yet approved the Company's November 6, 2020 filing in Docket No. 2019-0085.

The changes in the tariffs submitted herein are due only to the use of the adjusted IEEE 1366 methodology.² The calculation of the SAIDI and SAIFI performance targets and deadbands in Exhibit 4 of this filing used the same 10-year data that underly the SAIDI and SAIFI performance targets and deadbands that the Commission approved (or the Company filed, in Hawaiian Electric's case) in each Hawaiian Electric Companies' most recent rate case. This is consistent with the PIM Provision tariff which states that the performance targets and deadbands would be re-determined upon issuance of an interim or final order in a general rate case.³

In the interest of expediting the Commission's review of this filing, Hawaiian Electric has calculated its SAIDI and SAIFI performance targets and deadbands, based on the adjusted IEEE 1366 methodology, utilizing the same 10-year data it used to calculate the targets and deadbands in the November 6, 2020 filing.

² Hawaiian Electric's November 6, 2020 PIM Tariff revisions included the updated SAIDI and SAIFI PIM financial incentives and the revised Call Center Performance PIM performance target and financial incentive, as a result of D&O 37387. The SAIDI and SAIFI maximum financial penalty was revised from \$2,276,417 to \$2,278,410. The Call Center Performance PIM target was revised from 80.10% to 86.14%, and the Call Center Performance PIM maximum financial incentive was revised from \$910,567 to \$911,364. These updates have been incorporated into this filing.

³ See, for example, Sheet Nos. 98 and 98A, effective January 1, 2018, of the Hawaiian Electric PIM Provision tariff which states the following: "The Performance Targets, Deadbands and the amount of Maximum Financial Incentives used to determine the PIM Financial Incentive levels for each of the PIMs shall be re-determined upon issuance of an interim or final order in a general rate case for each Company and shall remain constant in interim periods, unless otherwise amended, as necessary, by order of the Commission."

Below is a summary of the recalculated PIM performance targets and deadbands based on the adjusted IEEE 1366 methodology.

Hawaiian Electric SAIDI	Performance Target	Deadband
Currently In-Effect	99.23	8.96
Revision	101.09	9.31

Hawaiian Electric SAIFI	Performance Target	Deadband
Currently In-Effect	1.103	0.088
Revision	1.097	0.074

Hawai'i Electric Light SAIDI	Performance Target	Deadband
Currently In-Effect	146.26	30.21
Revision	146.26	30.21

Hawai'i Electric Light SAIFI	Performance Target	Deadband
Currently In-Effect	1.434	0.248
Revision	1.434	0.248

Maui Electric SAIDI	Performance Target	Deadband
Currently In-Effect	130.61	33.57
Revision	113.54	23.34

Maui Electric SAIFI	Performance Target	Deadband
Currently In-Effect	1.508	0.221
Revision	1.435	0.212

In accordance with Order No. 37043, the Companies are serving this filing on the Consumer Advocate via electronic mail.⁴

⁴ Order No. 37043 *Setting Forth Public Utilities Commission Emergency Filing and Service Procedures related to COVID-19* (non-docketed), issued on March 13, 2020 ("Order No. 37043") at 11.

The Honorable Chair and Members
of the Hawai'i Public Utilities Commission
February 12, 2021
Page 4

Very truly yours,

/s/ Dean K. Matsuura

Dean K. Matsuura
Director, Regulatory Rate Proceedings

Enclosure

EXHIBIT 1

PERFORMANCE INCENTIVE MECHANISM PROVISION

Introduction

This Performance Incentive Mechanism ("PIM") Provision provides for the determination of a PIM Financial Incentive for each approved PIM for each Evaluation Period, based on Measured Performance compared to an established Performance Target for each PIM, as specified below.

The sum of the PIM Financial Incentives determined for all PIMs for the Evaluation Period will be the Performance Incentive Adjustment, which will be applied as an adjustment to the effective Target Revenue and will be recovered from or credited to customers through the RBA Rate Adjustment, as defined by and in accordance with the terms of the Revenue Balancing Account ("RBA") Provision.

Annual PIM Provision Transmittal

On or before March 31 of the year following an Evaluation Period, the Company shall file with the Commission, the Consumer Advocate, and each party to the Company's most recent rate case proceeding, a transmittal documenting the Measured Performance and calculation of the PIM Financial Incentives and Performance Incentive Adjustment for the Evaluation Period. Complete, indexed schedules, workpapers and electronic files supporting the transmittal shall be provided with the transmittal. The Company will be prepared to provide information as may be requested to ensure adequate review by the Commission, Consumer Advocate, other rate case parties, and other interested persons that may propose any adjustments necessary to bring the schedules into compliance with the above provisions and will work collaboratively to reach agreement on any proposed adjustments.

The review of the annual PIM Provision transmittal will be conducted concurrent with and in conjunction with the annual RBA Review Transmittal. The Performance Incentive Adjustment will be determined annually based on the PIM Provision transmittal and, after review and subject to explicit approval by the Commission, will become effective on June 1 of the year following the Evaluation Period, concurrent and in conjunction with determination of Target Revenues and the RBA Rate Adjustment in accordance with the RBA Provision. Any approved Performance Incentive Adjustment will be applied as monthly adjustments to Target Revenues for the twelve month period commencing June 1 of the year following the Evaluation Period in accordance with the Monthly Allocation Factors identified in the RBA Provision.

The Performance Targets, Deadbands and the amount of Maximum Financial Incentives used to determine the PIM Financial Incentive

HAWAIIAN ELECTRIC COMPANY, INC.

Decision and Order No. 35165; Approving, With Modifications, Proposed Revisions To RBA Tariffs, Filed December 29, 2017. Transmittal Letter dated January 11, 2018.

PERFORMANCE INCENTIVE MECHANISM PROVISION (continued)

levels for each of the PIMs shall be re-determined upon issuance of an interim or final order in a general rate case for each Company and shall remain constant in interim periods, unless otherwise amended, as necessary, by order of the Commission.

In the event that Performance Targets, Deadbands or the amounts of Maximum Financial Incentives are updated or amended by order of the Commission during the Evaluation Period, the Performance Targets, Deadbands and the amounts of Maximum Financial Incentives used in determining the amount of PIM Financial Incentives shall be a pro-rated weighted average based on the number of days of the Evaluation Period each parameter was effective.

Any revenue adjustments approved in accordance with this PIM Provision shall be excluded from the determination of Earnings Sharing Credits provided for in the Rate Adjustment Mechanism Provision ("RAM Provision").

The Performance Incentive Adjustment, and any prior year Performance Incentive Adjustment, shall be recalculated for errors in prior calculations and for subsequent Commission orders that change the basis for prior calculations. The effect of such changes shall be implemented as described in the RBA Provision, except that, the Performance Target, Deadband and Maximum Financial Incentive amounts determined in this PIM Provision shall not be recalculated based on errors in the calculation of these parameters and shall remain as specified unless and until changed by order of the Commission.

Evaluation Period

The Evaluation Period is defined as the annual twelve month calendar year period ending December 31, over which Measured Performance is determined and compared to the established Performance Target for each PIM described below. The first Evaluation Period shall begin January 1, 2018.

PIM Financial Incentive Calculation

For each PIM below, a Performance Target is specified, developed based on historical performance data. A Deadband is specified for each Performance Target in order to provide a satisfactory range of performance within which no reward or penalty amount is assessed.

A Maximum Financial Incentive amount is specified for each PIM with separate identification of a Maximum Reward Amount and a Maximum Penalty Amount.

HAWAIIAN ELECTRIC COMPANY, INC.

Decision and Order No. 35165; Approving, With Modifications, Proposed Revisions To RBA Tariffs, Filed December 29, 2017. Transmittal Letter dated January 11, 2018.

PERFORMANCE INCENTIVE MECHANISM PROVISION (continued)

Measured Performance for the Evaluation Period is compared to the Performance Target for each PIM. If the difference between Measured Performance and the Performance Target is less than or equal to the Deadband amount, no reward or penalty is awarded and the amount of the PIM Financial Incentive is zero. If the difference between Measured Performance and the Performance Target exceeds the Deadband amount, a reward or penalty ratio is calculated where the difference between Measured Performance and the Performance Target, less the Deadband amount, is the numerator and the Deadband amount is the denominator. This ratio is multiplied by either the Maximum Reward Amount or Maximum Penalty Amount, as applicable, to determine the PIM Financial Incentive for each PIM. The magnitude of the PIM Financial Incentive for each PIM shall not exceed 100% of the magnitude of the applicable Maximum Reward Amount or Maximum Penalty Amount established for each PIM.

Reliability Performance Incentive Mechanisms

There are two reliability PIMs: 1) System Average Interruption Frequency Index ("SAIFI"); and 2) System Average Interruption Duration Index ("SAIDI"). SAIFI is a measure of the average frequency of outages, defined as the annual total number of customer interruptions divided by the total number of customers served. SAIDI is a measure of the average duration of outage, defined as the sum of all customer interruption durations (in minutes) divided by the total number of customers served. The SAIFI and SAIDI Measured Performance and Performance Targets are determined using the IEEE Standard 1366 methodology as adjusted to normalize events in accordance with Docket No. 2019-0110, Decision and Order No. 37600.

For the Reliability Performance Incentive Mechanisms, the 2010-2019 record of historical performance data was used to establish the Performance Target and the Deadband. The Deadband was calculated as ± 1 standard deviation of the historical performance data. Accordingly, 100% of the penalty is achieved when Measured Performance is equal to or greater than 2 standard deviations from the Performance Target.

SAIFI:

Performance Target: 1.097 interruptions per customer during the one-year Evaluation Period

Deadband: ± 0.074 interruptions (1 Standard Deviation)

HAWAIIAN ELECTRIC COMPANY, INC

PERFORMANCE INCENTIVE MECHANISM PROVISION (continued)

Range for no penalty: 1.023 interruptions to 1.171
interruptions per customer (\pm 1 Standard Deviation from Target)

Rewards: Not Applicable

Penalties for greater than 1.171 interruptions per customer

Maximum Reward Amount: Not Applicable

Maximum Penalty Amount: \$2,278,410.

The Maximum Penalty Amount was determined to be equal to 0.20% of Common Equity Share of Approved Average Test Year Rate Base determined in the most recent interim or final order in a general rate case for each Company.

SAIDI:

Target: 101.09 minutes per outage

Deadband: \pm 9.31 minutes (1 Standard Deviation)

Range for no penalty: 91.78 minutes to 110.40 minutes per outage (\pm 1 Standard Deviation from Target)

Rewards: Not Applicable

Penalties for greater than 110.40 minutes per outage

Maximum Reward Amount: Not Applicable

Maximum Penalty Amount: \$2,278,410.

The Maximum Penalty Amount was determined to be equal to 0.20% of Common Equity Share of Approved Average Test Year Rate Base determined in the most recent interim or final order in a general rate case for each Company.

Call Center Performance Incentive Mechanism

The Call Center Performance PIM measures the performance of the utility call center in terms of the percentage of calls answered within thirty (30) seconds. The calculation of the call center performance shall exclude blocked calls from the denominator.

The Performance Target for the Call Center Performance Incentive Mechanism was calculated based on the average of quarterly data from Quarter 4 of 2018 to Quarter 3 of 2020.

HAWAIIAN ELECTRIC COMPANY, INC

PERFORMANCE INCENTIVE MECHANISM PROVISION (continued)

Call Center Performance:

Performance Target: 86.14% of calls answered within 30 seconds

Deadband: +/- 3.00% of calls answered within 30 seconds

Range for no reward or penalty: 83.14 % of calls answered to 89.14% of calls answered.

Rewards apply for greater than 89.14 % of calls answered
Penalties apply for less than 83.14 % of calls answered

Maximum Reward Amount: \$911,364.

Maximum Penalty Amount: \$911,364.

The magnitude of the Maximum Reward Amount and Maximum Penalty Amount were determined to be equal to 0.08% of Common Equity Share of Approved Average Test Year Rate Base determined in the most recent interim or final order in a general rate case for each Company.

Additional PIMs:

The Commission may order the establishment of one or more PIMs, and the targets, deadbands, rewards, penalties, and allocations for that PIM, as applicable, shall be implemented as specified in the Commission's order that approved the applicable PIM, and the applicable PIM Financial Incentive shall be included in the Performance Incentive Adjustment.

Commission's Authority

The Commission may suspend any or all parts of this PIM Provision. Such suspension shall remain in place until removed by Commission order.

HAWAIIAN ELECTRIC COMPANY, INC

PERFORMANCE INCENTIVE MECHANISM PROVISION (continued)

Historical Reference

The following table summarizes the prior PIMs in effect, as these values may be applicable during certain portions of the Evaluation Period.

PIM:	Effective Period:	Performance Target:	Deadband:	Maximum Reward:	Maximum Penalty:
SAIFI	1/1/2018 thru 2/15/2018	1.116 interruptions per customer	+/- 0.090	N/A	\$2,039,094
SAIFI	2/16/2018 thru 4/12/2018	1.116 interruptions per customer	+/- 0.090	N/A	\$2,260,799
SAIFI	4/13/2018 thru 8/31/2018	1.116 interruptions per customer	+/- 0.090	N/A	\$2,276,417
SAIFI	9/1/2018 thru 3/31/2021	1.103 interruptions per customer	+/- 0.088	N/A	\$2,276,417
SAIDI	1/1/2018 thru 2/15/2018	99.03 minutes Per outage	+/- 9.07	N/A	\$2,039,094
SAIDI	2/16/2018 thru 4/12/2018	99.03 minutes Per outage	+/- 9.07	N/A	\$2,260,799
SAIDI	4/13/2018 thru 8/31/2018	99.03 minutes Per outage	+/- 9.07	N/A	\$2,276,417
SAIDI	9/1/2018 thru 3/31/2021	99.23 minutes Per outage	+/- 8.96	N/A	\$2,276,417
Call Center	1/1/2018 thru 2/15/2018	79.07% of calls answered within 30 sec.	+/- 3.00%	\$815,638	\$815,638
Call Center	2/16/2018 thru 4/12/2018	79.46% of calls answered within 30 sec.	+/- 3.00%	\$904,320	\$904,320
Call Center	4/13/2018 thru 8/31/2018	79.56% of calls answered within 30 sec.	+/- 3.00%	\$910,567	\$910,567
Call Center	9/1/2018 thru 3/31/2021	80.10% of calls answered within 30 sec.	+/- 3.00%	\$910,567	\$910,567

HAWAIIAN ELECTRIC COMPANY, INC

EXHIBIT 1A

PERFORMANCE INCENTIVE MECHANISM PROVISION

Introduction

This Performance Incentive Mechanism ("PIM") Provision provides for the determination of a PIM Financial Incentive for each approved PIM for each Evaluation Period, based on Measured Performance compared to an established Performance Target for each PIM, as specified below.

The sum of the PIM Financial Incentives determined for all PIMs for the Evaluation Period will be the Performance Incentive Adjustment, which will be applied as an adjustment to the effective Target Revenue and will be recovered from or credited to customers through the RBA Rate Adjustment, as defined by and in accordance with the terms of the Revenue Balancing Account ("RBA") Provision.

Annual PIM Provision Transmittal

On or before March 31 of the year following an Evaluation Period, the Company shall file with the Commission, the Consumer Advocate, and each party to the Company's most recent rate case proceeding, a transmittal documenting the Measured Performance and calculation of the PIM Financial Incentives and Performance Incentive Adjustment for the Evaluation Period. Complete, indexed schedules, workpapers and electronic files supporting the transmittal shall be provided with the transmittal. The Company will be prepared to provide information as may be requested to ensure adequate review by the Commission, Consumer Advocate, other rate case parties, and other interested persons that may propose any adjustments necessary to bring the schedules into compliance with the above provisions and will work collaboratively to reach agreement on any proposed adjustments.

The review of the annual PIM Provision transmittal will be conducted concurrent with and in conjunction with the annual RBA Review Transmittal. The Performance Incentive Adjustment will be determined annually based on the PIM Provision transmittal and, after review and subject to explicit approval by the Commission, will become effective on June 1 of the year following the Evaluation Period, concurrent and in conjunction with determination of Target Revenues and the RBA Rate Adjustment in accordance with the RBA Provision. Any approved Performance Incentive Adjustment will be applied as monthly adjustments to Target Revenues for the twelve month period commencing June 1 of the year following the Evaluation Period in accordance with the Monthly Allocation Factors identified in the RBA Provision.

The Performance Targets, Deadbands and the amount of Maximum Financial Incentives used to determine the PIM Financial Incentive

HAWAIIAN ELECTRIC COMPANY, INC.

Decision and Order No. 35165; Approving, With Modifications, Proposed Revisions To RBA Tariffs, Filed December 29, 2017. Transmittal Letter dated January 11, 2018.

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SHEET NO. 98A
Effective January 1, 2018

PERFORMANCE INCENTIVE MECHANISM PROVISION (continued)

levels for each of the PIMs shall be re-determined upon issuance of an interim or final order in a general rate case for each Company and shall remain constant in interim periods, unless otherwise amended, as necessary, by order of the Commission.

In the event that Performance Targets, Deadbands or the amounts of Maximum Financial Incentives are updated or amended by order of the Commission during the Evaluation Period, the Performance Targets, Deadbands and the amounts of Maximum Financial Incentives used in determining the amount of PIM Financial Incentives shall be a pro-rated weighted average based on the number of days of the Evaluation Period each parameter was effective.

Any revenue adjustments approved in accordance with this PIM Provision shall be excluded from the determination of Earnings Sharing Credits provided for in the Rate Adjustment Mechanism Provision ("RAM Provision").

The Performance Incentive Adjustment, and any prior year Performance Incentive Adjustment, shall be recalculated for errors in prior calculations and for subsequent Commission orders that change the basis for prior calculations. The effect of such changes shall be implemented as described in the RBA Provision, except that, the Performance Target, Deadband and Maximum Financial Incentive amounts determined in this PIM Provision shall not be recalculated based on errors in the calculation of these parameters and shall remain as specified unless and until changed by order of the Commission.

Evaluation Period

The Evaluation Period is defined as the annual twelve month calendar year period ending December 31, over which Measured Performance is determined and compared to the established Performance Target for each PIM described below. The first Evaluation Period shall begin January 1, 2018.

PIM Financial Incentive Calculation

For each PIM below, a Performance Target is specified, developed based on historical performance data. A Deadband is specified for each Performance Target in order to provide a satisfactory range of performance within which no reward or penalty amount is assessed.

A Maximum Financial Incentive amount is specified for each PIM with separate identification of a Maximum Reward Amount and a Maximum Penalty Amount.

HAWAIIAN ELECTRIC COMPANY, INC.

Decision and Order No. 35165; Approving, With Modifications, Proposed Revisions To RBA Tariffs, Filed December 29, 2017. Transmittal Letter dated January 11, 2018.

Superseding Revised Sheet No. 98B
Effective September 1, 2018

REVISED SHEET NO. 98B
Effective April 1, 2021

PERFORMANCE INCENTIVE MECHANISM PROVISION (continued)

Measured Performance for the Evaluation Period is compared to the Performance Target for each PIM. If the difference between Measured Performance and the Performance Target is less than or equal to the Deadband amount, no reward or penalty is awarded and the amount of the PIM Financial Incentive is zero. If the difference between Measured Performance and the Performance Target exceeds the Deadband amount, a reward or penalty ratio is calculated where the difference between Measured Performance and the Performance Target, less the Deadband amount, is the numerator and the Deadband amount is the denominator. This ratio is multiplied by either the Maximum Reward Amount or Maximum Penalty Amount, as applicable, to determine the PIM Financial Incentive for each PIM. The magnitude of the PIM Financial Incentive for each PIM shall not exceed 100% of the magnitude of the applicable Maximum Reward Amount or Maximum Penalty Amount established for each PIM.

Reliability Performance Incentive Mechanisms

There are two reliability PIMs: 1) System Average Interruption Frequency Index ("SAIFI"); and 2) System Average Interruption Duration Index ("SAIDI"). SAIFI is a measure of the average frequency of outages, defined as the annual total number of customer interruptions divided by the total number of customers served. SAIDI is a measure of the average duration of outage, defined as the sum of all customer interruption durations (in minutes) divided by the total number of customers served. The SAIFI and SAIDI Measured Performance and Performance Targets are determined using the IEEE Standard 1366 methodology as adjusted to normalize events in accordance with Docket No. 2019-0110, Decision and Order No. 37600.

For the Reliability Performance Incentive Mechanisms, the 2010-2019 record of historical performance data was used to establish the Performance Target and the Deadband. The Deadband was calculated as ± 1 standard deviation of the historical performance data. Accordingly, 100% of the penalty is achieved when Measured Performance is equal to or greater than 2 standard deviations from the Performance Target.

SAIFI:

Performance Target: 1.097 interruptions per customer during the one-year Evaluation Period

Deadband: \pm 0.074 interruptions (1 Standard Deviation)

HAWAIIAN ELECTRIC COMPANY, INC

Docket No. 2019-0110; Decision And Order No. 37600, Filed on February 2, 2021. Transmittal Letter dated February 12, 2021.

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Superseding Revised Sheet No. 98C
Effective September 1, 2018,

REVISED SHEET NO. 98C
Effective April 1, 2021

PERFORMANCE INCENTIVE MECHANISM PROVISION (continued)

Range for no penalty: 1.023 interruptions to 1.171
interruptions per customer (\pm 1 Standard Deviation from Target)

Rewards: Not Applicable
Penalties for greater than 1.171 interruptions per customer

Maximum Reward Amount: Not Applicable
Maximum Penalty Amount: \$2,278,410.

The Maximum Penalty Amount was determined to be equal to 0.20% of Common Equity Share of Approved Average Test Year Rate Base determined in the most recent interim or final order in a general rate case for each Company.

SAIDI:

Target: 101.09 minutes per outage

Deadband: \pm 9.31 minutes (1 Standard Deviation)

Range for no penalty: 91.78 minutes to 110.40 minutes per outage (\pm 1 Standard Deviation from Target)

Rewards: Not Applicable
Penalties for greater than 110.40 minutes per outage

Maximum Reward Amount: Not Applicable
Maximum Penalty Amount: \$2,278,410.

The Maximum Penalty Amount was determined to be equal to 0.20% of Common Equity Share of Approved Average Test Year Rate Base determined in the most recent interim or final order in a general rate case for each Company.

Call Center Performance Incentive Mechanism

The Call Center Performance PIM measures the performance of the utility call center in terms of the percentage of calls answered within thirty (30) seconds. The calculation of the call center performance shall exclude blocked calls from the denominator.

The Performance Target for the Call Center Performance Incentive Mechanism was calculated based on the average of quarterly data from Quarter 4 of 2018 to Quarter 3 of 2020.

HAWAIIAN ELECTRIC COMPANY, INC

Docket No. 2019-0110; Final Decision and Order No. 37600, Filed on February 2, 2021. Transmittal Letter dated February 12, 2021.

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Superseding Revised Sheet No. 98D
Effective June 1, 2019,

REVISED SHEET NO. 98D
Effective April 1, 2021

PERFORMANCE INCENTIVE MECHANISM PROVISION (continued)

Call Center Performance:

Performance Target: 86.14% of calls answered within 30 seconds

Deadband: +/- 3.00% of calls answered within 30 seconds

Range for no reward or penalty: 83.14 % of calls answered to 89.14% of calls answered.

Rewards apply for greater than 89.14 % of calls answered
Penalties apply for less than 83.14 % of calls answered

Maximum Reward Amount: \$911,364.
Maximum Penalty Amount: \$911,364.

The magnitude of the Maximum Reward Amount and Maximum Penalty Amount were determined to be equal to 0.08% of Common Equity Share of Approved Average Test Year Rate Base determined in the most recent interim or final order in a general rate case for each Company.

Additional PIMs:

The Commission may order the establishment of one or more PIMs, and the targets, deadbands, rewards, penalties, and allocations for that PIM, as applicable, shall be implemented as specified in the Commission's order that approved the applicable PIM, and the applicable PIM Financial Incentive shall be included in the Performance Incentive Adjustment.

Commission's Authority

The Commission may suspend any or all parts of this PIM Provision. Such suspension shall remain in place until removed by Commission order.

HAWAIIAN ELECTRIC COMPANY, INC

Docket No. 2019-0110; Decision and Order No. 37600, Filed on February 2, 2021. Transmittal Letter dated February 12, 2021.

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Superseding Sheet No. 98E
Effective September 1, 2018

REVISED SHEET NO. 98E
Effective April 1, 2021

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PERFORMANCE INCENTIVE MECHANISM PROVISION (continued)

Historical Reference

The following table summarizes the prior PIMs in effect, as these values may be applicable during certain portions of the Evaluation Period.

PIM:	Effective Period:	Performance Target:	Deadband:	Maximum Reward:	Maximum Penalty:
SAIFI	1/1/2018 thru 2/15/2018	1.116 interruptions per customer	+/- 0.090	N/A	\$2,039,094
SAIFI	2/16/2018 thru 4/12/2018	1.116 interruptions per customer	+/- 0.090	N/A	\$2,260,799
SAIFI	4/13/2018 thru 8/31/2018	1.116 interruptions per customer	+/- 0.090	N/A	\$2,276,417
<u>SAIFI</u>	<u>9/1/2018 thru 3/31/2021</u>	<u>1.103 interruptions per customer</u>	<u>+/- 0.088</u>	<u>N/A</u>	<u>\$2,276,417</u>
SAIDI	1/1/2018 thru 2/15/2018	99.03 minutes Per outage	+/- 9.07	N/A	\$2,039,094
SAIDI	2/16/2018 thru 4/12/2018	99.03 minutes Per outage	+/- 9.07	N/A	\$2,260,799
SAIDI	4/13/2018 thru 8/31/2018	99.03 minutes Per outage	+/- 9.07	N/A	\$2,276,417
<u>SAIDI</u>	<u>9/1/2018 thru 3/31/2021</u>	<u>99.23 minutes Per outage</u>	<u>+/- 8.96</u>	<u>N/A</u>	<u>\$2,276,417</u>
Call Center	1/1/2018 thru 2/15/2018	79.07% of calls answered within 30 sec.	+/- 3.00%	\$815,638	\$815,638
Call Center	2/16/2018 thru 4/12/2018	79.46% of calls answered within 30 sec.	+/- 3.00%	\$904,320	\$904,320
Call Center	4/13/2018 thru 8/31/2018	79.56% of calls answered within 30 sec.	+/- 3.00%	\$910,567	\$910,567
<u>Call Center</u>	<u>9/1/2018 thru 3/31/2021</u>	<u>80.10% of calls answered within 30 sec.</u>	<u>+/- 3.00%</u>	<u>\$910,567</u>	<u>\$910,567</u>

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HAWAIIAN ELECTRIC COMPANY, INC

Docket No. 2019-0110; Decision and Order No. 37600, Filed on February 2, 2021. Transmittal Letter dated February 12, 2021.

EXHIBIT 2

PERFORMANCE INCENTIVE MECHANISM PROVISION

Introduction

This Performance Incentive Mechanism ("PIM") Provision provides for the determination of a PIM Financial Incentive for each approved PIM for each Evaluation Period, based on Measured Performance compared to an established Performance Target for each PIM, as specified below.

The sum of the PIM Financial Incentives determined for all PIMs for the Evaluation Period will be the Performance Incentive Adjustment, which will be applied as an adjustment to the effective Target Revenue and will be recovered from or credited to customers through the RBA Rate Adjustment, as defined by and in accordance with the terms of the Revenue Balancing Account ("RBA") Provision.

Annual PIM Provision Transmittal

On or before March 31 of the year following an Evaluation Period, the Company shall file with the Commission, the Consumer Advocate, and each party to the Company's most recent rate case proceeding, a transmittal documenting the Measured Performance and calculation of the PIM Financial Incentives and Performance Incentive Adjustment for the Evaluation Period. Complete, indexed schedules, workpapers and electronic files supporting the transmittal shall be provided with the transmittal. The Company will be prepared to provide information as may be requested to ensure adequate review by the Commission, Consumer Advocate, other rate case parties, and other interested persons that may propose any adjustments necessary to bring the schedules into compliance with the above provisions and will work collaboratively to reach agreement on any proposed adjustments.

The review of the annual PIM Provision transmittal will be conducted concurrent with and in conjunction with the annual RBA Review Transmittal. The Performance Incentive Adjustment will be determined annually based on the PIM Provision transmittal and, after review and subject to explicit approval by the Commission, will become effective on June 1 of the year following the Evaluation Period, concurrent and in conjunction with determination of Target Revenues and the RBA Rate Adjustment in accordance with the RBA Provision. Any approved Performance Incentive Adjustment will be applied as monthly adjustments to Target Revenues for the twelve month period commencing June 1 of the year following the Evaluation Period in accordance with the Monthly Allocation Factors identified in the RBA Provision.

HAWAII ELECTRIC LIGHT COMPANY, INC

Decision and Order No. 35165; Approving, With Modifications,
Proposed Revisions To RBA Tariffs, Filed December 29, 2017.
Transmittal Letter dated January 11, 2018.

PERFORMANCE INCENTIVE MECHANISM PROVISION (continued)

The Performance Targets, Deadbands and the amount of Maximum Financial Incentives used to determine the PIM Financial Incentive levels for each of the PIMs shall be re-determined upon issuance of an interim or final order in a general rate case for each Company, and shall remain constant in interim periods, unless otherwise amended, as necessary, by order of the Commission.

In the event that Performance Targets, Deadbands or the amounts of Maximum Financial Incentives are updated or amended by order of the Commission during the Evaluation Period, the Performance Targets, Deadbands and the amounts of Maximum Financial Incentives used in determining the amount of PIM Financial Incentives shall be a pro-rated weighted average based on the number of days of the Evaluation Period each parameter was effective.

Any revenue adjustments approved in accordance with this PIM Provision shall be excluded from the determination of Earnings Sharing Credits provided for in the Rate Adjustment Mechanism Provision ("RAM Provision").

The Performance Incentive Adjustment, and any prior year Performance Incentive Adjustment, shall be recalculated for errors in prior calculations and for subsequent Commission orders that change the basis for prior calculations. The effect of such changes shall be implemented as described in the RBA Provision, except that, the Performance Target, Deadband and Maximum Financial Incentive amounts determined in this PIM Provision shall not be recalculated based on errors in the calculation of these parameters and shall remain as specified unless and until changed by order of the Commission.

Evaluation Period

The Evaluation Period is defined as the annual twelve month calendar year period ending December 31, over which Measured Performance is determined and compared to the established Performance Target for each PIM described below. The first Evaluation Period shall begin January 1, 2018.

PIM Financial Incentive Calculation

For each PIM below, a Performance Target is specified, developed based on historical performance data. A Deadband is specified for each Performance Target in order to provide a satisfactory range of performance within which no reward or penalty amount is assessed.

HAWAII ELECTRIC LIGHT COMPANY, INC

Decision and Order No. 35165; Approving, With Modifications,
Proposed Revisions To RBA Tariffs, Filed December 29, 2017.
Transmittal Letter dated January 11, 2018.

PERFORMANCE INCENTIVE MECHANISM PROVISION (continued)

A Maximum Financial Incentive amount is specified for each PIM with separate identification of a Maximum Reward Amount and a Maximum Penalty Amount.

Measured Performance for the Evaluation Period is compared to the Performance Target for each PIM. If the difference between Measured Performance and the Performance Target is less than or equal to the Deadband amount, no reward or penalty is awarded and the amount of the PIM Financial Incentive is zero. If the difference between Measured Performance and the Performance Target exceeds the Deadband amount, a reward or penalty ratio is calculated where the difference between Measured Performance and the Performance Target, less the Deadband amount, is the numerator and the Deadband amount is the denominator. This ratio is multiplied by either the Maximum Reward Amount or Maximum Penalty Amount, as applicable, to determine the PIM Financial Incentive for each PIM. The magnitude of the PIM Financial Incentive for each PIM shall not exceed 100% of the magnitude of the applicable Maximum Reward Amount or Maximum Penalty Amount established for each PIM.

Reliability Performance Incentive Mechanisms

There are two reliability PIMs: 1) System Average Interruption Frequency Index ("SAIFI"); and 2) System Average Interruption Duration Index ("SAIDI"). SAIFI is a measure of the average frequency of outages, defined as the annual total number of customer interruptions divided by the total number of customers served. SAIDI is a measure of the average duration of outage, defined as the sum of all customer interruption durations (in minutes) divided by the total number of customers served. The SAIFI and SAIDI Measured Performance and Performance Targets are determined using the IEEE Standard 1366 methodology as adjusted to normalize events in accordance with Docket No. 2019-0110, Decision and Order No. 37600.

For the Reliability Performance Incentive Mechanisms, the 2010-2019 record of historical performance data was used to establish the Performance Target and the Deadband. The Deadband was calculated as ± 1 standard deviation of the historical performance data. Accordingly, 100% of the penalty is achieved when Measured Performance is equal to or greater than 2 standard deviations from the Performance Target.

SAIFI:

Performance Target: 1.434 interruptions per customer during the one-year Evaluation Period

Deadband: ± 0.248 interruptions (1 Standard Deviation)

HAWAII ELECTRIC LIGHT COMPANY, INC

PERFORMANCE INCENTIVE MECHANISM PROVISION (continued)

Range for no penalty: 1.186 interruptions to 1.682
interruptions per customer (± 1 Standard Deviation from Target)

Rewards: Not Applicable

Penalties for greater than 1.682 interruptions per customer

Maximum Reward Amount: Not Applicable

Maximum Penalty Amount: \$607,448.

The Maximum Penalty Amount was determined to be equal to 0.20% of Common Equity Share of Approved Average Test Year Rate Base determined in the most recent interim or final order in a general rate case for each Company.

SAIDI:

Target: 146.26 minutes per outage

Deadband: ± 30.21 minutes (1 Standard Deviation)

Range for no penalty: 116.05 minutes to 176.47 minutes per outage
(± 1 Standard Deviation from Target)

Rewards: Not Applicable

Penalties for greater than 176.47 minutes per outage

Maximum Reward Amount: Not Applicable

Maximum Penalty Amount: \$607,448.

The Maximum Penalty Amount was determined to be equal to 0.20% of Common Equity Share of Approved Average Test Year Rate Base determined in the most recent interim or final order in a general rate case for each Company.

HAWAII ELECTRIC LIGHT COMPANY, INC

PERFORMANCE INCENTIVE MECHANISM PROVISION (continued)

Call Center Performance Incentive Mechanism

The Call Center Performance PIM measures the performance of the utility call center in terms of the percentage of calls answered within thirty (30) seconds. The calculation of the call center performance shall exclude blocked calls from the denominator.

The Performance Target for the Call Center Performance Incentive Mechanism was calculated based on the average of quarterly data from Quarter 3 of 2018 to Quarter 2 of 2020.

Call Center Performance:

Performance Target: 84.73% of calls answered within 30 seconds

Deadband: +/- 3.00% of calls answered within 30 seconds

Range for no reward or penalty: 81.73% of calls answered to 87.73% of calls answered.

Rewards apply for greater than 87.73% of calls answered
Penalties apply for less than 81.73% of calls answered

Maximum Reward Amount: \$242,979.

Maximum Penalty Amount: \$242,979.

The magnitude of the Maximum Reward Amount and Maximum Penalty Amount were determined to be equal to 0.08% of Common Equity Share of Approved Average Test Year Rate Base determined in the most recent interim or final order in a general rate case for each Company.

Additional PIMs:

The Commission may order the establishment of one or more PIMs, and the targets, deadbands, rewards, penalties, and allocations for that PIM, as applicable, shall be implemented as specified in the Commission's order that approved the applicable PIM, and the applicable PIM Financial Incentive shall be included in the Performance Incentive Adjustment.

Commission's Authority

The Commission may suspend any or all parts of this PIM Provision. Such suspension shall remain in place until removed by Commission order.

HAWAII ELECTRIC LIGHT COMPANY, INC

PERFORMANCE INCENTIVE MECHANISM PROVISION (continued)

Historical Reference

The following table summarizes the prior PIMs in effect, as these values may be applicable during certain portions of the Evaluation Period.

PIM:	Effective Period:	Performance Target:	Deadband:	Maximum Reward:	Maximum Penalty:
SAIFI	10/1/2018 thru 12/31/2019	1.374 interruptions per customer	+/- 0.251	N/A	\$545,708
SAIFI	1/1/20 thru 10/31/20	1.418 interruptions per customer	+/- 0.250	N/A	\$607,448
SAIDI	10/1/2018 thru 12/31/2019	134.13 minutes Per outage	+/- 21.32	N/A	\$545,708
SAIDI	1/1/20 thru 10/31/20	144.32 minutes Per outage	+/- 29.74	N/A	\$607,448
Call Center	1/1/2019 thru 12/31/2019	83.25% of calls answered within 30 sec.	+/- 3.00%	\$218,283	\$218,283
Call Center	1/1/20 thru 10/31/20	84.30% of calls answered within 30 sec.	+/- 3.00%	\$242,979	\$242,979

EXHIBIT 2A

PERFORMANCE INCENTIVE MECHANISM PROVISION

Introduction

This Performance Incentive Mechanism ("PIM") Provision provides for the determination of a PIM Financial Incentive for each approved PIM for each Evaluation Period, based on Measured Performance compared to an established Performance Target for each PIM, as specified below.

The sum of the PIM Financial Incentives determined for all PIMs for the Evaluation Period will be the Performance Incentive Adjustment, which will be applied as an adjustment to the effective Target Revenue and will be recovered from or credited to customers through the RBA Rate Adjustment, as defined by and in accordance with the terms of the Revenue Balancing Account ("RBA") Provision.

Annual PIM Provision Transmittal

On or before March 31 of the year following an Evaluation Period, the Company shall file with the Commission, the Consumer Advocate, and each party to the Company's most recent rate case proceeding, a transmittal documenting the Measured Performance and calculation of the PIM Financial Incentives and Performance Incentive Adjustment for the Evaluation Period. Complete, indexed schedules, workpapers and electronic files supporting the transmittal shall be provided with the transmittal. The Company will be prepared to provide information as may be requested to ensure adequate review by the Commission, Consumer Advocate, other rate case parties, and other interested persons that may propose any adjustments necessary to bring the schedules into compliance with the above provisions and will work collaboratively to reach agreement on any proposed adjustments.

The review of the annual PIM Provision transmittal will be conducted concurrent with and in conjunction with the annual RBA Review Transmittal. The Performance Incentive Adjustment will be determined annually based on the PIM Provision transmittal and, after review and subject to explicit approval by the Commission, will become effective on June 1 of the year following the Evaluation Period, concurrent and in conjunction with determination of Target Revenues and the RBA Rate Adjustment in accordance with the RBA Provision. Any approved Performance Incentive Adjustment will be applied as monthly adjustments to Target Revenues for the twelve month period commencing June 1 of the year following the Evaluation Period in accordance with the Monthly Allocation Factors identified in the RBA Provision.

HAWAII ELECTRIC LIGHT COMPANY, INC

Decision and Order No. 35165; Approving, With Modifications, Proposed Revisions To RBA Tariffs, Filed December 29, 2017. Transmittal Letter dated January 11, 2018.

SHEET NO. 95A
Effective January 1, 2018

PERFORMANCE INCENTIVE MECHANISM PROVISION (continued)

The Performance Targets, Deadbands and the amount of Maximum Financial Incentives used to determine the PIM Financial Incentive levels for each of the PIMs shall be re-determined upon issuance of an interim or final order in a general rate case for each Company, and shall remain constant in interim periods, unless otherwise amended, as necessary, by order of the Commission.

In the event that Performance Targets, Deadbands or the amounts of Maximum Financial Incentives are updated or amended by order of the Commission during the Evaluation Period, the Performance Targets, Deadbands and the amounts of Maximum Financial Incentives used in determining the amount of PIM Financial Incentives shall be a pro-rated weighted average based on the number of days of the Evaluation Period each parameter was effective.

Any revenue adjustments approved in accordance with this PIM Provision shall be excluded from the determination of Earnings Sharing Credits provided for in the Rate Adjustment Mechanism Provision ("RAM Provision").

The Performance Incentive Adjustment, and any prior year Performance Incentive Adjustment, shall be recalculated for errors in prior calculations and for subsequent Commission orders that change the basis for prior calculations. The effect of such changes shall be implemented as described in the RBA Provision, except that, the Performance Target, Deadband and Maximum Financial Incentive amounts determined in this PIM Provision shall not be recalculated based on errors in the calculation of these parameters and shall remain as specified unless and until changed by order of the Commission.

Evaluation Period

The Evaluation Period is defined as the annual twelve month calendar year period ending December 31, over which Measured Performance is determined and compared to the established Performance Target for each PIM described below. The first Evaluation Period shall begin January 1, 2018.

PIM Financial Incentive Calculation

For each PIM below, a Performance Target is specified, developed based on historical performance data. A Deadband is specified for each Performance Target in order to provide a satisfactory range of performance within which no reward or penalty amount is assessed.

HAWAII ELECTRIC LIGHT COMPANY, INC

Decision and Order No. 35165; Approving, With Modifications, Proposed Revisions To RBA Tariffs, Filed December 29, 2017. Transmittal Letter dated January 11, 2018.

Superseding Revised Sheet No. 95B
Effective November 1, 2020

REVISED SHEET NO. 95B
Effective April 1, 2021

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PERFORMANCE INCENTIVE MECHANISM PROVISION (continued)

A Maximum Financial Incentive amount is specified for each PIM with separate identification of a Maximum Reward Amount and a Maximum Penalty Amount.

Measured Performance for the Evaluation Period is compared to the Performance Target for each PIM. If the difference between Measured Performance and the Performance Target is less than or equal to the Deadband amount, no reward or penalty is awarded and the amount of the PIM Financial Incentive is zero. If the difference between Measured Performance and the Performance Target exceeds the Deadband amount, a reward or penalty ratio is calculated where the difference between Measured Performance and the Performance Target, less the Deadband amount, is the numerator and the Deadband amount is the denominator. This ratio is multiplied by either the Maximum Reward Amount or Maximum Penalty Amount, as applicable, to determine the PIM Financial Incentive for each PIM. The magnitude of the PIM Financial Incentive for each PIM shall not exceed 100% of the magnitude of the applicable Maximum Reward Amount or Maximum Penalty Amount established for each PIM.

Reliability Performance Incentive Mechanisms

There are two reliability PIMs: 1) System Average Interruption Frequency Index ("SAIFI"); and 2) System Average Interruption Duration Index ("SAIDI"). SAIFI is a measure of the average frequency of outages, defined as the annual total number of customer interruptions divided by the total number of customers served. SAIDI is a measure of the average duration of outage, defined as the sum of all customer interruption durations (in minutes) divided by the total number of customers served. The SAIFI and SAIDI Measured Performance and Performance Targets are determined using the IEEE Standard 1366 methodology as adjusted to normalize events in accordance with Docket No. 2019-0110, Decision and Order No. 37600.

For the Reliability Performance Incentive Mechanisms, the 2010-2019 record of historical performance data was used to establish the Performance Target and the Deadband. The Deadband was calculated as ± 1 standard deviation of the historical performance data. Accordingly, 100% of the penalty is achieved when Measured Performance is equal to or greater than 2 standard deviations from the Performance Target.

SAIFI:

Performance Target: 1.434 interruptions per customer during the one-year Evaluation Period

Deadband: ± 0.248 interruptions (1 Standard Deviation)

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HAWAII ELECTRIC LIGHT COMPANY, INC

Docket No. 2019-0110; Decision and Order No. 37600, Filed on February 2, 2021. Transmittal Letter dated February 12, 2021.

Superseding Revised Sheet No. 95C
Effective January 1, 2020

REVISED SHEET NO. 95C
Effective November 1, 2020

PERFORMANCE INCENTIVE MECHANISM PROVISION (continued)

Range for no penalty: 1.186 interruptions to 1.682
interruptions per customer (\pm 1 Standard Deviation from Target)

Rewards: Not Applicable
Penalties for greater than 1.682 interruptions per customer

Maximum Reward Amount: Not Applicable
Maximum Penalty Amount: \$607,448.

The Maximum Penalty Amount was determined to be equal to 0.20% of Common Equity Share of Approved Average Test Year Rate Base determined in the most recent interim or final order in a general rate case for each Company.

SAIDI:

Target: 146.26 minutes per outage

Deadband: \pm 30.21 minutes (1 Standard Deviation)

Range for no penalty: 116.05 minutes to 176.47 minutes per outage
(\pm 1 Standard Deviation from Target)

Rewards: Not Applicable
Penalties for greater than 176.47 minutes per outage

Maximum Reward Amount: Not Applicable
Maximum Penalty Amount: \$607,448.

The Maximum Penalty Amount was determined to be equal to 0.20% of Common Equity Share of Approved Average Test Year Rate Base determined in the most recent interim or final order in a general rate case for each Company.

HAWAII ELECTRIC LIGHT COMPANY, INC

Docket No. 2019-0110; Decision and Order No. 37600, Filed on
February 2, 2021. Transmittal Letter dated February 12, 2021.

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Superseding Revised Sheet No. 95D
Effective January 1, 2020

REVISED SHEET NO. 95D
Effective November 1, 2020

PERFORMANCE INCENTIVE MECHANISM PROVISION (continued)

Call Center Performance Incentive Mechanism

The Call Center Performance PIM measures the performance of the utility call center in terms of the percentage of calls answered within thirty (30) seconds. The calculation of the call center performance shall exclude blocked calls from the denominator.

The Performance Target for the Call Center Performance Incentive Mechanism was calculated based on the average of quarterly data from Quarter 3 of 2018 to Quarter 2 of 2020.

Call Center Performance:

Performance Target: 84.73% of calls answered within 30 seconds

Deadband: +/- 3.00% of calls answered within 30 seconds

Range for no reward or penalty: 81.73% of calls answered to 87.73% of calls answered.

Rewards apply for greater than 87.73% of calls answered
Penalties apply for less than 81.73% of calls answered

Maximum Reward Amount: \$242,979.

Maximum Penalty Amount: \$242,979.

The magnitude of the Maximum Reward Amount and Maximum Penalty Amount were determined to be equal to 0.08% of Common Equity Share of Approved Average Test Year Rate Base determined in the most recent interim or final order in a general rate case for each Company.

Additional PIMs:

The Commission may order the establishment of one or more PIMs, and the targets, deadbands, rewards, penalties, and allocations for that PIM, as applicable, shall be implemented as specified in the Commission's order that approved the applicable PIM, and the applicable PIM Financial Incentive shall be included in the Performance Incentive Adjustment.

Commission's Authority

The Commission may suspend any or all parts of this PIM Provision. Such suspension shall remain in place until removed by Commission order.

HAWAII ELECTRIC LIGHT COMPANY, INC

Docket No. 2018-0368; Order No. 37237, Filed on July 28, 2020.
Transmittal Letter Dated August 27, 2020.

Superseding Sheet No. 95E
 Effective January 1, 2020

REVISED SHEET NO. 95E
 Effective November 1, 2020

PERFORMANCE INCENTIVE MECHANISM PROVISION (continued)

Historical Reference

The following table summarizes the prior PIMs in effect, as these values may be applicable during certain portions of the Evaluation Period.

PIM:	Effective Period:	Performance Target:	Deadband:	Maximum Reward:	Maximum Penalty:
SAIFI	10/1/2018 thru 12/31/2019	1.374 interruptions per customer	+/- 0.251	N/A	\$545,708
SAIFI	1/1/20 thru 10/31/20	1.418 interruptions per customer	+/- 0.250	N/A	\$607,448
SAIDI	10/1/2018 thru 12/31/2019	134.13 minutes Per outage	+/- 21.32	N/A	\$545,708
SAIDI	1/1/20 thru 10/31/20	144.32 minutes Per outage	+/- 29.74	N/A	\$607,448
Call Center	1/1/2019 thru 12/31/2019	83.25% of calls answered within 30 sec.	+/- 3.00%	\$218,283	\$218,283
Call Center	1/1/20 thru 10/31/20	84.30% of calls answered within 30 sec.	+/- 3.00%	\$242,979	\$242,979

HAWAII ELECTRIC LIGHT COMPANY, INC

Docket No. 2018-0368; Order No. 37237, Filed on July 28, 2020.
 Transmittal Letter Dated August 27, 2020.

EXHIBIT 3

PERFORMANCE INCENTIVE MECHANISM PROVISION
Maui, Lanai, and Molokai Divisions

Introduction

This Performance Incentive Mechanism ("PIM") Provision provides for the determination of a PIM Financial Incentive for each approved PIM for each Evaluation Period, based on Measured Performance compared to an established Performance Target for each PIM, as specified below.

The sum of the PIM Financial Incentives determined for all PIMs for the Evaluation Period will be the Performance Incentive Adjustment, which will be applied as an adjustment to the effective Target Revenue and will be recovered from or credited to customers through the RBA Rate Adjustment, as defined by and in accordance with the terms of the Revenue Balancing Account ("RBA") Provision.

Annual PIM Provision Transmittal

On or before March 31 of the year following an Evaluation Period, the Company shall file with the Commission, the Consumer Advocate, and each party to the Company's most recent rate case proceeding, a transmittal documenting the Measured Performance and calculation of the PIM Financial Incentives and Performance Incentive Adjustment for the Evaluation Period. Complete, indexed schedules, workpapers and electronic files supporting the transmittal shall be provided with the transmittal. The Company will be prepared to provide information as may be requested to ensure adequate review by the Commission, Consumer Advocate, other rate case parties, and other interested persons that may propose any adjustments necessary to bring the schedules into compliance with the above provisions and will work collaboratively to reach agreement on any proposed adjustments.

The review of the annual PIM Provision transmittal will be conducted concurrent with and in conjunction with the annual RBA Review Transmittal. The Performance Incentive Adjustment will be determined annually based on the PIM Provision transmittal and, after review and subject to explicit approval by the Commission, will become effective on June 1 of the year following the Evaluation Period, concurrent and in conjunction with determination of Target Revenues and the RBA Rate Adjustment in accordance with the RBA Provision. Any approved Performance Incentive Adjustment will be applied as monthly adjustments to Target Revenues for the twelve month period commencing June 1 of the year following the

MAUI ELECTRIC COMPANY, LTD

Decision and Order No. 35165; Approving, With Modifications,
Proposed Revisions To RBA Tariffs, Filed December 29, 2017.
Transmittal Letter dated January 11, 2018.

PERFORMANCE INCENTIVE MECHANISM PROVISION (continued)
Maui, Lanai, and Molokai Divisions

Evaluation Period in accordance with the Monthly Allocation Factors identified in the RBA Provision.

The Performance Targets, Deadbands and the amount of Maximum Financial Incentives used to determine the PIM Financial Incentive levels for each of the PIMs shall be re-determined upon issuance of an interim or final order in a general rate case for each Company, and shall remain constant in interim periods, unless otherwise amended, as necessary, by order of the Commission.

In the event that Performance Targets, Deadbands or the amounts of Maximum Financial Incentives are updated or amended by order of the Commission during the Evaluation Period, the Performance Targets, Deadbands and the amounts of Maximum Financial Incentives used in determining the amount of PIM Financial Incentives shall be a pro-rated weighted average based on the number of days of the Evaluation Period each parameter was effective.

Any revenue adjustments approved in accordance with this PIM Provision shall be excluded from the determination of Earnings Sharing Credits provided for in the Rate Adjustment Mechanism Provision ("RAM Provision").

The Performance Incentive Adjustment, and any prior year Performance Incentive Adjustment, shall be recalculated for errors in prior calculations and for subsequent Commission orders that change the basis for prior calculations. The effect of such changes shall be implemented as described in the RBA Provision, except that, the Performance Target, Deadband and Maximum Financial Incentive amounts determined in this PIM Provision shall not be recalculated based on errors in the calculation of these parameters and shall remain as specified unless and until changed by order of the Commission.

MAUI ELECTRIC COMPANY, LTD

Decision and Order No. 35165; Approving, With Modifications,
Proposed Revisions To RBA Tariffs, Filed December 29, 2017.
Transmittal Letter dated January 11, 2018.

PERFORMANCE INCENTIVE MECHANISM PROVISION (continued)
Maui, Lanai, and Molokai Divisions

Evaluation Period

The Evaluation Period is defined as the annual twelve month calendar year period ending December 31, over which Measured Performance is determined and compared to the established Performance Target for each PIM described below. The first Evaluation Period shall begin January 1, 2018.

PIM Financial Incentive Calculation

For each PIM below, a Performance Target is specified, developed based on historical performance data. A Deadband is specified for each Performance Target in order to provide a satisfactory range of performance within which no reward or penalty amount is assessed.

A Maximum Financial Incentive amount is specified for each PIM with separate identification of a Maximum Reward Amount and a Maximum Penalty Amount.

Measured Performance for the Evaluation Period is compared to the Performance Target for each PIM. If the difference between Measured Performance and the Performance Target is less than or equal to the Deadband amount, no reward or penalty is awarded and the amount of the PIM Financial Incentive is zero. If the difference between Measured Performance and the Performance Target exceeds the Deadband amount, a reward or penalty ratio is calculated where the difference between Measured Performance and the Performance Target, less the Deadband amount, is the numerator and the Deadband amount is the denominator. This ratio is multiplied by either the Maximum Reward Amount or Maximum Penalty Amount, as applicable, to determine the PIM Financial Incentive for each PIM. The magnitude of the PIM Financial Incentive for each PIM shall not exceed 100% of the magnitude of the applicable Maximum Reward Amount or Maximum Penalty Amount established for each PIM.

MAUI ELECTRIC COMPANY, LTD

Decision and Order No. 35165; Approving, With Modifications,
Proposed Revisions To RBA Tariffs, Filed December 29, 2017.
Transmittal Letter dated January 11, 2018.

PERFORMANCE INCENTIVE MECHANISM PROVISION (continued)
Maui, Lanai, and Molokai Divisions

Reliability Performance Incentive Mechanisms

There are two reliability PIMs: 1) System Average Interruption Frequency Index ("SAIFI"); and 2) System Average Interruption Duration Index ("SAIDI"). SAIFI is a measure of the average frequency of outages, defined as the annual total number of customer interruptions divided by the total number of customers served. SAIDI is a measure of the average duration of outage, defined as the sum of all customer interruption durations (in minutes) divided by the total number of customers served. The SAIFI and SAIDI Measured Performance and Performance Targets are determined using the IEEE Standard 1366 methodology as adjusted to normalize events in accordance with Docket No. 2019-0110, Decision and Order No. 37600.

For the Reliability Performance Incentive Mechanisms, the 2009-2018 record of historical performance data was used to establish the Performance Target and the Deadband. The Deadband was calculated as ± 1 standard deviation of the historical performance data. Accordingly, 100% of the penalty is achieved when Measured Performance is equal to or greater than 2 standard deviations from the Performance Target.

SAIFI:

Performance Target: 1.435 interruptions per customer during the one-year Evaluation Period

Deadband: ± 0.212 interruptions (1 Standard Deviation)

Range for no penalty: 1.223 interruptions to 1.647 interruptions per customer (± 1 Standard Deviation from Target)

Rewards: Not Applicable

Penalties for greater than 1.647 interruptions per customer

Maximum Reward Amount: Not Applicable

Maximum Penalty Amount: \$518,113.

The Maximum Penalty Amount was determined to be equal to 0.20% of Common Equity Share of Approved Average Test Year Rate Base determined in the most recent interim or final order in a general rate case for each Company.

MAUI ELECTRIC COMPANY, LTD

Docket No. 2019-0110; Decision and Order No. 37600, Filed on February 2, 2021. Transmittal Letter dated February 12, 2021.

PERFORMANCE INCENTIVE MECHANISM PROVISION (continued)
Maui, Lanai, and Molokai Divisions

SAIDI:

Target: 113.54 minutes per outage

Deadband: ± 23.34 minutes (1 Standard Deviation)

Range for no penalty: 90.20 minutes to 136.88 minutes per outage
(± 1 Standard Deviation from Target)

Rewards: Not Applicable

Penalties for greater than 136.88 minutes per outage

Maximum Reward Amount: Not Applicable

Maximum Penalty Amount: \$518,113.

The Maximum Penalty Amount was determined to be equal to 0.20% of Common Equity Share of Approved Average Test Year Rate Base determined in the most recent interim or final order in a general rate case for each Company.

Call Center Performance Incentive Mechanism

The Call Center Performance PIM measures the performance of the utility call center in terms of the percentage of calls answered within thirty (30) seconds. The calculation of the call center performance shall exclude blocked calls from the denominator.

The Performance Target for the Call Center Performance Incentive Mechanism was calculated based on the average of quarterly data from Quarter 2 of 2017 to Quarter 1 of 2019.

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Docket No. 2019-0110; Decision and Order No. 37600, Filed on February 2, 2021. Transmittal Letter dated February 12, 2021.

PERFORMANCE INCENTIVE MECHANISM PROVISION (continued)
Maui, Lanai, and Molokai Divisions

Call Center Performance:

Performance Target: 87.56% of calls answered within 30 seconds

Deadband: +/- 3.00% of calls answered within 30 seconds

Range for no reward or penalty: 84.56% of calls answered to 90.56% of calls answered.

Rewards apply for greater than 90.56% of calls answered
Penalties apply for less than 84.56% of calls answered

Maximum Reward Amount: \$207,245.

Maximum Penalty Amount: \$207,245.

The magnitude of the Maximum Reward Amount and Maximum Penalty Amount were determined to be equal to 0.08% of Common Equity Share of Approved Average Test Year Rate Base determined in the most recent interim or final order in a general rate case for each Company.

Additional PIMs:

The Commission may order the establishment of one or more PIMs, and the targets, deadbands, rewards, penalties, and allocations for that PIM, as applicable, shall be implemented as specified in the Commission's order that approved the applicable PIM, and the applicable PIM Financial Incentive shall be included in the Performance Incentive Adjustment.

Commission's Authority

The Commission may suspend any or all parts of this PIM Provision. Such suspension shall remain in place until removed by Commission order.

MAUI ELECTRIC COMPANY, LTD

PERFORMANCE INCENTIVE MECHANISM PROVISION (continued)
Maui, Lanai, and Molokai Divisions

Historical Reference

The following table summarizes the prior PIMs in effect, as these values may be applicable during certain portions of the Evaluation Period.

PIM:	Effective Period:	Performance Target:	Deadband:	Maximum Reward:	Maximum Penalty:
SAIFI	1/1/2018 thru 8/22/2018	1.436 interruptions per customer	+/- 0.241	N/A	\$506,965
SAIFI	8/23/2018 thru 5/31/2019	1.422 interruptions per customer	+/- 0.224	N/A	\$527,289
SAIFI	6/1/2019 thru 3/31/2021	1.508 interruptions per customer	+/- 0.221	N/A	\$518,113
SAIDI	1/1/2018 thru 8/22/2018	112.67 minutes Per outage	+/- 23.22	N/A	\$506,965
SAIDI	8/23/2018 thru 5/31/2019	118.47 minutes Per outage	+/- 22.53	N/A	\$527,289
SAIDI	6/1/2019 thru 3/31/2021	130.61 minutes Per outage	+/- 33.57	N/A	\$518,113
Call Center	1/1/2018 thru 8/22/2018	91.34% of calls answered within 30 sec.	+/- 3.00%	\$202,786	\$202,786
Call Center	8/23/2018 thru 5/31/2019	87.22% of calls answered within 30 sec.	+/- 3.00%	\$210,916	\$210,916

MAUI ELECTRIC COMPANY, LTD

PERFORMANCE INCENTIVE MECHANISM PROVISION
Maui, Lanai, and Molokai Divisions

Introduction

This Performance Incentive Mechanism ("PIM") Provision provides for the determination of a PIM Financial Incentive for each approved PIM for each Evaluation Period, based on Measured Performance compared to an established Performance Target for each PIM, as specified below.

The sum of the PIM Financial Incentives determined for all PIMs for the Evaluation Period will be the Performance Incentive Adjustment, which will be applied as an adjustment to the effective Target Revenue and will be recovered from or credited to customers through the RBA Rate Adjustment, as defined by and in accordance with the terms of the Revenue Balancing Account ("RBA") Provision.

Annual PIM Provision Transmittal

On or before March 31 of the year following an Evaluation Period, the Company shall file with the Commission, the Consumer Advocate, and each party to the Company's most recent rate case proceeding, a transmittal documenting the Measured Performance and calculation of the PIM Financial Incentives and Performance Incentive Adjustment for the Evaluation Period. Complete, indexed schedules, workpapers and electronic files supporting the transmittal shall be provided with the transmittal. The Company will be prepared to provide information as may be requested to ensure adequate review by the Commission, Consumer Advocate, other rate case parties, and other interested persons that may propose any adjustments necessary to bring the schedules into compliance with the above provisions and will work collaboratively to reach agreement on any proposed adjustments.

The review of the annual PIM Provision transmittal will be conducted concurrent with and in conjunction with the annual RBA Review Transmittal. The Performance Incentive Adjustment will be determined annually based on the PIM Provision transmittal and, after review and subject to explicit approval by the Commission, will become effective on June 1 of the year following the Evaluation Period, concurrent and in conjunction with determination of Target Revenues and the RBA Rate Adjustment in accordance with the RBA Provision. Any approved Performance Incentive Adjustment will be applied as monthly adjustments to Target Revenues for the

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Decision and Order No. 35165; Approving, With Modifications,
Proposed Revisions To RBA Tariffs, Filed December 29, 2017.
Transmittal Letter dated January 11, 2018.

PERFORMANCE INCENTIVE MECHANISM PROVISION (continued)
Maui, Lanai, and Molokai Divisions

twelve month period commencing June 1 of the year following the Evaluation Period in accordance with the Monthly Allocation Factors identified in the RBA Provision.

The Performance Targets, Deadbands and the amount of Maximum Financial Incentives used to determine the PIM Financial Incentive levels for each of the PIMs shall be re-determined upon issuance of an interim or final order in a general rate case for each Company, and shall remain constant in interim periods, unless otherwise amended, as necessary, by order of the Commission.

In the event that Performance Targets, Deadbands or the amounts of Maximum Financial Incentives are updated or amended by order of the Commission during the Evaluation Period, the Performance Targets, Deadbands and the amounts of Maximum Financial Incentives used in determining the amount of PIM Financial Incentives shall be a pro-rated weighted average based on the number of days of the Evaluation Period each parameter was effective.

Any revenue adjustments approved in accordance with this PIM Provision shall be excluded from the determination of Earnings Sharing Credits provided for in the Rate Adjustment Mechanism Provision ("RAM Provision").

The Performance Incentive Adjustment, and any prior year Performance Incentive Adjustment, shall be recalculated for errors in prior calculations and for subsequent Commission orders that change the basis for prior calculations. The effect of such changes shall be implemented as described in the RBA Provision, except that, the Performance Target, Deadband and Maximum Financial Incentive amounts determined in this PIM Provision shall not be recalculated based on errors in the calculation of these parameters and shall remain as specified unless and until changed by order of the Commission.

Evaluation Period

The Evaluation Period is defined as the annual twelve month calendar year period ending December 31, over which Measured Performance is determined and compared to the established Performance Target for each PIM described below. The first Evaluation Period shall begin January 1, 2018.

MAUI ELECTRIC COMPANY, LTD

Decision and Order No. 35165; Approving, With Modifications, Proposed Revisions To RBA Tariffs, Filed December 29, 2017. Transmittal Letter dated January 11, 2018.

PERFORMANCE INCENTIVE MECHANISM PROVISION (continued)
Maui, Lanai, and Molokai Divisions

PIM Financial Incentive Calculation

For each PIM below, a Performance Target is specified, developed based on historical performance data. A Deadband is specified for each Performance Target in order to provide a satisfactory range of performance within which no reward or penalty amount is assessed.

A Maximum Financial Incentive amount is specified for each PIM with separate identification of a Maximum Reward Amount and a Maximum Penalty Amount.

Measured Performance for the Evaluation Period is compared to the Performance Target for each PIM. If the difference between Measured Performance and the Performance Target is less than or equal to the Deadband amount, no reward or penalty is awarded and the amount of the PIM Financial Incentive is zero. If the difference between Measured Performance and the Performance Target exceeds the Deadband amount, a reward or penalty ratio is calculated where the difference between Measured Performance and the Performance Target, less the Deadband amount, is the numerator and the Deadband amount is the denominator. This ratio is multiplied by either the Maximum Reward Amount or Maximum Penalty Amount, as applicable, to determine the PIM Financial Incentive for each PIM. The magnitude of the PIM Financial Incentive for each PIM shall not exceed 100% of the magnitude of the applicable Maximum Reward Amount or Maximum Penalty Amount established for each PIM.

Reliability Performance Incentive Mechanisms

There are two reliability PIMs: 1) System Average Interruption Frequency Index ("SAIFI"); and 2) System Average Interruption Duration Index ("SAIDI"). SAIFI is a measure of the average frequency of outages, defined as the annual total number of customer interruptions divided by the total number of customers served. SAIDI is a measure of the average duration of outage, defined as the sum of all customer interruption durations (in minutes) divided by the total number of customers served. The SAIFI and SAIDI Measured Performance and Performance Targets are determined using the IEEE Standard 1366 methodology as adjusted to normalize events in accordance with Docket No. 2019-0110, Decision and Order No. 37600.

MAUI ELECTRIC COMPANY, LTD

Docket No. 2019-0110; Decision and Order No. 37600, Filed on February 2, 2021. Transmittal Letter dated February 12, 2021.

PERFORMANCE INCENTIVE MECHANISM PROVISION (continued)
Maui, Lanai, and Molokai Divisions

For the Reliability Performance Incentive Mechanisms, the 2009–2018 record of historical performance data was used to establish the Performance Target and the Deadband. The Deadband was calculated as ± 1 standard deviation of the historical performance data. Accordingly, 100% of the penalty is achieved when Measured Performance is equal to or greater than 2 standard deviations from the Performance Target.

SAIFI:

Performance Target: 1.435 interruptions per customer during the one-year Evaluation Period

Deadband: ± 0.212 interruptions (1 Standard Deviation)

Range for no penalty: 1.223 interruptions to 1.647 interruptions per customer (± 1 Standard Deviation from Target)

Rewards: Not Applicable

Penalties for greater than 1.647 interruptions per customer

Maximum Reward Amount: Not Applicable

Maximum Penalty Amount: \$518,113

The Maximum Penalty Amount was determined to be equal to 0.20% of Common Equity Share of Approved Average Test Year Rate Base determined in the most recent interim or final order in a general rate case for each Company.

SAIDI:

Target: 113.54 minutes per outage

Deadband: ± 23.34 minutes (1 Standard Deviation)

Range for no penalty: 90.20 minutes to 136.88 minutes per outage (± 1 Standard Deviation from Target)

Rewards: Not Applicable

Penalties for greater than 136.88 minutes per outage

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Docket No. 2019–0110; Decision and Order No. 37600, Filed on February 2, 2021. Transmittal Letter dated February 12, 2021.

PERFORMANCE INCENTIVE MECHANISM PROVISION (continued)
Maui, Lanai, and Molokai Divisions

Maximum Reward Amount: Not Applicable
Maximum Penalty Amount: \$518,113.

The Maximum Penalty Amount was determined to be equal to 0.20% of Common Equity Share of Approved Average Test Year Rate Base determined in the most recent interim or final order in a general rate case for each Company.

Call Center Performance Incentive Mechanism

The Call Center Performance PIM measures the performance of the utility call center in terms of the percentage of calls answered within thirty (30) seconds. The calculation of the call center performance shall exclude blocked calls from the denominator.

The Performance Target for the Call Center Performance Incentive Mechanism was calculated based on the average of quarterly data from Quarter 2 of 2017 to Quarter 1 of 2019.

Call Center Performance:

Performance Target: 87.56% of calls answered within 30 seconds

Deadband: +/- 3.00% of calls answered within 30 seconds

Range for no reward or penalty: 84.56% of calls answered to 90.56% of calls answered.

Rewards apply for greater than 90.56% of calls answered
Penalties apply for less than 84.56% of calls answered

Maximum Reward Amount: \$207,245.
Maximum Penalty Amount: \$207,245.

The magnitude of the Maximum Reward Amount and Maximum Penalty Amount were determined to be equal to 0.08% of Common Equity Share of Approved Average Test Year Rate Base determined in the most recent interim or final order in a general rate case for each Company.

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PERFORMANCE INCENTIVE MECHANISM PROVISION (continued)
Maui, Lanai, and Molokai Divisions

Additional PIMs:

The Commission may order the establishment of one or more PIMs, and the targets, deadbands, rewards, penalties, and allocations for that PIM, as applicable, shall be implemented as specified in the Commission's order that approved the applicable PIM, and the applicable PIM Financial Incentive shall be included in the Performance Incentive Adjustment.

Commission's Authority

The Commission may suspend any or all parts of this PIM Provision. Such suspension shall remain in place until removed by Commission order.

MAUI ELECTRIC COMPANY, LTD

PERFORMANCE INCENTIVE MECHANISM PROVISION (continued)
Maui, Lanai, and Molokai Divisions

Historical Reference

The following table summarizes the prior PIMs in effect, as these values may be applicable during certain portions of the Evaluation Period.

PIM:	Effective Period:	Performance Target:	Deadband:	Maximum Reward:	Maximum Penalty:
SAIFI	1/1/2018 thru 8/22/2018	1.436 interruptions per customer	+/- 0.241	N/A	\$506,965
SAIFI	8/23/2018 thru 5/31/2019	1.422 interruptions per customer	+/- 0.224	N/A	\$527,289
SAIFI	6/1/2019 thru 3/31/2021	1.508 interruptions per customer	+/- 0.221	N/A	\$518,113
SAIDI	1/1/2018 thru 8/22/2018	112.67 minutes Per outage	+/- 23.22	N/A	\$506,965
SAIDI	8/23/2018 thru 5/31/2019	118.47 minutes Per outage	+/- 22.53	N/A	\$527,289
SAIDI	6/1/2019 thru 3/31/2021	130.61 minutes Per outage	+/- 33.57	N/A	\$518,113
Call Center	1/1/2018 thru 8/22/2018	91.34% of calls answered within 30 sec.	+/- 3.00%	\$202,786	\$202,786
Call Center	8/23/2018 thru 5/31/2019	87.22% of calls answered within 30 sec.	+/- 3.00%	\$210,916	\$210,916

MAUI ELECTRIC COMPANY, LTD

PERFORMANCE INCENTIVE MECHANISM PROVISION
Maui, Lanai, and Molokai Divisions

Introduction

This Performance Incentive Mechanism ("PIM") Provision provides for the determination of a PIM Financial Incentive for each approved PIM for each Evaluation Period, based on Measured Performance compared to an established Performance Target for each PIM, as specified below.

The sum of the PIM Financial Incentives determined for all PIMs for the Evaluation Period will be the Performance Incentive Adjustment, which will be applied as an adjustment to the effective Target Revenue and will be recovered from or credited to customers through the RBA Rate Adjustment, as defined by and in accordance with the terms of the Revenue Balancing Account ("RBA") Provision.

Annual PIM Provision Transmittal

On or before March 31 of the year following an Evaluation Period, the Company shall file with the Commission, the Consumer Advocate, and each party to the Company's most recent rate case proceeding, a transmittal documenting the Measured Performance and calculation of the PIM Financial Incentives and Performance Incentive Adjustment for the Evaluation Period. Complete, indexed schedules, workpapers and electronic files supporting the transmittal shall be provided with the transmittal. The Company will be prepared to provide information as may be requested to ensure adequate review by the Commission, Consumer Advocate, other rate case parties, and other interested persons that may propose any adjustments necessary to bring the schedules into compliance with the above provisions and will work collaboratively to reach agreement on any proposed adjustments.

The review of the annual PIM Provision transmittal will be conducted concurrent with and in conjunction with the annual RBA Review Transmittal. The Performance Incentive Adjustment will be determined annually based on the PIM Provision transmittal and, after review and subject to explicit approval by the Commission, will become effective on June 1 of the year following the Evaluation Period, concurrent and in conjunction with determination of Target Revenues and the RBA Rate Adjustment in accordance with the RBA Provision. Any approved Performance Incentive Adjustment will be applied as monthly adjustments to Target Revenues for the

MAUI ELECTRIC COMPANY, LTD

Decision and Order No. 35165; Approving, With Modifications,
Proposed Revisions To RBA Tariffs, Filed December 29, 2017.
Transmittal Letter dated January 11, 2018.

PERFORMANCE INCENTIVE MECHANISM PROVISION (continued)
Maui, Lanai, and Molokai Divisions

twelve month period commencing June 1 of the year following the Evaluation Period in accordance with the Monthly Allocation Factors identified in the RBA Provision.

The Performance Targets, Deadbands and the amount of Maximum Financial Incentives used to determine the PIM Financial Incentive levels for each of the PIMs shall be re-determined upon issuance of an interim or final order in a general rate case for each Company, and shall remain constant in interim periods, unless otherwise amended, as necessary, by order of the Commission.

In the event that Performance Targets, Deadbands or the amounts of Maximum Financial Incentives are updated or amended by order of the Commission during the Evaluation Period, the Performance Targets, Deadbands and the amounts of Maximum Financial Incentives used in determining the amount of PIM Financial Incentives shall be a pro-rated weighted average based on the number of days of the Evaluation Period each parameter was effective.

Any revenue adjustments approved in accordance with this PIM Provision shall be excluded from the determination of Earnings Sharing Credits provided for in the Rate Adjustment Mechanism Provision ("RAM Provision").

The Performance Incentive Adjustment, and any prior year Performance Incentive Adjustment, shall be recalculated for errors in prior calculations and for subsequent Commission orders that change the basis for prior calculations. The effect of such changes shall be implemented as described in the RBA Provision, except that, the Performance Target, Deadband and Maximum Financial Incentive amounts determined in this PIM Provision shall not be recalculated based on errors in the calculation of these parameters and shall remain as specified unless and until changed by order of the Commission.

Evaluation Period

The Evaluation Period is defined as the annual twelve month calendar year period ending December 31, over which Measured Performance is determined and compared to the established Performance Target for each PIM described below. The first Evaluation Period shall begin January 1, 2018.

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Decision and Order No. 35165; Approving, With Modifications,
Proposed Revisions To RBA Tariffs, Filed December 29, 2017.
Transmittal Letter dated January 11, 2018.

PERFORMANCE INCENTIVE MECHANISM PROVISION (continued)
Maui, Lanai, and Molokai Divisions

PIM Financial Incentive Calculation

For each PIM below, a Performance Target is specified, developed based on historical performance data. A Deadband is specified for each Performance Target in order to provide a satisfactory range of performance within which no reward or penalty amount is assessed.

A Maximum Financial Incentive amount is specified for each PIM with separate identification of a Maximum Reward Amount and a Maximum Penalty Amount.

Measured Performance for the Evaluation Period is compared to the Performance Target for each PIM. If the difference between Measured Performance and the Performance Target is less than or equal to the Deadband amount, no reward or penalty is awarded and the amount of the PIM Financial Incentive is zero. If the difference between Measured Performance and the Performance Target exceeds the Deadband amount, a reward or penalty ratio is calculated where the difference between Measured Performance and the Performance Target, less the Deadband amount, is the numerator and the Deadband amount is the denominator. This ratio is multiplied by either the Maximum Reward Amount or Maximum Penalty Amount, as applicable, to determine the PIM Financial Incentive for each PIM. The magnitude of the PIM Financial Incentive for each PIM shall not exceed 100% of the magnitude of the applicable Maximum Reward Amount or Maximum Penalty Amount established for each PIM.

Reliability Performance Incentive Mechanisms

There are two reliability PIMs: 1) System Average Interruption Frequency Index ("SAIFI"); and 2) System Average Interruption Duration Index ("SAIDI"). SAIFI is a measure of the average frequency of outages, defined as the annual total number of customer interruptions divided by the total number of customers served. SAIDI is a measure of the average duration of outage, defined as the sum of all customer interruption durations (in minutes) divided by the total number of customers served. The SAIFI and SAIDI Measured Performance and Performance Targets are determined using the IEEE Standard 1366 methodology as adjusted to normalize events in accordance with Docket No. 2019-0110, Decision and Order No. 37600.

MAUI ELECTRIC COMPANY, LTD

Docket No. 2019-0110; Decision and Order No. 37600, Filed on February 2, 2021. Transmittal Letter dated February 12, 2021.

PERFORMANCE INCENTIVE MECHANISM PROVISION (continued)
Maui, Lanai, and Molokai Divisions

For the Reliability Performance Incentive Mechanisms, the 2009–2018 record of historical performance data was used to establish the Performance Target and the Deadband. The Deadband was calculated as ± 1 standard deviation of the historical performance data. Accordingly, 100% of the penalty is achieved when Measured Performance is equal to or greater than 2 standard deviations from the Performance Target.

SAIFI:

Performance Target: 1.435 interruptions per customer during the one-year Evaluation Period

Deadband: ± 0.212 interruptions (1 Standard Deviation)

Range for no penalty: 1.223 interruptions to 1.647 interruptions per customer (± 1 Standard Deviation from Target)

Rewards: Not Applicable
Penalties for greater than 1.647 interruptions per customer

Maximum Reward Amount: Not Applicable
Maximum Penalty Amount: \$518,113.

The Maximum Penalty Amount was determined to be equal to 0.20% of Common Equity Share of Approved Average Test Year Rate Base determined in the most recent interim or final order in a general rate case for each Company.

SAIDI:

Target: 113.54 minutes per outage

Deadband: ± 23.34 minutes (1 Standard Deviation)

Range for no penalty: 90.20 minutes to 136.88 minutes per outage (± 1 Standard Deviation from Target)

Rewards: Not Applicable
Penalties for greater than 136.88 minutes per outage

Maximum Reward Amount: Not Applicable
Maximum Penalty Amount: \$518,113.

MAUI ELECTRIC COMPANY, LTD

Docket No. 2019–0110; Decision and Order No. 37600, Filed on February 2, 2021. Transmittal Letter dated February 12, 2021.

PERFORMANCE INCENTIVE MECHANISM PROVISION (continued)
Maui, Lanai, and Molokai Divisions

The Maximum Penalty Amount was determined to be equal to 0.20% of Common Equity Share of Approved Average Test Year Rate Base determined in the most recent interim or final order in a general rate case for each Company.

Call Center Performance Incentive Mechanism

The Call Center Performance PIM measures the performance of the utility call center in terms of the percentage of calls answered within thirty (30) seconds. The calculation of the call center performance shall exclude blocked calls from the denominator.

The Performance Target for the Call Center Performance Incentive Mechanism was calculated based on the average of quarterly data from Quarter 2 of 2017 to Quarter 1 of 2019.

Call Center Performance:

Performance Target: 87.56% of calls answered within 30 seconds

Deadband: +/- 3.00% of calls answered within 30 seconds

Range for no reward or penalty: 84.56% of calls answered to 90.56% of calls answered.

Rewards apply for greater than 90.56% of calls answered
Penalties apply for less than 84.56% of calls answered

Maximum Reward Amount: \$207,245.

Maximum Penalty Amount: \$207,245.

The magnitude of the Maximum Reward Amount and Maximum Penalty Amount were determined to be equal to 0.08% of Common Equity Share of Approved Average Test Year Rate Base determined in the most recent interim or final order in a general rate case for each Company.

MAUI ELECTRIC COMPANY, LTD

Docket No. 2017-0150; Decision and Order No. 36219, Filed on March 18, 2019. Transmittal Letter Dated April 17, 2019.

PERFORMANCE INCENTIVE MECHANISM PROVISION (continued)
Maui, Lanai, and Molokai Divisions

Additional PIMs:

The Commission may order the establishment of one or more PIMs, and the targets, deadbands, rewards, penalties, and allocations for that PIM, as applicable, shall be implemented as specified in the Commission's order that approved the applicable PIM, and the applicable PIM Financial Incentive shall be included in the Performance Incentive Adjustment.

Commission's Authority

The Commission may suspend any or all parts of this PIM Provision. Such suspension shall remain in place until removed by Commission order.

MAUI ELECTRIC COMPANY, LTD

Docket No. 2017-0150; Decision and Order No. 36219, Filed on March 18, 2019. Transmittal Letter Dated April 17, 2019.

PERFORMANCE INCENTIVE MECHANISM PROVISION (continued)
Maui, Lanai, and Molokai Divisions

Historical Reference

The following table summarizes the prior PIMs in effect, as these values may be applicable during certain portions of the Evaluation Period.

PIM:	Effective Period:	Performance Target:	Deadband:	Maximum Reward:	Maximum Penalty:
SAIFI	1/1/2018 thru 8/22/2018	1.436 interruptions per customer	+/- 0.241	N/A	\$506,965
SAIFI	8/23/2018 thru 5/31/2019	1.422 interruptions per customer	+/- 0.224	N/A	\$527,289
SAIFI	6/1/2019 thru 3/31/2021	1.508 interruptions per customer	+/- 0.221	N/A	\$518,113
SAIDI	1/1/2018 thru 8/22/2018	112.67 minutes Per outage	+/- 23.22	N/A	\$506,965
SAIDI	8/23/2018 thru 5/31/2019	118.47 minutes Per outage	+/- 22.53	N/A	\$527,289
SAIDI	6/1/2019 thru 3/31/2021	130.61 minutes Per outage	+/- 33.57	N/A	\$518,113
Call Center	1/1/2018 thru 8/22/2018	91.34% of calls answered within 30 sec.	+/- 3.00%	\$202,786	\$202,786
Call Center	8/23/2018 thru 5/31/2019	87.22% of calls answered within 30 sec.	+/- 3.00%	\$210,916	\$210,916

MAUI ELECTRIC COMPANY, LTD

EXHIBIT 3A

SHEET NO. 101
Effective January 1, 2018

PERFORMANCE INCENTIVE MECHANISM PROVISION
Maui, Lanai, and Molokai Divisions

Introduction

This Performance Incentive Mechanism ("PIM") Provision provides for the determination of a PIM Financial Incentive for each approved PIM for each Evaluation Period, based on Measured Performance compared to an established Performance Target for each PIM, as specified below.

The sum of the PIM Financial Incentives determined for all PIMs for the Evaluation Period will be the Performance Incentive Adjustment, which will be applied as an adjustment to the effective Target Revenue and will be recovered from or credited to customers through the RBA Rate Adjustment, as defined by and in accordance with the terms of the Revenue Balancing Account ("RBA") Provision.

Annual PIM Provision Transmittal

On or before March 31 of the year following an Evaluation Period, the Company shall file with the Commission, the Consumer Advocate, and each party to the Company's most recent rate case proceeding, a transmittal documenting the Measured Performance and calculation of the PIM Financial Incentives and Performance Incentive Adjustment for the Evaluation Period. Complete, indexed schedules, workpapers and electronic files supporting the transmittal shall be provided with the transmittal. The Company will be prepared to provide information as may be requested to ensure adequate review by the Commission, Consumer Advocate, other rate case parties, and other interested persons that may propose any adjustments necessary to bring the schedules into compliance with the above provisions and will work collaboratively to reach agreement on any proposed adjustments.

The review of the annual PIM Provision transmittal will be conducted concurrent with and in conjunction with the annual RBA Review Transmittal. The Performance Incentive Adjustment will be determined annually based on the PIM Provision transmittal and, after review and subject to explicit approval by the Commission, will become effective on June 1 of the year following the Evaluation Period, concurrent and in conjunction with determination of Target Revenues and the RBA Rate Adjustment in accordance with the RBA Provision. Any approved Performance Incentive Adjustment will be applied as monthly adjustments to Target Revenues for the twelve month period commencing June 1 of the year following the

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Decision and Order No. 35165; Approving, With Modifications,
Proposed Revisions To RBA Tariffs, Filed December 29, 2017.
Transmittal Letter dated January 11, 2018.

SHEET NO. 101A
Effective January 1, 2018

PERFORMANCE INCENTIVE MECHANISM PROVISION (continued)
Maui, Lanai, and Molokai Divisions

Evaluation Period in accordance with the Monthly Allocation Factors identified in the RBA Provision.

The Performance Targets, Deadbands and the amount of Maximum Financial Incentives used to determine the PIM Financial Incentive levels for each of the PIMs shall be re-determined upon issuance of an interim or final order in a general rate case for each Company, and shall remain constant in interim periods, unless otherwise amended, as necessary, by order of the Commission.

In the event that Performance Targets, Deadbands or the amounts of Maximum Financial Incentives are updated or amended by order of the Commission during the Evaluation Period, the Performance Targets, Deadbands and the amounts of Maximum Financial Incentives used in determining the amount of PIM Financial Incentives shall be a pro-rated weighted average based on the number of days of the Evaluation Period each parameter was effective.

Any revenue adjustments approved in accordance with this PIM Provision shall be excluded from the determination of Earnings Sharing Credits provided for in the Rate Adjustment Mechanism Provision ("RAM Provision").

The Performance Incentive Adjustment, and any prior year Performance Incentive Adjustment, shall be recalculated for errors in prior calculations and for subsequent Commission orders that change the basis for prior calculations. The effect of such changes shall be implemented as described in the RBA Provision, except that, the Performance Target, Deadband and Maximum Financial Incentive amounts determined in this PIM Provision shall not be recalculated based on errors in the calculation of these parameters and shall remain as specified unless and until changed by order of the Commission.

MAUI ELECTRIC COMPANY, LTD

Decision and Order No. 35165; Approving, With Modifications,
Proposed Revisions To RBA Tariffs, Filed December 29, 2017.
Transmittal Letter dated January 11, 2018.

SHEET NO. 101B
Effective January 1, 2018

PERFORMANCE INCENTIVE MECHANISM PROVISION (continued)
Maui, Lanai, and Molokai Divisions

Evaluation Period

The Evaluation Period is defined as the annual twelve month calendar year period ending December 31, over which Measured Performance is determined and compared to the established Performance Target for each PIM described below. The first Evaluation Period shall begin January 1, 2018.

PIM Financial Incentive Calculation

For each PIM below, a Performance Target is specified, developed based on historical performance data. A Deadband is specified for each Performance Target in order to provide a satisfactory range of performance within which no reward or penalty amount is assessed.

A Maximum Financial Incentive amount is specified for each PIM with separate identification of a Maximum Reward Amount and a Maximum Penalty Amount.

Measured Performance for the Evaluation Period is compared to the Performance Target for each PIM. If the difference between Measured Performance and the Performance Target is less than or equal to the Deadband amount, no reward or penalty is awarded and the amount of the PIM Financial Incentive is zero. If the difference between Measured Performance and the Performance Target exceeds the Deadband amount, a reward or penalty ratio is calculated where the difference between Measured Performance and the Performance Target, less the Deadband amount, is the numerator and the Deadband amount is the denominator. This ratio is multiplied by either the Maximum Reward Amount or Maximum Penalty Amount, as applicable, to determine the PIM Financial Incentive for each PIM. The magnitude of the PIM Financial Incentive for each PIM shall not exceed 100% of the magnitude of the applicable Maximum Reward Amount or Maximum Penalty Amount established for each PIM.

MAUI ELECTRIC COMPANY, LTD

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Transmittal Letter dated January 11, 2018.

Superseding Revised Sheet No. 101C
Effective June 1, 2019

REVISED SHEET NO. 101C
Effective April 1, 2021

PERFORMANCE INCENTIVE MECHANISM PROVISION (continued)
Maui, Lanai, and Molokai Divisions

Reliability Performance Incentive Mechanisms

There are two reliability PIMs: 1) System Average Interruption Frequency Index ("SAIFI"); and 2) System Average Interruption Duration Index ("SAIDI"). SAIFI is a measure of the average frequency of outages, defined as the annual total number of customer interruptions divided by the total number of customers served. SAIDI is a measure of the average duration of outage, defined as the sum of all customer interruption durations (in minutes) divided by the total number of customers served. The SAIFI and SAIDI Measured Performance and Performance Targets are determined using the IEEE Standard 1366 methodology as adjusted to normalize events in accordance with Docket No. 2019-0110, Decision and Order No. 37600.

For the Reliability Performance Incentive Mechanisms, the 2009-2018 record of historical performance data was used to establish the Performance Target and the Deadband. The Deadband was calculated as ± 1 standard deviation of the historical performance data. Accordingly, 100% of the penalty is achieved when Measured Performance is equal to or greater than 2 standard deviations from the Performance Target.

SAIFI:

Performance Target: 1.435 interruptions per customer during the one-year Evaluation Period

Deadband: \pm 0.212 interruptions (1 Standard Deviation)

Range for no penalty: 1.223 interruptions to 1.647 interruptions per customer (± 1 Standard Deviation from Target)

Rewards: Not Applicable

Penalties for greater than 1.647 interruptions per customer

Maximum Reward Amount: Not Applicable

Maximum Penalty Amount: \$518,113.

The Maximum Penalty Amount was determined to be equal to 0.20% of Common Equity Share of Approved Average Test Year Rate Base determined in the most recent interim or final order in a general rate case for each Company.

MAUI ELECTRIC COMPANY, LTD

Docket No. 2019-0110; Decision and Order No. 37600, Filed on February 2, 2021. Transmittal Letter dated February 12, 2021.

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Superseding Revised Sheet No. 101D
Effective June 1, 2019

REVISED SHEET NO. 101D
Effective April 1, 2021

PERFORMANCE INCENTIVE MECHANISM PROVISION (continued)
Maui, Lanai, and Molokai Divisions

SAIDI:

Target: 113.54 minutes per outage

Deadband: \pm 23.34 minutes (1 Standard Deviation)

Range for no penalty: 90.20 minutes to 136.88 minutes per outage
(\pm 1 Standard Deviation from Target)

Rewards: Not Applicable

Penalties for greater than 136.88 minutes per outage

Maximum Reward Amount: Not Applicable

Maximum Penalty Amount: \$518,113.

The Maximum Penalty Amount was determined to be equal to 0.20% of Common Equity Share of Approved Average Test Year Rate Base determined in the most recent interim or final order in a general rate case for each Company.

Call Center Performance Incentive Mechanism

The Call Center Performance PIM measures the performance of the utility call center in terms of the percentage of calls answered within thirty (30) seconds. The calculation of the call center performance shall exclude blocked calls from the denominator.

The Performance Target for the Call Center Performance Incentive Mechanism was calculated based on the average of quarterly data from Quarter 2 of 2017 to Quarter 1 of 2019.

MAUI ELECTRIC COMPANY, LTD

Docket No. 2019-0110; Decision and Order No. 37600, Filed on February 2, 2021. Transmittal Letter dated February 12, 2021.

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Superseding Revised Sheet No. 101E
Effective October 1, 2018

REVISED SHEET NO. 101E
Effective June 1, 2019

PERFORMANCE INCENTIVE MECHANISM PROVISION (continued)
Maui, Lanai, and Molokai Divisions

Call Center Performance:

Performance Target: 87.56% of calls answered within 30 seconds

Deadband: +/- 3.00% of calls answered within 30 seconds

Range for no reward or penalty: 84.56% of calls answered to 90.56% of calls answered.

Rewards apply for greater than 90.56% of calls answered
Penalties apply for less than 84.56% of calls answered

Maximum Reward Amount: \$207,245.
Maximum Penalty Amount: \$207,245.

The magnitude of the Maximum Reward Amount and Maximum Penalty Amount were determined to be equal to 0.08% of Common Equity Share of Approved Average Test Year Rate Base determined in the most recent interim or final order in a general rate case for each Company.

Additional PIMs:

The Commission may order the establishment of one or more PIMs, and the targets, deadbands, rewards, penalties, and allocations for that PIM, as applicable, shall be implemented as specified in the Commission's order that approved the applicable PIM, and the applicable PIM Financial Incentive shall be included in the Performance Incentive Adjustment.

Commission's Authority

The Commission may suspend any or all parts of this PIM Provision. Such suspension shall remain in place until removed by Commission order.

MAUI ELECTRIC COMPANY, LTD

Docket No. 2017-0150; Decision and Order No. 36219, Filed on March 18, 2019. Transmittal Letter Dated April 17, 2019.

Superseding Sheet NO. 101F
 Effective June 1, 2019

REVISED SHEET NO. 101F
 Effective April 1, 2021

PERFORMANCE INCENTIVE MECHANISM PROVISION (continued)
 Maui, Lanai, and Molokai Divisions

Historical Reference

The following table summarizes the prior PIMs in effect, as these values may be applicable during certain portions of the Evaluation Period.

PIM:	Effective Period:	Performance Target:	Deadband:	Maximum Reward:	Maximum Penalty:
SAIFI	1/1/2018 thru 8/22/2018	1.436 interruptions per customer	+/- 0.241	N/A	\$506,965
SAIFI	8/23/2018 thru 5/31/2019	1.422 interruptions per customer	+/- 0.224	N/A	\$527,289
<u>SAIFI</u>	<u>6/1/2019 thru 3/31/2021</u>	<u>1.508 interruptions per customer</u>	<u>+/- 0.221</u>	<u>N/A</u>	<u>\$518,113</u>
SAIDI	1/1/2018 thru 8/22/2018	112.67 minutes Per outage	+/- 23.22	N/A	\$506,965
SAIDI	8/23/2018 thru 5/31/2019	118.47 minutes Per outage	+/- 22.53	N/A	\$527,289
<u>SAIDI</u>	<u>6/1/2019 thru 3/31/2021</u>	<u>130.61 minutes Per outage</u>	<u>+/- 33.57</u>	<u>N/A</u>	<u>\$518,113</u>
Call Center	1/1/2018 thru 8/22/2018	91.34% of calls answered within 30 sec.	+/- 3.00%	\$202,786	\$202,786
Call Center	8/23/2018 thru 5/31/2019	87.22% of calls answered within 30 sec.	+/- 3.00%	\$210,916	\$210,916

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MAUI ELECTRIC COMPANY, LTD

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SHEET NO. 112
Effective January 1, 2018

PERFORMANCE INCENTIVE MECHANISM PROVISION
Maui, Lanai, and Molokai Divisions

Introduction

This Performance Incentive Mechanism ("PIM") Provision provides for the determination of a PIM Financial Incentive for each approved PIM for each Evaluation Period, based on Measured Performance compared to an established Performance Target for each PIM, as specified below.

The sum of the PIM Financial Incentives determined for all PIMs for the Evaluation Period will be the Performance Incentive Adjustment, which will be applied as an adjustment to the effective Target Revenue and will be recovered from or credited to customers through the RBA Rate Adjustment, as defined by and in accordance with the terms of the Revenue Balancing Account ("RBA") Provision.

Annual PIM Provision Transmittal

On or before March 31 of the year following an Evaluation Period, the Company shall file with the Commission, the Consumer Advocate, and each party to the Company's most recent rate case proceeding, a transmittal documenting the Measured Performance and calculation of the PIM Financial Incentives and Performance Incentive Adjustment for the Evaluation Period. Complete, indexed schedules, workpapers and electronic files supporting the transmittal shall be provided with the transmittal. The Company will be prepared to provide information as may be requested to ensure adequate review by the Commission, Consumer Advocate, other rate case parties, and other interested persons that may propose any adjustments necessary to bring the schedules into compliance with the above provisions and will work collaboratively to reach agreement on any proposed adjustments.

The review of the annual PIM Provision transmittal will be conducted concurrent with and in conjunction with the annual RBA Review Transmittal. The Performance Incentive Adjustment will be determined annually based on the PIM Provision transmittal and, after review and subject to explicit approval by the Commission, will become effective on June 1 of the year following the Evaluation Period, concurrent and in conjunction with determination of Target Revenues and the RBA Rate Adjustment in accordance with the RBA Provision. Any approved Performance Incentive Adjustment will be applied as monthly adjustments to Target Revenues for the

MAUI ELECTRIC COMPANY, LTD

Decision and Order No. 35165; Approving, With Modifications,
Proposed Revisions To RBA Tariffs, Filed December 29, 2017.
Transmittal Letter dated January 11, 2018.

SHEET NO. 112A
Effective January 1, 2018

PERFORMANCE INCENTIVE MECHANISM PROVISION (continued)
Maui, Lanai, and Molokai Divisions

twelve month period commencing June 1 of the year following the Evaluation Period in accordance with the Monthly Allocation Factors identified in the RBA Provision.

The Performance Targets, Deadbands and the amount of Maximum Financial Incentives used to determine the PIM Financial Incentive levels for each of the PIMs shall be re-determined upon issuance of an interim or final order in a general rate case for each Company, and shall remain constant in interim periods, unless otherwise amended, as necessary, by order of the Commission.

In the event that Performance Targets, Deadbands or the amounts of Maximum Financial Incentives are updated or amended by order of the Commission during the Evaluation Period, the Performance Targets, Deadbands and the amounts of Maximum Financial Incentives used in determining the amount of PIM Financial Incentives shall be a pro-rated weighted average based on the number of days of the Evaluation Period each parameter was effective.

Any revenue adjustments approved in accordance with this PIM Provision shall be excluded from the determination of Earnings Sharing Credits provided for in the Rate Adjustment Mechanism Provision ("RAM Provision").

The Performance Incentive Adjustment, and any prior year Performance Incentive Adjustment, shall be recalculated for errors in prior calculations and for subsequent Commission orders that change the basis for prior calculations. The effect of such changes shall be implemented as described in the RBA Provision, except that, the Performance Target, Deadband and Maximum Financial Incentive amounts determined in this PIM Provision shall not be recalculated based on errors in the calculation of these parameters and shall remain as specified unless and until changed by order of the Commission.

Evaluation Period

The Evaluation Period is defined as the annual twelve month calendar year period ending December 31, over which Measured Performance is determined and compared to the established Performance Target for each PIM described below. The first Evaluation Period shall begin January 1, 2018.

MAUI ELECTRIC COMPANY, LTD

Decision and Order No. 35165; Approving, With Modifications,
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Effective January 1, 2018

REVISED SHEET NO. 112B
Effective April 1, 2021

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PERFORMANCE INCENTIVE MECHANISM PROVISION (continued)
Maui, Lanai, and Molokai Divisions

PIM Financial Incentive Calculation

For each PIM below, a Performance Target is specified, developed based on historical performance data. A Deadband is specified for each Performance Target in order to provide a satisfactory range of performance within which no reward or penalty amount is assessed.

A Maximum Financial Incentive amount is specified for each PIM with separate identification of a Maximum Reward Amount and a Maximum Penalty Amount.

Measured Performance for the Evaluation Period is compared to the Performance Target for each PIM. If the difference between Measured Performance and the Performance Target is less than or equal to the Deadband amount, no reward or penalty is awarded and the amount of the PIM Financial Incentive is zero. If the difference between Measured Performance and the Performance Target exceeds the Deadband amount, a reward or penalty ratio is calculated where the difference between Measured Performance and the Performance Target, less the Deadband amount, is the numerator and the Deadband amount is the denominator. This ratio is multiplied by either the Maximum Reward Amount or Maximum Penalty Amount, as applicable, to determine the PIM Financial Incentive for each PIM. The magnitude of the PIM Financial Incentive for each PIM shall not exceed 100% of the magnitude of the applicable Maximum Reward Amount or Maximum Penalty Amount established for each PIM.

Reliability Performance Incentive Mechanisms

There are two reliability PIMs: 1) System Average Interruption Frequency Index ("SAIFI"); and 2) System Average Interruption Duration Index ("SAIDI"). SAIFI is a measure of the average frequency of outages, defined as the annual total number of customer interruptions divided by the total number of customers served. SAIDI is a measure of the average duration of outage, defined as the sum of all customer interruption durations (in minutes) divided by the total number of customers served. The SAIFI and SAIDI Measured Performance and Performance Targets are determined using the IEEE Standard 1366 methodology as adjusted to normalize events in accordance with Docket No. 2019-0110, Decision and Order No. 37600.

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Approving, With Modifications, Proposed
Revisions To RBA Tariffs, Filed December 29,
2017.¶
Transmittal Letter dated January 11, 2018.¶

MAUI ELECTRIC COMPANY, LTD

Docket No. 2019-0110; Decision and Order No. 37600, Filed on
February 2, 2021. Transmittal Letter dated February 12, 2021.

Superseding Revised Sheet No. 112C
Effective June 1, 2019

REVISED SHEET NO. 112C
Effective April 1, 2021

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PERFORMANCE INCENTIVE MECHANISM PROVISION (continued)
Maui, Lanai, and Molokai Divisions

For the Reliability Performance Incentive Mechanisms, the 2009-2018 record of historical performance data was used to establish the Performance Target and the Deadband. The Deadband was calculated as ± 1 standard deviation of the historical performance data. Accordingly, 100% of the penalty is achieved when Measured Performance is equal to or greater than 2 standard deviations from the Performance Target.

SAIFI:

Performance Target: 1.435 interruptions per customer during the one-year Evaluation Period

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Deadband: \pm 0.212 interruptions (1 Standard Deviation)

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Range for no penalty: 1.223 interruptions to 1.647 interruptions per customer (± 1 Standard Deviation from Target)

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Rewards: Not Applicable

Penalties for greater than 1.647 interruptions per customer

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Maximum Reward Amount: Not Applicable
Maximum Penalty Amount: \$518,113

The Maximum Penalty Amount was determined to be equal to 0.20% of Common Equity Share of Approved Average Test Year Rate Base determined in the most recent interim or final order in a general rate case for each Company.

SAIDI:

Target: 113.54 minutes per outage

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Deadband: \pm 23.34 minutes (1 Standard Deviation)

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Range for no penalty: 90.20 minutes to 136.88 minutes per outage (± 1 Standard Deviation from Target)

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Rewards: Not Applicable

Penalties for greater than 136.88 minutes per outage

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MAUI ELECTRIC COMPANY, LTD

Docket No. 2019-0110; Decision and Order No. 37600, Filed on February 2, 2021. Transmittal Letter dated February 12, 2021.

Superseding Revised Sheet No. 112D
Effective October 1, 2018

REVISED SHEET NO. 112D
Effective June 1, 2019

PERFORMANCE INCENTIVE MECHANISM PROVISION (continued)
Maui, Lanai, and Molokai Divisions

Maximum Reward Amount: Not Applicable
Maximum Penalty Amount: \$518,113.

The Maximum Penalty Amount was determined to be equal to 0.20% of Common Equity Share of Approved Average Test Year Rate Base determined in the most recent interim or final order in a general rate case for each Company.

Call Center Performance Incentive Mechanism

The Call Center Performance PIM measures the performance of the utility call center in terms of the percentage of calls answered within thirty (30) seconds. The calculation of the call center performance shall exclude blocked calls from the denominator.

The Performance Target for the Call Center Performance Incentive Mechanism was calculated based on the average of quarterly data from Quarter 2 of 2017 to Quarter 1 of 2019.

Call Center Performance:

Performance Target: 87.56% of calls answered within 30 seconds

Deadband: +/- 3.00% of calls answered within 30 seconds

Range for no reward or penalty: 84.56% of calls answered to 90.56% of calls answered.

Rewards apply for greater than 90.56% of calls answered
Penalties apply for less than 84.56% of calls answered

Maximum Reward Amount: \$207,245.
Maximum Penalty Amount: \$207,245.

The magnitude of the Maximum Reward Amount and Maximum Penalty Amount were determined to be equal to 0.08% of Common Equity Share of Approved Average Test Year Rate Base determined in the most recent interim or final order in a general rate case for each Company.

MAUI ELECTRIC COMPANY, LTD

Docket No. 2017-0150; Decision and Order No. 36219, Filed on March 18, 2019. Transmittal Letter Dated April 17, 2019.

SHEET NO. 112D.1
Effective June 1, 2019

PERFORMANCE INCENTIVE MECHANISM PROVISION (continued)
Maui, Lanai, and Molokai Divisions

Additional PIMs:

The Commission may order the establishment of one or more PIMs, and the targets, deadbands, rewards, penalties, and allocations for that PIM, as applicable, shall be implemented as specified in the Commission's order that approved the applicable PIM, and the applicable PIM Financial Incentive shall be included in the Performance Incentive Adjustment.

Commission's Authority

The Commission may suspend any or all parts of this PIM Provision. Such suspension shall remain in place until removed by Commission order.

MAUI ELECTRIC COMPANY, LTD

Docket No. 2017-0150; Decision and Order No. 36219, Filed on March 18, 2019. Transmittal Letter Dated April 17, 2019.

Superseding Sheet NO. 112E
 Effective June 1, 2019

REVISED SHEET NO. 112E
 Effective April 1, 2021

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PERFORMANCE INCENTIVE MECHANISM PROVISION (continued)
 Maui, Lanai, and Molokai Divisions

Historical Reference

The following table summarizes the prior PIMs in effect, as these values may be applicable during certain portions of the Evaluation Period.

PIM:	Effective Period:	Performance Target:	Deadband:	Maximum Reward:	Maximum Penalty:
SAIFI	1/1/2018 thru 8/22/2018	1.436 interruptions per customer	+/- 0.241	N/A	\$506,965
SAIFI	8/23/2018 thru 5/31/2019	1.422 interruptions per customer	+/- 0.224	N/A	\$527,289
<u>SAIFI</u>	<u>6/1/2019 thru 3/31/2021</u>	<u>1.508 interruptions per customer</u>	<u>+/- 0.221</u>	<u>N/A</u>	<u>\$518,113</u>
SAIDI	1/1/2018 thru 8/22/2018	112.67 minutes Per outage	+/- 23.22	N/A	\$506,965
SAIDI	8/23/2018 thru 5/31/2019	118.47 minutes Per outage	+/- 22.53	N/A	\$527,289
<u>SAIDI</u>	<u>6/1/2019 thru 3/31/2021</u>	<u>130.61 minutes Per outage</u>	<u>+/- 33.57</u>	<u>N/A</u>	<u>\$518,113</u>
Call Center	1/1/2018 thru 8/22/2018	91.34% of calls answered within 30 sec.	+/- 3.00%	\$202,786	\$202,786
Call Center	8/23/2018 thru 5/31/2019	87.22% of calls answered within 30 sec.	+/- 3.00%	\$210,916	\$210,916

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MAUI ELECTRIC COMPANY, LTD

Docket No. 2019-0110; Decision and Order No. 37600, Filed on February 2, 2021. Transmittal Letter dated February 12, 2021.

SHEET NO. 156
Effective January 1, 2018

PERFORMANCE INCENTIVE MECHANISM PROVISION
Maui, Lanai, and Molokai Divisions

Introduction

This Performance Incentive Mechanism ("PIM") Provision provides for the determination of a PIM Financial Incentive for each approved PIM for each Evaluation Period, based on Measured Performance compared to an established Performance Target for each PIM, as specified below.

The sum of the PIM Financial Incentives determined for all PIMs for the Evaluation Period will be the Performance Incentive Adjustment, which will be applied as an adjustment to the effective Target Revenue and will be recovered from or credited to customers through the RBA Rate Adjustment, as defined by and in accordance with the terms of the Revenue Balancing Account ("RBA") Provision.

Annual PIM Provision Transmittal

On or before March 31 of the year following an Evaluation Period, the Company shall file with the Commission, the Consumer Advocate, and each party to the Company's most recent rate case proceeding, a transmittal documenting the Measured Performance and calculation of the PIM Financial Incentives and Performance Incentive Adjustment for the Evaluation Period. Complete, indexed schedules, workpapers and electronic files supporting the transmittal shall be provided with the transmittal. The Company will be prepared to provide information as may be requested to ensure adequate review by the Commission, Consumer Advocate, other rate case parties, and other interested persons that may propose any adjustments necessary to bring the schedules into compliance with the above provisions and will work collaboratively to reach agreement on any proposed adjustments.

The review of the annual PIM Provision transmittal will be conducted concurrent with and in conjunction with the annual RBA Review Transmittal. The Performance Incentive Adjustment will be determined annually based on the PIM Provision transmittal and, after review and subject to explicit approval by the Commission, will become effective on June 1 of the year following the Evaluation Period, concurrent and in conjunction with determination of Target Revenues and the RBA Rate Adjustment in accordance with the RBA Provision. Any approved Performance Incentive Adjustment will be applied as monthly adjustments to Target Revenues for the

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PERFORMANCE INCENTIVE MECHANISM PROVISION (continued)
Maui, Lanai, and Molokai Divisions

twelve month period commencing June 1 of the year following the Evaluation Period in accordance with the Monthly Allocation Factors identified in the RBA Provision.

The Performance Targets, Deadbands and the amount of Maximum Financial Incentives used to determine the PIM Financial Incentive levels for each of the PIMs shall be re-determined upon issuance of an interim or final order in a general rate case for each Company, and shall remain constant in interim periods, unless otherwise amended, as necessary, by order of the Commission.

In the event that Performance Targets, Deadbands or the amounts of Maximum Financial Incentives are updated or amended by order of the Commission during the Evaluation Period, the Performance Targets, Deadbands and the amounts of Maximum Financial Incentives used in determining the amount of PIM Financial Incentives shall be a pro-rated weighted average based on the number of days of the Evaluation Period each parameter was effective.

Any revenue adjustments approved in accordance with this PIM Provision shall be excluded from the determination of Earnings Sharing Credits provided for in the Rate Adjustment Mechanism Provision ("RAM Provision").

The Performance Incentive Adjustment, and any prior year Performance Incentive Adjustment, shall be recalculated for errors in prior calculations and for subsequent Commission orders that change the basis for prior calculations. The effect of such changes shall be implemented as described in the RBA Provision, except that, the Performance Target, Deadband and Maximum Financial Incentive amounts determined in this PIM Provision shall not be recalculated based on errors in the calculation of these parameters and shall remain as specified unless and until changed by order of the Commission.

Evaluation Period

The Evaluation Period is defined as the annual twelve month calendar year period ending December 31, over which Measured Performance is determined and compared to the established Performance Target for each PIM described below. The first Evaluation Period shall begin January 1, 2018.

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PERFORMANCE INCENTIVE MECHANISM PROVISION (continued)
Maui, Lanai, and Molokai Divisions

PIM Financial Incentive Calculation

For each PIM below, a Performance Target is specified, developed based on historical performance data. A Deadband is specified for each Performance Target in order to provide a satisfactory range of performance within which no reward or penalty amount is assessed.

A Maximum Financial Incentive amount is specified for each PIM with separate identification of a Maximum Reward Amount and a Maximum Penalty Amount.

Measured Performance for the Evaluation Period is compared to the Performance Target for each PIM. If the difference between Measured Performance and the Performance Target is less than or equal to the Deadband amount, no reward or penalty is awarded and the amount of the PIM Financial Incentive is zero. If the difference between Measured Performance and the Performance Target exceeds the Deadband amount, a reward or penalty ratio is calculated where the difference between Measured Performance and the Performance Target, less the Deadband amount, is the numerator and the Deadband amount is the denominator. This ratio is multiplied by either the Maximum Reward Amount or Maximum Penalty Amount, as applicable, to determine the PIM Financial Incentive for each PIM. The magnitude of the PIM Financial Incentive for each PIM shall not exceed 100% of the magnitude of the applicable Maximum Reward Amount or Maximum Penalty Amount established for each PIM.

Reliability Performance Incentive Mechanisms

There are two reliability PIMs: 1) System Average Interruption Frequency Index ("SAIFI"); and 2) System Average Interruption Duration Index ("SAIDI"). SAIFI is a measure of the average frequency of outages, defined as the annual total number of customer interruptions divided by the total number of customers served. SAIDI is a measure of the average duration of outage, defined as the sum of all customer interruption durations (in minutes) divided by the total number of customers served. The SAIFI and SAIDI Measured Performance and Performance Targets are determined using the IEEE Standard 1366 methodology as adjusted to normalize events in accordance with Docket No. 2019-0110, Decision and Order No. 37600.

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PERFORMANCE INCENTIVE MECHANISM PROVISION (continued)
Maui, Lanai, and Molokai Divisions

For the Reliability Performance Incentive Mechanisms, the 2009-2018 record of historical performance data was used to establish the Performance Target and the Deadband. The Deadband was calculated as ± 1 standard deviation of the historical performance data. Accordingly, 100% of the penalty is achieved when Measured Performance is equal to or greater than 2 standard deviations from the Performance Target.

SAIFI:

Performance Target: 1.435 interruptions per customer during the one-year Evaluation Period

Deleted: 1.508

Deadband: \pm 0.212 interruptions (1 Standard Deviation)

Deleted: 0.221

Range for no penalty: 1.223 interruptions to 1.647 interruptions per customer (± 1 Standard Deviation from Target)

Deleted: 1.287

Deleted: 1.729

Rewards: Not Applicable

Penalties for greater than 1.647 interruptions per customer

Deleted: 1.729

Maximum Reward Amount: Not Applicable

Maximum Penalty Amount: \$518,113.

The Maximum Penalty Amount was determined to be equal to 0.20% of Common Equity Share of Approved Average Test Year Rate Base determined in the most recent interim or final order in a general rate case for each Company.

SAIDI:

Target: 113.54 minutes per outage

Deleted: 130.61

Deadband: \pm 23.34 minutes (1 Standard Deviation)

Deleted: 33.57

Range for no penalty: 90.20 minutes to 136.88 minutes per outage (± 1 Standard Deviation from Target)

Deleted: 97.04

Deleted: 164.18

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Deleted: March 18, 2019

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Rewards: Not Applicable

Penalties for greater than 136.88 minutes per outage

Maximum Reward Amount: Not Applicable

Maximum Penalty Amount: \$518,113.

MAUI ELECTRIC COMPANY, LTD

Docket No. 2019-0110; Decision and Order No. 37600, Filed on February 2, 2021. Transmittal Letter dated February 12, 2021.

Superseding Revised Sheet No. 156D
Effective October 1, 2018

REVISED SHEET NO. 156D
Effective June 1, 2019

PERFORMANCE INCENTIVE MECHANISM PROVISION (continued)
Maui, Lanai, and Molokai Divisions

The Maximum Penalty Amount was determined to be equal to 0.20% of Common Equity Share of Approved Average Test Year Rate Base determined in the most recent interim or final order in a general rate case for each Company.

Call Center Performance Incentive Mechanism

The Call Center Performance PIM measures the performance of the utility call center in terms of the percentage of calls answered within thirty (30) seconds. The calculation of the call center performance shall exclude blocked calls from the denominator.

The Performance Target for the Call Center Performance Incentive Mechanism was calculated based on the average of quarterly data from Quarter 2 of 2017 to Quarter 1 of 2019.

Call Center Performance:

Performance Target: 87.56% of calls answered within 30 seconds

Deadband: +/- 3.00% of calls answered within 30 seconds

Range for no reward or penalty: 84.56% of calls answered to 90.56% of calls answered.

Rewards apply for greater than 90.56% of calls answered
Penalties apply for less than 84.56% of calls answered

Maximum Reward Amount: \$207,245.
Maximum Penalty Amount: \$207,245.

The magnitude of the Maximum Reward Amount and Maximum Penalty Amount were determined to be equal to 0.08% of Common Equity Share of Approved Average Test Year Rate Base determined in the most recent interim or final order in a general rate case for each Company.

MAUI ELECTRIC COMPANY, LTD

Docket No. 2017-0150; Decision and Order No. 36219, Filed on March 18, 2019. Transmittal Letter Dated April 17, 2019.

SHEET NO. 156D.1
Effective June 1, 2019

PERFORMANCE INCENTIVE MECHANISM PROVISION (continued)
Maui, Lanai, and Molokai Divisions

Additional PIMs:

The Commission may order the establishment of one or more PIMs, and the targets, deadbands, rewards, penalties, and allocations for that PIM, as applicable, shall be implemented as specified in the Commission's order that approved the applicable PIM, and the applicable PIM Financial Incentive shall be included in the Performance Incentive Adjustment.

Commission's Authority

The Commission may suspend any or all parts of this PIM Provision. Such suspension shall remain in place until removed by Commission order.

MAUI ELECTRIC COMPANY, LTD

Docket No. 2017-0150; Decision and Order No. 36219, Filed on March 18, 2019. Transmittal Letter Dated April 17, 2019.

Superseding Sheet NO. 156E
 Effective June 1, 2019

REVISED SHEET NO. 156E
 Effective April 1, 2021

Deleted: October 1, 2019

Deleted: June 1, 2019

PERFORMANCE INCENTIVE MECHANISM PROVISION (continued)
 Maui, Lanai, and Molokai Divisions

Historical Reference

The following table summarizes the prior PIMs in effect, as these values may be applicable during certain portions of the Evaluation Period.

PIM:	Effective Period:	Performance Target:	Deadband:	Maximum Reward:	Maximum Penalty:
SAIFI	1/1/2018 thru 8/22/2018	1.436 interruptions per customer	+/- 0.241	N/A	\$506,965
SAIFI	8/23/2018 thru 5/31/2019	1.422 interruptions per customer	+/- 0.224	N/A	\$527,289
<u>SAIFI</u>	<u>6/1/2019 thru 3/31/2021</u>	<u>1.508 interruptions per customer</u>	<u>+/- 0.221</u>	<u>N/A</u>	<u>\$518,113</u>
SAIDI	1/1/2018 thru 8/22/2018	112.67 minutes Per outage	+/- 23.22	N/A	\$506,965
SAIDI	8/23/2018 thru 5/31/2019	118.47 minutes Per outage	+/- 22.53	N/A	\$527,289
<u>SAIDI</u>	<u>6/1/2019 thru 3/31/2021</u>	<u>130.61 minutes Per outage</u>	<u>+/- 33.57</u>	<u>N/A</u>	<u>\$518,113</u>
Call Center	1/1/2018 thru 8/22/2018	91.34% of calls answered within 30 sec.	+/- 3.00%	\$202,786	\$202,786
Call Center	8/23/2018 thru 5/31/2019	87.22% of calls answered within 30 sec.	+/- 3.00%	\$210,916	\$210,916

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MAUI ELECTRIC COMPANY, LTD

Docket No. 2019-0110; Decision and Order No. 37600, Filed on February 2, 2021. Transmittal Letter dated February 12, 2021.

Hawaiian Electric

CURRENT METHOD		
Year	HECO SAIDI	HECO SAIFI
2008	101.20	1.311
2009	89.92	1.077
2010	105.77	1.132
2011	112.80	1.099
2012	105.51	1.081
2013	102.45	1.032
2014	104.25	1.173
2015	91.27	1.064
2016	83.24	1.002
2017	95.90	1.057
Target	99.23	1.103
Deadband	8.96	0.088

ADJUSTED IEEE METHOD		
Year	HECO SAIDI	HECO SAIFI
2010	105.77	1.132
2011	112.80	1.099
2012	105.51	1.081
2013	96.21	1.017
2014	104.25	1.173
2015	91.27	1.064
2016	83.24	1.002
2017	95.90	1.057
2018	111.94	1.253
2019	104.02	1.092
Target	101.09	1.097
Deadband	9.31	0.074

CURRENT METHOD		
Year	HELCO SAIDI	HELCO SAIFI
2010	104.91	0.975
2011	169.37	1.744
2012	135.24	1.567
2013	115.26	1.604
2014	162.03	1.641
2015	142.01	1.292
2016	131.14	1.276
2017	131.90	1.153
2018	209.14	1.615
2019	161.55	1.477
Target	146.26	1.434
Deadband	30.21	0.248

ADJUSTED IEEE METHOD		
Year	HELCO SAIDI	HELCO SAIFI
2010	104.91	0.975
2011	169.37	1.744
2012	135.24	1.567
2013	115.26	1.604
2014	162.03	1.641
2015	142.01	1.292
2016	131.14	1.276
2017	131.90	1.153
2018	209.14	1.615
2019	161.55	1.477
Target	146.26	1.434
Deadband	30.21	0.248

Maui Electric

CURRENT METHOD								
Year	SAIDI (contribution to MECO total)			SAIFI (contribution to MECO total)			MECO SAIDI	MECO SAIFI
	Maui	Molokai	Lanai	Maui	Molokai	Lanai		
2009	114.89	3.96	0.63	1.303	0.025	0.013	119.48	1.341
2010	59.03	17.23	0.48	1.213	0.119	0.014	76.75	1.347
2011	128.24	3.47	1.70	1.506	0.066	0.030	133.41	1.602
2012	115.24	19.35	0.78	1.380	0.109	0.013	135.37	1.502
2013	77.30	21.32	4.78	0.960	0.235	0.071	103.40	1.266
2014	97.38	29.02	4.09	1.482	0.269	0.049	130.49	1.800
2015	104.07	16.57	2.43	0.992	0.204	0.033	123.07	1.230
2016	99.00	29.67	0.40	1.276	0.216	0.013	129.07	1.505
2017	121.40	24.60	0.91	1.421	0.154	0.024	146.91	1.599
2018	123.65	80.86	3.68	1.600	0.240	0.051	208.19	1.890
							Target	130.61
							Deadband	33.57
								1.508
								0.221

ADJUSTED IEEE METHOD								
Year	SAIDI (contribution to MECO total)			SAIFI (contribution to MECO total)			MECO SAIDI	MECO SAIFI
	Maui	Molokai	Lanai	Maui	Molokai	Lanai		
2009	98.05	3.96	0.35	1.274	0.025	0.011	102.35	1.310
2010	59.03	9.41	0.25	1.213	0.061	0.008	68.69	1.282
2011	128.24	3.47	0.36	1.506	0.066	0.011	132.07	1.583
2012	115.24	6.54	0.40	1.380	0.063	0.003	122.18	1.446
2013	77.30	9.18	0.43	0.960	0.184	0.004	86.91	1.148
2014	97.38	13.87	0.38	1.482	0.188	0.006	111.63	1.676
2015	96.41	12.84	0.46	0.952	0.184	0.008	109.71	1.143
2016	99.00	19.96	0.40	1.276	0.160	0.013	119.36	1.450
2017	111.55	24.60	0.21	1.408	0.154	0.002	136.36	1.565
2018	123.65	21.82	0.69	1.600	0.137	0.013	146.16	1.750
							Target	113.54
							Deadband	23.34
								1.435
								0.212

Note: Annual historical performance differs slightly compared to PUC-HECO-IR-01, due to data revisions/updates

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COMMISSION

The foregoing document was electronically filed with the State of Hawaii Public Utilities Commission's Document Management System (DMS).