



PEOPLES GAS®
ENERGY EFFICIENCY PROGRAM

NORTH SHORE GAS®
ENERGY EFFICIENCY PROGRAM

1st Quarter Report

Program Year 2021 | 01.01.21 – 03.31.21

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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 Q1 of Program Year 2021, January through March 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 Q1, the Peoples Gas portfolio achieved 23% of the savings goal of 9,323,496 therms.

- Business Program achieved 16% of the savings goal, spending 18% of the budget.
- Residential Program achieved 30% of the savings goal, spending 23% of the budget.
- Income Eligible Program achieved 31% of the savings goal, spending 23% of the budget.

Portfolio Summary

Actual Net Therm Savings	2,174,798	Total Low-Income Homes Served	573
Actual Net Therm Savings %	23%	Total Business Projects Completed	141
Actual Net Budget Spend %	21%	Total Residential Projects Completed.	85,767
Direct Portfolio Jobs	79	Carbon Reduction (Tons)	11,507

Environmental Impact



2,503

Cars off the road



14,098

Acres of trees planted



1,386

Homes powered

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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.

Q1 2021 YTD Savings

Actual Net Therm Savings 210,300

Actual Net Therm Savings % 8%

Actual Net Budget Spend % 9%

Actual Completed Projects 14

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

Additional Program Offerings

New measures were introduced at the beginning of the program year. Among these new offerings are rooftop unit tune-ups, furnace tune-ups, wireless pneumatic thermostats and chemical descaling.

Return to the Field

Safety is at the center of all we do at Peoples Gas. The program team remained cautious with in-field engagement at select site visits. Many post-inspections were performed virtually with the help of our program partners and customers.

Program Successes

Forecast Accuracy

Program savings are trending to meet or exceed yearly goal.

Customer Engagement and Pipeline Projects

The Energy Advisors' focused engagement efforts with customers produced a healthy pipeline. About 20% of the program year goal was realized in Q1, while also being very cost effective.

Enhanced Trade Ally Engagement Efforts

The Commercial and Industrial Program continues to collaborate and partner with trade allies, ensuring continuous monitoring and feedback. The program continues to streamline inspections, project coordination and incentive payments. On a monthly basis, the program conducts a trade ally webinar and distributes a Brief Trade Ally Update e-newsletter which provides the latest information on topics such as program updates, energy savings measures, training opportunities, safety information and hosts a trade ally online resource.

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.

Q1 2021 YTD Savings

- Actual Net Therm Savings 297,116
- Actual Net Therm Savings % 25%
- Actual Net Budget Spend % 26%
- Actual Completed Projects 59

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 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	Staffing Grants provide customer grantees up to \$100,000 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

Additional Program Offerings

New measures were introduced at the beginning of the program year. Among these new offerings are rooftop unit tune-ups, furnace tune-ups, wireless pneumatic thermostats and chemical descaling.

Larger Program Goals

2021 has presented an opportunity for higher customer engagement and certain measure offerings to be covered at 100% project cost. With this, some customers, such as schools, can move projects more quickly and can accommodate the ability to eliminate their lengthy PO process.

Projects covered at 100% cost include boiler tune-ups, steam trap testing and replacements and select insulation projects.

Return to the Field

Safety is at the center of all we do at Peoples Gas. The program team remained cautious with in-field engagement at select site visits. Assessments, walk-throughs, and meetings took place sparingly, while many post-inspections were performed virtually through the help of our program partners and customers.

Program Successes

Forecast Accuracy

Program savings are trending to meet the program year goal.

Customer Engagement and Pipeline Projects

The program team developed targeted outreach plans and focused efforts on Public Sector customers. A healthy pipeline was developed and project timelines were established. About 18% of the therm goal was realized in Q1, while nearly 100% of the pipeline was identified.

Q1 served heavily as a planning period. Some Public Sector customers were newly engaged, and buildings not previously identified in the program in years past are now developing action plans.

ASHRAE Level 2 Audits were offered to select customers who met size requirements. About two thirds of the audits were performed in Q1 and the remainder will be performed in Q2.

Enhanced Trade Ally Engagement Efforts

The program established methods to pay trade allies directly for pre-planned projects and kept a focus on moving those projects along. Energy Advisors assisted customers with managing the trade allies and scheduling efforts, as well as, communicated eligibility requirements to ensure proper program information was shared. Furthermore, trade allies were introduced to customers and onboarded with our program rules and guidelines.

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.



Q1 2021 YTD Savings

Actual Net Therm Savings 236,103
 Actual Net Therm Savings % 30%
 Actual Net Budget Spend % 30%
 Actual Completed Projects 68

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 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.</p>

Small and Midsize Business

Program Changes

New Measures and Updates for 2021

In Q1, the program introduced new measures to the standard prescriptive application. Those include, furnace and rooftop unit tune-ups, boiler chemical descaling, stack economizers and wireless pneumatic thermostats. These are measures that have been previously completed or requested by trade allies. We hosted a webinar on January 6 to introduce these new measures to trade allies as well as share other program updates.

The Small and Midsize Business (SMB) program capped the steam trap testing rebate at \$15,000 per location. The program updated the three-year steam trap testing interval to one-year to encourage customers to monitor and detect leaking steam traps early to prevent wasted energy.

The program team continued to offer the 20% multi-measure bonus into 2021 for projects with more than one completed measure.

Program Successes

COVID-19 Health Crisis

Through Q1, the program is performing above forecast despite the COVID-19 crisis. The program team will continue to closely evaluate program participation with awareness that the pandemic environment may impact program savings. We plan to execute targeted outreach to customer segments, highlighting virtual assessments and other low- and no-touch program offerings.

Forecast Accuracy

Through the end of Q1, the program realized 37% of its annual savings forecast. Combined realized and pipeline are over 80% toward goal.

Online Energy Assessment Offering

Small and midsize business customers continue to leverage their ability to receive customized reports and action plans that identify energy-saving opportunities as well as available rebates, incentives and other resources.

Small and Midsize Business

Program Successes Continued

Webinars

More than 100 trade allies attended our 2021 Program Updates webinar. The program continues to host monthly trade ally webinars featuring HVAC technology subject matter experts.

IUOE Local 399 Webinar - Presented to over 30 members of the IUOE Local 399 (Operating Engineers Union). Program team is working to identify additional opportunities to partner with this organization throughout the year.

Call Campaign Resulting in Leads

Online energy assessment call campaign is identifying opportunities with new, previously unreachable customers.

Trade Ally Engagement

On a monthly basis, the program conducts a trade ally webinar and distributes a Brief Trade Ally Update e-newsletter which provides the latest information on topics such as program updates, energy savings measures, training opportunities, safety information and hosts a trade ally online resource.

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LEGAL TIP
OPERATING ENGINEERS

Webinar: Stretch Your Maintenance Budget

Learn How To Use Utility Programs To Fund Projects

Do you want to start saving money and energy today? Join the upcoming **IUOE Local 399** webinar to hear energy experts from the **Peoples Gas and North Shore Gas Energy Efficiency Programs** share an overview of ways to identify energy-saving projects, receive incentives and maximize your organization's resources.

Our team of energy experts will provide you with a clear understanding of how to:

- Identify projects to improve operations, achieve energy savings and support safety.
- Get assistance in navigating internal decision-making processes.
- Qualify for customer program incentives.
- Apply for prescriptive measure rebates.

Date: Tuesday, March 9, 2021
Time: 12-1 p.m.

Register today!

Email peoplesgasandnorthshoregas@franklinenergy.com
Visit <http://bit.ly/Local399>



Use the QR code.

- Open the camera on your smartphone.
- Place the camera over the code.
- Register for the webinar.

For more information on rebates and incentives, visit us at peoplesgasdelivery.com/savings or northshoregasdelivery.com/savings.

These programs are funded by Peoples Gas and North Shore Gas customers in compliance with Illinois law. © 2021 Peoples Gas and North Shore Gas 115-0668-09-00

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.

Q1 2021 YTD Savings

Actual Net Therm Savings 498,390

Actual Net Therm Savings % .. 36%

Actual Net Budget Spend %13%

Actual Completed Projects 85,767

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 of 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. The program offers rebates on energy-efficient heating, ventilation, air conditioning and water heating equipment and qualifying weatherization projects for residential customers.
Elementary Education	The Elementary Education, Super Savers Program is a free energy efficiency educational program. The program offers 5 th 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

Scheduling Software: Oracle to Work Wave Transition

HEJ changed scheduling software from Oracle to Work Wave 3/3, allowing for better reporting capabilities and routing efficiency, to better adjust to incoming demand. This initially decreased wait times by roughly 3 days, including no waitlist for March.

Program Successes

Energy Advisor Coaching

In Q1 the HEJ team focused on individual Energy Advisor (EA) coaching to refresh important program skillsets and processes. This included:

- Sharpening of findings to align with recommendations, increasing clarity of next steps in Home Energy Reports for customers.
- Individual EA shadowing and coaching on specific QA/QC inspection observations that had underperforming scores. This resulted in overall increase in plumbing, pipe insulation and thermostat scores.
- Active coaching of field team to improve field data entry accuracy and thus less corrections on backend.

Home Energy Report

Program Successes

Customer Reach and Messaging

In Q1 the Home Energy Reports program provided print and email reports to 83,396 customers. Reports included neighbor comparisons, tips for heating in winter weather and Home Energy Jumpstart modules.

Save more



Get a no-cost energy assessment of your home

Your home could be full of hidden savings—a Home Energy Jumpstart will find them for you.

→ Schedule your Home Energy Jumpstart today at www.peoplesgasdelivery.com/jumpstart

Digital Engagement

In Q1, email reports resulted in an average open rate of 34%.

COVID-19 Normalization Update

Following a collaborative session among program implementers and evaluators, the COVID-19 Normalization methodology agreed upon is expected to have minimal impacts on overall savings achieved by this program.

Single-Family Offering

Home Energy Rebate

Program Changes

Weatherization Resumed Some In-person QA/QC Visits

In Q1, 8.27% of all projects were inspected via phone verification, photo review or in-person visit. At this time, in-person visits will only occur during installation of weatherization projects (while an approved contractor is performing the work).

Stacked Smart Thermostat Rebates on ComEd Marketplace

In Q1 contract details were finalized for Peoples Gas customers to receive an instant \$25 rebate when they purchase a qualifying smart thermostat from the ComEd Marketplace.

The ComEd Marketplace will include language regarding stacked rebates starting in Q2.

Program Successes

Performance Levels

In Q1, the Home Energy Rebates program exceeded forecast, primarily due to increased demand for HVAC replacements following the arctic weather in February. Customer satisfaction remains high at 9.76 out of 10.

Smart Thermostats And Weatherization Kits

Smart thermostat rebates were reintroduced into the Home Energy Rebate offering in late 2020. In Q1, the program processed 76 smart thermostat rebates.

Free weatherization kits were promoted via email to customers who have participated in other residential programs that do not include kits. In Q1, 215 customers received weatherization kits.

Single-Family Offering Elementary Education

Program Changes

New Kit Design

Kit boxes now have an “open deck” construction, allowing for flexibility in kit measures and materials. This has been a marked improvement in the ability for the program to shift measures without waste of previously printed kit boxes.

Program Challenges

Teacher Instruction

Every school is now unique as to whether they are providing in person, remote or hybrid instruction. The unstable environment may still be a barrier to teacher participation. The program has implemented direct to student shipments as well as allowing a limited number of 6th grade participants to accommodate the current educational landscape.

Program Successes

Achievement to Goal

Super Savers has achieved 63% to goal for total enrollments and shipments. This is on track with the semester as, across school districts, classes are just over 50% through the spring semester.



Multi-Family

The Residential Multi-Family program offers a comprehensive program of assessments, direct install, prescriptive and custom rebates, 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.

Q1 2021 YTD Savings

Actual Net Therm Savings477,171
Actual Net Therm Savings % ...26%
Actual Net Budget Spend % 35%
Actual Completed Projects 942

Residential Program

Multi-Family Offerings

Program Changes

Incentive Updates

Reduced incentives for steam trap testing in correlation with reduced 2021 savings for the measures.

Optimized the incentive for domestic hot water recirculation controls to align with more competitive products entering the local market.

Placed lower incentive caps on steam boiler averaging controls.

New Measures

Introduced a new thermostatic radiator valve measure for both the prescriptive and partner trade ally programs.

Program Successes

Partner Trade Allies

Two additional trade allies have joined the Partner Trade Ally network.

Participant Pipeline

The multi-family offering achieved over 25% of its annual savings goal in Q1 and currently has approximately 45% of the annual savings goal in pipeline.

Program Challenges

Direct Install Participation

There is still hesitation amongst some property managers to participate in direct install offerings. Approximately 10% of the annual Peoples Gas unit goal was achieved in Q1.

Steam Trap Participation

Several large pipeline properties are continuing to delay the implementation of steam trap replacements due to Covid-19 concerns over trade ally access to tenant units.

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.

Q1 2021 YTD Savings

Actual Net Therm Savings.....455,718
 Actual Net Therm Savings %31%
 Actual Net Budget Spend % 23%
 Actual Completed Projects 586

Income Eligible Program

Program Name	Description
Illinois Home Weatherization Assistance Program (IHWAP)	Leverage's 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

Q1 Program Offering Savings

Program	Net Therms Achieved	% of Annual Goal	Total Spend	% of Annual Spend	# of Participants
Illinois Home Weatherization Assistance Program (IHWAP)	19,913	30%	\$260,028	20%	27
Income Eligible (IEMS)	6,759	11%	\$118,897	15%	37
Public Housing (PHES)	3,356	9%	\$49,422	19%	1
Affordable Housing New Construction	1,852	3%	\$9,359	2%	1
Income Eligible Weatherization	72,603	34%	\$863,513	32%	347
Multi-Family Income Eligible	351,235	22%	\$623,091	21%	160
Income Eligible Gas Kits	0	0%	\$0	0%	0

Income Eligible Program

Multi-Family Income Eligible

Program Changes

Incentive Changes

Minor reductions in incentives to steam traps, boiler averaging controls and domestic hot water pump controllers.

Program Successes

Healthy Program Pace

The IE PTA program has achieved approximately 23% of its annual therm savings goal at the end of Q1.

Program Challenges

Steam Traps

Three steam trap projects have been further delayed in 2021 due to property manager hesitations regarding COVID-19 and contractor access to tenant unit.

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 pilot kit program launched in Q4 of 2019. The program sent out 20,000 kits in September 2020 and will distribute 10,000 kits in Q3 of 2021.

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 at a 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

Identifying Additional Customer Pathways

As utility-only funding budgets are reached, there are additional calls coming into agencies to receive retrofits. We are working to identify additional resources that can help lead these customers to other offerings they may be eligible for.

IEMS/PHES Program

(Income Eligible Multi-Family Savings/Public Housing Energy Savings)

Program Changes

Increased Options

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.

Program Successes

Pipeline

IEMS pipeline has been strong in Q1 and with the Chicago Housing Authority (CHA) allowing work again, PHES is also looking at consistent projects that will lead to full spend and savings goals.

Program Challenges

No changes to review for Q1

Income Eligible Program

AHNC

(Affordable Housing New Construction)

Program Changes

No changes to review for Q1

Program Successes

Forecast Accuracy

AHNC continues to grow and bring in additional projects. Overall, the program continues to be on a path to attain or overachieve in goals.

Program Challenges

No changes to review for Q1

Income Eligible Weatherization

Program Changes

Exploring Savings Opportunities

The program will continue assessing the cost-effectiveness to determine best steps moving forward on various types of projects to stay in line with cost-savings goals.

Program Successes

Successful Program Initiatives

The program continues to work through safety protocols and has been communicating with customers about restrictions due to COVID-19 and providing updates, while providing them with full service.

Program Challenges

COVID-19 Health Crisis

While work continues, program is making sure all staff are taking safety precautions while continuing to drive program goals.

Breakthrough Equipment & Devices

Program Successes

- The radiator Open-Source Building Sensors and Controls (OSBSC) retrofit device research effort was formally extended through the remainder of the quadrennial. In addition, a new IIT research project was added to develop a remote monitoring system for steam trap failure. The target outcome is to have a low-cost failure identification device that results in faster replacement of failed traps.
- Venturi steam trap installation monitoring continued to show reliability and effectiveness of the technology; this will help in market transformation efforts to have reliable steam trap options more widely adopted in Illinois.
- The Building Operator Certification (BOC) was formally approved to launch for 2021.
- The second phase of the Building Stretch Code project was launched this quarter. It involves pursuing opportunities with municipalities. As a market transformation initiative, it has the potential to accelerate energy efficiency gains in select communities.
- Midstream Commercial Food Service project launched its final phase as a pilot project. The first quarter was relatively quiet in rebates issued. The expectation is that more purchases will occur in Q2.

Research and Development (R&D) evaluate innovative technologies and projects for possible future inclusion in programs to achieve additional therm savings. Projects are implemented in collaboration with research organizations, educational institutions, and non-profit organizations. This team is also engaged in Market Transformation (MT) 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 Program Marketing

SMB Google Search Ads

Google search ads promoting program incentives and the online assessment tool to help drive new customers into program pipeline.

C&I Chicago Health Media Paid Partnership

Goal is to increase program awareness among healthcare C&I customers. Newsletter banner ad and targeted emails provide an overview of program, available rebates and benefits of energy-efficiency upgrades for healthcare facilities. The emails targeted C&I subscribers within the Peoples Gas and North Shore Gas service territory zip codes.

IUOE Local 399 Webinar

Educational webinar presented to IUOE Local 399 union engineers. Provided program overview and insight into how to use utility programs to fund projects. Program team also shared tips on how to identify projects that improve operations, achieve energy savings and support safety. Established relationship which will help drive awareness of programs with decision makers and facility engineers.

Trade Ally Support

- Trade ally microsite updates
- Monthly BTU newsletter refresh

BTU
March 2021 Newsletter

Free energy-saving products for your customers
The Peoples Gas and North Shore Gas Energy Efficiency Program can help your customers save money! Qualifying customers can receive free rebates on energy-efficient products, including smart thermostats and smart meters.

Partner trade ally bonus opportunity
For a limited time, trade ally and outside business program partners can receive an additional bonus. This opportunity includes a double bonus on space heating system pipe insulation, programmable or smart thermostats and smart controls during their trips.

Trade Ally Shout-Outs!
Home Energy Rebates 2020
Single Family Residential (SFR), Highest Tier/zone per Project: Smart Thermostat and Smart CO with an average of 124 HomeEnergy.

PEOPLES GAS ENERGY EFFICIENCY PROGRAM

Improve your energy efficiency health

Looking for ways to manage your bottom line? We can assist with energy-saving improvements that can lead to big savings for your healthcare facility.

Examining your energy condition
We understand your healthcare workers are busy and your facility needs to run efficiently 24/7. Our team of energy experts is on call to help you improve your patient's and facility's comfort with a free on-site assessment.

Prescribing an energy-efficient treatment
After conducting an in-depth on-site assessment of your facility, our energy experts will share a custom report summarizing free energy-saving options, rebates and a cost-benefit analysis for future improvements.

When you work with us, we will make sure to completely assess the needs of your entire healthcare facility so you can reach optimum energy savings in as quick of a payback period as possible.

[Learn More](#)

Email us or call 844-217-5593 to connect with an energy expert and get started today!

PEOPLES GAS ENERGY EFFICIENCY PROGRAM

Webinar: Stretch Your Maintenance Budget

Learn How To Use Utility Programs To Fund Projects

Do you want to start saving money and energy today? Join the upcoming IUOE Local 399 webinar to hear energy experts from the Peoples Gas and North Shore Gas Energy Efficiency Programs share an overview of ways to identify energy-saving projects, receive incentives and maximize your organization's resources.

Our team of energy experts will provide you with a clear understanding of how to:

- Identify projects to improve operations, achieve energy savings and support safety.
- Get assistance in evaluating internal decision-making processes.
- Quality for customer program incentives.
- Apply for prescriptive measure rebates.

Date: Tuesday, March 9, 2021
Time: 12-1 p.m.

Register today!
[Link: peoplesgas.com/webinars/healthcareenergy]
Visit: <http://bit.ly/Local399>

Use the QR code:
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Receive a free energy assessment, energy saving products, and no- and low-cost services. The Peoples Gas Small and Medium Business program is helping businesses save energy.

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Schedule a FREE energy efficiency checkup for your healthcare facility today

[GET STARTED](#) or call us at 844-217-5593

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

Residential Program Marketing

Residential Program Marketing

HER Rebates and Incentives – Google Search Campaign

Increase awareness for the home energy rebate program. Identified key words resonating with residential customers to help raise awareness. Campaign was centered around available incentives, gas measures, saving money and improving home comfort.

Multi-Family Retrofit Projects – Google Search Campaign

Target local trade allies, contractors and engineers through keyword optimization campaign. Identify relevant search keywords to maximize visibility of the multi-family program landing pages. Ads drive target audience to landing pages to learn more about rebates, gas measures, energy efficiency opportunities and more. Keywords also highlight retrofit projects and ways to maximize dollar and energy-efficiency savings.





NORTH SHORE GAS[®]
ENERGY EFFICIENCY PROGRAM

Portfolio Summary

North Shore Gas

The North Shore Gas Company provide this qualitative Quarterly Report containing a program brief on Q1 of Program Year 2021, January through March activities. This report is accompanied by the quantitative report, which details the program results from a savings and cost perspective. These reports are provided pursuant to Section 6.6 of the Illinois Energy Efficiency Policy Manual Version 2.0 (effective January 1, 2020).

Through Q1, the North Shore Gas portfolio achieved 22% of the savings goal of 1,912,269 therms.

- Business Program achieved 19% of the savings goal, spending 20% of the budget.
- Residential Program achieved 31% of the savings goal, spending 13% of the budget.
- Income Eligible Program achieved 0% of the savings goal, spending 8% of the budget.

Portfolio Summary

Actual Net Therm Savings	429,961	Total Low-Income Homes Served	1
Actual Net Therm Savings %	22%	Total Business Projects Completed	48
Actual Net Budget Spend %	16%	Total Residential Projects Completed	68,621
Direct Portfolio Jobs	11	Carbon Reduction (Tons)	2,275

Environmental Impact



495

Cars off the road



2,787

Acres of trees planted



274

Homes powered

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.

Q1 2021 YTD Savings

Actual Net Therm Savings 51,081
 Actual Net Therm Savings % 6%
 Actual Net Budget Spend % 8%
 Actual Completed Projects 1

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

Additional Program Offerings

New measures were introduced at the beginning of the program year. Among these new offerings are rooftop unit tune-ups, furnace tune-ups, wireless pneumatic thermostats and chemical descaling.

The North Shore Gas territory has younger buildings and older steam systems are not as common. With the addition of these measures, the program can offer opportunities to new customers.

Program Challenges

COVID-19 Health Crisis

Safety is at the center of all we do at North Shore Gas. The program team remained cautious with in-field engagement at select site visits. Many post-inspections were performed virtually with the help of our program partners and customers.

North Shore Gas 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 trending well and are in line with forecast expectations.

Customer Engagement and Pipeline Projects

Customers that have previously not engaged in the program are now taking advantage of offerings and planning more projects within this program year. At the end of Q1, about 80% of program goal projects are in the pipeline.

Energy Advisors and Account Managers continue to proactively hold meetings with customers to offer continued program support and remind customers of the incentives available for eligible projects. Regular checkpoints with C&I customers are scheduled to ensure projects were being implemented.

Enhanced Trade Ally Engagement Efforts

The Commercial and Industrial Program continues to collaborate and partner with trade allies, ensuring continuous monitoring and feedback. The program continues to streamline inspections, project coordination and incentive payments. On a monthly basis, the program conducts a trade ally webinar and distributes a Brief Trade Ally Update e-newsletter which provides the latest information on topics such as program updates, energy savings measures, training opportunities, safety information and hosts a trade ally online resource.

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.

Q1 2021 YTD Savings

- Actual Net Therm Savings143,317
- Actual Net Therm Savings % 54%
- Actual Net Budget Spend % 44%
- Actual Completed Projects 36

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	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	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

Additional Program Offerings

New measures were added in the beginning of the program year. Among these new offerings are rooftop unit tune-ups, furnace tune-ups, wireless pneumatic thermostats, and chemical descaling. These new measures will serve well for the generation of these buildings.

Enhanced Program Goals

2021 has presented an opportunity for higher customer engagement and certain measure offerings to be covered at 100% project cost. Customers and trade allies were engaged to assist in this effort and bring awareness of the offerings.

COVID-19 Health Crisis

Safety is at the center of all we do at North Shore Gas. We continued to take preventive measures to address the evolving COVID-19 health crisis. Most post-inspections were performed virtually through the help of our program partners and customers.

Program Successes

Quarter achievements and Forecast Accuracy

Q1 had strong success with meeting 54% of the savings goal and 44% of the spend goal. Program performance is on track to meet the remainder of the program year goal.

Customer Engagement and Pipeline Projects

The program team developed targeted outreach plans and focused efforts on Public Sector customers. A healthy pipeline was developed and project timelines were established.

Gas Optimization Studies were offered to select customers who could benefit from a deeper analysis of their gas usage and generate ideas for future energy efficiency projects.

Trade Ally Partnership

The Public Sector program continues to strengthen collaboration with trade allies, ensuring continuous monitoring and feedback. The increased incentives for Public Sector customers in Q4 were shared with all participating trade allies in the monthly trade ally webinars and Brief Trade Ally Update e-newsletters.

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>

Q1 2021 YTD Savings

- Actual Net Therm Savings 27,675
- Actual Net Therm Savings % 35%
- Actual Net Budget Spend % 70%
- Actual Completed Projects 11

Small and Midsize Business

Program Changes

Enhanced Program Incentive Levels

In Q1, 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 measure.

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.

An exclusive North Shore Gas bonus started in mid-March and will continue through the end of May to drive participation.

Program Successes

Online Energy Assessment Offering

Small and midsize business customers continue to leverage their ability to 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.

Start your energy assessment

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

New visitor

Returning visitor

To update your answers and get a new report enter the email you used the last time you visited.

Email:

GET STARTED **RETRIEVE DATA**

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

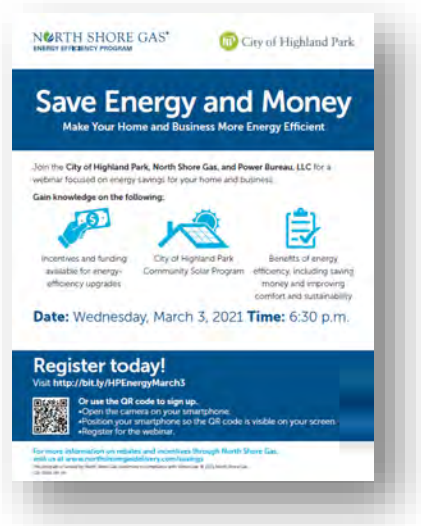
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Small and Midsize Business

Program Successes

Webinars

The program partnered with the City of Highland Park to present an energy efficiency webinar to over 30 residents and business owners. The team is looking to identify other towns and cities to partner with throughout the year.



Call Campaign Resulting in Leads

Online energy assessment call campaign is identifying opportunities with new, previously unreached customers.

Program Challenges

COVID-19 Health Crisis

Through Q1, the current health crisis does not allow for cold calling which is something needed in this territory. Going forward, the program team will continue to closely evaluate participation with awareness that the pandemic environment may create impacts on program savings. We plan to target outreach to customer segments, offering virtual assessments and other ways to deliver low- and no-touch program offerings.

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.

Q1 2021 YTD Savings

Actual Net Therm Savings 196,931

Actual Net Therm Savings % ... 31%

Actual Net Budget Spend % ... 10%

Actual Completed Projects 68,402

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

Scheduling Software: Oracle to Work Wave Transition

HEJ changed scheduling software from Oracle to Work Wave 3/3, allowing for better reporting capabilities and routing efficiency, to better adjust to incoming demand. This initially decreased wait times by roughly 3 days, including no waitlist for March.

Program Successes

Energy Advisor Coaching

In Q1 the HEJ team focused on individual Energy Advisor (EA) coaching to refresh important program skillsets and processes. This included:

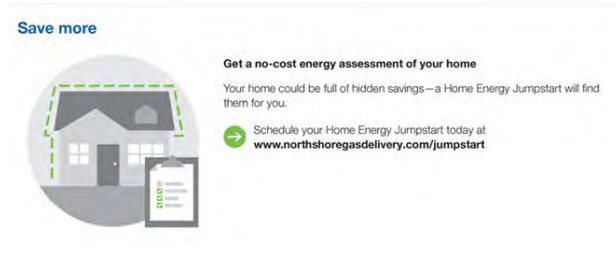
- Sharpening of findings to align with recommendations, increasing clarity of next steps in Home Energy Reports for customers.
- Individual EA shadowing and coaching on specific QA/QC inspection observations that had underperforming scores. This resulted in overall increase in plumbing, pipe insulation and thermostat scores.
- Active coaching of field team to improve field data entry accuracy and thus less corrections on backend.

Home Energy Report

Program Successes

Customer Reach and Messaging

In Q1 the Home Energy Reports program provided print and email reports to 67,790 customers. Reports included neighbor comparisons, tips for heating in winter weather, and Home Energy Jumpstart modules.



Digital Engagement

In Q1, email reports resulted in an average open rate of 44%.

COVID-19 Normalization Update

Following a collaborative session among program implementers and evaluators, the COVID-19 Normalization methodology agreed upon is expected to have a positive impact on the 2020 savings for this program, but due to first year savings and multi-year measure life, 2021 savings could be negatively impacted.

Single-Family Offerings

Home Energy Rebate

Program Changes

No Touch Quality Assurance and Quality Check

In Q1, 6.48% of all projects were inspected via phone verification, photo review or in-person visit. At this time, in-person visits will only occur during installation of weatherization projects while an approved contractor is performing the work.

Stacked Smart Thermostat Rebates on ComEd Marketplace

In Q1 contract details were finalized for Peoples Gas customers to receive an instant \$25 rebate when they purchase a qualifying smart thermostat from the ComEd Marketplace.

The ComEd Marketplace will include language regarding stacked rebates starting in Q2.

Program Successes

Performance Levels

In Q1, the Home Energy Rebates program exceeded forecast, primarily due to increased demand for HVAC replacements following the arctic weather in February. Customer satisfaction remains high at 9.75 out of 10.

Smart Thermostats And Weatherization Kits

Smart thermostat rebates were reintroduced into the Home Energy Rebate offering in late 2020, in Q1 the program processed 46 smart thermostat rebates.

Free weatherization kits were promoted via email to customers who have participated in other residential programs that do not include kits. In Q1, 56 customers received weatherization kits.

Single-Family Offerings

Elementary Education

Program Changes

New Kit Design

Kit boxes now have an “open deck” construction, allowing for flexibility in kit measures and materials. This has been a marked improvement in the ability for the program to shift measures without waste of previously printed kit boxes.

Program Challenges

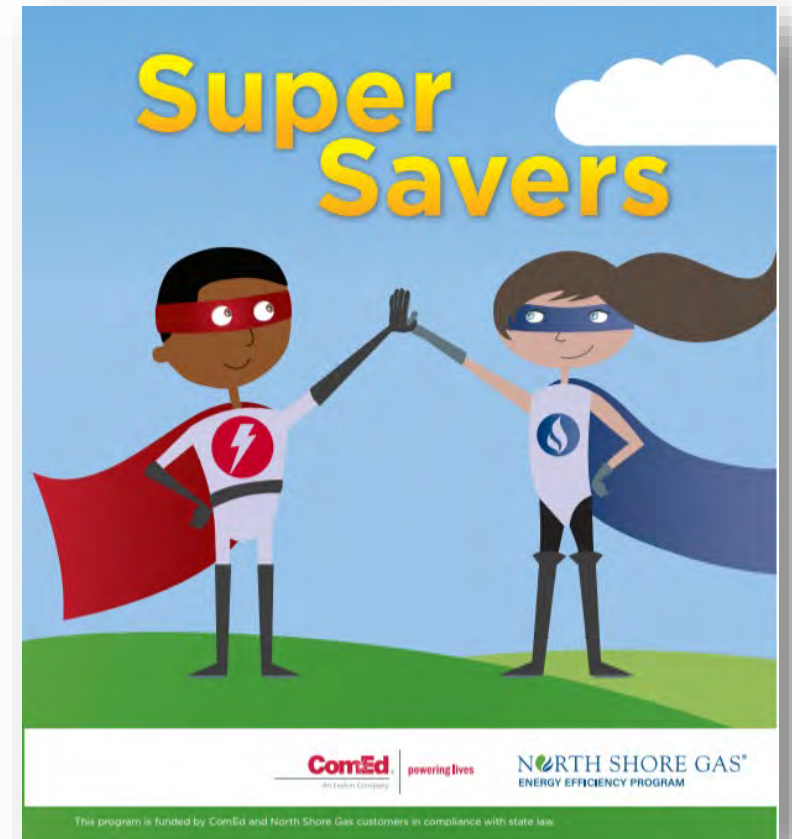
Teacher Instruction

Every school is now unique as to whether they are providing in person, remote, or hybrid instruction. The unstable environment may still be a barrier to teacher participation. The program has implemented direct to student shipments as well as allowing a limited number of 6th grade participants to accommodate the current educational landscape.

Program Successes

Program Management

Super Savers has converted program structure to one main point of contact for the program. This has worked well both internally and externally by strengthening our lines of communication and overall delivery of Super Savers.



Multi-Family

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

Q1 2021 YTD Savings

Actual Net Therm Savings 10,610
Actual Net Therm Savings % ... 35%
Actual Net Budget Spend % 53%
Actual Completed Projects 219

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

Incentive Updates

Reduced incentives for steam trap testing in correlation with reduced 2021 savings for the measures.

Optimized the incentive for domestic hot water recirculation controls to align with more competitive products entering the local market.

Placed lower incentive caps on steam boiler averaging controls.

New Measures

Introduced a new thermostatic radiator valve measure for both the prescriptive and partner trade ally programs.

Program Successes

Large Insulation Project

Over 2,000 feet of exposed pipe was insulated in a condominium parking garage in Highland Park.

Direct Install

The program has installed DI products in over 200 tenant units in Q1.

Program Challenges

Budget Limitations

The program is closely monitoring the program budget in North Shore Gas territory to ensure interested customers are served while staying within the program's budget.

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.

Q1 2021 YTD Savings

Actual Net Therm Savings 347
 Actual Net Therm Savings % 0%
 Actual Net Budget Spend % 8%
 Actual Completed Projects 1

Income Eligible Program

Program Name	Description
Illinois Home Weatherization Assistance Program (IHWAP)	Leverage's 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).

Income Eligible Program

Q1 Program Offering Savings

Program	Net Therms Achieved	% of Annual Goal	Total Spend	% of Annual Spend	# of Participants
Illinois Home Weatherization Assistance Program (IHWAP)	347	3%	\$24,123	15%	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 at a 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

Identifying Additional Customer Pathways

As utility-only funding budgets are reached, there are additional calls coming into agencies to receive retrofits. We are working to identify additional resources that can help lead these customers to other offerings they may be eligible for.

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 sent out 2,000 kits in October 2020 and is aiming to send out an additional 1,500 kits in Q3 of 2021.

Breakthrough Equipment & Devices

Program Successes

- The radiator Open-Source Building Sensors and Controls (OSBSC) retrofit device research effort was formally extended through the remainder of the quadrennial. In addition, a new IIT research project was added to develop a remote monitoring system for steam trap failure. The target outcome is to have a low-cost failure identification device that results in faster replacement of failed traps.
- Venturi steam trap installation monitoring continued to show the reliability and effectiveness of the traps; this will help in market transformation efforts to have reliable steam trap options more widely adopted in Illinois.
- The Building Operator Certification (BOC) was formally approved to launch for 2021.
- The second phase of the Building Stretch Code was launched this quarter. It involves pursuing code change opportunities with municipalities. As a market transformation initiative, it has the potential to accelerate energy efficiency gains in select communities.
- Midstream Commercial Food Service project launched its final phase as a pilot project. The first quarter was relatively quiet in rebates issued. The expectation is that more purchases will occur in Q2.

Research and Development (R&D) evaluate innovative technologies and projects for possible future inclusion in programs to achieve additional therm savings. Projects are implemented in collaboration with research organizations, educational institutions, and non-profit organizations. This team is also engaged in Market Transformation (MT) 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 Program Marketing

SMB Google Search Ads

Google search ads promoting program incentives and the online assessment tool to help drive new customers into program pipeline.

C&I Chicago Health Media Paid Partnership

Goal is to increase program awareness among healthcare C&I customers. Newsletter banner ad and targeted emails provide an overview of program, available rebates and benefits of energy-efficiency upgrades for healthcare facilities. The emails targeted C&I subscribers within the Peoples Gas and North Shore Gas service territory zip codes.

IUOE Local 399 Webinar

Educational webinar presented to IUOE Local 399 union engineers. Provided program overview and insight into how to use utility programs to fund projects. Program team also shared tips on how to identify projects that improve operations, achieve energy savings and support safety. Established relationship which will help drive awareness of programs with decision makers and facility engineers.

City of Highland Park Webinar

Target Highland Park residents and business owners to help drive new customers into pipeline. The webinar provided an overview of the benefits of energy efficiency, including saving money, improving comfort and sustainability, incentives and funding available for energy efficiency upgrades.

Trade Ally Support

- Trade ally microsite updates
- Monthly BTU newsletter refresh

BTU
March 2021 Newsletter

Free energy-saving products for your customers
The Peoples Gas and North Shore Gas Energy Efficiency Program can help your customers save money! Qualifying customers can receive free rebates on energy-efficient products, including smartwatts and smart meters.

Partner trade ally bonus opportunity
For a limited time, trade ally and trade ally program partner trade allies can receive an exclusive bonus. This opportunity includes a double bonus on smartwatts, smart meters, programmable or smart thermostats and process manufacturing steam traps.

Seasonal space heating clean trap testing
Description: Despite pressure, seasonal space heating systems traps can only be tested during the heating season (September 15 - March 20) when the outside temperature is below 50°F. If you must test outside of the designated heating season, please contact the program team for pre-approval.

Trade Ally #shout-out
Single Family Residential (SFR) Highest Thermal per Project: O'Neil Plumbing and Heating Co. with an average of 600 thermal project.

Contact Us:
Phone: 847-217-5593
Web: www.northshoregas.com
Email: energyefficiency@northshoregas.com

Improve your energy efficiency health

Looking for ways to manage your bottom line? We can assist with energy-saving improvements that can lead to big savings for your healthcare facility.

Examining your energy condition
We understand your healthcare workers are busy and your facility needs to run efficiently 24/7. Our team of energy experts is on call to help you improve your patient's and facility's comfort with a free on-site assessment.

Prescribing an energy-efficient treatment
After conducting an in-depth on-site assessment of your facility, our energy experts will share a custom report summarizing free energy-saving options, rebates and a cost-benefit analysis for future improvements.

When you work with us, we will make sure to completely assess the needs of your entire healthcare facility so you can reach optimum energy savings in as quick of a payback period as possible.

Learn More

Email us or call 844-217-5593 to connect with an energy expert and get started today!

Save Energy and Money
Make Your Home and Business More Energy Efficient

Join the City of Highland Park, North Shore Gas, and Power Bureau, LLC for a webinar focused on energy savings for your home and business.

Gain knowledge on the following:

- Incentives and funding available for energy-efficiency upgrades
- City of Highland Park Community Solar Program
- Benefits of energy efficiency, including saving money and improving comfort and sustainability

Date: Wednesday, March 3, 2021 Time: 6:30 p.m.

Register today!
Visit <http://bit.ly/NPEnergyMarch3>

Or use the QR code to sign up:
• Open the camera on your smartphone.
• Position your smartphone so the QR code is visible on your screen.
• Register for the webinar.

For more information on rebates and incentives through North Shore Gas, visit us at www.northshoregasdelivered.com/savings

Ad - www.northshoregasdelivered.com/rebates

North Shore Gas Rebates | Save Energy and Money Now | Rebates on Efficient Upgrades

Reduce your expenses - the North Shore Gas Small and Medium Business program can help. Receive a free energy assessment, energy saving products, and no- and low-cost services.

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Residential Program Marketing

Residential Program Marketing

HER Rebates and Incentives – Google Search Campaign

Increase awareness for the home energy rebate program. Identified key words resonating with residential customers to help raise awareness. Campaign was centered around available incentives, gas measures, saving money and improving home comfort.

Multi-Family Retrofit Projects – Google Search Campaign

Target local trade allies, contractors and engineers through keyword optimization campaign. Identify relevant search keywords to maximize visibility of the multi-family program landing pages. Ads drive target audience to landing pages to learn more about rebates, gas measures, energy efficiency opportunities and more. Keywords also highlight retrofit projects and ways to maximize dollar and energy-efficiency savings.

City of Highland Park Webinar

Target Highland Park residents and business owners to help drive new customers into pipeline. The webinar provided an overview of the benefits of energy efficiency, including saving money, improving comfort and sustainability, incentives and funding available for energy efficiency upgrades.

