



PY2019 Q3 UPDATE

STAKEHOLDER ADVISORY GROUP (SAG)

CHICAGO, ILLINOIS

NOVEMBER 19, 2019

AmerenIllinoisSavings.com

Agenda



- Portfolio Overview
- Residential Programs Update
- Business Programs Update
- Market Development Initiative Update
- Multifamily Initiative Update
- 2020 Program Changes

Portfolio Overview



PORTFOLIO SUMMARY	
Portfolio Electric Forecast Achieved (%) YTD	72%
Portfolio Gas Electric Forecast Achieved (%) YTD	54%
Actual Net MWh	255,881
Actual Net Therm	1,890,760
PY2019 MWh Forecast	356,663
PY2019 Therm Forecast	3,524,551
PY2019 MWh Filed Goal	356,783
PY2019 Therm Filed Goal	3,524,550
Diverse Vendor Spend YTD	\$ 6,896,885.00
Diverse Program Ally Spent YTD	\$ 8,621,000.00
Income Qualified Incentive Spend YTD	\$ 26,079,331
PY2019 Actual Spend YTD	\$ 81,471,424
PY2019 Spending Limit	\$ 114,050,506
PY2019 ENVIRONMENTAL IMPACT	
Cars Off the Road	45,858
Acres of Trees Planted	254,092
Carbon Reduction (tons)	215,896
Homes Powered for 1 Year	25,853

RESIDENTIAL PROGRAMS UPDATE



Behavior Modification Initiative

- Savings achieved:
 - 1,775 net MWh
 - 20,769 net Therms
- Current savings totals account for:
 - 27% of MWh forecast
 - 20% of therm forecast
- Home Energy Reports delivered YTD:
 - 150,310

Direct Distribution of Efficient Products Initiative

- Savings achieved:
 - 1,650 net MWh
 - 74,283 net Therms
- Current savings totals account for:
 - 52% of MWh forecast
 - 81% of therm forecast
- Over 5,700 kits distributed across 64 schools
- Ongoing cross promotion between the Business Program and participating schools
- Fall presentation launch date was September 23rd

Retail Products Initiative



- Savings achieved:
 - 77,852 net MWh
 - 349,174 net Therms
- Current savings totals account for:
 - 88% of MWh forecast
 - 44% of therm forecast
- Provides access to “point of sale” customers to purchase high efficiency products through instant incentives, discounts and mail in rebates at stores and on-line retailers
- Over 7,500 smart thermostats incentivized YTD
- Q3 focused on specialty bulbs to maximize longer lived savings and have incentivized over 500,000 YTD
- Various community events were held to provide education around smart thermostats and lighting to Ameren Illinois customers

HVAC Initiative



- Savings achieved:
 - 4,248 net MWh
 - 52,869 net Therms
- Current savings totals account for:
 - 75% of MWh forecast
 - 115% of therm forecast
- Q3 results remain strong with installation of:
 - 300 air source heat pumps
 - 3,109 high-efficiency blower motors
 - Over 1,400 central air conditioning units
 - Over 1,000 smart thermostats
- Program Allies are extremely satisfied with the initiative
- Program staff is now managing projects to ensure successful Program Year closeout

Appliance Recycling Initiative



- Savings achieved:
 - 2,100 net MWh
- Current savings totals account for:
 - 82% of MWh forecast
- Over 4,000 units have been collected and recycled through Q3
- Updated routing and scheduling system implemented to improve quicker customer pick up
- Customer entry points:
 - 42% bill inserts
 - 31% friends and family
 - 13% online

IQ Initiative

- Savings achieved:
 - 21,330 net MWh
 - 463,383 net therm
- Current savings totals account for:
 - 169% of MWh forecast
 - 38% of therm forecast
- Implemented Instant Savers Assessment
- Completed over 2,100 projects
- Outreach and events held in targeted communities where energy saving kits are distributed and leads produced resulting in more customers participating in this initiative

Multifamily Initiative



- Savings achieved:
 - 1,176 net MWh
 - 21,907 net therm
- Current savings totals account for:
 - 100% of MWh forecast
 - 76% of therm forecast
- Initiative provides gas and electric energy savings in multifamily properties for market rate and low to moderate income customers
- Over 2,600 units completed including over 2,600 smart thermostats installed YTD
- Pipeline is full through the remainder of the year and forecasted to exceed savings goals
- Creation of one stop shop initiative ongoing for implementation in PY2020

Public Housing Authority Initiative



- Savings achieved:
 - 883 net MWh
 - 24,071 net therm
- Current savings totals account for:
 - 74% of MWh forecast
 - 123% of therm forecast
- 2,219 units completed YTD
- Pipeline is full through the remainder of the year and forecasted to exceed savings goals
- Gas only efforts were strong in Q3 exceeding goal
- Creation of one stop shop initiative ongoing for implementation in PY2020

Smart Savers Initiative



- Initiative launched in September and customer portal went live on September 12th
- 14 Program Allies participating, including 5 diverse contractors
- Eligible territories expanded to include an additional 7 communities

BUSINESS PROGRAMS UPDATE



Standard Initiative

- Savings achieved:
 - 125,404 net MWh
 - 337,621 net therm
- Current savings totals account for:
 - 73% of MWh forecast
 - 41% of therm forecast
- Processed approximately 8,000 electric applications and 600 gas applications
- Approximately 47% of the savings for the standard initiative attributable to Small Business Direct Install (SBDI) projects with nearly 4,836 assessments and 2,900 projects performed by 133 active Program Allies
- SBDI did achieve its savings target by October 31st
- Several sector-related targeting efforts well attended in Q3 including compressed air, motors, and indoor agricultural

Custom Initiative

- Savings achieved:
 - 10,465 net MWh
 - 546,651 net therm
- Current savings totals account for:
 - 30% of MWh forecast
 - 89% of therm forecast
- Strategic Energy Management (SEM) sessions continue with a focus on educating large customers on the value of custom incentives
- 17 SEM customers actively identifying energy savings at their facilities through a highly strategic energy approach
- Increased feasibility study incentive released to help with sector specific expertise
- Working with indoor agricultural sector for potential new construction projects
- Several top 300 customers submitted their first ever custom projects this quarter

Streetlight Initiative



- Savings achieved:
 - 1,275 net MWh
- Current savings totals account:
 - 36% of MWh forecast
- Municipal Owned Streetlighting:
 - Discussion with City of Peoria on major lighting upgrades
 - Applications have been received for 17 cities/villages PYTD
- Ameren Owned Streetlighting:
 - Approximately 25 cities/villages applied for incentives for approximately 6,495 streetlights
 - 4 underserved communities were added to the installation schedule beyond the 25 cities/villages that applied for incentives

MARKET DEVELOPMENT INITIATIVE (MDI)



Scholarships

- Fall 2019 scholarships were awarded to 6 partnering community colleges throughout Ameren Illinois service territory
- Eligible students included
 - Women
 - Racial minorities
 - First in their family to attend college
 - Returning citizens
 - Veterans
- Eligible majors included
 - HVAC
 - Construction management
 - Carpentry
 - Many others



Pictured: Ameren Illinois Energy Efficiency staff with Heartland community college scholarship recipients

Internship Program

- 2019 Internship [Recap Video](#)



Warm Neighbors Cool Friends Partnership (WNCf)



- In Q3, WNCf launched a smart thermostat education initiative through Smart Savers
- As Program Allies installed smart thermostats in customer homes, WNCf educated the customers with a curriculum covering:
 - Downloading the thermostat app
 - Using their thermostat
 - Best practices to save energy and money with their smart thermostat

Partner Highlight: CEFS Economic Opportunity Corporation



- Community Action Agency partnerships continue to be vital to MDI
- CEFS Economic Opportunity Corporation completed their first project in August 2019
 - Reached 462 customers across 23 events
 - Distributed 444 kits
 - Installed 3,200 direct install measures
- As LIHEAP relaunches, Ameren Illinois has provided energy efficiency literature, tips, and tricks to Community Action Agency partners to share with clients during their appointments

Tips and Tricks Flyer

AMEREN ILLINOIS ENERGY SAVINGS TIPS FOR YOUR HOME



Install light dimmers. Light dimmers reduce the flow of electricity and use lower outputs to save energy.



Check your air filter every month. A dirty filter makes your heating and cooling system work harder.



Set your water heater to 120 degrees to save money. A water heater set to a higher temperature costs more money and wastes energy.



Make sure you have a full load of dishes in your dishwasher and washing machine before running them. A full machine uses less energy and costs less money.



Use cold water when using your washing machine. Switching the temperature from hot/warm to cold will cut down on energy use.



Clean your refrigerator coils. Dirty coils cause your refrigerator to work harder and your electricity bill to go up.



Adjust the temperature of your thermostat. Lowering it in the winter and raising it in the summer will reduce your heating and cooling costs.



Switch the direction of your ceiling fans. Use the counterclockwise direction in the summer and the clockwise direction in the winter.

For more home energy savings tips and helpful videos, visit [AmerenIllinoisSavings.com/Tips](https://www.AmerenIllinoisSavings.com/Tips)



ENERGY EFFICIENCY PROGRAMS

Outcomes to Date

- 46 job postings with community partners have been shared with job candidates utilizing the jobs boards, hosted and run by the Springfield Urban League
- Q3 YTD MDI community partners have:
 - Engaged 3,424 individuals
 - Held 146 educational events



MULTIFAMILY INITIATIVE



Multifamily Properties

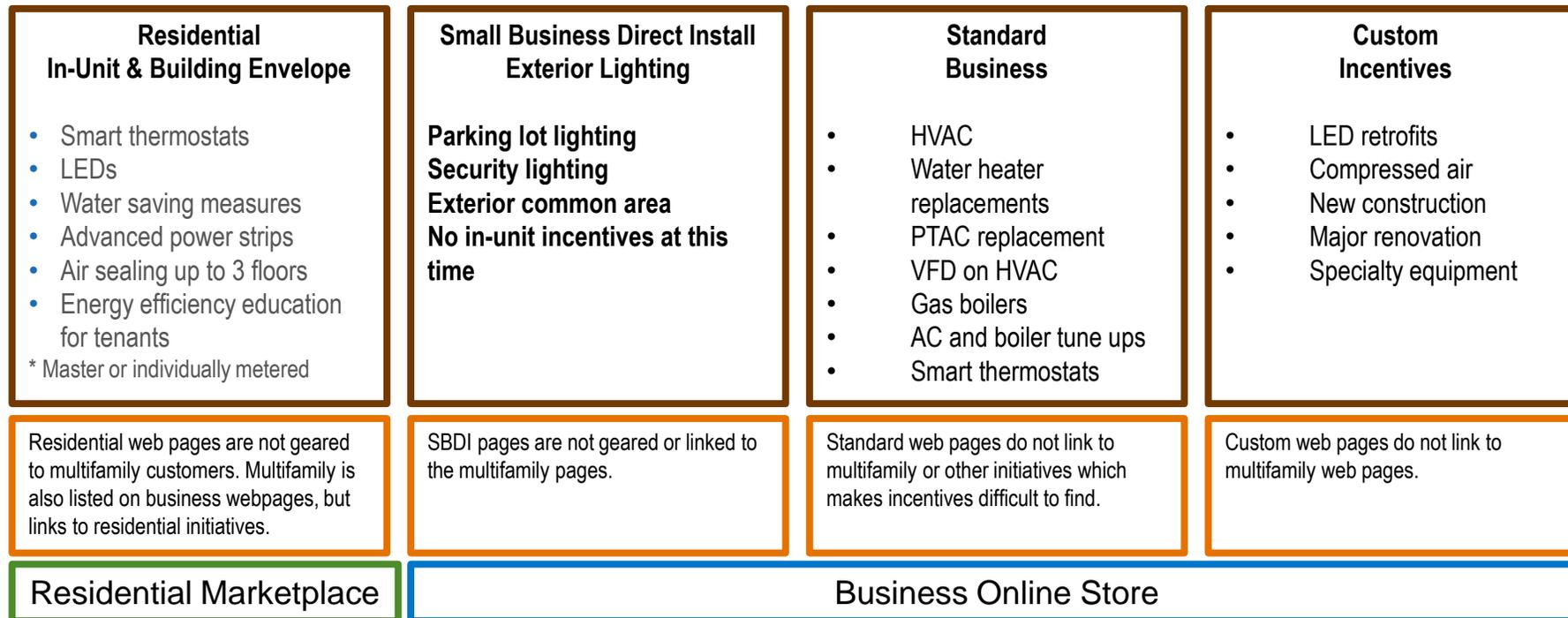
- Multifamily properties come in many shapes and sizes
 - Low rise complexes with many buildings
 - High rise buildings
 - Townhomes and condos
 - Single family homes converted into apartments
 - Duplexes, triplexes, and other patio homes
- Some properties are residential tenant metered and others are master metered
- Customer rate types range from DS1 and GS1 to DS3 and GS3



Market Rate, IQ and PHA

Current Multifamily Incentives are Compartmentalized

- A multifamily property that is eligible for one incentive may not know there are other additional incentives available to them
- Website and online store are not specific to multifamily properties who are both residential and business customers



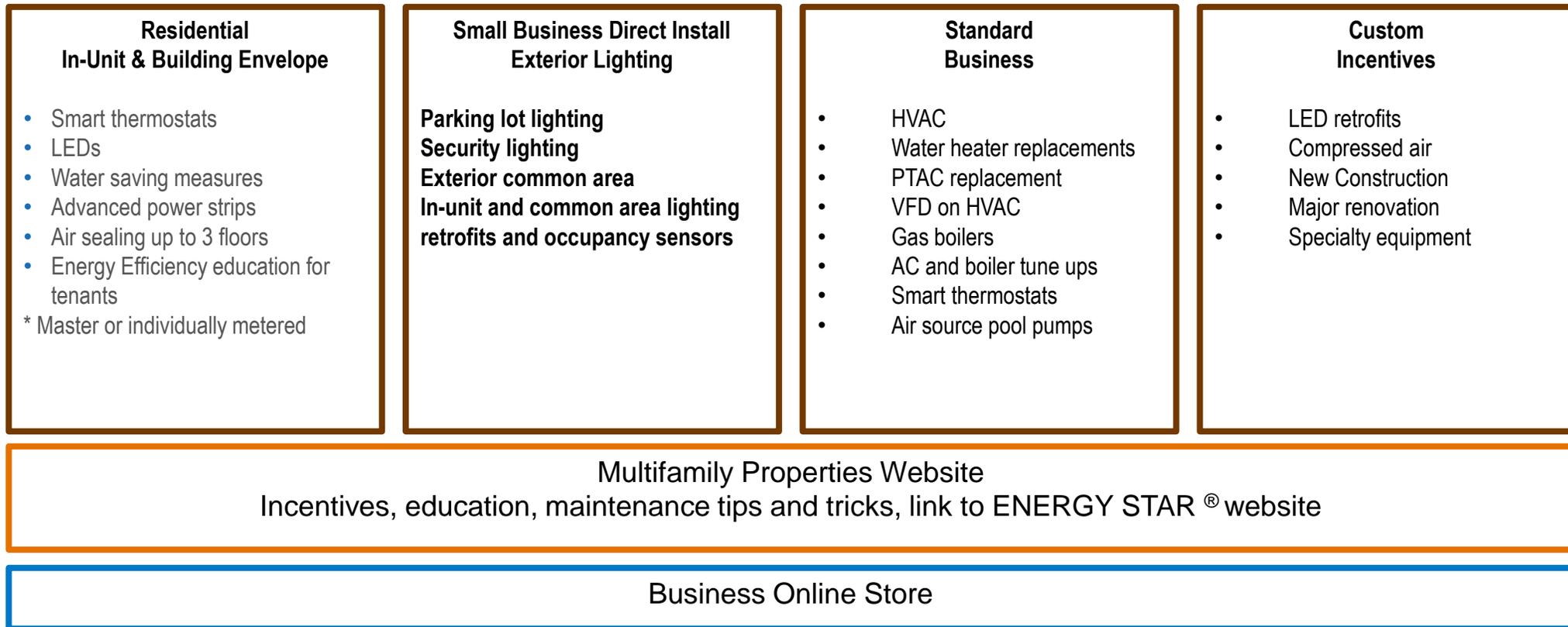
Multifamily Channel Challenges to Overcome

- Properties are both residential and business entities
- Residential initiatives are primarily designed to improve tenant units and the energy efficiency/comfort for the tenant
- With some properties on master metering, the challenges to combine business and residential offerings are even harder as tenants are not as motivated by energy savings
- SBDI offerings are Program Ally driven, not customer driven
- Standard and custom initiatives involve multiple applications and are much harder for property managers to navigate and determine which is available
- Future initiatives will include tenant air quality, comfort and energy efficiency as well as education for property management on equipment improvements and interior/exterior lighting safety
- Focus will include energy efficiency educations for tenants, property management and maintenance teams

New One Stop Shop for Multifamily Properties



- Property management, in a single visit, will learn of eligible incentives and a website specific to their needs



PY2020 Changes



- Standard LEADS included:
 - Income Qualified Direct Install
 - Income Qualified Retail Channel (local retailers such as Dollar Tree, Salvation Army)
 - Community Action Agency channel
- Standard LEDs not included:
 - Retail Products – big box stores and marketplace
 - Market Rate residential initiatives
- New vendor for on bill financing under contract