Illinois EE Stakeholder Advisory Group (SAG)
Fourth Quarter Meeting

Tuesday, November 10, 2026
10:00 am – 2:30 pm

In-Person Meeting at the Midwest Energy Efficiency Alliance (MEEA), with a Webex Teleconference Option

Attendees and Meeting Notes

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Meeting Materials

- November 10, 2026 Large Group SAG Q4 Meeting Agenda
- SAG Facilitator Introduction to November 10 Meeting
- Nicor Gas Presentation: Program Year 2026 Energy Efficiency Review
- Peoples Gas and North Shore Gas Presentation: Year-to-Date Highlights and Program Overview
- Illinois EPA Presentation: Inflation Reduction Act (IRA) Home Energy Rebate Program Update
- E Source Presentation: Ameren Illinois Income Qualified Electrification Targeting and Barriers Study
- Guidehouse Presentation: Participant Non-Energy Impact (NEI) Research Updates

Attendees

Name	Company or Organization
In-Person Attendees	
Celia Johnson	Facilitator (Celia Johnson Consulting)
Zoe Knaus	SAG Facilitation Support (Inova Energy Group)
Abigail Miner	Office of the Illinois Attorney General
Amy Jewel	Elevate
Barbara Ramos	Nicor Gas
Cassidy Kraimer	Community Investment Corp.
Caty Lamadrid	Inova Energy Group
Chris Vaughn	Nicor Gas
Courtney Golino	Guidehouse

Name	Company or Organization
Danish Murtaza	Peoples Gas and North Shore Gas
Greg Wilson	Walker-Miller Energy Services
Jarred Nordhus	Peoples Gas and North Shore Gas
Jean Gibson	Peoples Gas and North Shore Gas
Kari McCue	Nicor Gas
Kari Ross	Natural Resources Defense Council (NRDC)
Kit White	Midwest Energy Efficiency Alliance (MEEA)
Laura Agapay-Read	Guidehouse
Lili Florez	Peoples Gas and North Shore Gas
Mike King	Nicor Gas
Misty Gibbons	Walker-Miller Energy Services
Neil Curtis	Guidehouse
Rashaan Keeton	Center for Energy and Environment
Thomas Manjarres	Peoples Gas and North Shore Gas
Teleconference Attendees	
Adam Roche	Cascade Energy
Andrey Gribovich	DNV
Andy Vaughn	Leidos
Angie Ziech-Malek	DNV
Anthony Albano	Resource Innovations
Ariel Crowley	Guidehouse
Arvind Singh	DNV
Bill Risley	Franklin Energy
Billy Davis	Bronzeville Community Development Partnership
Brad Fortson	ICF
Carrie Malfeo	Village of Park Forest
Christina Frank	Peoples Gas and North Shore Gas
Dave Bluestein	Guidehouse
Deb Dynako	Energy Infrastructure Partners
Denise Munoz	DMT Consulting
Diana Dorman	Energy Solutions
Dr. Layalee Beirat	Chicago Muslims Green Team
Elder Calderon	ComEd
Elena Savona	ES Consulting (IQ North Facilitation)
Elizabeth Horne	ICC Staff
Eljona Fiorita	CLEAResult
Emily Pauli	ComEd
Erin Kempster	Power TakeOff
Esteban Fernandez	E Source
Evan Tincknell	E Source
Ian Champ	ComEd
Jaleesa Scott	ComEd

Name	Company or Organization
Jamey Neal	Ameren Illinois
Jamie Capece	Elevate
Jason Fegley	Ameren Illinois
Jeffrey Carroll	DNV
Jenae Batt	Center for Energy and Environment
Joel Mcmanus	TRC Companies
Joel McManus	TRC Companies
John Carroll	Leidos
John Lavallee	Leidos
John Mascarenhas	CLEAResult
Jon Koliner	Town Good
Joseph Miscimarra	Pacific Energy Concepts
Kate Battle	Walker-Miller Energy Services
Kegan Daugherty	Resource Innovations
Kim Swan	ComEd
Kristina Murphy	ComEd
Libby Stevenson	Ameren Illinois
Meg Campbell	E Source
Minya Coleman	ComEd
Molly Graham	MEEA
Monique Leonard	Ameren Illinois
Neb Kisic	Erthe Energy Solutions
Nick Burstein	CMC Energy Services
Nicole Popejoy	IL Association of Community Action Agencies
Nikki Pacific	Walker-Miller Energy Services
Rose Williamson	E Source
Salina Colon	CEDA
Sara Beauchamp	Future Energy Enterprises (IQ South Facilitation)
Sara Castleberry	Resource Innovations
Sara Murillo	Future Energy Enterprises (IQ South Facilitation)
Scott Bernstein	Independent Consultant
Selena Worster Walde	Erthe Energy Solutions
Seth Craigo-Snell	SCS Analytics
Sumi Han	DNV
Tara Cunningham	Rinnai
Ted Weaver	Dunsky Climate + Energy Advisors
Tina Grebner	Ameren Illinois
Wade Morehead	Morehead Energy
Zach Ross	E Source

Meeting Notes
See red text for follow-up items.

Introduction to Large Group SAG 4th Quarter Meeting
Celia Johnson, SAG Facilitator

Purpose of November 10th meeting:

- Morning Agenda: 10:00 am – 12:40 pm
  - For Nicor Gas to report-out on EE portfolio progress in 2026
  - For Peoples Gas & North Shore Gas to report-out on EE portfolio progress in 2026
- Lunch Break: 12:40 – 1:20 pm
  - Catered by Outside the Box Catering, a Black-owned and women-owned full-service catering company based in Chicago
- Afternoon Agenda: 1:20 – 2:30 pm
  - To educate SAG on federal Inflation Reduction Act (IRA) program updates for Illinois, with a presentation from the Illinois EPA
  - To educate SAG on results from income qualified evaluation research
    - E Source Presentation: IQ Electrification Study for Ameren Illinois
    - Guidehouse Presentation: Non-Energy Impact (NEI) Participant Research Update for ComEd

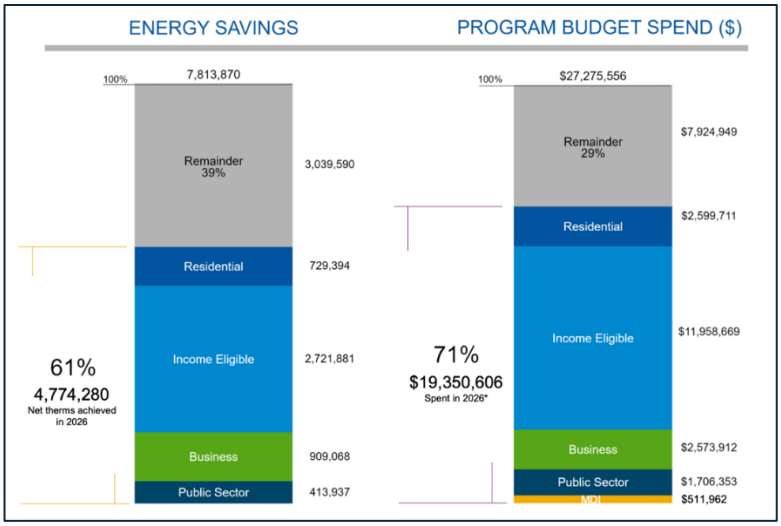
Peoples Gas & North Shore Gas EE Portfolio Report-Out
Jean Gibson, Jarred Nordhus, and Thomas Manjarres, Peoples Gas & North Shore Gas

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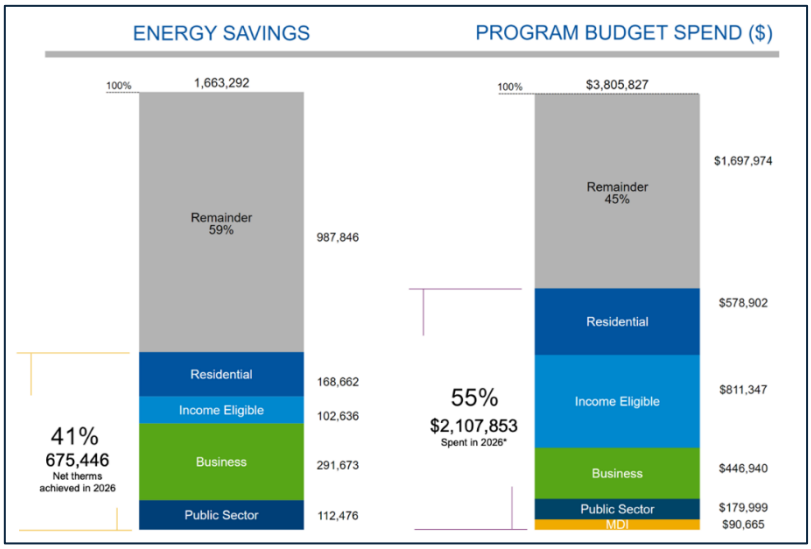
- Portfolio Summary
- Business Offerings
- Residential and Income Eligible Offerings
- Research and Development and Market Transformation
- Marketing and Outreach
- Additional Resources

Portfolio Summary

- Who Qualifies
  - Customers in the North Shore Gas territory
    - Most of Lake County
    - 54 communities north of Chicago to the Wisconsin border
    - 166,000 residential and business customers
  - Customers in the Peoples Gas territory
    - City of Chicago
    - 898,000 residential and business customers
- Peoples Gas 2026 Performance
  - Through Q3, the Peoples Gas Energy Efficiency Program has achieved 65% of the 7.8 therm goal and has spent 71% of the $27M program approved budget*
  - **Program spend does not include portfolio costs.*
  - This ramp up is expected in the first year of a quadrennial. We are on track to achieve savings goals under budget.



- North Shore Gas 2026 Performance
  - Through Q3, the North Shore Gas Energy Efficiency Program has achieved 41% of the 1.7M therm goal and has spent 55% of the $3.8M program approved budget*
  - **Program spend does not include portfolio costs.*



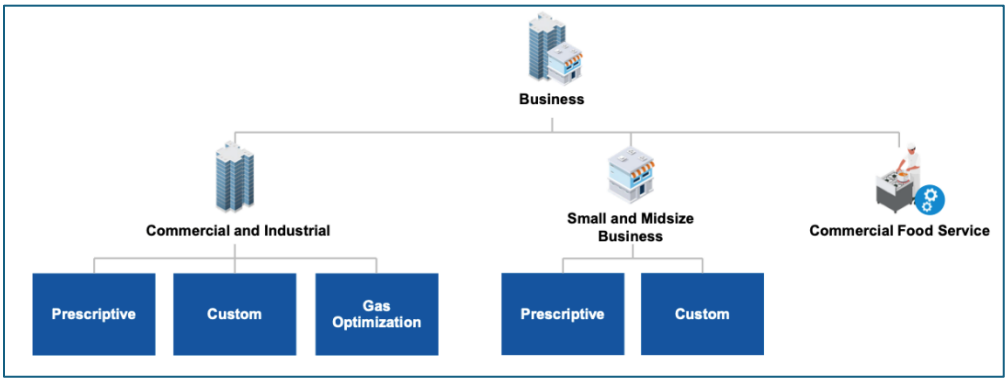
2026 Impact

- Jan 1, 2026 – Sept. 30, 2026
- Environmental Impact
  - 5,449,726 Net first-year energy savings (therms)
- Community Impact
  - 7,288 Residential homes served
  - 19,506 Income eligible home served**
  - 107 Businesses served
- Environmental Equivalents
  - 28,835 Carbon reduction (tons)*
  - 28,923 Acres of trees planted*

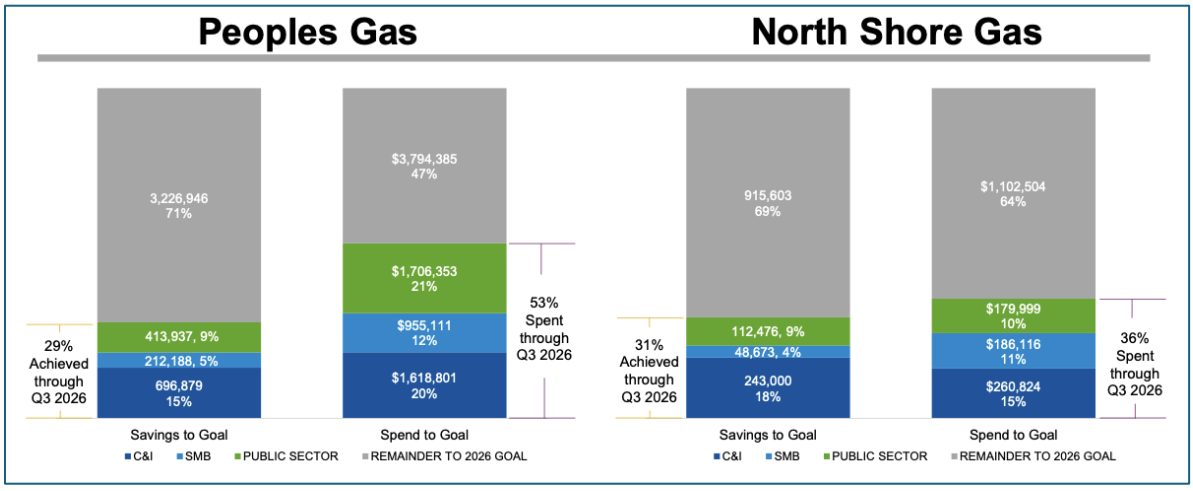
- 6,726 Cars removed from the road*
- 3,872 Homes' energy use offset
- *epa.gov/energy/greenhouse-gas-equivalencies-calculator
- ***Income eligible home count includes unique customer participation in single family and multi-family comprehensive offerings.*

Business Offerings – Commercial & Industrial, Small and Midsize Business, and Public Sector

- These charts represent our overall realized savings and spend through the end of Q3. It looks like it's behind, but we typically see this happen at the start of a quadrennial, as it takes time to educate customers and trade allies. We have been able to build our pipeline, and our savings target is projected to reach 101% with 97% of the budget spent. We have a lot of high-saving, cost-effective projects that will wrap up in Q4.
- Overview of Business Offerings



- Overview of Public Sector Offerings:
  - Prescriptive
  - Custom
  - Gas Optimization



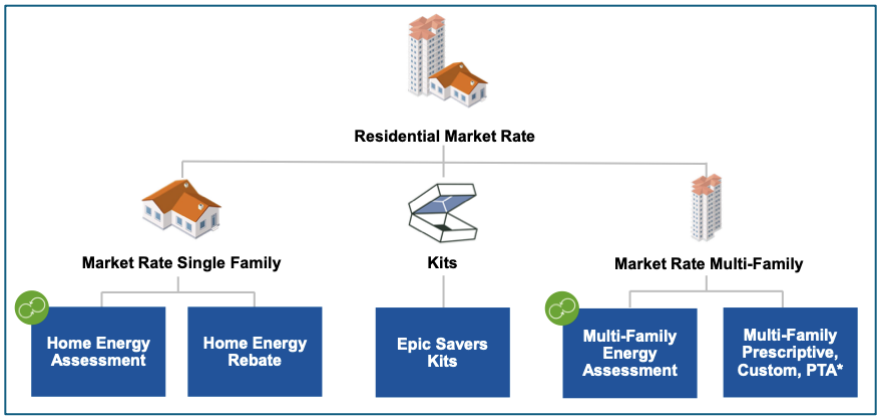
Chicago Public Schools

- In 2026, Chicago Public Schools (CPS) has:
  - Received $169,593 in incentives
  - Achieved 190,670 in therm savings
  - Completed projects at 19 CPS owned buildings

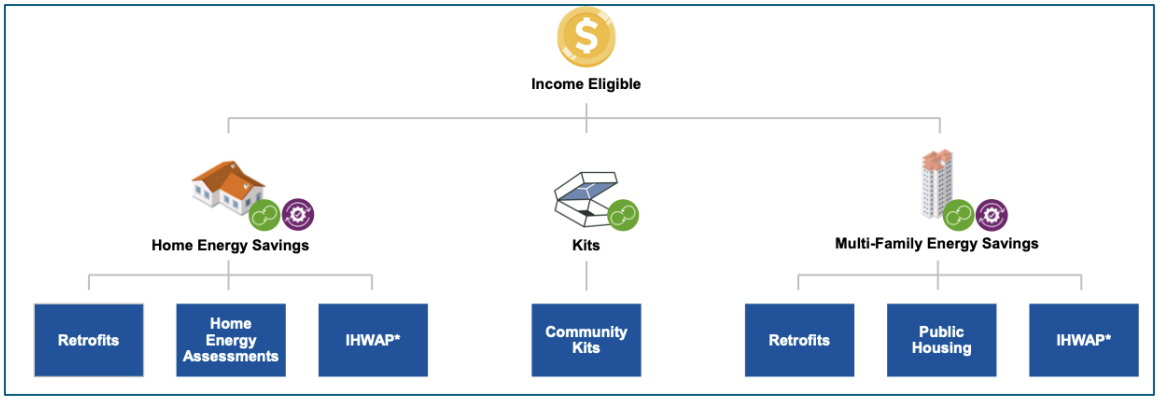
- Continued to demonstrate energy efficiency to students through projects such as boiler replacements, steam trap replacements, pipe insulation, and demand-controlled ventilation.

Residential and Income Eligible Offerings

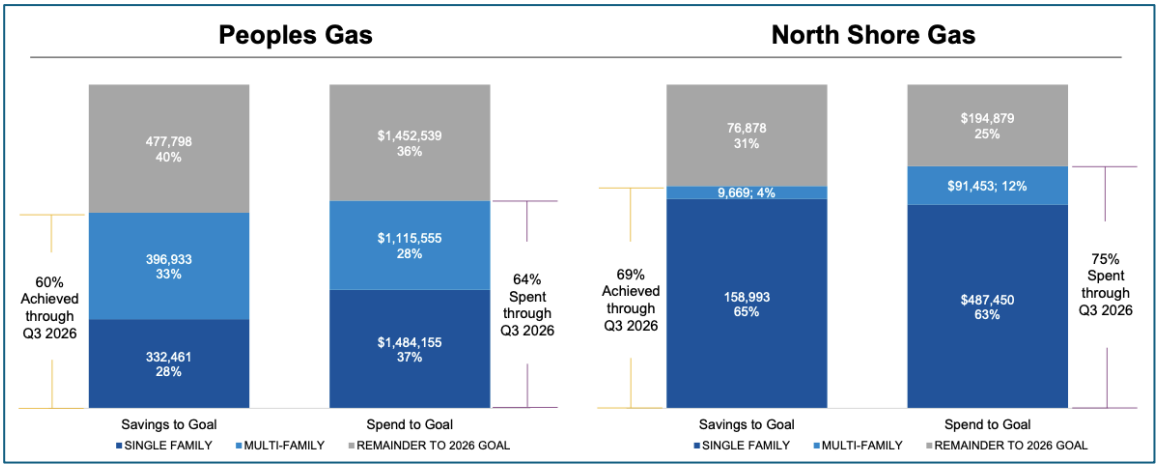
- Overview of Residential Offerings
  - Residential Market Rate is the moderate income offering.



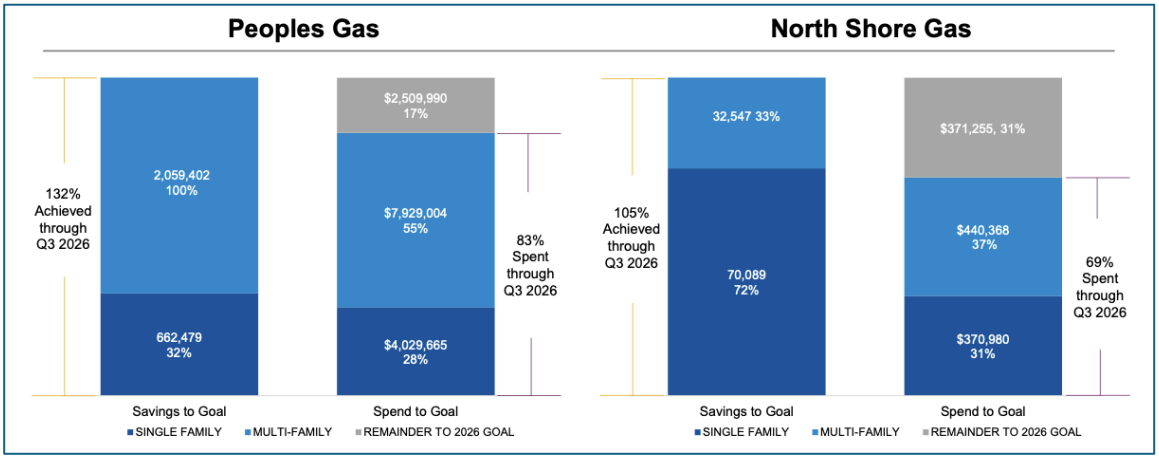
- Overview of Income Eligible Offerings



- Residential Offerings



- Income Eligible Offerings



These graphs are in line with a steady approach. We are seeing a large participation increase in income-eligible programs, so we allocated funding from market rate programs towards the income-eligible programs. Our forecast for the residential program is about 94% of the savings target.

- Event Spotlight: Mercy Housing Premier Partner Award
  - Date of award: June 30, 2026
  - Mercy Housing is a non-profit that builds, funds, and manages affordable homes. They serve families, older adults, people with disabilities, and others in need.
  - Saved over 28,000 therms
  - Awarded over $522,00 in incentives
  - Served 984 units across 7 properties
  - Improvements (joint)
    - Faucet aerators and showerheads
    - Shower timers
    - Door sweeps
    - Envelope air sealing
    - Door and window weatherstripping and sealing tape

Research and Development and Market Transformation

- Research and Development (R&D) evaluate innovative technologies and projects for possible future inclusion in programs to achieve additional therm savings. Projects are implemented in collaboration with research organizations, educational institutions, and non-profit organizations.
- Market Transformation (MT) activities work to shift the market to greater adoption of energy-efficient technologies. Market Transformation initiatives are expanding new project launches and existing projects as joint Investor-Owned Utility MT initiatives.
- Areas of focus include:
  - Commercial gas heat pumps
    - Trade Ally training
  - Micro combined heat and power systems
  - Smart radiator controls
  - High-performance windows

Success Story: Chicago Multifamily mCHP

- 5550 S. Dorchester Avenue, Chicago, IL
    - Located in Chicago's Hyde Park neighborhood, the 5550 S. Dorchester apartment building installed a micro combined heat and power (mCHP) system that generates electricity on-site while helping provide hot water more efficiently.
    - This project shows how a technology often associated with large campuses and industrial facilities can successfully operate in a typical Chicago apartment building, creating a model that may be replicated across other multifamily properties.
    - Installed equipment
        - Two Axiom Energy 4.4 kW mCHP units
        - Integration with existing domestic hot water system
        - On-site electricity generation for common area building loads
    - Projected energy impact
        - 50,000 kWh generated annually
        - 20% of building electric load offset
        - Recovered waste heat meets 55% of annual hot water demand
        - 95% total fuel utilization efficiency through mCHP system
    - Building benefits
        - Lower operating costs
        - Improved energy efficiency
        - Reduced strain on existing equipment
        - Project completed in less than six months

Marketing and Outreach

- 2026 Marketing and Outreach Highlights
    - Outreach events
        - Connected with communities across 88 events: 28 focusing on gas-only offerings and 60 in partnership with the other northern Illinois utilities
    - Chicago Fire partnership
        - Digital ads in stadium during matches, on website, in email integrations; radio ads during every match; game-day activations on-site
    - Customer communications
        - Business and Public Sector
            - Energy Insights e-newsletter and participant recognition activities
        - Residential
            - Multi-family Energy Reserve e-newsletter and Customer Connections publications
            - Epic Savers (opt-in kit offering) effectively reached customers to achieve savings.

- 2026 Highlights: The Warmest Thing in the House
    - Paid media campaign from January through March and October through December
    - Social media, digital display, broadcast radio, and out-of-home ads including billboards, transit shelters, and bus cards
        - English and Spanish versions
        - Family and children images performed well
    - Results from January through March
        - 50.17M impressions

- 121.49K clicks
- 0.24% click-through rate

Additional Resources

- Peoples Gas and North Shore Gas 2026 Q2 ICC Qualitative Report – Additional offering descriptions and highlights.
- Peoples Gas and North Shore Gas 2026 Q3 MDI Report-Out – Offering descriptions and metrics.
- Peoples Gas and North Shore Gas 2026 Q3 ICC Quantitative Report will be filed with the ICC on November 16, 2026 – Additional offerings metrics.

Greg Wilson: Within your budget, I know there is a small portion for MDI. Are the MDI and the gas heat pump trade ally training connected?

- *Thomas Manjarres: All Diverse Business Academy graduates learn about the new technology efforts. Our job is to connect them to resources they need to feel comfortable to begin installation work. We speak to them about market transformation, research, and development once every quarter.*
- *Greg Wilson: Have you had contractors applying to the MDI program who are a better fit for electrical work vs. gas?*
- *Jean Gibson: Yes, we have an MDI referral program for contractors who are better suited for ComEd.*

Kari Ross: Earlier, you mentioned allocating funds from market-rate residential programs to income-eligible programs. What specific programs saw a decrease in funding? Is there a focus on market-rate programs in Q4?

- *Jarred Nordhus: Because of the slowing demand for market rate, we allocated some funds to income-eligible programs. In 2027, market rate customers will see increased incentives and budget, so we are aiming to develop this pipeline. Weatherization will be largely focused on market rate customers in 2027. In total, $325,000 was moved, and I can follow-up with the program names.*

Abigial Miner: There are a number of programs that are ahead of their savings goals. What will the companies do with the surplus budget?

- *Jarred Nordhus: A lot of these programs will land very close to their savings goals. Any surplus will be rolled over to the next year.*
- *Jean Gibson: Gas utilities have the flexibility to shift funds throughout the four-year period. We will re-evaluate savings goals and progress each year.*
- *Abigial Miner: Have the goals changed for 2026?*
- *Jean Gibson: It is still the same four-year quadrennial, so goals remain the same within those four years.*

Kari Ross: Is there any spending within the income-eligible programs focused on health and safety? Do you have any data on how many units you serve, or the common issues you are facing?

- *Jean Gibson: The Q2 report will have those details, highlighted bi-annually.*

Scott Bernstein: Do you use energy savings calculations in marketing for the programs? Can you use these numbers to establish expectations for what customers can save? This kind of program should share that kind of information, and have a waiting list. Are there things that can be done to build a more robust pipeline?

- *Jean Gibson: We are on track to hit savings goals for programs across our portfolio. All measures are tied to therms savings for customers, and we aim to shine a light on customer success stories through marketing. When trying to reach our customers, we take savings, net benefits, and their uniqueness into consideration.*
- *Scott Bernstein: Are individual customers receiving any information on potential savings?*
- *Jarred Nordhus: Within some of our programs, we offer assessments that provide a customer with a recommendations report. This report highlights equipment that the customer would benefit the most from.*
- *Scott Bernstein: I may have other questions. Can I reach out to the team directly?*
- *Celia Johnson: Yes, you can send them in the chat or you can reach out to me directly and I will pass your questions on to Peoples Gas and North Shore Gas.*

Nicole Popejoy (via chat): For income eligible spend over 100%, where is that funding coming from?

- *Jarred Nordhus: The income-eligible savings are over 100%, not the spend. Our savings exceeding 100% comes from the shift of funds from market rate programs.*

Nicor Gas EE Portfolio Report-Out

Mike King, Kari McCue, and Barbara Ramos, Nicor Gas

Impact

- 318M+ in incentives since 2011
  - Residential and multi-family customers: energy-saving kits and home assessments
  - Commercial and public sector customers: building system optimization, energy-saving projects
  - Income-qualified customers: comprehensive energy upgrades at no cost
  - Rebates for energy-efficient products and improvements
- 286M+ first year therms saved since 2011
  - Avoids more than 1.51M metric tons of CO2 emissions
  - Equivalent to the CO2 emissions generated by 352K passenger vehicles over the course of a year
- 1.48M+ customers in 643 communities have participated
  - $214 average incentive per customer
  - Engaged 231K elementary school students in energy efficiency education
- $2.91B economic activity spurred since 2011
  - 11.1K jobs supported since 2011
  - $174M spent with diverse suppliers
  - $1.02B wages supported since 2011

Portfolio Summary

- 2026 Portfolio Results
  - 10.50M Net savings to date
  - 71.9% Percent of planned savings
  - 14.6M Annual savings goal
  - $38.8M Spend to date
  - 67.1% Percent of planned spend
  - $57.8M Annual budget
- Key portfolio highlights
  - 26,867 customers participated in our programs

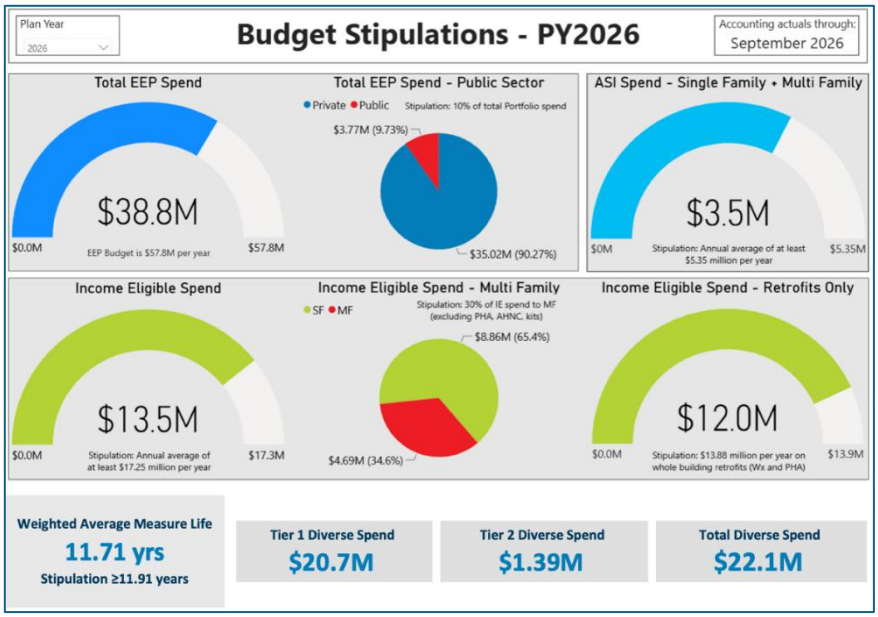
- Annual emission reductions: 59,546 metric tons CO2
- Income-eligible was the largest sector with 35% of the total spend

2026 Program

- Residential Programs
  - 5 Programs
  - 3.24M Net therm savings to date
  - $9.40M Spend to date
  - Key highlights
    - The Air Sealing and Insulation offering through the third quarter has served 1,669 single-family homes (68% of the annual goal) and 438 multi-family units (74% of the annual goal).
    - The Self-Assessment Portal program has served 954 homes, which is 95% of its annual goal. The program has leveraged email marketing campaigns to boost participation. Through the third quarter the program has spent 76% of its annual incentives and has saved 78% of its annual therm goal.
    - The Central Plant Optimization Program (CPOP) has been a successful program through the third quarter serving multi-family buildings with central plants. Key drivers to the success of the program so far this year can be attributed to boiler tune-ups, pipe insulation, and steam trap installations.
    - The Smart Neighborhood Builder Program surpassed its annual participation goals by Q3 2026, reaching 2,213 homes. Program engagement remained strong throughout the year, with 21 builders participating, including 5 new builders.
    - The Elementary Energy Education Program experiences strong demand and achieved its annual goals by Q2 2026. A total of 35 schools participated in the program during the year.
- Income Eligible Programs
  - 5 Programs
  - 1.34M Net therm savings to date
  - $13.7M Spend to date
  - $705K Total Health and Safety spending
  - $120K Single-family Health and Safety spending, non-IHWAP
  - $474K Multi-family Health and Safety spending, non-IHWAP
  - Key highlights
    - Single Family Retrofits completed 111 projects in Q3, delivering over $1M in gas incentives and over 56,000 therms in savings.
    - The Community Comfort Rockford pilot began serving over 40 Rockford homes in Q3, with four homes already receiving HVAC or weatherization upgrades and the rest expected to complete in Q4. In Elgin, six past-pilot customers with mechanicals over 18 years old were offered replacements, and three received furnace, water heater or boiler upgrades in Q3, with the other three scheduled for Q4.
    - Multi Family Retrofits completed a gas absorption heat pump project at a 22-unit income-eligible MF building in Broadview, delivering $72,690 in incentives and 1,830 therms saved
    - AHNC Program demonstrated strong participation in 2026, incentivizing five projects representing a total of 208 homes.
- Business Programs

- 5 Programs
- 5.92 Net therms savings to date
- $7.91M Spend to date
- Key portfolio highlights
    - Through Q3 2026, the C&I portfolio is at 76% of the annual therm goal and 75% of the annual incentive goal, positioning the portfolio to finish the year ahead of plan on therm savings while catching up to planned incentive spend.
    - Nicor Gas has strong confidence in achieving the 10% Public Sector spend stipulation. A waste heat recovery project at Argonne National Laboratory is anticipated close in Nov 2026.
    - Business Optimization Program remains the strongest performing program in the portfolio, already achieving 96% of its therm goal and positioned to exceed annual targets while remaining within budget.
    - Small Business has nearly achieved its annual therm goal and continues to build momentum through agricultural participation, community partnerships, and municipal engagement opportunities.
    - SEM – the 3Q submitted 262k therms twards the full year SEM savings forecast of 1.33M therms. This brings YTD SEM savings to 1.1M therms, which is 82% of full year forecast.

Budget Stipulations – PY2026



Customer Engagement

- Community Connection Center (C3)
    - Expanding Customer Support
        - Introduced in 2022, C3 continues to serve as a one-stop show for customers to discover and access energy efficiency programs, bill payment assistance and community resources that fit their needs.
        - To date, we have been able to provide resources to more than 350,000 customers through a variety of support services.
    - C3 at-a-glance 2026 stats*:

        - 314,196 Customers Received Grants and Discounts
        - $23.5M Grants and Discounts Received by C3 Customers
        - 1,206 Customers Used Energy Efficiency Program
        - 187,204 Therms Saved via Energy Efficiency Program
        - 350,067 Total Community Outreach Contacts
        - 57,510 Pounds of Food Distributed
    - Customers can access an online community assistance tool for those who wish to be anonymous: Nicorgas.com/C3
- Supporting Communities
    - Community Connection Resource Fairs
        - Through the end of 2026, C3 will host 15 Community Connection Resource Fairs, serving over 70 under resources communities providing groceries and resources
        - Collaborating with Top Box Foods and close to 100 unique community resources to provide over 3,500 food packages and support
        - Over 190 Nicor Gas employees have volunteered at these fairs this year
    - Operation Warm
        - This year, Nicor Gas will provide 800 students at Title 1 schools in Streamwood and Hazel Crest with new winter coats
        - A total of 1,600 coats will be distributed to children in need throughout the Nicor Gas service territory
- 2026 Trade Ally Summit and Expo
    - Trade allies are key to increasing customer trust and participation in the Nicor Gas Energy Efficiency Program
    - This spring, close to 230 participants attended a half-day event designed to educate contractors and vendors about available offerings that would help customers lower their bills, create healthier spaces and increase their efficiency
    - Nicor Gas hosted more than 30 expo vendors and held 12 educational sessions, providing contractors with access to program and industry experts
- Community Comfort
    - Community Comfort (CC) offering:
        - Concentrates outreach efforts on specific neighborhoods where energy-saving improvements can make the greatest impact
        - Leverages local outreach groups and grassroots efforts to increase community participation
        - Includes new small business effort, providing assessments, free products and rebates for qualifying improvement
    - Qualifying customers receive FREE weatherization services:
        - Air sealing
        - Insulation for attic, basement, and/or walls
        - Heating equipment repairs or replacements
    - 2026 Rockford CC activities to date:
        - 2 neighborhood community events
        - Over 100 interested households
        - 35 projects scheduled or currently in progress
        - Ongoing small business outreach
- Market Development Initiative (MDI)
    - Developed in 2022, the Market Development Initiative (MDI) was designed to address two critical industry needs: developing a skilled energy efficiency workforce and helping small contractors grow sustainable businesses.

- In 2026, MDI provided:
  - 16 energy efficiency contractors in our service territory with key training and resources through our Trade Ally Development Program, including advanced certification opportunities and back-office support
  - 11 individuals that are new to the energy efficiency field with the necessary skills and Building Performance Institute (BPI) certifications to begin a competitive career in the weatherization industry
  - 6 individuals that are already employed by weatherization contractors with advanced BPI certifications to make them more competitive in the field and enhance their career growth
  - 5 graduates of the newly created administrative cohort with hands-on training in customer services, scheduling, rebate processing, social media, web management, and other administrative functions that support weatherization and HVAC contractors

Greg Wilson: During the trade ally summit and expo, are residential and commercial contractors engaged?

- *Barb Ramos: Residential contractors, primarily those who work in HVAC.*

Cassidy Kraimer: How is C3 funded? How is the community comfort program funded and implemented?

- *Barb Ramos: Our resource fairs are funded through corporate grants.*
- *Cassidy Kraimer: Is the program part of portfolio spending, or is it separate?*
- *Mike King: Our outreach is part of the energy efficiency portfolio, but the other aspects of the program are grants available to customers.*
- *Barb Ramos: We have partnered with the Illinois Tollway, ILDHS, Red Cross, and others to help connect customers to resources.*
- *Kari McCue: Community comfort is a Nicor Gas only pilot funded by our energy efficiency programs.*

Cassidy Kraimer: Someone mentioned that boilers and steam traps have short measure lives. Will this be increased? How will these be adjusted?

- *Mike King: As we develop future plans, our WAML needs to meet a certain threshold. We watch measures that have been incentivized and conduct overall portfolio analysis to ensure the WAML averages out.*
- *Cassidy Kraimer: So, these technologies can be incorporated into the program?*
- *Mike King: Yes, the WAML average can eventually level out.*
- *Chris Vaughn: The WAML will increase over the lifetime of our plans, especially quarter to quarter.*

Abigial Miner: What does it mean to have strong demand for the elementary education program?

- *Kari McCue: We have a certain amount of budget for this program, and schools reach out to us to enroll. If we do not have the budget, their requests are rolled into the spring. There is only so much budget we can provide for this program.*

Illinois EPA Inflation Reduction Act Update
John DeRosa, Illinois Environmental Protection Agency (Illinois EPA)

About the Office of Energy

- The Office of Energy advances energy efficiency, resilience, and clean energy initiatives across Illinois through strategic public-private partnerships and interagency collaboration.
- Funded by state and federal programs
    - Federal: U.S. Department of Energy and U.S. Environmental Protection Agency
- Team of seven located in Springfield, IL
- Experiencing period of growth driven by increased federal funding

Collaboration, a Key for Success

- State Energy Offices
- Illinois Department of Commerce and Economic Opportunity
- Illinois Finance Authority
- Illinois Commerce Commission
- Illinois Power Agency
- Illinois Department of Corrections
- Illinois Green Economy Network
- Universities
- And more…
- Collaborating ensures that programs are complementary, funding gaps are addressed, and resources are deployed effectively without duplication.

Office of Energy Programs

- Residential
- Business and Industry
- Government and Public Institutions
- Energy Codes

IRA Home Efficiency Rebate Program – 50121

- Collaboration with IL DCEO. The program provides energy efficiency rebates to low-income households, defined as those earning less than 80% of Area Median Income (AMI) or those that are categorically eligible. Rebates are available for both single-family and multifamily residential properties.
- Rebate Tiers:
    - Up to $8,000 for homes achieving 20%–34% modeled energy savings
    - Up to $16,000 for homes achieving 35% or greater modeled energy savings
- In addition, households may receive up to $1,500 to cover the cost of exhaust and ventilation system upgrades, if required to meet health and safety standards.
- DCEO is currently providing multifamily energy auditor training to over 70 community action agency auditors.
- Timeline:
    - January 2025 – Illinois EPA Receives Full Award
    - January 2025 – May 2026 – IL EPA continues to complete blueprints and work with DCEO to complete energy audit software, IWX system rules, with limited interaction with U.S. DOE. No states approved to launch in this time frame.
    - June 1 2026 – Received Program Notice 26-1

- Program Notice 26-1
    - Name changed from 'Home Efficiency Rebates" to "Home Owner Managing Energy Savings" (HOMES)"
    - Replaced the Consumer Protection Plan with a Fraud, Waste, and Abuse Mitigation Plan
    - Made following Blueprint Plans Optional: Education and Outreach Strategy, Utility Data Access, Privacy and Security Risk Assessment
- Where are we now?
    - Submitted attestation forms for Program Notice 26-1 – 8/26/2026
    - Submitted updated applications to U.S. DOE – 9/9/2026
    - Submitted Fraud, Waste, and Abuse Plan (FWA) – 9/23/2026
    - Received feedback on application and FWA plan – 10/30/2026
    - Submitted responses to application and FWA plan – 11/09/2026
    - Energy audit software in last step for approval from National Laboratory of the Rockies.
    - Pilot launch date
- We are hoping to launch in February 2027. It will begin as a pilot in northern Illinois, then move to southern Illinois. There will be two local administering agencies. All materials are still with DOE, but we are optimistic.

IRA Home Electrification and Appliance Rebates – 50122

- Collaboration with IL DCEO. The program provides rebates to low-income households, defined as those earning less than 80% of Area Median Income (AMI) or those that are categorically eligible. A low-moderate level rebate option will be made available. Rebates are available for both single-family and multifamily residential properties.

Product Rebates		
Upgrade Type	Qualified Product	Rebate Amount Not to Exceed
Appliance	Heat Pump Water Heater	$1,750
	Heat Pump for Space Heating and Cooling	$8,000
	Heat Pump Clothes Dryer	$840
	Electric Stove, Cooktop, Range, or Oven	
Building Materials	Electric Load Service Center	$4,000
	Insulation, Air Sealing, and Ventilation	$1,600
	Electric Wiring	$2,500
Maximum Rebate		$14,000

- Timeline:
    - July 2024 – IL EPA received early admin funding
    - January 2025 – IL EPA receives conditional award
    - January 2025-May 2026 – IL EPA continued to work on blueprints and integrate rebates and rules into IWX software system.
    - May 2026 – Requested 12-month extension for early admin/conditional award.
    - June 1, 2026 – Received Program Notice 26-2
- Program Notice 26-2
    - Name changed from "Home Electrification and Appliance Rebates" to "High-Efficiency Electric Home Rebates"

    - Removed program allowances for upgrades for fuel-switching (i.e. replacement of non-electric appliances) and instead allowing rebates for upgrading HVAC and appliances only from existing electric equipment to more efficient electric equipment. HVAC and electric appliances in new construction will continue to be allowable. Complete Fraud, Waste, and Abuse Plan blueprint
    - Made following Blueprint Plans Optional: Education and Outreach Strategy and Privacy and Security Risk Assessment
- Where are we now?
    - Answered U.S. DOE launch questions – June 30, 2026
    - Submitted attestation forms for Program Notice 26-2 – 8/26/2026
    - Waiting for conditions to be lifted and negotiations to resume
    - Our agreement date ends June 30, 2027

IRA Training for Residential Contractor Program (TREC) – 50123

- Timeline:
    - Received Conditional Award – January 2025
    - January 2025 – July 2026 – No updates from U.S. DOE on TREC program
    - August 26, 2026 – Received Program Notice 26-1
- Where are we now?
    - Illinois is down on list of priorities as we have a conditional award and do not have a launched rebate program
    - U.S. DOE indicated there is only one project officer for all 50 states
    - Waiting for invite to submit revised application and continue negotiations

Cassidy Kraimer: You mentioned that the program does not allow for fuel switching. Are you looking at other funding sources?

- *John DeRosa: Yes, we are exploring other possibilities that still fall within the guidance. We can keep the gas appliance in the home, leave a heat pump as a backup, and other strategies. We are also looking at opportunities through Climate Pollution Reduction Grants.*

Greg Wilson: Have you identified contractor trainers for the multifamily program?

- *John DeRosa: The training was developed through the Champaign County regional training center.*
- *Male from WM: How do you see this program integrating with utilities?*
- *John De Rosa: We imagine it will work similarly to how IHWAP funding is braided, with a 50/50 split.*

Abigial Miner: Were the changes surrounding fuel-switching required by DOE?

- *John DeRosa: Yes, this is a federal change.*

Jonathan Skarzynski: Have you heard from other state energy offices on how they will reach fuel-switching projects with rebate dollars?

- *John DeRosa: No, but all states had a deadline in August to share how they will do so with DOE. I can discuss with Wisconsin and other similar states.*
- *Catalina Lamadrid: The program is paused in Wisconsin.*
- *Jonathan Skarzynski: Are there concerns surrounding leaving heat pumps as a back-up?*
- *John DeRosa: Yes, airflow is important for heat pump technologies.*

Elena Savona (via chat): For 50121, how large will the pilot be, and what is the expected timeframe?

- *John DeRosa: We have to receive budget justifications from DCEO. The two pilots will have a lot of volume in the Chicago area. Once we know these allocations, we can share with the group.*

Elena Savona (via chat): Regarding funding for 50121, is the total approved funding still around $13 million, or was it reduced? When does it need to be spent by?

- *John DeRosa: Our funding is the same, and funds need to be spent by 2031.*

Ameren Illinois IQ Electrification Targeting and Barriers Study
Zach Ross and Esteban Fernandez, E Source

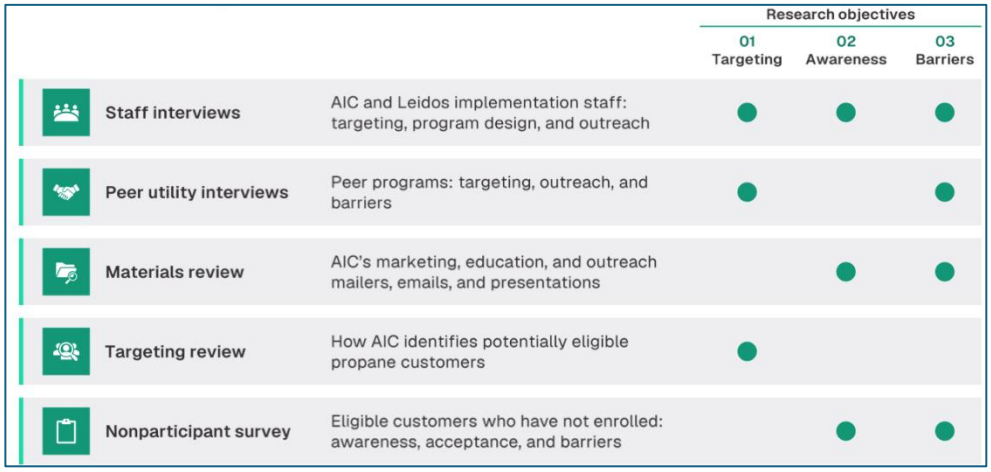
Agenda

- Introduction
  - Ameren IQ Electrification Background
  - Study Background & Research Objectives
  - Methodology
- Findings
  - Marketing Material Review
  - Targeting Review
  - Customer Research
  - Peer Utilities
- Conclusions and Recommendations

Introduction

- Ameren Illinois IQ Electrification Background
  - In response to the passage of the Climate and Equitable Jobs Act (CEJA), AIC included a targeted low-income electrification offering in its 2022-2025 energy efficiency plan
  - AICs IQ electrification efforts focus on electrifying customers who use propane for space and water heating
  - Electrification upgrades can include air source heat pumps, heat pump water heaters, electric induction stoves, and heat pump clothes dryers
  - Upgrades are paired with weatherization and other EE services
  - Participants must receive a positive bill impact to be eligible
- Study Background & Research Objectives
  - AIC has made sustained outreach to tens of thousands of identified target customers, but program participation has been below expectations. AIC asked E Source to conduct a study to identify barriers to participation, assess the effectiveness of current targeting approaches, and inform potential channel adjustments.
  - Targeting
    - How does AIC currently identify potential propane customers? In what ways, if any, can this approach be improved?
  - Awareness & Acceptance
    - Are AIC customers currently aware of electrification efforts? What is the current level of acceptance for electrification measures among customers?
  - Barriers

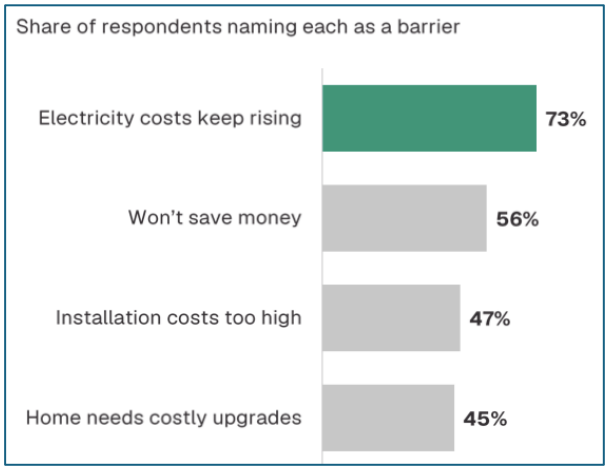
        - What are the barriers to electrification efforts? Are the barriers related to awareness and acceptance? How can marketing and outreach efforts be optimized to overcome them and increase channel participation?
- Methodology



Findings

- Materials & Targeting Review
    - Marketing materials review
        - Materials are clear and well-designed but try to say too much
            - Ten message themes across financial, practical, and social categories
            - 2-6 themes per piece, too many for some materials
            - Emphasis shifted from affordability and reliability toward technology, safety, and convenience
            - Imagery is well constructed but sometimes repetitive
    - Targeting review
        - Proxy-based targeting flags many homes that don't heat with propane
            - AIC infers propane use from electric-only service, geography, and income, prioritizing areas with active Program Allies
            - No data source shows heating fuel, so wood, electric, and mixed-use fuel homes get flagged
            - Outreach timing is not always optimal e.g. just after a tank refill
            - Opportunity to combine customer and neighborhood data and rank by propane likelihood and readiness
- Non-Participant Awareness and Interest
    - Awareness is low
        - 66% are not familiar with the channel
            - 46% not at all familiar and 20% not too familiar
        - 34% could not name any eligible measure
            - Air source heat pumps were the most recalled measure, at 45%
    - Appeal doesn't convert to interest
        - 53-55% found the mailers appealing
            - Somewhat or very appealing across both mailers (n=211)
        - 8-9% are very interested in the program
            - 27-31% are not at all interested after seeing the materials

- Barriers to Electrification
    - Cost dominates the barriers customers cite



    - Top concerns in customers' own words
        - Cost and affordability
            - 54% expect electrification to raise their heating bill; 32% are unsure
            - *"My brother in law is all electric and has an outrageous bill."*
        - Electric rate volatility
            - 32% call rising electricity costs their single largest barrier
            - *"Electric bill is already tripled in the last few years, can't hardly pay it now."*
        - Reliability and outages
            - Rural customers worry about losing heat in long outages
            - *"I'm also concerned in my rural environment about extended power outages."*
- Lessons from Peer Utilities
    - Trust and awareness build slowly
        - Repeated, local exposure builds awareness
            - Trusted messengers and visible local examples work better than one-time marketing
        - Legitimacy matters
            - Clear funding explanations and protections ease doubts. 59% of respondents have a low degree of trust in AIC.
        - Relational channels beat broad outreach
            - Contractors, neighbors, and community groups find eligible customers and normalize electrification
    - Delivery determines completion
        - Operational gaps cause drop-off
            - Contractor capacity, permitting, grid readiness, and poor handoffs lose interested customers
        - Lower burden lifts completion
            - Help with scheduling, paperwork, and permitting improves completion rates
        - Bill anxiety must be addressed

- Transparent bill modeling, protections, and community validation turn interest into enrollment

Conclusions

- Conclusions and Recommendations
  - Targeting
    - Use local knowledge and contractor support to identify targets
    - Recommendations
      - Prioritize neighborhoods using data and local input
      - Offer low-burden screening and flexible qualification
      - Equip contractors with a support toolkit and incentives
  - Awareness and acceptance
    - Channel awareness is low, and messaging spans too many themes
    - Recommendations
      - Limit messaging to 1-3 themes on affordability
      - Frame electrification as a relief from seasonal propane costs
      - Move technology and safety detail to an FAQ or website
  - Barriers
    - Cost concerns and distrust of utilities outweigh gains from awareness alone
    - Recommendations
      - Provide transparent, personalized cost estimates
      - Address rising-rate fears with realistic scenarios
      - Enlist community partners and past participants

Abigail Miner: On customer bill anxiety, are these customers aware of the low-income discount rate (LIDR)? If these customers fully electrify, they will be able to take advantage of the LIDR.

- *Zach Ross: E Source did not address the LIDR directly in our research.*
- *Abigial Miner: Ameren should consider this. Customers should know that they have an opportunity to reduce their bill if they electrify.*
- *Jamey Neal: This study was conducted before the Low Income Discount Rate was available. This is something we can follow-up on to make sure customers are aware.*

John DeRosa: Does Ameren cover the entire electrification process?

- *Zach Ross: Yes, through the targeted low-income program. The cost anxiety is primarily surrounding the electric bill, not the cost of upgrading.*
- *John DeRosa: For our program, showing savings calculations has helped.*
- *Abigail Miner: This is especially important for propane customers suffering from energy burden.*

Participant NEI Research Updates

Courtney Golino, Guidehouse

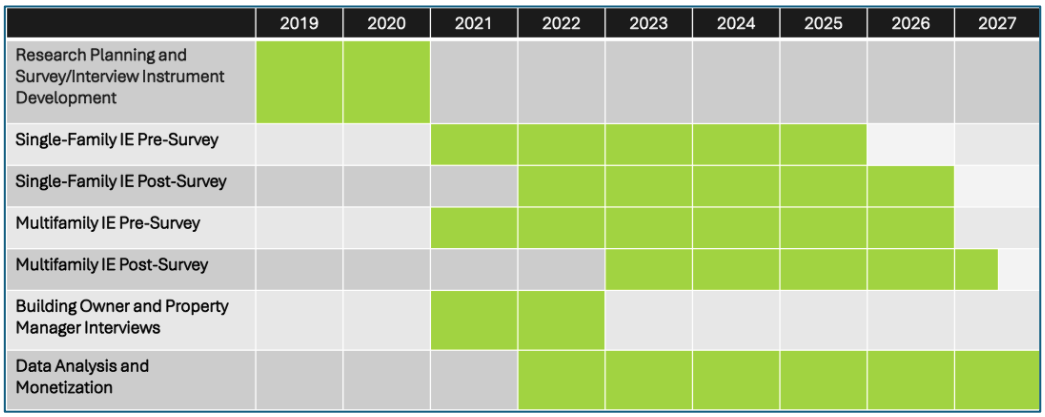
Agenda

- Project Overview and Schedule
- Methods Update
- Survey Distribution Update
- Survey Progress Update

Project Overview and Schedule

- Guidehouse is researching participant non-energy impacts (NEIs) in ComEd's Income-Eligible (IE) Programs.
- Singe-Family Energy Savings – CBA and IHWAP*
- Multifamily Energy Savings – Income Eligible, Public Housing, and IHWAP*
- Home energy upgrades include:
    - HVAC system upgrades and replacements
    - Energy efficient room air conditioners and refrigerators
    - Smart thermostats and advanced power strips
    - Energy efficient water heaters
    - Low-flow faucet aerators
    - Boiler replacement and tune ups
    - Steam trap testing, repair, and replacement
    - Variable speed motor drives
    - Air sealing and insultation
    - Health and safety measures necessary to make the energy upgrades
- **Chicago Bungalow Association (CBA); Illinois Home Weatherization Assistance Program (IHWAP)*

Participant NEI Research: Ongoing and Evolving



Methods Update

- Evaluating Participant NEIs
    - Guidehouse is implementing adjustments to monetization values for healthcare costs.
    - Anticipated Participant NEIs
        - Reduced medical costs associated with asthma and arthritis, and from improvements to air sealing, insulation, and HVAC
        - Fewer missed days of work and school

Monetization Values for Health Conditions

- Guidehouse is updating the value assigned to reduce medical costs associated with asthma and arthritis.

Surveyed Data	Health Condition	Associated Cost Dataset
Number of visits to urgent care clinic or doctor's office	Asthma	CDC estimated annual incremental medical cost by asthma status, Outpatient Visits Medical Service Type[1]
	Arthritis, including osteoarthritis, rheumatoid, fibromyalgia, and lupus	MEPS. Average office-based physician visit (primary care)[4]
Number of visits to emergency room (ER), but not stay overnight	Asthma	CDC estimated annual incremental medical cost by asthma status, Emergency Room Medical Service Type[1]
	Arthritis, including osteoarthritis, rheumatoid, fibromyalgia, and lupus	HCUPnet Treat-and-release ED visits for rheumatoid arthritis and related disease. Osteoarthritis, and Infective arthritis, Average Hospital Costs per ED Visit in Illinois[2]
Number of visits to the hospital and stay overnight	Asthma	CDC estimated annual incremental medical cost by asthma status, Inpatient Stay Medical Service Type[1]
	Arthritis, including osteoarthritis, rheumatoid, fibromyalgia, and lupus	MEPS Expenses for Hospital Inpatient stays, 1-night[3]
Use of emergency inhaler	Asthma	CDC Estimated annual incremental medical cost for prescription medications[1]

Monetization Values for Missed Work

- Guidehouse is updating the value assigned to participant-reported missed workdays associated with asthma and arthritis

Surveyed Data	Health Condition	Associated Cost Dataset
Days of Missed Work	Asthma	CDC estimated per patient and aggregate medical and missed-workday cost, Illinois – Missed Workday Cost (annual per-person) Outpatient Visits Medical Service Type[1]
	Arthritis, including osteoarthritis, rheumatoid, fibromyalgia, and lupus	The Employee Absenteeism Costs of Rheumatoid Arthritis[2]

Survey Distribution Update

- Outreach Strategy
  - Guidehouse added the post-intervention survey interval of 6 months to increase likelihood that respondents still resided in the same apartment building at follow-up.
  - Direct Mailings
    - In 2026, Guidehouse mailed pre-intervention survey invitations directly yo tenants to boost responses.
    - The team mailed postcards to verified individual apartment units, with each unit receiving a unique PIN to complete the survey.
  - Shorter Duration of Post-Intervention Surveys
    - For participants who completed a pre-intervention survey in 2026, Guidehouse plans to distribute post-intervention surveys 6 months after the pre-intervention survey since occupants are more likely to reside at the same address.
    - In 2025, Guidehouse used a 1-year follow-up interval for distributing post-intervention surveys.
  - Added Post-Intervention Only for Future Distributions
    - Even for participants who did not respond to the pre-intervention survey sent in 2026, Guidehouse will distribute a post-intervention only survey at 6 months to capture information from residents about previous and current medical costs in a single survey.

Postcard Design

- Individualized postcards are mailed to verified apartment units, with a unique PIN for each pre-survey invitation.

Survey Progress Update

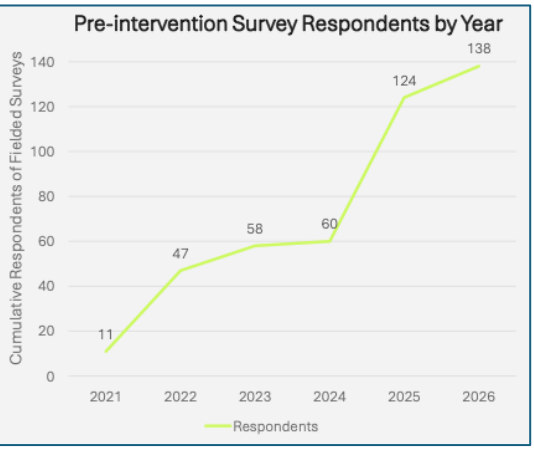
- Participant NEI Survey Status: Single-Family
  - We saw a response rate of 22% for respondents (n=58) who were sent a post-intervention survey after completing a pre-intervention survey (n=265) for the Single Family survey.
  - Surveys have been fielded since 2021, and post-intervention surveys have been fielded since 2022. Post-intervention surveys are distributed approximately a year after completing the pre-intervention survey.
  - Guidehouse is targeting 80 observations of both asthma and arthritis in participants.

	Pre-Intervention Survey:	Post-Intervention Survey:
Fielded surveys	369	265
Completed surveys*	314	58
Partial* or screened out	44	18
Asthma observations**	48	21
Arthritis observations**	94	44

  - *Completed surveys comprise of responses that have more or equal to 90% progress on the survey and are not screened out. Partial surveys comprise of responses that have less than 90% progress on the survey and are not screened out.
  - **Asthma and arthritis observations are the sum of adults and children with the conditions in the residence.
- Participant NEI Survey Status: Multifamily
  - We saw a response rate of 2% for respondents (n=1) who were sent a post-intervention survey after completing a pre-invention survey (n=46) for the Multifamily survey.

	Pre-Intervention Survey:	Post-Intervention Survey:
Fielded surveys	138	46
Completed surveys*	68	1
Partial* or screened out	15	5
Asthma observations**	13	0
Arthritis Observations**	19	3

*Completed surveys comprise of responses that have more or equal to 90% progress on the survey and are not screened out. Partial surveys comprise responses that have less than 90% progress on the survey and are not screened out.
**Asthma and arthritis observations are the sum of adults and children with the conditions in the residence.



Multifamily Response Challenge and Recovery Plan

- Lessons Learned
    - Multifamily baseline engagement improved following higher-touch outreach with Franklin and in-person events in September and October 2025.
        - While Fall 2025 in-person outreach was somewhat successful, the events were resource-intensive, and the results did not justify additional field events.
    - Multifamily post-survey participation remains the principal data-collection focus.
    - Participation at the unit level in multifamily is not available in the tracking data consistently.
    - Projects are often assigned to a single unit or address.
- Actions Underway
    - Mail individualized survey postcards to approximately 760 verified multifamily units in the first wave.
    - Continue reviewing properties with address or unit-count discrepancies for a potential second wave.
    - Use a six-month follow-up interval for eligible baseline respondents to reduce loss caused by residential mobility.
    - Launch a post-intervention-only framework using recalled pre-intervention conditions.

Closing and Next Steps

Celia Johnson, SAG Facilitator

Upcoming SAG Activities

- There are two upcoming Large Group SAG meetings in December, for draft evaluation plan presentations – Monday, December 7 and Tuesday, December 8.
- If you have any ideas or requests for the 2027 SAG Plan, please reach out to Celia@CeliaJohnsonConsulting.com.

Follow-up Items for Peoples Gas and North Shore Gas:

1. In the Market Development Initiative (MDI), do you ever have contractors that are a better fit for electrical vs. gas work?
2. From which market rate program(s) was budget shifted to Income Qualified (IQ)?