



**Proactive Customer
Communications for Outages
and Demand Response**

Honeywell Instant Alert® Plus Enables Utilities to:

- Contact large groups of commercial and residential customers rapidly, consistently and effectively
- Improve customer satisfaction by keeping customers informed of outages and restoration status
- Manage outages effectively with minimal resources
- Increase participation and compliance in demand response and load control programs
- Demonstrate regulatory compliance with required audit trails
- Deflect calls into call centers while reducing strain on customer service representatives



Consistent, Rapid Communications for Utilities

Responding to power outages is challenging. Handled improperly, outages can wreak havoc on customer satisfaction. Inbound calls to your call center spike drastically, customer service representatives are taxed, and customer frustration levels rise to unacceptable levels during outages. Contacting your customers before they call you will greatly enhance your reputation and relationship.

Balancing energy supply and demand is more important now than ever. Effective demand response programs include the ability to communicate with customers rapidly and reliably to curtail energy use and maximize potential financial benefits.

With Honeywell Instant Alert Plus, a Web-based communication service, utilities can take control of these critical situations by effectively communicating with customers during outages and peak load events. By crafting a consistent message and ensuring it is delivered to its intended target

Find Out More

To learn more about Honeywell Building Solutions, contact your local Honeywell representative, visit www.honeywell.com/buildingsolutions or call **1-800-345-6770, ext. 612**.

Honeywell Building Solutions

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quickly and without compromise, you demonstrate a commitment to customer service. By proactively communicating with customers and giving them critical information during and after a critical system event, you can reduce inbound calls, verify outage areas, provide safety information and confirm service restoration.

Reliable Delivery

Utilizing multiple communication channels such as phone, e-mail, text message and pager ensures customers receive and acknowledge messages. Honeywell provides automatic escalation of unacknowledged messages between contact devices or people, as well as guaranteed service levels to ensure information is delivered.

Simple Administration

Define your own system setup for secure access and data privacy. Create and send messages from wherever you are by utilizing the Web, phone or smart phone. Identify customer groupings by attributes, such as substation, transformer, feeder, rate classification, demand response program, or location.

Tracking and Reporting

Instant Alert Plus provides the ability to track message delivery and acknowledgement in real time through a Web interface. Critical program management information is available in multi-format reports to provide an

audit trail, thereby ensuring regulatory compliance and identifying response and participation trends.

Quick Response

Easily create messages from standard templates for power outages, restoration status, maintenance notifications, demand response events and courtesy warnings. Pre-built message scenarios enable you to quickly send a message with a few mouse clicks or via the phone, saving you valuable time during a critical event.

Secure Deployment

Using a centralized Software as a Service (SaaS) model, Instant Alert Plus can be configured for your utility's needs in a matter of weeks. Because the hardware and software are hosted at secure off-site locations, there are no expensive upgrades or complex installations to worry about within your facilities.

Peace of Mind

As Honeywell's proven track record of successful worldwide solutions shows, rapid and intuitive communication is our top priority. Make sure communication on your watch is handled with the timely, accurate information exchange of Instant Alert Plus.

Instant Alert® Plus is a registered trademark of Honeywell International Inc.

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