



PEOPLES GAS®  
ENERGY EFFICIENCY PROGRAM

NORTH SHORE GAS®  
ENERGY EFFICIENCY PROGRAM

# 3<sup>rd</sup> Quarter Report

Program Year 2022 | 07.01.22 – 09.30.22

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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 Q3 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.



# Q3 Environmental and Community Impact

## ENVIRONMENTAL IMPACT

**44,260**

Acres of trees planted

**37,399**

Carbon reduction (tons)

**8,058**

Cars removed from the road

**4,711**

Homes' energy use offset

## COMMUNITY IMPACT

**4,898**

Residential homes served

**31,945**

Income qualified homes served

**331**

Businesses served

**74**

Direct portfolio jobs



# Diversity Initiatives

## PORTFOLIO SUPPLIER DIVERSITY

**3 of 7**

Certified Diverse Tier 1

**24%**

Contracted Diversity Spend

**19%**

Overall Current Diversity Spend

## MARKET DEVELOPMENT INITIATIVE (MDI)

Research reports  
underway

RFP in development  
Status

Joint with ComEd  
and Nicor Gas  
Utilities





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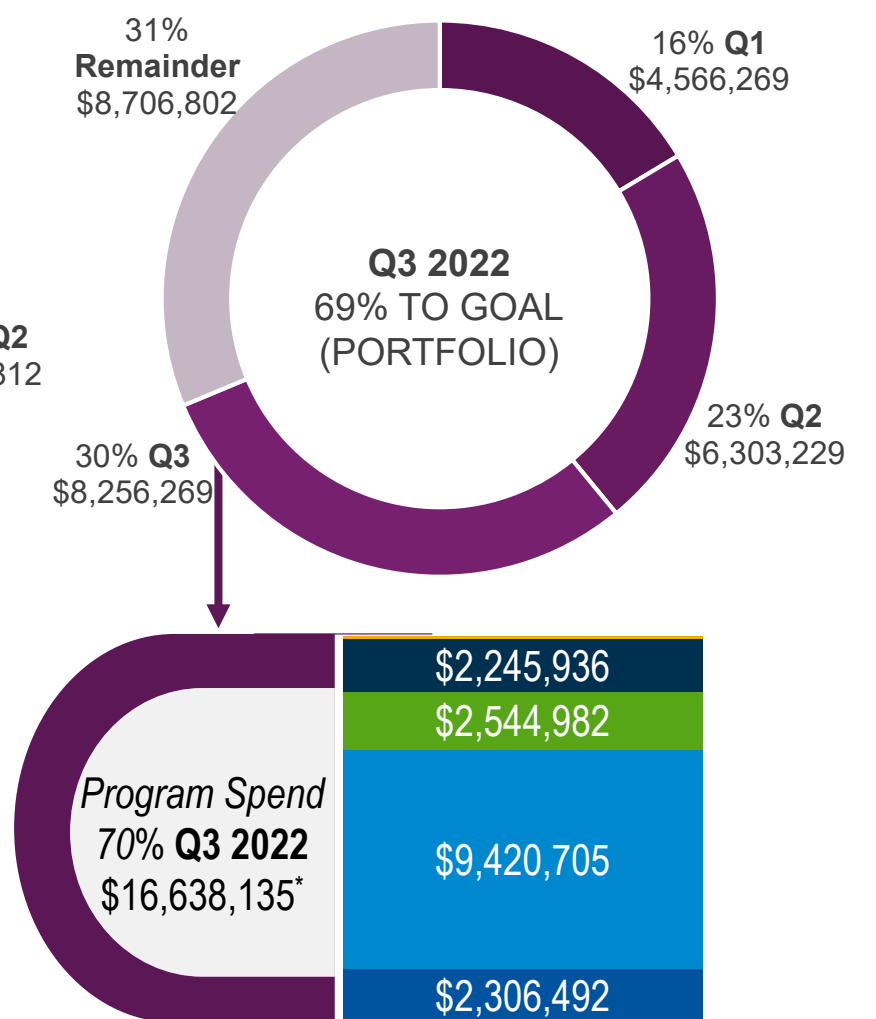
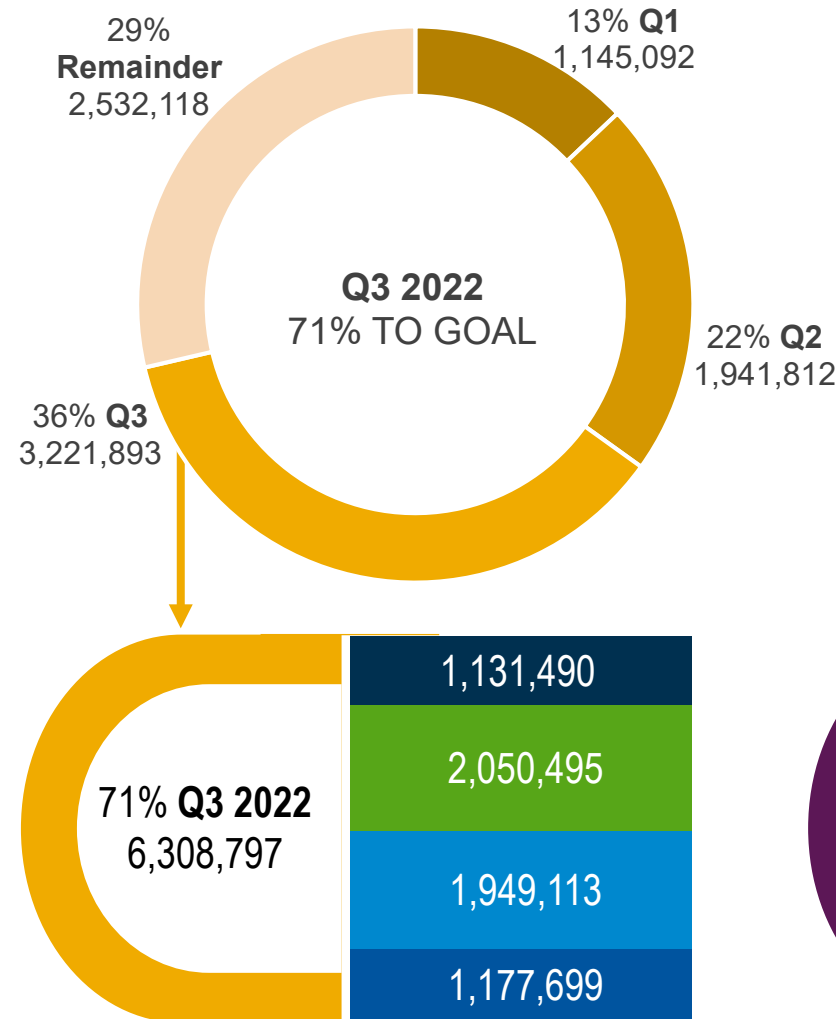


# SAVINGS

# SPEND

**As of Q3 2022**, the Peoples Gas portfolio achieved 71% of the savings goal of 8,840,915 therms, spent 70% of the \$23,725,279 program budget, and spent 69% of the \$27,832,571 portfolio budget.

- Public Sector Program achieved 218% of the savings goal, spending 91% of the budget.
- Business Program achieved 55% of the savings goal, spending 44% of the budget.
- Income Eligible Program achieved 87% of the savings goal, spending 81% of the budget.
- Residential Program achieved 50% of the savings goal, spending 62% of the budget.



\*Includes \$120,019 in MDI Research

\*Program spend does not include portfolio costs

# 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>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

- ✓ Continuing to see strong performance, pipeline, and cost-effectiveness
- ✓ Private Sector Business Programs have 104% of the savings booked including pipeline and forecast, achieving 188% of the savings goal at 152% of the budget
- ✓ Cost-effectiveness enabling additional gas optimization studies

### Customer Engagement

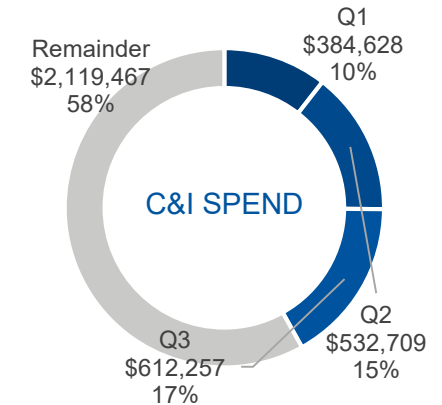
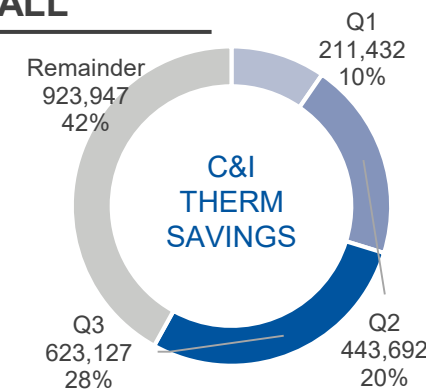
- ✓ Customer Highlights: Ogden Avenue Materials and Jackson Park Hospital completed their first projects with the program, Roseland Community Hospital completed their first project in five years, The University of Chicago gas optimization studies resulted in new projects, Mount Sinai Hospital completed a large steam trap replacement project, and Lurie Children's Hospital completed a large boiler tune-up project

### Trade Ally Engagement

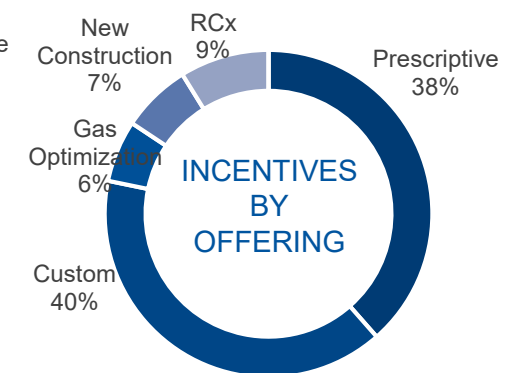
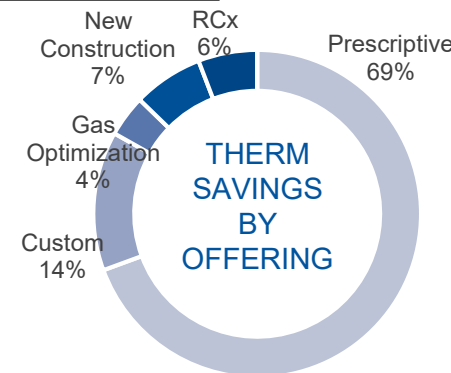
- ✓ Continued interest in Trade Ally Webinars
- ✓ Large interest in engineering studies, boiler tune-ups, steam traps, and pipe insulation

## 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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## **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

- ✓ Continuing to see strong performance, pipeline, and cost-effectiveness
- ✓ Trade Allies continue to actively participate and bring in new and returning customers

### Customer Engagement

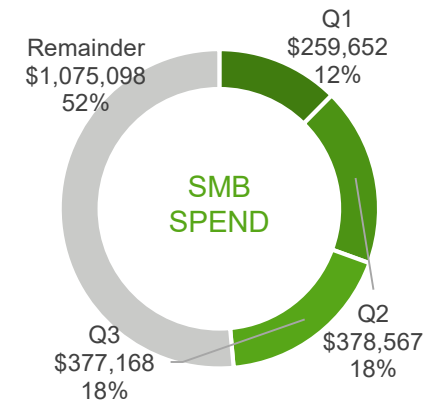
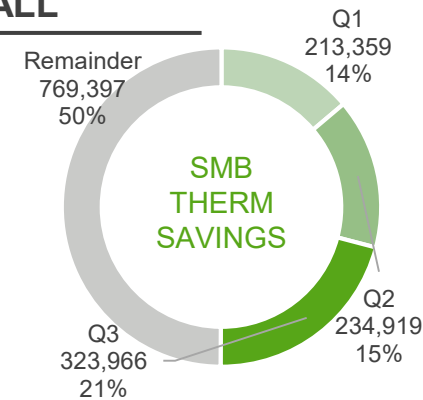
- ✓ Q3 project examples include:
  - Columbia College completed boiler tune-ups at ten buildings
  - Marc Realty completed a steam trap testing and replacement project and anticipating future projects at additional buildings

### Trade Ally Engagement

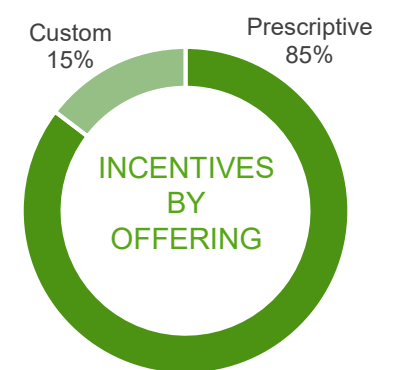
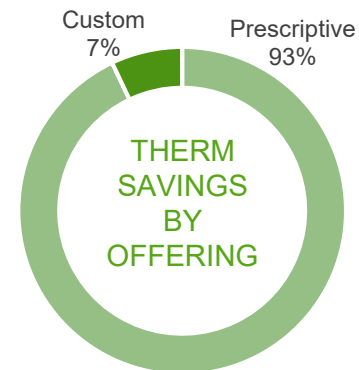
- ✓ Continued interest in Trade Ally Webinars
- ✓ Large interest in engineering studies, boiler tune-ups, steam traps, and pipe insulation

## 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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## **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.

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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

- ✓ Continuing to see strong performance is on target to exceed both savings and spend goals with a very strong and cost-effective pipeline
- ✓ 242% of the savings booked including pipeline, forecasting to achieve 243% of the savings goal at 117% of the budget

### Customer Engagement

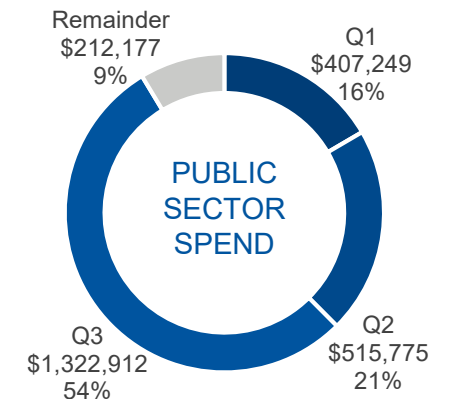
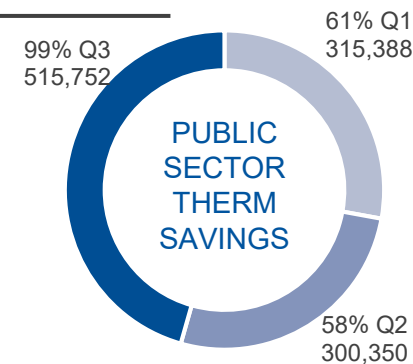
- ✓ Customer Highlights: Within a 24-hour period, Cook County Jail completed a large pipe and valve insulation and steam trap project, resulting in the highest therm savings of any single facility in 2022
- ✓ Cook County, CTA, City of Chicago, and Chicago Public Schools account for 84% of the savings and 90% of the spend

### Outreach Efforts

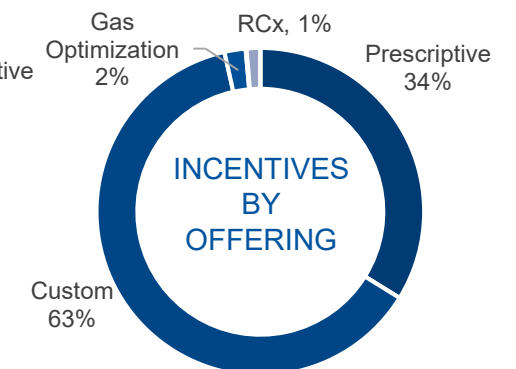
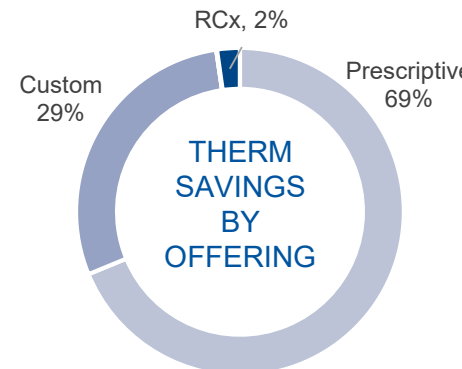
- ✓ The outreach team continues to work with customers, facilitating participation through developing project plans, completing paperwork, and providing resources and information for their stakeholders

## RESULTS

### OVERALL



### OFFERING





## Public Sector Spotlight: Cook County

### Partnership with Peoples Gas helps Cook County achieve their 2030 Clean Energy Plan goals

- ✓ Cook County completed projects saving over 900,000 therms across multiple buildings
- ✓ County Board President Toni Preckwinkle and the Cook County Bureau of Asset Management held a press conference on September 30<sup>th</sup> to recognize the partnership and successful project completion
- ✓ The therm savings is equivalent to the energy usage of 600 homes for one year







## Public Sector Spotlight: Cook County Jail

**Cook County and Peoples Gas coordination and Trade Ally planning enabled project completion in under 24 hours**

- ✓ Cook County Jail recently completed the largest single facility therm savings project in 2022 in under 24 hours
- ✓ Trade Ally planning and coordination enabled completion of pipe insulation, valve insulation, and high-pressure steam trap replacements





## C&I and Public Sector Spotlights: 2022 Energy Forum

**Peoples Gas and the Energy Efficiency Program hosted an Energy Forum for C&I and Public Sector customers**

- ✓ September 29, 2022 at the White Sox Scout Lounge
- ✓ Topics included:
  - Gas Supply
  - Regulatory
  - Emerging Gas Technology
  - Energy Efficiency Program updates
  - North Shore Gas Energy Efficiency Awards presentation
- ✓ Energy Forum rated *excellent* and *very good* by attendees who responded to survey

*“I hope the energy program continues and that there will be continued rebates for projects. We are just scratching the surface for energy savings.”*

-Event Attendee





# Research and Development and Market Transformation

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## Commercial Food Service Pilot Highlights

The Commercial Food Service Phase 4 pilot is underway in 2022.

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Promotion was planned to be implemented in Q4. Initial results are showing an increase in rebate applications for fryers.

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Statewide RFP was issued in Q3 and is being evaluated to transition from pilot to full program.

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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 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

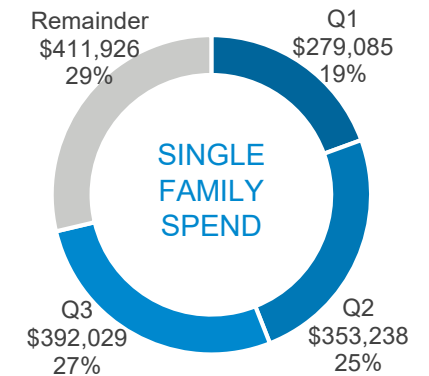
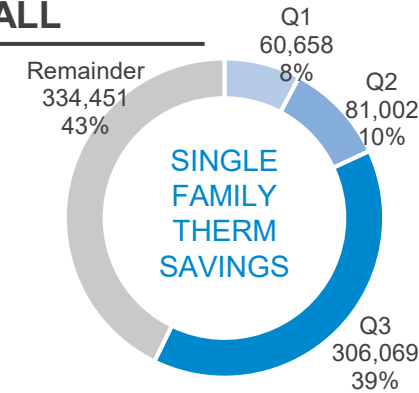
- ✓ Program participation is strong but offering mix varies from forecast impacting the overall cost-effectiveness
  - Assessment participation is stronger than anticipated and running cost-effectively
  - Weatherization participation and interest is running higher than expected, this is good, but runs at a higher dollar per therm
  - Elementary Education Kits interest and participation is also higher than forecast
- ✓ Working with ComEd on allocation adjustments resulting from CEJA legislation changes

### Offering Highlights

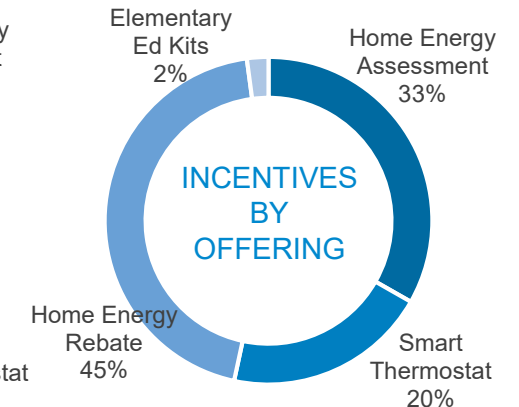
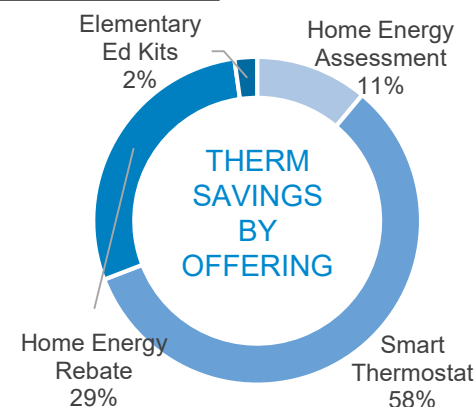
- ✓ Home Energy Rebate: 731 HVAC Rebate and 100 Weatherization projects have been completed to date
  - The top measures based upon savings: high-efficiency furnaces, attic insulation, boilers, and smart thermostats
- ✓ Elementary Education Kits: 134 Kits were distributed in Q3 for a total of 1,119 so far this year
- ✓ Smart Thermostats: 1,611 sold in Q3

## RESULTS

### OVERALL



### OFFERING



# Residential Multi-Family

## HIGHLIGHTS

### Performance

- ✓ Program participation is strong but offering mix varies from forecast impacting the overall cost-effectiveness
- ✓ Majority of the savings is from the Multi-Family Prescriptive, Custom, and PTA offering

### Offering Highlights

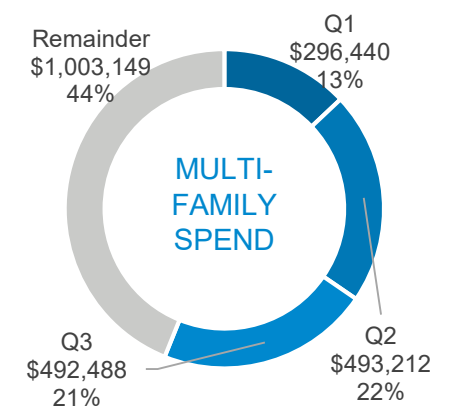
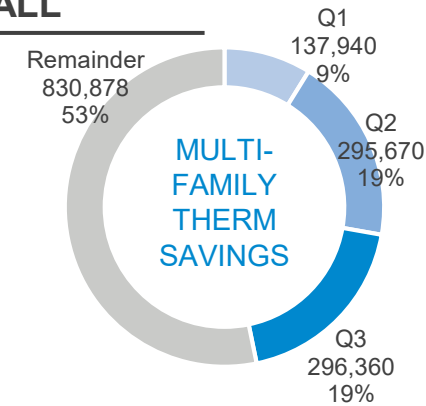
- ✓ Multi-Family Energy Savings: 49 building participants to date
- ✓ Prescriptive, Custom, Partner Trade Ally: 134 projects to date. The Partner Trade Allies completed the majority of projects. Steam traps, pipe insulation, and boilers were the top three measure by savings
- ✓ 62% of Peoples Gas residential customer participants are multi-family versus only 10% of North Shore Gas customers

### Trade Ally Highlights

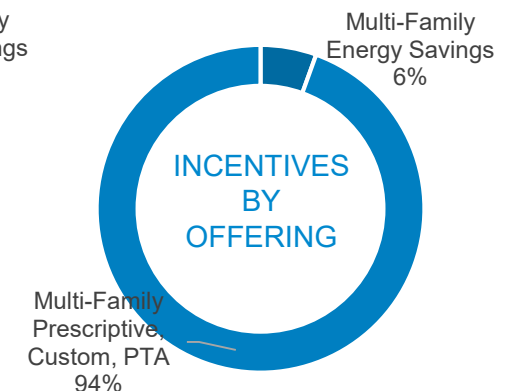
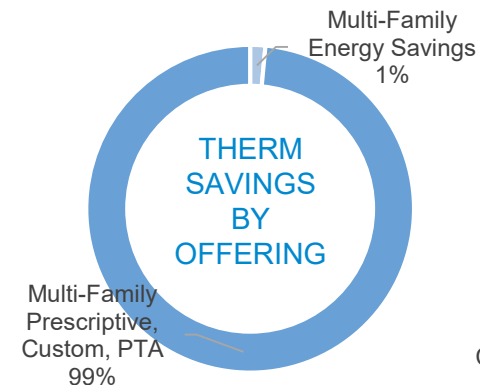
- ✓ 79 participating trade allies and 33 are diverse (20 certified and 13 non-certified)
- ✓ Incentive fact sheets in development for trade ally use

## 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

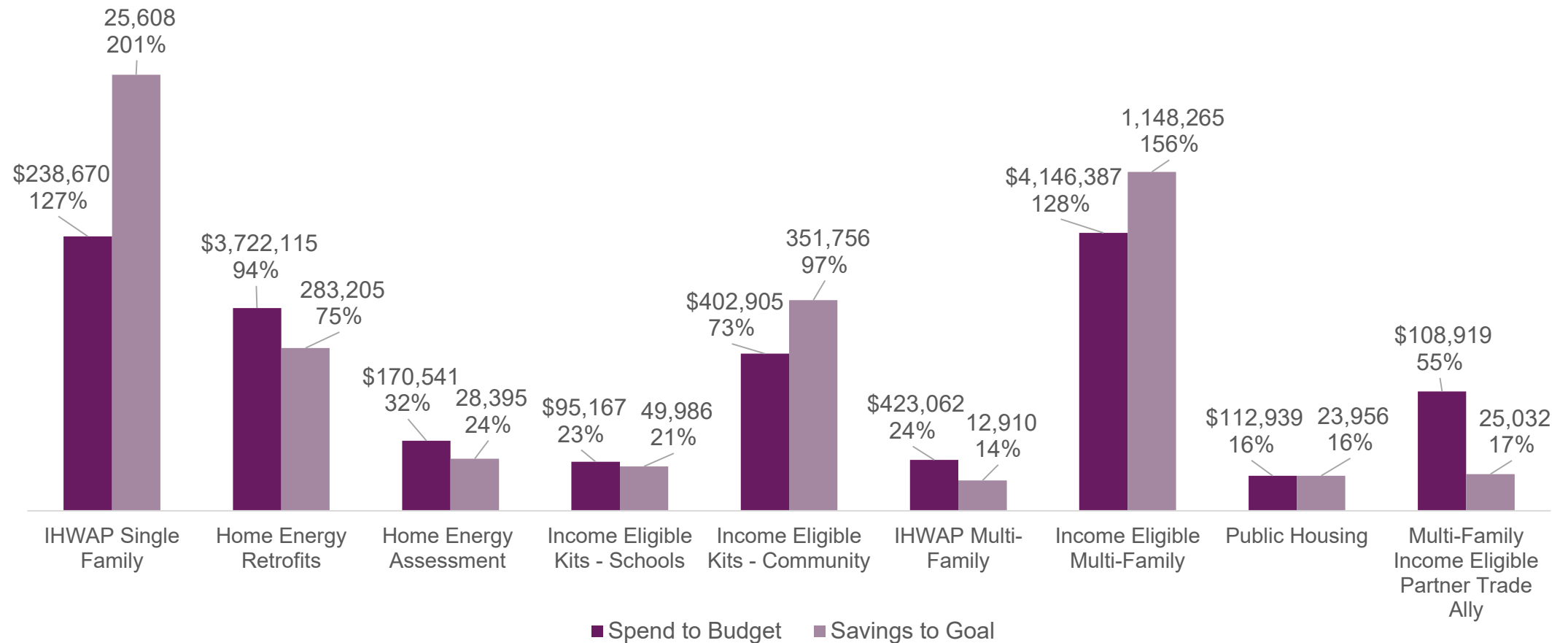
A Peoples Gas and North Shore Gas-only offering, delivered by vetted Partner Trade Allies. Trade Allies are given higher rebate amounts to serve geographically income-eligible customers with retrofit measures.

### 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.

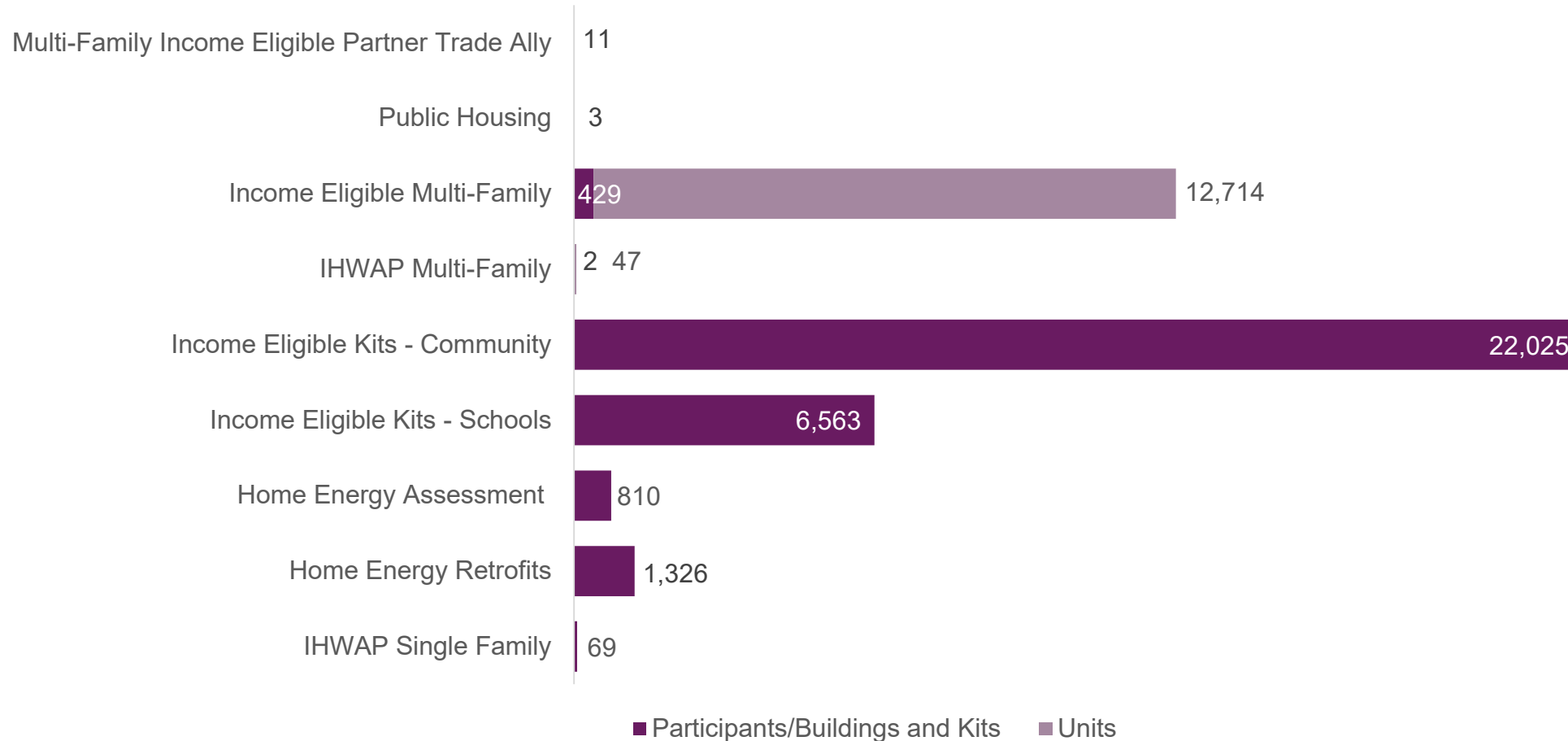
# Income Eligible Program

## 2022 Program Offerings Savings and Spend





# Income Eligible Program 2022 Program Offering Participants



# Income Qualified Single Family

## HIGHLIGHTS

### Performance

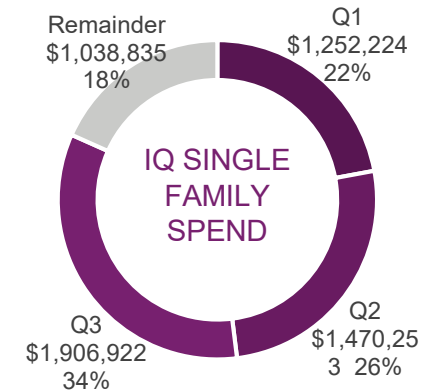
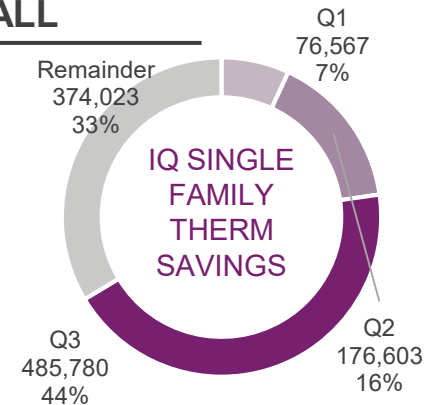
- ✓ Program participation is very strong, with some offerings already achieving their forecast savings, but offering mix varies from forecast impacting the overall cost-effectiveness
  - CEDA is helping IHWAP exceed anticipated participation
  - Weatherization participation is strong, but measure mix is different than anticipated and the program is running more expensive
  - Assessments and Elementary Education Kits are seeing less participation than forecast
  - Strong Community Kits participation resulting in achievement of goal as of October
- ✓ Working with ComEd on allocation adjustments resulting from CEJA legislation changes

### Offering Highlights

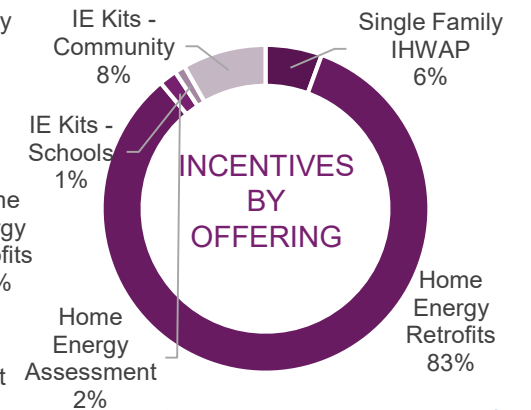
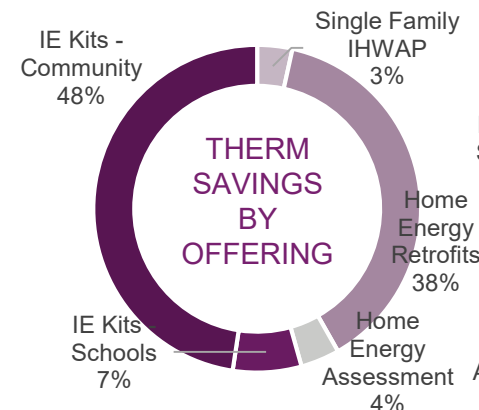
- ✓ IHWAP Single Family is at 201% of the annual savings goal and only at 127% of the budget, showing continued strong interest and operating more cost effectively than forecast
- ✓ 22,555 Elementary Ed and Community Kits were distributed in Q3 for a total of 28,588 to date

## RESULTS

### OVERALL



### OFFERING





# Income Qualified Multi-Family

## HIGHLIGHTS

### Performance

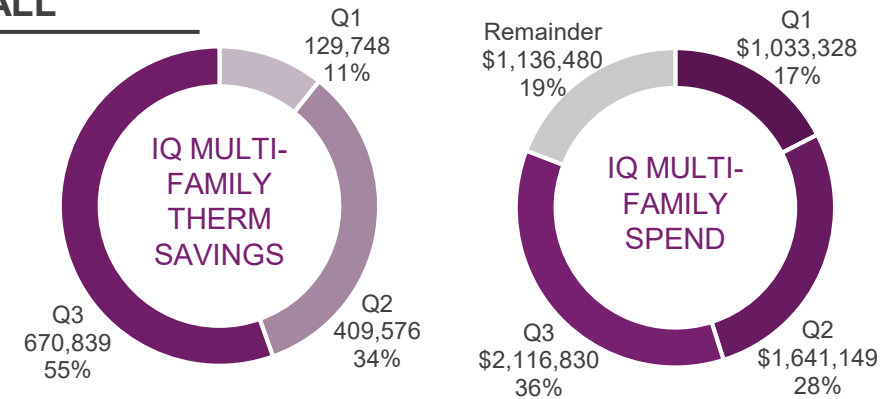
- ✓ Program participation is very strong, but offering mix varies from forecast impacting the overall cost-effectiveness
  - IE Multi-Family is exceeding anticipated participation at 156% of the savings goal and 128% of budget

### Offering Highlights

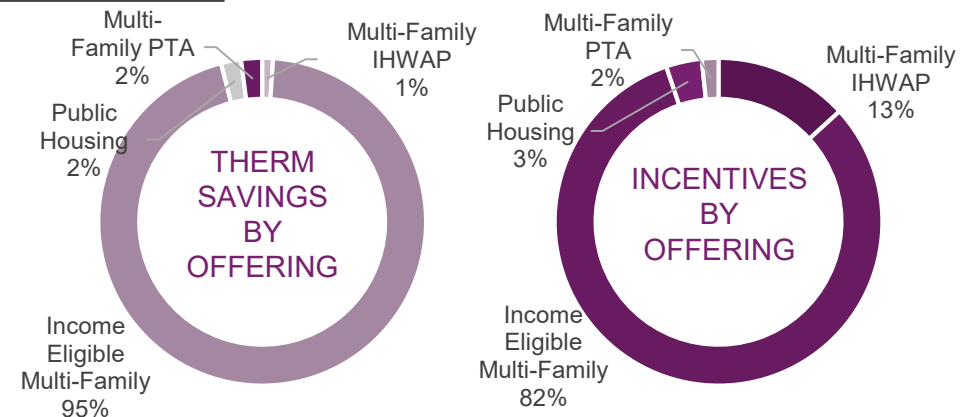
- ✓ Income Eligible Multi-Family Energy Savings: 429 Buildings and 12,714 units participated to date
- ✓ Multi-Family Partner Trade Ally: 11 projects completed to date.
- ✓ Top prescriptive measures by savings: Steam traps and pipe insulation
- ✓ Top direct install measures by savings: Water-saving devices (shower-heads, aerators, etc.)
- ✓ Multi-Family program planned incentive budget distribution: 31% IHWAP, 54% Income Eligible, 12% Public Housing, 3% PTA. Actual spend to-date distribution: 9% IHWAP, 87% Income Eligible, 2% Public Housing, 2% PTA

## RESULTS

### OVERALL



### OFFERING



# Residential and IQ Spotlight: Community Events

## Peoples Gas in the community



Event Name	Event Host
Able Distributor's TA Picnic	Able Distributors
34th Annual Say No to Drugs and Violence Back to School Rally	The Arthur Lockhart Resource Institute
National Night Out Against Crime	25th Police District and 25th District Advisory Committee
37th Ward Back to School Gospel Fest	New 37th Ward Democratic Organization
State Representative Angie Guerrero-Cuellar Back to School Drive	State Representative Angie Guerrero-Cuellar
Ariel E. Reboyras Back to School Bash	Ariel E. Reboyras, City of Chicago
10th Ward Back to School Block Party	10th Ward
Back to School Bookbag Giveaway	24th Ward Alderman Monique Scott
Greater Bethlehem Healing Temple Annual Health and Back to School Fair	Greater Bethlehem Healing Temple
43rd Annual Congressman Danny K Davis Picnic, Parade & Caravan	Congressman Danny K Davis
Greenwood Fest	New Life Covenant Southeast
White Sox Game	White Sox
Able North Side Distributor Event	Able North Side
2nd Annual 2K Survivor's Walk	We Care too Agency
Englewood Music Festival	16th Ward Alderman Stephanie Coleman



A young girl with curly hair and a man are sitting on a couch, smiling and interacting with a beagle dog. The girl is holding a small yellow and pink toy. The man is petting the dog's head. The scene is warm and intimate, set in a living room.

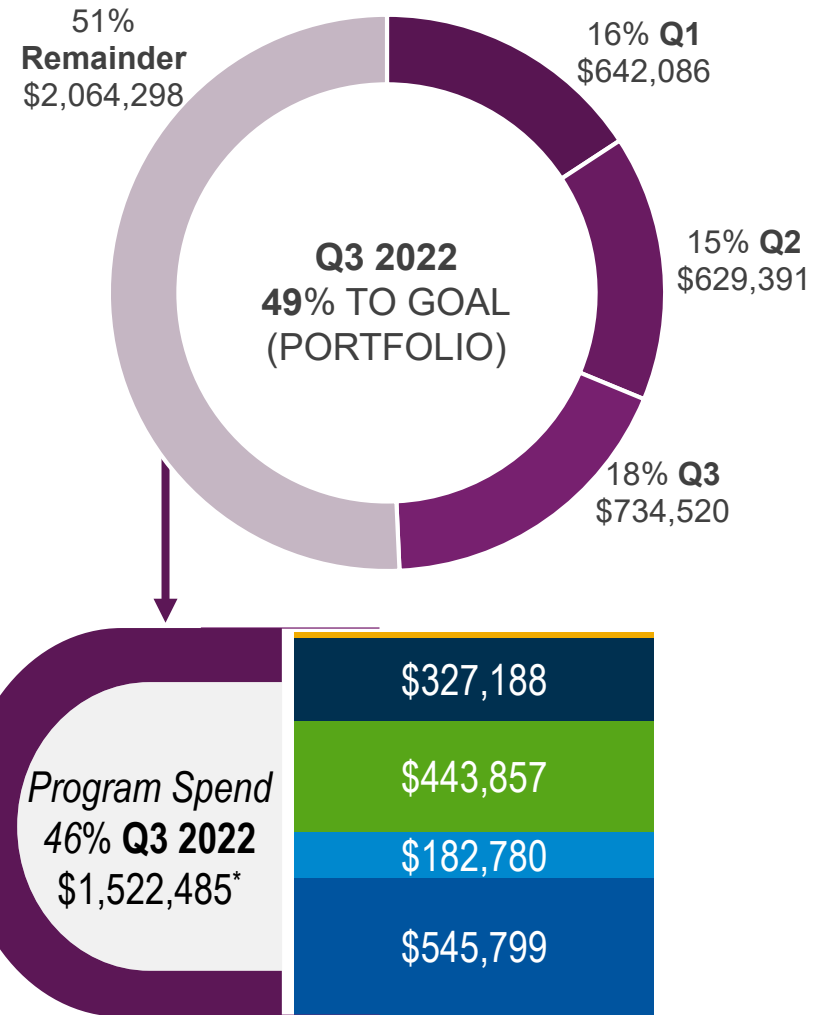
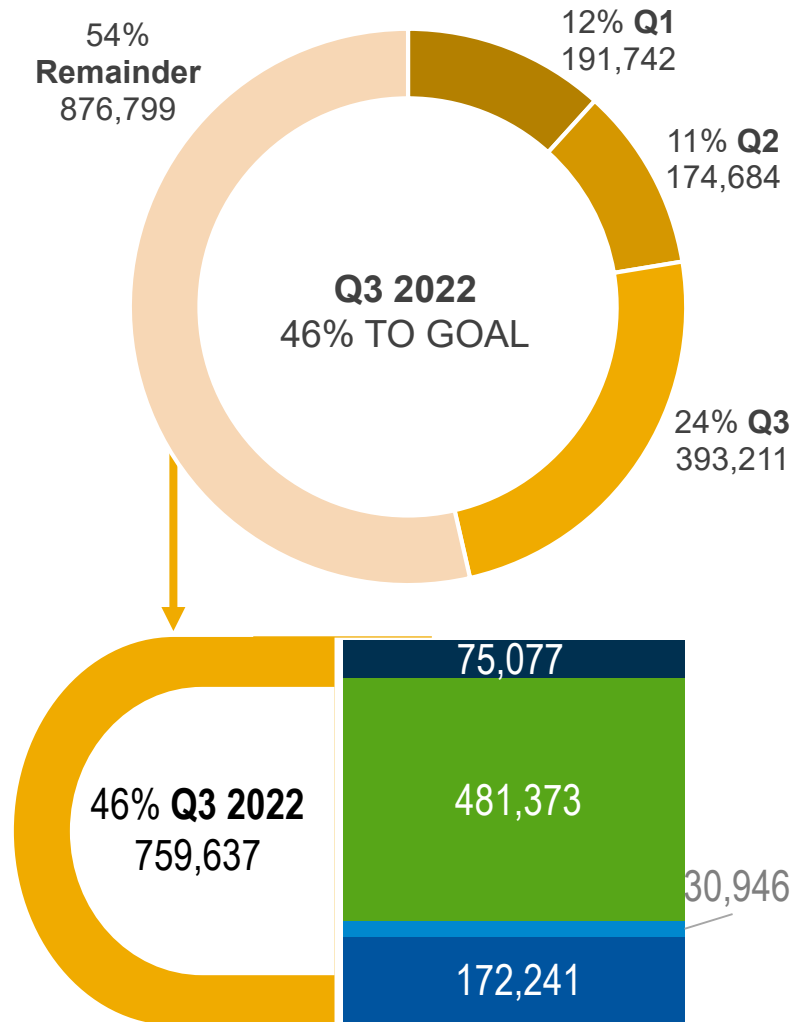
**NORTH SHORE GAS<sup>®</sup>**  
ENERGY EFFICIENCY PROGRAM

# SAVINGS

# SPEND

**As of Q3 2022**, the North Shore Gas portfolio achieved 46% of the savings goal of 1,636,436 therms, spent 46% of the \$3,327,561 program budget, and spent 49% of the \$4,070,296 portfolio budget.

- Public Sector Program achieved 60% of the savings goal, spending 96% of the budget.
- Business Program achieved 57% of the savings goal, spending 36% of the budget.
- Income Eligible Program achieved 26% of the savings goal, spending 25% of the budget.
- Residential Program achieved 32% of the savings goal, spending 56% of the budget.



\*Includes \$22,861 in MDI Research  
\*Program spend does not include portfolio costs



# 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>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

- ✓ Continuing to see strong performance, pipeline, and cost-effectiveness
- ✓ Private Sector Business Programs have 87% of the savings booked including pipeline and forecast achieving 169% of the savings goal at 104% of the budget
- ✓ Cost-effectiveness enabling additional gas optimization studies

### Customer Engagement

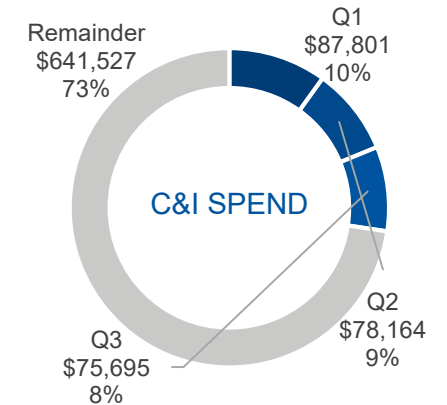
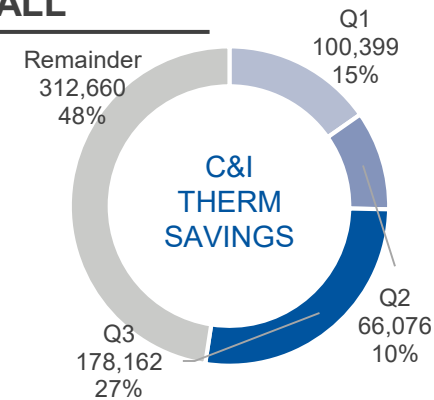
- ✓ Great Lakes Naval Base completed gas optimization studies and is completing domestic hot water heater and dishwasher replacements in the barracks
- ✓ Advocate Condell Medical completed steam traps and boiler tune-ups and is completing more gas optimization studies to prepare for implementation

### Trade Ally Engagement

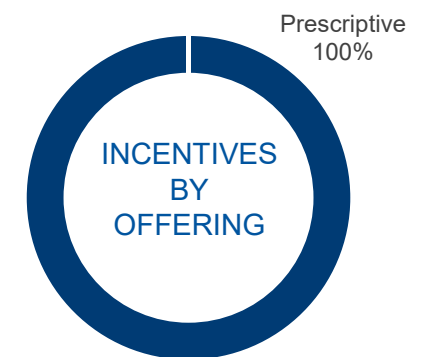
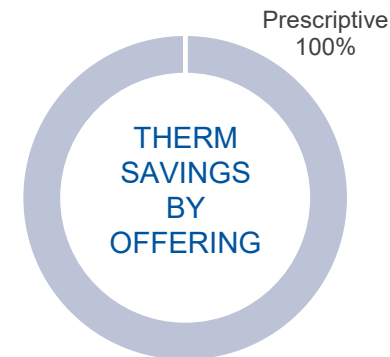
- ✓ Continued interest in Trade Ally Webinars
- ✓ Large interest in engineering studies, boiler tune-ups, steam traps, and pipe insulation

## 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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## **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

- ✓ Continuing to see strong performance, pipeline, and cost-effectiveness
- ✓ Trade Allies continue to actively participate and bring in new and returning customers

### Customer Engagement

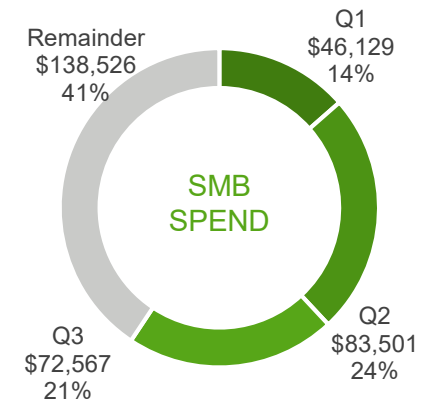
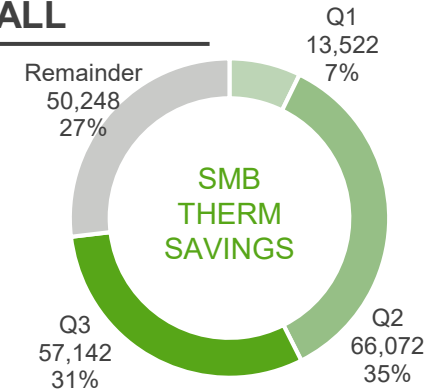
- ✓ Q3 project example:
  - Northfield Block completed a custom process pipe insulation project
- Retail small businesses accounted for 74% of the total savings, with Manufacturing, Churches, and Offices rounding out the top four with another 18% in savings

### Trade Ally Engagement

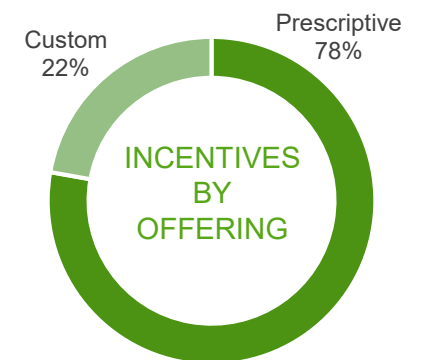
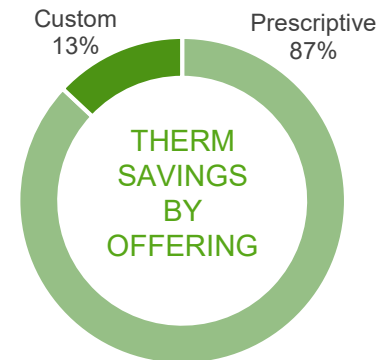
- ✓ Continued interest in Trade Ally Webinars
- ✓ Large interest in engineering studies, boiler tune-ups, steam traps, and pipe insulation

## 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.

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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.

---

## **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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## **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.

---

## **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.

---



# Public Sector

## HIGHLIGHTS

### Performance

- ✓ Continuing to see strong performance is on target to exceed both savings and spend goals
- ✓ 87% of the savings booked with pipeline and forecast achieving 166% of the savings goal at 178% of the budget

### Customer Engagement

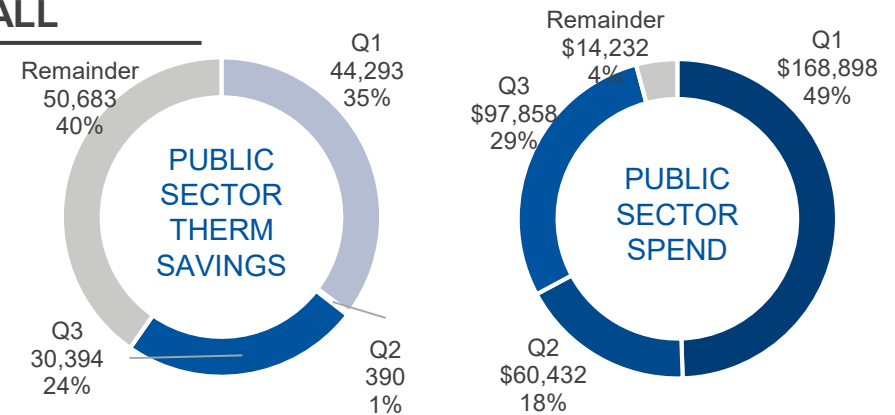
- ✓ North Shore Gas continues to see strong interest from school districts with projects being completed by North Shore School District, Waukegan School District, and a new construction school project in Vernon Hills
- ✓ K-12 Schools account for 88% of the savings and 87% of the spend to date
- ✓ Other participants include the North Shore Gas Sanitary District

### Outreach Efforts

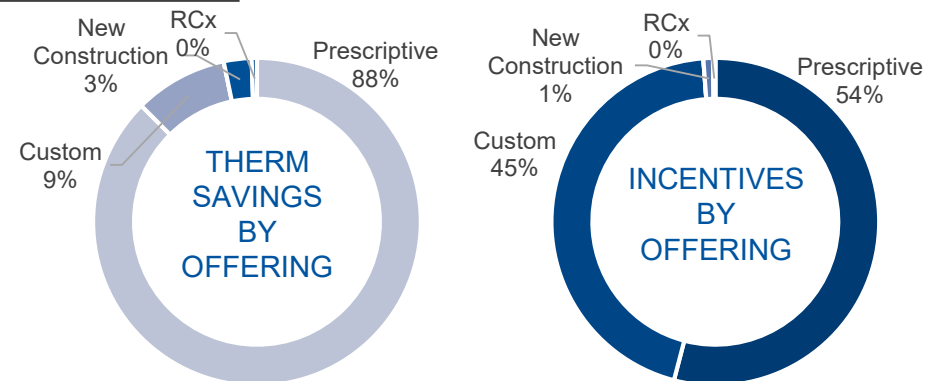
- ✓ The outreach team continues to work with customers, facilitating participation through developing project plans, completing paperwork, and providing resources and information for their stakeholders

## RESULTS

### OVERALL



### OFFERING





## C&I and Public Sector Spotlights: 2022 Energy Forum

**North Shore Gas and the Energy Efficiency Program hosted an Energy Forum for C&I and Public Sector customers**

- ✓ September 22, 2022 at the Greenbelt Cultural Center
- ✓ Topics included:
  - Gas Supply
  - Regulatory
  - Emerging Gas Technology
  - Energy Efficiency Program updates
  - North Shore Gas Energy Efficiency Awards presentation
- ✓ Energy Forum rated *excellent* and *very good* by attendees who responded to survey

*“Excellent event and sparked my thinking in ways that I never thought of for our district.”*

-Event Attendee



# Research and Development and Market Transformation

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## Commercial Food Service Pilot Highlights

The Commercial Food Service Phase 4 pilot is underway in 2022.

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Promotion was planned to be implemented in Q4. Initial results are showing an increase in rebate applications for fryers.

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Statewide RFP was issued in Q3 and is being evaluated to transition from pilot to full program.

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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

---

## 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.

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# Residential Single Family

## HIGHLIGHTS

### Performance

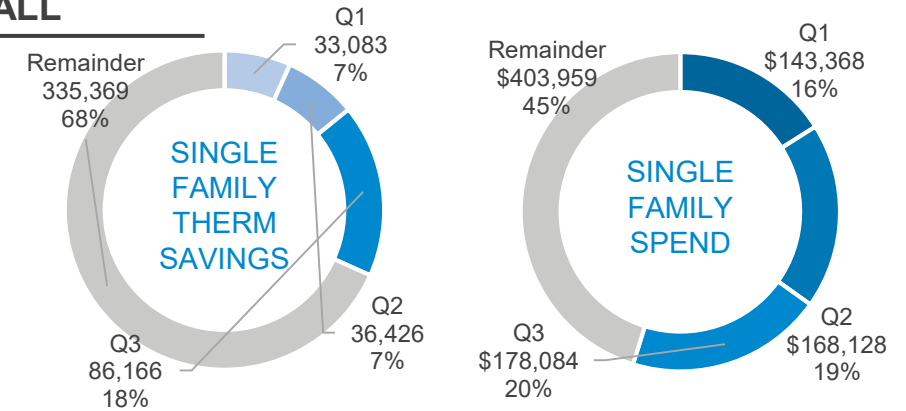
- ✓ Program participation is strong but offering mix varies from forecast impacting the overall cost-effectiveness
  - Assessment participation is stronger than anticipated and running cost-effectively
  - Weatherization participation and interest is going well, but running at a higher dollar per therm than forecast
- ✓ Working with ComEd on allocation adjustments resulting from CEJA legislation changes

### Offering Highlights

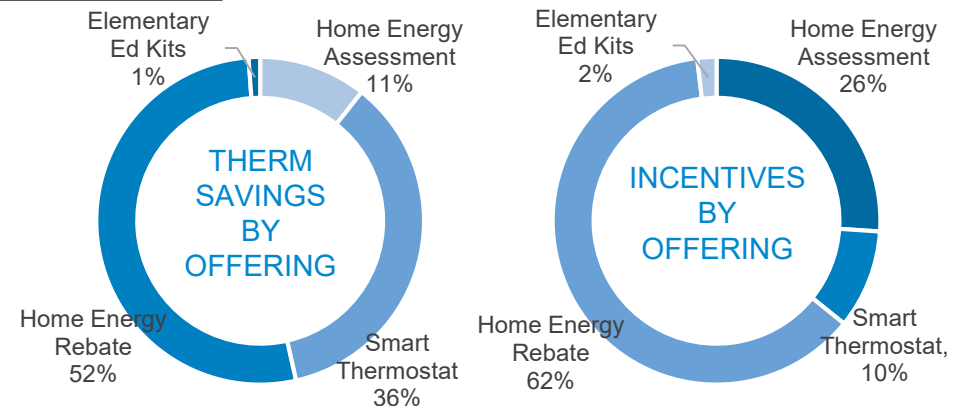
- ✓ Home Energy Rebate: 440 HVAC Rebate and 45 Weatherization projects have been completed to date
  - The top measures based upon savings: high-efficiency furnaces, smart thermostats, and attic insulation
- ✓ Elementary Education Kits: 50 Kits were distributed in Q3 for a total of 417 so far this year

## 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
- ✓ The team is focusing their efforts on outreach to ensure the pipeline is filled to achieve goal and adjusting project mix to adjust cost effectiveness

### Offering Highlights

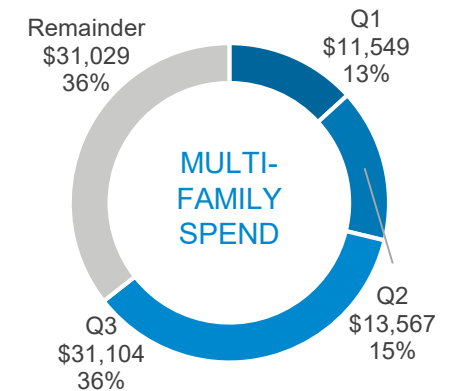
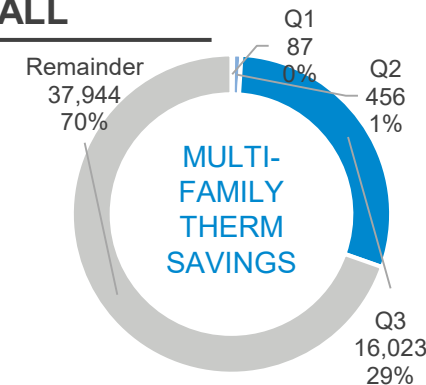
- ✓ Prescriptive, Custom, Partner Trade Ally: 8 projects to date
- ✓ Multi-Family Energy Savings: 2 buildings participated to date
- ✓ Hot water circulation pump, boiler tune-up, and water-side direct install measures (aerators) were the top three measure by savings
- ✓ 62% of Peoples Gas residential customer participants are multi-family versus only 10% of North Shore Gas customers

### Trade Ally Highlights

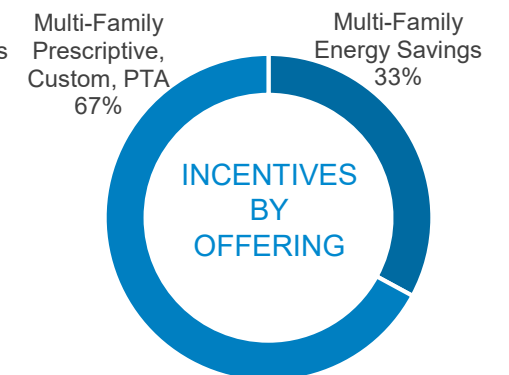
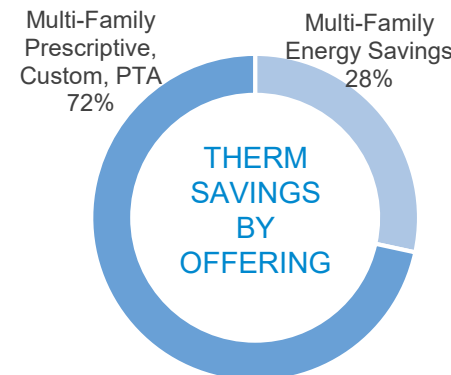
- ✓ 79 participating trade allies and 33 are diverse (20 certified and 13 non-certified)
- ✓ Incentive fact sheets in development for trade ally use

## 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

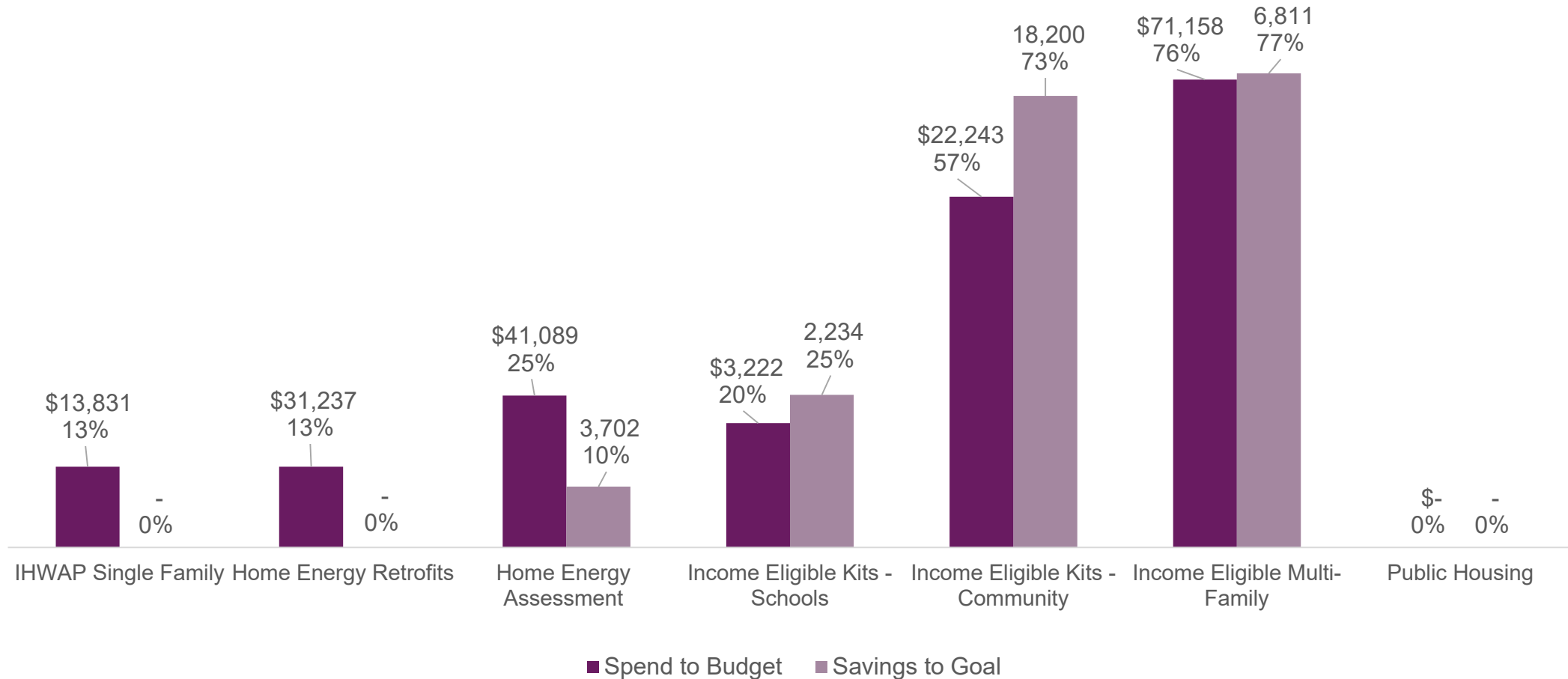
A Peoples Gas and North Shore Gas-only offering, delivered by vetted Partner Trade Allies. Trade Allies are given higher rebate amounts to serve geographically income-eligible customers with retrofit measures.

### Income Eligible Gas Kits

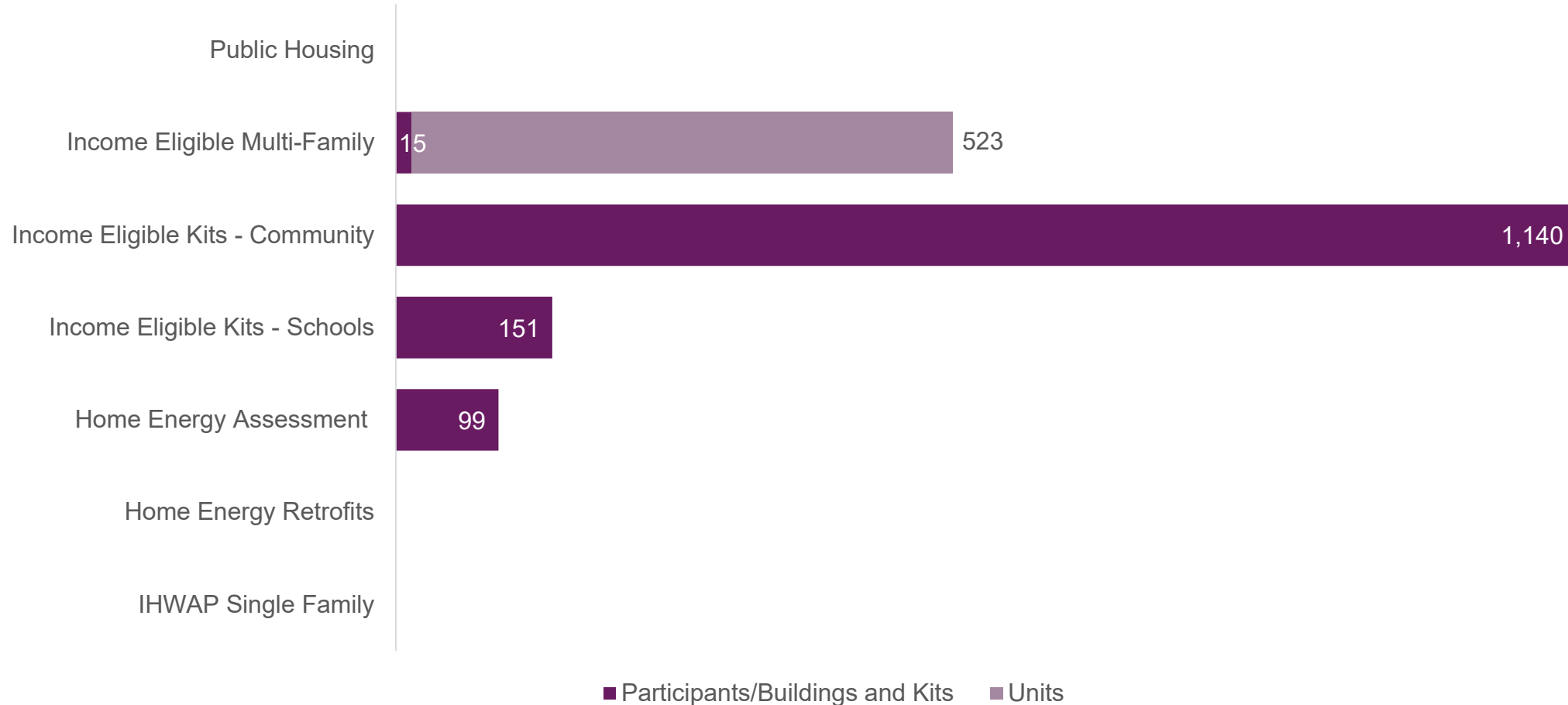
Provides income-qualified customers with a kit of energy efficiency measures to self-install. The Income Eligible Gas Kits are distributed by ground mail to qualified customers vetted by the Low-Income Home Energy Assistance Program (LIHEAP). Provided in partnership with the Peoples Gas, North Shore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

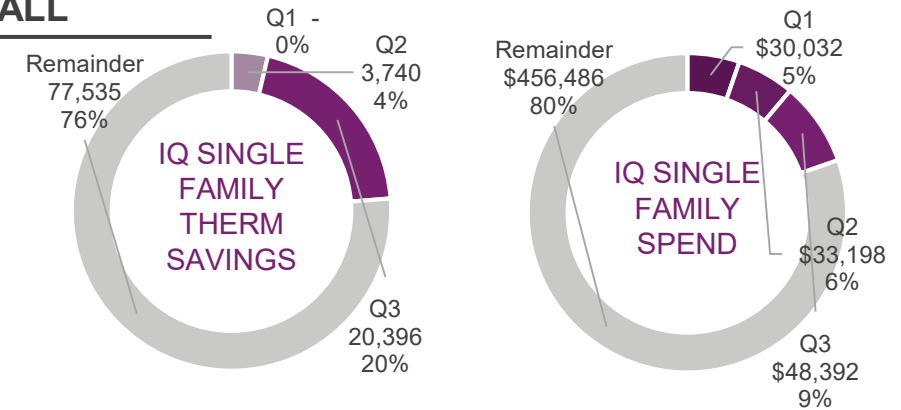
- ✓ Program continues to be slower than forecast, but the team is forecasting increased production in Q3 and Q4. Community Kits participation was realized in Q3, first participation in 2022. Focusing efforts to bring in projects and leverage partners to complete projects in Q4
- ✓ Working with ComEd on allocation adjustments resulting from CEJA legislation changes

### Offering Highlights

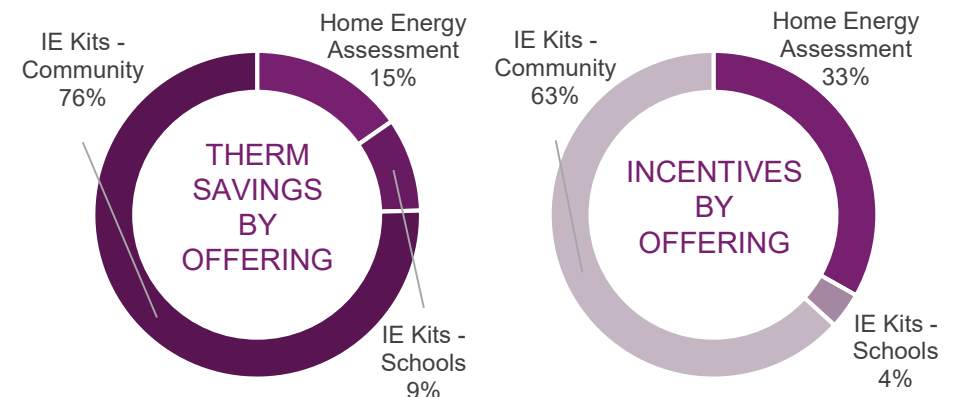
- ✓ New in 2022: Home Energy Savings Retrofits is being offered in North Shore Gas
  - Q2 - Q3 focus has been on helping partners achieve participation and anticipate coming to fruition in Q3 and Q4
- ✓ For the Income Qualified Program, the North Shore Gas budget is much smaller than the Peoples Gas budget, coming in at 6% comparatively. This results in less interest from agencies and Trade Allies and a barrier the team continues to work to resolve
- ✓ 1,114 Community Kits were distributed in Q3 and 151 Elementary Ed Kits to date for a total of 1,291 to date

## RESULTS

### OVERALL



### OFFERING



# Income Qualified Multi-Family

## HIGHLIGHTS

### Performance

- ✓ Program continues to be slower than forecast. Through the team's focused outreach efforts, saw an increase in projects and pipeline in Q3 with additional projects scheduled for completion in Q4
- ✓ The North Shore Gas Income Qualified Multi-Family offering is very small, with room for a handful of large projects

### Offering Highlights

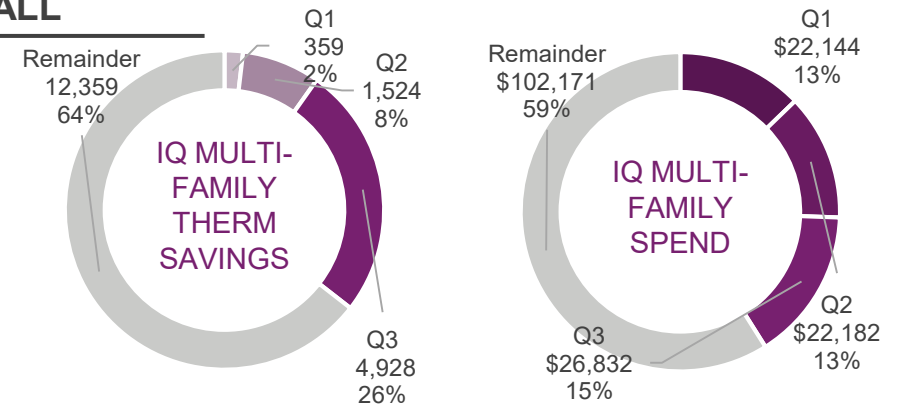
- ✓ Income Eligible Multi-Family Energy Savings
  - 15 Buildings and 523 units participated
  - The top DI measures by quantity: shower timer, kitchen aerator, and programmable thermostat
- ✓ Multi-Family program planned incentive budget distribution: 54% Income Eligible and 49% Public Housing. Actual spend to-date distribution: 100% Income Eligible

### Trade Ally Highlights

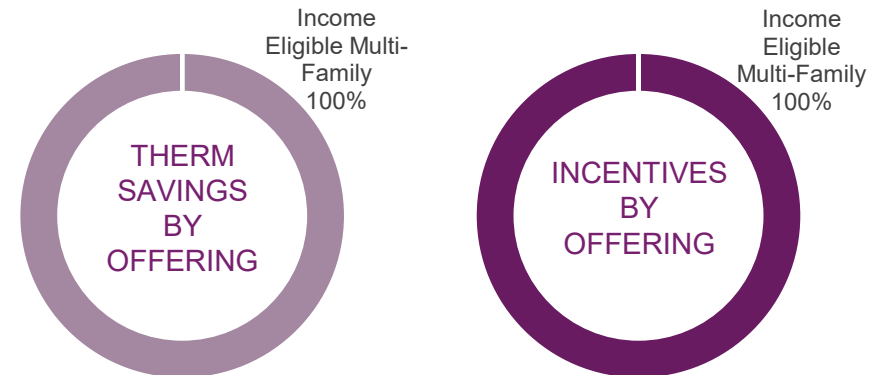
- ✓ 79 participating trade allies and 33 are diverse (20 certified and 13 non-certified)
- ✓ Incentive fact sheets in development for trade ally use

## RESULTS

### OVERALL



### OFFERING





# Residential and IQ Spotlight: Community Events


## North Shore Gas in the community

Event Name	Event Host
Dog Days of Summer	Village of Libertyville and the Knights of Columbus Council 3674
Open House at Village of Vernon Hills Public Works Department	Village of Vernon Hills Public Works Department
Doggy Dip	Mundelein Park and Recreation District
Able North Side Distributor Event	Able North Side



# Marketing and Outreach

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[PeoplesGasRebates.com/treat](https://PeoplesGasRebates.com/treat)

**PEOPLES GAS®**  
ENERGY EFFICIENCY PROGRAM

Terms and conditions apply. Program is subject to change.  
This program is funded by Peoples Gas customers in compliance with State law.  
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PMTT 110521

# Q3 Marketing Update

- ✓ Hosted two Energy Forums for C&I and Public Sector customers
- ✓ Created residential customer ad to be published in the Waukegan Park District Winter/Spring brochure
- ✓ Planned Fall email campaign for business customers (preparing for winter)
- ✓ Updating all EE portfolio and program web pages
- ✓ Customer and Trade Ally satisfaction surveys programmed
- ✓ 2022 digital campaign in progress (will be in market mid-Nov to mid-Feb)
- ✓ Attended 16 community events



*Our Brand Ambassador Team  
Educating Customers in the  
Community*



**NORTH SHORE GAS®**  
PROGRAMA DE EFICIENCIA ENERGÉTICA

**NORTH SHORE GAS®**  
ENERGY EFFICIENCY PROGRAM

**Deja que nieve mientras ahorras.**  
Ahorre en sus facturas anuales de su hogar sellando las fugas de aire.  
¡Además, trabaje con un contratista aprobado para recibir reembolsos!

**Let it snow while you save.**  
Save on your annual energy bills and improve home comfort by sealing air leaks and adding insulation.  
**Plus, work with an approved weatherization contractor to receive Home Energy Rebates!**

Llame al **855-849-8928** o contacte con nosotros en línea hoy en [NorthShoreGasDelivery.com](http://NorthShoreGasDelivery.com)

Call **855-849-8928** or contact us online today.  
[NorthShoreGasDelivery.com/ResidentialEE](http://NorthShoreGasDelivery.com/ResidentialEE)

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