

PEOPLES GAS®  
ENERGY EFFICIENCY PROGRAM

NORTH SHORE GAS®  
ENERGY EFFICIENCY PROGRAM

# 2nd Quarter Report

Program Year 2021 | 04.01.21 – 06.30.21

# Table of Contents

## Peoples Gas

Portfolio Summary	04
Business Program	05
Residential Program	12
Income Eligible Program	18
Breakthrough Equipment and Devices	23
Marketing & Outreach	24

## North Shore Gas

Portfolio Summary	27
Business Program	28
Residential Program	35
Income Eligible Program	41
Breakthrough Equipment and Devices	45
Marketing & Outreach	46

A wide-angle photograph of the Chicago skyline at dusk, with Lake Michigan in the foreground. The sky is a mix of blue and orange. A dark blue banner is overlaid on the left side of the image, containing the text 'PEOPLES GAS' and 'ENERGY EFFICIENCY PROGRAM'. The Willis Tower is the most prominent building in the center-right.

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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 Q2 of Program Year 2021, April through June activities. This report is accompanied by the quantitative report, which details the program savings, costs and results. These reports are provided pursuant to Section 6.6 of the Illinois Energy Efficiency Policy Manual Version 2.0 (effective January 1, 2020).

Through Q2, the Peoples Gas portfolio achieved 54% of the savings goal of 9,375,596 therms.

- Business Program achieved 48% of the savings goal, spending 53% of the budget.
- Residential Program achieved 57% of the savings goal, spending 48% of the budget.
- Income Eligible Program achieved 66% of the savings goal, spending 50% of the budget.

### Portfolio Summary

Actual Net Therm Savings .....	5,048,256	Total Income Eligible Homes Served .....	763
Actual Net Therm Savings % .....	54%	Total Business Projects Completed .....	223
Actual Net Budget Spend % .....	50%	Total Residential Projects Completed .....	138,843
Direct Portfolio Jobs .....	79	Carbon Reduction (Tons) .....	26,710

## Environmental Impact



**5,809**

Cars off the road



**32,725**

Acres of trees planted



**3,217**

Homes powered

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ENERGY EFFICIENCY PROGRAM

# Business Program Commercial and Industrial

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

## Q2 2021 YTD Savings

Actual Net Therm Savings ..... 829,593  
 Actual Net Therm Savings % ..... 31%  
 Actual Net Budget Spend % ..... 24%  
 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. 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 and Industrial

## Program Update

### Field Activity

Safety is at the center of all we do at Peoples Gas. The program team remains cautious with in-field engagement at select site visits. The team continues to follow the current COVID-19 Center for Disease Control and Prevention Guidelines. Most post-inspections were performed virtually with the help of our program partners and customers.

During Q2, we saw an increase in on-site visit requests by customers. Energy Advisors and Engineers have safely returned to limited in-person meetings, inspections, and site visits with customers and Trade Allies. These in-person interactions have yielded further collaboration, project submissions, and deeper relationship building.

## Program Successes

### Forecast Accuracy and Performance

Program performance is trending to meet our annual goal. Through Q2, the program has realized 31% of the savings goal and 24% of the spend goal.

### Customer Engagement and Pipeline Projects

Energy Advisor and Account Manager engagement with customers and Trade Allies has generated a healthy pipeline of projects that will complete this year while also building a healthy pipeline into program year 2022. Monthly check-ins with larger customers continue regularly.

### Enhanced Trade Ally Engagement Efforts

The Commercial and Industrial Program continues to collaborate and partner with Trade Allies, ensuring ongoing monitoring and feedback on program implementation. The program continues to streamline inspections, project coordination and incentive payments to benefit both customers and Trade Allies. On a monthly basis, the program conducts a trade ally webinar and distributes a Brief Trade Ally Update, an e-newsletter, which provides the latest information on topics such as program updates, energy-saving 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.

## Q2 2021 YTD Savings

- Actual Net Therm Savings ..... 927,778
- Actual Net Therm Savings % .... 79%
- Actual Net Budget Spend % ..... 97%
- Actual Completed Projects ..... 99

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

### Program Update

In 2021, the program increased rebate offerings for public sector customers. This has resulted in quicker project timelines driving a higher volume of projects receiving pre-approval through to completion within the first six months of the program.

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

### Field Activity

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. The team continues to follow the current COVID-19 Center for Disease Control and Prevention Guidelines. Select assessments and meetings took place on-site, while most post-inspections were performed virtually with the help of our program partners and customers.

There was an increase of 50% of in-person meetings and site-visits in Q2 as compared to Q1. These increased interactions assisted with engaging customers in projects and program understanding.

## Program Successes

### Forecast Accuracy

Program savings and spend are trending to exceed our annual goal. 97% of the spend goal was realized through Q2.

### Customer Engagement and Pipeline Projects

The program team has strategically focused efforts on Public Sector customers this year. A healthy pipeline and project timelines are established for Q3 and Q4.

Cook County and Metra were newly engaged customers this quarter that have submitted projects.

ASHRAE Level 2 Audits were offered to select Public Sector customers that met the annual gas usage requirements. 21 Level 2 Audits were performed for customers. Several audit reports have been presented to customers and the remaining presentations will continue in Q3.

### Enhanced Trade Ally Engagement Efforts

The program established methods to pay Trade Allies directly for pre-approved Public Sector projects and successfully proceeded to move these projects to completion. Energy Advisors continue to assist customers and Trade Allies with identifying and scheduling projects for implementation.

# Business Program

## Small and Midsize Business

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



### Q2 2021 YTD Savings

Actual Net Therm Savings ..... 463,152  
 Actual Net Therm Savings % ..... 58%  
 Actual Net Budget Spend % ..... 64%  
 Actual Completed Projects ..... 88

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

### Incentive Changes

In Q2, the program introduced Non-Profit and Private School Bonuses in Peoples Gas territory to help this segment hit hardest by the pandemic. This bonus resulted in over 32,778 therms realized.

The program team continued to offer a 20% multi-measure bonus for projects with more than one completed measure. Sixteen projects were submitted, which resulted in over 50,000 therms.

## Program Successes

### Chains and Franchises

Through Q2, we have seen big box store and chains participate in the program. Walgreens, Raising Canes, Wendy's, and U-Haul all participated to bring in more than 10 locations totaling 39,000 therms.

### Savings and Pipeline

Through the end of Q2, the program realized 58% of its annual savings forecast. Combined realized and pipeline are 97% toward goal. The pipeline increased by 28 projects in Q2.

### 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

On May 12, we hosted a webinar on upgrading pneumatic control systems. Cypress EnviroSystems presented the benefits of wireless pneumatic thermostats. 86 customers registered and 44 attended. Based on the presentation, 5 customers were interested in getting quotes on upgrading their systems.

The program continues to host monthly trade ally webinars featuring HVAC technology subject matter experts. We average 40-60 attendees per webinar.

### Trade Ally Engagement

The Small Business Program continues to collaborate and partner with Trade Allies, ensuring continuous monitoring and feedback on program implementation. Based on this feedback, the program has worked 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, an e-newsletter, which provides the latest information on topics such as program updates, energy-saving measures, training opportunities, safety information and more.



**Upgrade Your Pneumatic Control System**  
Date: May 12, 2021  
Time: 11 a.m. - 12 p.m.

[Register Now](#)

**Attend our upcoming webinar!**

Register for the Peoples Gas and North Shore Gas Energy Efficiency webinar on **May 12, 2021 at 11 a.m.** Learn how to gain better control of your existing pneumatic system without having to update to digital direct controls (DDC).

Experts from the Peoples Gas and North Shore Gas Energy Efficiency Program and Cypress EnviroSystems will also provide insight into the key features and the benefits of wireless pneumatic thermostats including lower energy consumption, reduced maintenance and improved comfort.

Join us for this live webinar and learn about:

- Rebates and incentives available for energy-saving improvements
- Benefits of energy efficiency, including saving money and improving comfort and sustainability
- Wireless pneumatic thermostat benefits and incentive opportunities

**Speakers:**  
Kevin Kopterski  
Program Manager, The Peoples Gas and North Shore Gas Energy Efficiency Programs

Harry Sim  
CEO, Cypress EnviroSystems

[Register Now](#)

## Single-Family

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

### Q2 2021 YTD Savings

Actual Net Therm Savings ..... 948,129

Actual Net Therm Savings % .... 66%

Actual Net Budget Spend % ..... 30%

Actual Completed Projects ..... 136,947

# 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 <sup>th</sup> 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

#### Advancements in Scheduling and Energy Advisor Daily Productivity

The scheduling cutoff window was updated from 48 to 24 hours to help fill appointment gaps and cancellations. In addition, the team updated square footage categories to capture more accurate home size, and better allocate appointment timeframes based on that information.

### Program Successes

#### QA/QC & Customer Feedback Loop Improvement

Focused field team coaching occurred based on QA/QC feedback and measure install improvement opportunities. The team has seen a 3.5% scorecard improvement in Q2 for a total score of 98.5% compliance.

The Home Energy Jumpstart team built a Customer Feedback Analysis Scorecard in Q2. This scorecard allows the team to better digest customer complaint root causes and proactively coach Energy Advisors to reduce future complaints. The Customer Resolution Specialist also meets with Field Supervisors weekly (started in May).

#### Joint Choice Campaign

In May, a co-branded campaign for PGL/NSG and ComEd known as the “Choice Campaign” was launched. The marketing materials promoted both in-home and virtual assessments and were communicated to customers via social media, direct mail and email.

### Program Challenges

#### Q2 demand decreased significantly (14% reduction from Q1)

April - 6% reduction from Q1 average | 15% reduction from April 2019

May - 26% reduction from Q1 average | 36% reduction from May 2019

June - 11% reduction from Q1 average | 33% reduction from June 2019

## Home Energy Report

### Program Successes

#### Customer Reach and Messaging

In Q2, the Home Energy Report Program provided print and email reports to 134,602 customers. Reports included neighbor comparisons and energy saving tips.

#### Digital Engagement

In Q2, email reports resulted in an average open rate of 33%.

# Single-Family Offering

## Home Energy Rebate

### Program Changes

#### Stacked Smart Thermostat Rebates on ComEd Marketplace

In Q2, ComEd Marketplace added language regarding stacked rebates.

### Program Successes

#### Performance Levels

In Q2, the Home Energy Rebate Program exceeded forecast by 163%, primarily due to increased demand for HVAC replacements as customers continue to prioritize home upgrades. Customer satisfaction remains high at 9.87 out of 10.

#### Smart Thermostats

In Q2, the program processed 5,628 smart thermostat rebates.



# Single-Family Offering Elementary Education

## Program Changes

### Digital Survey Option

A digital format of the student survey has been added to allow teachers flexibility in how they implement the program.

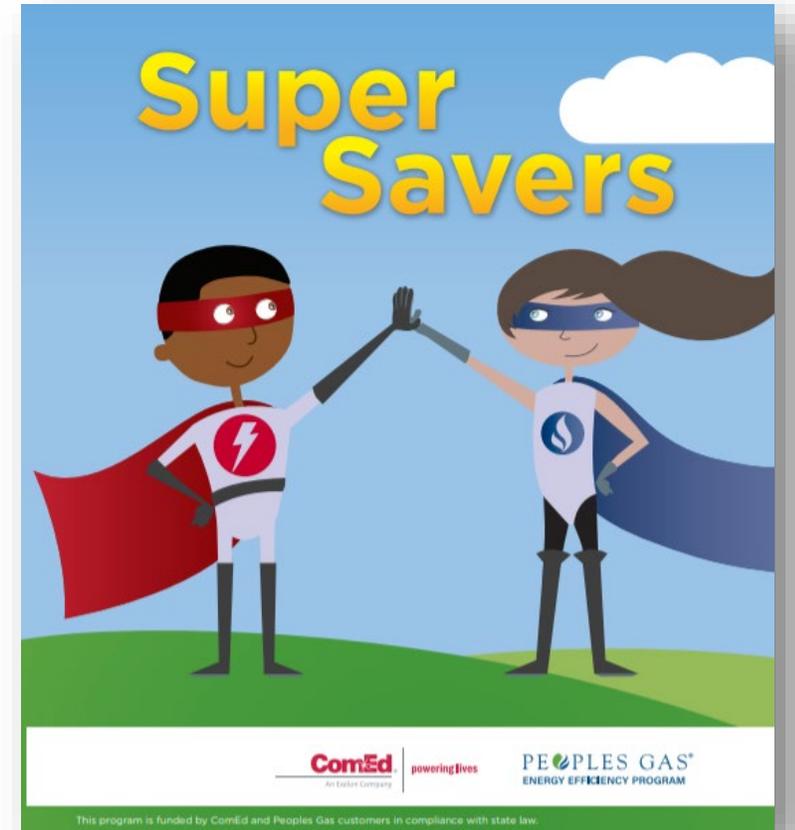
## Program Successes

### Achievement to Goal

In Q2, many schools returned to in-person learning which positively impacted program participation. For the spring semester, Super Savers achieved 197% of the Q2 goal for total enrollments and shipments.

## Program Challenges

No challenges to review for Q2



# 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.

### Q2 2021 YTD Savings

Actual Net Therm Savings ..... 910,092

Actual Net Therm Savings % .... 49%

Actual Net Budget Spend % ..... 70%

Actual Completed Projects ..... 1,896

# Residential Program

## Multi-Family Offerings

### Program Changes

#### Jumpstart

No changes to review for Q2.

#### Incentive Updates

Partner Trade Ally Bonus (\$1.50 / ft) of steam pipe insulation ended on June 30. Due to portfolio budget constraints, there is no need for continued market-rate bonuses in multi-family.

#### Staffing Grant

Program is working with a large property management company that has not previously participated in energy efficiency programs. The Multi-Family Program's first ever staffing grant was utilized to assist with staffing coordination for assessments and project installations. Sixteen projects were completed YTD.

### Program Successes

#### Customer Participation

Multi-family property managers continued the trend towards allowing more in-person program interaction in Q2:

- 1,948 DI Units YTD
- 206 property assessments YTD
- 360 comprehensive rebate projects completed YTD

### Program Challenges

#### Self-Install Participation

Property managers strongly prefer to have program technicians install DI products over the self-install model for customers which was designed to overcome customer hesitation during the pandemic.

#### Program Budget

Due to the popularity of the program, incentive changes for Q3 and Q4 are likely in order to keep the program within 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.

## Q2 2021 YTD Savings

Actual Net Therm Savings ..... 969,511  
 Actual Net Therm Savings % ..... 66%  
 Actual Net Budget Spend % ..... 50%  
 Actual Completed Projects ..... 782

# 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

## Q2 Program Offering Savings

Program	Net Therms Achieved	% of Annual Goal	Total Spend	% of Annual Spend	# of Participants
Illinois Home Weatherization Assistance Program (IHWAP)	43,291	76%	\$494,338	48%	29
Income Eligible (IEMS)	20,182	32%	\$307,288	39%	37
Public Housing (PHES)	3,144	8%	\$80,944	30%	1
Affordable Housing New Construction	11,369	18%	\$110,121	24%	1
Income Eligible Weatherization	146,073	69%	\$1,755,801	68%	432
Multi-Family Income Eligible	748,344	47%	\$1,203,921	40%	263
Income Eligible Gas Kits	0	0%	\$0	0%	0

# Income Eligible Program

## Multi-Family Income Eligible

### Program Changes

#### Incentive Changes

Bonus on steam pipe insulation (\$1.50 / ft) ended on June 30 for the Peoples Gas Income Eligible Partner Trade Ally Program.

### Program Successes

#### Comprehensive Customer Participation

YTD, the program has provided incentives for 308 incentive projects.

### Program Challenges

#### Outreach Events

Many smaller landlord groups that serve IE territories continued to have fewer outreach and member events.

## 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); and Switch and outlet gaskets (10 each).

The program is a continuation of the pilot kit program launched in Q4 of 2019. The program distributed 20,000 kits in September 2020 and will distribute 17,300 kits between Q3 and Q4 of 2021.

# Income Eligible Program

## IHWAP

(Illinois Home Weatherization Assistance Program)

### Program Changes

#### Improved Implementation Guidelines

Refined implementation guidelines improved contractor performance and program cost-effectiveness. As the implementer, 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 have created an additional pathway for these customers to receive potential services. During Q2, Resource Innovations built a call center team to accommodate for these efforts.

## 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 the comfort and safety of all tenants.

### Program Successes

#### Pipeline

IEMS has seen a decrease in overall spend and budget due to a pipeline drop, largely due to seasonality. The pipeline is expected to pick-up as we enter fall and heating season.

PHES has seen an increase in production as the Chicago Housing Authority continues to allow more on-site, in-unit activity.

# Income Eligible Program

## AHNC

(Affordable Housing New Construction)

### Program Changes

No changes to review for Q2.

### 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 exceed goal.

## Income Eligible Weatherization

### Program Changes

No changes to review for Q2

### Program Successes

#### Successful Program Initiatives

The program closed Q2 at 69% of the yearly spend goal and 65% of spend. The plan was to maintain momentum from the strong close to 2020 in order to provide a cushion if there was another increase in COVID cases and restrictions in the first half of the year.

# Breakthrough Equipment and Devices

## Program Successes

- GTI UTD project funding was fully allocated for 2021 allowing Peoples Gas and North Shore Gas to leverage R&D dollars for maximum benefit by pooling resources with other gas utilities and state and federal R&D funds.
- Venturi steam trap installation and monitoring successfully wrapped up its field work in evaluating the effectiveness of the technology. The remaining assessment of long-term effectiveness and reliability will be completed in third quarter, paving way for market transformation efforts to have reliable steam trap options more widely adopted in Illinois, with parallel efforts underway by Nicor Gas on Venturi projects.
- The Building Operator Certification (BOC) is underway and beginning the virtual operator trainings.
- There has been a lot of activity with the North American Gas Heat Pump Collaborative on "market conditioning" work to prime the market for GHPs. In parallel, the related communication initiative launched in Q2 to develop and implement strategy to impact the market.
- Midstream Commercial Food Service project phase III is well-underway. After a slow first quarter, April saw a dramatic increase in rebates, and May and June were up as well. More purchases of EE food equipment have occurred in Q2 than in Q1 demonstrating a positive trend in rebates for gas measures.

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

## Customer Appreciation Campaign

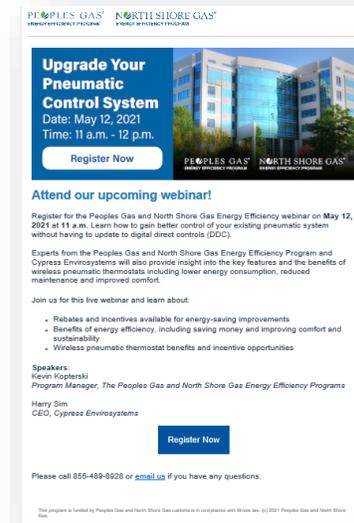
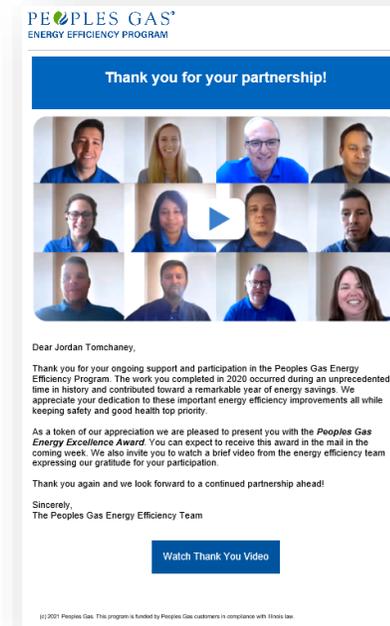
A Thank You campaign was created targeting 2020 business program participants. This personalized video recorded by the program team illustrated appreciation for participation and the impact of completed projects. A select group of customers also received a physical award via mail.

## Customer Webinar: Upgrade Your Pneumatic Control System

An educational webinar presented to business customers in partnership with Cypress Envirosystems. This webinar provided insight into the key features and benefits of wireless pneumatic thermostats including lower energy consumption, reduced maintenance and improved comfort. The program team also provided an overview of incentives available for wireless pneumatic thermostats.

## Trade Ally Support

- Monthly BTU newsletter
- Monthly trade ally webinars
- Trade ally microsite updates



# Residential Program Marketing

## HER Facebook Ads

Developed to increase awareness for the Home Energy Rebate Program. Creative versions highlighted rebates and incentives, qualifying projects, and opportunities to save money and energy.

## HER HVAC Poster

Collateral piece to showcase Home Energy Rebate Program incentives. Used to increase program awareness at tabling events, distributor showrooms, etc.

## MF Case Study – 3800 N. Lake Shore Dr.

Case study highlighting incentives distributed and projects completed at 3800 N. Lake Shore Dr.

## Joint Choice Campaign

Campaign to drive awareness and participation in the Home Energy Jumpstart Program. Messaging highlighted the virtual and in-home assessment options and encouraged customers to choose the option that best suits them.

## VHA vs. HA Benefits Comparison Piece

Collateral piece illustrating differences between a virtual assessment and home assessment. Provides clear description of benefits of each option.

## Outreach Events

- Earth Day Events – 18th Ward Celebration and Advocate Condell Medical Center
- Health Fair on the Block – Greater Auburn Gresham Development Corporation
- U.S. Representative Danny K. Davis – Community Resource Fair
- Illinois Action for Children – Summer Community Resource and Network Meeting
- And more!

The Peoples Gas Energy Efficiency Program  
Multi-Family

**CASE STUDY**

**CUSTOMER**  
3800 N. Lake Shore Dr.

**PROJECTS**

- Boiler replacement
- Steam-pipe insulation
- Steam-trap testing and replacement
- Domestic hot water pipe insulation

**REBATE AMOUNT**  
\$62,367

**ENERGY SAVINGS**  
74,368 therms

**CUSTOMER BACKGROUND**  
3800 N. Lake Shore Dr. is a 19-story high-rise with 55 units in the Gold Coast neighborhood on the north side of Chicago. Built in 1922, the building has an elevator, common garden patio, coin laundry, party room, garage, and is steps from Lake Michigan, shops and parks.

PEOPLES GAS ENERGY EFFICIENCY PROGRAM  
peoplegasrebates.com | 855-649-6928

Peoples Gas Sponsored Like Page

The Home Energy Rebates program offers rebates on a wide variety of energy-saving improvements, including weatherization and appliance upgrades.

**Rebates and Incentives**

**Home Energy Rebates**  
Energy saving solutions offered to owners of single-family homes, two-flats and individually-metered condos, apartments, and townhomes.

PEOPLES.GAS/ENERGY.COM/SAVINGS/REBATES-RESIDENTIAL Learn More

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PEOPLES GAS ENERGY EFFICIENCY PROGRAM NORTH SHORE GAS ENERGY EFFICIENCY PROGRAM

**Home Energy Rebate Program**  
The Peoples Gas and North Shore Gas Home Energy Rebate Program can help owners of single-family homes, two-flats and individually-metered condos and townhomes save money on energy-saving upgrades.

Qualifying Equipment	Rebate
Boiler + Integrated Domestic Hot Water Two-in-One Unit	\$500
Hot Water Boiler	\$350
Furnace	\$200
Indirect Water Heater	\$150
Steam Boiler	\$150
Tankless Water Heaters	\$150
Smart Thermostat	\$25
Programmable Thermostat	\$20

For more information and to access the rebate application, visit [peoplegasrebates.com](http://peoplegasrebates.com) or [northshoregasrebates.com](http://northshoregasrebates.com).

ComEd Energy Efficiency Program PEOPLES GAS ENERGY EFFICIENCY PROGRAM

**Achieve real savings with a virtual or in-home assessment**

You can lower your energy bill. Let us help!

PEOPLES GAS ENERGY EFFICIENCY PROGRAM

**Receive a home assessment, your way**  
Two ways to receive a free home assessment:

**In-Home Assessment:** Our energy advisor will arrive wearing a mask, safety glasses and identification. The advisor will perform an assessment inside your home and install free energy-saving products.

**Virtual Home Assessment:** Our energy advisor will guide you virtually through an interactive walk-through using video-chatting software. After your assessment, free energy-saving products will be delivered to you, so you can install them throughout your home.

Both experiences are designed to help you reduce your energy use, save money, increase comfort and receive energy-saving products—at no cost to you. See back to compare the benefits included with each home assessment option.

**Choose the FREE energy-saving experience that works best for you**

Feature and Benefit	In-Home Assessment	Virtual Home Assessment
Self-schedule your appointment online	✓	✓
Assessment walk-through	In-person with energy advisor inside your home	Remote via video walk-through with energy advisor
Personalized savings tips	Delivered to your home after your virtual session	Delivered to your home after your virtual session
Free energy-saving products	Brought to your home by the energy advisor	Installed by you*
Product installation	Installed by the energy advisor	Installed by you*
Excludes discounts on other energy-saving products	✓	✓
Personalized assessment report	✓	✓

**Start saving today!**  
Schedule your assessment by visiting [peoplegasrebates.com](http://peoplegasrebates.com).

Questions? Need help choosing the experience that's right for you? Call 855-649-6928.

PEOPLES GAS ENERGY EFFICIENCY PROGRAM

**It's your choice: free virtual or in-home assessment**  
You can lower your energy bill. Let us help.

**Schedule today!**

A young girl with curly hair and a man are sitting on a couch, smiling and petting a beagle dog. The girl is holding a small yellow and pink toy. The man is wearing a light blue denim jacket over a white t-shirt. The dog is wearing a red collar. The background is a bright, indoor setting.

**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 Q2 of Program Year 2021, January through June activities. This report is accompanied by the quantitative report, which details the program results from a savings and cost perspective. These reports are provided pursuant to Section 6.6 of the Illinois Energy Efficiency Policy Manual Version 2.0 (effective January 1, 2020).

Through Q2, the North Shore Gas portfolio achieved 40% of the savings goal of 1,933,162 therms.

- Business Program achieved 31% of the savings goal, spending 36% of the budget.
- Residential Program achieved 60% of the savings goal, spending 28% of the budget.
- Income Eligible Program achieved 4% of the savings goal, spending 34% of the budget.

### Portfolio Summary

Actual Net Therm Savings .....	776,279	Total Income Eligible Homes Served .....	6
Actual Net Therm Savings % .....	60%	Total Business Projects Completed .....	76
Actual Net Budget Spend % .....	32%	Total Residential Projects Completed .....	76,745
Direct Portfolio Jobs .....	11	Carbon Reduction (Tons) .....	4,107

## Environmental Impact



**893**

Cars off the road



**5,032**

Acres of trees planted



**495**

Homes powered

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

# Business Program Commercial and Industrial

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

### Q2 2021 YTD Savings

- Actual Net Therm Savings ..... 97,898
- Actual Net Therm Savings % ..... 12%
- Actual Net Budget Spend % ..... 15%
- Actual Completed Projects ..... 5

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 and Industrial

## Program Update

### Field Activity

Safety is at the center of all we do at Peoples Gas. The program team remains cautious with in-field engagement at select site visits. The team continues to follow the current COVID-19 Center for Disease Control and Prevention Guidelines. Most post-inspections were performed virtually with the help of our program partners and customers.

## Program Successes

### Forecast Accuracy and Performance

While the program has realized 12% of the savings goal year to date, this has been in line with our program savings forecast. It is expected that we will realize 90% of our savings goal in Q3 and Q4.

### Customer Engagement and Pipeline Projects

Energy Advisor and Account Manager engagement with customers and Trade Allies has generated a healthy pipeline of projects that will complete this year and extend into program year 2022.

### Enhanced Trade Ally Engagement Efforts

The Commercial and Industrial Program continues to collaborate and partner with Trade Allies, ensuring continuous monitoring and feedback on program implementation. With this input, the program has streamlined inspections, improved project coordination, and improved incentive payment turnaround. On a monthly basis, the program conducts a trade ally webinar and distributes a Brief Trade Ally Update, an e-newsletter, which provides the latest information on topics such as program updates, energy-saving 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.

## Q2 2021 YTD Savings

- Actual Net Therm Savings ..... 160,943
- Actual Net Therm Savings % ..... 61%
- Actual Net Budget Spend % ..... 64%
- Actual Completed Projects ..... 39

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

### Program Update

In 2021, the program increased rebate offerings for public sector customers. This has resulted in quicker project timelines driving a higher volume of projects receiving pre-approval through to completion within the first six months of the program.

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

More Gas Optimization Studies were offered to select customers. This effort was implemented to help create more program awareness and showcase a program offering not typically utilized by the Public Sector. Participating customers can benefit from a deeper analysis of their gas usage and generate ideas for future energy efficiency projects.

### Field Activity

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. The team continues to follow the current COVID-19 Center for Disease Control and Prevention Guidelines. Select assessments and meetings took place on-site, while most post-inspections were performed virtually with the help of our program partners and customers.

## Program Successes

### Forecast Accuracy

Program savings are trending to meet the annual program goal. 64% of the spend goal was realized in Q2.

### Customer Engagement and Pipeline Projects

The program team has strategically focused efforts on Public Sector customers this year. A healthy pipeline and project timelines are established for Q3 and Q4.

### Enhanced Trade Ally Engagement Efforts

The program established methods to pay Trade Allies directly for pre-approved projects and kept a focus on moving these projects along. Energy Advisors assisted customers and Trade Allies with scheduling projects to be performed.

# Business Program

## Small and Midsize Business

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



### Q2 2021 YTD Savings

- Actual Net Therm Savings ..... 99,678
- Actual Net Therm Savings % ..... 140%
- Actual Net Budget Spend % ..... 197%
- Actual Completed Projects ..... 32

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

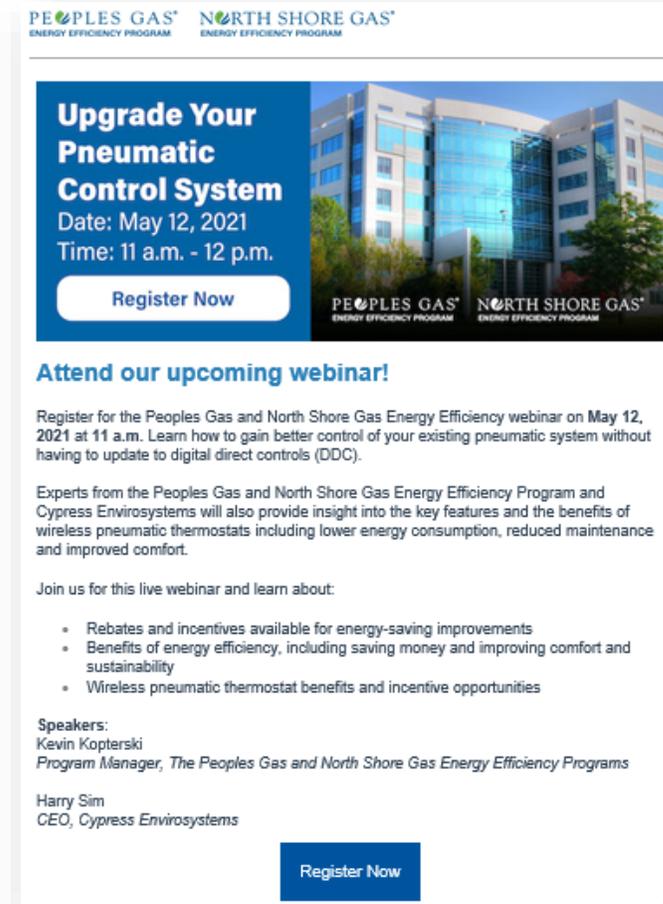
In Q2, the program introduced a double bonus on steam pipe insulation, programmable thermostats, and process steam traps. This resulted in over 50 pipeline projects for over 100,000 therms.

## Program Successes

### Webinars

On May 12, we hosted a webinar on upgrading pneumatic control systems. Cypress Envirosystems presented the benefits to wireless pneumatic thermostats. 86 customers registered and 44 attended. Based on the presentation, 5 customers were interested in getting quotes on upgrading their systems.

The program continues to host monthly trade ally webinars featuring HVAC technology subject matter experts. We average 40-60 attendees per webinar.



The graphic features the logos for Peoples Gas and North Shore Gas Energy Efficiency Programs at the top. The main title is 'Upgrade Your Pneumatic Control System' in white text on a blue background. Below the title, the date and time are listed: 'Date: May 12, 2021' and 'Time: 11 a.m. - 12 p.m.'. A white button with the text 'Register Now' is positioned below the date and time. To the right of the text is a photograph of a modern multi-story building with a glass facade. At the bottom of the graphic, the logos for Peoples Gas and North Shore Gas are repeated. Below the graphic, the text reads 'Attend our upcoming webinar!' followed by a paragraph about the webinar registration details. Below that is a paragraph about the speakers and their expertise. A bulleted list of topics to be discussed is provided. At the bottom, the speakers' names and titles are listed, and a blue button with the text 'Register Now' is located at the bottom right.

**Upgrade Your Pneumatic Control System**  
Date: May 12, 2021  
Time: 11 a.m. - 12 p.m.

[Register Now](#)

**Attend our upcoming webinar!**

Register for the Peoples Gas and North Shore Gas Energy Efficiency webinar on **May 12, 2021 at 11 a.m.** Learn how to gain better control of your existing pneumatic system without having to update to digital direct controls (DDC).

Experts from the Peoples Gas and North Shore Gas Energy Efficiency Program and Cypress Envirosystems will also provide insight into the key features and the benefits of wireless pneumatic thermostats including lower energy consumption, reduced maintenance and improved comfort.

Join us for this live webinar and learn about:

- Rebates and incentives available for energy-saving improvements
- Benefits of energy efficiency, including saving money and improving comfort and sustainability
- Wireless pneumatic thermostat benefits and incentive opportunities

**Speakers:**  
Kevin Kopterski  
Program Manager, The Peoples Gas and North Shore Gas Energy Efficiency Programs

Harry Sim  
CEO, Cypress Envirosystems

[Register Now](#)

## 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 ..... 394,866

Actual Net Therm Savings % .... 59%

Actual Net Budget Spend % ..... 21%

Actual Completed Projects ..... 76,529

# 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

#### Advancements in Scheduling and Energy Advisor Daily Productivity

The scheduling cutoff window was updated from 48 to 24 hours to help fill appointment gaps and cancellations. In addition, the team updated sizing categories to more accurately capture sq/ft per home to better allocate appointment timeframes based on home size.

### Program Successes

#### QA/QC & Customer Feedback Loop Improvement

Focused field team coaching based on QA/QC feedback and measure install improvement opportunities. The team has seen a 3.5% scorecard improvement in Q2 for a total score of 98.5% compliance.

The Home Energy Jumpstart team built a Customer Feedback Analysis Scorecard in Q2. This scorecard allows the team to better digest customer complaint root causes and proactively coach Energy Advisors to reduce future complaints. The Customer Resolution Specialist also meets with Field Supervisors weekly, a process that was initiated in May.

### Program Challenges

#### Q2 demand decreased significantly (14% reduction from Q1)

April - 6% reduction from Q1 average | 15% reduction from April 2019

May - 26% reduction from Q1 average | 36% reduction from May 2019

June - 11% reduction from Q1 average | 33% reduction from June 2019

## Home Energy Report

### Program Successes

#### Customer Reach and Messaging

In Q2, the Home Energy Report Program provided print and email reports to 75,512 customers. Reports included neighbor comparisons and energy saving tips.

#### Digital Engagement

In Q2, email reports resulted in an average open rate of 41%.

# Single-Family Offerings

## Home Energy Rebate

### Program Changes

#### Stacked Smart Thermostat Rebates on ComEd Marketplace

In Q2, ComEd Marketplace added language regarding stacked rebates.

### Program Successes

#### Performance Levels

In Q2, the Home Energy Rebate Program exceeded forecast by 200%, primarily due to increased demand for HVAC replacements as customers continue to prioritize home upgrades. Customer satisfaction remains high at 9.87 out of 10.

#### Smart Thermostats

In Q2, the program processed 807 smart thermostat rebates.



# Single-Family Offerings

## Elementary Education

### Program Changes

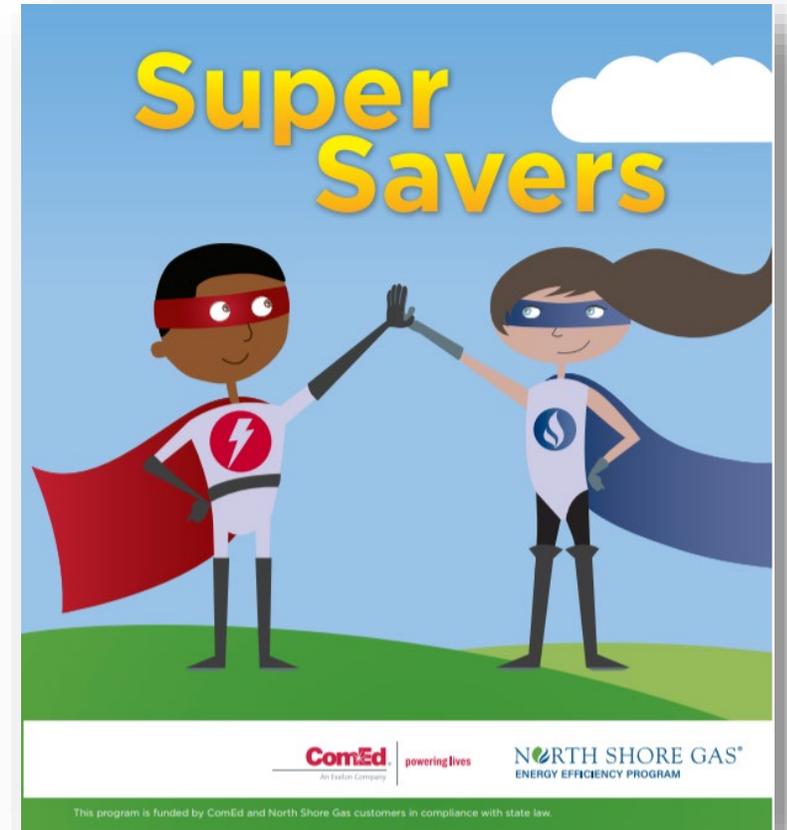
#### Digital Survey Option

A digital format of the student survey has been added to allow teachers flexibility in how they implement the program.

### Program Successes

#### Achievement to Goal

In Q2, many schools returned to in person learning which positively impacted program participation. For the spring semester, Super Savers achieved 125% to goal for total enrollments and shipments.



## 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.

### Q2 2021 YTD Savings

Actual Net Therm Savings ..... 19,968  
 Actual Net Therm Savings % .... 66%  
 Actual Net Budget Spend % .... 110%  
 Actual Completed Projects ..... 225

# 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

#### Jumpstart

No changes to review for Q2.

#### Incentive Updates

Partner Trade Ally Bonus (\$1.50 / ft) of steam pipe insulation ended on June 30. Due to portfolio budget constraints, there is no need for continued market-rate bonuses in Multi-Family.

#### New Measures

No changes to review for Q2.

### Program Successes

#### Comprehensive Pipeline

Two additional pipe insulation projects were added to the pipeline.

#### Customer Participation

Multi-family property managers continued the trend towards allowing more in-person program interaction in Q2:

- 433 DI Units YTD
- 11 property assessments YTD

### 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.

#### Self-Install Participation

Property managers strongly prefer to have program technicians install DI products over the self-install model for customers which was designed to overcome customer hesitation during the pandemic.

# 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.

## Q2 2021 YTD Savings

Actual Net Therm Savings ..... 2,926  
 Actual Net Therm Savings % ..... 4%  
 Actual Net Budget Spend % ..... 34%  
 Actual Completed Projects ..... 6

# 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

## Q2 Program Offering Savings

Program	Net Therms Achieved	% of Annual Goal	Total Spend	% of Annual Spend	# of Participants
Illinois Home Weatherization Assistance Program (IHWAP)	3,747	15%	\$110,952	33%	5
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 contractor performance and program cost-effectiveness. As the implementer, 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 have created an additional pathway for these customers to receive potential services. During Q2, Resource Innovations built a call center team to accommodate these efforts.

# 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.

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

Dear Valued Customer,

North Shore Gas provides free, energy and money saving kits to its customers as part of its Energy Efficiency Program. This kit is being sent to you **free of charge** and is meant to provide you with instant energy and water savings.

The kit contains free, energy-efficient products that offer year-round savings to help reduce your energy, water and natural gas consumption. Installing these products will help lower your utility bill and enjoy improved comfort at home.

In your kit, you'll find the following products:

- **Massage showerhead:** Reduces water use by 40 percent and saves energy, all while enhancing pressure, performance and appearance.
- **Kitchen faucet aerator:** Reduces water use by 30 percent, while also saving energy.
- **Bathroom faucet aerator:** Reduces water use by 55 percent, while also saving energy.
- **Weatherstripping:** Seals out air and water leaks around doors and windows.
- **Switch and outlet gaskets:** Insulates, eliminates drafts and helps conserve energy when used in exterior walls.
- **Water heater thermometer card with set-back:** If the temperature is set higher than needed, you can reduce energy costs by lowering the temperature.
- **Shower timer:** Reducing shower time to the recommended five minutes could mean saving nearly 3,000 gallons of water per year.
- **Window kit:** The crystal clear window insulating film can reduce drafts up to 100 percent, sealing in comfort and providing energy savings.
- **Water heater pipe insulation:** Reduces heat loss and improves energy efficiency. Insulating hot water pipes prevents sweating and can raise water temperature 2-4°F.

The products come with easy-to-install parts and complete installation instructions.

Sincerely,



Omayra Garcia  
Manager, Energy Efficiency Programs  
Peoples Gas | North Shore Gas

If you are not interested in receiving this kit, please call 773-327-9780 or mark "Return to Sender" on the package to mail it back to Franklin Energy, 120 N. Racine Ave., Chicago, IL 60607.

# Breakthrough Equipment and Devices

## Program Successes

- GTI UTD project funding was fully allocated for 2021 allowing Peoples Gas and North Shore Gas to leverage R&D dollars for maximum benefit by pooling resources with other gas utilities and state and federal R&D funds.
- Venturi steam trap installation and monitoring successfully wrapped up its field work in evaluating the effectiveness of the technology. The remaining assessment of long-term effectiveness and reliability will be completed in third quarter, paving way for market transformation efforts to have reliable steam trap options more widely adopted in Illinois, with parallel efforts underway by Nicor Gas on Venturi projects.
- The Building Operator Certification (BOC) is underway and beginning the virtual operator trainings.
- There has been a lot of activity with the North American Gas Heat Pump Collaborative with the Combi Committee "market conditioning" work to prime the market for GHPs. In parallel, the related communication initiative launched in Q2 to develop and implement strategy to impact the market.
- Midstream Commercial Food Service project phase III is well-underway. After a slow first quarter, April saw dramatic increase in rebates, and May and June were up as well. More purchases of EE food equipment have occurred in Q2 than in Q1 demonstrating positive trend in rebates for gas measures.

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

## Customer Appreciation Campaign

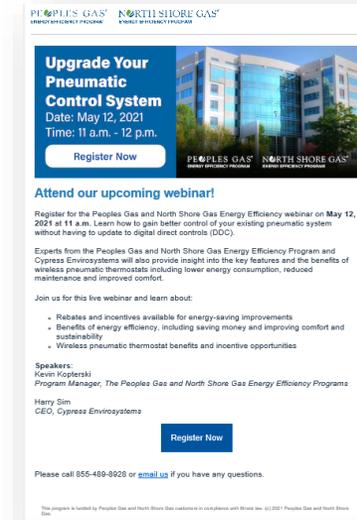
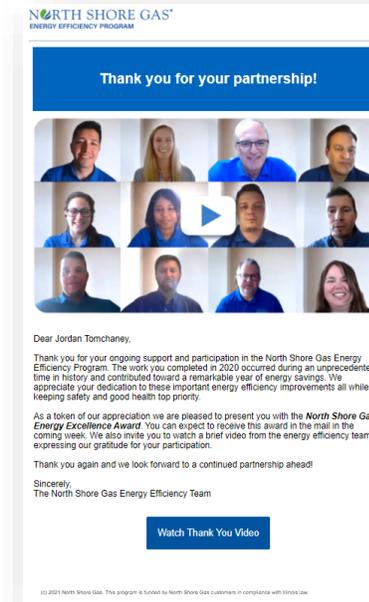
A Thank You campaign was created targeting 2020 business program participants. This personalized video recorded by the program team illustrated appreciation for participation and the impact of completed projects. A select group of customers also received a physical award via mail.

## Customer Webinar: Upgrade Your Pneumatic Control System

An educational webinar presented to business customers in partnership with Cypress Envirosystems. This webinar provided insight into the key features and benefits of wireless pneumatic thermostats including lower energy consumption, reduced maintenance and improved comfort. The program team also provided an overview of incentives available for wireless pneumatic thermostats.

## Trade Ally Support

- Monthly BTU newsletter
- Monthly trade ally webinars
- Trade ally microsite updates



# Residential Program Marketing

## HER Facebook Ads

Developed to increase awareness for the Home Energy Rebate Program. Creative versions highlighted rebates and incentives, qualifying projects, and opportunities to save money and energy.

## HER HVAC Poster

Collateral piece to showcase Home Energy Rebate Program incentives. Used to increase program awareness at tabling events, distributor showrooms, etc.

## Joint Choice Campaign

Campaign to drive awareness and participation in the Home Energy Jumpstart Program. Messaging highlighted the virtual and in-home assessment options and encouraged customers to choose the option that best suits them.

## VHA vs. HA Benefits Comparison Piece

Collateral piece illustrating differences between a virtual assessment and home assessment. Provides clear description of benefits of each option.

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

### Home Energy Rebate Program

The Peoples Gas and North Shore Gas Home Energy Rebate Program can help owners of single-family homes, two-flats and individually-metered condos and townhomes save money on energy-saving upgrades.

Qualifying Equipment	Rebate
Boiler + Integrated Domestic Hot Water Two-in-One Unit	\$500
Hot Water Boiler	\$350
Furnace	\$200
Indirect Water Heater	\$150
Steam Boiler	\$150
Tankless Water Heaters	\$150
Smart Thermostat	\$25
Programmable Thermostat	\$20

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

**ComEd Energy Efficiency Program** | **NORTH SHORE GAS ENERGY EFFICIENCY PROGRAM**

Achieve real savings with a virtual or in-home assessment

You can lower your energy bill. Let us help!

**NORTH SHORE GAS ENERGY EFFICIENCY PROGRAM**

### Receive a home assessment, your way

Two ways to receive a free home assessment:

Features and Benefits	In-Home Assessment	Virtual Home Assessment
Self-schedule your appointment online	✓	✓
Assessment walk-through	In-person with energy advisor inside your home	Interactive video walk-through with energy advisor
Personalized savings tips	✓	✓
Free energy-saving products	Brought to your home by the energy advisor	Delivered to your home after your virtual assessment
Product installation	Installed by the energy advisor	Installed by you*
Exclusive discounts on other energy-saving products	✓	✓
Personalized assessment report	✓	✓

**Start saving today!**  
Schedule your assessment by visiting [northshoregasrebates.com](http://northshoregasrebates.com).

Questions? Need help choosing the experience that's right for you? Call 855-849-4928.

\*Your assessment is available at a discount price which includes installation. However, in-person follow-up appointment is required. This program is available to North Shore Gas customers in compliance with applicable CIPD North Shore Gas.

**NORTH SHORE GAS ENERGY EFFICIENCY PROGRAM**

### Choose the FREE energy-saving experience that works best for you

**Start saving today!**  
Schedule your assessment by visiting [northshoregasrebates.com](http://northshoregasrebates.com).

Questions? Need help choosing the experience that's right for you? Call 855-849-4928.

\*Your assessment is available at a discount price which includes installation. However, in-person follow-up appointment is required. This program is available to North Shore Gas customers in compliance with applicable CIPD North Shore Gas.

**NORTH SHORE GAS ENERGY EFFICIENCY PROGRAM**

It's your choice: free virtual or in-home assessment

You can lower your energy bill. Let us help.

**Schedule today!**

**North Shore Gas** | Sponsored

Like Page

The Home Energy Rebate program offers rebates on a wide variety of energy-saving improvements, including weatherization and appliance upgrades.

### Rebates and Incentives

Home Energy Rebates

Energy saving solutions offered to owners of single-family homes, two-flats and individually metered condos, apartments and townhomes.

[NORTHSHOREGAS.COM/SAVINGS/REBATES-RESIDENTIAL](http://NORTHSHOREGAS.COM/SAVINGS/REBATES-RESIDENTIAL) | [Learn More](#)

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