

**Illinois EE Stakeholder Advisory Group  
Large Group SAG Meeting**

**Wednesday, February 21, 2024  
9:00 am – 1:30 pm  
Teleconference**

**Attendees and Meeting Notes**

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**Meeting Materials**

Meeting materials are posted on the [February 21<sup>st</sup> meeting page](#):

- [Northern Illinois Utilities Presentation: Income Qualified EE Programs](#)
- [Ameren Illinois Presentation: Income Qualified Initiative](#)

**Attendees**

Celia Johnson, SAG Facilitator  
Jorge Medina Zambrano, Inova Energy Group (SAG Meeting Support)  
AJ Young, Greenlink  
Abigail Miner, IL Attorney General's Office  
Alex Deeb, Ameren Illinois  
Amy Jewel, Elevate  
Andrew Gorecki, Franklin Energy  
Andy Vaughn, Leidos  
Arlinda Bajrami, MEEA  
Babette Washington, Ameren Illinois  
Billy Davis, Bronzeville Community Development Partnership  
Brian Schiemann, Nicor Gas  
Briana Moore, Will County Land Use Department  
Cassidy Kraimer, Community Investment Corp.  
Cassie Anslow, Franklin Energy  
Chris Neme, Energy Futures Group, representing NRDC  
Chris Vaughn, Nicor Gas  
Christina Pagnusat, Peoples Gas & North Shore Gas  
Crystal Warner, Michaels Energy  
Dan Huntsha, Faith in Place  
Dan Moring, Slipstream  
Dave Hernandez, ComEd  
David Brightwell, ICC Staff  
Deb Dynako, Slipstream  
Dena Jefferson, Franklin Energy  
Denise Moore, Black Business Alliance Peoria Chapter  
Denise Munoz, ComEd

Elizabeth Horne, ICC Staff  
Emily Jackson, Senior Services Plus  
Erika Dominick, Walker-Miller Energy Services  
Erin Stitz, AEG  
F. Khayat, Walker-Miller Energy Services  
Fernando Morales, Ameren Illinois  
Hilary Snover, CLEAResult  
Houston Downen, Frontier Energy  
Ian VanArsdall, Nicor Gas  
Ingo Bensch, Resource Innovations  
J. Hannan, MCR Group  
Jamey Neal, Ameren Illinois  
Jamie McCloskey, Staples Energy  
Jarred Nordhus, Peoples Gas & North Shore Gas  
Jason Fegley, Ameren Illinois  
Jean Gibson, Peoples Gas & North Shore Gas  
Jeff Lebrun, SEEL  
Jeff Carroll, DNV  
Jenna Hart, BCMW  
Jim O'Shaughnessy, Energy Infrastructure Partners  
John Carroll, Ameren Illinois  
John Dakarian, Nicor Gas  
Jonathan Skarzynski, Nicor Gas  
Julie Hollensbe, ComEd  
Kara Jonas, ComEd  
Karen Lusson, National Consumer Law Center (NCLC)  
Kari McCue, Nicor Gas  
Kari Ross, NRDC  
Kate Shonk, Citizens Utility Board  
Kathryn Brewer, CLEAResult  
Kathy Walk, C.E.F.S. Economic Opportunity Corp.  
Keely Hughes, The JPI Group  
Keith Cronin, VEIC (IL-TRM Administrator)  
Ken Parker, Community Investment Corp.  
Kendra Lee, The JPI Group  
Kim Brown, ComEd  
Kim Janas, IL Attorney General's Office  
Kim Swan, ComEd  
Kristen Kalaman, Resource Innovations  
LaJuana Garrett, Nicor Gas  
Lalita Kalia, ComEd  
Lance Escue, Ameren Illinois  
Larry Kotewa, Elevate  
Laura Agapay-Read, Guidehouse  
Lawrence Kotewa, Elevate  
Linda Zabors, Energy Infrastructure Partners  
Lisa Obear, Brightline Group  
Liz Connolly, ComEd  
Lorraine Renta, Guidehouse  
Maggie Cassidy, Preservation Compact  
Maria Onesto Moran, Green Home Experts

Mark Szczygiel, Nicor Gas  
Marsha Belcher, CAP Lake County  
Mary Ellen Guest, Chicago Bungalow Association  
Mary Kuhn, Slipstream  
Matt Armstrong, Ameren Illinois  
MeLena Hessel, Elevate  
Michael Brandt, Elevate  
Mike King, Nicor Gas  
Mike Newman, CMC Energy  
Miritza Thorpe, Ameren Illinois  
Neil Curtis, Guidehouse  
Nelson May, Future Energy Enterprises (IQ South Facilitation Team)  
Nicholas Burstein, CMC Energy  
Nick Lovier, Ameren Illinois  
Nick Warnecke, Ameren Illinois  
Nicole Popejoy, IACAA  
Nikki Pacific, Ameren Illinois  
Pace Goodman, ILLUME Advising  
Pat Justis, Ameren Illinois  
Paul Grimyser, ComEd  
Pauravi Shah, ComEd  
Philip Halliburton, ComEd  
Philip Mosenthal, Optimal Energy, representing IL AG and NCLC  
Randy Opdyke, Nicor Gas  
Rashaan Keeton, Center for Energy & Environment  
Rohith Mannam, Nicor Gas  
Ron Markus, BCMW  
Ronna Abshure, ICC  
Sam Stahl, Ameren Illinois  
Sara Castleberry, Resource Innovations  
Sarah Amspacher, Resource Innovations  
Scott Eckel, ICC  
Scott Yee, Resource Innovations  
Selena Worster Walde, ERTHE Energy Solutions  
Stacia Dreyer, Opinion Dynamics  
Steve Baab, DNV  
Tamika J. Cole, Walker-Miller Energy Services  
Tammy Jackson, Ameren Illinois  
Ted Weaver, First Tracks Consulting, representing Nicor Gas  
Thomas Drea, Ameren Illinois  
Tim Dickison, Ameren Illinois  
Tina Grebner, Ameren Illinois  
Victoria Nielsen, ScottMadden  
Wael El-Sharif, 360 Energy Group  
Zach Obert, Franklin Energy  
Zachary Froio, AEG

### **Meeting Notes**

Follow-up items are indicated in **red text**.

## Opening and Introductions

**Purpose of February 21 SAG Meeting:** For Illinois utilities to present a detailed overview of current income qualified / income eligible EE programs and considerations for 2026-2029 EE Plans.

- The goal is of the February SAG meetings is to kick-off the SAG Planning Process with a common understanding of current EE Portfolios.
- Utility presentations will help inform the opportunity for SAG participants to submit “Energy Efficiency Ideas” (due Fri., March 15th)
- [SAG Facilitator Presentation: Introduction to February 21 Meeting](#)

## Northern Illinois Utilities Income Qualified EE Programs

### **Presenters:**

- ComEd-only Income Eligible (IE) EE programs:
  - Food Bank – Paul Grimyser (ComEd)
  - IE Retail – Paul Grimyser (ComEd)
  - Whole Home Electric – Kara Jonas (ComEd)
- Nicor-only IE EE programs:
  - Healthy Homes – Kari McCue (Nicor Gas)
- Coordinated Program with ComEd & Nicor Gas:
  - Affordable Housing New Construction – Paul Grimyser (ComEd)
- Joint Programs with ComEd, Nicor Gas, North Shore Gas & Peoples Gas:
  - Home Energy Savings – Mike King (Nicor Gas)
  - Multi-Family Energy Savings – Jarred Nordhus (Peoples Gas/North Shore Gas)
  - IE Community & School Kits – Paul Grimyser (ComEd)

## Food Bank Program (ComEd)

- Eligibility for receiving product through the Food Bank program is set by each individual food pantry. In general, customers who qualify for food assistance at each pantry also qualify to receive free energy-saving products.
- Customers can access the program through a QR code provided on packages, enabling them to order from implementation contractors. These orders are then shipped directly to food pantries. Additionally, unaffiliated food pantries have the option to order independently.
- Pantries can display EE (energy-efficient) products alongside food items, typically limited to one 4-pack of LED lighting kit per family per month. Instructions are conveniently linked on the packaging for easy installation guidance.

## **Food Bank Implementation Team**

- **Walker Miller:** Prime Implementation Contractor (DBE)
- **AM Conservation (AMCG):** Product supplier and coordinator for printing product boxes/designs.;
- **Surge Staffing:** Bag-packing, bag delivery, product storage, delivery receipt, Spanish translation, misc. other support. (DBE)
- **Richards Graphic Communications:** Secondary resource for printing collateral Printing of branded apparel and other event materials (e.g., tentage). (DBE)
- **Northern Illinois Food Bank, Greater Chicago Food Depository, and River Bend Food Bank:** Food banks responsible for distribution of product to pantries throughout northern Illinois. (NPO)

- **For Year 2022-24:** 226 Unique Independent pantries; pantries that order product directly and are not part of the 3 Food Bank networks. (NPOs)

*Julie Hollensbe – DBE= Diverse Business Enterprise and NPO= Nonprofit Organization*

### **Food Bank Budget & Performance**

- Most savings from LED lighting measures, mainly the LED Light Bulb - A19/BR30/Candelabra.

*Karen Lusson – Is there leaflet or information for other EE programs in the kits?*

- *Paul Grimyser – Most information will be labeled in the products themselves.*

*Karen Lusson – Do all items (aerators, weather strips, etc) come together in one box?*

- *Paul Grimyser – Depending on the food pantry they only order some items (lighting, weatherization, etc.) It also varies depending on the availability of space in their location.*

*Kari Ross – How does the ComEd team measure the success of this program? Whether quantitative or qualitative.*

- *Paul Grimyser – ComEd tries to have a comprehensive review with food banks periodically.*
- *Kari Ross – What is the percentage of uptake?*
- *ComEd will follow-up.*
- *Karen Lusson – (via chat) How is the program evaluated in terms of energy savings?*
- *Paul Grimyser – Impact evaluation of this program is done periodically.*
- *Julie Hollensbe – (via chat) ComEd also measures and monitor the pantries network to make sure we have good distribution of participating pantries across our service territory as well as our support and participation in pantry events.*

### **Income Eligible Retail Program (ComEd)**

- New offering in Plan 6. Some measures were added in this latest plan cycle.
- This program uses several different program delivery models or channels, which offers customers flexibility. Critical to the design is that income eligible (IE) customers can receive a higher incentive than non-eligible customers.

### **Income Eligible Retail Program Implementation Team**

- SEEL, LLC (Prime Implementation Contractor) – MBE
- ICF (Program Operations)
- Crossmark (In-store Merchandising)
- Techniart (Limited Time Offers)
- Enervee (Efficient Choice Online Tool)

### **Income Eligible Instant Discount Overview**

- Discount is directly reduced off the purchase price as customer buys the product.
- Participating retail stores with signed MOUs (approximately 190 locations) in zip codes with at least 60% density of IE customers (at or below 80% AMI).
- Incentive amounts for IE customers are 20-85% higher (depending on the product). There is an extensive range of retailers who have the products displayed with discounts.

### **Income Eligible Instant Discount – Customer Journey**

- Instant discount reflected at purchase price. Participating retailers have been identified as IE eligible by zip code.

### **Income Eligible Instant Coupon Overview**

- Customers purchase a qualified product from a participating retailer (approximately 9 in-store locations & 2 online retailers). Customers are provided with a unique coupon code that can be used real-time towards the purchase of qualifying products. Through a mobile-enabled website, customers validate eligibility based on their residential zip code.
- If a customer resides in a zip code with at least 60% density (at or below 80% AMI), the customer will receive a coupon with a higher incentive. Incentive amounts for IE customers are 30-50% higher (depending on the product).
- MOUs are signed by all participating retailers.
- When a customer walks up there will be a QR code to scan that will take them to a website in order to enter information to qualify for a coupon that they will load on their phone where they will present the code in order to receive the discount.
- Often used for more expensive appliances (Washer, Dryer, Smart Thermostat, Heat Pump Dryer, Induction Cooktop)
- It was noted that processing issues with the POS system of the retailer can produce issues with the coupon redemption.

*Karen Lusson – How does the unique code appear? Does the cashier say if they are eligible?*

- *Paul Grimyser – Customers can apply at home before going to the store at ComEd’s website, or at the store using the QR code next to the product. Once submitted, they send an email with the information the clerk needs.*
- *Karen Lusson – Is that the only way? Not everyone may have access to a smartphone. Could there be an automatic selection based on store location?*
- *Paul Grimyser – Due to the size of the rebates they have not made them automatic.*
- *Julie Hollensbe – Instant discount and instant coupons have pros and cons. Offer a variety of different ways so that the entire range of the customers can access the coupons and savings.*
- *Karen Lusson – emphasizes the need for clarity of the message so that customers can identify all savings options.*

*Abigail Milner – (via chat) Can you speak to the 60% density at or below 80% AMI more? What about someone at or below AMI outside of a zip code with 60% density? exclusive for higher incentive but does not freeze out consumers outside of that*

- *Julie Hollensbe –AMI is at the county / zip code level. ComEd uses the county-level HUD published AMI thresholds against census tract and then zip codes to help determine the density level of IE customers within a zip code.*

### **Income Eligible Rebate (Post-Purchase) Overview**

- Customers who meet product eligibility requirements can provide proof of purchase and apply for a rebate online.
- An optional self-validation is used to determine eligibility by household income, household size and address against the 80% AMI thresholds. If the customer does not qualify or chooses not to self-validate, they will be given the non-IE (lower) rebate amount on qualifying purchases.

### **Income Eligible Rebate Journey**

- Customer purchases a qualifying product in store or online retains a receipt. Application must be submitted within 60 days from purchase date or by February 28, 2025 whichever comes first.

### **Income Eligible Limited Time Offer (LTO)**

- Limited Time Offers (LTO) allow customers to purchase energy efficient products at a deeply discounted price for a short period of time. LTO's are offered to IE customers via email and periodically direct mailers.
- Generally, invite-only based upon the amount of products available to promote.

### **Income Eligible Retail Program Performance – Measures and Channels**

*Julie Hollensbe – (via chat) Our Retail offering is available to all residential customers. Today's information is focused on what is uniquely available to IE customers, above what any ComEd customer can access.*

*Karen Lusson – (via chat) It would be ideal if the Companies' EE department and the credit and collections department coordinated to make it easier for folks to access the statutory protection from late fees and deposits that they are entitled to (income at or below 80% AMI). The ComEd website requires folks to send in a form, if they are in certain zip codes, to self-certify that they qualify for that late fee/deposit protection. That should happen automatically if a customer accesses the income eligible rebates.*

### **Income Eligible Retail Program Performance**

- Table on slide 20 shows total incentives installed and savings by year and the total units sold across all products. Slide 19 includes a list of measures.

*Kari Ross – Is there a report of total unit participation by type of units?*

- *ComEd will follow-up.*

*Karen Lusson – (via chat) The ComEd late fee/deposit webpage also requires folks who don't live in the identified zip codes to actually send in proof of income information, i.e. documents. That's way too burdensome. Again, coordination with EE is important to ease the burden of documentation to access benefits and penalty protections.*

### **Whole Home Electric Program (ComEd)**

- The offering, initially referred to as the Go-Electric offering, commenced in 2022 with limited production primarily as a pilot effort. It aims to target individuals who can realize the greatest impact on their bills.
- The approach involves modeling total energy efficiency (EE) savings for tenant units before proceeding with projects. Typically, the conversion involves transitioning furnaces to heat pumps and adopting electric technology for dryers and ovens, with qualifying single-family homes receiving these upgrades for free. In the previous year, there were two distinct offerings for single-family and multi-family units, but in 2024, efforts are being made to unify these offerings.
- Approximately 15% of the program budget is dedicated to health and safety upgrades (including panel upgrades).

### **Whole Home Electric Eligibility**

- Income eligibility determined primarily based on building location in a low-income census tract; alternative options as detailed in Version 3.0 of the Illinois Energy Efficiency Policy Manual.
- Many projects have been Single Family detached.

*Phil Mosenthal – There are substantial low-income rate changes coming. How will that be addressed?*

- *Kara Jonas – ComEd anticipates the impact on the Whole Home Electric offering. Staggered based on income. Will need to work through that and pivot to target propane customers. The challenge is that ComEd does not have huge penetration in market. We have been working with service providers to target propane customers in order to better understand possible offerings for them. Hopeful that customers will still model savings, while continuing to focus on propane. Not that many propane conversions per ComEd's experience.*

*Karen Lusson – (via chat) Can you briefly describe what ComEd recommended to Illinois EPA regarding how to braid the Inflation Reduction Act (IRA) rebates into this program? I know you all filed written comments, but just high level and very briefly, can you describe ComEd's vision for incorporating these rebates into this program?*

- *Kara Jonas – ComEd is eager to braid with IRA rebates and wants to be flexible in order to include those savings.*
- *Celia Johnson: IL Environmental Protection Agency is presenting an IRA rebate update to SAG on March 5<sup>th</sup>.*

*Rashaan Keeton – Are non-owner-occupied SF homes with IE tenants covered by this program?*

- *Julie Hollensbe – Currently, the single family component of whole home electric is limited to homeowners.*

### **Whole Home Electric Implementation Team**

- Resource Innovations (Prime Implementation Contractor)
- CMC Energy Services (Assessments, Multi-Family Lead & QA/QC)
- Center for Energy and Environment (Technical support)

*Karen Lusson (via chat) – ComEd should look locally for diverse businesses to assist with implementation.*

### **Whole Home Electric Energy Efficiency Service Provider (EESP) Network**

- Closed EESP network
- In 2023 there were 4 participating EESPs
  - 1 certified diverse, 1 obtaining diverse certification.
- RFQ is underway to identify 2024 EESP network
  - Focus on diverse contractors serving disadvantaged and rural communities.
  - EESPs with ability to provide comprehensive project execution, including the use of subcontractors.

### **Whole Home Electric Single-Family Customer Journey**

- Characteristics of their home are taken into consideration, with a requirement that the bill impact assessment is conducted for eligibility. The process ensures 100% quality

assurance and quality control (QAQC) to guarantee effectiveness. Additionally, any accounts that may no longer be necessary are promptly closed.

- Customers who have not previously participated are initially deemed ineligible but are directed to the appropriate program, such as Home Energy Solutions (HES), to ensure they can still be served.

*Karen Lusson – Is there an agreement with Nicor Gas or Peoples Gas / North Shore Gas to access customer accounts? Or is ComEd only relying on customers sharing gas bills?*

- *Kara Jonas – ComEd developed savings calculators to determine actual end uses in home. Not revealing gas bills or ready access to them.*
- *Karen Lusson – Has the calculator been updated based on the recent rate increase?*
- *Kara Jonas – Yes, for 2024.*

*Keeley Hughes – Does customer education include high-level education on how electricity is delivered to homes?*

- *Kara Jonas – the objective is to evolve education materials (bill impact, measures), but there is no piece provided focused on how electricity is delivered.*
- *Keeley Hughes – it is useful information about electrification so that education is more effective.*
- *Kara Jonas – that will be taken into consideration. There must be a balance struck between sharing information and not overwhelming customers.*

*Cassidy Kramer – (via chat) How are customers sourced? How do customers get to the screening stage?*

- *Kara Jonas – We have worked with Chicago Bungalow Association to leverage their relationship with customers participating in that program in order to identify a good fit. There has been a great emphasis on word of mouth. Leveraging reach back to customers that have already been served in the past by other programs. Also, leveraging multifamily relationships.*
- *Cassidy Kraimer – Are there outreach materials shared? Such as flyers?*
- *Kara Jonas – A large portion of materials are focused on customers that have already entered in the program. ComEd will follow-up.*
- *Kari Ross (via chat) – Related to Cassidy's question on customer screening, does ComEd have plans to deliver this program in a targeted neighborhood approach? I.e. prioritizing specific census tracts with the highest energy burdens.*
- *Kara Jonas – We have discussed this idea, but we are still learning the best method to approach customer screening.*

*Ted Weaver – Do you incorporate rate changes yearly? How often?*

- *Kara Jonas – Adjusted at two points during the year. Working internally to track inputs at least biannually.*

*Ted Weaver – Have low-income discounts on gas side been incorporated?*

- *Kara Jonas – Those rates have not officially rolled out to customers.*

### **Whole Home Electric Budget & Performance**

- ComEd noted higher numbers year over year. Excited to continue to further scale the offering

## **Whole Home Electric Health and Safety Detail**

- Reserve approx. 15% of the budget for Health and Safety.
- Nearly all projects have required some form of Health and Safety incentives, with the most common measure being electrical panel upgrades and wiring.

*Cassidy Kraimer – (via chat) How is the information shared with tenants? Is it on their utility bills or separate communications?*

- *Kara Jonas – We work with the building owner to communicate.*
- *Cassidy Kraimer – Does the tenant communication vary from project to project, IE materials posted on doors sent in the mail available in lobbies? Does ComEd monitor or track the communications with tenants?*
- *ComEd will follow-up.*

## **Healthy Homes Program (Nicor Gas)**

- Single family customers
  - Single family detached homes
  - 2-flats
  - Townhomes
  - Manufactured homes
  - Mobile homes
  - Individually owned and metered condos
- Multi-family units
- Program participation is limited to income-eligible customers (<80% AMI) with respiratory health needs in underserved communities
- Delivered in partnership with Blue Cross Blue Shield (BCBS) of Illinois and the American Lung Association (ALA)

## **Installation Contractor Qualifications**

- How are new contractors added to the HH program? Interested contractors that meet all the criteria below are recruited to participate in the Healthy Homes offering.
- Requirements for contractors to qualify to work in HH:
  - BPI certified staff (BA-P & BA-T)
  - BPI Healthy Home Evaluator (HHE) Certification

## **Healthy Homes Installation Contractors**

- ARC Insulation
- Clean Air Pro (duct resealing)
- National Catastrophe (NatCat Solutions) – radon mitigation, carbon remediation, etc.

## **Measures Offered**

- See list of measures offered on slide 36
- Health and safety measure funding from three categories – American Lung Association (ALA), Blue Cross Blue Shield of Illinois (BSBS), and Nicor Gas
- BCBS large scale remediation pays National Catastrophe directly for the work covered

## **Health & Safety Measures Installed**

- ALA provided products after assessment on top of HS shown on slide 37
  - 80% of the homes served in 2023 received Health & Safety or Indoor Air Quality (IAQ) measures from Nicor Gas and Blue Cross Blue Shield

- 100% of the homes received mitigation products from the American Lung Association

### **Healthy Homes Program Performance**

- This program launched in December 2023. See slide 38 for performance details. 4 out of 5 homes received comprehensive services. 1 out of 5 participated before, but still received services.

*Karen Lusson – Is BCBS providing additional money beyond EE programs? Or making this a Joint program with ComEd?*

- *Kari McCue – This is a Nicor Gas initiative. We will continue to seek additional partnerships.*
- *Karen Lusson: Suggests other utilities look at this type of funding too.*

### **Affordable Housing New Construction (ComEd and Nicor Gas)**

- AHNC provides technical assistance and financial incentives for projects that serve income-eligible residents (80% AMI or lower) and exceed the Illinois energy code.
- Projects can be single or multi-family new construction, major renovation, or moderate rehab and earn \$1 -\$6.25 per eligible square foot.

### **AHNC Program Eligibility**

- Buildings must include income-eligible units targeted to households at or below 80 percent area median income (AMI)
- Designed and constructed to meet the requirements of the ComEd Multi-family Standard v4.3. This program serves 70-80% of Low-Income Housing Tax Credit (LIHTC) Projects.

### **AHNC Builder Journey**

- Application and Eligibility → Energy Specifications → Incentive Agreement → Inspection and Verification → Payment and Survey
- Average time in program: 2.87 years (based on 2022 data)

### **AHNC Implementation Team**

- Slipstream (Prime Implementer)
- HUSArchitecture (Provide engineering and project management services)
- Energy Studio (Provides engineering and project management services)
- Eire (Provides marketing support)
- Shelton Solutions (Provides admin support)

### **AHNC Incentives**

- See slide 45 for list of incentives (\$ per square foot)
- *Karen Lusson – How does the electrification measure get encouraged?*
  - *Paul Grimyser – ComEd works with developers to meet mandatory measures and include as many optional measures. Almost 100% of projects come with optional measures included with mandatory measures.*
  - *Karen Lusson – Have incentives increased?*
  - *Paul Grimyser – Yes.*
  - *Julie Hollensbe – (via chat) There is an additional incentive for builders/ developers when they fully electrify the housing unit to help motivate towards electrification.*

- *Rashaan Keeton – Developers will be further encouraged to electrify new construction in Chicago at least once if the city passes the clean and affordable buildings ordinance (CABO).*
- *Marsha Belcher and Karen Lusson – Why does Peoples Gas & North Shore Gas no longer participate in the Affordable Housing New Construction Program?*
- *Julie Hollensbe – The affordable housing new construction programs used to be coordinated across all the northern Illinois utilities (pre-2022). It is currently funded by ComEd and Nicor Gas. Affordable housing new construction is available across ComEd's service territory. When/if gas utilities cannot fund natural gas incentives, ComEd provides all the eligible project funding.*
- *Peoples Gas & North Shore Gas to follow-up on why they no longer participate in the Affordable Housing New Construction Program.*

### **AHNC Budget & Performance**

- Projects = buildings (see slide 46 for additional information)

*Kari Ross – Can you repeat that % of optional measure uptake?*

- *Paul Grimyser – It's close to 100%. Will need to go back and verify.*

*Cassidy Kraimer– (via chat) – Can you talk a bit more about how the Energy Specifications are created and how that is communicated with or conceptualized by the owner?*

- *Paul Grimyser – There have been ongoing conversations about the process. As soon as a project comes in it becomes more reviewed based on pre-established project measures to be implemented.*
- *Dan Moring (via chat) – We work with design teams throughout the process (Schematics, Design Development, CD's) to make sure the project is compliant before it starts construction.*

*Karen Lusson (via chat) – Is the dip in performance in the Affordable New Housing program between 2022 and 2023 owed to higher interest rates and a slump in the housing / new construction market?*

### **Home Energy Savings Program (ComEd, Nicor Gas, Peoples Gas and North Shore Gas)**

- Single family customers
  - Single family detached homes.
  - Two-flats
  - Townhomes
  - Manufactured homes
  - Mobile homes
  - Individually owned and metered condos
- Coverage across the full utility service territory for all pathways. Customers can be served once per program cycle. Current cycle: 2022–2025
- The program serves both income eligible (<80% AMI) and market rate customers. Focus of today's presentation is income eligible customers.

### **Measures Offered**

- Retrofits and the Integrated Home Weatherization Assistance Program (IHWAP) offer a more comprehensive approach to energy efficiency improvements. Incentives within these programs are higher, providing greater motivation for participation. If a home is

determined to be close to failure in terms of energy efficiency, customers are eligible for upgrades to prevent potential issues and enhance overall performance.

### **Health and Safety**

- 5,035 customers served with H&S funds in 2022 + 2023 78% of Retrofits + IHWAP customers
- Started utilizing a more granular picklist for “other\*” issues mid-2023 For instance, the program has done far more than one home’s asbestos remediation.
- 23% of Retrofits + IHWAP incentives invested in H&S in 2022 + 2023

### **Implementation Team**

- Resource innovations – Prime Implementer (selected in 2021 through RFP)
- Utility Energy Services – In-field IE HEA
- CMC – In-field QA/QC
- Illinois Association for Community Action Agencies – Braided IHWAP network support
- AIQUEOUS – Salesforce Administrator
- Green Home Experts – DI product procurement

*Karen Lusson: Suggests the utilities work with local diverse businesses.*

### **Retrofits Installation Contractors**

- Requirements for Retrofits installation contractors:
  - The initial certification process incurs costs of approximately \$1500 per person. It is imperative to identify qualified contractors to ensure the success and quality of the projects undertaken. Typically, there are six contractors involved in the certification process, each contributing their expertise to various aspects of the program's implementation and execution.
  - BPI certified staff (BA-P & BA-T)
  - Additional Retrofits installation contractors were added in 2022 and 2023 based upon geographic coverage needs, including three new diverse contractors.

### **Retrofits: Installation Contractors**

- 2024 Approved Contractors:
  - Assured Insulation
  - Building Energy Experts
  - Comfort 1<sup>st</sup>
  - DNR
  - Greenlink
  - \*Nick and Eddie (subcontractor to DNR)
  - Urban Efficiency

### **Braided IHWAP: Active Community Action Agencies**

- Eight active agencies, representing 21 counties.
  - Community & Economic Development Association of Cook County
  - Community Contacts, Inc.
  - DuPage County Department of Community Services
  - McHenry County Housing Authority
  - Tazwood Community Services, Inc
  - Tri-County Opportunities Council
  - Western Illinois Regional Planning Commission

- Will County Center for Community Concerns
- Over \$450k reserve unallocated

### **Community-Based Outreach Partners (Compensated)**

- Current Partners
  - Rockford Habitat for Humanity
  - Chicago Bungalow Association
  - Rebuilding Together Aurora
  - Metropolitan Mayors Caucus
- Partners with community organizations to increase offering awareness and participation.
- Resource Innovations is using staffing grant and incentives for partners who engage in outreach and direct enrollment. 10% came from community partners.

### **Income Eligible Customer Journey**

- All customers now enroll through a standardized process, differing from previous methods. Those on the left side of the eligibility spectrum are qualified for the Integrated Home Weatherization Assistance Program (IWHAP). Approximately one-quarter of customers can be accommodated through various Income-Eligible (IE) programs. These services are facilitated by five agencies across 14 counties, with three categories highlighted in red. In these cases, individuals are eligible for IWHAP, but the serving agency may not be. Additional priority is granted to ensure that those in the red categories receive more comprehensive services.

### **Post Income Eligible Home Energy Assessment**

- Customers eligible for retrofits are matched with contractors based on their zip code or the source of the lead. Following this assignment, they are contacted by a contractor to arrange a technical assessment of their home. After the assessment, customers are provided with a proposed Statement of Work (SOW) by the contractor, and no co-pay is required. Subsequently, the contractors proceed with the installation of measures and provide educational resources to the customers. Throughout this process, customers are encouraged to share their feedback through a customer satisfaction survey, ensuring continuous improvement and alignment with their needs and preferences.

*Cassidy Kraimer – (via chat) When Agencies aren't able to receive referrals from Resource Innovations, is that because they the Agency has already expended their funding or for a different reason?*

- *Kristen Kalaman – Resource Innovations partners with 8 agencies. Availability depends on who can accept new leads.*

### **Retrofits Prioritization Criteria**

- See slide 60 for information on the prioritization criteria.
- Through this categorization, efforts are made to pinpoint those with the greatest need for assistance. As the process is relatively new, it undergoes continuous revision to ensure that one in four individuals receive these crucial services. This ongoing refinement reflects a commitment to optimizing the allocation of resources and providing support where it is most needed within the community.

*Chris Neme – Do the A – D requirements (on slide 60) also apply to getting a heat pump installed? Is criteria D (basement air sealing opportunity) required for getting a heat pump?*

- Northern IL utilities will follow-up.

### **Program Performance**

- Total incentives, total health & safety incentives, total kWh, total therms, total IHWAP projects, total retrofits, total home energy assessments, etc.
- See slide 61s

### **Multi-Family Energy Savings Program (ComEd, Nicor Gas, Peoples Gas and North Shore Gas)**

- Provides property owners and public housing authorities free products and incentives for energy efficiency upgrades. Incentives or free improvements for weatherization, lighting, HVAC and more are available to qualifying properties.
- Eligible properties must contain three or more units or any property type owned or managed by a public housing authority, and be in an area served by ComEd, Nicor Gas, Peoples Gas or North Shore Gas.

### **Implementation Team**

- Franklin Energy (Prime Implementing Contractor)
- Elevate (Lead for Income Eligible and Public Housing Paths)
- Resource Innovations (Lead for Agency Delivered Path) -IHWAP
- CMC Energy (Lead for Heat Pump Initiative and QA/QC)
- Energy Infrastructure Partners (Lead for Operation Efficiencies Initiative)
- Shelton Solutions (QA support for multi-family assessments)
- Green Home Experts (Direct install Product Procurement)
- Choice Digital (ACH and paper check provider)
- 106 Contractors (Install energy savings measures)

### **Multi-Family Energy Savings One Stop Shop**

- Intake process is the one stop for starting program participation.
- Serving residential facilities with three or more units or buildings owned and operated by public housing authorities seeking energy efficiency improvements.
- Opportunities to reduce energy burden regardless of income or need for electric, natural gas and joint energy efficiency measures.

### **Eligibility**

- Determined geographically through census tract. 25% of rents charged must be below market rate. 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 (IHWAP).

### **Income Qualification Process**

- MFES uses a geographic information system-based tool to review the income eligibility of the Census track.
- See slide 67. Green indicates eligibility. Gray indicates additional questions to determine 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.

### **Customer Journey**

- Funneled through a centralized intake. Customers will be assigned a project lead that will oversee projects to completion.
- Customers may become aware of MFES through direct outreach events, advertisements, word-of-mouth, or contractor referrals. They can call the program or go to <https://www.multifamilyportal.com/>

*Chris Neme – How do you treat mixed use buildings? Retail vs other?*

- *Jarred Nordhaus – It is based on who is decision maker within the building. Project lead will help coordinating programs for multiple decision-makers if needed.*

### **MFES Offering Incentive Levels**

- Income Eligible path is the most popular path. Approximately 80% of spend in MF. Program expenditure has been fairly consistent year over year.

### **MFES Measures**

- See slide 71 for the list of measures by category – weatherization, electric, natural gas, health and safety

*Chris Neme – What % of the units being served are electric-heated, vs. natural gas or propane heated?*

- *Northern IL utilities will follow-up.*

### **Health and Safety Measures**

- Slide 72 includes the most needed health and safety measures and \$ spent.

*Kari Ross – Is the H&S spend agnostic or do you have spend by category (IE savings bucket)? What does the emergency heat figure entail?*

- *Jarred Nordhaus– 95% of HS spend is for IE programs; 4% IWHAP; 1% public housing. Emergency heat is in winter months something breaks that is what is counted.*
- *Kari Ross – Does that show up as a replacement furnace?*
- *Jarred Nordhaus – Yes, or a boiler.*

### **Income Eligible Community and School Kits Program (ComEd, Nicor Gas, Peoples Gas and North Shore Gas)**

#### **Income Eligible Community Kits Program Overview**

- This program drop-ships free kits of energy-saving products to IE customers in the ComEd, Nicor Gas, Peoples Gas, and North Shore Gas utility service territories.
- Products in the kits include LED light bulbs, weatherstripping rolls, outlet and switch gaskets, high-efficiency showerheads and more. Products are self-installed by the customers when they receive the kits. There are both joint-utility funded kits and ComEd-only funded kits, with different measures in each.

- Customers are typically eligible when they meet the income thresholds to qualify for utility-bill assistance programs such as LIHEAP and can receive one kit every three years.
- More information on kits is available at [www.energysavingkits.org](http://www.energysavingkits.org)

*Karen Lusson (via chat) – This program is the perfect opportunity to get the folks who receive these kits on the “no late fee / no security deposit” protection list, automatically.*

### **Income Eligible Community Kits Implementation Team**

- Walker, Miller Energy Services (Prime implementing contractor)
- AM Conservation (product supplier and coordinator for printing boxes and inserts)
- Green Home Experts (kitting and shipping functions along with product storage)
- Richards Graphic Communications (Secondary resource for printing collateral)
- Illinois Association of Community Action (IACAA) (Coordinator and liaison for Joint Utility service territory Community Action Agencies: Community and Economic Development Association of Cook County, Inc. (CEDA), CAP of Lake County, Tri-County, DuPage Co., Rockford Health and Human Services, Northwestern Illinois Community Action Agency, Will County Center for Community Concerns)

### **Income Eligible Community Kit Customer Journey Map**

- Describes process of sending customers to Walker Miller. See slide 76.

### **Income Eligible Community Kit Measures and Performance**

- See slides 77-78 for a list of measures and quantity installed by program year.
- See slides 79-80 for performance results and 2024 projections.

### **School Kits Program Overview**

- The Energy Action Team is designed to educate 3rd-5th grade students and their families about using energy wisely. It's available at no cost from ComEd, Nicor Gas, Peoples Gas and North Shore Gas. The program supports Illinois Academic State Standards and national standards with the educational content presented through various learning styles. Teachers can easily integrate these lessons into their classrooms.
- Schools qualify as an IE School if the school's location is within a zip code predominately populated with IE (80% Area Median Income –AMI) households and/or if at least fifty percent (50%) of students attending the school qualify for the National School Lunch Program (and Commodity School Program), School Breakfast Program, Special Milk Program for Children, Child and Adult Care Food Program and Summer Food Service Program.

### **School Kit Collaborators**

- Walker, Miller Energy Services (Prime implementing contractor)
- AM Conservation (product supplier and coordinator for printing boxes and inserts)
- Green Home Experts (kitting and shipping functions along with product storage)
- Richards Graphic Communications (Secondary resource for printing collateral)
- National Theatre for Children (NTC) (Curriculum, materials and livestream development along with the lead role in marketing and outreach to register schools for the program).

### **School Kits Customer Journey Map**

- See slide 83 for customer journey

## **School Kits Measures and Program Performance**

- See slide 84 for a list of measures and quantity installed by program year
- See slide 85 for program performance

## **Ameren Illinois Income Qualified EE Programs**

Jamey Neal, Sam Stahl, Tammy Jackson, and John Carroll, Ameren Illinois

### **2023 Program Performance**

- The 2023 Income Qualified (Electric) Spend actual spend was \$45,592,730. The planned budget for the program was \$30,329,086. There was note of a thrift store lighting program as being highly successful.

### **Health & Safety**

- The three primary channels where health and safety spend. Mobile homes, jointly offered programs with other utilities, were included in the central column.
- Asbestos and bulk moisture were contributors to weatherization measures not being implemented because of health and safety concerns.

### **Overview of IQ Initiative**

- Legend on slide 5 explains how offerings work.
  - Community Action Agencies (Local contractors work with CAAs)
  - Single-Family (Partner with Program Allies to implement Programs and Initiatives)
  - Joint Utility (Partner with Program Allies to implement Programs and Initiatives)
  - Multifamily (Partner with Program Allies to implement Programs and Initiatives)
  - Retail Products (Customer entry points into the various Programs or Initiatives)
  - Community Kits (Customer entry points into the various Programs or Initiatives)
  - Smart Savers (Customer entry points into the various Programs or Initiatives)
  - Electrification (Partner with Program Allies to implement Programs and Initiatives)
  - Manufactured Homes (Partner with Program Allies to implement Programs and Initiatives)
  - Healthier Homes (Partner with Program Allies to implement Programs and Initiatives)

### **Customer Touch Points and Marketing Overview**

- Target marketing using various sources.

### **Market Development Initiative Integration**

- Committed to serve underserved communities.
- Workforce Development
  - CAA's workforce offerings include grant writing.
  - For Program Ally Support - Resource grants, equipment, and certifications as well as supplemental staffing grants. Outside of the internship timeline
  - Internships - 11-50 done for several weeks in the summer. Support includes covered salary for interns. Many have earned full time positions after their internships
  - A scholarship of \$3000 is being offered focusing on diverse students.
- Diverse Vendor Procurement

- Diverse Program Ally Incubator – helps with new diverse vendors to get acquainted and ready for the implementation of services and added to the DVP Database.
- Community Based Organization Management
  - HEIQ
  - Smart Savers
  - Community Kits

*Karen Lusson – Same comment to Ameren as the Northern Illinois utilities: if a customer has successfully qualified for an IQ initiative, they should automatically be added to the late fee/security deposit protection list, given that the eligibility for those protections are the same as for the IQ EE programs.*

### **Income Qualified Initiative Customer Journey**

- The approach is not specific to one channel; it encompasses all available channels. The home officially specialist serves as the customer care specialist, offering a concierge-style approach to service delivery. These specialists act as the single point of contact for customers, collecting all necessary information and ensuring a seamless and personalized experience throughout the interaction process.

### **Measure Offerings**

- Health and safety offerings are the ones that were able to be implemented, not ordered by amount or popularity, but rather by which are the most common that have been able to be implemented. While some mold remediation may not be feasible, efforts are made to address those that can be remediated. These offerings also include measures to ensure proper air ventilation within the home.
- Measure offerings listed on slide 11. Categories of measure offerings – direct install, health and safety, building envelope, HVAC.
- Common health and safety measures include moisture and mold remediation, gas line repair, knob and tube, and proper ventilation.

*Chris Neme – Under what conditions are furnace replacements available?*

- *John Carroll – Certain conditions under 32 degrees offering emergency heat restoration. In the case where heat pump is not operational. Furnace that tests at less than 80% efficiency (air flow to confirm performance or D rated by H).*
- *Chris Neme – Anyone with a furnace that is 10-15 years old could qualify?*
- *John Carroll – (via chat) To confirm: furnace derating is performed using the age of the unit (years, per the TRM) which does effectively mean that anything older than 15 years would be eligible for replacement.*
- *Phil Mosenthal – When furnace is eligible do you consider heat pumps first? Or preferred measure a new gas measure?*
- *John Carroll – If replacement, select a gas furnace for replacement. Not switching fuel type for heating.*

### **Customer Journey by Channel CAA Braided Channel**

- Community Action agencies operate on their own. No visibility on the project until the project is completed. See explanation on slide 11.

### **Single Family Channel**

- See explanation on slide 11

*Chris Neme – How do you determine if they should go to utility or IHWAP channel?*

- *Jamey Neal – Ameren must keep these separate. CAAs do their own marketing and these programs typically tackle those outside of these offerings. Where we work in tandem is if a customer is over income or overqualified*
- *Chris Neme – IHWAP is expected to do their own lead generation and Ameren supports financially. Ameren has their own lead generation strategies outside of that.*
- *Jamey Neal – Correct. There are times when they refer to CAA channel if they cannot perform the offering.*
- *Chris Neme – IHWAP braided projects are relatively modest compared to Ameren channel. There is potential for IHWAP channel to grow but it has remained constant. Is it largely because IHWAP agencies don't have the capacity to expand?*
- *Jamey Neal – Yes, participation has remained consistent. 323 braided projects vs 800 SF IQ initiative. It is due to agency capacity and that is what has caused barriers to growth for IHWAP. Other programs take precedence. Weatherization funding is a priority before they get to braided projects. Staff shortages are common and Ameren helps financing and support to agencies. A lot of programs do what they can with limited staffing. It is rare that Ameren is not able to serve customers and send them back to CAA.*

### **Electrification Channel**

- In conjunction with the IQ initiative, this program is specifically aimed at propane customers. Internally, collaboration occurs across various teams to facilitate its execution. Building engineers are actively involved in conducting assessments regarding loads, ensuring comprehensive coverage. Due to the inherent complexity, the process is more involved, leading to an extended timeline for completion.
- See explanation on slide 12.

*Karen Lusson (via chat) – Why not add inefficient electric resistance heat homes to the electrification effort?*

- *Matt Armstrong: This is the electrification channel. Going from electric resistance to a heat pump would not fall under this journey as its not electrification.*

*Chris Neme – Between IHWAP and Customer Channel do you know the percentage of propane heated?*

- *Jamey Neal – Only 19 customers in electrification in pipeline.*
- *John Carroll – Less than 5 are propane heated.*
- *Chris Neme – Why so low?*
- *John Carroll – Historically the only heating fuel type that qualified customers to participate in was Ameren fuel, only until last year allies qualified into the program. Mainly because of the novelty of the program.*
- *Chris Neme – How are propane customers targeted? How is it different?*
- *Jamey Neal – Ameren works with gas expansion teams. Ameren took recent feedback from stakeholders and are working on providing choice on fuel. Inner workings for the time being. Providing rural communities boots on the ground looking for community ambassadors to increase participation.*
- *Kathy Walk – We have many propane customers, but they are not Ameren electric customers, they have rural electric.*

- Karen Lusson (via chat) – Did you say less than 1% of weatherization customers are propane customers?
  - Yes – out of 1600 weatherized customers, less than 1% were propane.
- Karen Lusson (via chat) – Is inefficient electric resistance heat replaced with heat pumps in the IQ SF channel?
- Andy Vaughn (via chat) – Yes. The IQ SF has a major focus on changing electric resistance customers to heat pumps.
- Chris Neme – Partly because the weatherization program has been targeted to customers with Ameren gas or Ameren electric heating (not to propane customers)

*Phil Mosenthal – Is Ameren expecting to meet 2024 plan budget for electrification?*

- Matt Armstrong – Unsure. There will be a stakeholder meeting to discuss projections and targets. With customers that are in pipeline now experiencing hurdles to implement measures (panel issues, pole issues, transformer issues), there are significant infrastructure considerations especially regarding rural customers. Need to discuss challenges and what is being done to overcome them.

*Phil Mosenthal – Is the cost related to transferring a customer captured as an EE project cost?*

- Ameren will follow-up.

### **Multifamily Channel – One Stop Shop**

- Outreach being conducted by Program staff and Program Allies
- Application submitted through website or outreach coordinator and then passed on to Energy Advisor.
- Explanation on slide 13.

*Cassidy Kraimer– (via chat) For the IQ Multifamily Channel, would it be possible to share the most common way buildings qualify for this program? Is it the same as the northern utilities that buildings are most commonly qualified by census tract?*

- Andy Vaughn – Public housing FMR 50% of property must be at 80% or below market rate or property is receiving government assistance. Ameren does not use QCT or census tracts currently.
- Karen Lusson – Another opportunity for identification of those households should automatically be added to the list of late fee and security deposit protections. So many people are missing out on penalty protections in statute due to burdensome eligibility requirements.
- Philip Mosenthal – Census tract is an option in the Policy Manual to qualify MF buildings. If other processes are easier to do, it is important to note that those who do not qualify outside of the census tract process are not overlooked.
- Andy Vaughn – Ameren is keeping track of those. Only heat pump measure has specialized tracking.

### **Joint Utility Channel**

- Leads come from multiple referral entry points.
- Explanation on slide 14.

*Karen Lusson – Question for Resource Innovations/Ameren: Are your "eligibility considerations" for this program the same as now exist in Northern Illinois (which were the subject of several stakeholder meetings in December and January)?*

- *Sarah Armspacher – Ameren is using 80% AMI to verify income. Prioritization criteria are not being implemented with this offering right now.*

*Karen Lusson – (via chat) Please feel free, Ameren folks, to describe at a high level how you envision the heat pump and weatherization incentives available through the upcoming IRA rebate programs can be incorporated into your programs going forward. Again, just looking for a high-level description here.*

- *Matt Armstrong – Ameren is working closely with Illinois EPA. Ideally looking to follow IHWAP to allow Ameren funds to be stretched further by stacking rebates.*

### **Healthier Homes**

- Efforts to improve indoor air quality are underway, with the University of Illinois (UOI) conducting market research on enrollment strategies to enhance participation in related programs. Additionally, the Urban Efficiency Group is tasked with performing assessments to evaluate and address indoor air quality issues effectively. These collaborative initiatives aim to identify effective strategies for enrollment and implementation while ensuring comprehensive assessments and improvements in indoor air quality.

*Karen Lusson – Has Ameren considered Blue Cross Blue Shield and the American Lung Association funding, similar to Nicor Gas?*

- *Matt Armstrong – We made note of the BCBS funding when Nicor mentioned it earlier. We will be following up with them to understand the opportunity.*

### **Mobile Homes**

- Entering its third year of implementation following an initial pilot phase, the primary challenge faced has been the predominant focus of the contractor base on building envelope improvements. There is a noticeable shortage of contractors with the necessary tools and experience specifically tailored to mobile homes. Efforts are underway to address this gap through targeted training programs for contractors in this area. The Champaign County Regional Planning Commission (CCRPC) primarily refers to customers affected by this limitation. Plans are in motion to expand services by incorporating up to four new agencies, with the aim of diversifying the contractor base beyond Champaign. Identified weak spots such as belly insulation underscore the importance of accurately assessing the potential for air sealing and duct sealing, as these interventions are crucial for maximizing impact on energy efficiency.

### **Closing and Next Steps**

Celia Johnson, SAG Facilitator

### **Northern Illinois Utility Follow-up Items (ComEd, Nicor Gas, Peoples Gas & North Shore Gas):**

1. Food Bank Program (ComEd):
  - a. What is the percentage of uptake?
2. Income Eligible Retail Program (ComEd)
  - a. Share the total unit participation by type of units.
3. Whole Home Electric (ComEd)

- a. Request to share outreach materials.
  - b. For multi-family, does the tenant communication vary from project to project, e.g. materials posted on doors sent in the mail available in lobbies? Does ComEd monitor or track the communications with tenants?
  - c. On slide 28 (budget & performance), what does “units served” refer to? What does “projects” refer to?
4. Affordable Housing New Construction Program (ComEd and Nicor Gas)
    - a. Peoples Gas & North Shore Gas to follow-up on why they no longer participate in this program.
    - b. What is the % of optional measure uptake?
    - c. Is the dip in performance between 2022 and 2023 due to higher interest rates and a slump in the housing / new construction market?
  5. Home Energy Savings Program (ComEd, Nicor Gas, Peoples Gas & North Shore Gas):
    - a. Do the A – D prioritization requirements (on slide 60) also apply to getting a heat pump installed? Is criteria D (basement air sealing opportunity) required for getting a heat pump?
  6. Multi-Family Energy Savings Program (ComEd, Nicor Gas, Peoples Gas & North Shore Gas):
    - a. What % of the units being served are electric-heated, vs. natural gas or propane heated?

**Ameren Illinois Follow-up Items:**

1. For electrification, is the cost related to transferring a customer captured as an EE project cost?