



SMART ENERGY SERVICES FOR UTILITY FIELD OPERATIONS

Employ a proven, trusted partner for
utility service and support solutions

Honeywell

SAFETY AND EFFICIENCY YOUR HIGHEST PRIORITIES

Honeywell's Smart Energy Utility Services help utilities and municipalities protect and maintain their infrastructure and critical assets. Our end-to-end solution brings effective services and technologies to meet the challenges associated with the operations and distribution side of utility providers.

Utility companies are dealing with a host of evolving operational demands. Delivering electricity, gas, and water to customers in a safe, efficient manner is one of many requirements they face today.

Field operations such as gas leak surveys, underground utility locating, and pole testing are federally regulated activities for utilities. However, many organizations have undergone downsizing or reductions to their support staff, requiring solutions to supplement in-house resources.

As a utility provider, you need recognized expertise to minimize risks to customers and assets, as well as lower the cost of regulatory compliance. By operating more safely and reliably, you can also minimize potential failures and avoid damage to your reputation.

COMPREHENSIVE APPROACH TO UTILITY SERVICE

No matter your service requirements, Honeywell is a trusted partner that's as committed to successful outcomes as you are. Serving utilities and

municipalities across North America, we have a deep understanding of utility applications and operations.

Honeywell Smart Energy is transforming the energy enterprise by empowering utilities to be better. Our data-driven technologies and solutions are transcending utility business models through smarter insights, greater optimization, and enhanced safety.

We install, inspect, maintain, and upgrade electric, gas, and water system infrastructure. Our approach involves:

- Driving improved safety as part of an overall operational culture
- Accurate Field Data Collection with intelligent application
- Key performance indicator (KPI) reporting procedures
- Customer communications/marketing integration
- AMI System upgrades - 1.0 to 2.0
- Customer Call Centers of Excellence (COE)
- Logistics capabilities to include: staffing, equipment, warehouse, vehicles, etc.

SMART SOLUTIONS FOR IMPROVED FIELD OPERATIONS

Honeywell's utility service professionals are your partners in the field, providing expertise when and where it's needed to help make your operations safe, efficient, sustainable, and resilient.

Our engineers and technicians, who obtain and hold key certifications relevant to specific service tasks, have decades of utility domain knowledge. They use their insights and know-how to deliver effective support solutions that meet crucial operational challenges and solve problems faster.

Unlike many other service providers, Honeywell's staff is cross trained to perform multiple types of utility services. Our "smart labor" strategy provides a broad range of capabilities allowing our staff to perform services across all utility types. This balances responsibilities and enables effective utilization of valuable resources, regardless of the required work order.

Honeywell offers a full scope of services as part of a turnkey infrastructure solution strategy, including:

Connected Utility Solutions and Services

- Grid management
- Utility services
- Energy efficiency
- Program marketing

Analytics and Software Solutions

- Demand side management
- Managed services
- Consumer engagement
- Workforce Management
- Revenue protection





Utility Solutions

- Electricity, gas, and water metering
- Regulation
- Utilization
- Underground Utility Locating and Data Collection
- Leak Locating/Inspection/auditing
- Meter services

PROVEN PROFESSIONALISM TO PROTECT YOUR REPUTATION

Honeywell's utility service specialists are proud to serve as an extension of our customers' internal service organization. They maintain the same ethics and standards as the utility staff, providing expert services to help maintain reliable assets and safe and effective field operations.

Honeywell takes a "white glove" approach to service deployments and always operates with the utility's reputation in mind. We strive to uphold your image and the perception of your services program. Our objective is to ensure professional interactions with your customers by leveraging:

- Uniformed vehicles
- Neat personal appearance
- Proper demeanor
- Extensive customer support training
- Effective communications
- Attention to detail

COMPLETE SERVICES TO MAINTAIN CRITICAL INFRASTRUCTURE

Through a global technical support organization, Honeywell works side-by-side with utilities and municipalities to help increase asset reliability; improve total cost-of-ownership; and drive digital transformation towards sustainability, efficiency, and safety.

Honeywell's Occupational Safety and Health Administration (OSHA)-compliant services offering encompasses all required field operations to support critical utility infrastructure.



Electric

- Mass meter installation
- Meter change-outs
- Disconnect/reconnect
- Theft detection
- Load limiting device installation and removal
- Asset monitoring, auditing, and pole testing
- GIS mapping



Gas

- Meter exchange and maintenance
- Gas leak detection
- Gas leak surveys
- Corrosion inspection and mitigation
- Module updates and maintenance
- Battery replacements
- Equipment change-outs



Network

- Network installation and maintenance
- Router and repeater installation
- Router and repeater change-out
- Troubleshooting
- Network design



General Service

- Street light module installation
- Valve exercising/box clean-out
- Painting (pad mount maintenance)
- Call center services
- Marketing design/printing services
- Meter data management
- Final and check reads

HOW WE IMPROVE SERVICE OUTCOMES

Through strategic partnerships with utilities, Honeywell can reduce costs and improve the agility of field service programs. We recently assisted a large utility in the Southeastern US with project management and solutions such as meter replacement work. Our flexible approach to an array of challenges ultimately improved their satisfaction. Our adaptable service agreement has allowed for ongoing scope additions while continuing to identify opportunities for cost savings and faster return on investment (ROI).

WHY HONEYWELL?

Honeywell is a Fortune 100 company that provides technologies and services to address difficult global challenges related to safety, security, and energy. We have approximately 110,000 employees worldwide, including more than 19,000 highly skilled engineers and scientists.

As a major manufacturer of utility industry products, including best-in-class gas, electric and water meters, Honeywell's Utility Services Team understands the full realm of utility operations. Our service staff is equipped with leading-edge technologies and can provide a flexible, "one-stop-shop"

solution to assist utilities with all their operational and distribution activities.

The reasons to choose Honeywell as your utility services partner include:

Experience

- Hundreds of projects executed with 20+ million meters installed in the field
- Project Management Professional (PMP)-certified project managers with an average of 25+ years of experience
- Knowledgeable operations managers who understand utility service

Professionalism

- Proven operational excellence in Health, Safety and Environmental (HSE), Honeywell Operating System (HOS), Kaizen and Six Sigma
- Dedicated emphasis on safety excellence, skills training, trustworthy appearance, and attention to detail

Trusted Brand

- Recognized name that has been in homes for over 100 years
- Service work as a core business function
- Stable and diversified market leader

For More Information

To discover how Honeywell's Smart Energy Utility Services can improve your safety and performance, visit www.smartenergy.honeywell.com or contact your Honeywell account manager.

Honeywell Smart Energy

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THE
FUTURE
IS
WHAT
WE
MAKE IT

Honeywell