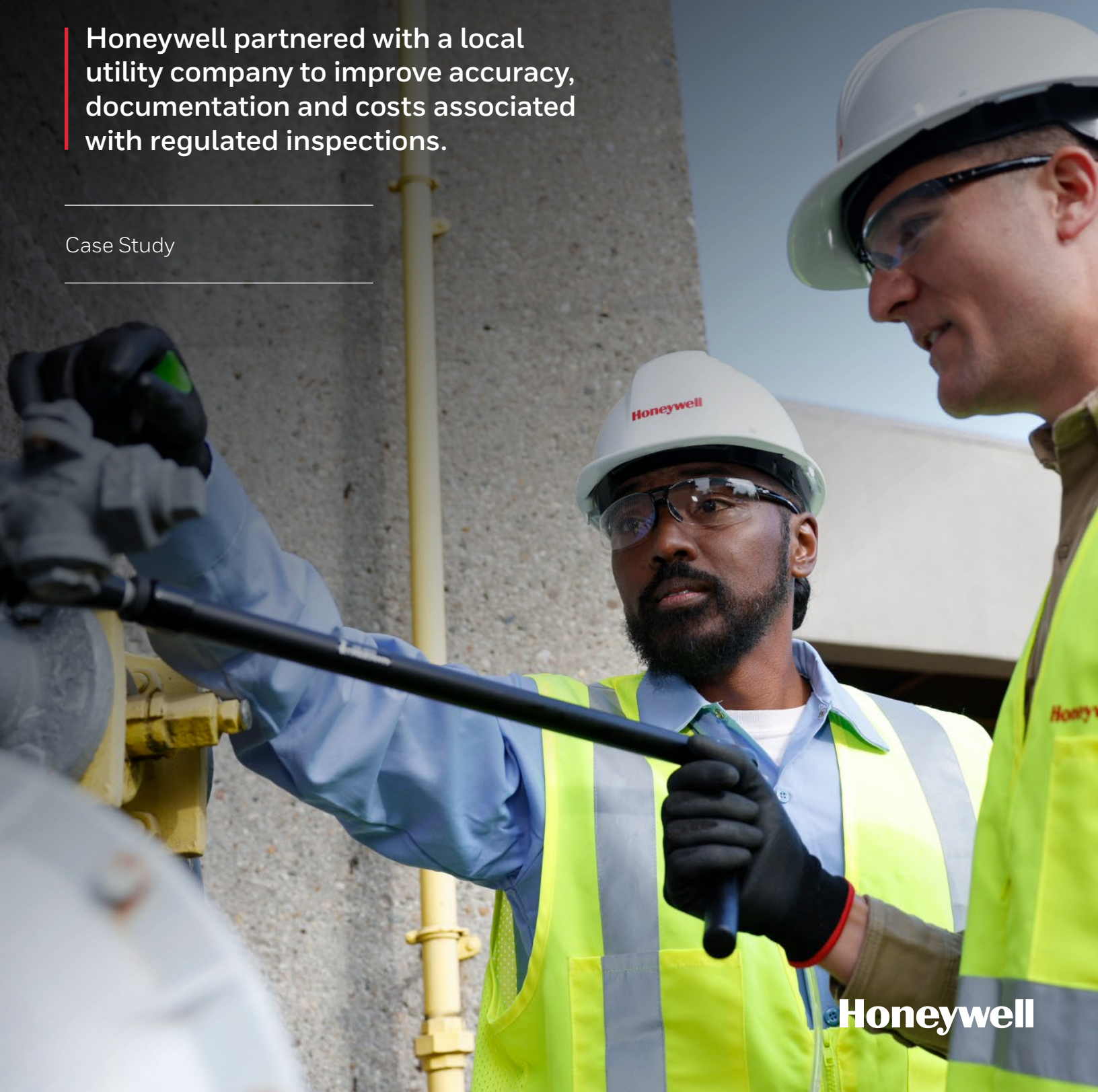


INSPECTION MANAGEMENT THAT SETS A NEW STANDARD

Honeywell partnered with a local utility company to improve accuracy, documentation and costs associated with regulated inspections.

Case Study



Honeywell

OVERVIEW

An uptick in strict legislation across the natural gas industry coincides with the increasing need for regular utility locating and frequent inspections. To comply with utility regulations and meet inspection standards, local distribution companies (LDC) engage with contractors to perform consistent, routine examinations of underground infrastructure.

During inspections for a particular LDC, contractors were responsible for identifying inconsistencies in need of immediate repairs, confirming proper installation of systems, implementing leak detection solutions and documenting all findings. These inspections needed to be accurate, on time and ensure the functionality and compliance of the LDC's operations.

MAKING A NECESSARY CHANGE

Though a necessary, mandated component of their business activities, inspections over the past few years left the LDC dissatisfied in terms of accuracy, consistency and cost. This dissatisfaction stems from a recurring challenge with the LDC's usual contractors and their inability to retain staff. Higher rates of employee turnover can lead to inefficient, less accurate inspection results. And from a documentation standpoint, correct, consistent records are critical; if inspection work isn't documented precisely, wrong information can impact the next inspection cycle and cause potential issues during regulatory audits.

The LDC also needed to cut operating costs. But with frequent, necessary inspections—and their subsequent challenges—the LDC repeatedly increased their operating expenditures over time by paying a premium to have other contractors finish inspections at the end of each fiscal year. Unable to maintain premium spending on inspectors and looking for consistent, accurate inspections, the LDC searched for a new contractor—and partner—to help ensure high performance and compliance of its utilities.



SUCCESS STARTS WITH A STRONG COMMITMENT TO EMPLOYEES

After evaluating different contractors to locate utilities and perform various inspections timely and accurately, the LDC selected Honeywell for the job. This decision was based on Honeywell's proven expertise across the utility industry and trust in their ability to retain personnel, use cutting-edge solutions and safeguard quality.

Because employee retention is important to the LDC, and key to on-time performance and accuracy, the first part of Honeywell's strategy was to offer competitive compensation to attract and retain experienced personnel. Honeywell also invested in state-of-the-art equipment for underground utility location, leak detection and valve inspection. From the outset of their partnership in January 2023, Honeywell hasn't missed a step in the cadence of inspections.



EXCEPTIONAL SERVICE. REAL IMPACT. REAL RESULTS.

During the initial inspection period, Honeywell's investment in expert personnel and cutting-edge equipment yielded a significant reduction in area fails for the LDC. And in addition to measurable results, Honeywell's decision to assign a team of inspectors to the LDC from start to finish set a precedent for consistency in documentation and how inspections are carried out throughout the length of their contract.

Compared to previous inspections from other contractors, Honeywell is ahead of deadlines and maintains expert records of each job. Detailed management and performance of inspections fit within the LDC's budget with a significant reduction in concern for losing inspectors year over year. Supplemented by extensive training, development and technologies, Honeywell has and will continue to deliver prompt inspections with documentation accuracy and quality service.

For more information

<https://pmt.honeywell.com/us/en/businesses/smart-energy/service>

Honeywell Smart Energy and Thermal Solutions

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