Nathan Yehle
May 12th, 2016
BEST PRACTICES SESSION
2016 LIFE Statewide Conference
Knowledge Gained Through Experience

Duke Power: Neighborhood EE Program
- Canvasing program
- Helping thousands of customers
- Serving 8 states

NJ Comfort Partners Program
- Comprehensive energy services
- Helping 5,000-7,000 customers yearly
- Serving low-income segment

NYSERDA: EmPower NY Program
- Comprehensive services
- Helping over 115,000 families in 10 years
- Serving low-income segment
5 KEY LESSONS LEARNED

- Trust
- Communication
- Solutions
- Flexibility
- Partnerships
TRUST
the coin of the realm

ISSUES

Targets of scams
Confidentiality
Contractors entering homes
Clarity of eligibility

SOLUTIONS

Reputable partners
Secure transfer of documents
Certifications/Liability agreements
Consistent verification
COMMUNICATION

clear. concise. accurate

**ISSUES**

- Applications perceived as junk mail
- Lack of engagement
- Confusing messaging
- Multiple/Conflicting programs

**SOLUTIONS**

- Multiple communications
- Customer Service follow up
- Clear Guidance of program
- Outreach to community leaders
SOLUTIONS

creativity is necessary

ISSUES

- Housing eligibility
- Custom measures
- Client behavior
- Budgets

SOLUTIONS

- Seek alternatives
- Examine all solutions
- Accommodate lifestyle choices
- Examine all incentive options responsibly
FLEXIBILITY
modify everyday

ISSUES
- Change is the only constant
- Yesterday isn’t today
- Every home is different
- Perception is not reality
- Funding availability

SOLUTIONS
- Stay in tune with government trends
- Embrace change
- Tailor services to client
- Hear the client, not just listen
- Understand incentives
PARTNERSHIPS
foundation of success

ISSUES

- Multiple funding & Program overlap
- Different programs – same customer
- Disjointed community networks
- Multiple objectives

SOLUTIONS

- Standardize procedures
- Single point services
- Customer case managers
- Regional staffing
HONEYWELL SMART ENERGY

Together, Honeywell, its partners and customers are fundamentally reshaping the way the world uses energy

Questions?
“Our fear is not that we are inadequate, Our fear is that we are powerful beyond measure”
-Nelson Mandela

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