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# BEST PRACTICES SESSION

2016 LIFE Statewide Conference

**Honeywell**

# Knowledge Gained Through Experience

## Duke Power: Neighborhood EE Program

- Canvassing 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

**Honeywell**



# 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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