

# Multi-Family Energy Savings

November 14, 2023



Energy Efficiency



Energy  
Efficiency  
Program

PEOPLES GAS®  
ENERGY EFFICIENCY PROGRAM

NORTH SHORE GAS®  
ENERGY EFFICIENCY PROGRAM

# Contents

- Program Overview
- Customer Journey
- Special Initiatives

# Multi Family Energy Savings (MFES)



The Multi-Family Energy Savings offering provides FREE products and rebates for projects to save money and energy at multi-family properties. Incentives or free improvements for weatherization, lighting, HVAC and more are available to qualifying properties.

## Eligibility:

- Contain three or more units
- Be in an area served by ComEd, Nicor Gas, Peoples Gas or North Shore Gas

# Multi-Family Collaborators

Firm	Role
<b>Franklin Energy</b>	Prime Implementing Contractor
<b>Elevate</b>	Part of blended team leading Income Eligible and Public Housing Paths
<b>Resource Innovation</b>	Lead for Agency Delivered Path (IHWAP)
<b>CMC Energy</b>	Lead for Heat Pump initiative and QA/QC
<b>Shelton Solutions</b>	QA support for Multi-Family applications
<b>Green Home Experts (GHE)</b>	Direct Install Product Procurement
<b>Choice Digital</b>	ACH and paper check payment provider
<b>106 Contractors</b>	Install energy saving measures

# Multi-Family Energy Savings One Stop Shop

## Multi-Family Energy Savings

<b>Income Eligible</b>	<ul style="list-style-type: none"> <li>• Energy Assessment</li> <li>• Direct Install</li> <li>• Rebate Incentive</li> <li>• Heat Pump Initiative</li> <li>• Illinois Home Weatherization Assistance Program</li> <li>• Strategic Energy Management/Operational Efficiency</li> </ul>
<b>Public Housing</b>	<ul style="list-style-type: none"> <li>• Energy Assessment</li> <li>• Direct Install</li> <li>• Rebate Incentive</li> <li>• Heat Pump Initiative</li> <li>• Illinois Home Weatherization Assistance Program</li> </ul>
<b>Market Rate</b>	<ul style="list-style-type: none"> <li>• Energy Assessment</li> <li>• Direct Install</li> <li>• Rebate Incentive</li> </ul>

- MFES is a one-stop shop for all residential facilities with three or more units seeking energy efficiency assistance.
- The MFES offering serves participants with energy solutions to reduce energy burden regardless of income or need for electric, gas and joint energy efficiency measures.

# Eligibility

Income Eligibility	Public Housing	IHWAP	Market Rate
<p>Census tract median household income <math>\leq</math> 80% AMI</p> <p>Tenants or the property receive any housing financial assistance</p> <p>25% of rents charged &lt; market rate</p> <p>Senior housing</p>	<p>Facility must be owned and/or managed by a public housing authority in the associated utility service area.</p>	<p>The household's combined income must be at or below 150% of the federal poverty level using State funds, and 200% of the federal poverty level using DOE and HHS funding.</p>	<p>For customers that do not meet the income eligibility requirements.</p>

# MFES Offering Incentive Levels

2023	ComEd	Nicor Gas	Peoples Gas	North Shore Gas
<b>Income Eligible</b>	\$18,327,408	\$3,426,753	\$5,063,066	\$245,000
<b>IHWAP</b>	\$1,267,500	\$394,032	\$450,000	\$0
<b>Public Housing</b>	\$1,267,500	\$197,464	\$109,114	\$0
<b>Market Rate</b>	\$3,347,093	\$95,163	\$110,920	\$10,656
<b>Total</b>	\$24,209,501	\$4,113,412	\$5,733,100	\$255,656
<b>Health and Safety</b>	\$4,759,809			
<b>True kWh</b>	28,910,470	N/A	N/A	N/A
<b>Therms</b>	732,595	692,701	1,214,501	307,030

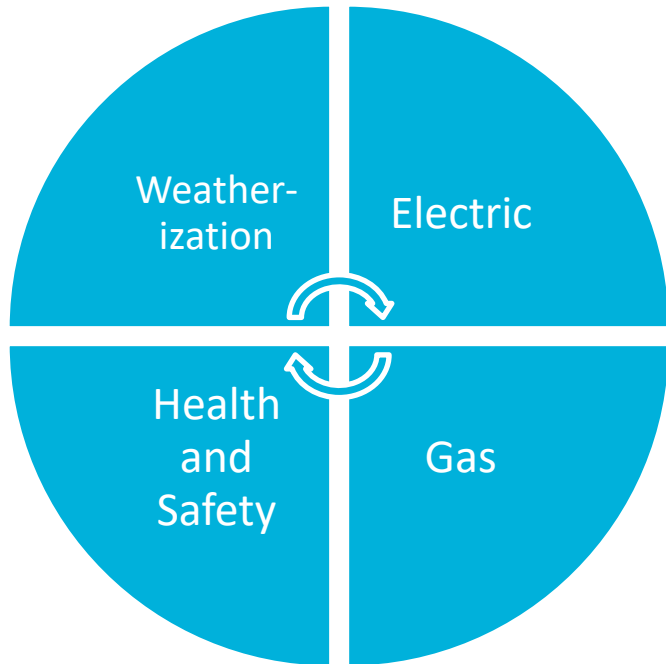
# Customer Journey

- Customers may become aware of MFES through direct outreach events, advertisements, or word-of-mouth.
- They can either call the program or use the multi-family portal.
- Through the portal, customers can enter information that enables verification or redirection to the Home Energy Savings program for single family homes.
- [www.multifamilyportal.com](http://www.multifamilyportal.com)

The screenshot displays the website for the Multi-Family Energy Savings program. At the top, there are logos for ComEd, Energy Efficiency, Nicor Gas, Peoples Gas, and North Shore Gas. The main header features a photo of a diverse group of people eating together, with the title "Multi-Family Energy Savings" and a sub-header stating it's available to properties with three or more units in areas served by the listed utilities. Two buttons, "Get started" and "Verify product installation", are visible. Below this is a section titled "About the offering" which describes the program's goal of saving money and energy. A "Schedule an appointment" section follows, detailing a free energy assessment and listing potential energy-saving products like smart thermostats and weatherstripping. A three-step process is outlined: 1. Complete form, 2. Free energy assessment and installation, and 3. Start saving money. A "Verify product installation" section shows a technician working on a wall. The footer includes contact information (855-993-0940) and a disclaimer.



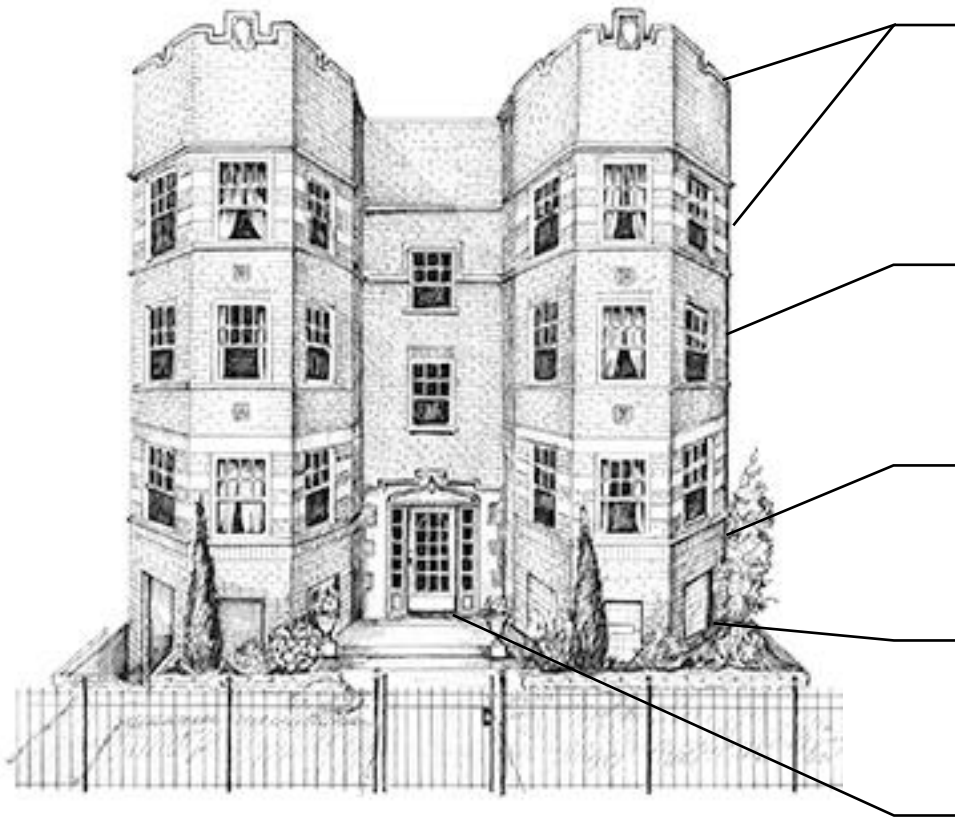
# Multi-Family Measures



MFES has four larger categories of work that account for over 300 measure types\*. Not all measures are appropriate for each dwelling type.

\*More specificity is provided in the appendix.

# Comprehensive Support – Typical Projects



SIX FLAT

**Weatherization: Air sealing and insulation and air conditioner covers**

**Electric: Lighting, air conditioners, heat pumps, refrigerators**

**Gas: Boiler tune up, pipe insulation**

**Health and Safety: Suspected asbestos**

**Weatherization: Door sweeps**

# Comprehensive Project Example

1240 Nantucket Rd. Aurora, IL



- Completed
  - Lighting
  - Weatherization
  - Health and Safety
- Planned for 2024
  - Direct Install
  - Air Conditioners

# Illinois Home Weatherization Assistance Program Partnership

Utilities match IHWAP funding to enable air sealing, attic and wall insulation, HVAC repair or replacement, water heater repair or replacement, lighting and refrigerators, ventilation and health and safety.

Chicago Housing Authority Dearborn Apartments

Measures: Air sealing, water conservation, lighting improvements, heating plant improvements and health and safety

Funding: IHWAP, ComEd and Peoples Gas.



Energy Efficiency



Energy  
Efficiency  
Program



# Operational Efficiency Overview

- Goal: Achieve energy savings at multi-family income eligible properties by teaching customers to manage energy themselves
  - Coach building staff on implementing energy efficient behaviors leading to energy savings
  - Recruit & develop a workforce of resident energy champions
  - Refer buildings to additional multi-family program resources
- Resident Energy Champions
  - Receive training on identifying energy savings opportunities
  - Collaborate with building staff and energy coach to promote and implement energy saving initiatives
    - Educate fellow residents about energy efficiency
    - Empower residents to adopt energy-saving habits to promote cost savings
  - Receive stipends for program participation



# Heat Pump Initiative

Program Year 2023	
Income Eligible	Total
Heat Pumps Incentive	\$3,746,200
Heat Pump Number	621
kWh	8,566,722
Public Housing	Total
Heat Pumps Incentive	\$288,000
Heat Pump Number	48
kWh	706,099

# Appendix



Energy Efficiency



Energy  
Efficiency  
Program



# Contractor Support

- 106 registered contractors
  - 25% DBE certified
- MFES supports contractors through webinars, trainings, roundtables, contractor networking events, and email updates.
- MFES assigns Project Leads to contractors to assist with stewarding projects from preapplication to completion.
- MFES does on-site inspections to ensure work complies with programmatic guidance and extends coaching when misses are identified.

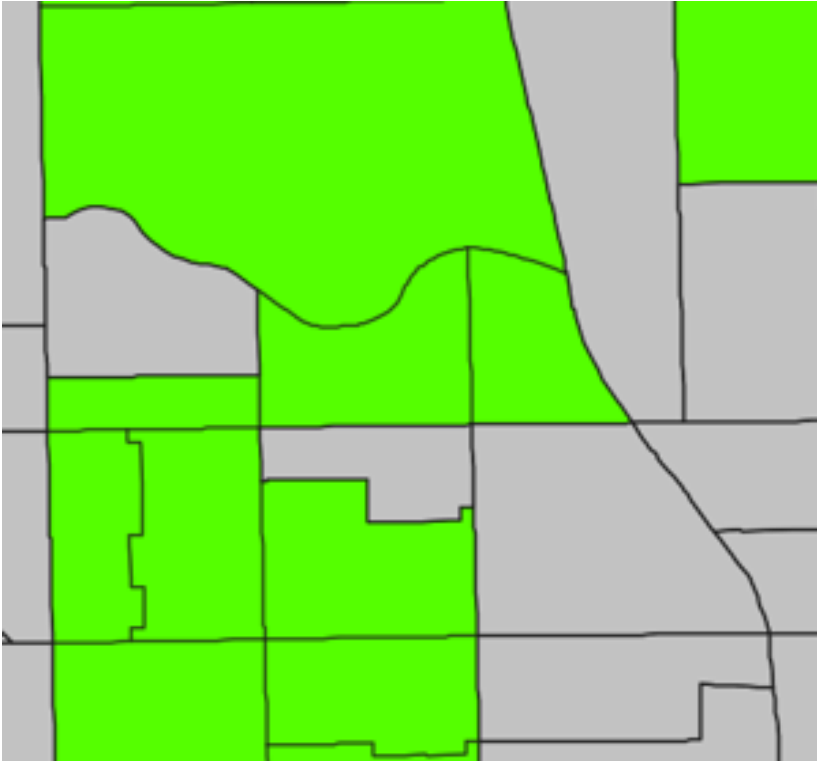




# MFES Measures

Weatherization	Electric	Gas	Health and Safety
<ul style="list-style-type: none"> <li>Weatherization</li> <li>Door Sweeps</li> <li>AC Covers and Gap Sealers</li> <li>Attic Insulation</li> <li>Attic Air Sealing</li> <li>Envelope Air Sealing</li> <li>Additional Insulation</li> <li>Pool Covers</li> <li>Green Door Hinge</li> </ul>	<ul style="list-style-type: none"> <li>Lighting</li> <li>Heat Pumps</li> <li>Heat Pump Water Heaters</li> <li>HVAC</li> <li>Air Conditioners</li> <li>VFDs/Motors</li> <li>Thermostats</li> <li>Vending Machine Controls</li> <li>Refrigerator</li> </ul>	<ul style="list-style-type: none"> <li>Steam Trap</li> <li>Pipe Insulation, Fitting, Valve Insulation</li> <li>Boilers</li> <li>Boiler Controls</li> <li>Boiler Tune Ups</li> <li>Furnaces</li> <li>Water Heaters</li> <li>Hot Water Pump Controls</li> <li>High Speed Commercial Washers</li> <li>Modulating Commercial Gas Clothes Dryers</li> <li>Dock Door Seals</li> <li>Furnace Tune-ups</li> <li>Tankless Water Heater Array</li> <li>Commercial Gas Heat Pump</li> <li>Thermostats</li> </ul>	<ul style="list-style-type: none"> <li>Unsafe Electrical</li> <li>Gas Leak</li> <li>Combustion Application Exhaust Spillage</li> <li>High Carbon Monoxide in Combustion Appliance Flue Gates</li> <li>Improper Flue Venting</li> <li>Suspected Asbestos</li> <li>Excessive Mold</li> <li>Foundation/Roof Leak</li> <li>Exhaust Fans Not Properly Terminated</li> <li>CO/Smoke Detectors</li> <li>Infestation</li> <li>Other</li> </ul>

# Centralized Intake - Income Qualification Process



- Any customer can get support through the call center.
- The call center uses a geographic information system-based tool review the income eligibility of the Census track. Green indicates eligibility.
- Because many buildings located outside qualifying IE Census tracts do qualify, the MFES program identifies if the tenants or property receive any housing financial assistance.
- If at least 25% of rents charged for tenant units is less than the market rate, the property may qualify.

# Centralized Intake

- Collect intake information
- Route to other programs such as HES or Small Business, if customer is ineligible for MFES
- Determine program eligibility
- Provide lead to the assessor who will call within 48 hours to schedule an assessment

# Comprehensive Energy Assessment (Customer Report)

- Energy Advisors perform comprehensive energy assessments
  - Explains process
  - Identifies how much money could be saved per year through energy saving measures
  - Identifies health and safety improvement opportunities acknowledging that health and safety measures may be required prior to pursuing energy efficiency projects

# Direct Install

Direct install technicians install the following products free of charge for income qualified customers:

- Programmatic thermostats
- WaterSense® certified showerheads
- WaterSense® certified faucet aerators
- Shower timers
- Advanced power strips
- ENERGY STAR® certified LEDs
- ENERGY STAR® certified smart thermostats
- Vending Miser

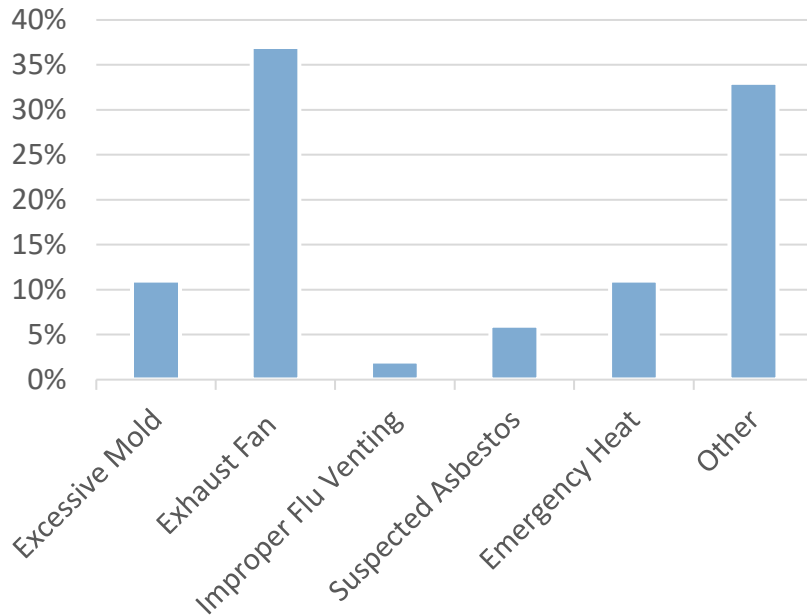
# Contractor Installed Rebate Incentive Projects

- MFES network contractors submit a preapplication
- MFES confirms project eligibility
- Leverages QA/QC teams for application review and pre-inspection
- After having received a preapproval notification the contractor executes the project
- The QAQC team may inspect to ensure project was executed according to guidelines

# Health and Safety

Health and Safety project support enables MFES to pursue projects that otherwise it could not. MFES has expended \$4,147,514 on Health and Safety enabling \$5,028,217 in energy efficiency projects.

### Incentive



### “Other” Category (Incentive)

