

2nd Quarter Report

Program Year 2020 | 04.01.20 – 06.30.20

NORTH SHORE GAS®

PE PLES GAS[®] ENERGY EFFICIENCY PROGRAM

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PE PLES GAS® ENERGY EFFICIENCY PROGRAM

PORTFOLIO SUMMARY PEOPLES GAS

The Peoples Gas Light and Coke Company provide this qualitative Quarterly Report containing a program brief on Q2 of Program Year 2020, April through June activities. This report is accompanied by the quantitative report, which details the program savings, costs and results. These reports are provided pursuant to Section 6.6 of the Illinois Energy Efficiency Policy Manual Version 2.0 (effective January 1, 2020).

Through Q2, the Peoples Gas portfolio achieved 42% of the savings goal of 9,291,937 therms.

- > Business Program achieved 38% of the savings goal, spending 39% of the budget.
- > Residential Program achieved 44% of the savings goal, spending 51% of the budget.
- > Income Eligible Program achieved 49% of the savings goal, spending 34% of the budget.

Portfolio Summary

Actual Net Therm Savings	3,886,596
Actual Net Therm Savings %	42%
Actual Net Budget Spend %	40%
Direct Portfolio Jobs	.83

Total Low-Income Homes Served	
Total Business Projects Completed	
Total Residential Projects Completed	2,555
Carbon Reduction (Tons)	20,564

ENVIRONMENTAL IMPACT



4,443 Cars off the road



26,856 Acres of trees planted

> **2,373** Homes powered

840,650 Propane cylinders for grilling (at home)

PE PLES GAS[®] ENERGY EFFICIENCY PROGRAM

BUSINESS PROGRAM

COMMERCIAL & INDUSTRIAL

The Commercial and Industrial program seeks to engage customers using 400,000 therms or more per year, within the utility's territory. The program offers several outreach strategies aimed at reaching top-down and bottom-up stakeholders in delivering program funds to assist in improving the customer's operations and system reliability.

Q2 2020 YTD Savings

Actual Net Therm Savings480,974
Actual Net Therm Savings %18%
Actual Net Budget Spend %31%
Actual Completed Projects40

Program Name	Description
	Prescriptive rebates are standard incentive amounts for common energy efficiency measures, typically, with deemed energy savings in the Illinois Technical Resource Manual.
Prescriptive and Custom Rebates	Custom rebates are awarded for the non-standard applications of energy efficiency measures or for projects that do not follow a one-for-one replacement. The review of several operating parameters determines the energy savings.
New Construction Rebates	Rebates are provided towards new building projects or deep renovations, which are designed to exceed regional energy-efficiency code requirements. This is a joint program implemented with partnering utility, ComEd.
Gas Optimization Studies	This comprehensive facility review focuses on gas systems and is like an ASHRAE Level 2 Audit. The study aims to identify custom and prescriptive opportunities. Customers may receive up to \$15,000 for onsite engineering assistance from a 3rd party engineering firm.
Retro-Commissioning	This comprehensive study provides insights into the performance of a facility's existing energy-using systems. To help facilities perform optimally, this program focuses on identifying no- and low-cost energy-saving operational improvements with a simple payback within 18 months. This is a joint program with ComEd, and an approved 3rd party engineering firm conducts the study.
Engineering Studies	These studies focus on large, custom, capital-intensive energy-saving projects. An in-depth implementation study, investment-grade audit, or process evaluation is provided focused on one process or project. Customers may receive up to \$15,000 to offset the costs of a 3rd Party engineering firm to conduct the study.
Smart Check Studies	This no-cost assessment provides a steam trap survey, pipe insulation audit, and a boiler tune-up. Customers receive a blueprint of low-cost energy efficiency projects at their facility.
Staffing Grant	Customer grant recipients are provided up to \$50,000 to support a full- or part-time employee to oversee the implementation of natural gas efficiency projects that would otherwise not be implemented due to limited staffing.
Strategic Energy Management	Strategic Energy Management engages customers in long-term continuous energy efficiency improvements at their facilities by involving site management, leveraging data, and promoting best practices at the site.

PE PLES GAS[®] ENERGY EFFICIENCY PROGRAM

COMMERCIAL & INDUSTRIAL

Program Changes

Enhanced program incentive levels.

Increased steam trap testing and domestic hot water pipe insulation incentives. Reduced boiler incentive levels to incentivize steam trap maintenance in commercial and industrial facilities. The program also waived its three-year testing interval requirement to encourage customers to proactively monitor and detect leaking steam traps to prevent wasted energy.

Combined heat and power approved incentives.

In partnership with the Research and Development team, the Commercial and Industrial program developed an evaluator-approved framework to provide incentives to customers with Combined Heat and Power plants. Several customers in the Peoples Gas territory will qualify for incentives to improve the efficiency of their systems.

Program Challenges

COVID-19 health crisis.

Safety is at the center of all we do at Peoples Gas. We took preventive measures to address the evolving COVID-19 health crisis. The program's suspension of all in-person customer outreach activities continued in Q2. Also, where possible, field outreach was postponed to a later date.

Program Successes

Forecast accuracy.

Program savings are in line with forecast expectations.

Focused and targeted outreach.

While maintaining stringent COVID safety guidelines, these Q2 efforts supported a large customer continue forward with a unique custom project identified in Q1, which will result in over 180,000 therms saved.

Enhanced Trade Ally engagement efforts.

The Commercial and Industrial program continues to strengthen collaboration with Partner Trade Allies, ensuring continuous monitoring and feedback. In Q2, the program worked with Trade Allies to streamline virtual and remote project inspections, project coordination, and incentive payments while social distancing and stay-at-home orders were in place.

BUSINESS PROGRAM

PUBLIC SECTOR

The Public Sector Program seeks to engage Public Sector entities in the utility's territory. The program offers several outreach initiatives aimed at reaching top-down and bottom-up stakeholders within the Public Sector to facilitate program participation and assist in improving the customer's operations and system reliability.

Q2 2020 YTD Savings

Actual Net Therm Savings	
Actual Net Therm Savings %	43%
Actual Net Budget Spend %	27%

Actual Completed Projects112

Program Name	Description
	Prescriptive rebates are standard incentive amounts for common energy efficiency measures, typically, with deemed energy savings in the Illinois Technical Resource Manual.
Prescriptive and Custom Rebates	Custom rebates are awarded for the non-standard applications of energy efficiency measures or for projects that do not follow a one-for-one replacement. This is based on the review of several operating parameters that determine energy savings.
New Construction Rebates	Rebates are provided to new buildings or deep renovations, which design beyond regional code requirements to improve the building's energy efficiency.
Gas Optimization Studies	A GOS provides Customers up to \$15,000 for onsite engineering assistance from a 3rd party engineering firm. A Gas Optimization Study is like an ASHRAE Level 2 Audit to identify Custom and Prescriptive Program Opportunities.
Retro-Commissioning	Offers full-building commissioning through a systematic evaluation of mechanical and electrical systems to help facilities perform optimally. This program focuses on identifying low-cost energy-saving operational improvements with a simple payback within 18 months.
Engineering Studies	Provides customers up to \$15,000 to offset the costs of a 3rd Party engineering firm to perform an implementation study, investment-grade audit, or process evaluation required for large custom, capital-intensive energy-saving projects. This study is typically an in-depth focus on one process or project, not the comprehensive facility review offered through a Gas Optimization Study.
Smart Check Studies	This no-cost assessment provides recipients funding and support for a steam trap survey, pipe insulation audit, and a boiler tune-up to develop a blueprint of low-cost energy efficiency projects at their facility.
Staffing Grant	Staffing Grants provide customer grantees up to \$50,000 to support a full- or part-time employee to oversee the implementation of natural gas efficiency projects that would otherwise not be implemented due to limited staffing.

PE PLES GAS[®] ENERGY EFFICIENCY PROGRAM

PUBLIC SECTOR

Program Changes

Enhanced program incentive levels.

Increased steam trap testing and domestic hot water pipe insulation incentives. Reduced boiler incentive levels to incentivize steam trap maintenance in public sector facilities. The program also waived its three-year testing interval requirement to encourage customers to proactively monitor and detect leaking steam traps to prevent wasted energy.

Program Challenges

COVID-19 health crisis.

Safety is at the center of all we do at Peoples Gas. We took preventive measures to address the evolving COVID-19 health crisis. The program's suspension of all in-person customer outreach activities continued in Q2. Also, where possible, field outreach was postponed to a later date.

Program cost-effectiveness.

As a result of COVID-19, the program is analyzing opportunities to increase incentive amounts that can support Public Sector customers to maintain their facilities at a limited cost in alignment with program goals while balancing therm savings achievement.

Unique sector challenges.

Project activity slowed in Q2 as a result of the COVID-19 environment. To reengage with Public Sector customers, the program team is analyzing opportunities to increase incentive amounts for these customers and drive therm savings delivered.



PUBLIC SECTOR

Program Successes

Increased engagement and program participation.

Boiler tune-ups and other projects will continue to ramp up once heating systems have city inspections completed over the summer and turned on for fall operations.

The program team has continued to engage with customers to learn how Public Sector management teams are navigating fall operations during the ongoing COVID environment so we may best provide energy efficiency support.

Increased Trade Ally partnership.

In Q2, the program team worked with Trade Allies to coordinate and streamline virtual and remote project inspections while social distancing and stay-at-home orders are in place.



Lane Tech College Prep High School – Chicago, IL



BUSINESS PROGRAM

SMALL AND MIDSIZE BUSINESS

The Small and Midsize Business Program seeks to engage businesses with an annual gas use below 400,000 therms. Outreach and rebates are designed to support the unique needs of these businesses in improving their operations and reducing their energy costs.



	Program Name	Description
Prescriptive and Custom Rebates	Prescriptive rebates are standard incentive amounts for common energy efficiency measures, typically, with deemed energy savings in the Illinois Technical Resource Manual.	
	Custom rebates are awarded for the non-standard applications of energy efficiency measures or for projects that do not follow a one-for-one replacement. This is based on the review of several operating parameters that determine energy savings.	
	New Construction Rebates	Rebates are provided to new buildings or deep renovations, which design beyond regional code requirements to improve the building's energy efficiency.

Q2 2020 YTD Savings

Actual Net Therm Savings794,629
Actual Net Therm Savings % 100%
Actual Net Budget Spend %96%
Actual Completed Projects133

PE PLES GAS[®] ENERGY EFFICIENCY PROGRAM

SMALL AND MIDSIZE BUSINESS

Program Changes

Enhanced program incentive levels.

In Q2, the incentives for boiler tune-up projects were increased. Also, we announced a 20% multi-measure bonus for projects with more than one completed project.

A \$500 gift card was offered to new customers that have never participated in the program. The program also waived its three-year testing interval requirement to encourage customers to monitor and detect leaking steam traps early to prevent wasted energy.

Launched online energy assessment offering.

In Q2, the program team launched an online energy assessment tool. After responding to an online questionnaire, small and midsize business customers may receive a customized report and action plan that identifies opportunities to save energy and available rebates, incentives, and other resources. EnVinta provides the platform for this tool.

Start your energy assessment Your energy savings report includes a prioritized list of opportunities to reduce your energy costs, benchmarking against similar businesses and potential energy savings to improve your bottom line. Answer a few questions and you will receive a detailed report including links to financial rebates and free services from Peoples Gas and North Shore Gas. Returning visitor New visitor To update your answers and get a new report enter the email you used the last time you visited. Email PE&PLES GAS N&RTH SHORE GAS*

https://envintasolutions.com/pgnsgassessment/default.aspx



SMALL AND MIDSIZE BUSINESS

Program Challenges

COVID-19 health crisis.

Through Q2, the program is performing above forecast. This customer segment may be particularly affected by Illinois COVID-19 restrictions on business operations. The program team will continue to evaluate foreseeable program savings impacts. The program team also used methods including targeted outreach to customer segments, virtual assessments, and other ways to deliver low- and no-touch program offerings.

Program Successes

Forecast accuracy.

In Q2, the program realized 100% of its savings forecast.

Trade Ally re-engagement focused initiatives.

Through Energy Advisor outreach efforts, the program team re-engaged previous partner contractors with high volume project submittals. The efforts increased program participation and project completion. The program has experienced a high performance from Trade Allies through Q2, and two have already delivered 100% of their project savings goals for 2020.



SINGLE-FAMILY

Residential single-family offerings provide residential customers access to energy efficiency via two paths. The programs are designed to help customers save energy immediately through the direct installation of measures while identifying major upgrades (i.e. furnace or boiler replacement, attic insulation) for future consideration. The Home Energy Jumpstart path includes a direct installation service paired with a home energy assessment. Eligible improvements identified during the Jumpstart visit are eligible for an incentive through the Home Energy Rebate path.

Q2 2020 YTD Savings

Actual Net Therm Savings	517,648
Actual Net Therm Savings %	38%
Actual Net Budget Spend %	41%
Actual Completed Projects	1,299

RESIDENTIAL PROGRAM SINGLE-FAMILY OFFERING

Program Name	Description
Home Energy Jumpstart	The Home Energy Jumpstart program is a joint program offering provided in partnership with ComEd and includes a direct installation service paired with a home energy assessment. Homeowners can reduce their energy and water use with the installation of products available to owners of single-family homes, two-flats, and individually metered condos and townhomes. Renters are also eligible with permission from their landlords.
Home Energy Reports	Home Energy Reports is an opt-out behavioral program that provides residential customers no-cost reports with their energy usage compared to their neighbors. Home Energy Reports offer customers energy conservation tips to help inform energy cost reduction opportunities in their homes and encourage action.
Home Energy Rebate	Improvements identified during the Jumpstart visit are eligible for incentives through the Home Energy Rebate. Rebates are offered on energy-efficient heating, ventilation, and air conditioning, water heating equipment and qualified weatherization projects for residential customers.
Elementary Education	The Elementary Education, Super Savers Program is a free energy efficiency education program. The program offers 5th-grade energy efficiency lesson plans, equipping teachers with activity guides and take-home kits for students and their families to learn how to save energy by installing no-cost energy-saving products in their homes.

SINGLE-FAMILY OFFERING

HOME ENERGY JUMPSTART

Program Changes

Online scheduling platform.

Assessment scheduling began late in 2019 and was well underway for 2020. In Q2, online scheduling was paused due to the COVID-19 health crisis program suspension.

New program offerings.

In Q2, the program developed a Virtual Home Energy Jumpstart pilot program.

Program Challenges

COVID-19 health crisis.

Safety is at the center of all we do at Peoples Gas. We took preventive measures to address the evolving COVID-19 health crisis. The program's suspension of all inperson customer outreach activities continued in Q2. Also, where possible, field outreach was postponed to a later date.

HOME ENERGY REPORT

Program Changes

Enhanced reporting cadence.

New for 2020, the Home Energy Report program will send emails to customers year-round, rather than only during the heating season.

Continuance energy-saving tips.

Spring and summer emails provide ongoing energy-savings tips, promotion of other energy efficiency program offerings, and insights into customers' gas usage throughout the year.

Program Successes

Digital engagement.

In Q2, mailed reports resulted in an average open rate of 25%.

Program Challenges

Due to strong savings in Q4 of 2019, the program is currently forecasting below the original 2020 goals, however eligible and active participants will be refreshed before the 2020 heating season to minimize savings shortfall.

SINGLE-FAMILY OFFERING HOME ENERGY REBATE

Program Changes

No-touch quality assurance and quality check.

Participating Trade Allies submitted photos with rebate submissions in place of program staff performing in-person inspections. In Q3, the program will pilot virtual video inspections as part of weatherization installations. The Trade Ally outreach team will focus on digital and virtual outreach, and rebate promotion opportunities with partner distributors in Q3.

Modified rebate levels to manage portfolio cost-effectiveness.

Rebate amounts for Hot Water Boilers are now \$350 (down from \$450 in 2019), and Boiler + Integrated Domestic Hot Water Two-in-One Units are now \$500 (down from \$600 in 2019).

Attic insulation rebate requirements for qualifying homes changed to allow homes with existing insulation levels of R-14 or below to participate (compared to R-19 level requirement in 2019).

Program Successes

Forecast accuracy and performance levels.

In Q2, the Home Energy Rebates program was on target with the forecast. Weatherization projects produce higher therm savings per project than forecast largely due to the change in the existing insulation requirements.

Program Challenges

COVID-19 health crisis.

HVAC Trade Allies experienced the loss of support staff due to COVID, which led to a backlog of rebate applications that were not submitted, or contractors leaving the rebate application process to the customer.

SINGLE-FAMILY OFFERING ELEMENTARY EDUCATION

Program Changes

New kit measure.

In 2020, changes to the student take-home kits include a new Furnace Whistle Alarm. Designed to sound an alarm when the furnace filter is clogged, indicating a filter indicating a filter change is needed to improve efficiency and air quality.

Program Challenges

COVID-19 health crisis.

Forecast underperformance due to COVID-19 health crisis and stay-at-home orders resulting in school closures. The program is forecasting to be under goal by 10,800 kits, or 30% with the closure of all schools in the service territory.

Furthermore, the program is developing multiple plans to implement the program in Fall 2020 if the COVID-19 health crisis impacts the Fall semester.



MULTI-FAMILY

The Residential Multi-Family program offers a comprehensive program of assessments, direct install, prescriptive and custom incentives, and Partner Trade Ally projects. The Multi-Family program is a joint offering with ComEd.

Q2 2020 YTD Savings

Actual Net Therm Savings......883,234Actual Net Therm Savings %....48%Actual Net Budget Spend %....63%Actual Completed Projects....1,256

RESIDENTIAL PROGRAM MULTI-FAMILY OFFERINGS

Program Name	Description
Multi-Family Energy Jumpstart	Offers free direct installation of energy-saving measures for Multi-Family buildings.
Prescriptive and Custom Rebates	Prescriptive rebates are standard incentive amounts for common types of energy efficiency measures. Custom incentives are offered for the non-standard technologies or for projects that do not include a one-for-one replacement. This is based on the review of several operating parameters that determine energy savings.
Gas Optimization	Analysis of energy-using systems to identify no- and low-cost improvements to achieve natural gas savings.
New Construction Prescriptive and Custom Rebates	Incentives are provided for new construction that surpasses the region's building codes to improve energy efficiency.

RESIDENTIAL PROGRAM MULTI-FAMILY OFFERINGS

Program Changes

Suspension of field outreach activities.

In-person outreach to customers was suspended in March. Outreach in Q2 focused primarily on trade ally outreach and virtual assistance with program applications.

Direct install suspension.

The direct install offering was suspended in March due to the COVID-19 health crisis. This offering is scheduled to relaunch in Q3.

Program Successes

Forecast accuracy.

The program is on track to meet the 2020 program goal.

Trade Ally webinar.

The program partnered with a local distributor to provide technical training and outreach to Trade Allies on domestic hot water recirculation pump controller rebates offering.

Trade Ally outreach.

With program staff out of the field for the majority of Q2, the Trade Allies maintained healthy project production of low-cost retrofit projects for building owners.

Program Challenges

COVID-19 health crisis.

Safety is at the center of all we do at Peoples Gas. We took preventive measures to address the evolving COVID-19 health crisis. The program's suspension of all in-person customer outreach activities continued in Q2. Also, where possible, field outreach was postponed to a later date.

Capital project delays.

In this time of financial uncertainty for building owners, major capital upgrades that require substantial investments, are being delayed.



INCOME ELIGIBLE PROGRAM

Income Eligible programs target the underserved income eligible market, providing services designed to make it easy for single-family and multi-family income eligible customers to take advantage of costeffective energy saving retrofits.

Q2 2020 YTD Savings

Actual Net Therm Savings......712,400Actual Net Therm Savings %.....49%Actual Net Budget Spend %.....34%Actual Completed Projects.....770

INCOME ELIGIBLE PROGRAM

Program Name	Description
Illinois Home Weatherization Assistance Program (IHWAP)	Leverages state and federal funds to supplement incentives from utility programs. The program was designed to help low-income residents save energy and money while increasing the comfort of their homes. With a mission to insulate low-income customers, particularly the elderly, persons with disabilities, families with children, high residential energy users, and households with a high energy burden, to conserve needed energy and to aid those persons least able to afford higher utility costs. Weatherization services are provided to low-income residents through local community action agencies or not for profit agencies.
Income Eligible (IEMS)	Building owners receive free technical assistance to identify energy efficiency opportunities and install measures. Expenses are fully covered by the program, from the direct installation of energy efficiency products into tenants' units (light bulbs, aerators, showerheads, etc.), to common area measures, and more extensive measures requiring building owner co-pay.
Public Housing (PHES)	Offers prescriptive and custom rebates for gas measures in housing owned by Public Housing Authorities.
Affordable Housing New Construction	Works with affordable housing developers to integrate energy efficiency best practices into rehab and new construction plans of Multi-Family and Single-Family buildings.
Income Eligible Weatherization	Offers direct install products and no-cost weatherization services for Income-Eligible Single-Family home customers. It is delivered jointly with ComEd, and outreach and intake are performed by the Chicago Bungalow Association (CBA).
Multi-Family Income Eligible	A Peoples Gas only offering, delivered by vetted Partner Trade Allies. Trade Allies are given higher rebate amounts to serve geographically income-eligible customers with retrofit measures.
Income Eligible Gas Kits	Provides income-qualified customers with a kit of energy efficiency measures to self-install. The Income Eligible Gas Kits are distributed by ground mail to qualified customers vetted by the Low-Income Home Energy Assistance Program (LIHEAP).

PE PLES GAS[®] ENERGY EFFICIENCY PROGRAM

INCOME ELIGIBLE PROGRAM Q2 PROGRAM OFFERING SAVINGS

Program	Net Therms Achieved	% of Annual Goal	Total Spend	% of Annual Spend	# of Participants
Illinois Home Weatherization Assistance Program (IHWAP)	24,692	81%	\$225,655	41%	29
Income Eligible (IEMS)	42,221	28%	\$414,015	38%	56
Public Housing (PHES)	3,873	5%	\$150,273	33%	1
Affordable Housing New Construction	13,202	30%	\$87,154	51%	4
Income Eligible Weatherization	89,592	28%	\$1,161,161	27%	235
Multi-Family Income Eligible	538,820	104%	\$701,899	70%	243
Income Eligible Gas Kits	0	0%	\$0	0%	0

INCOME ELIGIBLE PROGRAM

MULTI-FAMILY INCOME ELIGIBLE

Program Changes

New Trade Ally application.

The program launched a new Trade Ally Application, with the incentive levels increasing for all retrofit measures.

Program Successes

Forecast accuracy.

The program is trending above initial forecast expectations.

Program launch and coordination.

Trade Allies enrolled projects into the program within one day of completing the rollout and training, and Partner Trade Allies are directly leading outreach for the program. The program coordinates with other Peoples Gas energy efficiency programs to identify qualified customers.

Program Challenges

COVID-19 health crisis.

Safety is at the center of all we do at Peoples Gas. We took preventive measures to address the evolving COVID-19 health crisis. The program's suspension of all in-person customer outreach activities continued in Q2. Also, where possible, field outreach was postponed to a later date.

INCOME ELIGIBLE GAS KIT

Program Changes Increased kit distribution forecast.

The Income Eligible Gas Kits are distributed by ground mail to qualified customers vetted by the Low-Income Home Energy Assistance Program (LIHEAP).

Kit measures include 1.5 gallons per minute chrome showerhead; 1.5 gallons per minute kitchen aerator; 1.5 gallons per minute bath aerator; Weather-stripping (17' closed-cell foam); Switch and outlet gaskets (10 each).

The program is a continuation of the 2019 pilot kit program launched in Q4 2019. The program will send out 20,000 kits in 2020.



INCOME ELIGIBLE PROGRAM

IHWAP

(ILLINOIS HOME WEATHERIZATION ASSISTANCE PROGRAM)

Program Changes

Improved implementation guidelines.

Program implementer provided agencies with measure-level instructions for improved project scoping, identifying projects and offerings needed per home, and requiring agencies to identify cost-effective measures in the homes that would yield more savings.

Streamlined program coordination.

The Illinois Department of Commerce and Economic Opportunity is funding agencies to keep staff afloat throughout the COVID-19 health crisis. Resource Innovations and agencies coordinate and collaborate on these efforts on an ongoing basis, hosting virtual meetings to maintain open lines of communication and transparency and to ensure momentum. As of June, DECO has permitted agencies to restart work on state projects. Utilities approved restart for braided projects shortly after.

Program Challenges

COVID-19 health crisis.

Goal attainment may be a challenge if the effects of the health crisis persist.

IEMS/PHES PROGRAM

Program Changes

NA.

Program Successes

Project work restart.

The program began to work on low-risk projects that involved minimal customer interaction. Elevate Energy will be releasing a virtual assessment model plan.

Program Challenges

COVID-19 health crisis.

The COVID-19 health crisis has presented several challenges to the program, including the safety of contractor staff in the field, material availability, and customer reluctance to allow contractors in their homes. The program continues to engage its partners and contractors to evaluate low-and no-touch opportunities. Safety guidelines are followed by all contractors to ensure home visits are following specific precautionary measures. Goal attainment may be a challenge if the effects of the health crisis persist.

INCOME ELIGIBLE PROGRAM

AHNC (AFFORDABLE HOUSING NEW CONSTRUCTION)

Program Changes

NA.

Program Successes

Forecast accuracy.

The AHNC program will exceed the savings goal for the year. It is resulting from a healthy pipeline obtained in 2019. A significant portion of those projects is estimated to complete in Q3 and Q4 of 2020. The overall spend forecast has increased, but the program has proved to be cost-effective.

Program Challenges

COVID-19 health crisis.

The health crisis had minimal impacts on the program's savings goals to date.

INCOME ELIGIBLE WEATHERIZATION

Program Changes

Exploring savings opportunities.

The program will be completing a small number of attic energy efficiency improvements, which are insulated to R19-30. The program will assess additional home energy efficiency improvements with other savings opportunities to maintain cost-effectiveness.

Program Successes

Forecast accuracy.

Despite social distancing guidelines, stay-at-home orders, and halting onsite project fieldwork, program savings are presently at 28% of the goal. The forecast is set to achieve the goal.

Established partner relationships.

Chicago Bungalow Association (CBA) has an established reputation throughout Chicago's neighborhoods. They have recently focused outreach on increasing their presence with the Latinx community. CBA maintains its rapport with several council members on the Chicago City Council, to promote the program. The Trade Ally supporting the program has expressed its contentment and transparent communication with the program.

Program Challenges

COVID-19 health crisis.

CBA engaged customers with mailers, phone calls, and emails to keep interaction and continuous customer feedback during the COVID-19 health crisis.

BREAKTHROUGH EQUIPMENT & DEVICES

Program Changes

- Finalized energy efficiency research project allocations efforts with the Gas Technology Institute Utilization Technology Program.
- Due to the COVID-19 health crisis, the project expansion for dehumidification optimization into additional galleries at The Art Institute of Chicago has been delayed. Ramp up is anticipated in Q3.
- The COVID-19 health crisis delayed the venturi study until Q3. The initial focus of the Peoples Gas and North Shore Gas field study is on commercial laundries and how well venturi steam traps perform. Nicor and SoCal Gas are doing complimentary field installation, with Nicor focusing on commercial buildings and SoCal Gas on industrial facilities. GTI is doing the actual field measurement and will be coordinating the reporting of the results. These installations, and with the inclusion of a new TRM measure, will help educate Trade Ally's of the value.
- > The Building Operator Certification (BOC) program relaunched virtually in Q2 (continuing thru 2020).

Program Successes

- > A new Combined Heat and Power landing page went live for C&I customers in Q2.
- > The Commercial Food Service pilot project continues to exceed rebate goals, with more participation than anticipated.

Research and development 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. We are also engaged in market transformation activities to shift the market to greater adoption of energy-efficient technologies. Market Transformation initiatives are expanding new project launches and existing projects as joint IOU MT initiatives.

PROGRAM MARKETING

Residential Program

Multi-Family

Finalized marketing plan to restart program engagement after the initial COVID-19 response. Efforts to focus on engaging customers on the online assessment tool, supporting targeted customer segments, and sharing customer success stories.

Lakefront place condominium association case study.

- Hot water pipe insulation improvements
- ➢ 847 therm savings

Hot domestic water heater webinar email.

Targeted email promoting partnership with PT Electronics and increased webinar participation.

- Open rates: 28% (exceeding 24% benchmark)
- Click through rates: 5% (exceeding 2% benchmark)
- > Opt-out rate: 0%

Home Energy Jumpstart

Finalized 2020 Restart Marketing plan focused on Virtual Home Assessment and program implementation safety.

Spring energy savings tips – Facebook & online.

Convenient no-cost energy-efficiency tips focused on shifting day-to-day customer behaviors and driving online engagement. Tailored tips added to the Peoples Gas website.

Energy savings kit – brand refresh.

Brand refresh for 2020 home energy savings kits, first-year implementing individual branding for Peoples Gas. Creative concepts approved and in production.

Business Program

Small & Midsize Business

Finalized marketing plan to restart program engagement after initial COVID-19 response. Efforts to focus on engaging customers on the online assessment tool, supporting targeted customer segments, and sharing customer success stories.

Quala awareness – case study.

Success story showcasing the benefits of participating in programs to inspire other customers.

- > \$95,911 total rebates (2016-2019)
- > 101,957 therm savings

Online assessment awareness campaign.

Targeted messaging to customers and Trade Allies to build awareness of the new online assessment tool. Trade Ally referral program marketing materials and customer-facing social media campaign executed in Q2.

Commercial & Industrial and Public Sector

Finalized marketing plan to restart program engagement after the initial COVID-19 response. Efforts to focus on engaging customers on the online assessment tool, supporting targeted customer segments, and sharing customer success stories.

Boiler tune-up and steam trap Facebook ads.

Created Ads to promote benefits and incentives related to these specific measures. Expected to launch ads in middle Q3.

Peoples Gas customer awareness email.

Email campaign reaching out to business customers with low- to no-cost energy savings tips.

MARKETING AND OUTREACH

Residential Program

Multi-family program —outreach activities.

In collaboration with PT Electronics, the Multi-family team hosted a webinar for Trade Allies with a focus on Domestic Hot Water Pump Controllers.

- > The webinar consisted of 17 participants
- Several contractors adopted the product into their portfolio of options and plan to offer the energy efficiency rebate.
- Participant feedback:
 - "With this new product, we plan to use the rebate program extensively" -Ralph's Heating
 - ➢ "We're interested in using this product" -VanDerBosch Plumbing

Business Program

Cloud kitchen restaurant training.

The Small and Midsize Business (SMB) team hosted a webinar to educate the Cloud Kitchen's sales team on the offerings and benefits of the program. This sales staff can then share these benefits with the Chicagoland restaurants with whom they interact and consult on efficient food delivery methods.

The webinar included:

- > 8 sales team members from Cloud Kitchen
- > A review of SMB offering specifically for restaurants

The team is in the planning phase of a co-hosted webinar with Cloud Kitchen for restaurants within the current energy efficiency offerings.

Domestic Hot Water Pump Controllers

Learn how to drastically reduce your installation time with a non-invasive technique.

Webinar: Thursday, June 25, 2020 12-1p.m. CST



NORTH SHORE GAS®





PORTFOLIO SUMMARY NORTH SHORE GAS

The North Shore Gas Company provide this qualitative Quarterly Report containing a program brief on Q2 of Program Year 2020 (January through March) activities. This report is accompanied by the quantitative report, which details the program results from a savings and cost perspective. These reports are provided pursuant to Section 6.6 of the Illinois Energy Efficiency Policy Manual Version 2.0 (effective January 1, 2020).

Through Q2, the North Shore Gas portfolio achieved 34% of the savings goal of 1,771,603 therms.

- > Business Program achieved 24% of the savings goal, spending 34% of the budget.
- > Residential Program achieved 54% of the savings goal, spending 43% of the budget.
- > Income Eligible Program achieved 3% of the savings goal, spending 15% of the budget.

Portfolio Summary

Actual Net Therm Savings	608,660
Actual Net Therm Savings %	34%
Actual Net Budget Spend %	35%
Direct Portfolio Jobs	12

Total Low-Income Homes Served	
Total Business Projects Completed 6	4
Total Residential Projects Completed	'04
Carbon Reduction (Tons) 3	,22

20

ENVIRONMENTAL IMPACT



696 Cars off the road



372 Homes powered



NORTH SHORE GAS®

BUSINESS PROGRAM

COMMERCIAL & INDUSTRIAL

The Commercial and Industrial program seeks to engage customers using 400,000 therms or more per year, within the utility's territory. The program offers several outreach strategies aimed at reaching top-down and bottom-up stakeholders in delivering program funds to assist in improving the customer's operations and system reliability.

Q2 2020 YTD Savings

Actual Net Therm Savings	
Actual Net Therm Savings %11%	
Actual Net Budget Spend % 24%	
Actual Completed Projects3	

Program Name	Description
Prescriptive and Custom Rebates	Prescriptive rebates are standard incentive amounts for common energy efficiency measures, typically, with deemed energy savings in the Illinois Technical Resource Manual. Custom rebates are awarded for the non-standard applications of energy efficiency measures or for projects that do not follow a one-for-one replacement. The review of several operating parameters determines the energy savings.
New Construction Rebates	Rebates are provided towards new building projects or deep renovations, which are designed to exceed regional energy-efficiency code requirements. This is a joint program implemented with partnering utility, ComEd.
Gas Optimization Studies	This comprehensive facility review focuses on gas systems and is like an ASHRAE Level 2 Audit. The study aims to identify custom and prescriptive opportunities. Customers may receive up to \$15,000 for onsite engineering assistance from a 3rd party engineering firm.
Retro-Commissioning	This comprehensive study provides insights into the performance of a facility's existing energy-using systems. To help facilities perform optimally, this program focuses on identifying no- and low-cost energy-saving operational improvements with a simple payback within 18 months. This is a joint program with ComEd, and an approved 3rd party engineering firm conducts the study.
Engineering Studies	These studies focus on large, custom, capital-intensive energy-saving projects. An in-depth implementation study, investment-grade audit, or process evaluation is provided focused on one process or project. Customers may receive up to \$15,000 to offset the costs of a 3rd Party engineering firm to conduct the study.
Smart Check Studies	This no-cost assessment provides a steam trap survey, pipe insulation audit, and a boiler tune-up. Customers receive a blueprint of low-cost energy efficiency projects at their facility.
Staffing Grant	Customer grant recipients are provided up to \$50,000 to support a full- or part-time employee to oversee the implementation of natural gas efficiency projects that would otherwise not be implemented due to limited staffing.
Strategic Energy Management	Strategic Energy Management engages customers in long-term continuous energy efficiency improvements at their facilities by involving site management, leveraging data, and promoting best practices at the site.

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COMMERCIAL & INDUSTRIAL

Program Changes

Enhanced program incentive levels.

Increased steam trap testing and domestic hot water pipe insulation incentives. Reduced boiler incentive levels to incentivize steam trap maintenance in commercial and industrial facilities. The program also waived its three-year testing interval requirement to encourage customers to proactively monitor and detect leaking steam traps to prevent wasted energy.

Combined heat and power approved incentives.

The Commercial and Industrial program, in partnership with the R&D team, developed an evaluator-approved framework to provide incentives to customers with Combined Heat and Power plants. Several customers in the North Shore Gas territory will qualify for incentives to improve their systems' efficiency.

Program Challenges

COVID-19 health crisis.

Safety is at the center of all we do at Peoples Gas. We took preventive measures to address the evolving COVID-19 health crisis. The program's suspension of all in-person customer outreach activities continued in Q2. Also, where possible, field outreach was postponed to a later date.

Program Successes

Forecast accuracy.

Program savings are in line with forecast expectations.

Large pipeline projects.

The program experienced a substantial pipeline of projects from large customers representing up to 500,000 therm savings. The program proactively held meetings with several of these customers to offer continued program support and to remind customers of the incentives available for eligible projects. Regular checkpoints with C&I customers were scheduled to ensure eligible projects were implemented safely within the COVID pandemic environment. These efforts assisted in supporting a customer to continue forward with a large project, maintaining stringent safety guidelines, which will result in over 200,000 therms saved.

Enhanced Trade Ally engagement efforts.

The commercial and industrial program continues to strengthen collaboration with Partner Trade Allies, ensuring continuous monitoring and feedback. In Q2, the program worked with Trade Allies to streamline virtual and remote project inspections, project coordination, and incentive payments while social distancing and stay-at-home orders were in place.



BUSINESS PROGRAM

PUBLIC SECTOR

The Public Sector Program seeks to engage all Public Sector entities that have significant gas usage in aggregate in the utility's territory. The program offers several outreach initiatives aimed at reaching top-down and bottom-up stakeholders in delivering program funds to assist in improving the customer's operations and system reliability.

Q2 2020 YTD Savings

Actual Completed Projects13

Program Name	Description
Prescriptive and Custom Rebates	Prescriptive rebates are standard incentive amounts for common energy efficiency measures, typically, with deemed energy savings in the Illinois Technical Resource Manual.
	Custom rebates are awarded for the non-standard applications of energy efficiency measures or for projects that do not follow a one-for-one replacement. This is based on the review of several operating parameters that determine energy savings.
New Construction Rebates	Rebates are provided to new buildings or deep renovations, which design beyond regional code requirements to improve the building's energy efficiency.
Gas Optimization Studies	A GOS provides Customers up to \$15,000 for onsite engineering assistance from a 3rd party engineering firm. A Gas Optimization Study is like an ASHRAE Level 2 Audit to identify Custom and Prescriptive Program Opportunities.
Retro-Commissioning	Offers full-building commissioning through a systematic evaluation of mechanical and electrical systems to help facilities perform optimally. This program focuses on identifying low-cost energy-saving operational improvements with a simple payback within 18 months.
Engineering Studies	Provides customers up to \$15,000 to offset the costs of a 3rd Party engineering firm to perform an implementation study, investment-grade audit, or process evaluation required for large custom, capital-intensive energy-saving projects. This study is typically an in-depth focus on one process or project, not the comprehensive facility review offered through a Gas Optimization Study.
Smart Check Studies	This no-cost assessment provides recipients funding and support for a steam trap survey, pipe insulation audit, and a boiler tune-up to develop a blueprint of low-cost energy efficiency projects at their facility.
Staffing Grant	Staffing Grants provide customer grantees up to \$50,000 to support a full- or part-time employee to oversee the implementation of natural gas efficiency projects that would otherwise not be implemented due to limited staffing.

NORTH SHORE GAS[®]

PUBLIC SECTOR

Program Changes

Enhanced program incentive levels.

Increased steam trap testing and domestic hot water pipe insulation incentives. Reduced boiler incentive levels to incentivize steam trap maintenance in public sector facilities. The program also waived its three-year testing interval requirement to encourage customers to proactively monitor and detect leaking steam traps to prevent wasted energy.

Program Challenges

COVID-19 health crisis.

Safety is at the center of all we do at North Shore Gas. We took preventive measures to address the evolving COVID-19 health crisis. The program suspended all in-person customer outreach activities and, where possible, postponed field outreach to a later date.

Unique sector challenges.

Project activity slowed in Q2 as a result of the COVID-19 environment. To reengage with Public Sector customers, the program team is analyzing opportunities to increase incentive amounts for these customers and drive therm savings delivered.

Program Successes

Increased engagement and program participation.

Engaged several school districts to participate in energy efficiency programs and assisted in the identification and implementation of several low- and no-cost measures.

Increased Trade Ally partnership.

Engagement with trade allies during the changing landscape of the current health crisis has allowed program modifications to occur to support the program's ongoing work. In Q2, the program team worked with Trade Allies to streamline virtual and remote project inspections, project coordination, and incentives payment while social distancing and stay-at-home orders are in place. This change allowed for continued momentum on projects that were already in progress. Feedback on this change has been positive with one Trade Ally partner sharing that this flexibility in the approvals process for a large project application was a significant help for their business as much of their other work had come to a halt.



BUSINESS PROGRAM

SMALL AND MIDSIZE BUSINESS

The Small and Midsize Business Program seeks to engage businesses with an annual gas use below 400,000 therms. Outreach and rebates are designed to support the unique needs of these businesses in improving their operations and reducing their energy costs.

Q2 2020 YTD Savings

Actual Net Therm Savings	
Actual Net Therm Savings %	166%
Actual Net Budget Spend %	215%
Actual Completed Projects	48



Program Name	Description
Prescriptive and Custom Rebates	Prescriptive rebates are standard incentive amounts for common energy efficiency measures, typically, with deemed energy savings in the Illinois Technical Resource Manual.
	Custom rebates are awarded for the non-standard applications of energy efficiency measures or for projects that do not follow a one-for-one replacement. This is based on the review of several operating parameters that determine energy savings.
New Construction Rebates	Rebates are provided to new buildings or deep renovations, which design beyond regional code requirements to improve the building's energy efficiency.



SMALL AND MIDSIZE BUSINESS

Program Changes

Enhanced program incentive levels.

In Q2, the incentives for boiler tune-up projects were increased. Also, we announced a 20% multi-measure bonus for projects with more than one completed project.

A \$500 gift card was offered to new customers that have never participated in the program. The program also waived its three-year testing interval requirement to encourage customers to monitor and detect leaking steam traps early to prevent wasted energy.

Launched Online energy assessment offering.

In Q2, the program team launched an online energy assessment tool. After responding to an online questionnaire, small and midsize business customers may receive a customized report and action plan that identifies opportunities to save energy and available rebates, incentives, and other resources. EnVinta provides the platform for this tool.

Start your energy assessment

Your energy savings report includes a prioritized list of opportunities to reduce your energy costs, benchmarking against similar businesses and potential energy savings to improve your bottom line. Answer a few questions and you will receive a detailed report including links to financial rebates and free services from Peoples Gas and North Shore Gas.

New visitor	Returning visitor
	To update your answers and get a new report enter the email you used the last time you visited.
> Get Started	> Retrieve Data
	PE&PLES GAS [®] N&RTH SHORE GAS

https://envintasolutions.com/pgnsgassessment/default.aspx



SMALL AND MIDSIZE BUSINESS

Program Challenges

COVID-19 health crisis.

Through Q2, the program is performing above forecast. This customer segment may be particularly affected by Illinois COVID-19 restrictions on business operations. The program team will continue to evaluate foreseeable program savings impacts. The program team also used methods including targeted outreach to customer segments, virtual assessments, and other ways to deliver low- and no-touch program offerings.

Program Successes

Forecast accuracy.

In Q2, the program realized 100% of its savings forecast.

Trade Ally re-engagement focused initiatives.

Through Energy Advisor outreach efforts, the program team re-engaged previous partner contractors with high volume project submittals. The efforts increased program participation and project completion. The program has experienced a high performance from Trade Allies through Q2, and two have already delivered 100% of their project savings goals for 2020.



SINGLE-FAMILY

Residential single-family offerings provide residential customers access to energy efficiency via two paths. The programs are designed to help customers save energy immediately through the direct installation of measures while identifying major upgrades (i.e. furnace or boiler replacement, attic insulation) for future consideration. The Home Energy Jumpstart path includes a direct installation service paired with a home energy assessment. Eligible improvements identified during the Jumpstart visit are eligible for an incentive through the Home Energy Rebate path.

Q2 2020 YTD Savings

Actual Net Therm Savings	339,199
Actual Net Therm Savings %	53%
Actual Net Budget Spend %	37%
Actual Completed Projects	600

RESIDENTIAL PROGRAM SINGLE-FAMILY OFFERINGS

Program Name	Description
Home Energy Jumpstart	The Home Energy Jumpstart program is a joint program offering provided in partnership with ComEd and includes a direct installation service paired with a home energy assessment. Homeowners can reduce their energy and water use with the installation of products available to owners of single-family homes, two-flats, and individually metered condos and townhomes. Renters are also eligible with permission from their landlords.
Home Energy Reports	Home Energy Reports is an opt-out behavioral program that provides residential customers no-cost reports with their energy usage compared to their neighbors. Home Energy Reports offer customers energy conservation tips to help inform energy cost reduction opportunities in their homes and encourage action.
Home Energy Rebate	Improvements identified during the Jumpstart visit are eligible for incentives through the Home Energy Rebate. Rebates are offered on energy-efficient heating, ventilation, and air conditioning, water heating equipment and qualified weatherization projects for residential customers.
Elementary Education	The Elementary Education, Super Savers Program is a free energy efficiency education program. The program offers 5th-grade energy efficiency lesson plans, equipping teachers with activity guides and take-home kits for students and their families to learn how to save energy by installing no-cost energy-saving products in their homes.

SINGLE-FAMILY OFFERINGS

HOME ENERGY JUMPSTART

Program Changes

Online scheduling platform.

Assessment scheduling began late in 2019 and was well underway for 2020. In Q2, online scheduling was paused due to the COVID-19 health crisis program suspension.

New program offerings.

In Q2, the program developed a Virtual Home Energy Jumpstart Pilot program.

Program Challenges

COVID-19 health crisis.

Safety is at the center of all we do at North Shore Gas. We took preventive measures to address the evolving COVID-19 health crisis. The program's suspension of all in-person customer outreach activities continued in Q2. Also, where possible, field outreach was postponed to a later date.

HOME ENERGY REPORT

Program Changes

Enhanced reporting cadence.

New for 2020, the Home Energy Report program will send emails to customers yearround, rather than only during the heating season.

Continuance energy-saving tips.

Spring and summer emails provide ongoing energy-saving tips, promotion of other energy efficiency program offerings, and insights into customers' gas usage throughout the year.

Program Successes

Digital engagement.

Average open rate of 31% for email reports in Q2.

Program Challenges

Due to strong savings in Q4 of 2019, the program is currently forecasting below the original 2020 goals, however eligible and active participants will be refreshed before the 2020 heating season to minimize savings shortfall.

SINGLE-FAMILY OFFERINGS HOME ENERGY REBATE

Program Changes

No-touch quality assurance and quality check.

Participating Trade Allies submitted photos with rebate submissions in place of program staff performing in-person inspections. In Q3, the program will pilot virtual video inspections as part of weatherization installations. The Trade Ally outreach team will focus on digital and virtual outreach, and rebate promotion opportunities with partner distributors in Q3.

Modified rebate levels to manage portfolio cost-effectiveness.

Rebate amounts for Hot Water Boilers are now \$350 (down from \$450 in 2019), and Boiler + Integrated Domestic Hot Water Two-in-One Units are now \$500 (down from \$600 in 2019).

Attic insulation rebate requirements for qualifying homes changed to allow homes with existing insulation levels of R-14 or below to participate (compared to R-19 level requirement in 2019).

Program Successes

Forecast accuracy and performance levels.

In Q2, the Home Energy Rebates program was on target with forecast. Weatherization projects are producing higher therm savings per project than forecast largely due to the change in the existing insulation requirements.

Program Challenges

COVID-19 health crisis.

HVAC Trade Allies experienced the loss of support staff due to COVID, which led to a backlog of rebate applications that were not submitted, or contractors leaving the rebate application process to the customer.

SINGLE-FAMILY OFFERINGS ELEMENTARY EDUCATION

Program Changes

New kit measure.

In 2020, changes to the student take-home kits include a new Furnace Whistle Alarm. Designed to sound an alarm when the furnace filter is clogged, indicating a filter indicating a filter change is needed to improve efficiency and air quality.

Program Challenges

COVID-19 health crisis.

Forecast underperformance due to COVID-19 health crisis and stay-at-home orders resulting in school closures. The program is forecasting to be slightly under goal due to the closure of all schools in the service territory.

Furthermore, the program is developing multiple plans to implement the program in Fall 2020 if the COVID-19 health crisis impacts the Fall semester.





MULTI-FAMILY

The Residential Multi-Family program offers a comprehensive program of assessments, direct install, prescriptive and custom, and partner Trade Ally projects. The Multi-Family program is a joint offering with ComEd.

Q2 2020 YTD Savings

Actual Net Therm Savings...... 21,225Actual Net Therm Savings %....78%Actual Net Budget Spend %....119%Actual Completed Projects.....104

RESIDENTIAL PROGRAM MULTI-FAMILY OFFERINGS

Program Name	Description			
Multi-Family Energy Jumpstart	Offers free direct installation of energy-saving measures for Multi-Family buildings.			
Prescriptive and Custom Rebates	Prescriptive rebates are standard incentive amounts for common types of energy efficiency measures. Custom incentives are offered for the non-standard technologies or for projects that do not include a one-for-one replacement. This is based on the review of several operating parameters that determine energy savings.			
Gas Optimization	Analysis of energy-using systems to identify no- and low-cost improvements to achieve natural gas savings.			
New Construction Prescriptive and Custom Rebates	Incentives are provided for new construction that surpasses the region's building codes to improve energy efficiency.			



RESIDENTIAL PROGRAM MULTI-FAMILY OFFERINGS

Program Changes

Suspension of field outreach.

In-person outreach to customers was suspended in March. Outreach in Q2 focused primarily on trade ally outreach and virtual assistance with program applications.

Direct install suspension

The direct install offering was suspended in March due to COVID-19 concerns. This offering is scheduled to relaunch in Q3.

Program Successes

2020 goal achieved.

The program achieved its 2020 program year goal in Q2.

Measure diversity.

The program goal was achieved via a variety of measures: direct install, pipe insulation, and boiler tuneups. The program has secured its first domestic hot water recirculation pump controller project into its Q3 pipeline.

Program Challenges

COVID-19 health crisis.

Safety is at the center of all we do at North Shore Gas. We took preventive measures to address the evolving COVID-19 health crisis. The program's suspension of all in-person customer outreach activities continued in Q2. Also, where possible, field outreach was postponed to a later date.



INCOME ELIGIBLE PROGRAM

Income Eligible programs target the underserved income eligible market, providing services designed to make it easy for single-family and multi-family income eligible customers to take advantage of costeffective energy saving retrofits.

Q2 2020 YTD Savings

Actual Net Therm Savings2,341Actual Net Therm Savings %3%Actual Net Budget Spend %.....15%Actual Completed Projects.....5

INCOME ELIGIBLE PROGRAM

Program Name	Description				
Illinois Home Weatherization Assistance Program (IHWAP)	Leverages state and federal funds to supplement incentives from utility programs. The program was designed to help low-income residents save energy and money while increasing the comfort of their homes. With a mission to insulate low-income customers, particularly the elderly, persons with disabilities, families with children, high residential energy users, and households with a high energy burden, to conserve needed energy and to aid those persons least able to afford higher utility costs. Weatherization services are provided to low-income residents through local community action agencies or not for profit agencies.				
Income Eligible Multi-Family Savings (IEMS)	Building owners receive free technical assistance to identify energy efficiency opportunities and install measures. Expenses are fully covered by the program, from the direct installation of energy efficiency products into tenants' units (light bulbs, aerators, showerheads, etc.), to common area measures, and more extensive measures requiring building owner co-pay.				
Affordable Housing New Construction	Works with affordable housing developers to integrate energy efficiency best practices into rehab and new construction plans of Multi-Family and Single-Family buildings.				
Income Eligible Gas Kits	Provides income-qualified customers with a kit of energy efficiency measures to self-install. The Income Eligible Gas Kits are distributed by ground mail to qualified customers vetted by the Low-Income Home Energy Assistance Program (LIHEAP).				

INCOME ELIGIBLE PROGRAM Q1 PROGRAM OFFERINGS SAVINGS

Program	Net Therms Achieved	% of Annual Goal	Total Spend	% of Annual Spend	# of Participants
Illinois Home Weatherization Assistance Program (IHWAP)	1,882	67%	\$57,601	16%	4
Income Eligible Multi-Family Savings (IEMS)	459	4%	\$13,499	16%	1
Affordable Housing New Construction	0	0%	\$0	0%	0
Income Eligible Gas Kits	0	0%	\$0	0%	0



INCOME ELIGIBLE PROGRAM

IHWAP

(ILLINOIS HOME WEATHERIZATION ASSISTANCE PROGRAM)

Program Changes

Improved implementation guidelines.

Program implementer provided agencies with measure-level instructions for improved project scoping, identifying projects and offerings needed per home, and requiring agencies to identify cost-effective measures in the homes that would yield more savings.

Program Successes

Streamlined program coordination.

The Illinois Department of Commerce and Economic Opportunity is funding agencies to keep staff afloat throughout the COVID-19 health crisis. Resource Innovations and agencies coordinate and collaborate on these efforts on an ongoing basis, hosting virtual meetings to maintain open lines of communication and transparency and to ensure momentum. As of June, DECO has permitted agencies to restart work on state projects. Utilities approved restart for braided projects shortly after.

Program Challenges

COVID-19 health crisis.

Goal attainment may be a challenge if the effects of the health crisis persist.

INCOME ELIGIBLE MULTI-FAMILY SAVINGS (IEMS)

Program Changes

NA.

Program Successes

Program work restart.

In June, the program began work on low-risk projects that involved minimal customer interaction, and the Elevate team started work on building a virtual assessment model plan.

Program Challenges

COVID-19 health crisis.

The COVID-19 health crisis has presented several challenges to the program, including the safety of contractor staff in the field, material availability, and customer reluctance to allow contractors in their homes. The program continues to engage its partners and contractors to evaluate low- and no-touch opportunities. Safety guidelines are followed by all contractors to ensure home visits are following specific precautionary measures. Goal attainment may be a challenge if the effects of the health crisis persist.



INCOME ELIGIBLE PROGRAM

INCOME ELIGIBLE GAS KIT

Program Changes

Increased kit distribution forecast.

The Income Eligible Gas Kits are distributed by ground mail to qualified customers vetted by the Low-Income Home Energy Assistance Program (LIHEAP).

Kit measures include 1.5 gallons per minute chrome showerhead; 1.5 gallons per minute kitchen aerator; 1.5 gallons per minute bath aerator; Weather-stripping (17' closed-cell foam); Switch and outlet gaskets (10 each).

The program will send out 2,500 kits in 2020.

AFFORDABLE HOUSING NEW CONSTRUCTION

Program Changes

NA.

Program Successes

NA

Program Challenges

COVID-19 health crisis.

Social distancing, stay-at-home orders, and latent effects on customer's ability to complete pipeline projects will impact savings goal attainment. As of Q2, there is one project expected to begin construction in 2020 and end in 2021.



BREAKTHROUGH EQUIPMENT & DEVICES

Program Changes

- Finalized energy efficiency research project allocations efforts with the Gas Technology Institute Utilization Technology Program.
- Due to the COVID-19 health crisis, the project expansion for dehumidification optimization into additional galleries at The Art Institute of Chicago has been delayed. Ramp up is anticipated in Q3.
- The COVID-19 health crisis delayed the venturi study until Q3. The initial focus of the Peoples Gas and North Shore Gas field study is on commercial laundries and how well venturi steam traps perform. Nicor and SoCal Gas are doing complimentary field installation, with Nicor focusing on commercial buildings and SoCal Gas on industrial facilities. GTI is doing the actual field measurement and will be coordinating the reporting of the results. These installations, and with the inclusion of a new TRM measure, will help educate Trade Ally's of the value.
- > The Building Operator Certification (BOC) program relaunched virtually in Q2 (continuing thru 2020).

Program Successes

- > A new Combined Heat and Power landing page went live for C&I customers in Q2.
- > The Commercial Food Service pilot project continues to exceed rebate goals, with more participation than anticipated.

Research and development 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. We are also engaged in market transformation activities to shift the market to greater adoption of energy-efficient technologies. Market Transformation initiatives are expanding new project launches and existing projects as joint IOU MT initiatives.

PROGRAM MARKETING

Residential Program

Multi-Family

Finalized marketing plan to restart program engagement after initial COVID-19 response. Efforts to focus on engaging customers on the online assessment tool, supporting targeted customer segments, and sharing customer success stories.

Lakefront place condominium association case study.

- Hot water pipe insulation improvements
- > 847 therm savings

Hot domestic water heater webinar email.

Targeted email promoting partnership with PT Electronics and increased webinar participation.

- Open rates: 28% (exceeding 24% benchmark)
- Click through rates: 5% (exceeding 2% benchmark)
- > Opt-out rate: 0%

Home Energy Jumpstart

Finalized 2020 Restart Marketing plan focused on Virtual Home Assessment and program implementation safety.

Spring energy savings tips - Facebook & online.

Convenient no-cost energy-efficiency tips focused on shifting day-to-day customer behaviors and driving online engagement. Tailored tips added to the Peoples Gas website.

Energy savings kit – brand refresh.

Brand refresh for 2020 home energy savings kits, first year implementing individual branding for Peoples Gas. Creative concepts approved and in production.

Business Program

Small & Midsize Business

Finalized marketing plan to restart program engagement after initial COVID-19 response. Efforts to focus on engaging customers on the online assessment tool, supporting targeted customer segments, and sharing customer success stories.

Online assessment awareness campaign.

Targeted messaging to customers and Trade Allies to build awareness of the new online assessment tool. Trade Ally referral program marketing materials and customer-facing social media campaign executed in Q2.

Commercial & Industrial and Public Sector

Finalized marketing plan to restart program engagement after initial COVID-19 response. Efforts to focus on engaging customers on the online assessment tool, supporting targeted customer segments, and sharing customer success stories.

Boiler tune-up and steam trap Facebook ads.

Ads created to promote benefits and incentives related to these specific measures. Expected to launch ads in middle Q3.

North Shore Gas customer awareness email.

Email campaign reaching out to business customers with low- to no-cost energy savings tips.

NORTH SHORE GAS®

MARKETING AND OUTREACH

Residential Program

Multi-family program —outreach activities.

In collaboration with PT Electronics, the Multi-family program hosted a webinar for Trade Allies with a focus on Domestic Hot Water Pump Controllers.

- ➢ The webinar consisted of 17 participants
- Several contractors adopted the product into their portfolio of options and plan to offer the energy efficiency rebate.
- Participant feedback:
 - "With this new product, we plan to use the rebate program extensively" -Ralph's Heating
 - > "We're interested in using this product" –VanDerBosch Plumbing

Business Program

Cloud kitchen restaurant training.

The Small and Midsize Business (SMB) team hosted a webinar to educate the Cloud Kitchen's sales team on the offerings and benefits of the program. This sales staff can then share these benefits with the Chicagoland restaurants with whom they interact and consult on efficient food delivery methods.

The webinar included:

- > 8 sales team members from Cloud Kitchen
- > A review of SMB offering specifically for restaurants

The team is in the planning phase of a co-hosted webinar with Cloud Kitchen for restaurants within the current energy efficiency offerings.

Domestic Hot Water Pump Controllers

Learn how to drastically reduce your installation time with a non-invasive technique.

Webinar: Thursday, June 25, 2020 12-1p.m. CST



