



PEOPLES GAS®
ENERGY EFFICIENCY PROGRAM

NORTH SHORE GAS®
ENERGY EFFICIENCY PROGRAM

1st Quarter Report

Program Year 2023 | 01.01.23 – 03.31.23

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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 activities of Program Year 2023. 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 2023 Environmental and Community Impact

ENVIRONMENTAL IMPACT

15,062

Acres of trees planted

12,631

Carbon reduction (tons)

2,810

Cars removed from the road

1,592

Homes' energy use offset

COMMUNITY IMPACT

2,887

Residential homes served

7,719

Income qualified homes served

62

Businesses served

99

Direct portfolio jobs

Diversity Initiatives

PORTFOLIO SUPPLIER DIVERSITY

3 of 7

Certified Diverse Tier 1

24%

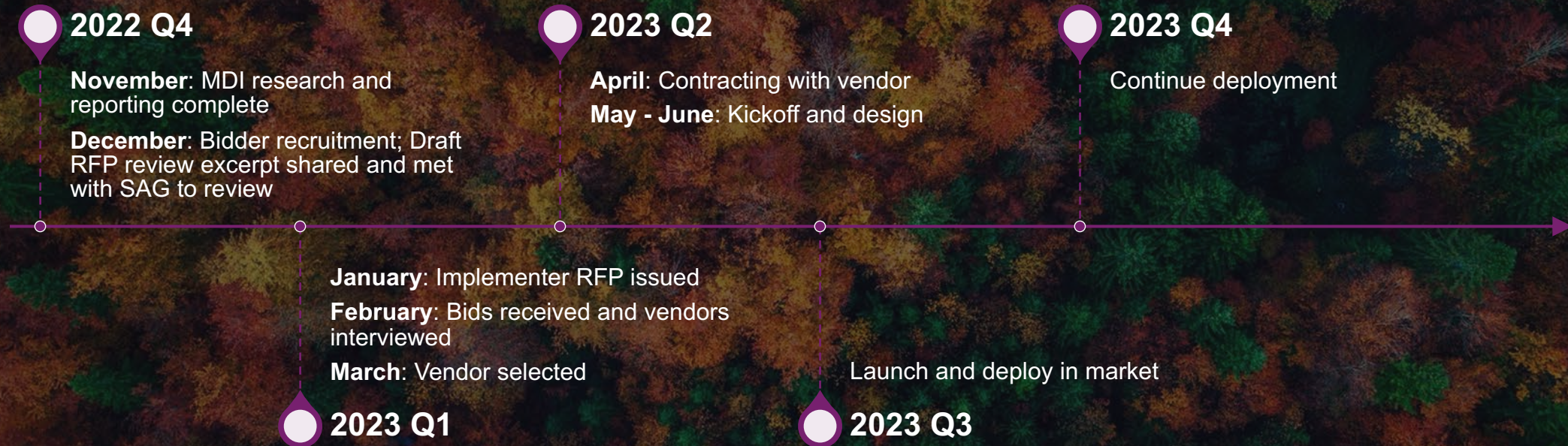
Contracted Diversity Spend

20%

Overall Current Diversity Spend

Market Development Initiative (MDI)

- RFP process complete and vendor selected as of Q1 2023
- Currently in contracting and on target to kick off in May



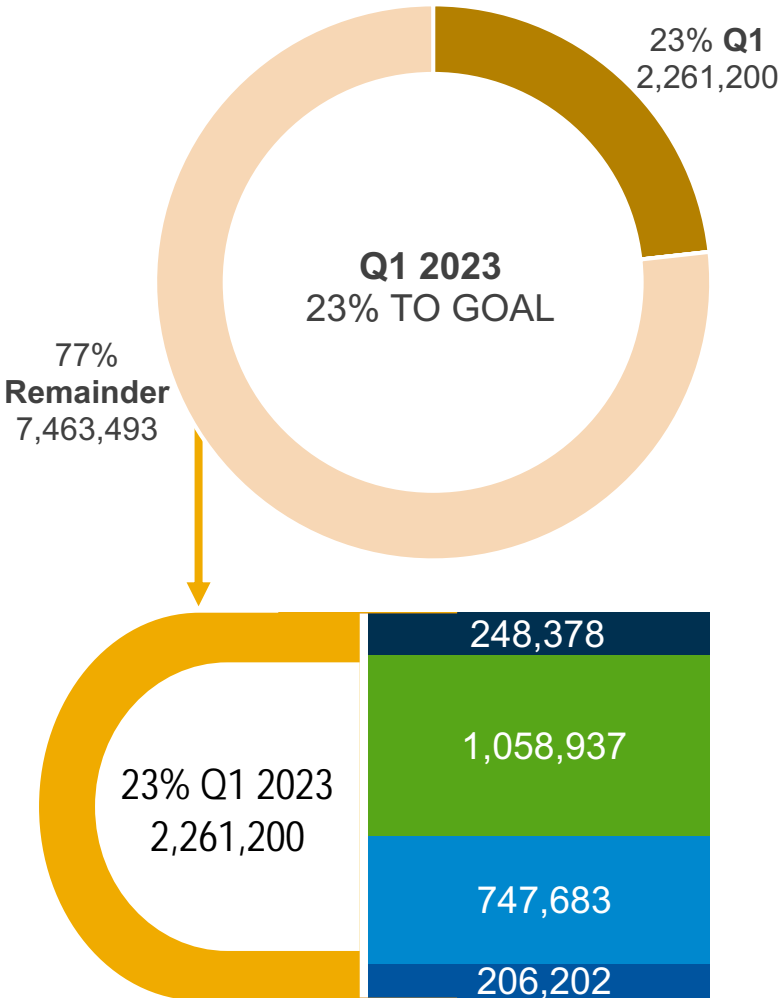
A low-angle, upward-looking photograph of several tall skyscrapers in a city. The buildings have glass and steel facades, reflecting the sky and each other. The sky is bright blue with scattered white clouds. A semi-transparent blue horizontal band is overlaid across the middle of the image, containing the company logo and text.

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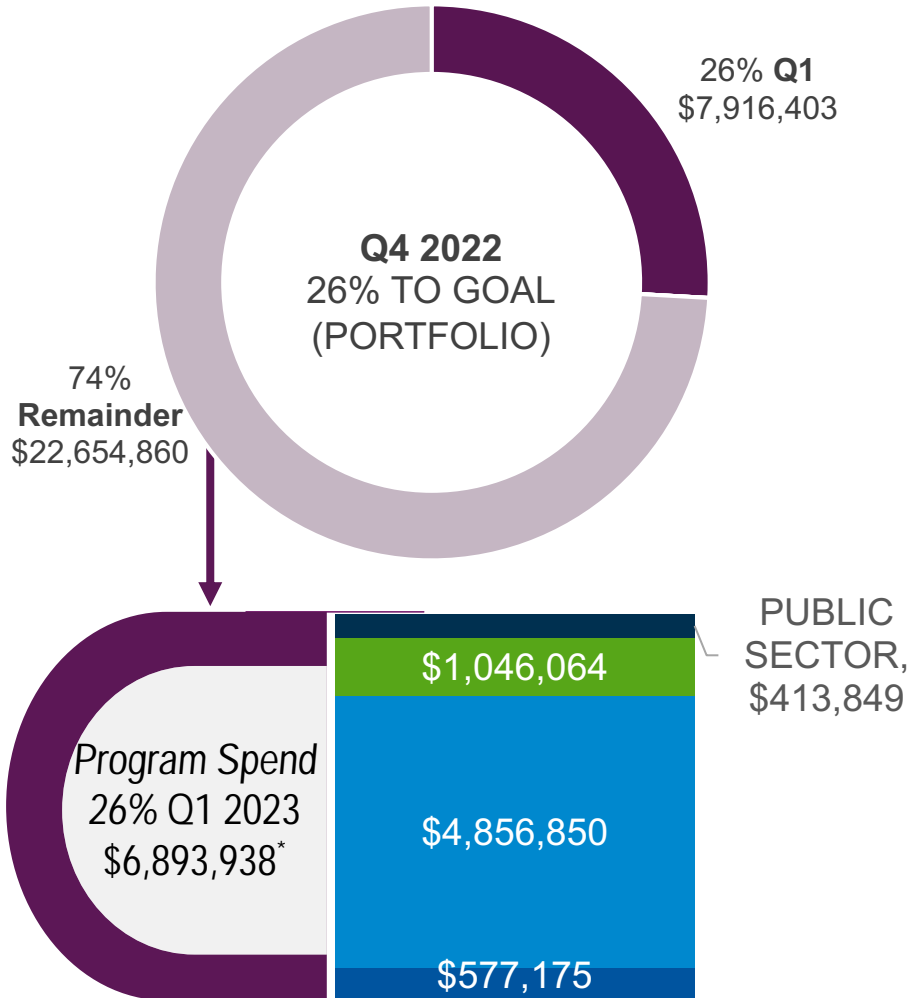
As of Q1 2023, the Peoples Gas portfolio achieved 23% of the savings goal of 9,724,693 therms, spent 26% of the \$26,061,319 program budget, and spent 26% of the \$30,571,263 portfolio budget.

- Public Sector Program achieved 14% of the savings goal, spending 12% of the budget.
- Business Program achieved 27% of the savings goal, spending 19% of the budget.
- Income Eligible Program achieved 31% of the savings goal, spending 37% of the budget.
- Residential Program achieved 13% of the savings goal, spending 17% of the budget.

SAVINGS



SPEND



*No MDI costs this quarter
*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

Prescriptive and Custom Rebates	<p>Prescriptive rebates are standard incentive amounts for common energy efficiency measures, typically, with deemed energy savings in the Illinois Technical Resource Manual.</p> <p>Custom rebates are awarded for the non-standard applications of energy efficiency measures or for projects that do not follow a one-for-one replacement. The review of several operating parameters determines the energy savings.</p>
New Construction Rebates	<p>Rebates are provided towards new building projects or deep renovations, which are designed to exceed regional energy-efficiency code requirements. This is a joint program implemented with partnering utility, ComEd.</p>
Gas Optimization Studies	<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>
Retro-Commissioning	<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>
Engineering Studies	<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>
Staffing Grant	<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>
Strategic Energy Management	<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

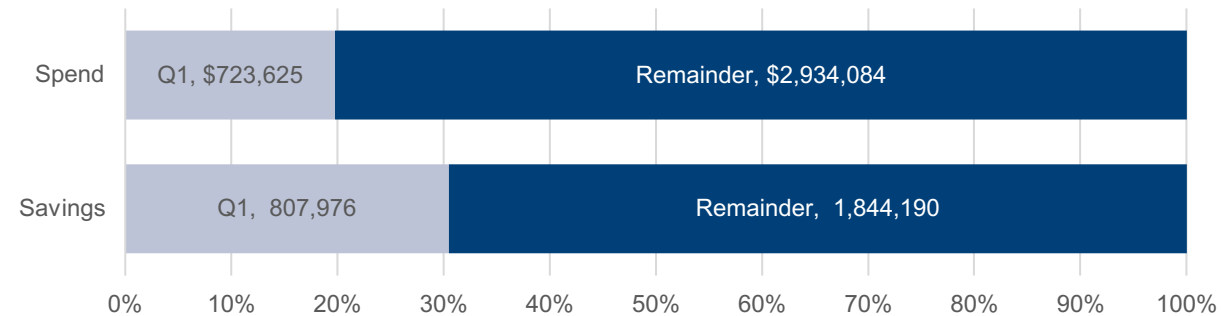
- ✓ Strong participation in Q1, achieving 30% of the savings goal with 20% of the budget
- ✓ \$/therm lower than expected
- ✓ Majority of savings coming from steam trap replacements

Customer Engagement

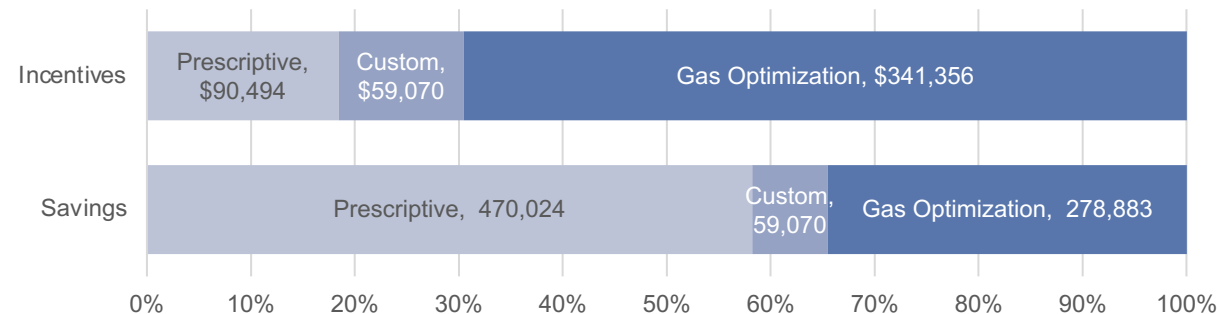
- ✓ Through participation, one large customer reduced their usage to the extent that they have moved into the SMB rate class
- ✓ A mag mile hotel's new general manager has worked with the program before and was able to kickstart a project that had been stalled

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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Small and Midsize Business

HIGHLIGHTS

Performance

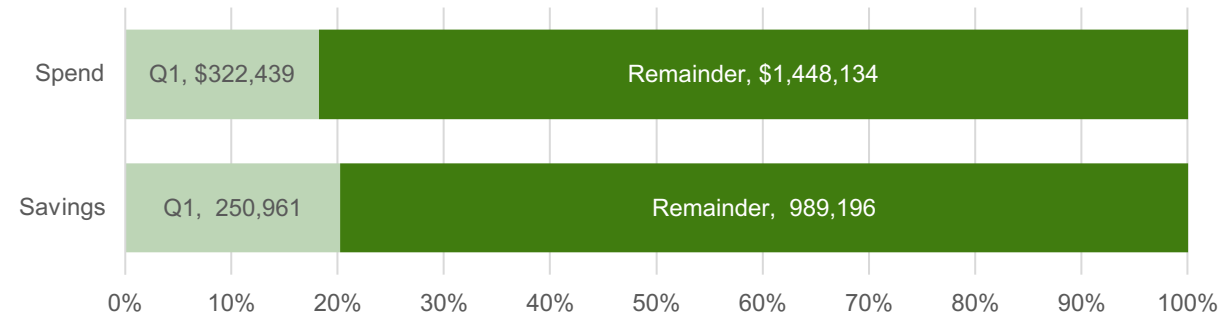
- ✓ Strong participation in Q1, achieving 20% of the savings goal with 18% of the budget
- ✓ \$/therm lower than expected
- ✓ Majority of savings coming from steam trap replacements

Customer Engagement

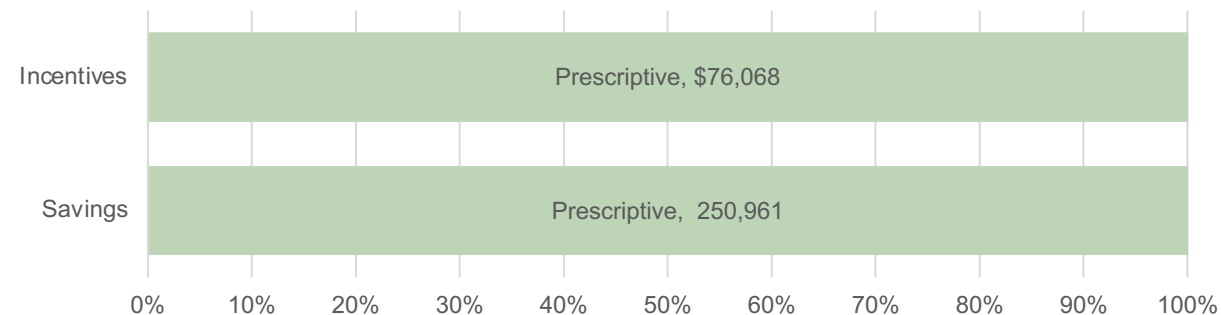
- ✓ 105 W Madison reengaged with the program after 6 years, which resulted in steam trap replacements
- ✓ Steam trap testing and replacements at Evangelical Lutheran opened the door for future projects, including a boiler replacement and pipe insulation
- ✓ Primrose Candy Co completed their first project last year and have another project planned for this year

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

Prescriptive and Custom Rebates

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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

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Gas Optimization Studies

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Retro-Commissioning

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Engineering Studies

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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.

Public Sector

HIGHLIGHTS

Performance

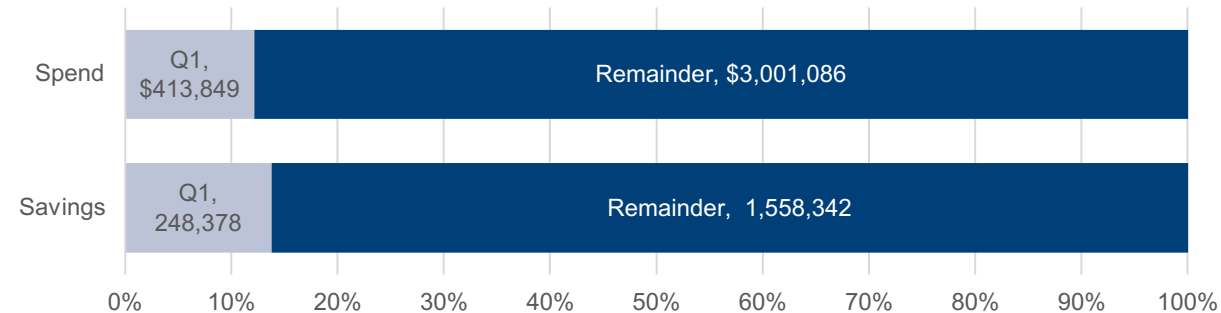
- ✓ Achieved 14% of the savings with 12% of the spend
- ✓ \$/therm less than expected
- ✓ Focusing on Public Sector in Q2 and Q3 to make up the difference in actuals vs. goal

Customer Engagement

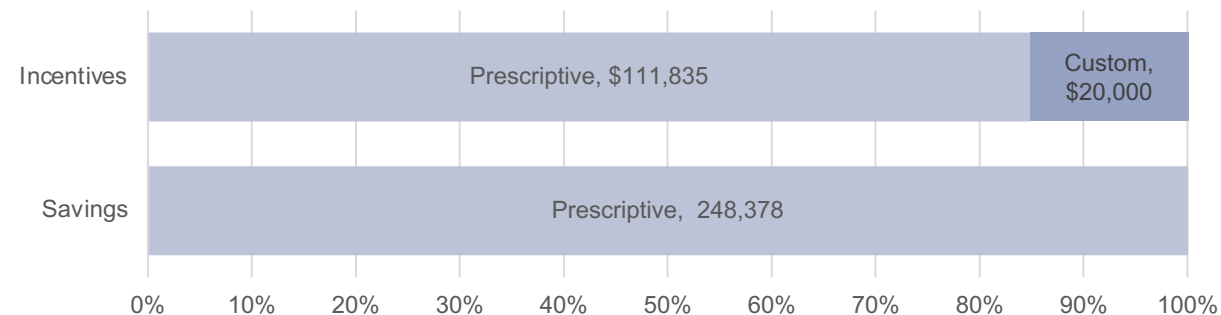
- ✓ Stroger Hospital has completed one gas optimization study, and another is underway—their steam plant gas optimization study uncovered measures with a combined payback of 1.6 years
- ✓ Chicago Public Schools anticipating 23 projects realized in 2023 and 16 additional in the pipeline
- ✓ Engineering assessments conducted at four CTA locations identifying opportunities to save over 250,000 therms

RESULTS

OVERALL



OFFERING



Research and Development and Market Transformation

Gas heat pumps – residential and commercial units

Gas cooking

Hydrogen compatibility

Self-powered gas appliances for resiliency

Integrated renewable energy systems

Combined heat and power

Low carbon fuels

Energy stretch code advancement and building performance standards

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.
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 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.
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

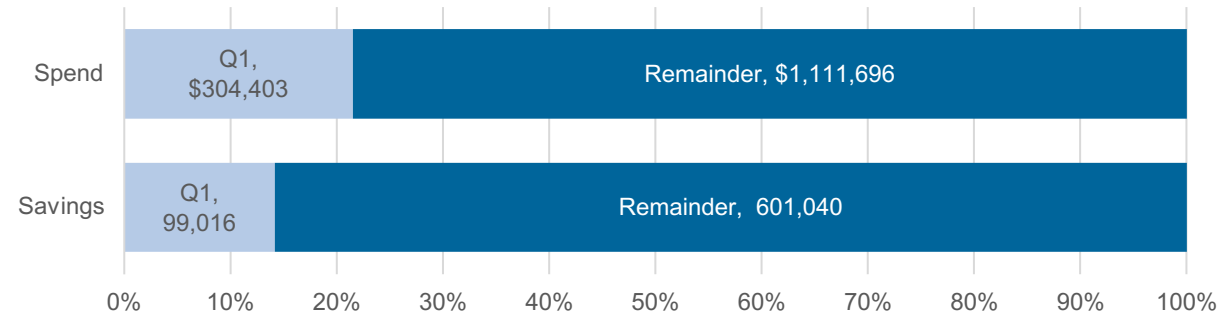
- ✓ Achieved 14% of the savings with 21% of the spend
- ✓ Overall \$/therm higher than expected in all offerings except Elementary Education Kits

Offering Highlights

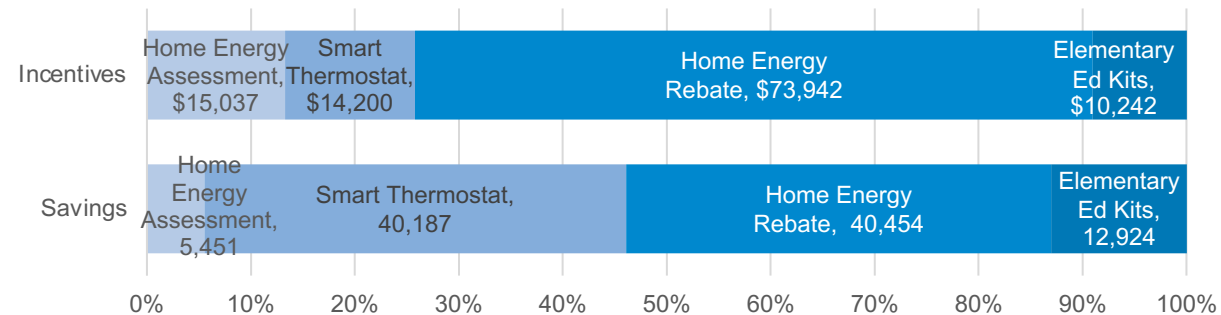
- ✓ Home Energy Assessment: 495 participants in Q1
- ✓ Home Energy Rebate: 246 HVAC Rebate and 38 Weatherization building participants in Q1
 - ✓ The top measures based upon savings: high-efficiency furnaces, smart thermostats, and attic insulation
- ✓ Elementary Education Kits: 982 Kits were distributed in Q1
- ✓ Smart Thermostats: 568 sold in Q1; Q1 tends to be slower in general and the first flash sale didn't occur until April (Q2)

RESULTS

OVERALL



OFFERING



Residential Multi-Family

HIGHLIGHTS

Performance

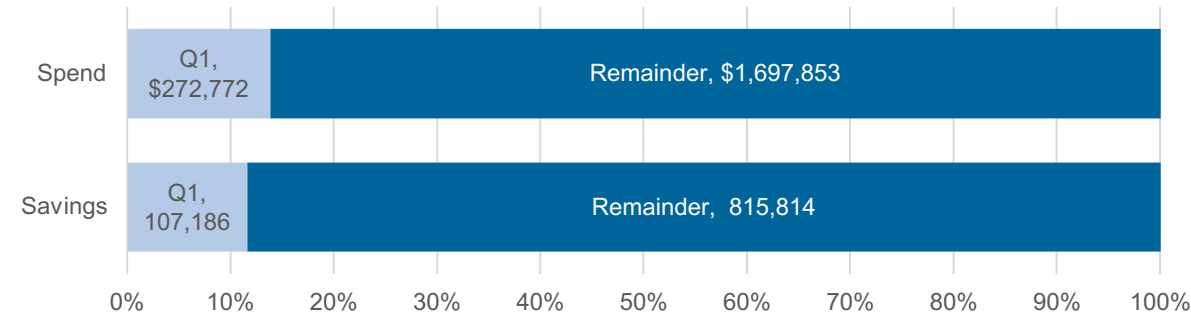
- ✓ Most of the savings is from the Multi-Family Prescriptive, Custom, and Partner Trade Ally (PTA) offering, with PTAs leveraging existing relationships with customers to drive projects
- ✓ Achieved 12% of the savings with 14% of the spend
- ✓ Overall \$/therm slightly higher than expected

Offering Highlights

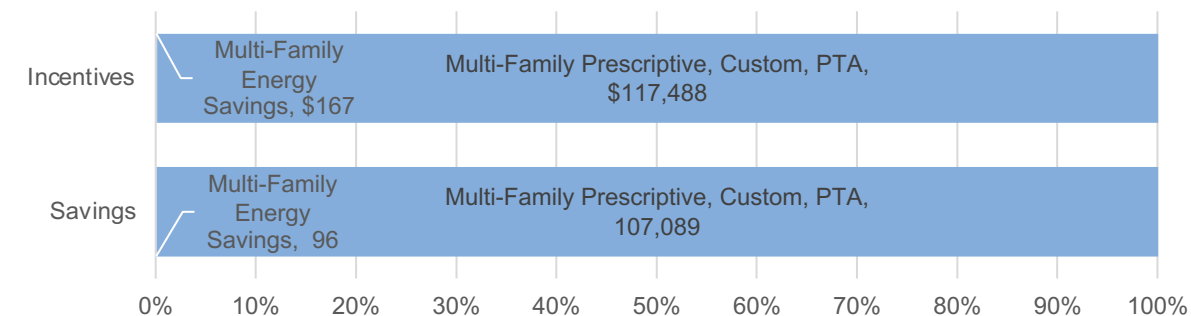
- ✓ Multi-Family Energy Savings: 1 building participant to date
- ✓ Prescriptive, Custom, Partner Trade Ally: 16 building participants to date. The Partner Trade Allies completed most of the projects. Steam traps, smart thermostats, and pipe insulation were the top three measure by savings

RESULTS

OVERALL



OFFERING



Income Eligible Single Family and Multi-Family

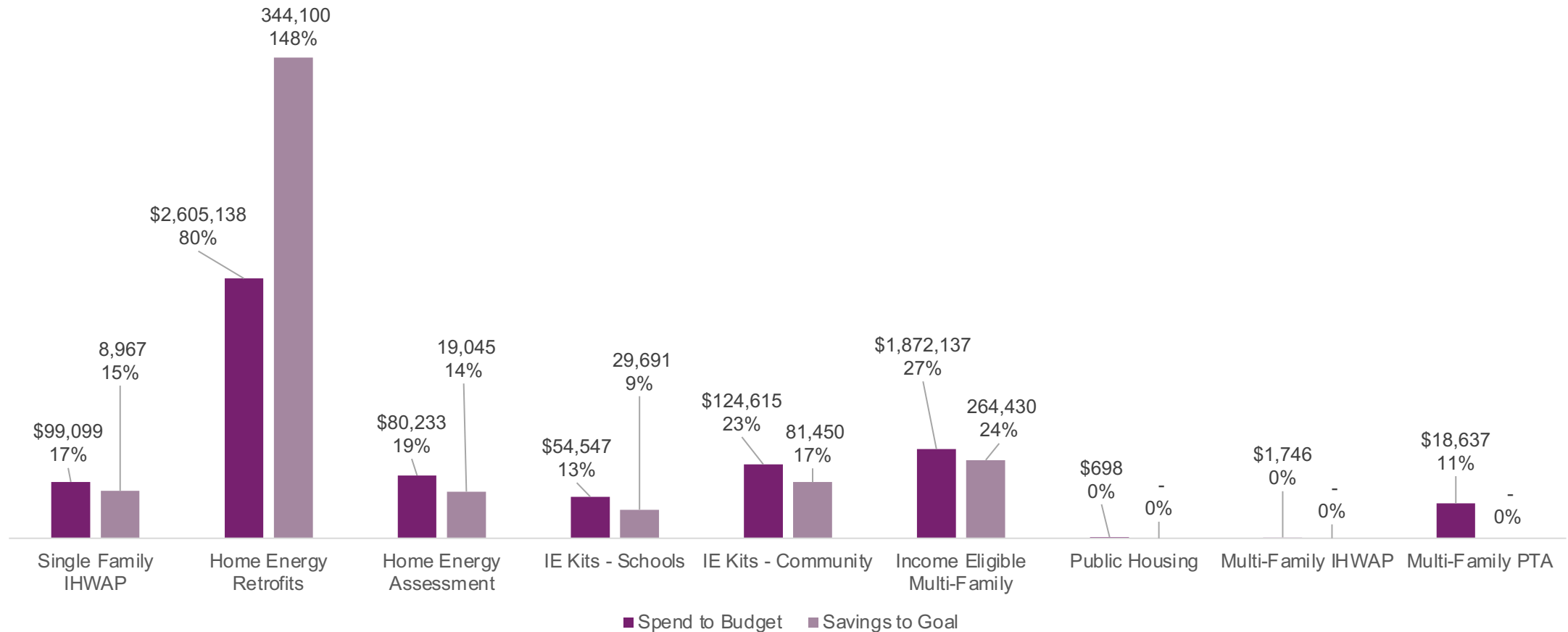
Income Eligible Programs target the underserved income eligible market, providing services designed to make it easy for single-family and multi-family income eligible customers to take advantage of cost-effective energy saving retrofits.

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.

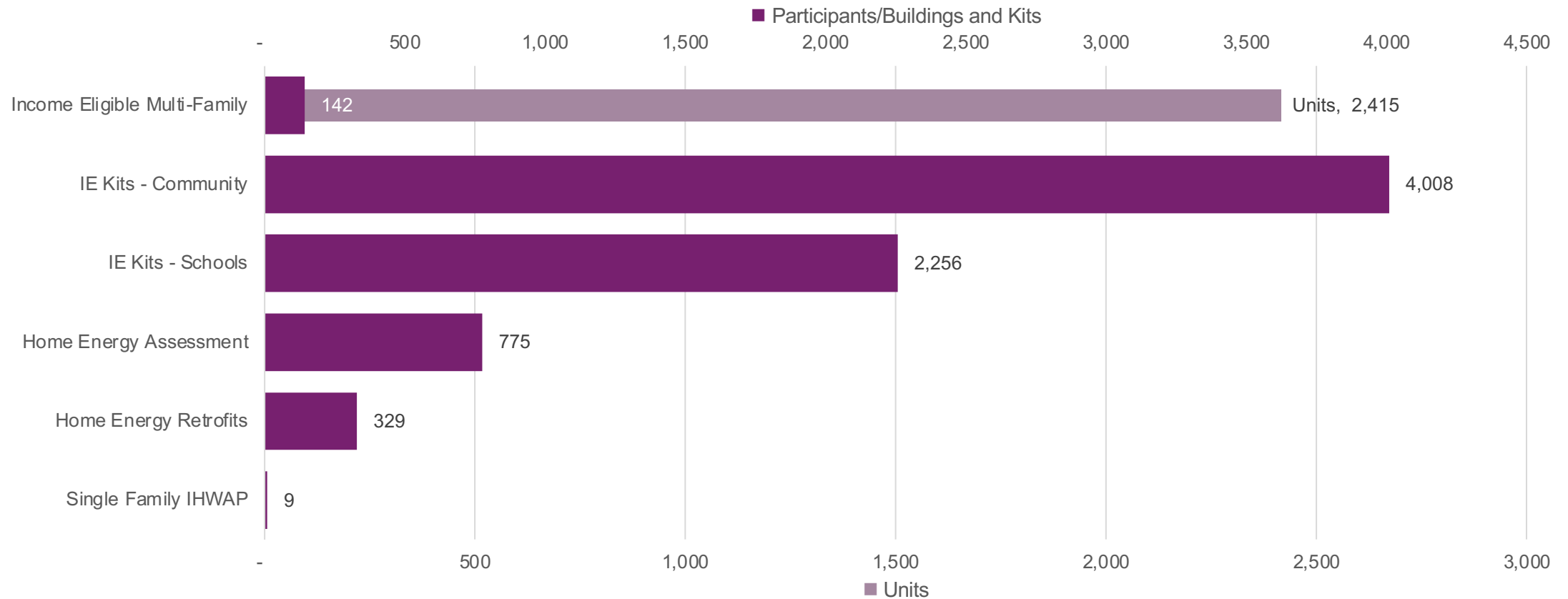
Income Eligible Program

2023 Program Offering Savings and Spend



Income Eligible Program

2023 Program Offering Participants



Income Qualified Single Family

HIGHLIGHTS

Performance

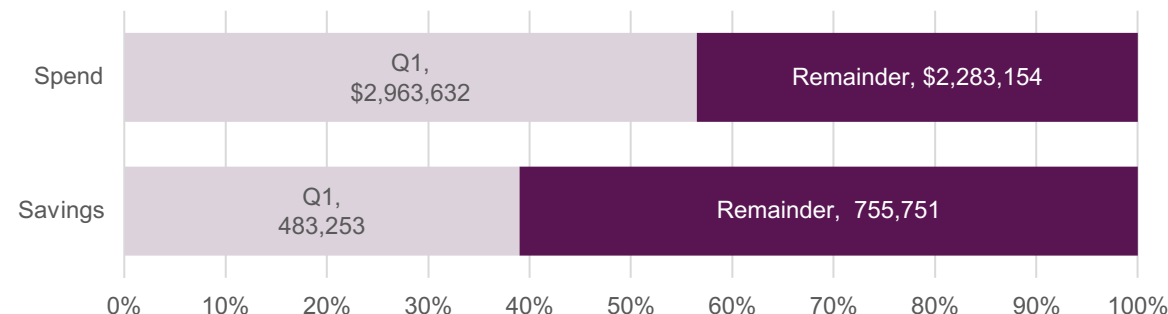
- ✓ Achieved 39% of the savings with 56% of the spend
- ✓ Overall \$/therm higher than expected based on mix of participation, should rebalance as the year progresses with kits and HEA participation

Offering Highlights

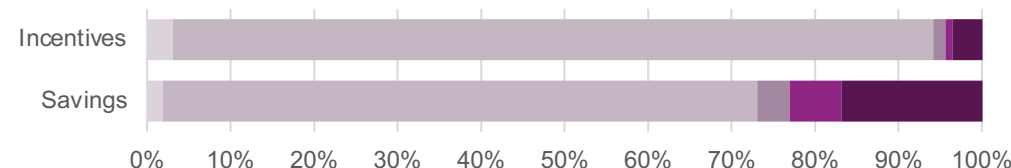
- ✓ IHWAP Single Family: 9 participants in Q1
- ✓ Home Energy Retrofits achieved more savings than expected, with 329 participants and strong cost effectiveness
- ✓ 2,256 Elementary Ed and 4,008 Community Kits were distributed in Q1

RESULTS

OVERALL



OFFERING



	Savings	Incentives
Single Family IHWAP	8,967	\$81,668
Home Energy Retrofits	344,100	\$2,408,507
Home Energy Assessment	19,045	\$39,008
IE Kits - Schools	29,691	\$23,575
IE Kits - Community	81,450	\$93,717

Income Qualified Multi-Family

HIGHLIGHTS

Performance

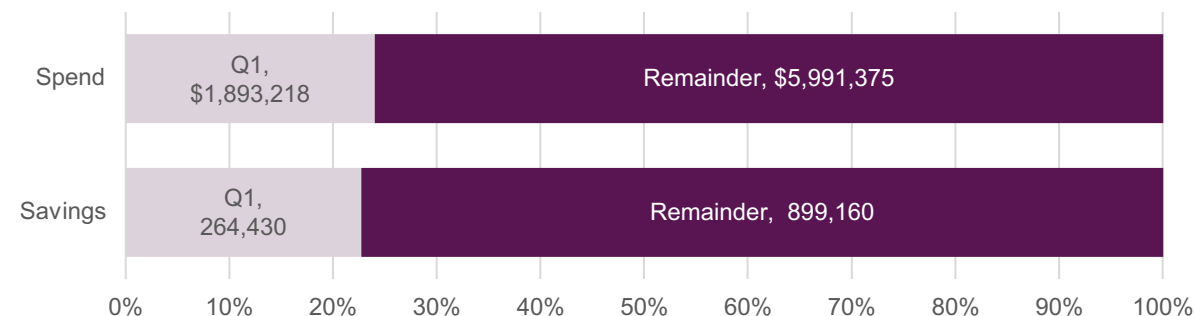
- ✓ Achieved 23% of the savings with 24% of the spend
- ✓ \$/therm slightly higher than expected based on mix of participation
- ✓ All participation to date has been in Income Eligible Multi-Family Energy Savings offering

Offering Highlights

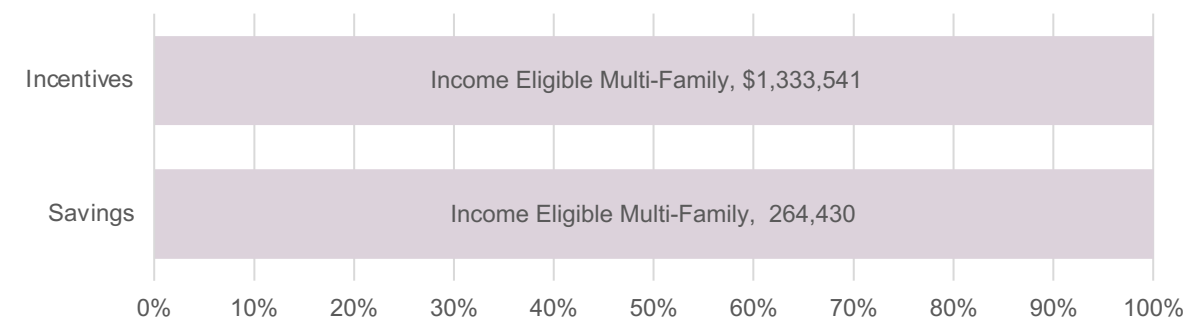
- ✓ Income Eligible Multi-Family Energy Savings: 142 Buildings and 2,415 units participated in Q1
 - Top direct install measures by savings: Water-saving devices (shower-heads, aerators, etc.)
 - Top upgrade by savings: Attic insulation with air sealing
- ✓ Multi-Family Partner Trade Ally: No projects in Q1
- ✓ Multi-Family program planned incentive budget distribution: 8% IHWAP, 88% Income Eligible, 2% Public Housing, 2% PTA. Actual distribution of incentive spend to-date: 0% IHWAP, 100% Income Eligible, 0% Public Housing, 0% PTA

RESULTS

OVERALL



OFFERING



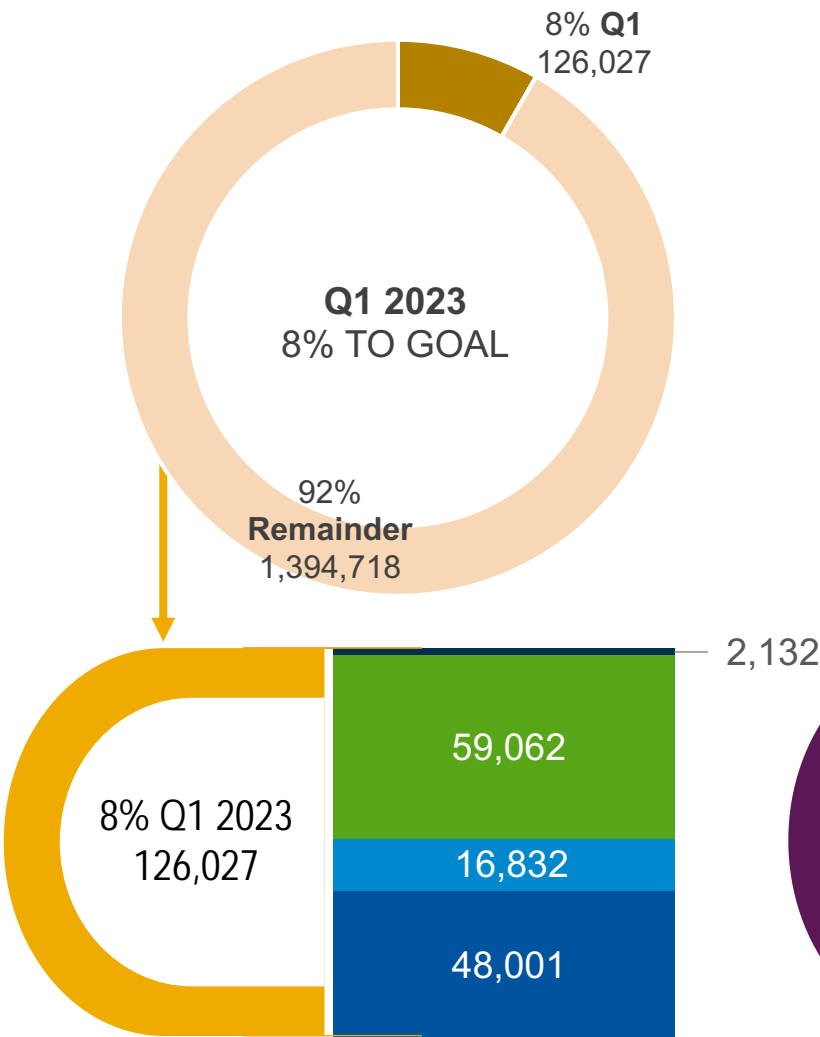
A man and a young girl are sitting on a couch, interacting with a beagle dog. The man is smiling and petting the dog's head, while the girl is reaching out to touch its nose. The dog is looking at the girl's hand. The background is a bright, out-of-focus indoor setting.

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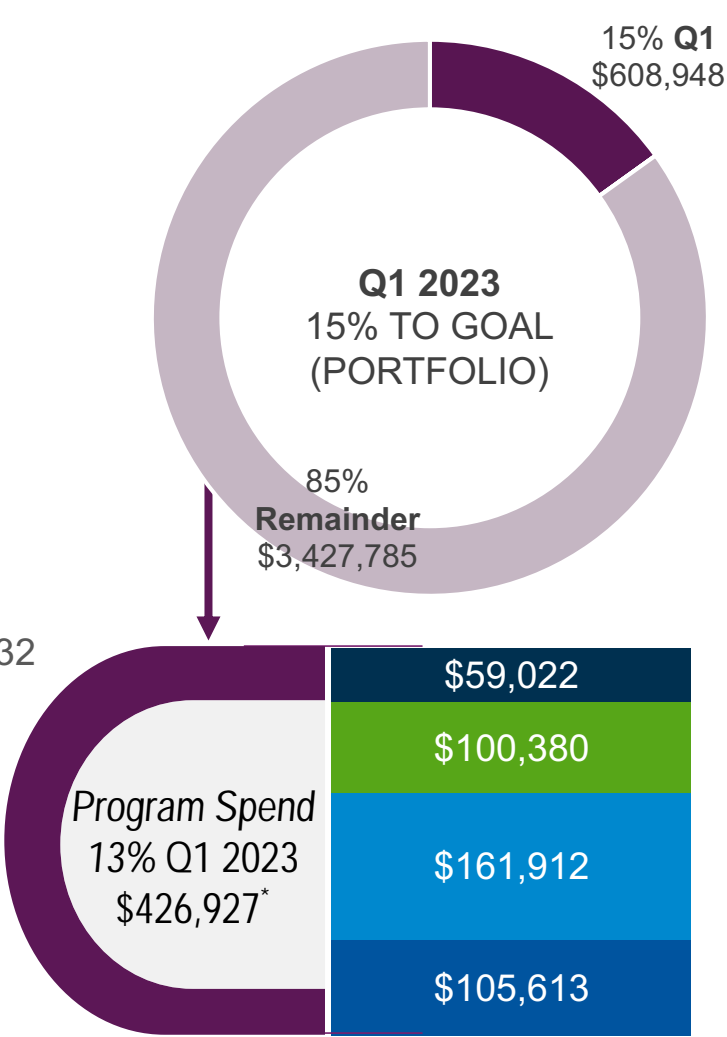
As of Q1 2023, the North Shore Gas portfolio achieved 8% of the savings goal of 1,520,744 therms, spent 13% of the \$3,268,990 program budget, and spent 15% of the \$4,036,733 portfolio budget.

- Public Sector Program achieved 1% of the savings goal, spending 12% of the budget.
- Business Program achieved 7% of the savings goal, spending 8% of the budget.
- Income Eligible Program achieved 13% of the savings goal, spending 17% of the budget.
- Residential Program achieved 17% of the savings goal, spending 22% of the budget.

SAVINGS



SPEND



*No MDI costs this quarter
*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

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Commercial and Industrial

HIGHLIGHTS

Performance

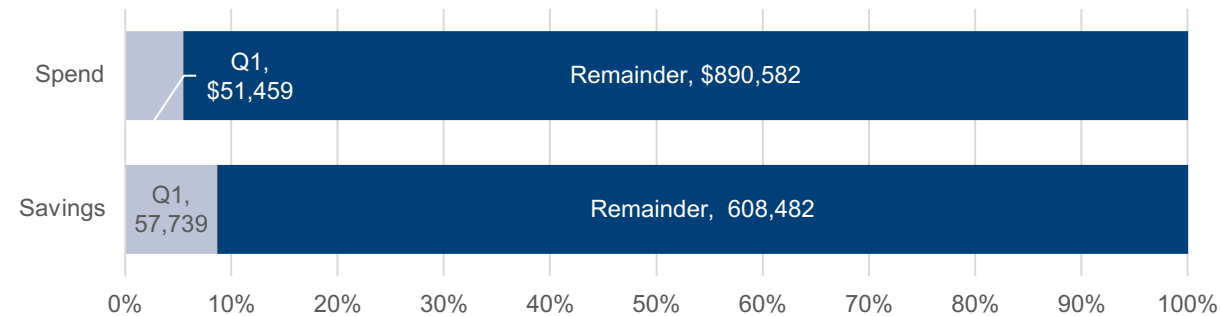
- ✓ Achieved 9% of the savings goal with 5% of the budget
- ✓ \$/therm lower than expected
- ✓ Majority of savings coming from a boiler tune-up

Customer Engagement

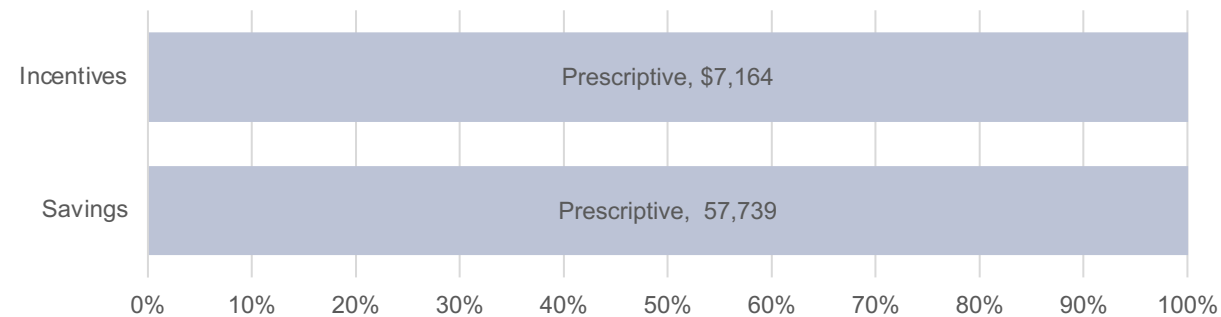
- ✓ The Navy has steam trap replacements scheduled and is working on numerous other projects
- ✓ Roquette, 2018 and 2022 participant and 2022 Energy Forum attendee, has scheduled additional projects for this year

RESULTS

OVERALL



OFFERING



Small and Midsize Business

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Small and Midsize Business

HIGHLIGHTS

Performance

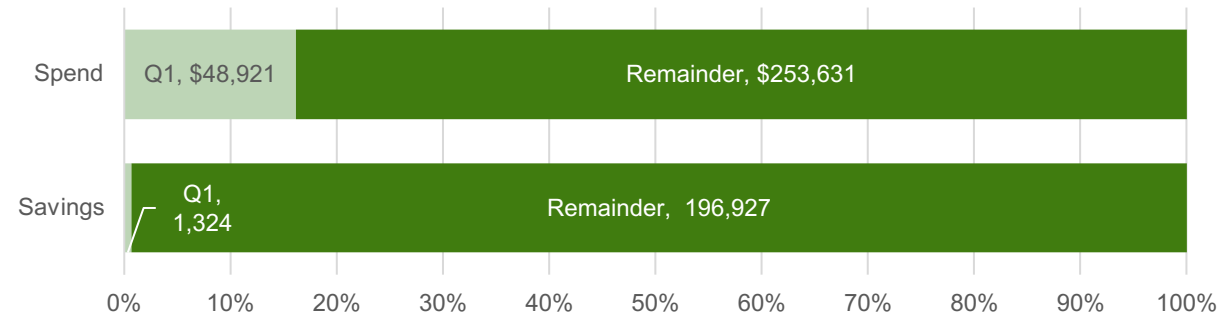
- ✓ Achieved 1% of the savings goal with 16% of the budget
- ✓ \$/therm higher than expected, but anticipated to balance out as the year progresses
- ✓ Majority of savings coming from steam pipe insulation

Offering Highlights

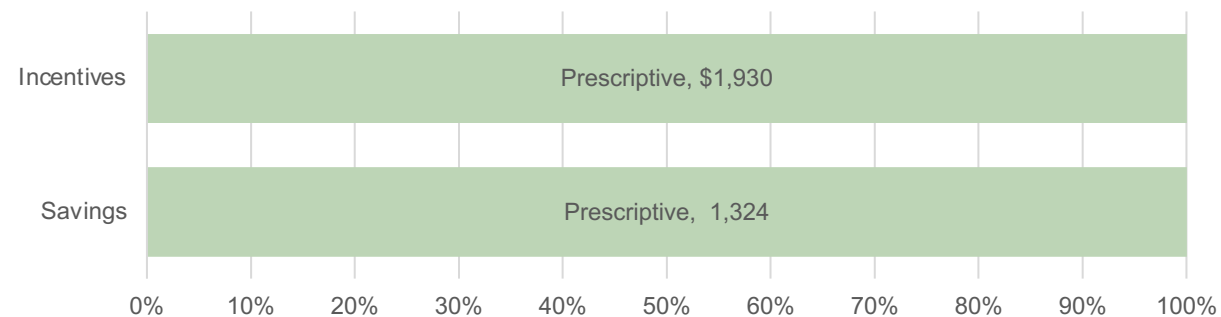
- ✓ In 2022, steam traps provided the greatest amount of savings, over 17-times the next highest savings measure (pipe insulation)

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

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.

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

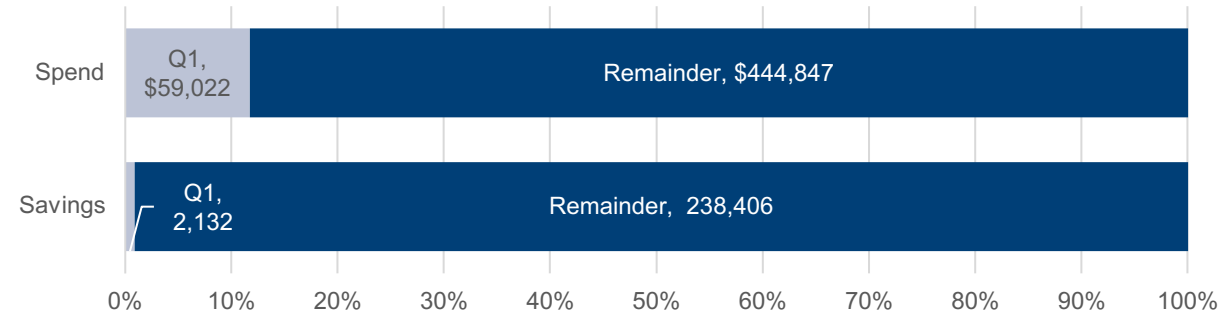
- ✓ Achieved 1% of the savings goal with 12% of the budget
- ✓ \$/therm higher than expected, but anticipated to balance out as the year progresses
- ✓ Majority of savings coming from linkageless controls for new burners

Customer Engagement

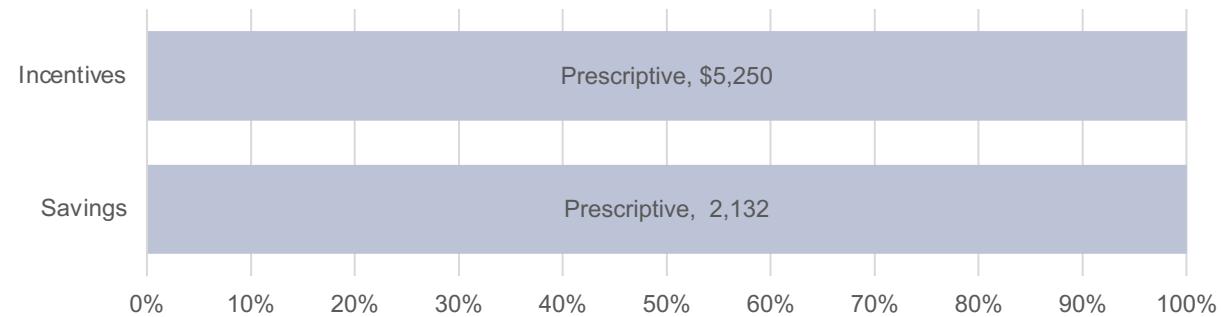
- ✓ Village of Winnetka has a steam generation plant with four turbines and will be tuning up this year, they also have completed 1 boiler tune-up and have three more planned for May
- ✓ Grayslake High School replaced a burner and has more projects planned

RESULTS

OVERALL



OFFERING



Research and Development and Market Transformation

Gas heat pumps – residential and commercial units

Gas cooking

Hydrogen compatibility

Self-powered gas appliances for resiliency

Integrated renewable energy systems

Combined heat and power

Low carbon fuels

Energy stretch code advancement and building performance standards

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.
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.
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

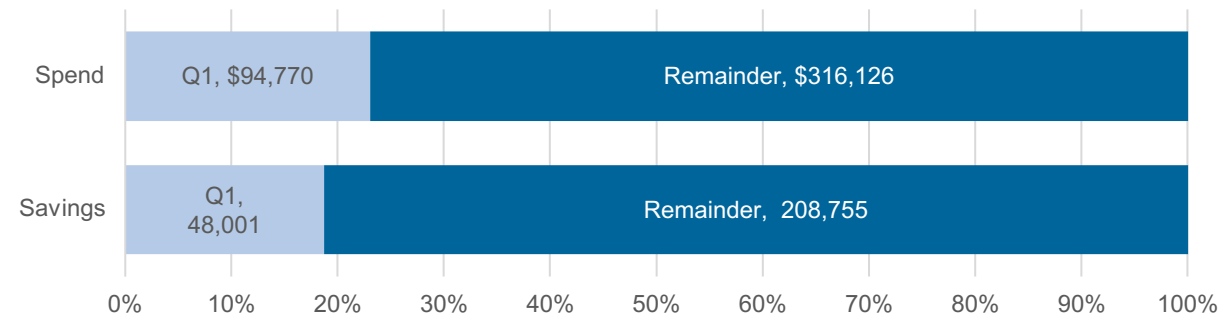
- ✓ Achieved 19% of the savings with 23% of the spend
- ✓ Overall \$/therm slightly higher than expected in all offerings except Home Energy Rebates

Offering Highlights

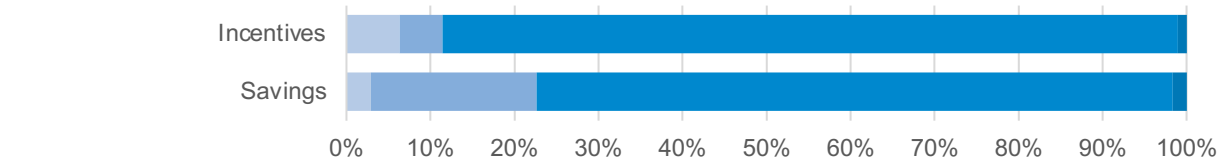
- ✓ Home Energy Assessment: 126 participants in Q1
- ✓ Home Energy Rebate: 196 HVAC Rebate and 27 Weatherization building participants in Q1
 - ✓ The top measures based upon savings: high-efficiency furnaces, smart thermostats, and attic insulation
- ✓ Elementary Education Kits: 63 Kits were distributed in Q1
- ✓ Smart Thermostats: 129 sold in Q1; Q1 tends to be slower in general and the first flash sale didn't occur until April (Q2)

RESULTS

OVERALL



OFFERING



	Savings	Incentives
Home Energy Assessment	1,394	\$3,952
Smart Thermostat	9,467	\$3,225
Home Energy Rebate	36,310	\$54,785
Elementary Ed Kits	829	\$657

Residential Multi-Family

HIGHLIGHTS

Performance

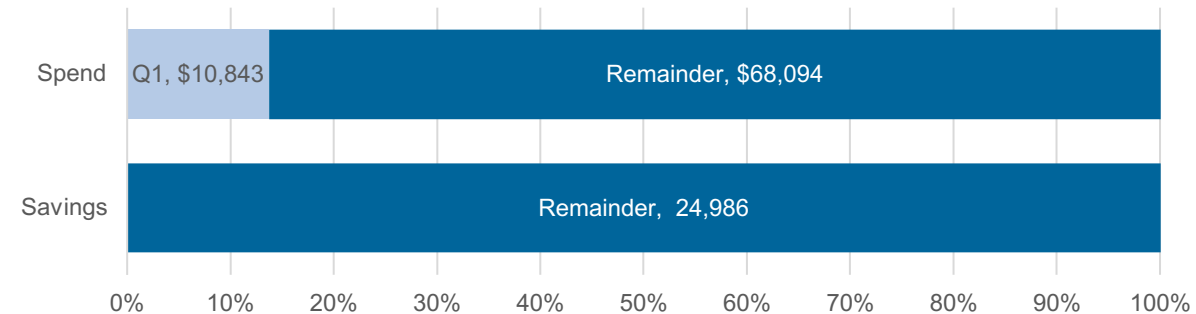
- ✓ The North Shore Gas Residential Multi-Family offering is very small, with room for a handful of large projects
- ✓ The team focused efforts on outreach to achieve goal

Offering Highlights

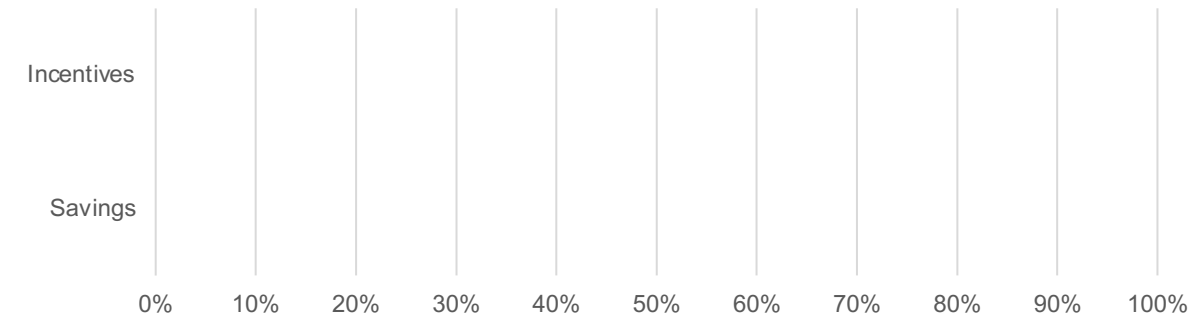
- ✓ Prescriptive, Custom, Partner Trade Ally: 0 buildings participated in Q1
- ✓ Multi-Family Energy Savings: 0 buildings participated in Q1

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

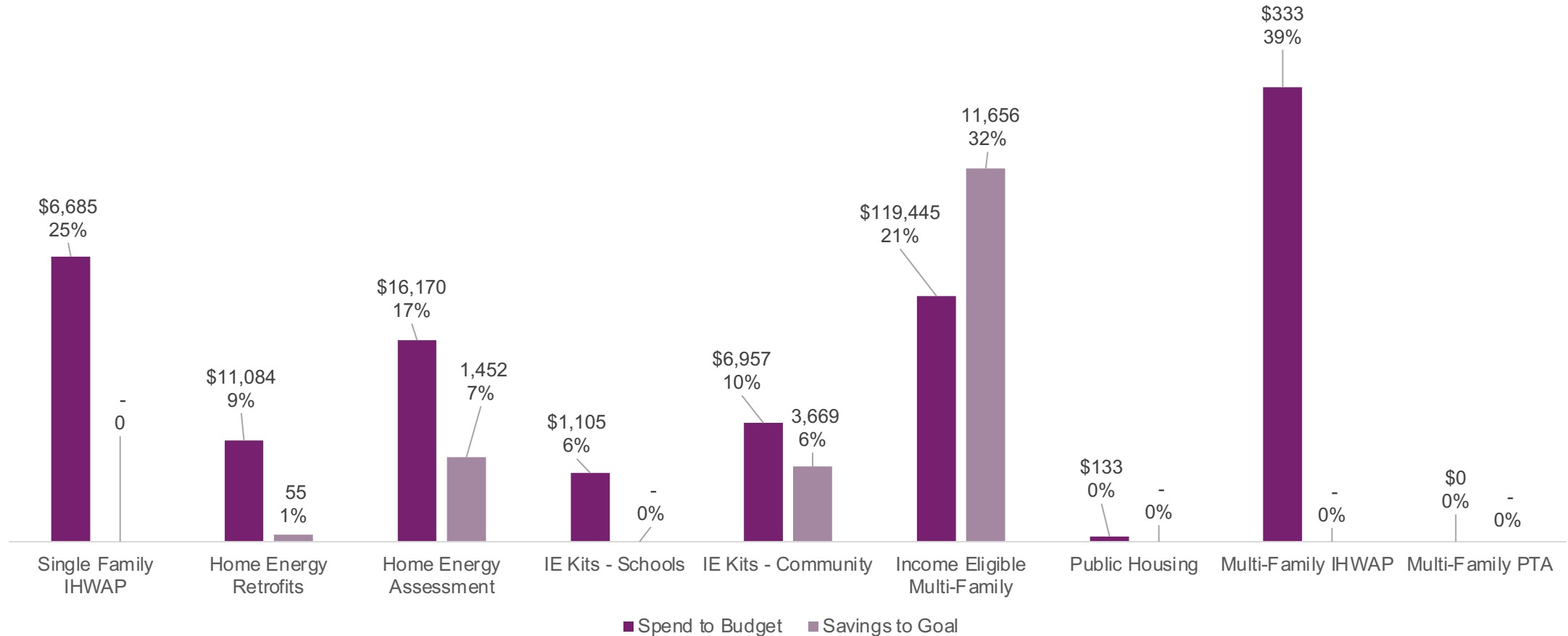
A Peoples Gas and North Shore Gas-only offering, delivered by vetted Partner Trade Allies. Trade Allies are given higher rebate amounts to serve geographically income-eligible customers with retrofit measures.

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.

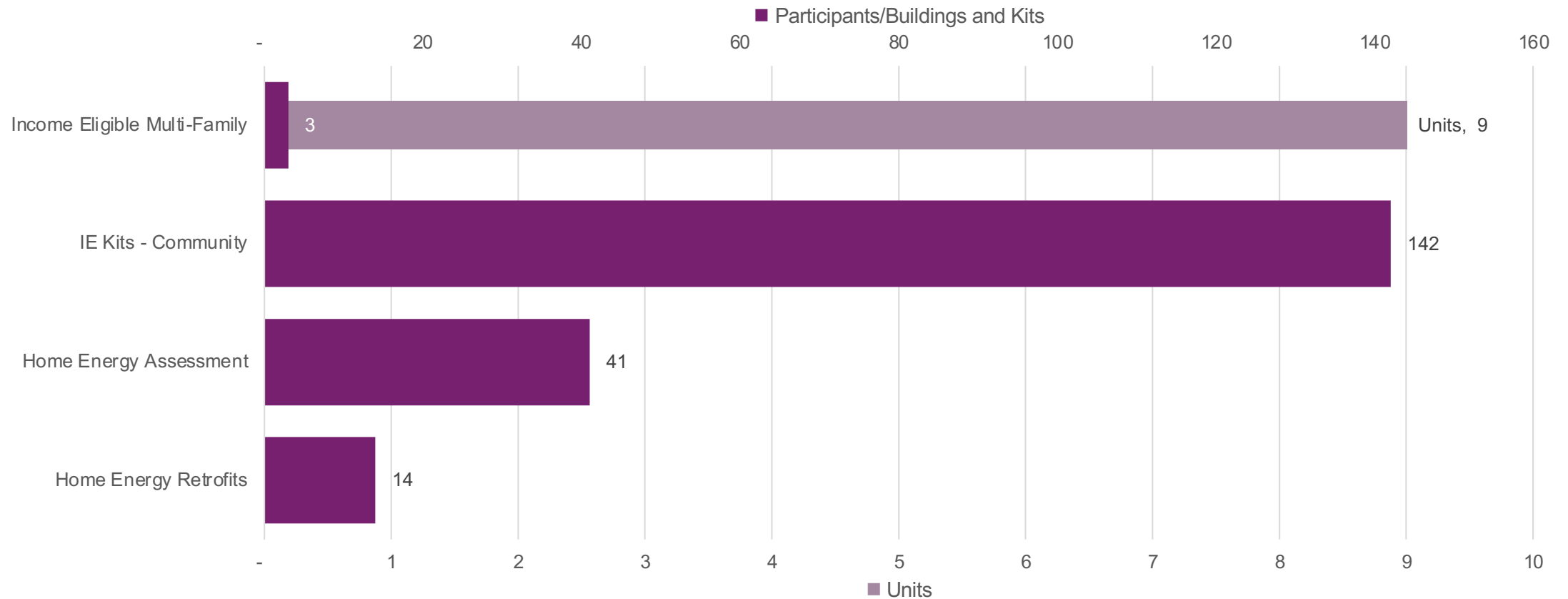
Income Eligible Program

2023 Program Offering Savings and Spend



Income Eligible Program

2023 Program Offering Participants



Income Qualified Single Family

HIGHLIGHTS

Performance

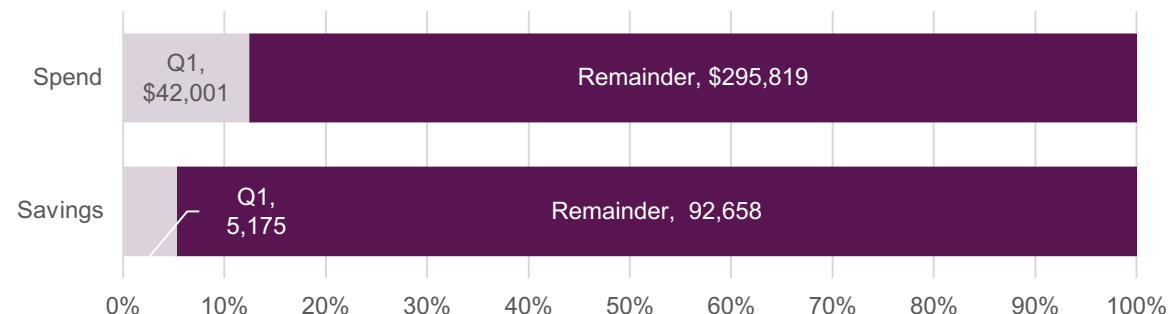
- ✓ Achieved 5% of the savings with 12% of the spend
- ✓ Overall \$/therm higher than expected based on mix of participation, should rebalance as the year progresses with kits and HEA participation

Offering Highlights

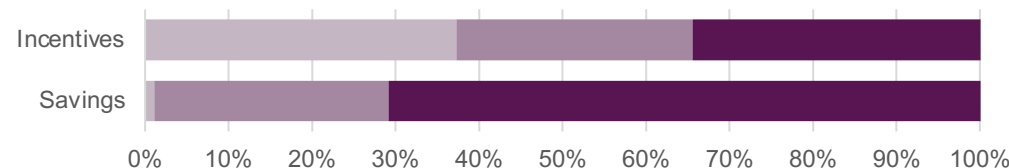
- ✓ For the Income Qualified Program, the North Shore Gas budget is much smaller than the Peoples Gas budget, coming in at 6% comparatively. This results in less interest from agencies and Trade Allies and a barrier the team continues to work to resolve
- ✓ IHWAP Single Family: 0 participants in Q1
- ✓ Home Energy Retrofits: 14 participants in Q1
- ✓ Home Energy Assessment: 41 participants in Q1
- ✓ 142 Community Kits were distributed in Q1

RESULTS

OVERALL



OFFERING



	Savings	Incentives
Single Family IHWAP	-	\$0
Home Energy Retrofits	55	\$3,630
Home Energy Assessment	1,452	\$2,755
IE Kits - Schools	-	\$0
IE Kits - Community	3,669	\$3,360

Income Qualified Multi-Family

HIGHLIGHTS

Performance

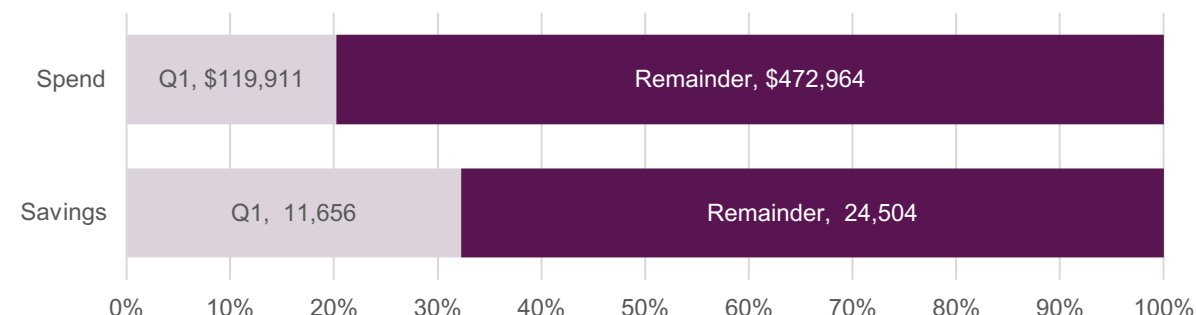
- ✓ The North Shore Gas Income Qualified Multi-Family offering is very small, with room for a handful of large projects
- ✓ Achieved 32% of the savings with 20% of the spend
- ✓ \$/therm lower than expected based measure mix
- ✓ All participation in Income Eligible Multi-Family Energy Savings offering so far

Offering Highlights

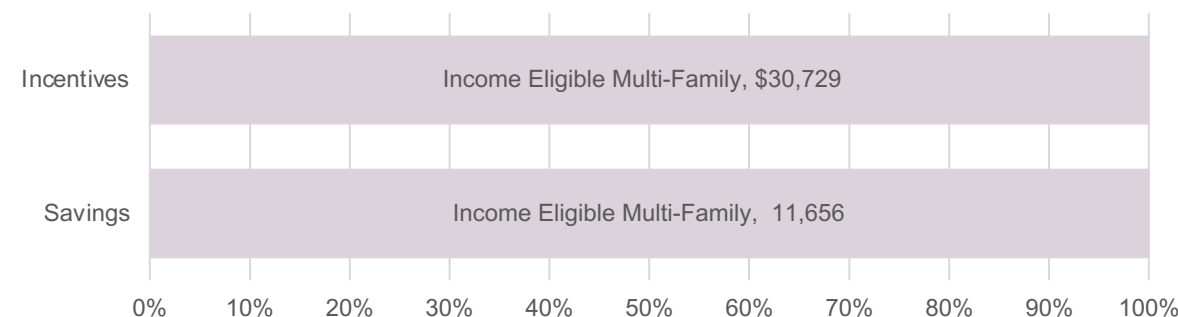
- ✓ Income Eligible Multi-Family Energy Savings: 3 buildings and 9 units participated in Q1
 - The top DI measures by savings: showerheads, shower timers, and aerators
 - Top upgrade by savings: Attic insulation with air sealing
- ✓ Multi-Family program planned incentive budget distribution: 100% Income Eligible MFES. Actual distribution of incentive spend to-date: 100% Income Eligible MFES

RESULTS

OVERALL



OFFERING



A man in a grey suit jacket is leaning over a desk, pointing at a laptop screen. Two women are seated at the desk; one is looking at the laptop while the other rests her chin on her hand. The desk is cluttered with a laptop, notebooks, a tablet, and a pair of headphones. A windowsill in the background is crowded with various potted plants and succulents.

Marketing, Outreach, and Trade Ally

PEOPLES GAS®
ENERGY EFFICIENCY PROGRAM

NORTH SHORE GAS®
ENERGY EFFICIENCY PROGRAM

Q1 2023 Marketing Recap

CAMPAIGN METRICS

Over 18M | 50k
Clicks

Awareness (Digital Nov-Feb)

7.5% Click
Through Rate

Of the 640 emails sent as
Residential Assessment
Follow-ups, there were 48 clicks

HIGHLIGHTS

Hosted Customer
Webinar on
Decarbonization

Jan 2023

Launched Chicago
Fire Partnership

February 2023

New Educational
Videos on Website

March 2023



Q1 2023 Community Events

PERFORMANCE

3 / 17%

PGL Events / % of Total

1 / 6%

NSG Events / % of Total

14 / 78%

Joint Utilities / % of Total

18

2023 Events to Date

HIGHLIGHTS

**Customers
Welcomed In-
Person Learning
about Energy
Efficiency**

From the Field

**Prepped and Re-
stocked for Year
Ahead**

Jan – Mar 2023





Residential and IQ Spotlight: Community Events

Peoples Gas in the community

Event Name	Event Host	Date
New Beginnings Church Resource Fair	New Beginnings Church	1/7/2023
2023 16th Ward Senior & Veteran Valentine Luncheon	16th Ward	2/18/2023
79th Street Healthy Lifestyle Hub Community Event	Auburn Gresham Healthy Lifestyle HUB	3/25/2023



Residential and IQ Spotlight: Community Events

North Shore Gas in the community

Event Name	Event Host	Date
Lake County Energy Fair	Community Action Partnership of Lake County	1/14/2023

Q1 2023 Trade Ally Recap

ENGAGEMENT

3 Webinars

Topics included decarbonization, selling efficiency, and gas optimization

Recruitment and Retention Efforts

Q1 Focus

HIGHLIGHTS

Preparing to Launch New Trade Ally Website in Q2

2022 - 2023

New Trade Ally Benefits to Launch with Website

Learning Center with on demand courses
Marketing Toolkit to print materials
Customized alerts and messages

