

PEOPLES GAS®
ENERGY EFFICIENCY PROGRAM

NORTH SHORE GAS®
ENERGY EFFICIENCY PROGRAM

3rd Quarter Report

Program Year 2021 | 07.01.21 – 09.30.21

Table of Contents

Peoples Gas

Portfolio Summary	04
Business Program	05
Residential Program	11
Income Eligible Program	17
Breakthrough Equipment and Devices	22
Marketing	23

North Shore Gas

Portfolio Summary	26
Business Program	27
Residential Program	33
Income Eligible Program	39
Breakthrough Equipment and Devices	43
Marketing	44

A scenic view of a city skyline, likely Chicago, featuring several prominent skyscrapers including the Willis Tower. In the foreground, there is a lush green park with many trees, some showing autumn colors, and a body of water with a wooden walkway or pier extending into it. The sky is clear blue with a few wispy clouds and a contrail from an airplane.

PEOPLES GAS[®]
ENERGY EFFICIENCY PROGRAM

Portfolio Summary

Peoples Gas

The Peoples Gas Light and Coke Company provide this qualitative Quarterly Report containing a program brief on Q3 of Program Year 2021, January through September activities. This report is accompanied by the quantitative report, which details the program savings, costs and results. These reports are provided pursuant to Section 6.6 of the Illinois Energy Efficiency Policy Manual Version 2.0 (effective January 1, 2020).

Through Q3, the Peoples Gas portfolio achieved 81% of the savings goal of 9,375,596 therms.

- Business Program achieved 84% of the savings goal, spending 85% of the budget.
- Residential Program achieved 66% of the savings goal, spending 83% of the budget.
- Income Eligible Program achieved 102% of the savings goal, spending 70% of the budget.

Portfolio Summary

Actual Net Therm Savings	7,571,137	Total Income Eligible Homes Served	763
Actual Net Therm Savings %	81%	Total Business Projects Completed	616
Actual Net Budget Spend %	78%	Total Residential Projects Completed	8,580
Direct Portfolio Jobs	79	Carbon Reduction (Tons)	40,059

Environmental Impact



8,712

Cars off the road



49,079

Acres of trees planted



4,824

Homes powered

PEOPLES GAS[®]
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.

Q3 2021 YTD Savings

Actual Net Therm Savings 1,141,206
 Actual Net Therm Savings % 43%
 Actual Net Budget Spend % 35%
 Actual Completed Projects 78

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 inspections and meetings. The team continues to follow the current COVID-19 Center for Disease Control and Prevention Guidelines.

During Q3, most inspections were performed virtually with the help of our program partners and customers; however, the program team did perform select inspections in-person. These in-person interactions have yielded further collaboration, project submissions and deeper relationship building.

Pipeline Projects

With the quadrennial ending in December and a strong pipeline of projects planned to close in Q4, the program reduced the Q3 boiler tune-up rebate and steam trap testing rebate amounts in order to manage to the 4-year goals. To best serve the customers and manage expectations, communication was increased between energy advisors and trade allies who were planning to perform projects during the upcoming heating season.

Program Successes

Forecast Accuracy and Performance

Program performance is trending to meet the annual goal. By the end of Q3, the program has realized 43% of the savings goal and 35% of the spend goal. We will be achieving goal due to the pipeline of projects that will close in Q4.

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 that 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.

Q3 2021 YTD Savings

- Actual Net Therm Savings2,089,037
- Actual Net Therm Savings % 178%
- Actual Net Budget Spend % 174%
- Actual Completed Projects 395

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. Many projects were covered at 100% of cost, including 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 remains cautious with in-field engagement at select inspections and meetings. The team continues to follow the current COVID-19 Center for Disease Control and Prevention Guidelines.

During Q3, most inspections were performed virtually with the help of our program partners and customers; however, the program team did perform select inspections in-person. These in-person interactions have yielded further collaboration, project submissions and deeper relationship building.

Program Successes

Forecast Accuracy

All major projects slated for Q3 completion have been completed and paid . At the end of Q3, the program has realized 178% of the savings goal and 174% of the spend goal.

Customer Engagement and Pipeline Projects

The program team has strategically focused efforts on public sector customers this year. The energy advisors continue to monitor timelines closely and communicate regularly with customers and trade allies.

The remaining ASHRAE Level 2 Audits offered to public sector customers were presented and projects identified by these audits and walk-throughs are currently being pursued.

Trade Ally Engagement Efforts

The Public Sector 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 that provides the latest information on topics such as program updates, energy-saving measures, training opportunities, safety information and more.

Business Program

Small and Midsize Business

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



Q3 2021 YTD Savings

Actual Net Therm Savings 681,043
 Actual Net Therm Savings % 86%
 Actual Net Budget Spend % 82%
 Actual Completed Projects 143

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

Waitlisting Project in Peoples Gas Territory

Due to strong performance in the 2021 program year and to manage to our quadrennial savings and budget goals, the Partner Trade Ally program started waitlisting projects in Q3.

Program Successes

Savings and Pipeline

Through the end of Q3, the program realized 84% of its annual savings forecast.

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.



Dear Peoples Gas Customer,

Thank you for your participation in the Peoples Gas Energy Efficiency Program. We hope you are enjoying your savings and energy efficiency improvements. Please take a moment to review a program update effective **September 1, 2021**.

Due to a high volume of applications received for the Multi-Family, Small and Midsize Business, and Commercial and Industrial Programs, **new project applications submitted on or after September 1, 2021, will be placed on a waitlist**. Should program funds become available, projects will qualify for incentives on a first-come, first-served basis.

We are excited to share information about future program opportunities. Please stay tuned for communications regarding 2022 offerings.

Our team continues to be available to help you identify further opportunities for energy-savings and support a path to greater energy efficiency. Please contact us if you have any questions. We look forward to your ongoing partnership.

Best regards,

Omayra Garcia
Manager, Multi-Family and Income Eligible Energy Efficiency Programs
Office: 312-247-3708 | omayra.garcia@peoplesgasdelivery.com

Jean Gibson
Manager, Business and Public Sector Energy Efficiency Programs
Office: 312-240-4117 | Jean.Gibson@wecenergygroup.com

Single-Family

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

Q3 2021 YTD Savings

Actual Net Therm Savings 830,713
 Actual Net Therm Savings % 58%
 Actual Net Budget Spend % 72%
 Actual Completed Projects 3,804

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 Successes

Increased Smart Thermostat Installs

Stemming from the mid-Q2 through Q3 added peer mentorship activities, increased smart thermostat focus and better virtual thermostat scheduling.

- Q3 saw increased in-field smart thermostat installs by 30%, moving from a .10 install rate per home to a .13
- Virtual smart thermostats saw an install rate increase by 200%, moving from a .03 install rate per home to a .09 in Q3

Outreach and Joint Choice Campaign Second Send

In Q3, the Home Energy Jumpstart team focused on in-person and virtual outreach opportunities, attending ~30 events throughout the quarter. The team also started encouraging program sign-ups by offering \$10 gift cards to those that scheduled on-site at events.

In September, the co-branded collateral from the ComEd PGL/NSG campaign known as the “Choice Campaign”, was resent to customers that did not sign up initially as a second attempt

Program Challenges

Q3 demand continued to decrease (27% reduction from Q2 | 36% reduction from Q1)

July - 23% reduction from Q2 average | 32% reduction from Q1 average

Aug - 27% reduction from Q1 average | 36% reduction from Q1 average

Sept - 32% reduction from Q1 average | 40% reduction from Q1 average

Home Energy Report

Program Successes

Customer Reach and Messaging

In Q3, the Home Energy Report Program provided the Peoples Gas territory with 61,643 print and 121,471 email reports to customers. Reports included neighbor comparisons, energy saving tips and promoted the Home Energy Jumpstart Program.

Digital Engagement

In Q3, email reports resulted in an average open rate of 31%.

Home Energy Rebates

Program Changes

Incentive Changes

In Q3, the Partner Trade Ally program started waitlisting projects due to overdriving budget and the success throughout 2021 program year.

Single-Family Offering

Home Energy Rebate

Program Changes

Stacked Smart Thermostat Rebates on ComEd Marketplace

At the end of July, ComEd Marketplace stopped smart thermostats in the Peoples Gas territory.

Program Successes

Performance Levels

In Q3, the Home Energy Rebate Program exceeded forecast by 105%, primarily due to increased demand for HVAC replacements as customers continue to prioritize home upgrades. Customer satisfaction remains high at 9.85 out of 10.

Smart Thermostats

In Q3, the program processed 525 smart thermostat rebates.



Single-Family Offering Elementary Education

Program Changes

No changes to review for Q3.

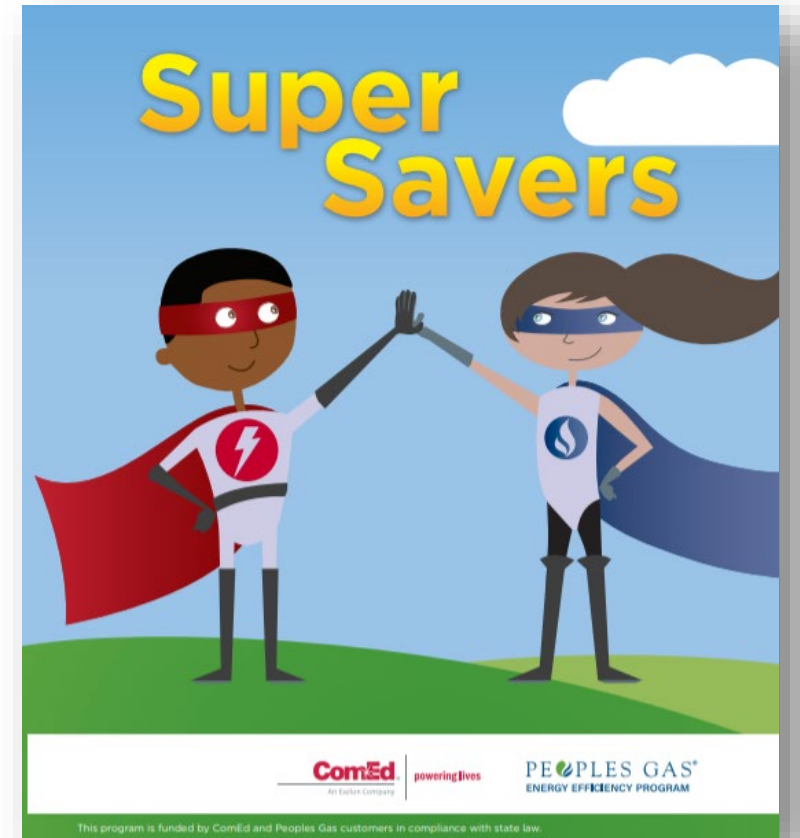
Program Successes

Achievement to Goal

Fall Semester launched in Q3 with Peoples Gas enrollments exceeding the September forecast by 43% for total enrollments and shipments. Year to date, the program has 11,469 enrollments (81% to goal).

Program Challenges

Teachers have been overwhelmed with curriculum prioritizations during the current pandemic climate, enrollment outreach by phone has been more effective than emails but is more time consuming.



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.

Q3 2021 YTD Savings

Actual Net Therm Savings 1,331,389

Actual Net Therm Savings % 72%

Actual Net Budget Spend % 97%

Actual Completed Projects4,776

Residential Program

Multi-Family Offerings

Program Changes

Jumpstart

No changes to review for Q3.

Incentive Updates

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

Staffing Grant

The 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 have been completed year-to-date.

Program Successes

Customer Participation

Multi-family property managers continued the trend towards allowing more in-person program interaction in Q3:

- 2,227 DI units YTD
- 295 property assessments YTD
- 402 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 success of the program, new project applications were placed on a waitlisted (beginning September 1) in Q3.

Income Eligible Program

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

Q3 2021 YTD Savings

Actual Net Therm Savings 1,497,749
 Actual Net Therm Savings % 102%
 Actual Net Budget Spend % 70%
 Actual Completed Projects 1,823

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

Q3 Program Offering Savings

Program	Net Therms Achieved	% of Annual Goal	Total Spend	% of Annual Spend	# of Participants
Illinois Home Weatherization Assistance Program (IHWAP)	53,900	84%	\$701,959	57%	489
Income Eligible (IEMS)	33,572	54%	\$459,553	65%	37
Public Housing (PHES)	44,710	117%	\$261,539	69%	1
Affordable Housing New Construction	51,636	83%	\$525,559	101%	3
Income Eligible Weatherization	183,864	83%	\$2,253,886	81%	804
Multi-Family Income Eligible	1,130,086	78%	\$1,784,726	73%	489
Income Eligible Gas Kits	0	0%	\$0	0%	0

Income Eligible Program

Multi-Family Income Eligible

Program Changes

Program Summary

Program is on track to reach goals in spend and savings for the year and is building strong pipeline for 2022 and beyond.

Program Successes

Comprehensive Customer Participation

Year-to-date, the program has provided incentives for 308 incentive projects.

Program Challenges

Outreach Events

Many smaller landlord groups that serve income-eligible 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 distributed an additional 10,000 kits in Q3 of 2021.

An additional 7,300 kits are on plan to be distributed in Q4.

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. Resource Innovations built a call center team to accommodate for these efforts which has led to successful customer experiences where they've been routed to other gas programs that can service them successfully.

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 program is expected to reach goals for the year with newly set goals for 2021.

PHES has seen an increase in production as the Chicago Housing Authority continues to allow more on-site, in-unit activity. The program is expected to achieve goals.

Income Eligible Program

AHNC

(Affordable Housing New Construction)

Program Successes

Forecast Accuracy

AHNC continues to grow and bring in additional projects. The program will end up exceeding savings and spend goals, with many projects closing out.

Income Eligible Weatherization

Program Successes

Successful Program Initiatives

The program closed Q3 at 81% of the yearly spend goal and 83% of savings goals. The program has seen a steady pipeline and continues to see high participation.

Breakthrough Equipment and Devices

Program Successes

- Commercial Food Service pilot exceeded 5,000 therms of savings for three consecutive months, positioning for continuation of the pilot in 2022, with phase IV launch planned.
- The IIT Building Sensors and Controls (OSBC) project successfully developed a battery-powered prototype and is ready for testing in fourth quarter. A mock-up of a steam trap failure testing device has been produced, with further development under way.
- The Building Operator Certification (BOC) training classes got underway, with all classes being held virtually for safety considerations.

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

Space Heating Furnace and Rooftop Unit Tune-Up Checklist



Developed checklist to be submitted with completed prescriptive rebate application.

Building Operator Certification Training Opportunity Email

Email to qualifying customers regarding BOC training opportunity. Messaging highlighted that customers who complete training can receive \$500 tuition reimbursement.

Trade Ally Support

- Monthly BTU newsletter
- Monthly trade ally webinar
- Trade ally microsite management

Prescriptive Rebate Program
Space Heating Furnace and Rooftop Unit Tune-Up Checklist

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

Contractor/Equipment Information

Contractor Name:		Technician:	
Annual Operating Hours:		Manufacturer:	
Model Number:		Serial Number (if possible):	
Input (MBH):		Location:	
Type:	<input type="checkbox"/> Furnace <input type="checkbox"/> Rooftop Unit <input type="checkbox"/> Unit Heater		



Tune-Up Checklist

The furnace or RTU tune-up shall be completed by a qualified technician and include all of the following that apply.*

<input type="checkbox"/> Inspect for gas leaks and measure combustion efficiency prior to tune-up using an electronic flue gas analyzer	<input type="checkbox"/> Perform carbon monoxide test and adjust heating system until results are within standard industry acceptable limits
<input type="checkbox"/> Check and clean blower assembly and components per manufacturer's recommendations	<input type="checkbox"/> Inspect control box, wiring, and controls for proper connections and performance
<input type="checkbox"/> Where applicable, inspect and lubricate motor if required	<input type="checkbox"/> Check air filter and clean or replace per manufacturer's recommendations
<input type="checkbox"/> Where applicable, inspect and replace fan belt if required	<input type="checkbox"/> Inspect duct work connected to furnace for leaks or blockages
<input type="checkbox"/> Clean burner per manufacturer's recommendations and adjust as needed	<input type="checkbox"/> Measure temperature rise and adjust flow as needed
<input type="checkbox"/> Check ignition system and safety systems; clean and adjust as needed	<input type="checkbox"/> Check for voltage imbalances and conduct an ampereage check
<input type="checkbox"/> Check and clean heat exchanger per manufacturer's recommendations	<input type="checkbox"/> Check thermostat operation as per manufacturer's recommendations
<input type="checkbox"/> Inspect exhaust/flue for proper attachment and operation	<input type="checkbox"/> Measure combustion efficiency after tune-up using an electronic flue gas analyzer

*Copies of before and after combustion analysis results must accompany each furnace tune-up rebate application.

Questions? peoplesgasrebates.com | northshoregasrebates.com | 855-349-9228
These programs are funded by Peoples Gas and North Shore Gas customers who participate with Illinois. 135-0199-09-00 Valid January 1 - December 31, 2021 Page 1 of 1

Dear Peoples Gas and North Shore Gas Customers,

In partnership with **Midwest Energy Efficiency Alliance (MEEA)**, the Peoples Gas and North Shore Gas Energy Efficiency Programs are pleased to offer the **Building Operator Certification (BOC) 2021 virtual training**. BOC is a nationally recognized training and certification program focusing on energy-efficient building operations and preventative maintenance procedures. Independent research shows that BOC operators consistently improve comfort as well as save money and energy in their facilities — up to \$20,000 a year — thanks to energy conservation projects, air quality improvements and other initiatives. Participants who complete the training will receive a **\$500 tuition reimbursement**.

Level I Information

The Level I introductory series provides building operators with knowledge and skill enhancement in the key activities associated with energy efficient building operations. Participants will complete 74 hours of online training and project work. Each course in the series is completed in consecutive two-day online training sessions.

Date: September 15 - December 16, 2021 (Wednesdays and Thursdays)
Time: 1 - 4 p.m.

Register Now

Level II Information

Level I graduates who are interested in continuing their training have the opportunity to enroll in the Level II training. Building operators with extensive experience may also be eligible to enroll in the Level II series without completing Level I. The enhanced BOC Level II coursework prepares building operators to evaluate the operational performance of their buildings with a focus on improving energy efficiency. Participants will complete 61 hours of online training and project work. Each course in the series is completed in consecutive two-day online training sessions.

Date: September 21 - December 8, 2021 (Tuesdays and Wednesdays)
Time: 1 - 4 p.m.

Register Now

Tuition Information

Tuition is \$1,400 each for Level I and Level II courses. Peoples Gas and North Shore Gas offer a **\$500 tuition reimbursement** for students who complete the training.

Are you a veteran? Veterans can receive a full tuition scholarship. Contact Kathryn Eggers at bec@mwalliance.org for more information.

Businesses interested in having more than one employee attend the same training may qualify for a group discount. Contact the Kathryn Eggers at bec@mwalliance.org for more information.

Residential Program Marketing

Joint Choice Campaign Resend

Email campaign to first wave of May Choice Campaign customers. Messaging highlighted the virtual and in-home assessment options and encouraged customers to choose the option that best suits them.

Email Copy Template for Joint Outreach Opportunities

Developed email copy for partner outreach opportunities. Shared via Old Irving Park Association newsletter.

Joint Virtual Outreach

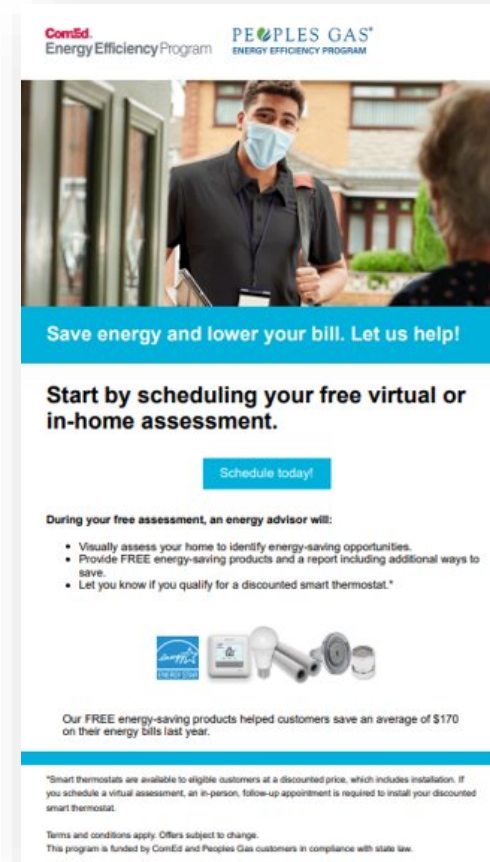
Developed joint presentation deck for virtual outreach opportunities, such as Spanish Coalition for Housing webinar and Northside Community Development Corporation First Time Homebuyer webinars.

Virtual Home Assessment Video

Highlights the Peoples Gas Virtual Home Assessment experience and encourages customers to schedule their appointment today.

Outreach Events

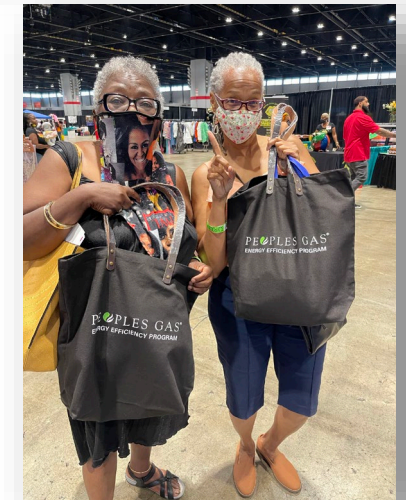
- Black Women's Expo
- Chicago White Sox Ballpark Booths
- JenCare Fest
- City Lights Church - Back 2 School Event
- ICAN Outreach Community Organization Annual Back to School
- And More!



The screenshot shows a video player with a white background and a blue header. The header contains the logos for ComEd Energy Efficiency Program and PEOPLES GAS ENERGY EFFICIENCY PROGRAM. Below the header is a photo of a man in a dark shirt and a face mask talking to a woman. A blue banner below the photo says "Save energy and lower your bill. Let us help!". The main text reads "Start by scheduling your free virtual or in-home assessment." followed by a blue button that says "Schedule today!". Below this is a section titled "During your free assessment, an energy advisor will:" with a bulleted list: "Visually assess your home to identify energy-saving opportunities.", "Provide FREE energy-saving products and a report including additional ways to save.", and "Let you know if you qualify for a discounted smart thermostat.*". There is an image of various energy-saving products like a smart thermostat, light bulbs, and a fan. Below that, it says "Our FREE energy-saving products helped customers save an average of \$170 on their energy bills last year." At the bottom, there is a small disclaimer: "*Smart thermostats are available to eligible customers at a discounted price, which includes installation. If you schedule a virtual assessment, an in-person, follow-up appointment is required to install your discounted smart thermostat." and "Terms and conditions apply. Offers subject to change. This program is funded by ComEd and Peoples Gas customers in compliance with state law."



The screenshot shows a video player with a white background and a blue border. The main text reads "PEOPLES GAS ENERGY EFFICIENCY PROGRAM" in a large, blue, serif font, with a green leaf icon next to the word "PEOPLES". Below this, it says "FREE Virtual Home Assessment" in a smaller, blue, sans-serif font. There is a play button icon in the bottom left corner and a heart icon in the top right corner.



A young girl in a light blue dress and a boy in a striped shirt and yellow shorts are playing with a golden retriever on a green lawn. The dog is lying on its back, holding a soccer ball in its mouth. In the background, there is a modern house with large windows and a balcony, surrounded by trees and a clear sky.

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 Q3 of Program Year 2021, January through September activities. This report is accompanied by the quantitative report, which details the program results from a savings and cost perspective. These reports are provided pursuant to Section 6.6 of the Illinois Energy Efficiency Policy Manual Version 2.0 (effective January 1, 2020).

Through Q3, the North Shore Gas portfolio achieved 50% of the savings goal of 1,933,162 therms.

- Business Program achieved 38% of the savings goal, spending 49% of the budget.
- Residential Program achieved 74% of the savings goal, spending 60% of the budget.
- Income Eligible Program achieved 7% of the savings goal, spending 53% of the budget.

Portfolio Summary

Actual Net Therm Savings	958,235	Total Income Eligible Homes Served	6
Actual Net Therm Savings %	50%	Total Business Projects Completed	113
Actual Net Budget Spend %	53%	Total Residential Projects Completed	1,976
Direct Portfolio Jobs	11	Carbon Reduction (Tons)	5,070

Environmental Impact



1,103

Cars off the road



6,212

Acres of trees planted



611

Homes powered

NORTH SHORE GAS[®]
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.

Q3 2021 YTD Savings

Actual Net Therm Savings 106,103
 Actual Net Therm Savings % 13%
 Actual Net Budget Spend % 19%
 Actual Completed Projects 12

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 North Shore Gas. The program team remains cautious with in-field engagement at select inspections and meetings. The team continues to follow the current COVID-19 Center for Disease Control and Prevention Guidelines.

During Q3, most inspections were performed virtually with the help of our program partners and customers; however, the program team did perform select inspections in-person. These in-person interactions have yielded further collaboration, project submissions and deeper relationship building.

Program Successes

Forecast Accuracy and Performance

While the program has realized 13% of the savings goal year to date and 19% of the spend goal, this has been in line with our program savings forecast. A major project containing over 50% of the goal completed install in late Q3 and will be paid in Q4. There are additional pipeline projects that will be paid in Q4 that will allow this program to achieve goal.

Customer Engagement

The 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.

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 that 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.

Q3 2021 YTD Savings

Actual Net Therm Savings 175,255

Actual Net Therm Savings % 66%

Actual Net Budget Spend % 97%

Actual Completed Projects 42

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.

Field Activity

Safety is at the center of all we do at North Shore Gas. The team continues to follow the current COVID-19 Center for Disease Control and Prevention Guidelines. Throughout Q3, the program team remains cautious and conducted all inspections and meetings virtually.

Program Successes

Forecast Accuracy

Program performance is trending to meet our annual goal. By the end of Q3, the program has realized 66% of the savings goal and 97% of the spend goal.

Customer Engagement and Pipeline Projects

The program team has strategically focused efforts on public sector customers this year. A healthy pipeline developed and regular check-ins with customers took place. Projects identified by Gas Optimization Studies were presented and are being pursued.

Trade Ally Engagement Efforts

The Public Sector 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 that provides the latest information on topics such as program updates, energy-saving measures, training opportunities, safety information and more.

Business Program

Small and Midsize Business

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



Q3 2021 YTD Savings

Actual Net Therm Savings 155,755
 Actual Net Therm Savings % 218%
 Actual Net Budget Spend % 250%
 Actual Completed Projects 59

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 Successes

North Shore Gas Community Blitz

Extensive focus on the North Shore Gas Community Blitz campaign during this quarter. This campaign partnered with five communities in the North Shore Gas territory – Village of Glencoe, Village of Deerfield, City of Lake Forest, Village of Lake Bluff and the City of Highland Park. Developed a postcard, email, social and outreach integrated marketing campaign to promote the business and residential webinars on October 6.

Savings and Pipeline

Through the end of Q3, the program realized 47% of its annual savings forecast. Combined realized and pipeline are 110% toward goal.

NORTH SHORE GAS
ENERGY EFFICIENCY PROGRAM



Join North Shore Gas for a free webinar focused on energy savings for your business. Experts from the North Shore Gas Energy Efficiency Program will share an overview of ways to identify energy-saving projects, receive rebates and maximize your organization's efficiency and comfort.

- **Date:** Wednesday, October 6
- **Time:** 10-10:30 a.m.

The first 50 registrants who attend the webinar will receive FREE energy-saving kit.

[Register Now](#)

For more information on the North Shore Gas Energy Efficiency Program and program incentives, visit NorthShoreGasDelivery.com/Savings.

Interested in learning how to also save energy and money in your home? Join North Shore Gas at 6:30 p.m. on Wednesday, October 6 for a webinar focused on energy-saving opportunities for your home. Register at bitly.com/EnergySavingsWebinar.

© 2021 North Shore Gas.
This program is funded by North Shore Gas customers in compliance with Illinois law.

Single-Family

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

Q3 2021 YTD Savings

Actual Net Therm Savings 492,037

Actual Net Therm Savings % 74%

Actual Net Budget Spend % 52%

Actual Completed Projects 1,976

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 Successes

Increased Smart Thermostat Installs

Stemming from the mid-Q2 through Q3 added peer mentorship activities, increased Smart Thermostat focus and better virtual thermostat scheduling.

- Q3 saw increased in-field smart thermostat installs by 30%, moving from a .10 install rate per home to a .13.
- Virtual smart thermostats saw an install rate increase by 200%, moving from a .03 install rate per home to a .09 in Q3.

Joint Choice Campaign Second Send

In September, the co-branded collateral from the ComEd PGL/NSG campaign known as the “Choice Campaign”, was resent to customers that did not sign up initially as a second attempt.

Program Challenges

Q3 demand continued to decrease (26% reduction from Q2 | 27% reduction from Q1)

July - 23% reduction from Q2 average | 23% reduction from Q1 average

Aug - 33% reduction from Q1 average | 33% reduction from Q1 average

Sept - 23% reduction from Q1 average | 23% reduction from Q1 average

Home Energy Report

Program Successes

Customer Reach and Messaging

In Q3, the Home Energy Report Program provided the North Shore Gas territory 53,392 print reports and 67,750 email reports. Reports included neighbor comparisons, energy-saving tips and promoted the Home Energy Jumpstart Program.

Digital Engagement

In Q3, email reports resulted in an average open rate of 39%.

Single-Family Offerings

Home Energy Rebate

Program Successes

Performance Levels

In Q3, the Home Energy Rebate Program exceeded forecast by 139%, 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 Q3, the program processed 277 smart thermostat rebates.



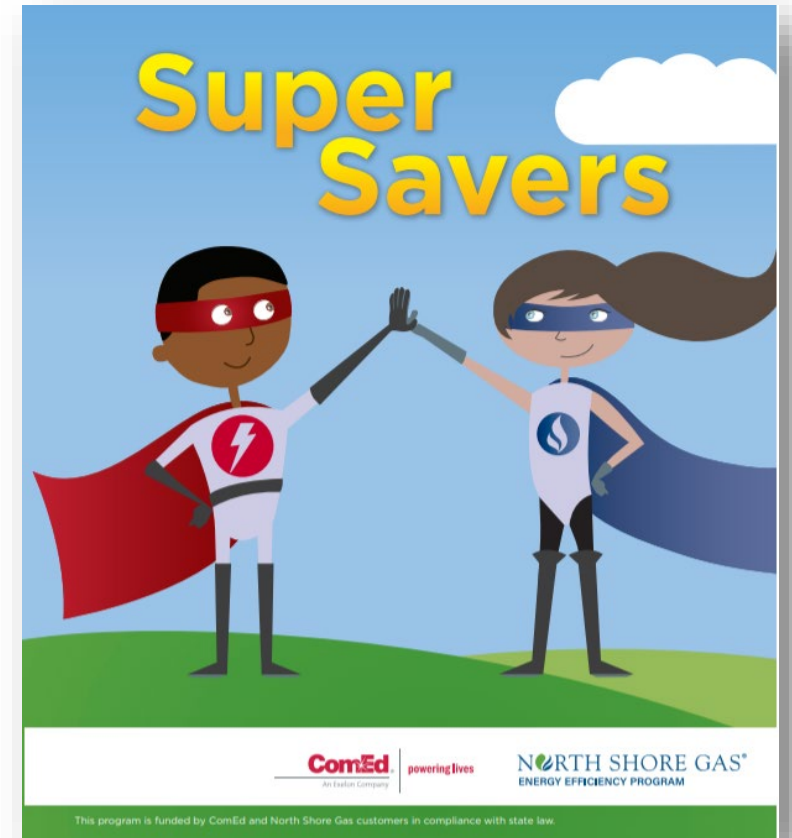
Single-Family Offerings

Elementary Education

Program Successes

Achievement to Goal

North Shore Gas joint kits are 43% to the fall semester enrollment goal with 1,483 year to date enrollments. The program has seen an uptick in enrollments over the past week by engaging with school principals to encourage enrollments in their schools. Further outreach efforts to school district sustainability contacts is also being planned. Kits will be shipped through December to meet goal, if needed. Similar to teachers in the Peoples Gas territory, teachers have been overwhelmed with curriculum prioritizations during the current pandemic climate, enrollment outreach by phone has been more effective than emails but is more time consuming.



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.

Q3 2021 YTD Savings

Actual Net Therm Savings 23,838
 Actual Net Therm Savings % 79%
 Actual Net Budget Spend % 159%
 Actual Completed Projects 453

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 Q3.

Incentive Updates

Due to portfolio budget constraints, there is no need for continued market-rate bonuses in Multi-Family.

New Measures

No changes to review for Q3.

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 Q3:

- 609 DI Units YTD
- 14 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.

Q3 2021 YTD Savings

Actual Net Therm Savings 5,246
 Actual Net Therm Savings % 7%
 Actual Net Budget Spend % 53%
 Actual Completed Projects 7

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

Q3 Program Offering Savings

Program	Net Therms Achieved	% of Annual Goal	Total Spend	% of Annual Spend	# of Participants
Illinois Home Weatherization Assistance Program (IHWAP)	5,060	49%	\$167,790	99%	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. Resource Innovations built a call center team to accommodate for these efforts which has led to successful customer experiences where they've been routed to other gas programs that can service them successfully.

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 distributed an additional 1,500 kits in Q3 of 2021.

NORTH SHORE GAS[®] 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

- Commercial Food Service pilot exceeded 5,000 therms of savings for three consecutive months, positioning for continuation of the pilot in 2022, with phase IV launch planned.
- The IIT Building Sensors and Controls (OSBC) project successfully developed a battery-powered prototype and is ready for testing in fourth quarter. A mock-up of a steam trap failure testing device has been produced, with further development under way.
- The Building Operator Certification (BOC) training classes got underway, with all classes being held virtually for safety considerations.

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

Small and Midsize Business – House of Worship Campaign

Campaign targeting houses of worship and schools in the North Shore Gas territory. Campaign consisted of email and direct mail, and highlighted program offerings to help the facilities reduce energy utility costs.

North Shore Gas Community Blitz

Extensive focus on the North Shore Gas Community Blitz campaign during this quarter. This campaign partnered with five communities in the North Shore Gas territory – Village of Glencoe, Village of Deerfield, City of Lake Forest, Village of Lake Bluff and the City of Highland Park. Developed a postcard, email, social and outreach integrated marketing campaign to promote the business and residential webinars on October 6.

Space Heating Furnace and RTU Tune-Up Checklist

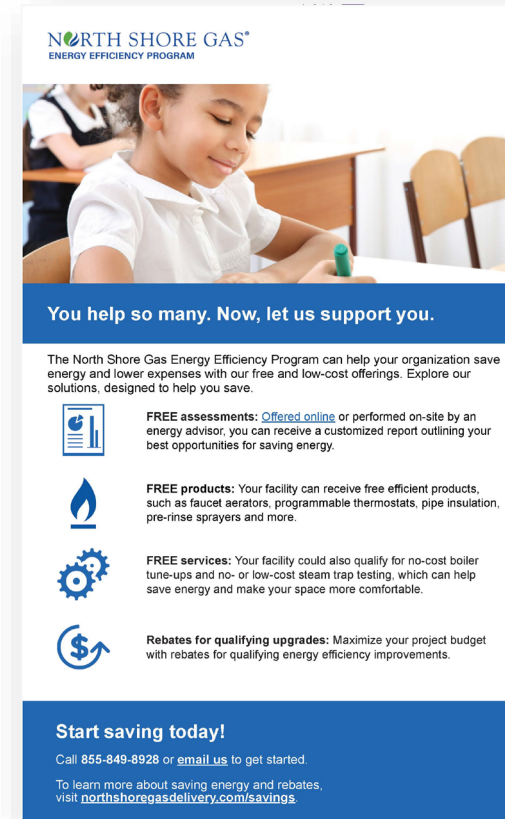
Developed checklist to be submitted with completed prescriptive rebate application.

Building Operator Certification Training Opportunity Email

Email to qualifying customers regarding BOC training opportunity. Messaging highlighted that customers who complete training can receive \$500 tuition reimbursement.

Trade Ally Support

Monthly BTU newsletter
Monthly trade ally webinar
Trade ally microsite management



NORTH SHORE GAS®
ENERGY EFFICIENCY PROGRAM

You help so many. Now, let us support you.

The North Shore Gas Energy Efficiency Program can help your organization save energy and lower expenses with our free and low-cost offerings. Explore our solutions, designed to help you save.

- FREE assessments:** Offered online or performed on-site by an energy advisor, you can receive a customized report outlining your best opportunities for saving energy.
- FREE products:** Your facility can receive free efficient products, such as faucet aerators, programmable thermostats, pipe insulation, pre-rinse sprayers and more.
- FREE services:** Your facility could also qualify for no-cost boiler tune-ups and no- or low-cost steam trap testing, which can help save energy and make your space more comfortable.
- Rebates for qualifying upgrades:** Maximize your project budget with rebates for qualifying energy efficiency improvements.

Start saving today!
Call 855-849-8928 or [email us](mailto:us) to get started.
To learn more about saving energy and rebates, visit northshoregasdelivery.com/savings.



Achieve Big Savings for Your Small Business
Join North Shore Gas for a FREE webinar to learn how your business can save energy and lower expenses.
Wednesday, October 6
10-10:30 a.m.

Start saving today!
Register now at bit.ly/NorthShoreGasWebinar.
The first 50 registrants who attend the webinar will receive a FREE energy-saving kit.

NORTH SHORE GAS®
ENERGY EFFICIENCY PROGRAM

In partnership with:
City of Highland Park, City of Lake Bluff, City of Lake Forest, Village of Deerfield, Village of Glencoe



Discover Big Savings for Your Bottom Line
Join North Shore Gas for a FREE webinar to learn how your business can save energy and lower expenses.
Wednesday, October 6
10-10:30 a.m.

Start saving today!
Register now at bit.ly/NorthShoreGasWebinar.
The first 50 registrants who attend the webinar will receive a FREE energy-saving kit.

NORTH SHORE GAS®
ENERGY EFFICIENCY PROGRAM

In partnership with:
City of Highland Park, City of Lake Bluff, City of Lake Forest, Village of Deerfield, Village of Glencoe

Residential Program Marketing

Joint Choice Campaign Resend

Email campaign to first wave of May Choice Campaign customers. Messaging highlighted the virtual and in-home assessment options and encouraged customers to choose the option that best suits them.

Email Copy Template for Joint Outreach Opportunities

Developed email copy for partner outreach opportunities. Shared via Old Irving Park Association newsletter.

Joint Virtual Outreach

Developed joint presentation deck for virtual outreach opportunities, such as Spanish Coalition for Housing webinar and Northside Community Development Corporation First Time Homebuyer webinars.

Virtual Home Assessment Video

Highlights the North Shore Gas Virtual Home Assessment experience and encourages customers to schedule their appointment today.

Outreach Events

- Dog Days of Summer – Libertyville Township
- Libertyville Days Festival
- Deerfield Harvest Fest
- Buffalo Grove Green Fair
- And More!

ComEd Energy Efficiency Program NORTH SHORE GAS ENERGY EFFICIENCY PROGRAM

Save energy and lower your bill. Let us help!

Start by scheduling your free virtual or in-home assessment.

Schedule today!

During your free assessment, an energy advisor will:

- Visually assess your home to identify energy-saving opportunities.
- Provide FREE energy-saving products and a report including additional ways to save.
- Let you know if you qualify for a discounted smart thermostat.*

Our FREE energy-saving products helped customers save an average of \$170 on their energy bills last year.

*Smart thermostats are available to eligible customers at a discounted price, which includes installation. If you schedule a virtual assessment, an in-person, follow-up appointment is required to install your discounted smart thermostat.
Terms and conditions apply. Offers subject to change.
This program is funded by ComEd and North Shore Gas customers in compliance with state law.



