



PEOPLES GAS®  
ENERGY EFFICIENCY PROGRAM

NORTH SHORE GAS®  
ENERGY EFFICIENCY PROGRAM

Program Year 2021 | 10.01.2021 – 12.31.2021

# 4th Quarter Report, Revised

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An aerial photograph of a city skyline, likely Chicago, at sunset. The sky is a mix of orange, yellow, and grey. The city's skyscrapers are silhouetted against the bright sky. In the foreground, a large body of water is completely frozen, covered in a thick layer of snow and ice. A curved path or road is visible on the right side of the frozen lake. A semi-transparent blue rectangular box is overlaid on the left side of the image, containing the company logo and text.

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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 Q4 and cumulative of Program Year 2021 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).

In 2021, the Peoples Gas portfolio achieved 118% of the savings goal of 9,375,596 therms and spent 105% of the \$24,193,456 budget.

- Business Program achieved 119% of the savings goal, spending 118% of the budget.
- Residential Program achieved 91% of the savings goal, spending 93% of the budget.
- Income Eligible Program achieved 178% of the savings goal, spending 101% of the budget.

### 2018-2021 Quadrennial

The Peoples Gas portfolio achieved 112% of the 4-year savings goal at 99% of the budget.

### Portfolio Summary

Actual Net Therm Savings .....	11,095,162	Total Income Eligible Homes Served .....	18,463
Actual Net Therm Savings % .....	118%	Total Business Projects Completed .....	925
Actual Net Budget Spend % .....	105%	Total Residential Projects Completed .....	102,668
Direct Portfolio Jobs .....	79	Carbon Reduction (Tons) .....	58,585

## Environmental Impact



**12,767**

Cars off the road



**71,923**

Acres of trees planted



**7,069**

Homes powered

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# 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.

## Q4 2021 YTD Savings

Actual Net Therm Savings ..... 2,164,200

Actual Net Therm Savings % ..... 81%

Actual Net Budget Spend % ..... 48%

Actual Completed Projects ..... 133

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 Q4, most inspections were performed virtually with the help of our program partners and customers. The program team did, however, 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

With the quadrennial closing, the C&I program achieved the savings and spend goals. The program realized the 2021 savings goal at 33% under budget. The budget savings was reallocated to public sector to drive additional projects.

### 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.

## Q4 2021 YTD Savings

- Actual Net Therm Savings ..... 2,470,686
- Actual Net Therm Savings % ..... 211%
- Actual Net Budget Spend % ..... 251%
- Actual Completed Projects ..... 443

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 Q4, most inspections were performed virtually with the help of our program partners and customers. The program team did, however, 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

With the quadrennial closing, the Public Sector program achieved the savings and spend goals. All projects planned for Q4 completion were completed and paid by year end. Using the reallocated budget from C&I, the program was able to drive double the savings and budget forecast in 2021.

### Customer Engagement

Throughout 2021, the program team strategically focused efforts on public sector customers. The energy advisors monitored timelines closely and communicated regularly with customers and trade allies.

### 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.



### Q4 2021 YTD Savings

Actual Net Therm Savings ..... 865,065  
 Actual Net Therm Savings % ..... 109%  
 Actual Net Budget Spend % ..... 98%  
 Actual Completed Projects ..... 349

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. In December 2021, the Partner Trade Ally Program began accepting pre-approval applications for the 2022 program year.

## Program Successes

### Savings and Pipeline

The program realized the 2021 savings and budget goal.



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,

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# Business Program Marketing

## Chicago Public Schools Project Highlight Social Media Posts

Developed content for three social media posts to highlight the various types of projects Peoples Gas has completed at their campuses.

## Short-Form Project Case Study Videos

Developing mini case study videos to highlight project stories for use on social media. Progress was made on the U-Haul and Zeller Realty Industries case study.

## Trade Ally Support

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

Peoples Gas  
November 5, 2021 · 🌐

In partnership with our #EnergyEfficiency program, Mount Vernon Elementary School - CPS reduced its annual gas usage by 1/3. Learn more about how we helped Chicago Public Schools improve comfort and sustainability, at [PeoplesGasRebates.com](https://PeoplesGasRebates.com).

**Chicago Public Schools Insulation Projects**

Completed at <b>13</b> schools	Natural gas savings: <b>128,308</b> therms	Rebate amount: <b>\$812,057</b>
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Peoples Gas  
November 4, 2021 · 🌐

A+ for energy savings! Chicago Public Schools has partnered with our #EnergyEfficiency program to complete energy-saving projects that not only help reduce utility costs, but also improve comfort for students and faculty. Learn how you can start saving at [PeoplesGasRebates.com](https://PeoplesGasRebates.com).

**Chicago Public Schools Steam Trap Testing & Replacements**

Completed at <b>95</b> schools	Natural gas savings: <b>617,356</b> therms	Rebate amount: <b>\$972,263</b>
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PEOPLES GAS ENERGY EFFICIENCY PROGRAM | NORTH SHORE GAS ENERGY EFFICIENCY PROGRAM

Peoples Gas  
November 3, 2021 · 🌐

Our #EnergyEfficiency program has helped Chicago Public Schools achieve remarkable savings through a variety of upgrades, including boiler tune-ups. Raise your hand to savings and learn how we can help you, at [PeoplesGasRebates.com](https://PeoplesGasRebates.com).

**Chicago Public Schools Boiler Tune-Up Projects**

Completed at <b>214</b> schools	Natural gas savings: <b>920,093</b> therms	Rebate amount: <b>\$965,981</b>
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# Research and Development and Market Transformation

## Program Successes

- The Commercial Food Service pilot achieved its savings goals for the year. Phase 4 pilot launch is planned for 2022.
- The IIT Building Sensors and Controls (OSBC) project began testing of a battery-powered prototype that will better position the product for commercialization. A mock-up of a steam trap failure testing device has been produced and further refinement is underway to create a cheaper market ready device.
- The Building Operator Certification (BOC) training classes finished up with forty-two students trained and two courses were completed.
- The venturi steam trap project came to conclusion with well documented reliable performance of the traps in commercial laundries. An assessment of long-term venturi installations was also done and demonstrated longevity of commercial installations (over fifteen years in some cases).

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.

## 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.

### Q4 2021 YTD Savings

Actual Net Therm Savings ..... 1,507,351

Actual Net Therm Savings % .... 105%

Actual Net Budget Spend % ..... 73%

Actual Completed Projects ..... 91,634

# 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 Successes

In 2021, the Home Energy Jumpstart program helped 2,170 customers save 141,776 therms.

### Customer Referral Email and Outreach

In Q4, the Home Energy Jumpstart team sent a joint email with ComEd to 2,700 customers that previously had an assessment completed, encouraging them to refer their friends and family to the program. This resulted in an average open rate of 31% and an average click-through rate of 2.7%.

Throughout Q4, the Home Energy Jumpstart team continued to attend outreach events representing the program.

### Program Challenges

#### Field Activity

Safety is at the center of all we do at Peoples Gas. The team continues to follow the current COVID-19 Center for Disease Control and Prevention Guidelines.

# Home Energy Report

### Program Successes

In 2021, the Home Energy Report program helped customers save 645,654 therms.

### Customer Reach and Messaging

In Q4, the Home Energy Report Program provided the Peoples Gas territory with 93,480 print and 134,696 email reports to customers. Reports included neighbor comparisons, energy saving tips and informed customers that this program is concluding.

### Digital Engagement

In Q4, email reports resulted in an average open rate of 36%, with the top site section visits to *My Energy Use*.

# Single-Family Offering

## Home Energy Rebate

### Program Successes

#### Weatherization Performance

In 2021, the Weatherization program helped 106 customers save 27,610 therms. Customer satisfaction remains high at 9.89 out of 10.

#### HVAC Performance

Due to strong performance in the 2021 program year and to manage to our quadrennial savings and budget goals, the Home Energy Rebate HVAC program started waitlisting projects in Q3. The program helped 736 customers saved 147,406 therms.



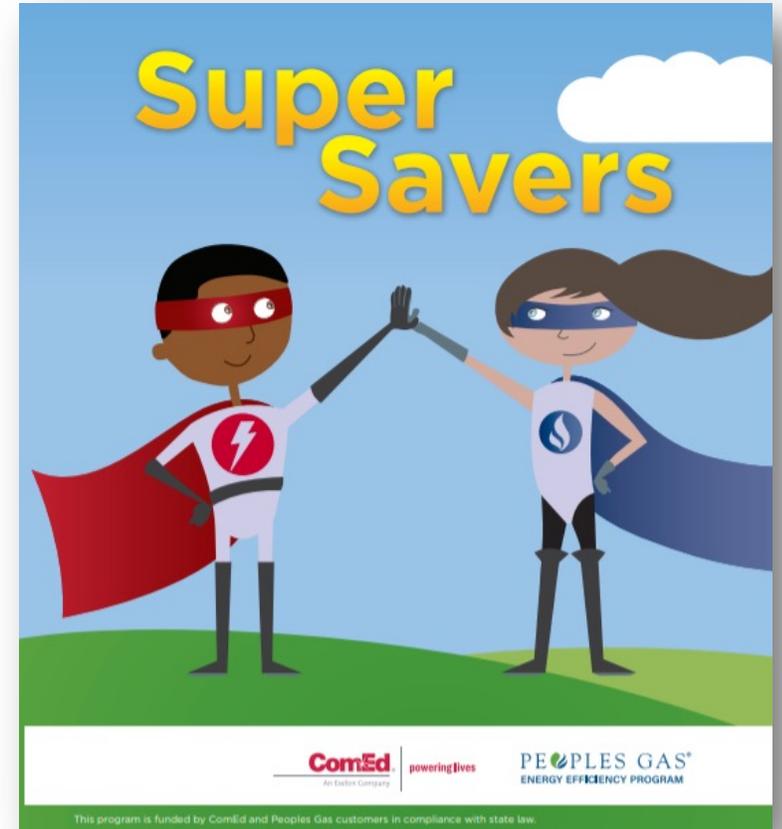
# Single-Family Offering Elementary Education

## Program Successes

In Q4 the Supers Savers program shipped 5,637 elementary school kits, achieving 64,329 therms saved, contributing to the total 2021 savings of 159,298 therms.

## Program Challenges

Curriculum prioritizations during the current pandemic climate continued to be an issue throughout Q4, enrollment outreach by phone was more effective than emails but 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.

## Q4 2021 YTD Savings

Actual Net Therm Savings ..... 1,486,545

Actual Net Therm Savings % .... 81%

Actual Net Budget Spend % .... 118%

Actual Completed Projects ..... 11,034

# 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

#### Performance Updates

Due to strong performance in the 2021 program year and to manage to our quadrennial savings and budget goals, the Prescriptive and Partner Trade Ally offerings started waitlisting projects in Q3. The Multi-Family Program offerings helped 864 customers save 1,486,545 therms.

#### 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. Twenty-seven projects have been completed year-to-date.

### Program Successes

#### Customer Participation

Program participation was strong in Q4 as many Trade Allies worked to complete projects in time for the annual submission deadline:

- 5,354 DI units annually completed
- 335 property assessments annually completed
- 544 comprehensive rebate projects annually completed

### Program Challenges

#### Self-Install Participation

The self-install DI process developed in response to the pandemic was less popular with property managers than the traditional DI installation by field technicians. With the ability of technicians to be back in the field in 2021, DI installations once again increased.

#### Program Budget

A solid pipeline of projects are scheduled for 2022.

# 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.

## Q4 2021 YTD Savings

Actual Net Therm Savings ..... 2,601,315  
 Actual Net Therm Savings % ..... 178%  
 Actual Net Budget Spend % ..... 101%  
 Actual Completed Projects ..... 19,417

# 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

## 2021 Program Offering Savings

Program	Net Therms Achieved	% of Annual Goal	Total Spend	% of Annual Spend	# of Participants
Illinois Home Weatherization Assistance Program (IHWAP)	78,622	84%	\$1,256,338	104%	28
Income Eligible (IEMS)	43,155	54%	\$681,481	85%	29
Public Housing (PHES)	63,586	117%	\$336,364	127%	1
Affordable Housing New Construction	82,672	83%	\$540,092	101%	2
Income Eligible Weatherization	212,817	100%	\$2,752,716	97%	583
Multi-Family Income Eligible	1,487,488	78%	\$2,553,753	85%	299
Income Eligible Gas Kits	632,975	0%	\$760,411	100%	17,521

# Income Eligible Program

## Multi-Family Income Eligible Partner Trade Ally

### Program Changes

#### Performance Summary

Due to strong performance in the 2021 program year and to manage to our quadrennial savings and budget goals, the Multi-Family Income Eligible Partner Trade Ally offering started waitlisting projects in Q4.

### Program Successes

#### Comprehensive Customer Participation

The Multi-Family Income Eligible Partner Trade Ally offering helped 299 customers save 1,487,488 therms.

### Program Challenges

#### Program Cycle Budget

With strong program momentum, a solid pipeline of projects are scheduled for 2022.

## Income Eligible Gas Kit

### Program Changes

#### Increased Kit Distribution Forecast

The Income Eligible Gas Kits were 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 7,521 kits were distributed in Q4 putting the 2021 total at 17,521, saving customers 632,975 therms.

# Income Eligible Program

## IHWAP

(Illinois Home Weatherization Assistance Program)

### Program Changes

#### Improved Implementation Guidelines

Refined implementation guidelines improved contractor performance and program cost-effectiveness. Agencies were provided 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

Coordination and collaboration with agencies on program efforts is ongoing, including virtual meetings to maintain open communication lines and transparency to ensure momentum.

### Program Challenges

Identifying cost effective projects on the Multi-Family side.

## IEMS/PHES Program

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

### Program Changes

#### Increased Options

A virtual assessment plan was developed 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 was able to see increased production in Q4 that helped achieve goals for the year.

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 Successes

#### Forecast Accuracy

AHNC continued to see growth and bring in additional projects. The program will end up exceeding 2021 savings and spend goals, with many projects closing out.

## Income Eligible Weatherization

### Program Successes

#### Successful Program Initiatives

The program closed Q4 at 97% of the yearly spend goal and 100% of savings goals. The program has seen a steady pipeline and continues to see high participation going into 2022.

# Residential Program Marketing

## Home Energy Rebate Program Waitlist

Developed communication strategy to notify trade allies and customers of Home Energy Rebate waitlist. Consisted of email, FAQs, waitlist letter and website updates.

## Joint Referral Email Campaign

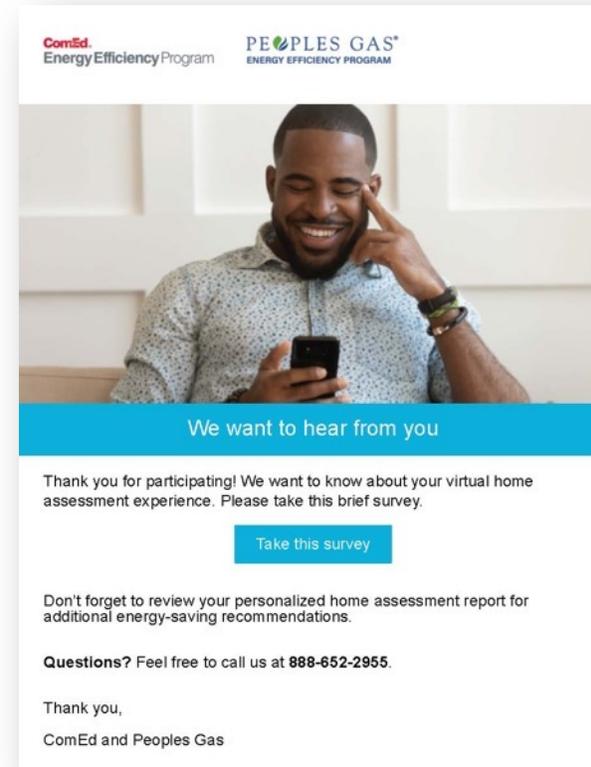
Email campaign to customers who have completed a home assessment encouraging them to refer friends, family and neighbors.

## Joint Virtual Home Assessment Survey Email

Email to customers who have completed a virtual home assessment in last six months encouraging them to provide feedback on their experience via survey.

## Outreach Events

- Edgewater Environmental Coalition
- 19th Annual Illinois Latino Caucus Foundation Conference
- Illinois Action for Children – Community Resource and Network Collaborative Meeting



A woman and a young girl are sitting on a rug in front of a brick fireplace. The woman is holding the girl, and they are both wearing white, chunky knit sweaters. The woman is holding an open book, and the girl is looking at it. A red and white polka-dot mug is on the rug in the foreground. The scene is warmly lit, suggesting a cozy winter evening.

**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 Q4 and cumulative of Program Year 2021 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).

In 2021, the North Shore Gas portfolio achieved 126% of the savings goal of 1,933,162 therms and spent 104% of the \$3,644,118 budget .

- Business Program achieved 136% of the savings goal, spending 132% of the budget.
- Residential Program achieved 115% of the savings goal, spending 71% of the budget.
- Income Eligible Program achieved 84% of the savings goal, spending 116% of the budget.

### 2018-2021 Quadrennial

The North Shore Gas portfolio achieved 107% of the 4-year savings goal at 97% of the budget.

### Portfolio Summary

Actual Net Therm Savings .....	2,437,680	Total Income Eligible Homes Served .....	1,513
Actual Net Therm Savings % .....	126%	Total Business Projects Completed .....	150
Actual Net Budget Spend % .....	104%	Total Residential Projects Completed .....	71,867
Direct Portfolio Jobs .....	11	Carbon Reduction (Tons) .....	12,898

## Environmental Impact



**2,805**

Cars off the road



**15,802**

Acres of trees planted



**1,553**

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.

### Q4 2021 YTD Savings

- Actual Net Therm Savings ..... 879,634
- Actual Net Therm Savings % ..... 107%
- Actual Net Budget Spend % ..... 89%
- Actual Completed Projects ..... 30

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 Q4, most inspections were performed virtually with the help of our program partners and customers. The program team did, however, 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

With the quadrennial closing, the C&I program achieved the savings and spend goals. The program realized the 2021 savings goal at 11% under budget. The budget savings was reallocated to public sector to drive additional projects.

### Customer Engagement

The energy advisor and account manager engagement with customers and trade allies has generated projects for newly engaged customers. Those relationships will extend into the next quadrennial.

### 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.

## Q4 2021 YTD Savings

- Actual Net Therm Savings ..... 294,586
- Actual Net Therm Savings % ..... 111%
- Actual Net Budget Spend % ..... 177%
- Actual Completed Projects ..... 71

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. Most 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 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 Q4, most inspections were performed virtually with the help of our program partners and customers.

## Program Successes

### Forecast Accuracy and Performance

With the quadrennial closing, the Public Sector program achieved the 2021 savings and spend goals. Using the reallocated budget from C&I, the program was able to over-achieve the savings and budget forecast in 2021.

### Customer Engagement

Throughout 2021, the program team strategically focused efforts on public sector customers. The energy advisor and account manager engagement with customers and trade allies has generated projects for newly engaged customers. Those relationships will extend into the next quadrennial.

### 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.



### Q4 2021 YTD Savings

- Actual Net Therm Savings ..... 397,939
- Actual Net Therm Savings % ..... 558%
- Actual Net Budget Spend % ..... 533%
- Actual Completed Projects ..... 49

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

### Savings and Pipeline

With the quadrennial closing, the Small and Midsize Business program over-achieved the 2021 savings and spend goals by 5x, with over half of the 397,939 therm savings being achieved in Q4.



# Business Program Marketing

## North Shore Gas Community Blitz

The North Shore Gas Community Blitz campaign was executed during Q4. 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.

## Short-Form Project Case Study Videos

Developing mini case study videos to highlight project stories for use on social media. Progress was made on the Ivanhoe Industries case study.

## Trade Ally Support

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



**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](https://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:  
Village of Glencoe, Village of Deerfield, City of Lake Forest, Village of Lake Bluff, City of Highland Park



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ENERGY EFFICIENCY PROGRAM

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



**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](https://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](https://bitly.com/EnergySavingsWebinar).

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

# Research and Development and Market Transformation

## Program Successes

- The Commercial Food Service pilot achieved its savings goals for the year. Phase 4 pilot launch is planned for 2022.
- The IIT Building Sensors and Controls (OSBC) project began testing of a battery-powered prototype that will better position the product for commercialization. A mock-up of a steam trap failure testing device has been produced and further refinement is underway to create a cheaper market ready device.
- The Building Operator Certification (BOC) training classes finished up with forty-two students trained and two courses were completed.
- The venturi steam trap project came to conclusion with well documented reliable performance of the traps in commercial laundries. An assessment of long-term venturi installations was also done and demonstrated longevity of commercial installations (over fifteen years in some cases).

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.

## 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.

### Q4 2021 YTD Savings

Actual Net Therm Savings ..... 767,563

Actual Net Therm Savings % .... 116%

Actual Net Budget Spend % ..... 59%

Actual Completed Projects ..... 70,807

# 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

In 2021, the Home Energy Jumpstart program helped 1,985 customers save 42,966 therms.

#### Customer Referral Email and Outreach

In Q4, the Home Energy Jumpstart team sent a joint email with ComEd to 2,700 customers that previously had an assessment completed, encouraging them to refer their friends and family to the program. This resulted in an average open rate of 31% and an average click-through rate of 2.7%.

Throughout Q4, the Home Energy Jumpstart team continued to attend outreach events representing the program. In total, the team attended 15 events generating 89 leads.

### Program Challenges

#### Field Activity

Safety is at the center of all we do at Peoples Gas. The team continues to follow the current COVID-19 Center for Disease Control and Prevention Guidelines.

## Home Energy Report

### Program Successes

In 2021, the Home Energy Report program helped 67,790 customers save 455,734 therms.

#### Customer Reach and Messaging

In Q4, the Home Energy Report Program provided the North Shore Gas territory 67,166 print reports and 62,664 email reports. Reports included neighbor comparisons, energy-saving tips and promoted the Home Energy Jumpstart Program.

#### Digital Engagement

In Q4, email reports resulted in an average open rate of 45%, the highest out of the entire year. The top engagement site sections are *Home Energy Audit* and *My Energy Use*.

# Single-Family Offerings

## Home Energy Rebate

### Program Successes

#### Weatherization Performance

In 2021, the Weatherization program helped 199 customers save 14,073 therms, with October being the highest month for savings. Customer satisfaction remains high at 9.87 out of 10.

#### HVAC Performance

The Home Energy Rebate HVAC program helped 808 customers save 137,334 therms. The program met savings goals attributing that to increased demand for HVAC replacements as customers continue to prioritize home upgrades.

#### Smart Thermostats

In Q4, the program processed 180 smart thermostat rebates with 12,124 therms saved, contributing to the total 2021 savings of 89,689 therms.



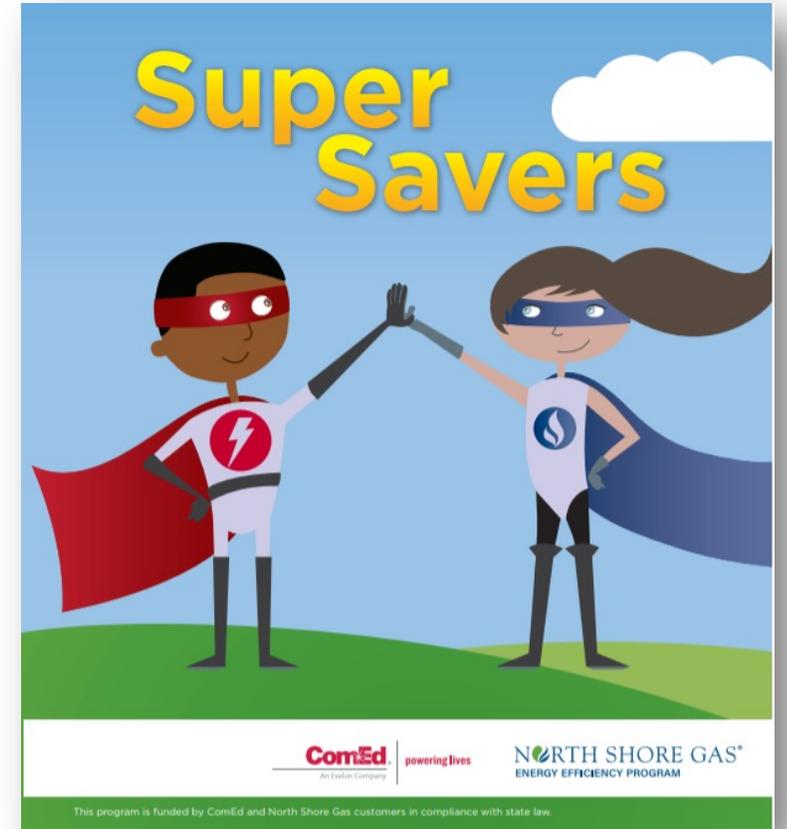
# Single-Family Offerings

## Elementary Education

### Program Successes

#### Achievement to Goal

North Shore Gas joint kits ended Q4 at 96% to the annual goal with 2,433 kits distributed, and 27,766 therms saved. Outreach efforts in Q3 and Q4 were successful in accelerating the program to goal, by more than doubling the number of kits distributed in Q1 through Q3. Similar to teachers in the Peoples Gas territory, teachers were overwhelmed with curriculum prioritizations during the current pandemic climate, enrollment outreach by phone was more effective than emails but was 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.

## Q4 2021 YTD Savings

Actual Net Therm Savings ..... 30,938  
Actual Net Therm Savings % .... 102%  
Actual Net Budget Spend % ..... 213%  
Actual Completed Projects ..... 1,060

# 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

#### Performance Updates

Due to strong performance in the 2021 program year and to manage to our quadrennial savings and budget goals, the Prescriptive and Partner Trade Ally offerings started waitlisting projects in Q3. The Multi-Family Program offerings helped 54 customers save 30,938 therms.

### Program Successes

#### Customer Participation

Additional DI and comprehensive projects were completed in Q4:

- 616 DI Units annually completed
- 10 comprehensive projects annually completed
- 14 property assessments annually completed

#### Comprehensive Participation

Two pipe insulation projects and a DHW pump controller were installed in Q4.

### Program Challenges

#### Self-Install Participation

The self-install DI process developed in response to the pandemic was less popular with property managers than the traditional DI installation by field technicians. With the ability of technicians to be back in the field in 2021, DI installations once again increased.

#### Program Budget

A solid pipeline of projects are scheduled for 2022.

# 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.

## Q4 2021 YTD Savings

Actual Net Therm Savings ..... 67,020  
 Actual Net Therm Savings % ..... 84%  
 Actual Net Budget Spend % ..... 116%  
 Actual Completed Projects ..... 1,513

# 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

## 2021 Program Offering Savings

Program	Net Therms Achieved	% of Annual Goal	Total Spend	% of Annual Spend	# of Participants
Illinois Home Weatherization Assistance Program (IHWAP)	9,819	49%	\$221,681	52%	4
Multi-Family Income Eligible	2,946	NA	\$256,027	NA	9
Income Eligible Gas Kits	54,255	100%	\$65,100	100%	1,500

# Income Eligible Program

## IHWAP

(Illinois Home Weatherization Assistance Program)

### Program Changes

#### Improved Implementation Guidelines

Refined implementation guidelines improved contractor performance and program cost-effectiveness. Agencies were provided 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

Coordination and collaboration with agencies on program efforts is ongoing, including virtual meetings to maintain open communication lines and transparency to ensure momentum.

### Program Challenges

Identifying cost effective projects on the Multi-Family side.

# Income Eligible Program

## Income Eligible Gas Kit

### Program Changes

#### Increased Kit Distribution Forecast

The Income Eligible Gas Kits were 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. An additional 1,500 kits were distributed in Q3 of 2021, savings customers 54,225 therms.



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.

# Residential Program Marketing

## Season of Giving – Little Fort Elementary School

The outreach team visited Little Fort Elementary School in Waukegan to celebrate the Season of Giving. The team surprised two deserving teachers a gift basket, gift card, certificate of appreciation and donuts for their students.

## Joint Referral Email Campaign

Email campaign to customers who have completed a home assessment encouraging them to refer friends, family and neighbors.

## Joint Virtual Home Assessment Survey Email

Email to customers who have completed a virtual home assessment in last six months encouraging them to provide feedback on their experience via survey.



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

Share The Savings - Refer Someone Today!

We hope you're enjoying the benefits of the energy-saving products you received and that you have found the assessment report from ComEd® and North Shore Gas helpful.

Tell your friends, family and neighbors how they can save with a free home assessment! They can visit us online at [ComEd.com/Assessment](https://ComEd.com/Assessment) or [NorthShoreGasDelivery.com/Jumostart](https://NorthShoreGasDelivery.com/Jumostart) or call **844-367-5867** and press 1 to schedule their own appointment. Make sure they provide your referral code when they schedule their appointment.

Each referral who participates in the program earns you an entry into a monthly drawing for a \$25, \$50 or \$100 gift card, so share your unique referral code (**7455373**) with as many eligible ComEd and North Shore Gas customers as you'd like.

For more program information and drawing rules\*, visit [NorthShoreGasRebates.com](https://NorthShoreGasRebates.com) or call **844-367-5867**.

Thank you,  
ComEd and North Shore Gas



