

Illinois EE Stakeholder Advisory Group Q4 Meeting

Wednesday, November 15, 2023 (Day 2)

9:30 am – 12:30 pm

Teleconference

Attendees and Meeting Notes

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Meeting Materials

Meeting materials are posted on the [November 15 meeting page](#):

- [Wednesday, November 15 Q4 SAG Agenda \(Day 2\)](#)
- [Ameren Illinois Voltage Optimization Presentation](#)
- [ComEd Voltage Optimization Presentation](#)
- [Peoples Gas & North Shore Gas Quarterly Update Presentation \(November 2023\)](#)
- [Ameren Illinois Quarterly Update Presentation \(November 2023\)](#)

Attendees*

Celia Johnson, SAG Facilitator

**Due to a technical issue with Webex, the attendee report is not yet available for the November 15th meeting. When this issue is resolved, the attendee report will be posted on the [November 15 meeting page](#).*

Meeting Notes

Follow-up indicated **in red**.

Opening & Introductions

Celia Johnson, SAG Facilitator

Purpose of Meeting:

1. To provide an update on the Ameren Illinois and ComEd voltage optimization programs;
2. For Peoples Gas & North Shore Gas to present a mid-year update on EE portfolio progress; and
3. For Ameren Illinois to present a mid-year update on EE portfolio progress.

Ameren Illinois Voltage Optimization Update

Sarah Dickinson, Ameren Illinois

- **Purpose:** To provide an update on the Ameren Illinois Voltage Optimization (VO) program.

- **Materials:** [Ameren Illinois Voltage Optimization Presentation](#)

Introduction

- Back in June 2017, FEJA was passed into law, including filing a plan with the ICC that identified cost-effective VO investments, through the end of 2024.
- VO is the use of automation on distribution usage control devices. This is to reduce reactive power flows on a circuit, and lower the voltage within regulatory limits, to reduce end use consumption, and utility distribution losses.
- The bar chart (slide 1) includes details on what voltage power can be provided at.
- Capacitors are used to help flatten the voltage profile. Regulators are used to boost the voltage at the source, which allows it to be lowered as it continues down the line. These are the main two devices we deal with in the VO program.

VO Program Benefits

- Increased energy savings across Ameren's service territory
- Improving overall distribution system health
- Increased benefits for Ameren to visibility on the grid
- Distributed energy resources (solar and wind power) LOOK AT SLIDE 2

VO Program Yearly Stats

- Middle of the graph is what was actually achieved; bottom of the graph is what is planned in the future
- Year 1 – designing the circuits; Year 2 is constructing; Year 3 is measuring the savings (when the circuits are turned on)
- In 2018, we estimated 19 circuits would be deployed, and that is how many were deployed. In 2019 we were close to hitting the target. Since then, we are close to meeting the target. By 2024, we are looking at having 324 circuits deployed.

Current Status of VO

- There are around 2,400 circuits across Ameren's service territory – this represents 74% of all Ameren's customers. The reason not all customers can be on VO, is due to cost effectiveness or operational concerns. One example of an operational concern is a hospital, which has larger electric loads.
- The program is on track to exceed the plan's target cumulative savings by 2025, which exceeds the cumulative savings of 1% established in FEJA.

VO Program Expansion

- Ameren proposed a 3-year expansion beyond 2025 as part of our Multi-Year Integrated Grid Plan. This includes adding about 440 circuits, spending \$47 million and a cumulative gross energy savings of GWh.
- 87% is the targeted number of customers who will be on VO by the end of the expansion program – this is the maximum for the program
- Ameren will take a similar approach as the initial VO plan:
 - 1- Re-calculate base line energy usage using the same criteria as the initial VO plan using 2019-2021 data
 - 2- Assume a 3.2% voltage reduction instead of 3%. This will allow for more circuits to fall into the expansion plan due to more circuits being cost-effective.
 - 3- Re-calculate circuit level total resource costs (TRC).
 - 4- Work with region engineering and Low Voltage Distribution Planning to model and screen all cost effective circuits.

Chris Neme: You mentioned using updated avoided costs, and included avoided capacity benefits from reductions in peak demand on the system. This is great, it was not included in the original VO Plan that Ameren filed. Are you also including any potential avoided T&D benefits?

- A: I don't think we are covering that type of capacity savings.
- Chris Neme: This is a benefit captured in the TRC for EE programs. If it isn't reflected, I encourage Ameren to start reflecting it. How would adding this impact
- Andrew Cottrell: The avoided costs are consistent with EE. Avoided T&D are included within the avoided capacity costs. It is included in the analysis.

Question: FEJA is for Illinois and Ameren has territory outside of Illinois, has the VO program been instituted in the other states due to the savings found from the Illinois program?

- A: Ameren also has territory in Missouri, but they do not have a VO program in Missouri. We are hoping the savings found in this program means Missouri will consider it.
- Chris Neme: There are several other states that include VO, but there are regulatory differences. In some states it is included in EE savings, in some states it is not. In Michigan, utilities have VO programs, but they are treated outside of EE goals.

ComEd Voltage Optimization Update

Brooks Glisson and Ashraful Haque, ComEd

- **Purpose:** To provide an update on the ComEd Voltage Optimization Program.
- **Materials:** [ComEd Voltage Optimization Presentation](#)

Presentation Agenda

- System Overview
- What is VO and how does it work?
- Measurement & Verification (M&V)
- Customer Benefits
- Program Update (2018 – 2026)
- Industry Collaboration
- iPM (Intelligent Preventive Maintenance)
- 50-Year Measure Life Update

ComEd's VO Program

- System overview – see slide 3
- The technology used to implement VO helps drive the grid of the future. The program produces grid energy savings, which helps support the ComEd EE portfolio.
- VO also helps to make the grid smarter.

What is Voltage Optimization?

- VO is a combination of Conservation Voltage Reduction and Volt-VAR Optimization
- We usually see a reduction of 1-3% of power consumption, with no impact to customers
- We work with our large customer segment and external affairs group
- VO gives us the capability and visibility to monitor the grid

ComEd's Distribution Grid and VO

- See slide 6 for a graphic

VO Measurement and Verification (M&V) Overview

- We completed industry benchmarking while working on the measure life update

- Illinois has a very good M&V process set up for VO energy savings – other states don't have as much information to quantify energy savings

Customer Benefits

- We usually see a 2-3% customer energy usage decrease. This represents 600,000 metric tons of CO2 reduction, or 80,000 homes powered for a year

ComEd VO Program Update

- Through 2022, we have around 1.9 million customers under VO control
- ComEd has funding to keep implementing VO on new stations through 2026 – with that, we expect to have close to 3 million customers
- We anticipate implementing VO for an additional 1,100 feeders by the end of 2026. 950 by the end of 2025. This results in a total of 2,877 feeders by 2025, this is 68.5% of eligible feeders. This will be 72% of eligible feeders by 2026.
- There are four stations not eligible for the VO program, due to cost effectiveness.
- ComEd will keep pursuing funding beyond 2026 for VO. We have identified 83 substations, with 204 feeders, that could be potential VO candidates. We won't know for sure whether VO will be implemented until a VO study is completed.

Chris Neme: Beyond the current EE Plan cycle (2022-2025), are there additional feeders that will be added in 2026?

- *A: Yes.*
- *Chris Neme: When you add to VO in a year, do you count the savings towards your EE targets in that year, or do you begin counting them towards targets in a subsequent year?*
- *A: We construct and activate stations and perform M&V in the same year, to count those savings in the same year (not waiting until the next year).*
- *Chris Neme: In the next EE Plan cycle (2026-2029), you are planning additional circuits in 2026, and exploring the potential for additional circuits beyond that. It sounds like there are a few hundred that are potential but that hasn't been nailed down yet. What is the timing of your analysis for future potential beyond 2026?*
- *A: The timing is TBD until we understand our funding for beyond 2026, but we would likely look at a study starting in 2025.*
- *Chris Neme: Utilities and stakeholders will be working together in 2024 to reach agreement on the 2026-2029 EE Plans that will be filed March 1, 2025. As part of that, we will need to address energy savings goals. We will need decent estimates on how much savings could come from additional VO expansion. Waiting until 2025 to figure that out is a challenge due to the EE Plan filing deadline.*
- *A: ComEd's VO team will work with the EE team on timing/next steps.*

iPM (Intelligent Preventive Maintenance) Process

- ComEd is also looking at what else can we get out of the technology we are using from VO. We have developed an Intelligent Preventive Maintenance Process, using the OSI platform that runs VO.
- Historically the PM process is very labor intensive, involving in-person inspections, manually creating work requests when maintenance is needed, etc. Now we are able to use the VO technology to identify which devices may be in need of maintenance. This significantly cuts down the time and resources needed (operation & maintenance dollars).

Industry Collaboration

- ComEd has been collaborating with the industry, including leading a task force to develop a standard on M&V. Ameren is part of this as well.

50 Year Measure Life Update

- The VO measure life was updated to 50 years, from 15 years, during the 2022 IL-TRM update, as long as the utilities demonstrate they have made additional investments necessary to enable VO savings to continue beyond 15 years. This is subjective to the review of independent evaluation.
- This updated measure life has incentivized ComEd to provide energy savings to customers through VO for an extended period.
- With a 50-year measure life, ComEd has identified 83 stations (204 feeders) with preliminary cost effectiveness review.

Karen Lusson: What is the % of savings from VO for the ComEd EE Plan?

- *Chris Neme: About 10%.*

Phil Mosenthal: The 50-year measure life, that is not included in the Weighted Average Measure Life calculation, is it? Is that for other EE measures?

- *A: For new stations, the 50-year measure life is a part of that analysis.*
- *Chris Neme: WAML is excluded, since VO is not funded under the EE portfolio budgets.*

Peoples Gas & North Shore Gas EE Portfolio Update

Jean Gibson and Omayra Garcia, Peoples Gas & North Shore Gas

- **Purpose:** For Peoples Gas & North Shore Gas to present a midyear EE portfolio update.
- **Materials:** [Peoples Gas & North Shore Gas Quarterly Update Presentation \(November 2023\)](#)

Highlighting 2023 Environmental and Community Impacts

- See slide 4

Peoples Gas Savings

- Peoples Gas portfolio achievements are going very well. We are at 70% of them savings through Q3, spending 71% of our program budget.
- Business program is very cost effective, and income qualified program is going very well.
- See slide 5 for additional details.

Karen Lusson: What is the annual income eligible budget [for Peoples Gas]?

- *A: About \$11.7 million is the annual average per our stipulation. We also have an internal stretch goal that is slightly higher.*

North Shore Gas Savings

- We are seeing excellent cost effectiveness.
- The income eligible program is achieving 151%, spending 76% of the budget
- See slide 6 for additional details

Business Programs – Commercial and Industrial Update

- The C&I offering is continuing to be very cost effective, with 69% of savings achieved for Peoples Gas, using 50% of the budget.

- The C&I numbers look lower for North Shore Gas, but we expect to achieve our goal.
- The majority of our projects leverage prescriptive rebates. We also have a large custom offering.
- We are performing our first project for the Merchandise Mart in quite some time. We did a large study to help identify opportunities, including steam trap replacement and boiler tune-ups.
- We also completed a customer satisfaction survey, which gave a very high customer experience – 9.8 out of 10.0

Business Programs – Small Business Update

- Peoples Gas – 91% of goal, using 70% of budget
- North Shore Gas – 77% of goal, using 72% of budget
- Participation example – a company was able to reduce their EE savings enough to qualify for the small business program
- Steam traps and burner linkagless controls have brought in the most savings

Business Programs – Public Sector Update

- Great activity in both service territories, in particular in North Shore Gas.
- Chicago Public Schools, North Shore, and Waukegan schools have strong participation in this program.
- This program has received 10 out of 10 in the customer satisfaction survey

2023 Energy Forum

- This is our second annual energy forum
- Intention is to gather with business customers engaged in EE, share updates in programs, opportunities for customers to engage, share upcoming emerging technologies and solutions, and recognize customer EE achievements

Highlighting Customer Participation Examples

- Project example – Naval Station Great Lakes (see slide 12)
- Project example – Chicago Public Schools (see slide 13)
 - We have been able to take learnings with how we work with CPS and apply that to other public sector customers.
- Project example – City of Chicago AIS Department (see slide 14)

Residential Update (Non-Income Qualified)

- Peoples Gas – 54% savings at 61% spend
- North Shore Gas – 71% savings at 73% spend
- We have seen an update in cost-effective measures for multifamily; additional budget has been shifted to MF for that reason
- Peoples Gas – 1,100 assessments and 790 rebates; elementary education kits 1,700

Income Qualified Single Family Residential Update

- Programs are joint with ComEd
- Peoples Gas 77% savings with 83% spend
- North Shore Gas 43% savings with 47% spend
- Shifted home energy retrofits budget due to high demand – 361 projects, 1,700 assessments

- There is strong interest in elementary education and community kits – 10,000 income eligible elementary education kits and 13,000 income eligible community kits

Income Qualified Multi-Family Residential Update

- Programs are joint with ComEd
- Peoples Gas – 108% savings with 93% spend
- North Shore Gas – 443% savings with 93% spend
- We are overachieving on savings and operating cost-effectively
- The IHWAP offering is seeing greater participation than originally anticipated

Karen Lusson: Who are the implementers for both income qualified SF and MF?

- *A: Our prime implementer is Franklin Energy, and their subcontractor is Resource Innovations. For Direct Install, Utility Energy Services is a new diverse vendor that came on board at the end of Q3.*
- *Karen Lusson: Why was there a change in the vendor for direct install?*
- *A: Utility Energy Services is for SF, and Elevate for MF.*
- *Karen Lusson interested in better understanding why a change was made. Karen will follow-up with the northern Illinois utilities.*

Karen Lusson: Are there any changes planned for weatherization in 2024?

- *A: No changes planned for weatherization.*

Karen Lusson: Interested in better understanding the income qualified participation for MF and SF. Also interested in a list of who the implementers and subcontractors are for each program going forward.

Customer Spotlight: Harbor Lake Apartments

- See slide 20

Market Development Initiative Update

- See slide 22 for initiative progress
- Q1 2024 will include the launch of the workforce development track; diverse supplier track will be ready to launch later in 2024

Approach for the Market Development Initiative

- Leveraging research
- Responding to local market conditions
- Supporting under-represented job seekers
- Engaging diverse suppliers
- Support community development
- Build a diverse and thriving workforce

Karen Lusson: On the MDI approaches, in addition to engaging local and diverse contractors and moving vendors up to higher contract levels, what happens to a contract in the middle of an EE Plan?

- *A: As we move into the diverse supplier track for the MDI, it is a goal to move vendors up to higher tiers. There are a variety of challenges to be addressed to move towards that.*

Marketing and Outreach Highlights

- See slides 25-27
- WTTW video

Ameren Illinois EE Portfolio Update

Babette Washington, Jamey Neal, Tammy Jackson, Nicholas Crowder

- **Purpose:** For Ameren Illinois to present a midyear EE portfolio update.
- **Materials:** [Ameren Illinois Quarterly Update Presentation \(November 2023\)](#)

Portfolio Overview – 2023 Portfolio Savings and Portfolio Spend through Q3

- Ameren is on track to achieve our goals for 2023.
- Highlighting 2023 diverse spend and health and safety spend through Q3
 - Our goals are higher in 2023 compared to 2022
 - Ameren is on track to meet our diverse goals by the end of 2023.
 - Health and Safety – we are at \$2.2 million of our \$8+ million budget

Statutory Budget Flexibility

- Explanation of shifting budgets for 2023 – see slide 4
- Residential – Increased funding for IQ and Market Rate Single Family due to strong performance early in the year, including IQ SF, IQ MF and IQ Mobile Homes. Also, IQ Retail Products and Midstream.
- Business – Custom initiative projects not completed as timely as originally planned; many projects were moved to 2024

Summary of 2023 Income Qualified Spend through Q3

- See slide 5
- For IQ Community Action Agencies, spending is running less than planned. We will share more details soon.

Chris Neme: What is the target/requirement for the portion of IQ spending on whole building programs?

- *A: 80% for whole building retrofits.*
- *Chris Neme: The programs that do not qualify as “whole buildings” – Kits, Retail Products, Smart Savers*
- *A: That looks correct.*
- *Chris Neme: Is Ameren running low on the 80% target for whole building retrofit? Will this be made up for in Q4?*
- *A: Ameren will follow-up with the exact number following Q3 of whole building retrofit spend, and projections for Q4.*

Karen Lusson: Is Smart Savers the thermostat program?

- *A: Yes*

Residential Program Update

- This program is performing well as of Q4.
- Key Initiatives: Retail Products; IQ Single Family; IQ Multi-Family; Smart Savers; Midstream HVAC; IQ Community Action Agency

IQ Single Family Health and Safety

- Ameren has a dedicated health and safety program, using a dedicated health and safety coordinator as a single point of contact, to enhance the customer experience.
- Once a health and safety remediation is completed, the project is handed back to the program ally for the EE project.
- Challenges
 - Availability of remediation contractors in all areas of service territory
 - Timeline of completing remediations, results in extended lifecycles for complete projects
 - High cost of knob and tube remediations in relation to large number of homes with this showstopper
- Health and Safety Budget
 - 2023 budget is \$3.9 million
 - Spend in 2023 YTD - \$2.2 million (56% of budget)
 - Total homes with health & safety investment – 1,201

IQ Community Action Agencies

- Braiding from Community Action Agencies was slower in Q3
- Barriers:
 - Prioritization of grant dollars over braided dollars
 - Difficulty in hiring and retaining qualified staff
 - Difficulty in attracting contractors to complete installation
 - Time consuming process for braiding
- Program staff spend majority of their time addressing these issues. However, there is limited ability to influence items like prioritization of funding or agency staff compensation.

IQ Mobile Homes

- Completed 114 projects of the 129-project goal; there is a fully subscribed pipeline for the rest of 2023
- Continue to prioritize building envelope measures
- We expect to expand the program in 2024 with four new Community Action Agencies

Residential Program Highlights: Smart Thermostats

- Ameren partners with Google to distribute Google Nest thermostats at no cost
- 2023 initial goal was 28,320; revised to 43,000; 16,075 through Q3
- Distribution of smart t-stats helps future demand response programs

Electrification Highlights

- Electrification is offered to income qualified rural propane customers
- The EE team collaborates with the gas expansion team to avoid mixed messaging; this has provided a limited customer base
- Overview of current marketing strategies aimed at engaging electric customers
- Customers have a strong preference for propane, and are loyal to their supplier. We have also seen customers who are cautious about electrification.

Karen Lusson: What does the gas expansion team do? Do they try to get propane users to switch to natural gas?

- *A: The gas expansion team is responsible for gas pipeline infrastructure. Working with this team to ensure we are not confusing the customer.*

- Karen Lusson: How do these teams work together?
- A: Different customers have different needs; we look at whether it is cost beneficial to switch to electric, vs. staying on propane, vs. using natural gas.
- Phil Mosenthal: If the natural gas bill is lower, those customers would not be encouraged to electrify?
- A: Correct.
- Chris Neme: When there is a choice of electrifying or switching to natural gas, how does that work?
- A: Ameren will follow-up with more information. We are not sharing the economic analysis for every customer.
- Chris Neme: Is Ameren giving the customer economic analysis based on these options?
- A: For the electrification program, we are specifically targeting a list of customers where it would likely be cost beneficial to electrify. Once an application is submitted, Ameren is performing this economic analysis.
- Chris Neme: Does Ameren talk about the cost of connecting customers to the gas main/piping as part of the cost beneficial analysis?
- A: Most of our list of potential electrification customers are [propane] customers that cannot get natural gas. I don't believe the cost of connecting to the pipeline is presented to the customer, that is something we would look into in advance of contacting the customer. Ameren will review and follow-up with clarification if needed, including what is presented to the customer.
- Phil Mosenthal: It sounds like Ameren is still pursuing some gas expansion / expansion of the distribution system – is that true?
- A: Yes. There are customers that are requesting natural gas. If those customers meet the tariff requirements, yes, we would extend natural gas to that customer.

Gregory Norris: For the thermostat program, do you have data on the effectiveness of the approach to using cards sent to customers?

- A: No, we don't have data to that specific point.
- Karen Lusson: How do customers qualify to receive thermostats via the mailed card method?
- A: Postcards for the Smart Savers Initiative are only mailed to qualifying zip codes therefore anyone who received one of these cards would be eligible. We do allow Community Based Organization referrals outside of the designated zip codes.
- Karen Lusson: What is assumed in terms of savings achieved via the smart thermostats once they are sent to the customer? Are installations assumed? Or is there follow-up?
- A: Ameren will follow-up.

Gregory Norris: For Community Action Agencies, have you determined in which area of the state you will be expanding [for mobile homes]?

- A: The IQ Mobile Homes program will expand the partnership to four Community Action Agencies.

IQ Multifamily Update – One Stop Shop Customer Journey

- Outreach to qualifying MF properties takes place through program staff, program allies, or marketing collateral
- A MF property completes an online application to request a free energy assessment
- An Energy Advisory interviews the MF property manager / owner and completes the assessment

- Within a week of the assessment, the Energy Advisory will conduct a follow-up meeting to discuss energy saving opportunities, qualifying incentives, and develop a project timeline
- See slide 14 for detailed IQ Multifamily Customer Journey

Additional IQ Multifamily Updates

- When a potential IQ customer contacts a non-IQ program, their contact information is collected. If they qualify as a MF property (3 units or larger), that information is sent to the IQ MF team.
- There are referrals to local, state and federal resources
- The Energy Advisor acts as the central point of contact for projects
- The program balances high cost and low-cost measures in order to achieve saving targets. Most properties have already received building envelope treatment through previous EE program efforts.

Karen Lusson: Can you name the implementers for both the SF weatherization and MF weatherization programs?

- *A: The Ameren 2022 Q4 report appendix includes a table with all implementation partners: www.ilsag.info/wp-content/uploads/PY22-Q4-Ameren-Illinois-Quarterly-Report-Final.pdf*

Business Program Update

- Key Initiatives: Small Business; Custom; Standard; Midstream; Streetlights; Retro-Commissioning
- Custom – Combined Heat and Power (CHP) projects are higher potential opportunity for Ameren over the next few years due to a federal tax rebate offering. Projects that have expensed at least 5% of total project costs by Dec. 2024 are eligible for up to 50% in federal tax rebates. This makes CHP a feasible investment for several large customers.
- Public Sector – We have a challenge in upcoming program years to meet the needs of these customers. Ameren would like to invest more in state university projects, but they are costly. Including state universities under “public sector” spend would allow Ameren to create more opportunities for Ameren to invest in larger campus projects. This is something we will need to keep discussing.

Chris Neme: Interested in better understanding the definition of “public sector”. Is that a statutory definition? Is there a definition in the Policy Manual that provides guidance?

- *A: There is no definition in the Policy Manual, “public sector” is defined in IL statute.*
- *Excerpt of statutory language: “A minimum of 10%, for electric utilities that serve more than 3,000,000 retail customers in the State, and a minimum of 7%, for electric utilities that serve less than 3,000,000 retail customers but more than 500,000 retail customers in the State, of the utility's entire portfolio funding level for a given year shall be used to procure cost-effective energy efficiency measures from units of local government, municipal corporations, school districts, public housing, and community college districts, provided that a minimum percentage of available funds shall be used to procure energy efficiency from public housing, which percentage shall be equal to public housing's share of public building energy consumption.”*
- *Chris Neme: I think Ameren is correct in interpreting CEJA language as excluding state universities from the public sector minimum spending.*

Business Program Highlights: Market Transformation

- Continued engagement on advanced window market studies with other utilities
- Luminaire-Level Lighting Control update (see slide 20)

Market Development Initiative (MDI) Update

- The Workforce Development Program is in full swing – we have placed 45 individuals in training. We have 31 new certifications in building science principles / building institute certification.
- Through Q3, Community Partners have provided 436 Single-Family Income Qualified Channel referrals and 20 leads to the Business Program, connecting their clients directly with energy efficiency resources
- Community Partners have engaged 66,272 customers across 345 events
- Placed 24 job-seekers into full-time jobs and 45 in trainings, including 31 new certifications in to Building Science Principles or Building Performance Institute
- Scholarship Highlight Video: <https://vimeo.com/875656554/08f31fddef>

Karen Lusson: How many job seekers in total?

- *A: Our current pipeline is approximately 200. There are others who are not yet ready for job placement, but are participating in our wraparound services.*

Closing and Next Steps

Celia Johnson, SAG Facilitator

Ameren Illinois Voltage Optimization Presentation: No follow-up items.

ComEd Voltage Optimization Presentation: No follow-up items.

Peoples Gas & North Shore Gas Midyear EE Update Presentation:

1. Provide additional breakdown of income qualified participation for income qualified multi-family and single-family.
2. Follow-up on where a list of implementers and subcontractors can be found for each EE program.

Ameren Illinois Midyear EE Update Presentation:

1. Provide the Q3 whole building retrofit spend, and whole building projections for Q4.
2. Share more information about how the process works for customers when there is a choice of electrifying or switching to natural gas.
3. What is assumed in terms of savings achieved via the smart thermostats once they are sent to the customer? Are installations assumed? Or is there follow-up?