

DRIVING HOME **ENERGY** **EFFICIENCY** **AND LOWER** **UTILITY BILLS**



Honeywell

The relationship between utility provider and customer typically commands attention in two instances: displeasure with an outage or in response to an unexpectedly high monthly bill. Utility providers can change the conversation about bills and wasted energy by leveraging Honeywell's Virtual Self-Audit Tool, which makes it easy for customers to make their homes more energy efficient.

A home is a place of comfort, in large part because we have the autonomy to make it the way we want it — the décor, the color, the lighting and even the temperature. While residents may identify ways to improve their home's comfort and energy efficiency on their own, they may miss out on less obvious improvements that can help them save energy.

The U.S. Department of Energy estimates that as much as 40% of the \$2,000 spent annually on home energy costs is lost as waste due to drafts, leaks around openings, and older, inefficient heating and cooling systems.¹

Utilities can put the power of change in customers' hands and help them save money and energy with the Honeywell Virtual Self-Audit. Our expertise in delivering solutions that help utilities optimize their operations for more efficient and effective energy delivery enables us to provide a personal, printable report detailing how customers can make their homes more efficient and comfortable.



YOUR ENERGY YOUR AUDIT

Leveraging Honeywell's Virtual Self-Audit template, customers can customize the Virtual Self-Audit questionnaire to best suit their needs. Standard questions include information about the customer's home's construction materials, the age and size of the structure, and the types of energy used to heat and cool the home. More specialized questions include the number of lights within the home, an inventory of major appliances and more. Utilities can add, remove or revise questions to tailor the Self-Audit for their audience.

Most audits, which customers experience as a quick, engaging quiz, take less than 10 minutes to complete. Longer Virtual Self-Audits allow utilities to gather in-depth information about the customer's home and energy use. However, a more concise Virtual Self-Audit may lead to increased customer participation. Utilities can customize the number and specificity of the questions to align with their goals.

WHAT CUSTOMERS SAY ABOUT THE SELF-AUDIT TOOL

"Super easy to do with just a couple of clicks."

"Very educational program. Helped me understand what I needed to pay attention to and the improvements needed to increase energy savings. Many thanks!"

"Wonderful, the energy saving devices and items are installed. I'm looking [forward] to saving on my future energy bills."

"This program was very helpful in identifying areas of concern regarding energy efficiency."

"Great program for consumers to save on energy bills."





REAL-TIME ANSWERS & RECOMMENDED ACTION ITEMS

A summary report with bespoke energy efficiency recommendations at various cost levels is generated in real time and made immediately available to the customer when the audit quiz is completed. The four sections of the report detail:

- Top Three Recommendations: Provides top recommendations based on the cost/savings value to the customer.
- Low-cost Recommendations: Measures listed with projected minimum and maximum savings that require a lower financial and time investment yet can immediately impact a customer's energy use.
- High-cost Recommendations: Major measures that require a higher financial and time investment yet will yield greater results over time.
- Behavioral Recommendations: Based on the customer's profile, targeted behavioral changes and responsive actions that can help customers save money.

GREATER EFFICIENCY GREATER SAVINGS

It would be difficult to find a customer who didn't want to spend less on their heating, cooling and lighting costs while maintaining their home's comfort.

Put the power of energy savings in the hands of consumers by giving them a tool they can use to assess and correct energy deficiencies. In just a few minutes, customers can find ways to save with the Virtual Self-Audit.

WHERE HOME ENERGY GOES & WHERE WE CAN SAVE IT

- 21%: energy use by U.S. residential sector
- 5-30%: energy savings realized by sealing air leaks that reduce drafts
- 25-50%: reduction in heat loss with the addition of storm windows
- 10-15%: annual savings on heating and cooling costs with a programmable thermostat
- 60%: heated air lost to leaky ducts
- 43%: money in a utility bill dedicated to heating and cooling costs
- 50-75%: energy reduction with new lighting technology, including ENERGY STAR bulbs and fixtures

Source: U.S. Department of Energy



SET UP FOR SUCCESS

Honeywell gives you the tools you need to ensure program success. Once you implement the program, you can promote the Virtual Self-Audit quiz via email, mailers, bill inserts, newsletters, digital advertising and more. Honeywell's tools allow you to track in-progress audits, completed audits and audit attrition.

The Honeywell Virtual Self-Audit program starts customers on their energy efficiency journey, opening the door for them to learn about new ways to save. In addition, the program can expand your portfolio of customer solutions and boost engagement with additional energy efficiency initiatives, such as an energy efficiency kit program. Customers can order an energy efficiency kit once the Self-Audit is completed.

Contact Honeywell to start your utility customers on the journey to a more comfortable and energy-efficient home.

REFERENCES

1. U.S. Department of Energy. "Why Energy Efficiency Upgrades." Office of Energy Saver. Accessed May 2024. <https://www.energy.gov/energysaver/why-energy-efficiency-upgrades>.

For more information

<https://automation.honeywell.com/us/en/solutions/smart-energy/services/sgs>

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