



PEOPLES GAS®  
ENERGY EFFICIENCY PROGRAM

NORTH SHORE GAS®  
ENERGY EFFICIENCY PROGRAM

# 1<sup>st</sup> Quarter Report

Program Year 2022 | 01.01.22 – 03.31.22

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The Peoples Gas Light and Coke Company and North Shore Gas Company provide these qualitative Quarterly Reports containing a program brief on Q1 and cumulative of Program Year 2022 activities. These reports are accompanied by the quantitative reports, which detail 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).

Data presented in this document is based on preliminary results and is subject to revision and evaluation adjustments.

# Q1 Environmental and Community Impact

## ENVIRONMENTAL IMPACT

**8,371**

Acres of trees planted

**7,074**

Carbon reduction (tons)

**1,524**

Cars removed from the road

**891**

Homes' energy use offset

## COMMUNITY IMPACT

**707**

Residential homes served

**759**

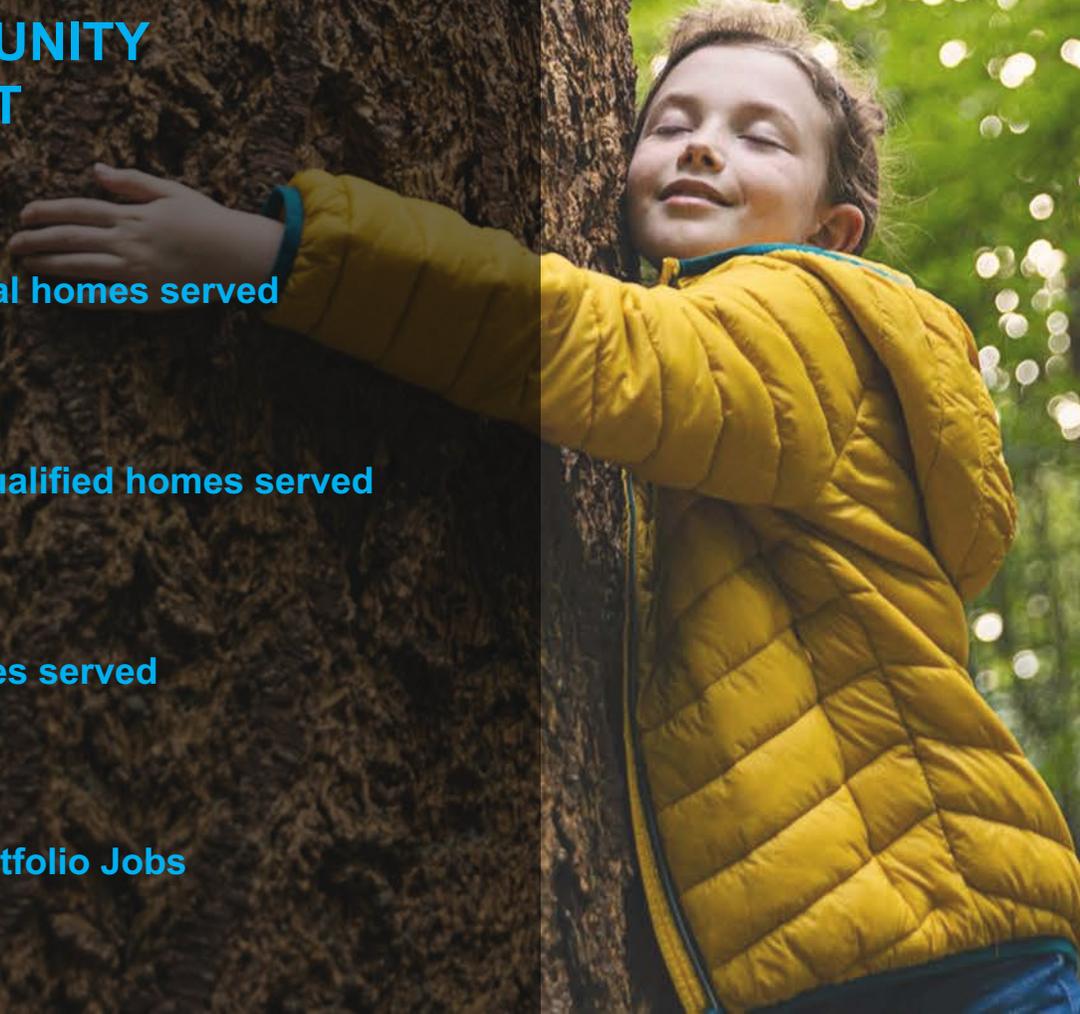
Income qualified homes served

**70**

Businesses served

**32**

Direct Portfolio Jobs



# Diversity Initiatives

## PORTFOLIO SUPPLIER DIVERSITY

**3 of 7**

Certified Diverse Tier 1

**24%**

Contracted Diversity Spend

**160%**

Year-over-Year Increase

## MARKET DEVELOPMENT INITIATIVE (MDI)

**Research Underway**

Status

**Joint with ComEd  
and Nicor Gas**

Utilities



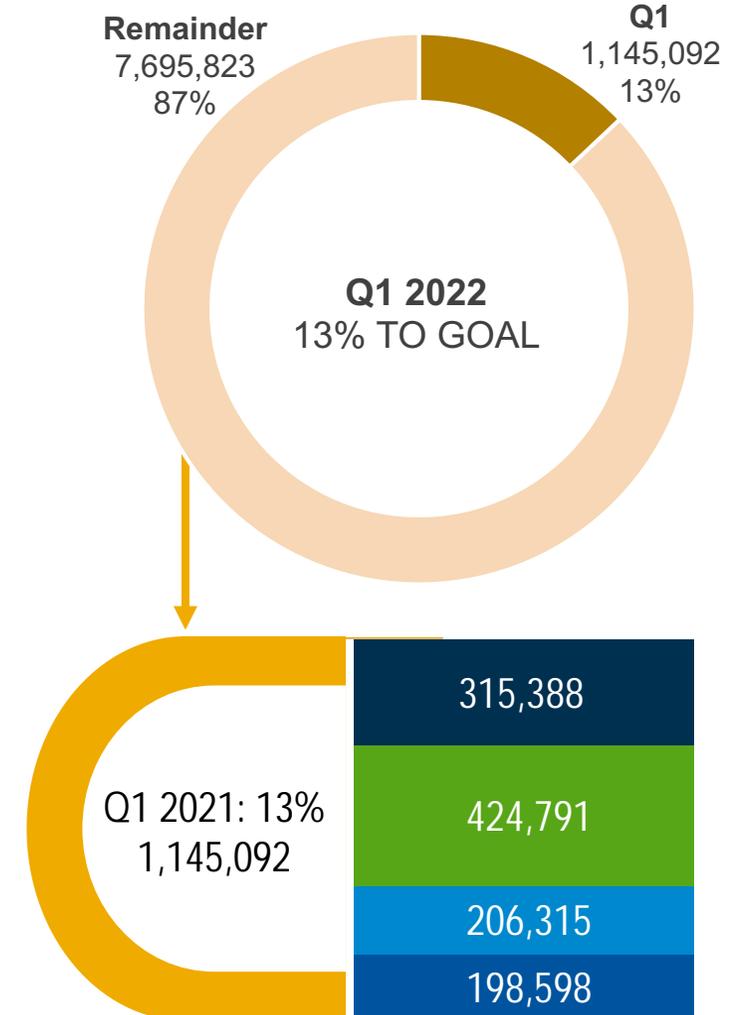
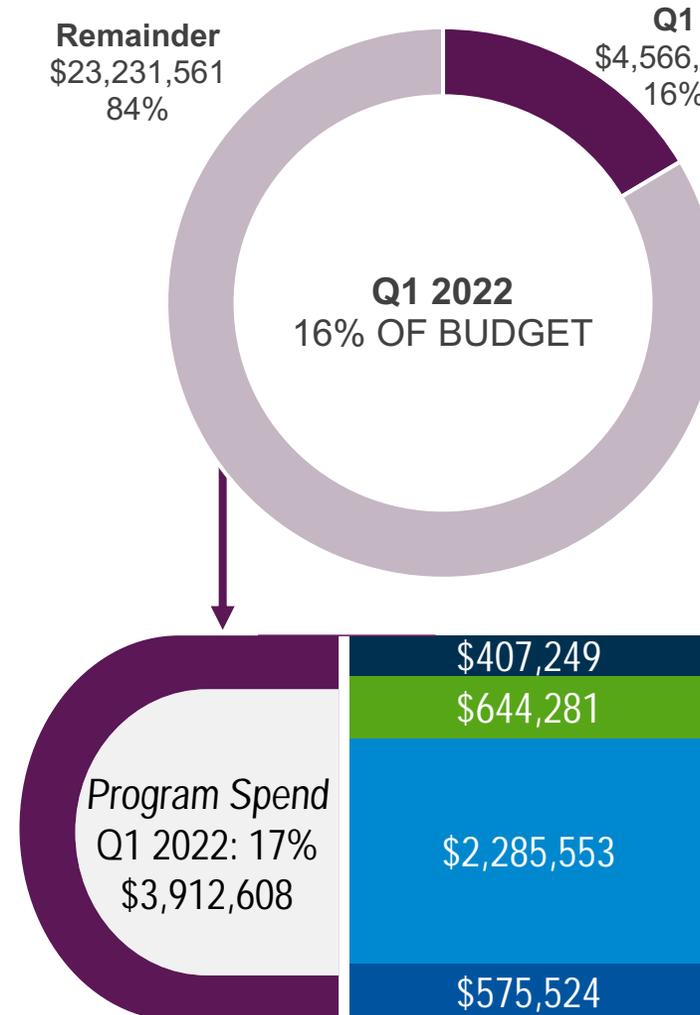
PEOPLES GAS<sup>®</sup>  
ENERGY EFFICIENCY PROGRAM

## SPEND

## SAVINGS

In Q1 2022, the Peoples Gas portfolio achieved 13% of the savings goal of 8,840,915 therms, spent 17% of the \$23,690,540 program budget, and spent 16% of the \$27,797,832 portfolio budget.

- Public Sector Program achieved 61% of the savings goal, spending 17% of the budget.
- Business Program achieved 11% of the savings goal, spending 11% of the budget.
- Income Eligible Program achieved 9% of the savings goal, spending 20% of the budget.
- Residential Program achieved 8% of the savings goal, spending 15% of the budget.



# 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.

# Business Program

<b>Prescriptive and Custom Rebates</b>	<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. The review of several operating parameters determines the energy savings.</p>
<b>New Construction Rebates</b>	<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>
<b>Gas Optimization Studies</b>	<p>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.</p>
<b>Retro-Commissioning</b>	<p>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.</p>
<b>Engineering Studies</b>	<p>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.</p>
<b>Smart Check Studies</b>	<p>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.</p>
<b>Staffing Grant</b>	<p>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.</p>
<b>Strategic Energy Management</b>	<p>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.</p>

# Commercial and Industrial

## HIGHLIGHTS

### Performance

- ✓ Starting off the year with a strong performance, pipeline, and running on target for cost-effectiveness
- ✓ The team continues to capture repeat customers through a combination of outreach efforts and Trade Ally relationships

### Customer Engagement

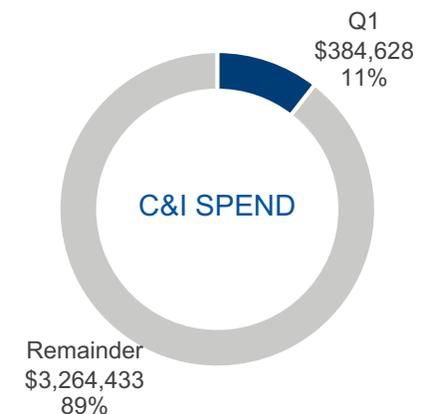
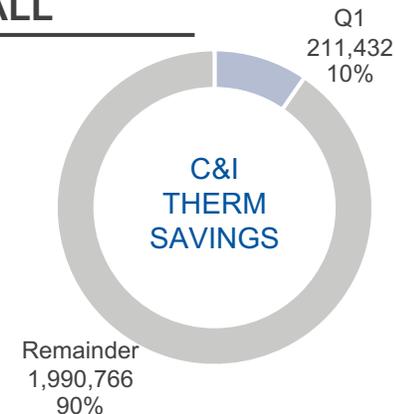
- ✓ 50 customers attended hosted webinar on steam generators
- ✓ New Customers: S&C Electric, Rush Medical Center, American Sugar/AMSTAR, Jackson Park Hospital
- ✓ Returning Customers: Northwestern Health (team has been working to convert this project since 2013), Century Plating (last participated in 2015), and Ritz Carlton

### Trade Ally Engagement

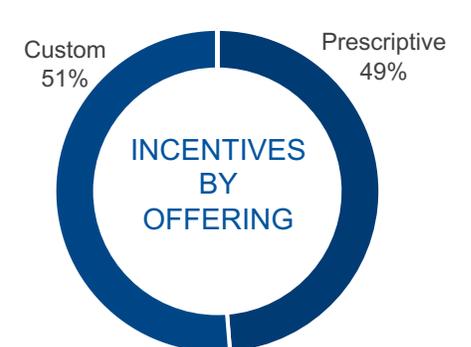
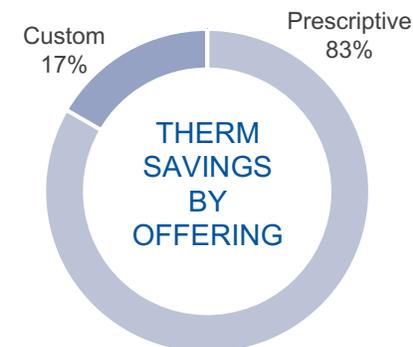
- ✓ Six new Trade Allies and five new Partner Trade Allies in 2022
- ✓ Strong relationships continue to drive customer participation and projects

## RESULTS

### OVERALL



### OFFERING



# 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.

# Business Program

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## **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.

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## **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.

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## **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.

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# Small and Midsize Business

## HIGHLIGHTS

### Performance

- ✓ Starting off the year with a strong performance, pipeline, and running cost effectively
- ✓ Trade Allies continue to actively participate and bring in new and returning customers

### Customer Engagement

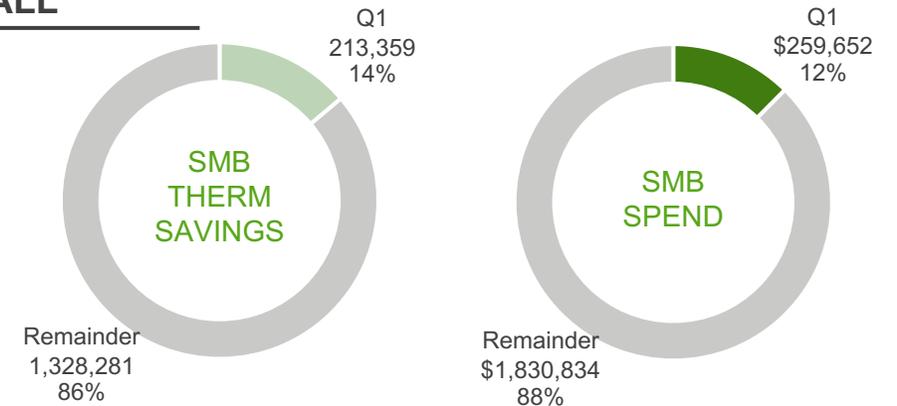
- ✓ The distribution of small and midsize business customer participation has been shifting over time. Currently 64% of the savings is from midsize businesses and 36% from small businesses
- ✓ Q1 project examples include steam trap testing and replacement at Mickey's Linen and Towel Supply, Primrose Candy, Pullman Innovations, and North Park University

### Trade Ally Engagement

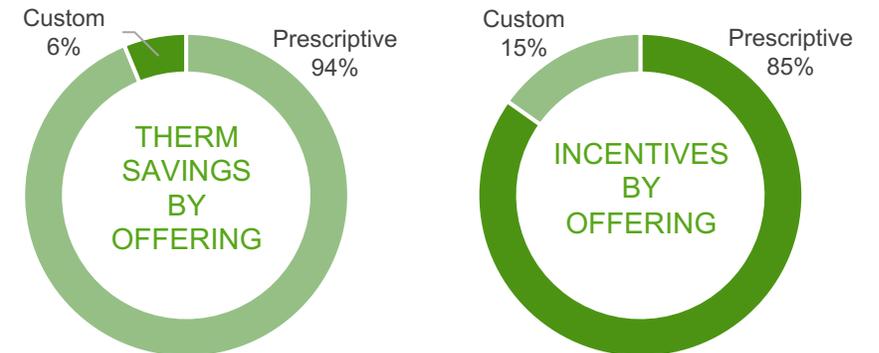
- ✓ Six new Trade Allies and five new Partner Trade Allies in 2022
- ✓ Strong relationships continue to drive customer participation and projects
- ✓ Working to facilitate Trade Ally to Trade Ally networking

## RESULTS

### OVERALL



### OFFERING



# 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.

# Business Program

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## **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.

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## **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.

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## **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.

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## **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.

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# Public Sector

## HIGHLIGHTS

### Performance

- ✓ Starting off strong and is on target to exceed both savings and spend goals with a very strong and cost-effective pipeline

### Customer Engagement

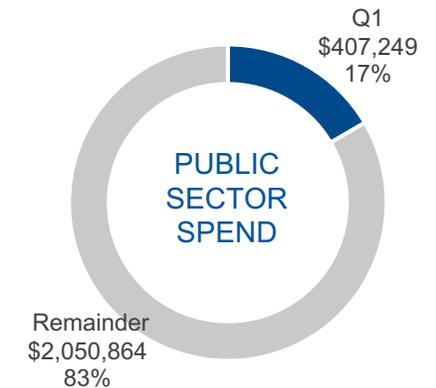
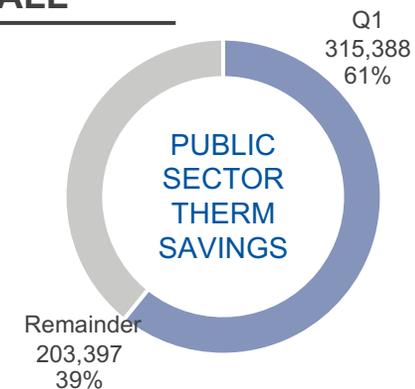
- ✓ Continued strong interest from repeat public sector customers like Cook County, Chicago Transit Authority, and Chicago Public Schools. Their projects are contributing 90% of the Q1 savings and 81% of the spend
  - The Daley Center completed its first project with the program, saving over 90,000 therms.
  - Cook County Jail completed the largest project in program history at over 240,000 therms
- ✓ Metropolitan Water Reclamation District and City of Chicago round out the remainder of the top participants

### Outreach Efforts

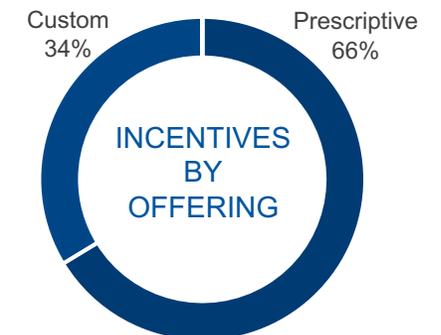
- ✓ The outreach team continues to work with customers, facilitating participation through developing project plans, completing paperwork, and providing resources and information for their stakeholders

## RESULTS

### OVERALL



### OFFERING





## Public Sector Spotlight: Chicago Transit Authority (CTA)

### CTA continues to see benefits of participation in the People Gas Energy Efficiency Program

“Even more importantly for CTA, thank you for scoping out all of these projects, confirming the incentives, and ensuring that the necessary coordination and paperwork was completed in order for CTA to receive the rebates. As you know, we’re always looking for ways to stretch funding a little bit further, and these efficiency projects have a significant impact in reducing CTA’s costs.

We’re looking forward to more efficiency savings in 2022. Thank you again for helping us achieve this success!”

-Kate Tomford, CTA

# Research and Development and Market Transformation

## Program Highlights

The Commercial Food Service pilot achieved its savings goals for the year. Phase 4 pilot is underway in 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 and Multi-Family

Residential single-family offerings provide residential customers access to energy efficiency via two paths—Home Energy Assessment and Home Energy Rebates. 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.

Residential Multi-Family Program offers a comprehensive program of assessments, direct install, prescriptive and custom rebates, and partner trade ally projects.

# Residential Program

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## Home Energy Assessment

Offers energy-saving products installed in homes at no-cost to the customer. The Home Energy Assessment program is a joint program offering provided in partnership with 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.

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## Smart Thermostats

A joint utility offering that provides residential customers discounted smart thermostats through the ComEd Marketplace.

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## Home Energy Rebate

This is a gas-only offering 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.

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## Elementary Education

The Elementary Education Program is a free energy efficiency educational program provided in partnership with the Peoples Gas, North Shore Gas and ComEd. 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.

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## Multi-Family Energy Savings

The Multi-Family Energy Savings program is a joint program offering provided in partnership with Peoples Gas, North Shore Gas and ComEd. The program offers free direct installation of energy-saving measures for multi-family buildings.

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## Prescriptive and Custom Rebates, and Partner Trade Ally (PTA)

A Peoples Gas and North Shore Gas-only offering provided in partnership with vetted Trade Allies. 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.

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# Residential Single Family

## HIGHLIGHTS

### Performance

- ✓ Currently off to a good start. Based upon current participation and measure mix running a bit expensive, which is typical in Q1. Based upon pipeline, anticipate this leveling out in Q2
- ✓ Working with ComEd on allocation adjustments resulting from CEJA legislation changes

### Offering Highlights

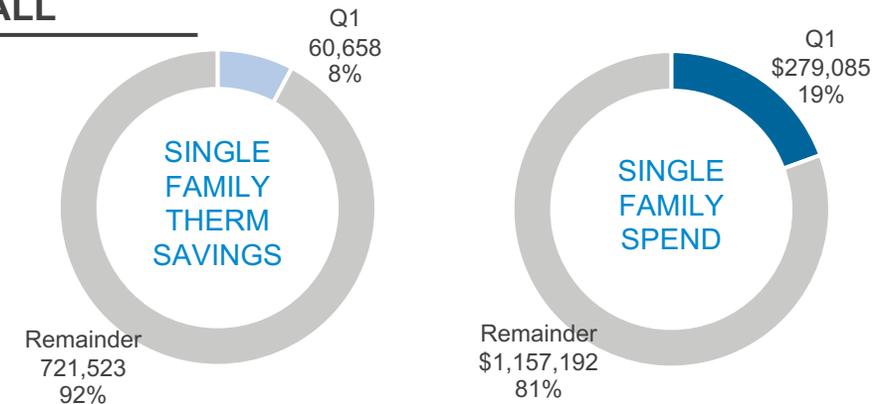
- ✓ Home Energy Rebate: 360 HVAC Rebate and 16 Weatherization projects were completed in Q1
  - The top measures based upon savings: high-efficiency furnaces, boilers, and smart thermostats and attic insulation are tied for third
- ✓ Elementary Education Kits: 90 Kits were distributed in Q1

### Customer Cross-Over

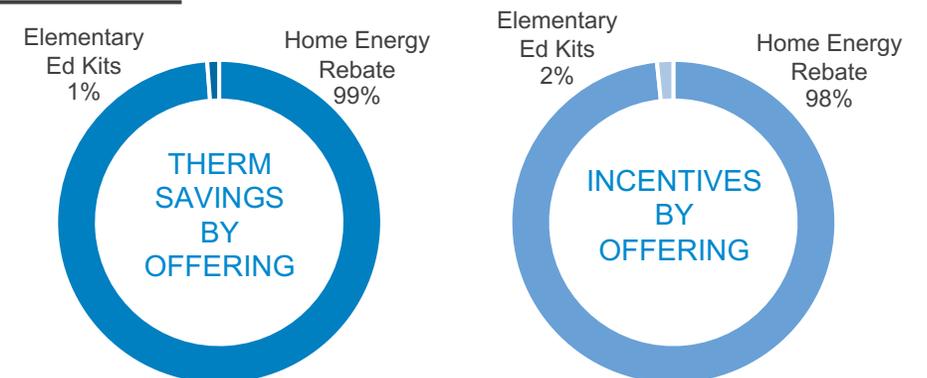
- ✓ University of Chicago, a long-time Business Program customer, asked the team to provide a webinar educating their staff on residential and multi-family participation opportunities

## RESULTS

### OVERALL



### OFFERING



# Residential Multi-Family

## HIGHLIGHTS

### Performance

- ✓ Currently off to a good start. Based upon current participation and measure mix running a bit expensive, which is typical in Q1. Based upon pipeline anticipate this leveling out in Q2

### Offering Highlights

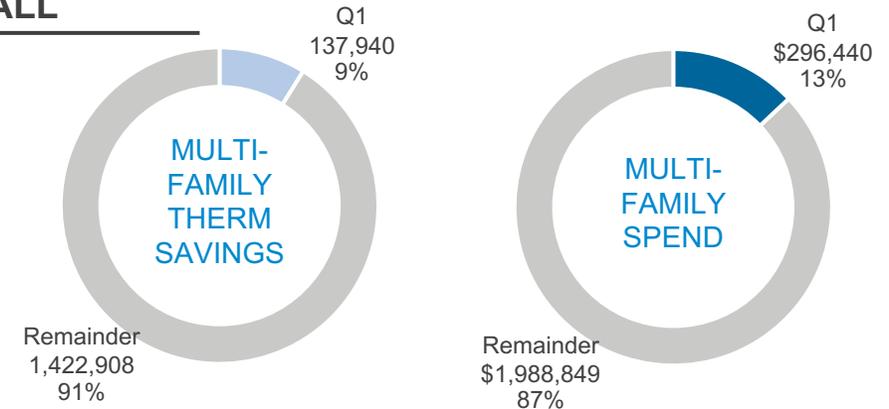
- ✓ Multi-Family Energy Savings: 30 building participants in Q1
  - The top DI measures by quantity: shower timer, showerhead, kitchen aerator
- ✓ Prescriptive, Custom, Partner Trade Ally: 34 projects were completed in Q1. The Partner Trade Allies completed the majority of projects. Pipe insulation, steam traps, and boilers were the top three measure by savings

### Trade Ally Highlights

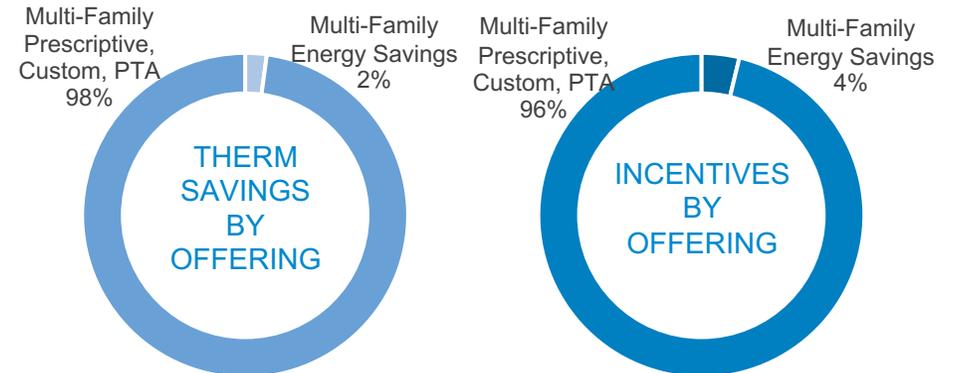
- ✓ Three Trade Ally webinars were hosted in Q1—overview of 2022 program updates, snow and ice-melt systems, and on-demand circulating hot water pumps

## RESULTS

### OVERALL



### OFFERING



# Income Eligible Single Family and Multi-Family

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

## Income Eligible Program

### 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.

### Home Energy Assessment

Offers energy-saving products installed in homes at no-cost to the customer. The Home Energy Assessment program is a joint program offering provided in partnership with 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 Savings Retrofits

Offers direct install products and no-cost weatherization services for Income-Eligible Single-Family home customers. It is delivered jointly with ComEd through approved agencies or partners, e.g. Chicago Bungalow Association.

### Income Eligible Multi-Family Savings

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 offering.

### Public Housing Energy Savings

Offers prescriptive and custom rebates for gas measures in housing owned by Public Housing Authorities. This program is a joint program offering provided in partnership with Peoples Gas, North Shore Gas and ComEd.

### Multi-Family Income Eligible Partner Trade Ally

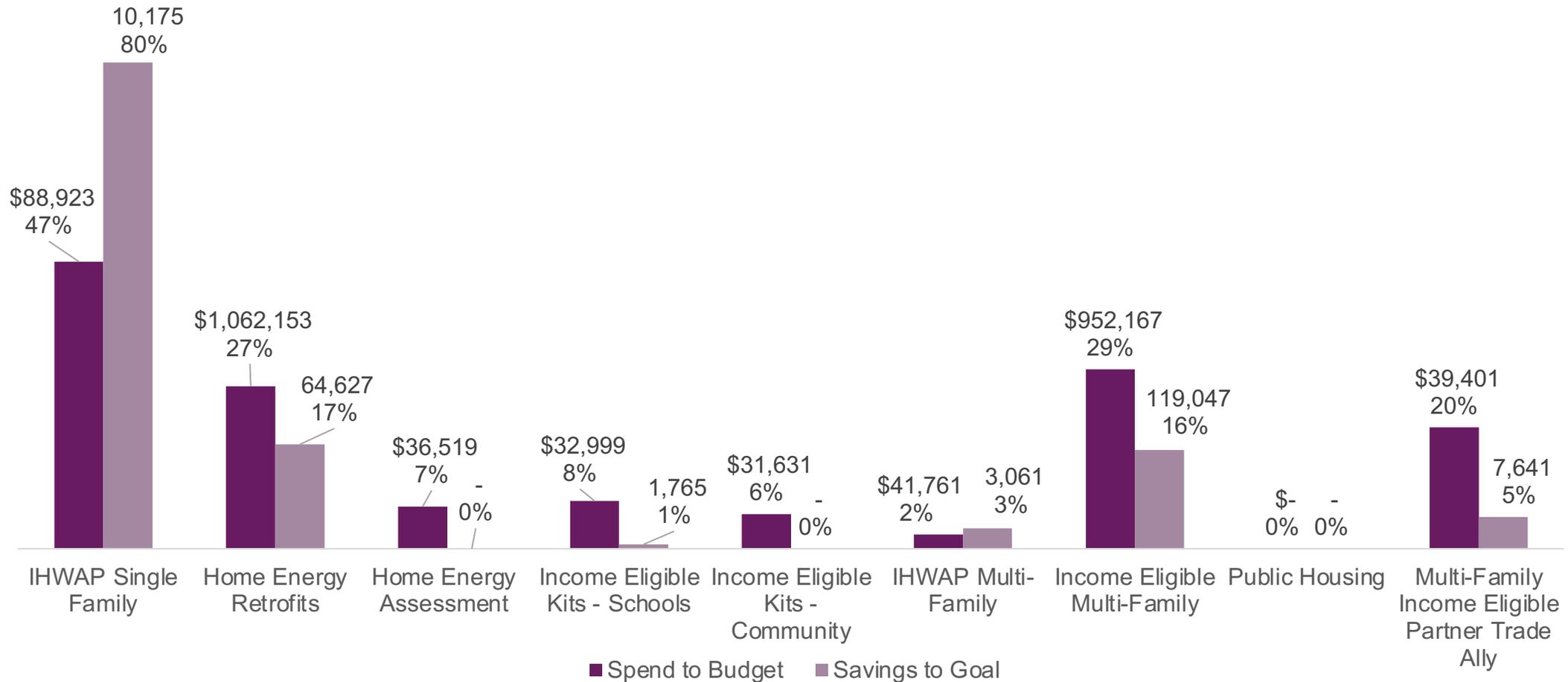
A Peoples Gas and North Shore Gas-only offering, delivered by vetted Partner Trade Allies. Trade Allies are given higher rebate amounts to serve geographically income-eligible customers with retrofit measures.

### Income Eligible Gas Kits

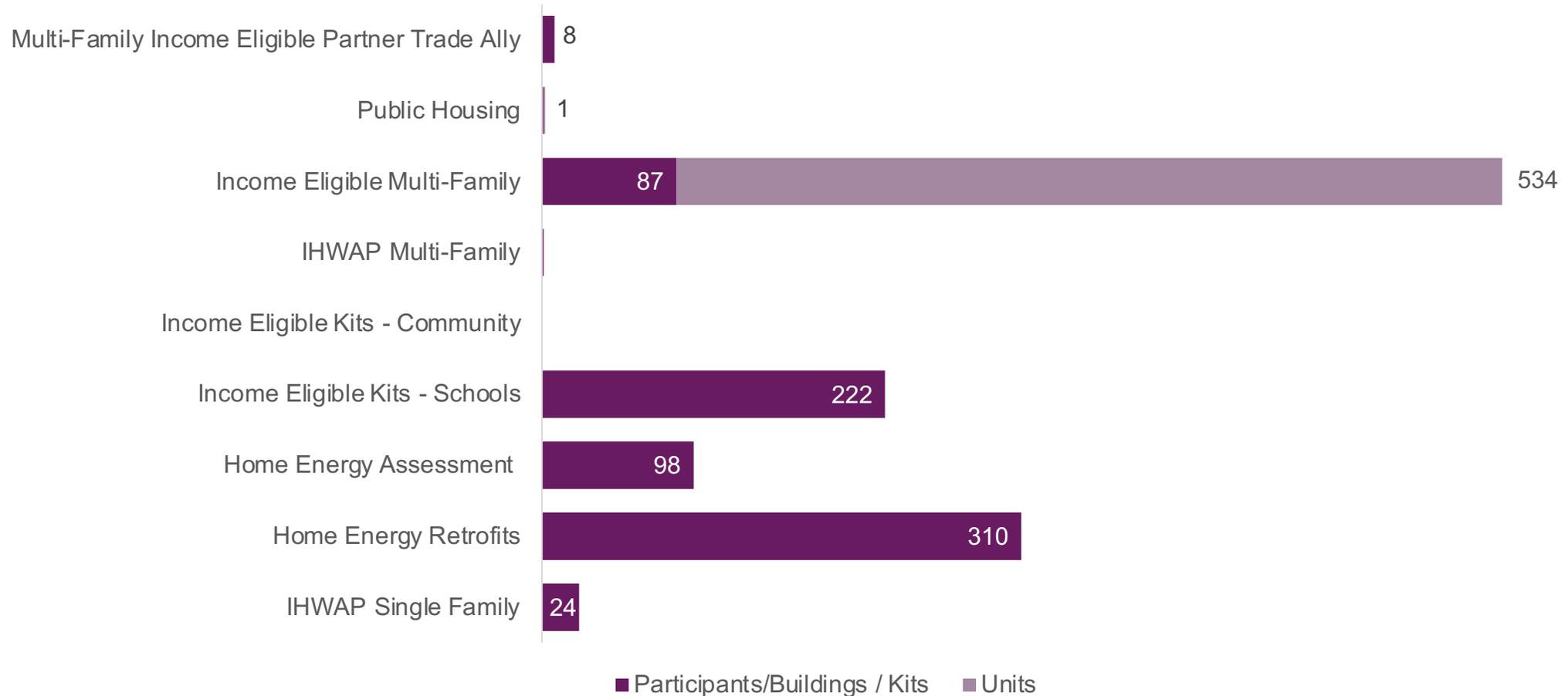
Provides income-qualified customers with a kit of energy efficiency measures to self-install. The Income Eligible Gas Kits are distributed by ground mail to qualified customers vetted by the Low-Income Home Energy Assistance Program (LIHEAP). Provided in partnership with the Peoples Gas, North Shore Gas and ComEd

# Income Eligible Program

## 2022 Program Offerings Savings and Spend



# Income Eligible Program 2022 Program Offering Participants



# Income Qualified Single Family

## HIGHLIGHTS

### Performance

- ✓ Slower start but anticipated in Q1. Significant interest in Home Energy Savings Retrofits, with a large 2021 carryover pipeline that is anticipated to be realized in Q3
- ✓ Working with ComEd on allocation adjustments resulting from CEJA legislation changes
- ✓ New for 2022: Customers are able to self-qualify and self-schedule an assessment through the website

### Offering Highlights

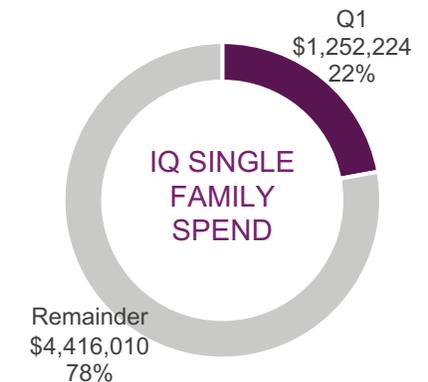
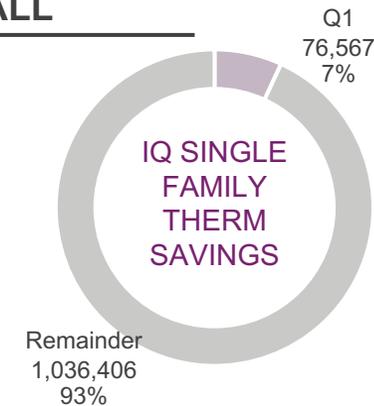
- ✓ The majority of both savings and spend is contributed by the Home Energy Savings Retrofits Weatherization (Chicago Bungalow Association) and Direct Installation projects
- ✓ Home Energy Assessment continues to be cost-effective with strong participation from the gas kits which the customers receive for free with the assessment
- ✓ 222 Kits were distributed in Q1

### Trade Ally Initiatives

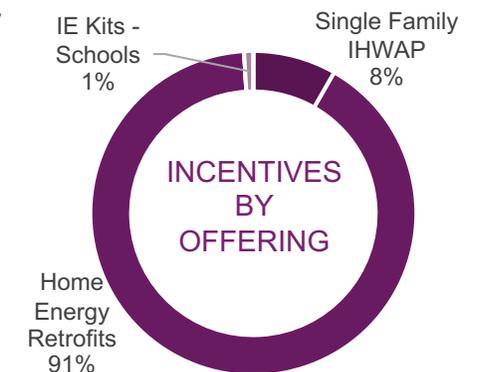
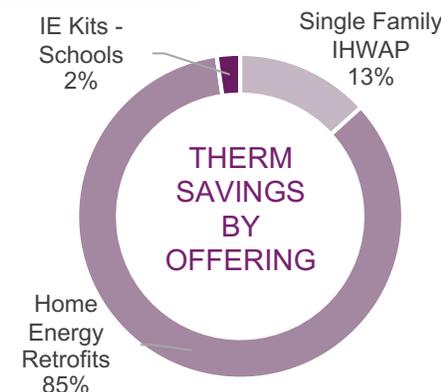
- ✓ Invited and encouraged the entire partner trade ally network to participate in all Multi-Family programs

## RESULTS

### OVERALL



### OFFERING



# Income Qualified Multi-Family

## HIGHLIGHTS

### Performance

- ✓ Strong start with significant increase in projects in March of Q1
- ✓ Significant interest in Income Eligible Multi-Family with anticipated increase in IHWAP Multi-Family in the summer

### Offering Highlights

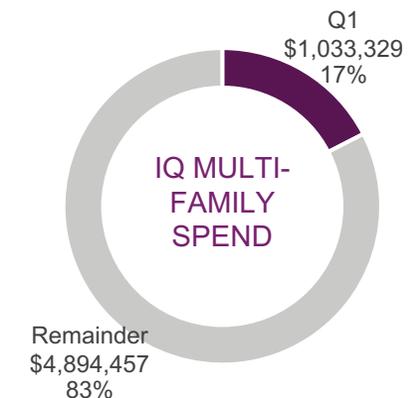
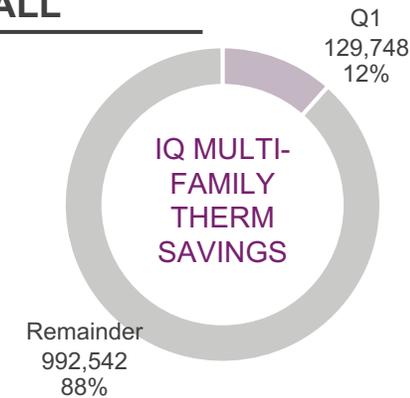
- ✓ Multi-Family IHWAP: 1 CEDA project
- ✓ Income Eligible Multi-Family Energy Savings
  - 87 Buildings and 534 units participated
  - The top DI measures by quantity: showerhead, kitchen aerator, shower timer
  - The top measures by savings: pipe insulation, steam traps, boilers
- ✓ Multi-Family Partner Trade Ally: 8 projects were completed. On demand hot water heater, steam averaging controls, and pipe insulation were the top three measure by savings

### Trade Ally Initiatives

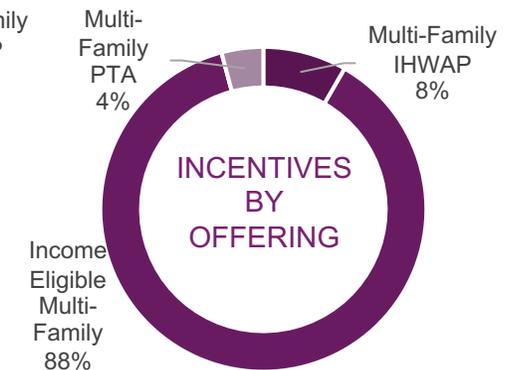
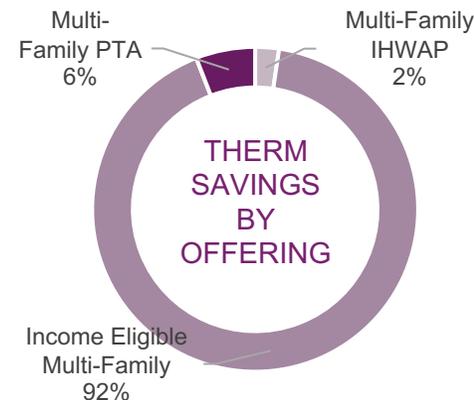
- ✓ Invited and encouraged the entire partner trade ally network to participate in all Multi-Family programs

## RESULTS

### OVERALL



### OFFERING





Urban Equities Real Estate Consultants, Inc.



## Income Eligible Multi-Family Customer Spotlight

**Repeat customer continues to improve Multi-Family Properties through participation**

- ✓ Highlights:
  - Project Type: Steam traps
  - Building Size: 142 units
  - Rebate Amount: \$78,960
  - Energy Savings: 22,506 therms
- ✓ Robert Szymanski is a multi-year repeat customer, the team is working with him to assess additional buildings and plan projects this year, including Weatherization.

A young girl with curly hair, wearing a dark blue sweater over a light-colored collared shirt, is smiling and looking towards a man. The man, wearing a light blue denim jacket over a white t-shirt, is smiling and petting a beagle dog. The dog is wearing a red collar. The scene is set indoors, likely in a living room, with a white couch visible in the background.

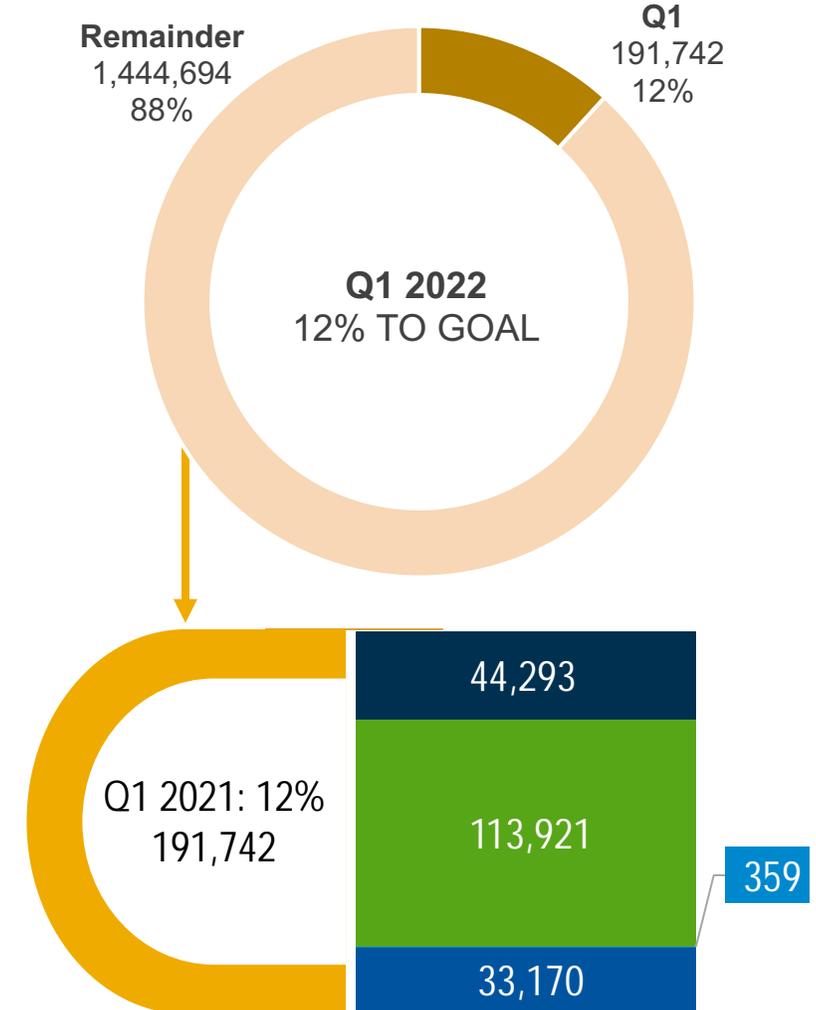
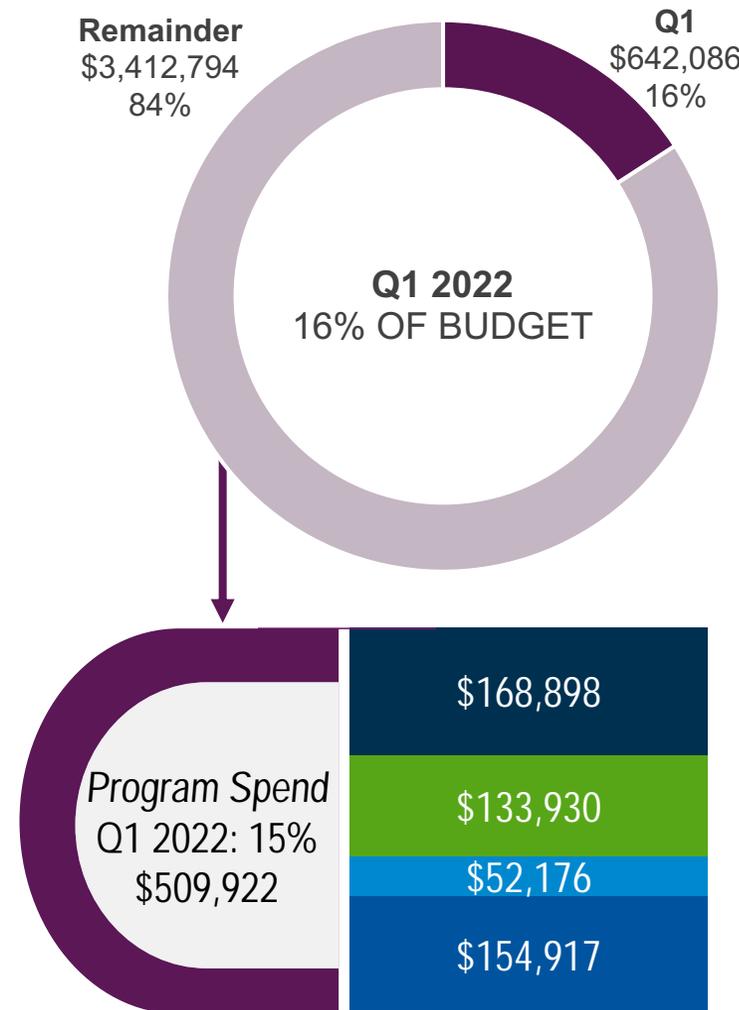
**NORTH SHORE GAS<sup>®</sup>**  
ENERGY EFFICIENCY PROGRAM

## SPEND

## SAVINGS

In Q1 2022, the North Shore Gas portfolio achieved 12% of the savings goal of 1,636,436 therms, spent 15% of the \$3,312,145 program budget, and spent 16% of the \$4,054,880 portfolio budget.

- Public Sector Program achieved 35% of the savings goal, spending 49% of the budget.
- Business Program achieved 13% of the savings goal, spending 11% of the budget.
- Income Eligible Program achieved 0.3% of the savings goal, spending 7% of the budget.
- Residential Program achieved 6% of the savings goal, spending 16% of the budget.



# 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.

# Business Program

---

## **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.

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## **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

## HIGHLIGHTS

### Performance

- ✓ Starting off the year with a strong performance, pipeline, and running very cost effectively
- ✓ The team continues to capture repeat customers through a combination of outreach efforts and Trade Ally relationships

### Customer Engagement

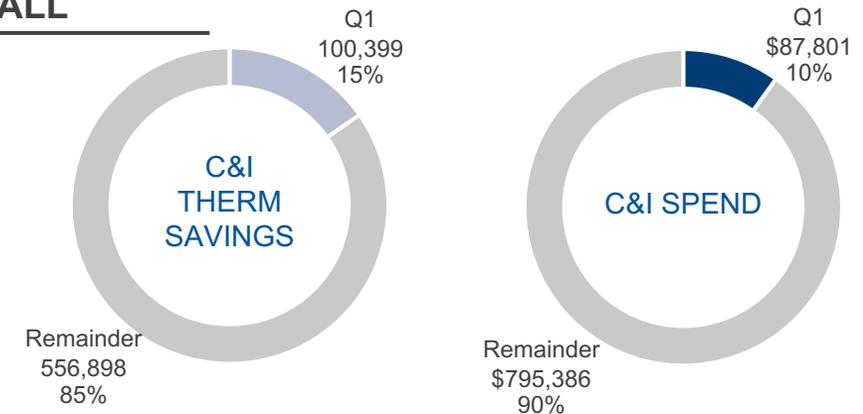
- ✓ 50 customers attended hosted webinar on steam generators
- ✓ Great Lakes Naval Base started participating in 2021 and now has 4-5 projects on the docket immediately, one building has an estimated 144,000 therm savings
- ✓ The VA Medical Center has already completed process boiler tune-ups and has a steam trap project in the pipeline

### Trade Ally Engagement

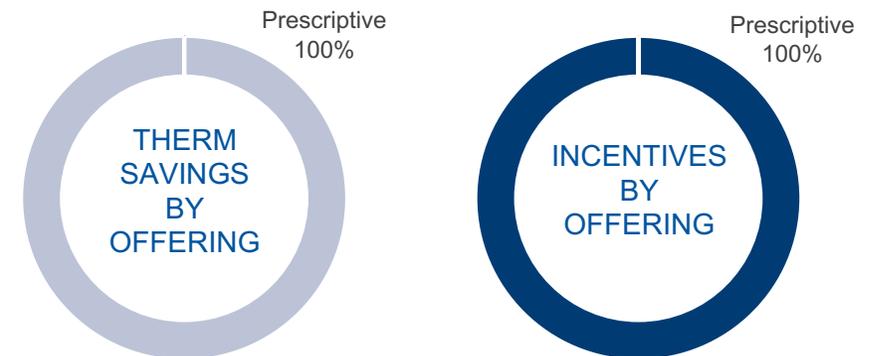
- ✓ Six new Trade Allies and five new Partner Trade Allies in 2022
- ✓ Strong relationships continue to drive customer participation and projects

## RESULTS

### OVERALL



### OFFERING



# 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.

# Business Program

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## **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.

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## **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.

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## **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.

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# Small and Midsize Business

## HIGHLIGHTS

### Performance

- ✓ Starting off the year with a strong performance and pipeline
- ✓ Trade Allies continue to actively participate and bring in new and returning customers

### Customer Engagement

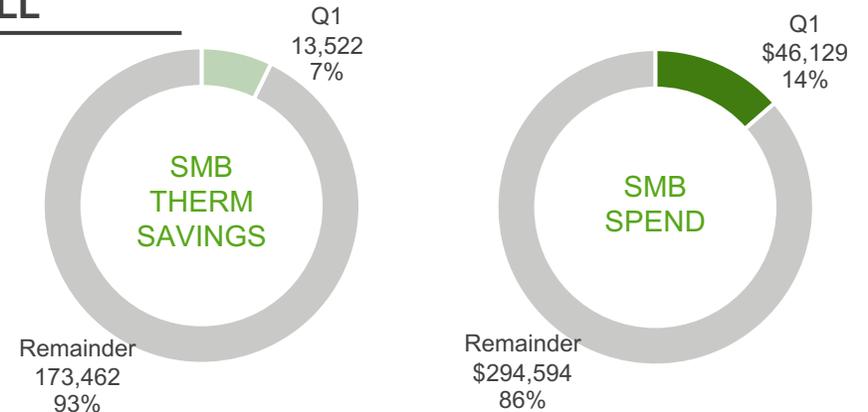
- ✓ The distribution of small and midsize business customer participation has been shifting over time. Currently 64% of the savings is from midsize businesses and 36% from small businesses
- ✓ Q1 participants in North Shore Gas territory were mainly religious organizations completing pipe insulation projects

### Trade Ally Engagement

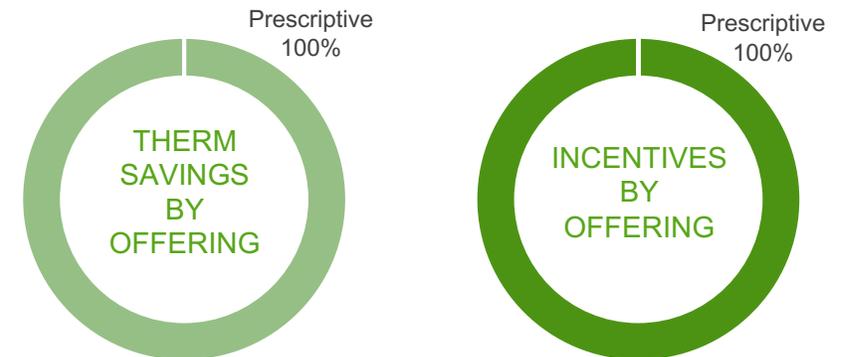
- ✓ Six new Trade Allies and five new Partner Trade Allies in 2022
- ✓ Strong relationships continue to drive customer participation and projects
- ✓ Working to facilitate Trade Ally to Trade Ally networking

## RESULTS

### OVERALL



### OFFERING



# 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.

# Business Program

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## 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.

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## 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.

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## Retro-Commissioning

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---

## 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.

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## 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.

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# Public Sector

## HIGHLIGHTS

### Performance

- ✓ Starting off strong and is on target to exceed both savings and spend goals with a very strong and cost-effective pipeline

### Customer Engagement

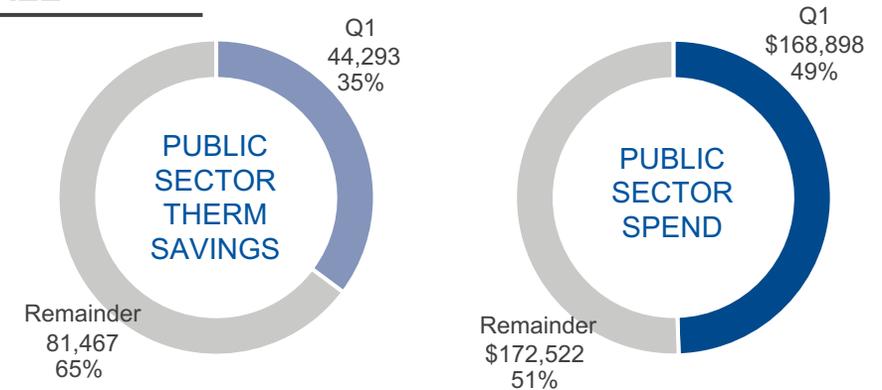
- ✓ North Shore Gas continues to see strong interest from school districts and seeing new participants coming in like the Winnetka and Gurnee School Districts and North Shore Gas Sanitary District
- ✓ K-12 Schools and the North Shore Gas Sanitary District account for 94% of the savings and 95% of the spend to date

### Outreach Efforts

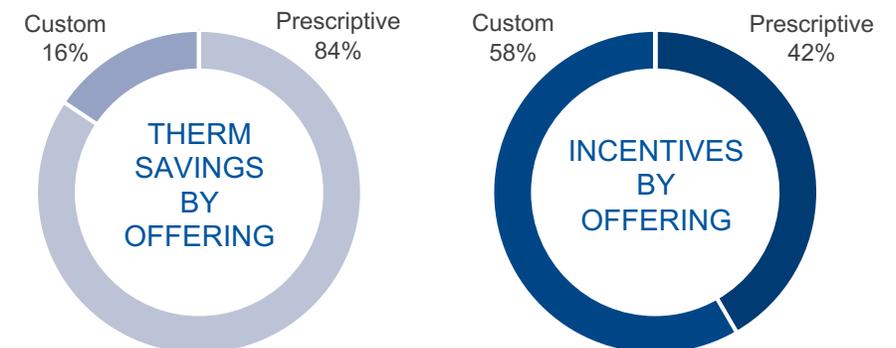
- ✓ The outreach team continues to work with customers, facilitating participation through developing project plans, completing paperwork, and providing resources and information for their stakeholders

## RESULTS

### OVERALL



### OFFERING





## C&I Spotlight: North Shore Gas Customers

### Strong outreach efforts came to fruition

- ✓ PQ Corp completed the installation of their steam heat recovery project, saving 432,000 therms and did a check presentation
- ✓ Vantage Gurnee completed insulation, turbidity meters, and boiler replacement projects, totaling 137,000 therms
- ✓ Great Lakes Naval Base and Jelly Belly, were engaged in the program and completed projects

# Research and Development and Market Transformation

## Program Highlights

The Commercial Food Service pilot achieved its savings goals for the year. Phase 4 pilot is underway in 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 and Multi-Family

Residential single-family offerings provide residential customers access to energy efficiency via two paths—Home Energy Assessment and Home Energy Rebates. 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.

Residential Multi-Family Program offers a comprehensive program of assessments, direct install, prescriptive and custom rebates, and partner trade ally projects.

# Residential Program

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## Home Energy Assessment

Offers energy-saving products installed in homes at no-cost to the customer. The Home Energy Assessment program is a joint program offering provided in partnership with 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.

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## Smart Thermostats

A joint utility offering that provides residential customers discounted smart thermostats through the ComEd Marketplace.

---

## Home Energy Rebate

This is a gas-only offering 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 Program is a free energy efficiency educational program provided in partnership with the Peoples Gas, North Shore Gas and ComEd. 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.

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## Multi-Family Energy Savings

The Multi-Family Energy Savings program is a joint program offering provided in partnership with Peoples Gas, North Shore Gas and ComEd. The program offers free direct installation of energy-saving measures for multi-family buildings.

---

## Prescriptive and Custom Rebates, and Partner Trade Ally (PTA)

A Peoples Gas and North Shore Gas-only offering provided in partnership with vetted Trade Allies. 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.

---

# Residential Single Family

## HIGHLIGHTS

### Performance

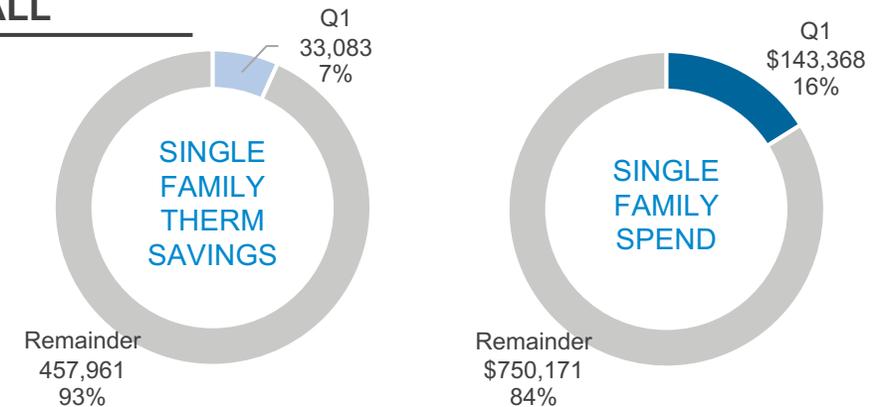
- ✓ Currently off to a good start. Based upon current participation and measure mix, the program is running a bit expensive, which is typical in Q1. Based upon pipeline anticipate this leveling out in Q2
- ✓ Working with ComEd on allocation adjustments resulting from CEJA legislation changes

### Offering Highlights

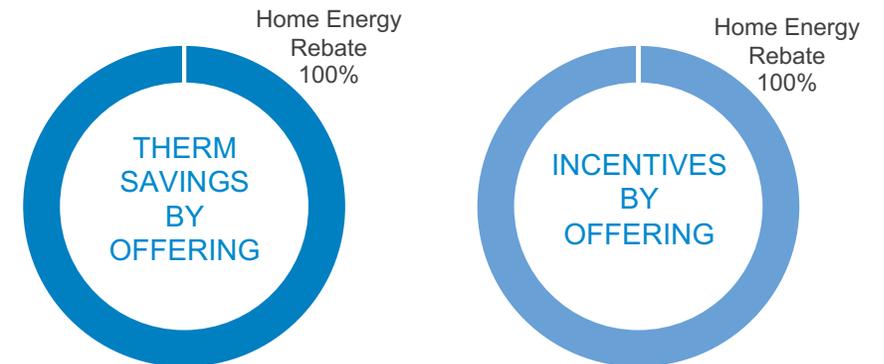
- ✓ Home Energy Rebate: 197 HVAC Rebate and 9 Weatherization projects were completed in Q1
  - The top measures based upon savings: high-efficiency furnaces, smart thermostats, and tankless water heaters

## RESULTS

### OVERALL



### OFFERING



# Residential Multi-Family

## HIGHLIGHTS

### Performance

- ✓ The North Shore Gas Residential Multi-Family offering is very small, with room for a handful of large projects

### Offering Highlights

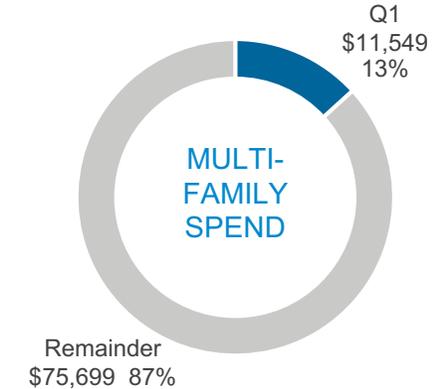
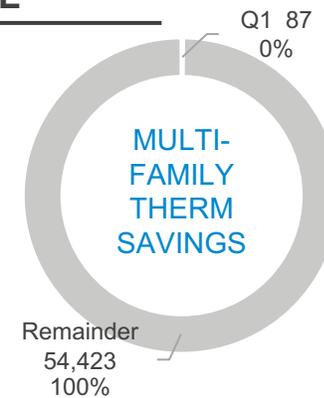
- ✓ Working with Partner Trade Allies to complete projects in pipeline
- ✓ Prescriptive, Custom, Partner Trade Ally: 1 pipe insulation project was completed in Q1

### Trade Ally Highlights

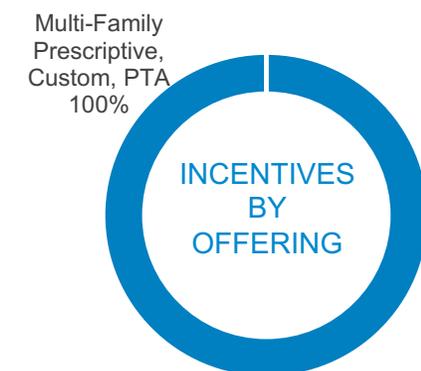
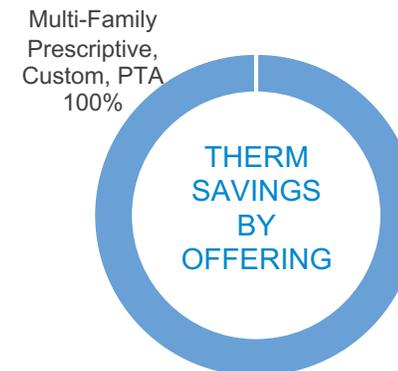
- ✓ Three Trade Ally webinars hosted in Q1—overview of 2022 program updates, snow and ice-melt systems, and on-demand circulating hot water pumps

## RESULTS

### OVERALL



### OFFERING



# Income Eligible Single Family and Multi-Family

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

## Income Eligible Program

### 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.

### Home Energy Assessment

Offers energy-saving products installed in homes at no-cost to the customer. The Home Energy Assessment program is a joint program offering provided in partnership with 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 Savings Retrofits

Offers direct install products and no-cost weatherization services for Income-Eligible Single-Family home customers. It is delivered jointly with ComEd through approved agencies or partners.

### Income Eligible Multi-Family Savings

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 offering.

### Public Housing Energy Savings

Offers prescriptive and custom rebates for gas measures in housing owned by Public Housing Authorities. This program is a joint program offering provided in partnership with Peoples Gas, North Shore Gas and ComEd.

### Multi-Family Income Eligible Partner Trade Ally

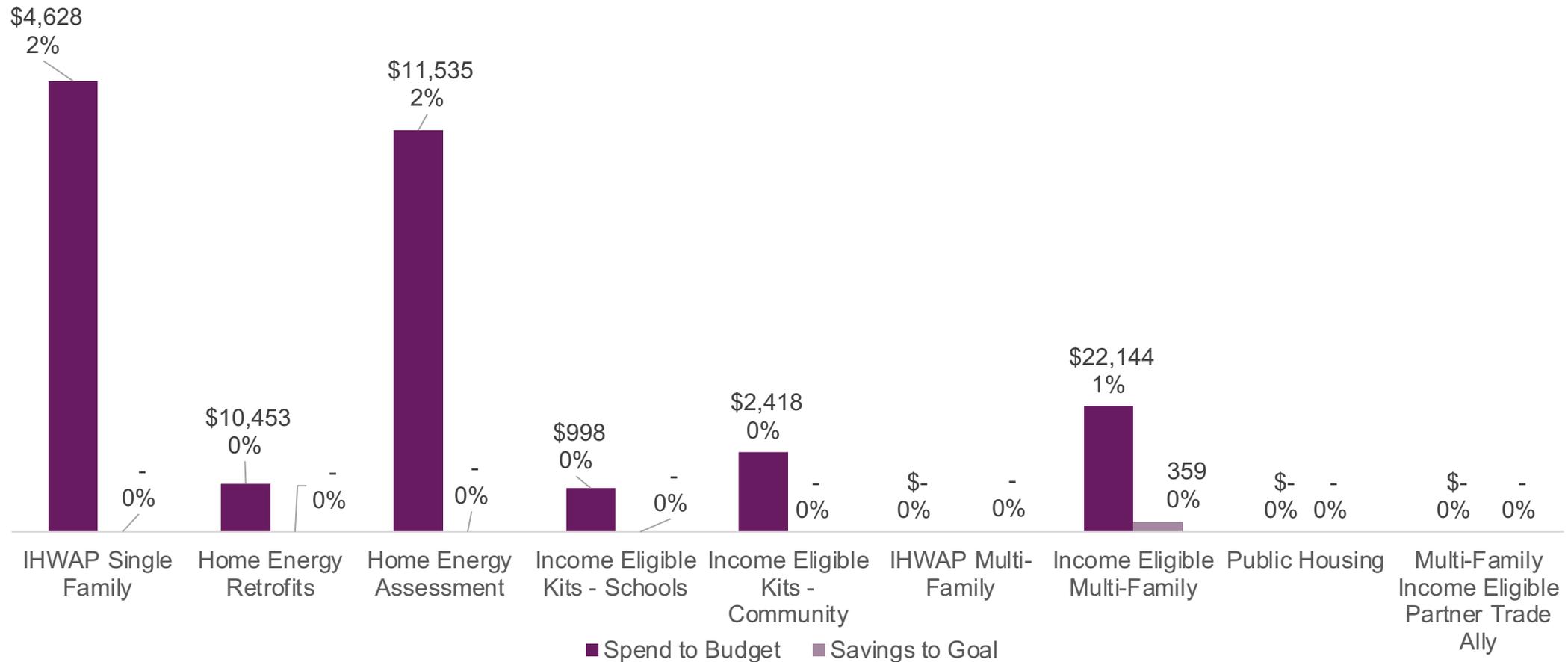
A Peoples Gas and North Shore Gas-only offering, delivered by vetted Partner Trade Allies. Trade Allies are given higher rebate amounts to serve geographically income-eligible customers with retrofit measures.

### Income Eligible Gas Kits

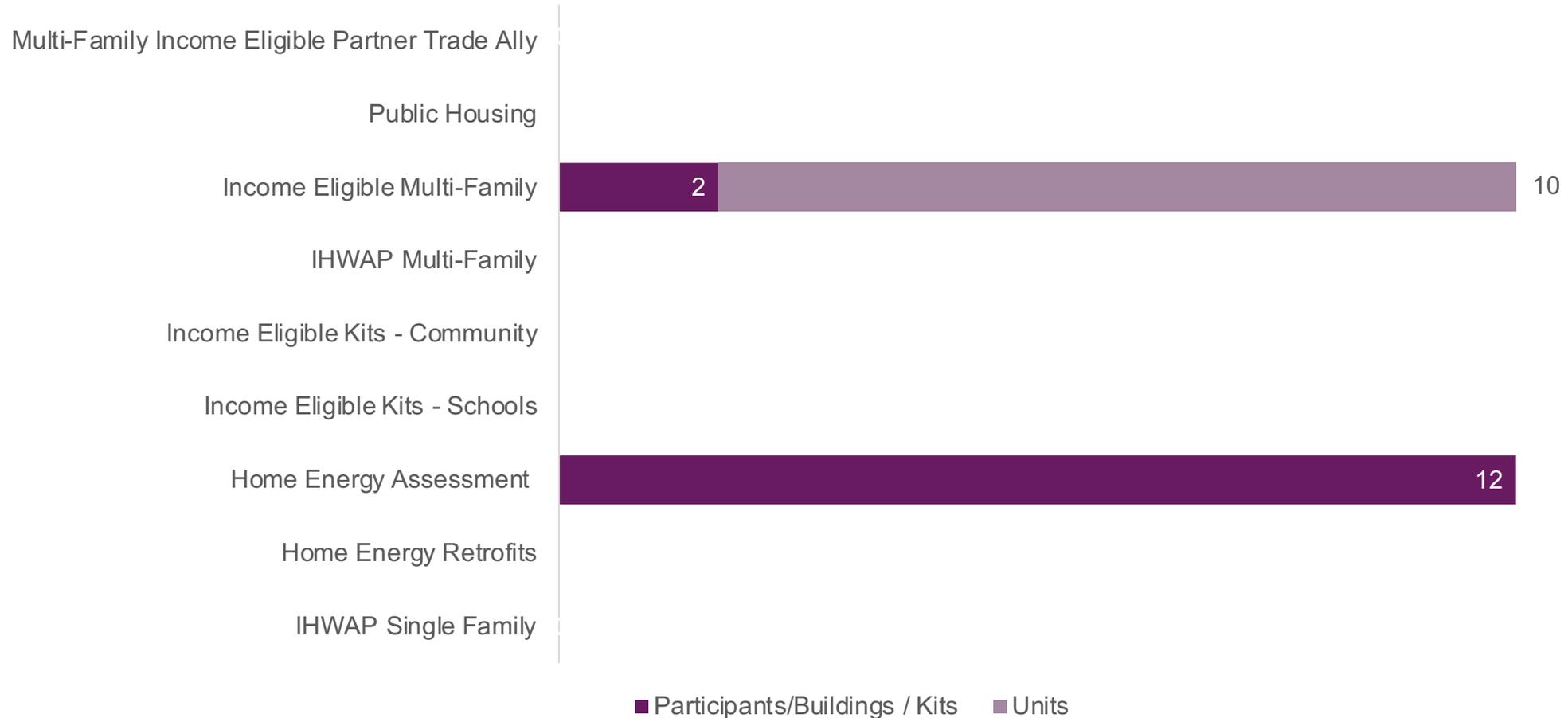
Provides income-qualified customers with a kit of energy efficiency measures to self-install. The Income Eligible Gas Kits are distributed by ground mail to qualified customers vetted by the Low-Income Home Energy Assistance Program (LIHEAP). Provided in partnership with the Peoples Gas, North Shore Gas and ComEd

# Income Eligible Program

## 2022 Program Offerings Savings and Spend



# Income Eligible Program 2022 Program Offering Participants



# Income Qualified Single Family

## HIGHLIGHTS

### Performance

- ✓ Slower start but anticipated in Q1
- ✓ Home Energy Assessment continues to be cost-effective with strong participation from the gas kits which customers receive for free with the assessment
- ✓ Working with ComEd on allocation adjustments resulting from CEJA legislation changes
- ✓ New for 2022: Customers are able to self-qualify and self-schedule an assessment through the website

### Offering Highlights

- ✓ New in 2022: Home Energy Savings Retrofits is now being offered in North Shore Gas
  - Q1 focus has been on selecting and onboarding new agencies and partners. Fewer agencies in North Shore Gas so this is a work in progress
- ✓ North Shore Gas Income Qualified Program is only 6% of the Peoples Gas Budget. This results in less interest from agencies and Trade Allies and a barrier the team continues to work to resolve

## RESULTS

### OVERALL



### OFFERING

Offering	Percentage
Home Energy Retrofits	0%
IE Kits - Schools	0%
Single Family IHWAP	0%

THERM SAVINGS BY OFFERING

Offering	Percentage
Home Energy Retrofits	0%
IE Kits - Schools	0%
Single Family IHWAP	0%

INCENTIVES BY OFFERING

# Income Qualified Multi-Family

## HIGHLIGHTS

### Performance

- ✓ Slower start but anticipated in Q1
- ✓ The North Shore Gas Income Qualified Multi-Family offering is very small, with room for a handful of large projects

### Offering Highlights

- ✓ Income Eligible Multi-Family Energy Savings
  - 2 Buildings and 10 units participated
  - The top DI measures by quantity: shower timer, kitchen aerator, and programmable thermostat

### Trade Ally Initiatives

- ✓ Invited and encouraged the entire partner trade ally network to participate in all Multi-Family programs

## RESULTS

### OVERALL



### OFFERING



# Income Eligible Spotlight: Gas Kits

**Continued high interest from LIHEAP customers since 2019 pilot have resulted in 42,722 kits being distributed**

- ✓ Peoples Gas and North Shore Gas customers have saved 1,584,896 therms from kits valued at \$771,776
- ✓ Kits include a bi-lingual introduction letter, 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)



# Marketing and Outreach

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**PEOPLES GAS**  
ENERGY EFFICIENCY PROGRAM

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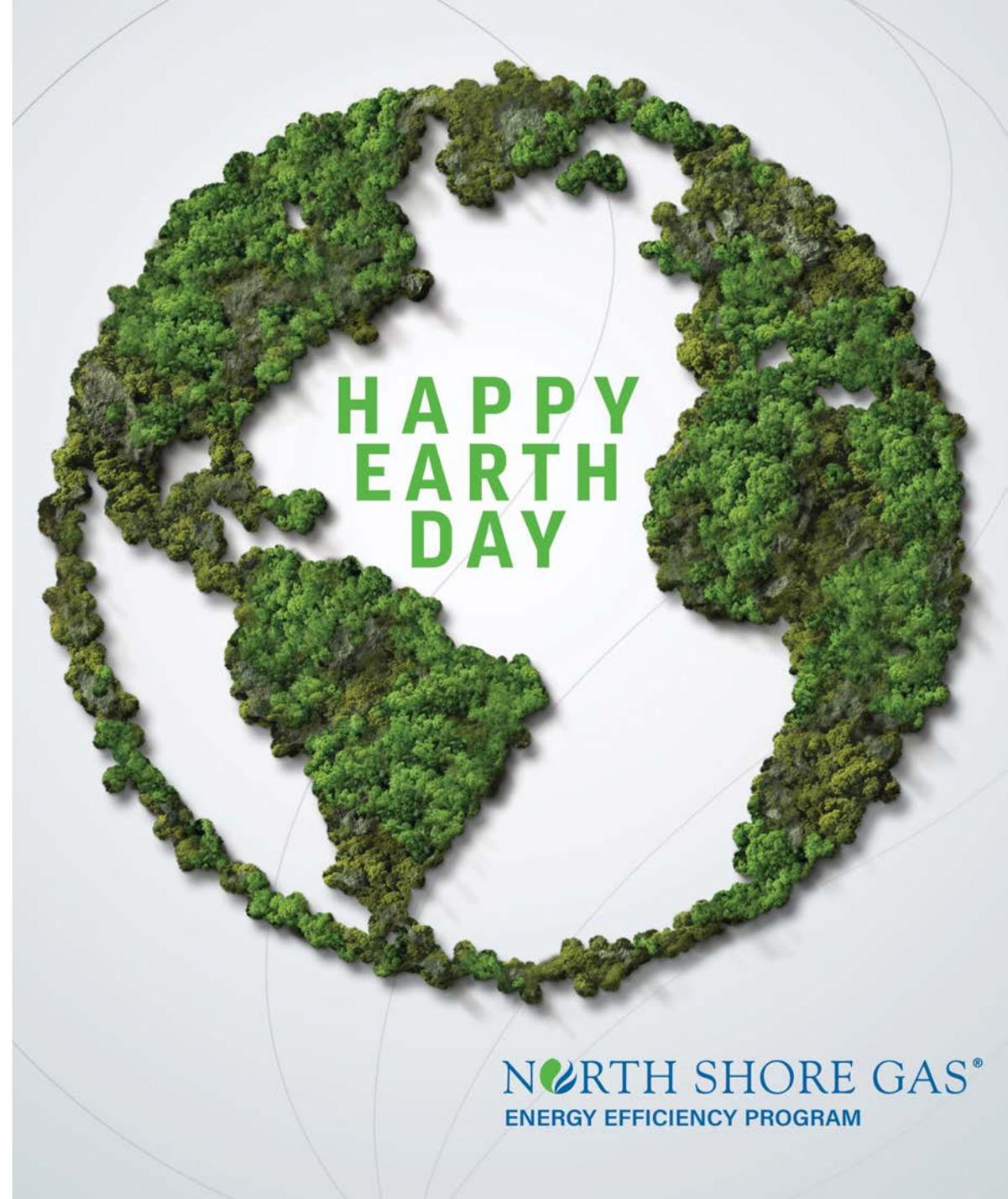
# Marketing and Outreach

## Q1 Recap

- ✓ Aligning gas-only program marketing efforts with broader portfolio marketing initiatives, including lifecycle messaging and web experience, while also designing and deploying program specific tactics to meet goals
- ✓ All collateral was updated for the new program year
- ✓ Events: Rogers Park Builders Group, Edgewater Uptown Builders Association, Garfield Ridge Civic League, Illinois Affordable Housing Forum

## 2022 Focus

- ✓ Customer story and photos library development and multi-channel deployment
- ✓ Web updates
- ✓ Portfolio-level customer satisfaction survey



# Community Activation: Local Community Sponsorships

- ✓ Waukegan Park District participated in a training to learn about the North Shore Gas Energy Efficiency Program so they can promote it at their community events
- ✓ Promotional items were provided to the Park District, and they have already started distributing the items at events

