



PEOPLES GAS®  
ENERGY EFFICIENCY PROGRAM

NORTH SHORE GAS®  
ENERGY EFFICIENCY PROGRAM

# 3rd Quarter Report

Program Year 2020 | 07.01.20 – 09.30.20

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# PORTFOLIO SUMMARY

## PEOPLES GAS

The Peoples Gas Light and Coke Company provide this qualitative Quarterly Report containing a program brief on Q3 of Program Year 2020, July through September 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 Q3, the Peoples Gas portfolio achieved 80% of the savings goal of 9,291,937 therms.

- Business Program achieved 57% of the savings goal, spending 56% of the budget.
- Residential Program achieved 70% of the savings goal, spending 79% of the budget.
- Income Eligible Program achieved 174% of the savings goal, spending 75% of the budget.

### Portfolio Summary

Actual Net Therm Savings	7,423,216	Total Low-Income Homes Served	21,601
Actual Net Therm Savings %	80%	Total Business Projects Completed	416
Actual Net Budget Spend %	69%	Total Residential Projects Completed	5,220
Direct Portfolio Jobs	83	Carbon Reduction (Tons)	39,276

## ENVIRONMENTAL IMPACT



**8,485**

Cars off the road



**51,293**

Acres of trees planted



**4,532**

Homes powered



**1,605,601**

Propane cylinders for grilling  
(at home)

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# 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.

### Q3 2020 YTD Savings

- Actual Net Therm Savings .....973,230
- Actual Net Therm Savings % .....37%
- Actual Net Budget Spend % .....47%
- Actual Completed Projects .....55

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.



# COMMERCIAL & INDUSTRIAL

## Program Changes

### Enhanced program incentive levels.

Increased boiler tune-up and ozone laundry incentives to assist customers in implementing these projects.

## 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. In Q3, the program team re-entered the field to complete priority customer site visits and post-inspections. While many of the required inspections have been completed virtually with customer and trade ally support, it is sometimes necessary for a team member to go on-site when the customer is completing a custom project.

## Program Successes

### Forecast accuracy.

Program savings are in line with forecast expectations.

### Focused and targeted outreach.

Projects scheduled to complete in Q4 will add an additional 1.4 million therms following active support to customers by program Energy Advisors and engineers. This progress is due to program team activity which prioritized completing inspections (virtual and in-person) and the collection of final paperwork so that projects may close this program year.

### Enhanced Trade Ally engagement efforts.

The Commercial and Industrial program continues to strengthen collaboration with Trade Allies, ensuring continuous monitoring and feedback. The program continues to streamline inspections, project coordination, and incentive payments. A virtual Trade Ally Summit was held on September 29th to highlight program achievements and review program offerings and application processes. On a monthly basis, the program continues to conduct Trade Ally webinars and distribute the Brief Trade Ally Update e-newsletter to provide the latest information on topics such as program updates, energy savings measures, training opportunities, safety information and more.

# 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.

### Q3 2020 YTD Savings

- Actual Net Therm Savings .....511,463
- Actual Net Therm Savings % .... 44%
- Actual Net Budget Spend % .....35%
- Actual Completed Projects .....116

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.

# PUBLIC SECTOR

## Program Changes

### Enhanced program incentive levels.

Public Sector incentives were adjusted in Q3, increasing all customer incentives by 150% to assist this market with project implementation.

## 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. In Q3, the program team re-entered the field to complete priority customer site visits and post-inspections. While many of the required inspections have been completed virtually with customer and trade ally support, it is sometimes necessary for a team member to go on-site when the customer is completing a custom project.

### Unique sector challenges.

In Q1, the Public Sector was tracking to achieve 2020's spend goal of \$4.3M and 2M therm savings. A pipeline of planned boiler tune-ups, steam trap testing and replacements, and building automation system projects were scheduled to proceed with several large Public Sector customers. However, the impacts of the COVID-19 health crisis experienced brought much of this activity to a standstill through Q3.

These customers have had to shut down departments and buildings to maintain reduced service to the public. The focus is on public health and safety. Throughout the year, where possible, the program team has worked closely with the Chicago Public Schools (CPS) to continue implementing minimal pipeline projects, mostly boiler tune-ups, when they can work safely for contractors to enter their facilities.

In response to the challenge, required to meet new COVID-19 recommendations for schools, the program now covers 100% of the project cost to offer financial relief as CPS has shifted spending priorities to improve air quality upgrades

Additionally, the program team is creatively working with Trade Allies and public sector customers to implement energy efficiency measures cost-effectively.



# PUBLIC SECTOR

## Program Successes

### Increased engagement and program participation.

Two case studies focused on successes with Chicago Public Schools (CPS) were released in Q3. The first story showcases the overall breadth of collaboration and involvement with CPS since 2018 and shares savings impacts and incentive dollars paid for schools throughout the district, as shown on a map. The second story focuses on achievements at Lane Tech High School that came together through teamwork with the program, CPS leadership, and the school's engineering team. Both case studies will be leveraged in Q4 to inspire other customers to action and demonstrate program's benefits and ease of participation. Multiple upcoming webinars will highlight the program's ability to identify projects, assist with the application process, and provide technical assistance.

### Enhanced Trade Ally engagement efforts.

The Public Sector program continues to strengthen collaboration with Trade Allies, ensuring continuous monitoring and feedback. The program continues to streamline inspections, project coordination, and incentive payments. A virtual Trade Ally Summit was held on September 29th to highlight program achievements and review program offerings and application processes. Monthly, the program continues to conduct Trade Ally webinars and distribute the Brief Trade Ally Update e-newsletter to provide the latest information on topics such as program updates, energy savings measures, training opportunities, safety information, and more.

The Peoples Gas and North Shore Gas Energy Efficiency Program  
Public Sector

**CASE STUDY**

**CUSTOMER**  
Chicago Public Schools

**PROJECTS**

- Boiler Tune-ups
- Steam Trap Replacements
- Condensate Pump Replacements
- Leaking Steam Valve Replacements
- Steam Leak Repairs
- HVAC System Control Upgrades

**TOTAL REBATE AMOUNT**  
\$634,688 (2018-2020)

**ENERGY SAVINGS**  
984,725 therms

**CUSTOMER BACKGROUND**  
With over 600 campuses and more than 1,000 buildings, Chicago Public Schools is the third largest school district in the United States. Its mission is to provide a high-quality public education for every child in each neighborhood that prepares students for success in college, their career and civic life. Chicago Public Schools is committed to Conserve, Protect and Sustain their resources and provide healthy, high-performing and resilient facilities for the students, faculty and staff.

Now-ups completed on more than 360 boilers at over 800 Chicago Public Schools locations, fully funded by the Peoples Gas Energy Efficiency Program.

The Peoples Gas Energy Efficiency team presents a check to Sandrine Schultz, Director of Energy and Sustainability for Chicago Public Schools (left, right).

peoplesgasrebates.com | northshoregasrebates.com | 855-949-8928

The Peoples Gas and North Shore Gas Energy Efficiency Program  
Public Sector

**CASE STUDY**

**CUSTOMER**  
Lane Tech College Prep High School

**PROJECTS**

- Steam Trap Replacements
- Condensate Pump Replacements
- Leaking Steam Valve Replacements
- Steam Leak Repairs

**TOTAL REBATE AMOUNT**  
\$116,793 (2019-2020)

**ENERGY SAVINGS**  
69,976 therms

**CUSTOMER BACKGROUND**  
Lane Tech College Prep High School is a large, coeducational seventh through twelfth-grade public high school. This Chicago Public School offers students a college preparatory curriculum with an emphasis on the technical aspects of modern education. Chicago Public Schools Energy and Sustainability Program is committed to significantly reducing energy consumption across the district, while maintaining a healthy and productive learning environment for faculty, students and staff.

“Collaborating with the Peoples Gas Energy Efficiency Program is the smart thing to do. A team of experts provided CPS with the tools to help us achieve our energy goals and increase efficiency in our buildings. CPS is reducing its energy consumption, improving operations and lowering energy costs, while enhancing comfort. We are looking forward to our continued partnership with Peoples Gas.”

Sandrine Schultz  
Director of Energy and Sustainability  
Chicago Public Schools

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Public Sector Case Studies:  
Chicago Public Schools and Lane Tech College Prep High School

# 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.



### Q3 2020 YTD Savings

- Actual Net Therm Savings .....1,158,069
- Actual Net Therm Savings % ..... 145%
- Actual Net Budget Spend % .....132%
- Actual Completed Projects .....245

Program Name	Description
Prescriptive and Custom Rebates	<p>Prescriptive rebates are standard incentive amounts for common energy efficiency measures, typically, with deemed energy savings in the Illinois Technical Resource Manual.</p> <p>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.</p>
New Construction Rebates	<p>Rebates are provided to new buildings or deep renovations, which design beyond regional code requirements to improve the building’s energy efficiency.</p>

# SMALL AND MIDSIZE BUSINESS

## Program Changes

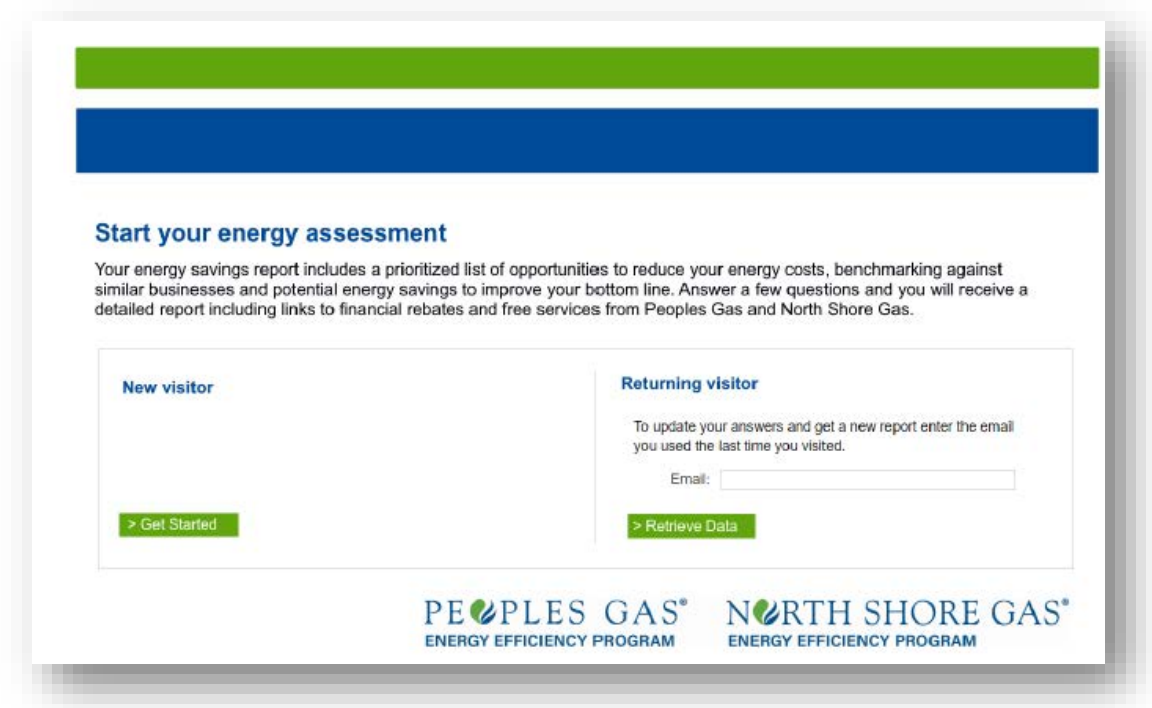
### Enhanced program incentive levels.

In Q3, the program continued incentive bonuses and increased incentives for boiler tune-up projects. The program team also announced a 20% multi-measure bonus for projects with more than one completed project.

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.

### Online energy assessment offering.

Small and midsize business customers can now receive customized reports and action plans that identify opportunities to save energy and available rebates, incentives, and other resources. Pictured here is the customer's entry point when beginning their assessment.



The screenshot shows a web interface for an energy assessment. At the top, there are two horizontal bars: a green one and a blue one. Below them, the heading "Start your energy assessment" is displayed in blue. Underneath, a paragraph explains that the energy savings report includes a prioritized list of opportunities to reduce energy costs, benchmarking against similar businesses and potential energy savings to improve the bottom line. It states that answering a few questions will result in a detailed report with links to financial rebates and free services from Peoples Gas and North Shore Gas.

The interface is divided into two columns for visitor types:

- New visitor:** Features a green button labeled "> Get Started".
- Returning visitor:** Includes the text "To update your answers and get a new report enter the email you used the last time you visited." followed by an "Email:" label and an input field. Below the input field is a green button labeled "> Retrieve Data".

At the bottom of the page, the logos for "PEOPLES GAS ENERGY EFFICIENCY PROGRAM" and "NORTH SHORE GAS ENERGY EFFICIENCY PROGRAM" are displayed side-by-side.

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

# SMALL AND MIDSIZE BUSINESS

## Program Challenges

### **COVID-19 health crisis.**

Through Q3, the program is performing above forecast despite the current health crisis. This customer segment may be significantly affected by preventative measures in Illinois restricting business operations. The program team will continue to evaluate foreseeable program savings impacts and has targeted outreach to customer segments, offering virtual assessments and other ways to deliver low- and no-touch program offerings.

## Program Successes

### **Forecast accuracy.**

Through the end of Q3, the program realized 125% of its annual savings forecast.

### **Bonus program drives increase program savings.**

A multi-measure bonus drove trade allies to complete over 40 projects. Trade allies that typically only implemented steam trap projects are also conducting boiler tune-ups.

### **Restaurant kit distribution.**

Restaurants were more receptive to receiving an energy efficiency kit throughout. In Q3, 41 kits were distributed.

### **Trade Ally re-engagement focused initiatives.**

Through Energy Advisor outreach efforts, the program team re-engaged previous partner contractors with high volume project submittals. Their efforts increased program participation and project completion. The program has experienced increased engagement and performance from Trade Allies through Q3. On a monthly basis, the program continues to conduct Trade Ally webinars and distribute the Brief Trade Ally Update e-newsletter to provide the latest information on topics such as program updates, energy savings measures, training opportunities, safety information and more.



# 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.

## Q3 2020 YTD Savings

Actual Net Therm Savings .....565,309  
 Actual Net Therm Savings % ..41%  
 Actual Net Budget Spend % ....62%  
 Actual Completed Projects .....2,993

# RESIDENTIAL PROGRAM SINGLE-FAMILY OFFERING

Program Name	Description
Home Energy Jumpstart	Offers energy-saving products installed in homes at no-cost to the customer. The Home Energy Jumpstart program is a joint program offering provided in partnership with the Peoples Gas, North Shore Gas, and ComEd. 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	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	Provided in collaboration with local Trade Allies. Offers rebates on energy-efficient heating, ventilation, and air conditioning, water heating equipment and qualifies 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.

In Q3, the program team reopened the online scheduling platform after a temporary pause due to the COVID-19 health crisis.

#### New program offerings.

The Virtual Home Energy Jumpstart program continued well into Q3 and has ramped up to service hundreds of Peoples Gas customers. Through video energy assessments and contactless delivery of energy-saving products, customers can safely participate in Home Energy Jumpstart.

### Program Challenges

#### COVID-19 health crisis.

Safety is at the center of all we do at Peoples Gas. In Q3, we worked to safely reopen the field direct install program to customers after the March through July suspension of all in-person customer activities. All Home Energy Jumpstart customers who were postponed during the program suspension have been contacted, and most rescheduled new appointments.

## 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. In Q3, the emailed reports encouraged customers to complete their “Home Energy Analysis” to improve their personalized Q4 report accuracy.

#### Continuance energy-saving tips.

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 Q3, reports resulted in an average open rate of 37%.

### 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 were refreshed in September ahead of heating season.

### Want a more accurate report?

Update your home profile for a better look at your energy use. Here's what we need to know to make your report more accurate:



- ✓ Home type: Single family
- ✓ Home size: 1400 sq. ft.
- ✓ Pool: Yes
- ✓ Second fridge: Yes
- ✓ Fireplace: No
- Own or rent
- Heating type
- Dryer

UPDATE YOUR PROFILE

# SINGLE-FAMILY OFFERING

## HOME ENERGY REBATE

### Program Changes

#### **No touch quality assurance and quality check.**

In Q3, 100% of the project post-inspections were completed virtually. The program team accepted a combination of photo reviews, phone verifications, and video inspections. Video inspections are least common due to unreliable connectivity in certain areas/homes. The program team will continue to focus on photo reviews and phone verifications in Q4, reserving in-person inspections for instances that may require complaint resolution, which is extremely rare for these programs.

#### **Re-introducing smart thermostats and piloting weatherization kits.**

In Q3, the program team coordinated the reintroduction of smart thermostat rebates on the HVAC rebate application and created a market rate weatherization kit that will be offered to customers in Q4. Eligible smart thermostats can receive a \$20 rebate, and weatherization kits will include weather-stripping, a door sweep, rope caulk, and switch/outlet gaskets. Digital marketing campaigns for both measures are in development to deploy early Q4.

### Program Successes

#### **Forecast accuracy and performance levels.**

In Q3, the Home Energy Rebates program was on target with the forecast. Weatherization projects produce higher therm savings per project than forecast, primarily due to the change in the existing insulation requirements. Customer satisfaction remains high at 9.88 out of 10.

### Program Challenges

#### **COVID-19 health crisis.**

Outreach to HVAC Trade Allies became more challenging due to the COVID-19 health crisis from lay-offs. Contacts at many companies were no longer employed, causing the outreach team to rebuild relationships with the customer base. Despite these challenges, the outreach team deployed multi-touch campaigns to ensure Trade Allies receive the support they need and garner registrations for the Trade Ally Virtual Summit, leading to 48 residential contractors attending the event.

# 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 change is needed to improve efficiency and air quality.

### Program Challenges

#### COVID-19 health crisis.

Forecast underperformance due to the COVID-19 health crisis and stay-at-home orders resulting in school closures. As of Q3, the forecast experienced a 19.77% reduction in kit distributions. A total of 24,070 kits, out of the original 30,000 kits, will be distributed in Q4. Delays resulted from school closures in the service territory. The program plans on shipping 5,930 kits by the end of Q4.





# 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.

# 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 awarded 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.

## Q3 2020 YTD Savings

Actual Net Therm Savings .....1,672,004  
Actual Net Therm Savings % ...91%  
Actual Net Budget Spend % ....100%  
Actual Completed Projects .....2,227

# RESIDENTIAL PROGRAM

## MULTI-FAMILY OFFERINGS

### Program Changes

#### Direct distribution offering.

Property managers interested in direct-install can now install the products on their own with a verification process in place.

### Program Successes

#### Domestic hot water pump controller.

With additional products and manufacturers, this measure is becoming the most popular retrofit in the program.

#### Trade Ally summit.

The program presented 2020 program results and findings to the Trade Ally network and provided a preview of potential 2021 program changes.

### Program Challenges

#### Steam traps.

With some customers hesitant to allow trade allies into tenant units, several large steam trap projects have been placed on hold due to the COVID-19 health crisis.

#### Capital project delays.

With 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 cost-effective energy saving retrofits.

## Q3 2020 YTD Savings

Actual Net Therm Savings .....2,543,141  
 Actual Net Therm Savings % ..... 174%  
 Actual Net Budget Spend % ..... 75%  
 Actual Completed Projects .....21,601

# 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. This program is a joint utility program offerings.
Public Housing (PHES)	Offers prescriptive and custom rebates for gas measures in housing owned by Public Housing Authorities. This program is a joint utility offering.
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 Eligible Home Energy Assistance Program (LIHEAP).

# INCOME ELIGIBLE PROGRAM

## Q3 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	120%	\$402,870	73%	71
Income Eligible (IEMS)	71,407	39%	\$653,798	60%	60
Public Housing (PHES)	3,843	5%	\$196,879	43%	1
Affordable Housing New Construction	67,124	126%	\$104,192	60%	8
Income Eligible Weatherization	145,969	45%	\$1,755,880	41%	707
Multi-Family Income Eligible	1,494,233	299%	\$1,766,970	177%	754
Income Eligible Gas Kits	723,348	219%	\$868,000	200%	20,000



# 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 updates.**

Domestic hot water pump controller retrofit volume has been particularly popular. The program hosted webinars with two separate distributors in Q3.

### Program Challenges

#### **COVID-19 health crisis.**

COVID-19 risks are preventing some property managers from moving forward with retrofit measures within tenant units such as a radiator stream trap replacements.

## 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 Eligible Home Energy Assistance Program.

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. The program will send out 20,000 kits compared to the 10,000 kits originally forecasted in Q3 of 2020 and will exceed the program goal.

Kits were shipped in September 2020.

# INCOME ELIGIBLE PROGRAM

## IHWAP

(ILLINOIS HOME WEATHERIZATION ASSISTANCE PROGRAM)

### Program Changes

#### Improved implementation guidelines.

Refined implementation guidelines improve contractors' performance on the program's cost-effectiveness. As the implementor, Resource Innovations provided agencies with measure-level instructions for better project scoping, identifying projects and offerings needed per home, requiring them to identify cost-effective measures in the homes that would yield more savings lower cost.

### Program Successes

#### Streamlined program coordination.

Resource Innovations and Agencies coordinate and collaborate on program efforts on an ongoing basis, hosting virtual meetings to maintain open communication lines and transparency to ensure momentum.

### Program Challenges

#### COVID-19 health crisis.

The program has gone back to some normalcy in Q3 allowing goals to be attainable; spend goals are expected to be reached. Restart has allowed for MF projects to be achievable with a 2020 completion date.

## IEMS/PHES PROGRAM

### Program Changes

NA.

### Program Successes

#### Project work restart.

With a slow restart in Q2, programs went full throttle in Q3 allowing for goals to be attainable for the year in IEMS. PHES goals impacted due to projects involving CHA.

### Program Challenges

#### COVID-19 health crisis.

Elevate Energy developed a virtual assessment plan for customers who preferred online assessments. Most of the work was performed through non-contact delivery to property managers to ensure safety precautions. The Chicago Housing Authority, a partner on the program, has slowly built-up work due to the pandemic, causing some impacts on goal attainability. IEMS pipeline has significantly picked up, and forecasts have increased since Q2.

# 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, 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 programs savings goals per forecasts provided by Slipstream.

## INCOME ELIGIBLE WEATHERIZATION

### Program Changes

#### Exploring savings opportunities.

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

### Program Successes

#### Successful program relaunch.

In fieldwork relaunched on July 13th with enhanced safety protocols, production slowly ramped up throughout July and remained steady throughout August. Q3 ended at 45% of the original savings goal. The yearly savings goal has been reduced post-COVID.

#### Established partner relationships.

The Chicago Bungalow Association has an established reputation throughout Chicago's neighborhoods. They kept customers informed and engaged during the work stoppage, which help lead to a successful program relaunch.

### Program Challenges

#### COVID-19 health crisis.

The COVID health crisis delayed work on the program for four months. In Q3, work has restarted. Trade Allies have followed a robust safety plan to ensure customer safety.

# BREAKTHROUGH EQUIPMENT & DEVICES

## Program Successes

- The venturi study is now being implemented. The field study's initial focus is on commercial laundries and how well venturi steam traps perform. Complimentary field installation in coordination with Nicor and SoCal Gas focuses on commercial buildings and industrial facilities. The Gas Technology Institute is doing the actual field measurement and coordinating the reporting of the results.
- The Building Operator Certification (BOC) program is now holding all training sessions virtually through 2020.
- The Building Stretch Code initiative began implementation in Q3. Significant progress was made in evaluating opportunities to push municipalities to make energy building codes more efficient to reduce consumption.
- Midstream Commercial Food Service Pilot has shown greater participation than expected, resulting in \$41,850 in rebates paid through Q3, exceeding the goal of \$40,000.
- On going efforts with local and national stakeholders promoting commercialization of gas heat pumps for success in the marketplace.

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. This team is 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.



# BUSINESS PROGRAM MARKETING

## Business

### Targeted Advertising

In Q3, targeted advertising campaigns were established to reach key audience segments in Q4. Efforts include partnerships with the Illinois Manufacturers Association, Technology & Manufacturing Association, Chicago Health Magazine, Illinois Association of Park Districts, and the Building Owners and Managers Association.

### Boiler Tune-Up and Steam Trap Facebook Ads

Launched the program's first targeted, paid Facebook Ad campaign for the business program with tailored messages to increase program awareness to drive project pipeline for business offerings.

### Fact Sheets and Collateral

Finalized resources to help improve customer and Trade Ally program experience. The goals for the new Pipe Insulation Incentives form and Boiler Tune-Up Checklist are to improve the collection of accurate operational details and to facilitate timely project completion.

## Small and Midsize Business (Only)

### NegociosNow Ad

Promoting energy-saving opportunities to Spanish-speaking small and midsize business customers in Chicago through an ad placement in a local magazine.

The image shows three screenshots of business program forms. The first is the 'Prescriptive Rebate Program Space Heating Boiler Tune-Up Checklist' with a table for contractor information and a checklist of items to be completed. The second is the 'Pipe Insulation Incentives' form, which includes a table for pipe data and a section for customer information. The third is the 'Prescriptive Insulation Incentives' form, which includes a table for pipe data and a section for customer information.

The image shows a Spanish-language Facebook ad for boiler tune-ups. The ad features a photo of two technicians working on a boiler. The text in Spanish reads: 'ESTAMOS AQUÍ PARA USTED. Entendamos que está en un momento difícil para elegir un negocio y queremos ayudarle a proporcionar 'mejores' por el uso de gas natural, pero que puede perder atención en cosas como su negocio y la seguridad de su equipo. Como parte de su Programa de Eficiencia Energética, Peoples Gas puede ayudarle a garantizar el uso de energía y reducir sus costos. Cree una evaluación energética gratuita y confiable para producir ahorros de energía para su negocio. Reservas también están disponibles para recibir energía a reducir su consumo de energía. Llámenos al 855-849-8908 y coordine su cita GRATUITA. \*Se requiere reserva con un mínimo de 24 horas. Ver www.peoplesgas.com/energiasave para más información.' The ad also includes a 'Contact Us' button and social media engagement icons.

The image shows an English-language Facebook ad for boiler tune-ups. The ad features a photo of a boiler. The text reads: 'When was the last time your business' boiler was tuned up? If your last boiler tune-up was over a year ago, Peoples Gas Energy Efficiency Program can help you save energy and protect the life of your equipment. Schedule your FREE assessment today.' The ad also includes a 'Contact Us' button and social media engagement icons.

The image shows an English-language Facebook ad for a steam trap survey. The ad features a photo of a steam trap. The text reads: 'Is your facility's steam system wasting money by the minute? It can be hard to tell without a steam trap survey. Get yours today at no-cost to save energy, increase comfort and extend the life of your equipment.' The ad also includes a 'Learn More' button and social media engagement icons.

# RESIDENTIAL PROGRAM MARKETING

## Multi-Family

### Peoples Gas lead generation email campaign.

Successfully launched first lead generation email targeting building owners in the Peoples Gas territory. The leading message focused on reducing building costs, available rebates, and increasing property value. A re-targeted email was sent to customers that opened email #1 but did not click on the call to action, requesting an energy advisor to contact them directly.

### Email 1, Deployed: 9/24/2020

- Open rates: 24% (in line with 24% benchmark)
- Click through rates: 8% (exceeding 2% benchmark)
- Total leads: 12 customer leads

### Email 2, Deployed: 10/6/2020

- Open rates: 34% (a significant increase from touch 1)
- Click through rates: 10% (an increase from touch 1)
- Total leads: 25 customer leads

### DHW pump controller fact sheet.

Developed a new technical fact sheets focused on domestic hot-water recirculating pumps.

### Home Energy Rebates

#### Trade Ally leave behind postcard.

In Q3, marketing collateral was created to support Trade Allies in promoting program offerings and available rebates. This piece will serve as a leave-behind in Trade Ally offices capturing program and direct contact information.

### Home Energy Jumpstart

#### Peoples Gas Residential kits.

Brand refresh for 2020 home energy savings kits, first-year implementing individual branding for Peoples Gas.

PEOPLES GAS  
ENERGY EFFICIENCY PROGRAM



Hello,

The Peoples Gas Energy Efficiency Program provides qualifying multi-family property owners, like yourself, the opportunity to save energy, improve your bottom line and enhance tenant comfort.

#### Here is how it works:

- 1. Schedule your FREE energy assessment**  
An energy advisor will perform a walk-through to collect information about your building's energy use and identify opportunities to be more energy efficient.
- 2. Receive free energy-saving products**  
If you choose to have free energy-saving products installed in your units and common areas, our team of technicians will install products, such as showerheads, faucet aerators, programmable thermostats, pipe insulation and more, at absolutely no cost.
- 3. Earn rebates for energy-saving improvements**  
To help you save even more, we make energy-saving improvements more affordable with the help of program rebates. Qualifying projects include hot water pipe insulation, steam trap repairs or replacements, boiler repairs or replacements, steam trap testing, domestic hot water pump controller and hot water system updates. Some measures may be installed at little to no cost to the customer, such as pipe insulation.

Interested in learning more? A program representative will get in touch, answer any questions and help you get started.

Contact me



**Safety is our number one priority**  
During in-person visits and installations, our technicians take the following health and safety precautions: practice "social distancing," sanitize shoes, wear masks and gloves, sanitize surfaces or objects touched, remove packaging or old equipment, and undergo daily health checks.

PEOPLES GAS  
ENERGY EFFICIENCY PROGRAM



Hello,

The Peoples Gas Energy Efficiency Program makes it easy to save energy and money at your multi-family property. It all starts with a free energy assessment. From there, you can receive free energy-saving products, installed in units and common areas, and earn rebates when you make qualifying energy-saving improvements.

Interested in learning more? A program representative will get in touch, answer any questions and help you get started.

Contact me

#### Maximize your savings with program rebates

If you are looking to make energy-saving improvements, such as installing pipe insulation, repairing steam traps or replacing boilers, we can help you earn significant program rebates. How significant? This year, the average project completed by a multi-family property earned **\$2,380 in rebates** and saved an estimated 2,336 therms annually, which will reduce their annual energy bill by **\$1,799**.



**Safety is our number one priority**  
During in-person visits and installations, our technicians take the following health and safety precautions: practice "social distancing," sanitize shoes, wear masks and gloves, sanitize surfaces or objects touched, remove packaging or old equipment, and undergo daily health checks.



Enjoy these FREE gas-saving products!  
Improve the efficiency and comfort of your home with these easy-to-install products.

What's inside:

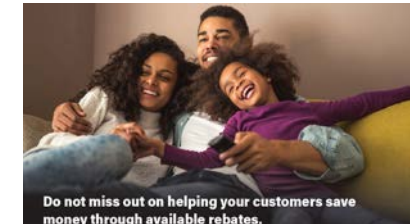
- 17' roll of closed-cell foam-tape weather stripping
- Self-adhesive door sweep
- Shower timer

Simply remove the adhesive backing and stick to any surface that presents an air leak, including the inside of door frames and above or below window sashes.

Just peel and click the door sweep on the bottom interior side of a door to block drafts from the outside.

Using the suction cup, attach to the wall of your shower. This timer makes it easy to monitor and reduce your showering time, so you can save water and energy.

If you have received any broken or defective items in this kit, or have any questions regarding these products, please call us at 855-849-8928.



Do not miss out on helping your customers save money through available rebates.

### Sorry we missed you!

The Home Energy Rebates program can save your customers money on qualifying HVAC projects. Owners of single-family homes, two-flats and individually-metered condos and townhouses can receive rebates of up to:

- \$500 for boiler and integrated domestic hot water two-in-one units
- \$350 for stand-alone hot water boilers
- \$50 for steam boilers
- \$200 for high-efficiency furnaces
- \$50 for tankless and indirect water heaters
- \$20 for programmable thermostats
- \$20 for smart thermostats

**Contact us to learn more**  
Cristina Lopez  
Trade Ally Liaison  
clopez@franklinenergy.com  
312-878-0038 Ext. 2636  
Nosotros hablamos español

Visit [peoplesgasrebates.com](http://peoplesgasrebates.com) or [northshoregasrebates.com](http://northshoregasrebates.com) for more information and to access the rebate application.

These programs are funded by Peoples Gas and North Shore Gas customers in compliance with Illinois law. © 2020 Peoples Gas and North Shore Gas

## FACT SHEET: DEMAND-CONTROLLED DOMESTIC HOT WATER



[peoplesgasrebates.com](http://peoplesgasrebates.com) | [northshoregasrebates.com](http://northshoregasrebates.com)

# MARKETING AND OUTREACH

## Residential Program

### Community Shred-a-thon.

We partnered with a Community Shred-a-thon hosted by a Chicagoland Policing Strategy group to provide residents in the community with an opportunity to shred any old documents, including personal information.

Over 75 residents attended, and 50 branded bags were provided to community members with energy efficiency products and branded masks.

### World Vision Virtual Resource Fair.

The annual resource fair was held virtually with over 100 community organizations and worship houses to share information. Peoples Gas provided a presentation on the Home Energy Jumpstart and Home Energy Rebates.

## Business Program

### Rethinking Restaurants.

Restaurants are changing how they serve their customers, and many have increased their carry-out services to adhere to pandemic limitations. In partnership with Cloud Kitchens, we hosted an informative webinar aimed at helping restaurants make their kitchens more efficient to handle delivery and take-out demand using the ghost kitchen method and energy efficiency equipment.

## Portfolio Efforts

### Hosted the programs first virtual trade ally summit.

**Event goal:** Provide Trade Allies with the tools to ensure continued success with the energy efficiency programs. This year's virtual experience provided Trade Allies with high-level program updates, an opportunity to engage with the energy efficiency program team, and continuing education sessions. It featured a reputable keynote speaker- Mark Jewell, focusing on how to sell amid an economic downturn and COVID-19 health crisis impacts.

**Registration analytics:** 223 guests registered; 139 guests checked in; 62% attendance rate

**Top sessions and attendees:** COVID-19, Fresh Air and Energy Recovery Ventilation—168, 5 Key Sales Tactics for Navigating the Rough Waters Ahead—161, Maximizing Program Marketing and Outreach Opportunities—115, Commercial & Industrial Water Cooler—96, Small Midsize Business Water Cooler—91



A family of four is standing in front of a house. The father is on the left, wearing a white shirt and blue pants, smiling. The mother is on the right, wearing a tan jacket and blue jeans, also smiling. They have two young girls. One girl is being held by the father, wearing a blue denim jacket. The other girl is standing in front, also wearing a blue denim jacket. The house behind them has a dark door with a wreath and white columns. There are plants and flowers in the foreground.

**NORTH SHORE GAS<sup>®</sup>**  
**ENERGY EFFICIENCY PROGRAM**

# PORTFOLIO SUMMARY

## NORTH SHORE GAS

The North Shore Gas Company provide this qualitative Quarterly Report containing a program brief on Q3 of Program Year 2020, July through September 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 Q3, the North Shore Gas portfolio achieved 45% of the savings goal of 1,771,603 therms.

- Business Program achieved 44% of the savings goal, spending 48% of the budget.
- Residential Program achieved 51% of the savings goal, spending 64% of the budget.
- Income Eligible Program achieved 8% of the savings goal, spending 9% of the budget.

### Portfolio Summary

Actual Net Therm Savings	796,857
Actual Net Therm Savings %	45%
Actual Net Budget Spend %	49%
Direct Portfolio Jobs	12

Total Low-Income Homes Served	23
Total Business Projects Completed	101
Total Residential Projects Completed	1,347
Carbon Reduction (Tons)	4,216

## ENVIRONMENTAL IMPACT



**911**

Cars off the road



**5,506**

Acres of trees planted



**487**

Homes powered



**173,356**

Propane cylinders for grilling  
(at home)



# 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.

### Q3 2020 YTD Savings

Actual Net Therm Savings ..... 204,935  
 Actual Net Therm Savings % ..... 30%  
 Actual Net Budget Spend % ..... 34%  
 Actual Completed Projects ..... 7

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.

# COMMERCIAL & INDUSTRIAL

## Program Changes

### Enhanced program incentive levels.

Increased boiler tune-up and ozone laundry incentives to assist customers in implementing these projects.

## 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. In Q3, the program team re-entered the field to complete priority customer site visits and post-inspections. While many of the required inspections have been completed virtually with customer and trade ally support, it is sometimes necessary for a team member to go on-site when the customer is completing a custom project.

North Shore C&I customers were impacted by the COVID-19 health crisis and had more of their staff working remote and were not available on-site to allow contractors to continue planned projects.

## Program Successes

### Forecast accuracy.

Program savings are in line with forecast expectations.

### Pipeline projects.

Persistent outreach activities in Q3 built a pipeline of projects representing 300,000 therms to be saved in Q4. This will be one of the largest amounts of therms saved in a quarter in the C&I North Shore Gas territory. Energy Advisors and Account Managers proactively held meetings with customers to offer continued program support and remind customers of the incentives available for eligible projects. Regular checkpoints with C&I customers were scheduled to ensure projects are being implemented safely within the COVID pandemic environment.

### Enhanced Trade Ally engagement efforts.

The Commercial and Industrial program continues to strengthen collaboration with Trade Allies, ensuring continuous monitoring and feedback. The program continues to streamline inspections, project coordination, and incentive payments. A virtual Trade Ally Summit was held on September 29th to highlight program achievements and review program offerings and application processes. On a monthly basis, the program continues to conduct Trade Ally webinars and distribute the Brief Trade Ally Update e-newsletter to provide the latest information on topics such as program updates, energy savings measures, training opportunities, safety information and more.

# 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.

### Q3 2020 YTD Savings

Actual Net Therm Savings .....49,328

Actual Net Therm Savings % .... 19%

Actual Net Budget Spend % .....39%

Actual Completed Projects .....17

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.

# PUBLIC SECTOR

## Program Changes

### Enhanced program incentive levels.

Public Sector incentives were adjusted in Q3, increasing all customer incentives by 150% to assist this market with project implementation.

## 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. In Q3, the program team re-entered the field to complete priority customer site visits and post-inspections. While many of the required inspections have been completed virtually with customer and trade ally support, it is sometimes necessary for a team member to go on-site when the customer is completing a custom project.

## Program Successes

### Increased engagement and program participation.

In Q3, the program team engaged leadership within area school districts and village government organizations. The efforts resulted in significant projects within these public sector segments and will lead to an overachievement of the planned therm savings goal for 2020. Such concerted outreach efforts will allow the program to assist other North Shore Gas public sector customers with unique and higher cost energy savings projects.

### Increased Trade Ally partnership.

The Public Sector program continues to strengthen collaboration with Trade Allies, ensuring continuous monitoring and feedback. The program continues to streamline inspections, project coordination, and incentive payments. A virtual Trade Ally Summit was held on September 29th to highlight program achievements and review program offerings and application processes. On a monthly basis, the program continues to conduct Trade Ally webinars and distribute the Brief Trade Ally Update e-newsletter to provide the latest information on topics such as program updates, energy savings measures, training opportunities, safety information and more.

# 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	<p>Prescriptive rebates are standard incentive amounts for common energy efficiency measures, typically, with deemed energy savings in the Illinois Technical Resource Manual.</p> <p>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.</p>
New Construction Rebates	<p>Rebates are provided to new buildings or deep renovations, which design beyond regional code requirements to improve the building's energy efficiency.</p>

### Q3 2020 YTD Savings

- Actual Net Therm Savings .....194,552
- Actual Net Therm Savings % .....262%
- Actual Net Budget Spend % .....305%
- Actual Completed Projects .....77

# SMALL AND MIDSIZE BUSINESS

## Program Changes

### Enhanced program incentive levels.

In Q3, incentive bonuses were continued and incentives for boiler tune-up projects were increased. A 20% multi-measure bonus for projects with more than one completed project was also added.

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.

### Online energy assessment offering.

Small and midsize business customers can now receive customized reports and action plans that identify opportunities to save energy and available rebates, incentives, and other resources. Pictured here is the customer's entry point when beginning their assessment.

The screenshot shows a web interface for an energy assessment. At the top, there are two horizontal bars: a green one and a blue one. Below them, the heading "Start your energy assessment" is followed by a paragraph explaining that the report includes a prioritized list of opportunities to reduce energy costs, benchmarking against similar businesses, and providing links to rebates and services. The interface is divided into two columns: "New visitor" with a green "Get Started" button, and "Returning visitor" with a text input field for an email address and a green "Retrieve Data" button. At the bottom, the logos for "PEOPLES GAS ENERGY EFFICIENCY PROGRAM" and "NORTH SHORE GAS ENERGY EFFICIENCY PROGRAM" are displayed.

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



# SMALL AND MIDSIZE BUSINESS

## Program Challenges

### **COVID-19 health crisis.**

Through Q3, the program is performing above forecast despite the current health crisis. This customer segment may be significantly affected by preventative measures in Illinois restricting business operations. The program team will continue to evaluate foreseeable program savings impacts and has targeted outreach to customer segments, offering virtual assessments and other ways to deliver low- and no-touch program offerings.

## Program Successes

### **Forecast accuracy.**

The program performed according to forecast, achieving 180,000 therms saved in Q3.

### **Bonus program drives increase program savings.**

A multi-measure bonus drove trade allies to complete over 20 projects. Trade allies that typically only implemented steam trap projects are also conducting boiler tune-ups.

### **Restaurant kit distribution.**

Restaurants were more receptive to receiving an energy efficiency kit in Q3 and 41 kits were distributed.

### **Trade Ally re-engagement focused initiatives.**

Through Energy Advisor outreach efforts, the program team re-engaged previous partner contractors with high volume project submittals. Their efforts increased program participation and project completion. The program has experienced increased engagement and performance from Trade Allies through Q3. On a monthly basis, the program continues to conduct Trade Ally webinars and distribute the Brief Trade Ally Update e-newsletter to provide the latest information on topics such as program updates, energy savings measures, training opportunities, safety information and more.

## SINGLE-FAMILY

Residential single-family offerings provide residential customers access to energy efficiency through 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.

### Q3 2020 YTD Savings

Actual Net Therm Savings .....319,007  
 Actual Net Therm Savings % ..49%  
 Actual Net Budget Spend % ... 55%  
 Actual Completed Projects .....1187

# RESIDENTIAL PROGRAM SINGLE-FAMILY OFFERINGS

Program Name	Description
Home Energy Jumpstart	Offers energy-saving products installed in homes at no-cost to the customer. The Home Energy Jumpstart program is a joint program offering provided in partnership with the Peoples Gas, North Shore Gas, and ComEd. 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	an opt-out behavioral program that provides residential customers no-cost reports with their energy usage compared to their peers. Home Energy Reports offer customers energy conservation tips to help inform energy cost reduction opportunities in their homes and encourage action.
Home Energy Rebate	Provided in collaboration with local Trade Allies. Offers rebates on energy-efficient heating, ventilation, and air conditioning, water heating equipment and qualifies 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.

In Q3, the program team reopened the online scheduling platform after a temporary pause due to the COVID-19 health crisis.

#### New program offerings.

The Virtual Home Energy Jumpstart program continued well into Q3 and has ramped up to service hundreds of Peoples Gas customers. Through video energy assessments and contactless delivery of energy-saving products, customers can safely participate in Home Energy Jumpstart.

### Program Challenges

#### COVID-19 health crisis.

Safety is at the center of all we do at Peoples Gas. In Q3, we worked to safely reopen the field direct install program to customers after the March through July suspension of all in-person customer activities. All Home Energy Jumpstart customers who were postponed during the program suspension have been contacted, and most rescheduled new appointments.

## 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. In Q3, the emailed reports encouraged customers to complete their “Home Energy Analysis” to improve their personalized Q4 report accuracy.

#### Continuance energy-saving tips.

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 Q3, reports resulted in an average open rate of 47%.

### Program Challenges

Due to strong savings in Q4 of 2019, the program is currently forecasting below the original 2020 goals. There are no refills available in the Northshore Gas territory.

### Want a more accurate report?

Update your home profile for a better look at your energy use. Here's what we need to know to make your report more accurate:



- ✓ Home type: Single family
- ✓ Home size: 1400 sq. ft.
- ✓ Pool: Yes
- ✓ Second fridge: Yes
- ✓ Fireplace: No
- Own or rent
- Heating type
- Dryer

UPDATE YOUR PROFILE

# SINGLE-FAMILY OFFERINGS

## HOME ENERGY REBATE

### Program Changes

#### **No touch quality assurance and quality check.**

In Q3, 100% of the project post-inspections were completed virtually. The program team accepted a combination of photo reviews, phone verifications, and video inspections. Video inspections are least common due to unreliable connectivity in certain areas/homes. The program team will continue to focus on photo reviews and phone verifications in Q4, reserving in-person inspections for instances that may require complaint resolution, which is extremely rare for these programs.

#### **Re-introducing smart thermostats and piloting weatherization kits.**

In Q3, the program team coordinated the reintroduction of smart thermostat rebates on the HVAC rebate application and created a market rate weatherization kit that will be offered to customers in Q4. Eligible smart thermostats can receive a \$20 rebate, and weatherization kits will include weather-stripping, a door sweep, rope caulk, and switch/outlet gaskets. Digital marketing campaigns for both measures are in development to deploy early Q4.

### Program Successes

#### **Forecast accuracy and performance levels.**

In Q3, the Home Energy Rebates program was on target with the forecast. Weatherization projects produce higher therm savings per project than forecast, primarily due to the change in the existing insulation requirements. Customer satisfaction remains high at 9.87 out of 10.

### Program Challenges

#### **COVID-19 health crisis.**

Outreach to HVAC Trade Allies became more challenging due to the COVID-19 health crisis from lay-offs. Contacts at many companies were no longer employed, causing the outreach team to rebuild relationships with the customer base. Despite these challenges, the outreach team deployed multi-touch campaigns to ensure Trade Allies receive the support they need and garner registrations for the Trade Ally Virtual Summit, leading to 48 residential contractors attending the event.

# 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 change is needed to improve efficiency and air quality.

### Program Challenges

#### COVID-19 health crisis.

Forecast underperformance due to the COVID-19 health crisis and stay-at-home orders resulting in school closures. As of Q3, the forecast experienced a 24.79% reduction in kit distributions. A total of 2,740 kits out of the original 3,643 kits, will be distributed in Q4. The program plans on shipping 903 kits by the end of Q4.



# 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.

## Q3 2020 YTD Savings

Actual Net Therm Savings ..... 22,550  
Actual Net Therm Savings % ..83%  
Actual Net Budget Spend % ...172%  
Actual Completed Projects .....160

# 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 awarded 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

#### Direct distribution offering.

Property managers interested in direct-install can now install the products on their own with verification processes in place.

### Program Successes

#### Additional projects identified.

While the original 2020 program savings goal has been achieved, a large steam trap project as well as a community complex with approximately 20 buildings will be completing retrofits in Q4.

#### Trade Ally summit.

The program presented 2020 program results and findings to the Trade Ally network and provided a preview of potential 2021 program changes.

### Program Challenges

#### Field outreach.

Field outreach has been hindered by Covid-19 safety precautions that staff and customers are taking.

# 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 cost-effective energy saving retrofits.

# 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. These programs are joint utility program offerings.
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 Eligible Home Energy Assistance Program (LIHEAP).

## Q3 2020 YTD Savings

Actual Net Therm Savings ..... 2,341  
 Actual Net Therm Savings % ..... 3%  
 Actual Net Budget Spend % ..... 9%  
 Actual Completed Projects ..... 5

# 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)	6,004	29%	\$127,650	194%	4
Income Eligible Multi-Family Savings (IEMS)	481	1%	\$20,538	24%	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.

Refined implementation guidelines improve contractors' performance on the program's cost-effectiveness. As the implementor, Resource Innovations provided agencies with measure-level instructions for better project scoping, identifying projects and offerings needed per home, requiring them to identify cost-effective measures in the homes that would yield more savings lower cost.

#### Funding realignment.

Program proposed to move North Shore Gas Multi-Family dollars into the North Shore Gas Single-Family budget. The proposal was approved by the utility.

Cedar apartments MF project proposed recently to attain MF budget spend for 2020.

### Program Successes

#### Streamlined program coordination.

Resource Innovations and Agencies coordinate and collaborate on program efforts on an ongoing basis, hosting virtual meetings to maintain open communication lines and transparency to ensure momentum.

### Program Challenges

#### COVID-19 health crisis.

The program has gone back to some normalcy in Q3 allowing goals to be attainable; spend goals are expected to be reached. Restart has allowed for MF projects to be achievable with a 2020 completion date.

# 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 Eligible Home Energy Assistance Program.

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 and will meet or exceed the program goal.

Kits have shipped in October 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, one project approval expected to begin construction in 2020 and end in 2021.

# INCOME ELIGIBLE PROGRAM

## INCOME ELIGIBLE MULTI-FAMILY SAVINGS

### Program Changes

NA.

### Program Successes

#### Program work restart.

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

Very minimal progression in Q3 on this program due to the COVID-19 health crisis.

### Program Challenges

#### COVID-19 health crisis.

In Q1, program savings exceeded forecast. However, with the COVID-19 health crisis, the savings forecast for 2020 has been negatively impacted as well as the overall spend goal. Program is unlikely to attain 2020 goals.





# BREAKTHROUGH EQUIPMENT & DEVICES

## Program Successes

- The venturi study is now being implemented. The field study's initial focus is on commercial laundries and how well venturi steam traps perform. Complimentary field installation in coordination with Nicor and SoCal Gas focuses on commercial buildings and industrial facilities. The Gas Technology Institute is doing the actual field measurement and coordinating the reporting of the results.
- The Building Operator Certification (BOC) program is now holding all training sessions virtually through 2020.
- The Building Stretch Code initiative began implementation in Q3. Significant progress was made in evaluating opportunities to push municipalities to make energy building codes more efficient to reduce consumption
- Midstream Commercial Food Service Pilot has shown greater participation than expected, resulting in \$41,850 in rebates paid through Q3, exceeding the goal of \$40,000.
- On going efforts with local and national stakeholders promoting commercialization of gas heat pumps for success in the marketplace.

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. This team is 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.

# BUSINESS PROGRAM MARKETING

## Targeted Advertising

In Q3, targeted advertising campaigns were established to reach key audience segments in Q4. Efforts include partnerships with the Illinois Manufacturers Association, Technology & Manufacturing Association, Chicago Health Magazine, Illinois Association of Park Districts, and the Building Owners and Managers Association.

## Boiler Tune-Up and Steam Trap Facebook Ads

Launched the program's first targeted, paid Facebook Ad campaign for the business program with tailored messages to increase program awareness to drive project pipeline for business offerings.

## Fact Sheets and Collateral

Finalized resources to help improve customer and Trade Ally program experience. The goals for the new Pipe Insulation Incentives form and Boiler Tune-Up Checklist are to improve the collection of accurate operational details and to facilitate timely project completion.

## University of St. Mary of the Lake Case Study

A new postcard showcasing project successes at St. Mary of the Lake can be used to encourage other businesses to take advantage of the programs. This piece may be used by Energy Advisors or Trade Allies looking to highlight program benefits.

**PEOPLES GAS ENERGY EFFICIENCY PROGRAM** | **NORTH SHORE GAS ENERGY EFFICIENCY PROGRAM**

### Pipe Insulation Incentives

**When to Use This Form**  
This form is to be used to apply for Prescriptive rebates on small pressure steam, process condensate, or high-temperature hot water pipe insulation projects. The maximum incentive amount with this form is \$40,000.00.

**Instructions for Use**  
Please fill out the following information to apply for pipe insulation incentives with either the Peoples Gas or North Shore Gas Energy Efficiency Program. Further Trade Ally users must complete a mandatory program training course and pass the required project inspections to be eligible to use this form.  
To submit, the contractor must send:  
- A completed application with signature  
- An itemized invoice  
- Before and after pictures of the insulation project.

**Customer Information**

Business Name	Contact Name and Title
Phone	Email
Mailing Address	City State ZIP

**Incentive Worksheet**

Pipe ID	Application Type	Pipe Length (ft)	Pipe Diameter (in)	Operating Temp (°F)	Insulation Thickness (in)	Insulation Material
1	Process Steam	100	4	250	2	Perlite
2	Process Steam	50	4	250	2	Perlite
3	Process Steam	75	4	250	2	Perlite
4	Process Steam	120	4	250	2	Perlite
5	Process Steam	80	4	250	2	Perlite
6	Process Steam	90	4	250	2	Perlite

**Summary Table:**

Pipe Size	Total Feet of Pipe	Incentive	Subtotal
Small 2" or smaller	0	\$0.00	
Medium 2" - 4"	0	\$0.00	
Large 4" and above	0	\$0.00	
<b>Grand Total*</b>			

\*Maximum per project maximum = high-temperature hot water.

Customer: peoplesgas.com | northshoregas.com | 800-440-8028

**PEOPLES GAS ENERGY EFFICIENCY PROGRAM** | **NORTH SHORE GAS ENERGY EFFICIENCY PROGRAM**

### Prescriptive Insulation Incentives

**Installing Trade Ally Information**  
Complete this section unless the project is to be self-installed.

Customer Name	Contact Name and Title
Phone	Email
Mailing Address	City State ZIP

**Certifications and Signatures**  
Verify that all information provided for this application is complete and correct. If you find the information in this application changed, it will notify the program. Verify that all information provided for this application is complete and correct. If you find the information in this application changed, it will notify the program.

**OPTIONAL Payment Release Authorization to be filled out by Customer!**  
Complete this section ONLY if the rebate payment is to be paid to a third party. Payment is released to Trade Ally which must be shared as a credit on the customer's account. An invoice for payment of the rebate to the third party, along with the customer's signature, will be required for the rebate payment. The rebate will be paid to the third party based on the program requirements outlined in the Terms and Conditions.

Customer: peoplesgas.com | northshoregas.com | 800-440-8028

**PEOPLES GAS ENERGY EFFICIENCY PROGRAM** | **NORTH SHORE GAS ENERGY EFFICIENCY PROGRAM**

### Prescriptive Rebate Program Space Heating Boiler Tune-Up Checklist

If you are applying for the space heating boiler tune-up rebate, please complete this checklist and submit it with your completed and signed Prescriptive Rebate Program application. Customers are eligible for a boiler tune-up rebate once every 3 years. Customers with a maintenance contract addressing boiler tune-ups are not eligible for this rebate.

**Contractor/Equipment Information**

Contractor Name	Equipment
Annual Operating Hours	Boiler Make
Boiler Model Number	Boiler Serial Number
Boiler Year (MFG)	Boiler Location
Boiler Fuel Type	Boiler Fuel System
Boiler Size: <input type="checkbox"/> 1-1000 BHP <input type="checkbox"/> Low Pressure Steam <input type="checkbox"/> High Pressure Steam <input type="checkbox"/> Process <input type="checkbox"/> Space Heating	Boiler Make

**Tune-Up Checklist**  
The boiler tune-up shall be completed by a qualified technician and include all of the following that apply.\*

Measure combustion efficiency prior to tune up using an analyzer for gas control.	Clean burner and burner air
Adjust airflow and reduction of excessive stack temperature.	Check pilot electrical and adjust or replace
Adjust burner and gas input manual or automatic draft control.	Clean air damper and burner assembly
Check for proper venting.	Make necessary adjustments to burner for proper combustion
Complete visual inspection of system piping and insulation.	Perform all safety calibrations and safety trip checks
Check safety controls.	Check all hardware parts and hardware parts for leaks or normal operating temperatures and pressures
Check adequacy of combustion air intake.	Troubleshoot any boiler system problems as requested by on-site personnel
Clean flue gas surfaces.	Measure combustion efficiency after tune up using an analyzer for gas control

\*Scope of service and other combustion analysis results must accompany each boiler tune-up rebate application.

Customer: peoplesgas.com | northshoregas.com | 800-440-8028

**North Shore Gas** Sponsored

When was the last time your business' boiler was tuned up? If your last boiler tune-up was over a year ago, North Shore Gas Energy Efficiency Program can help you save energy and protect the life of your equipment. Schedule your FREE assessment today.

**Save on boiler tune-ups.**  
Available for a limited time. Contact us to schedule an appointment for a free energy assessment.

YOUR CAPTION HERE **Contact Us**

20 3 Comments 3 Shares

Like Comment Share

**North Shore Gas** Sponsored

Is your facility's steam system wasting money by the minute? It can be hard to tell without a steam trap survey. Get yours today at no-cost to save energy, increase comfort and extend the life of your equipment.

**No-cost steam trap survey.**  
Schedule your FREE energy assessment to complete a steam trap survey. Plus, learn how to qualify for free energy-saving products and more.

[HTTPS://BIT.LY/2ZL5MHC](https://bit.ly/2ZL5MHC) **Learn More**

20 3 Comments 3 Shares

Like Comment Share

# RESIDENTIAL PROGRAM MARKETING

## Multi-Family

### DHW Pump Controller Fact Sheet.

Developed a new technical fact sheet focused on domestic hot-water recirculating pumps.

### Home Energy Rebates

### Trade Ally Leave Behind Postcard.

In Q3, marketing collateral was created to support Trade Allies in promoting program offerings and available rebates. This piece will serve as a leave-behind in Trade Ally offices capturing program and direct contact information.

### Home Energy Jumpstart

### North Shore Gas Res Kits.

Brand refresh for 2020 home energy savings kits, first year implementing individual branding for North Shore Gas.

**Sorry we missed you!**  
The Home Energy Rebates program can save your customers money on qualifying HVAC projects. Owners of single-family homes, two-flats and individually-metered condos and townhouses can receive rebates of up to:

- \$500 for boiler and integrated domestic hot water two-in-one units
- \$350 for stand-alone hot water boilers
- \$150 for steam boilers
- \$200 for high-efficiency furnaces
- \$150 for tankless and indirect water heaters
- \$20 for programmable thermostats
- \$20 for smart thermostats

Visit [peoplesgasrebates.com](http://peoplesgasrebates.com) or [northshoregasrebates.com](http://northshoregasrebates.com) for more information and to access the rebate application.

These programs are funded by Peoples Gas and North Shore Gas customers in compliance with Illinois law. © 2020 Peoples Gas and North Shore Gas.

**Contact us to learn more**  
Cristina Lopez  
Trade Ally Liaison  
[clopez@franklinenergy.com](mailto:clopez@franklinenergy.com)  
312-878-0038 Ext. 2016  
Nosotros hablamos español

**Let's start saving!**  
THANK YOU! You are taking an important step toward saving money and energy by making your home more efficient.

**FACT SHEET: DEMAND-CONTROLLED DOMESTIC HOT WATER**

**What you need to know**  
**Typical systems**  
Typical domestic hot-water recirculating pumps operate 24/7 in order to provide hot water to tenant water fixtures. As hot water is recirculated throughout the building, whether needed or not at the time, it loses some of its heat energy before returning to the storage tank. The constant return of water that is cooler than the water in the storage tanks activates the burner on the domestic hot-water heater, utilizing additional energy.  
**How controllers work**  
Demand-controlled domestic hot-water pumps reduce the run time of pumps to only satisfy the building's domestic hot-water needs. The pump activates when the water temperature in the recirculation lines drops below a prescribed temperature and tenant demand is sensed via water flow in the recirculation line. For example, the pump will turn off in the middle of the night when residents are not using water; however, the controller will occasionally simulate demand overnight to make sure hot water is available in the morning.

**Breaking down the benefits**  
Check out the top three reasons you should set up demand control.  
1. Saves natural gas  
2. Saves electricity  
3. Extends the life of the recirculation pump and the domestic hot water heater

**What you can do**  
**Explore our available rebates**  
In addition to saving energy and money, the Peoples Gas and North Shore Gas Energy Efficiency Programs can help make a project that much more affordable with energy efficiency rebates. You can earn rebates when you install a domestic hot-water recirculation pump controller. Take a look at our rebate form or contact the program team to get started.  
For more information or to take advantage of available rebates, please call us at 855-849-8928.

**Enjoy these FREE gas-saving products!**  
Improve the efficiency and comfort of your home with these easy-to-install products.

**What's inside:**

- 17' roll of closed-cell foam-tape weather stripping
- Self-adhesive door sweep
- Shower timer

Simply remove the adhesive backing and stick to any surface that presents an air leak, including the inside of door frames and above or below window sashes.  
Just peel and stick the door sweep on the bottom interior side of a door to block drafts from the outside.  
Using the fraction cup, attach to the wall of your shower. This timer makes it easy to monitor and reduce your showering time, so you can save water and energy.

If you have received any broken or defective items in this kit, or have any questions regarding these products, please call us at 855-849-8928.

# MARKETING AND OUTREACH

## Business Program

### Carry Out Inefficiency, Carry in Energy Savings.

In partnership with Cloud Kitchens, to help restaurants make their kitchens more efficient to handle delivery and take-out demand using the ghost kitchen method and energy efficiency equipment.

## Portfolio Efforts

### Hosted the programs first virtual trade ally summit.

**Event goal:** Provide Trade Allies with the tools to ensure continued success with the energy efficiency programs. This year's virtual experience provided Trade Allies with high-level program updates, an opportunity to engage with the energy efficiency program team, and continuing education sessions. It featured a reputable keynote speaker- Mark Jewell, focusing on how to sell amid an economic downturn and COVID-19 health crisis impacts.

**Registration analytics:** 223 guests registered; 139 guests checked in; 62% attendance rate

**Top sessions and attendees:** COVID-19, Fresh Air and Energy Recovery Ventilation—168, 5 Key Sales Tactics for Navigating the Rough Waters Ahead—161, Maximizing Program Marketing and Outreach Opportunities—115, Commercial & Industrial Water Cooler—96, Small Midsize Business Water Cooler—91

