



PEOPLES GAS®  
ENERGY EFFICIENCY PROGRAM

NORTH SHORE GAS®  
ENERGY EFFICIENCY PROGRAM

# 3rd Quarter Report

Program Year 2023 | 07.01.23 – 09.31.23

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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 Q3 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.



# 2023 Environmental and Community Impact

## ENVIRONMENTAL IMPACT

48,716

Acres of trees planted

40,852

Carbon reduction (tons)

9,091

Cars removed from the road

5,149

Homes' energy use offset

7,720,920

Net energy savings (therms)

## COMMUNITY IMPACT

8,736

Residential homes served

28,991

Income qualified homes served

211

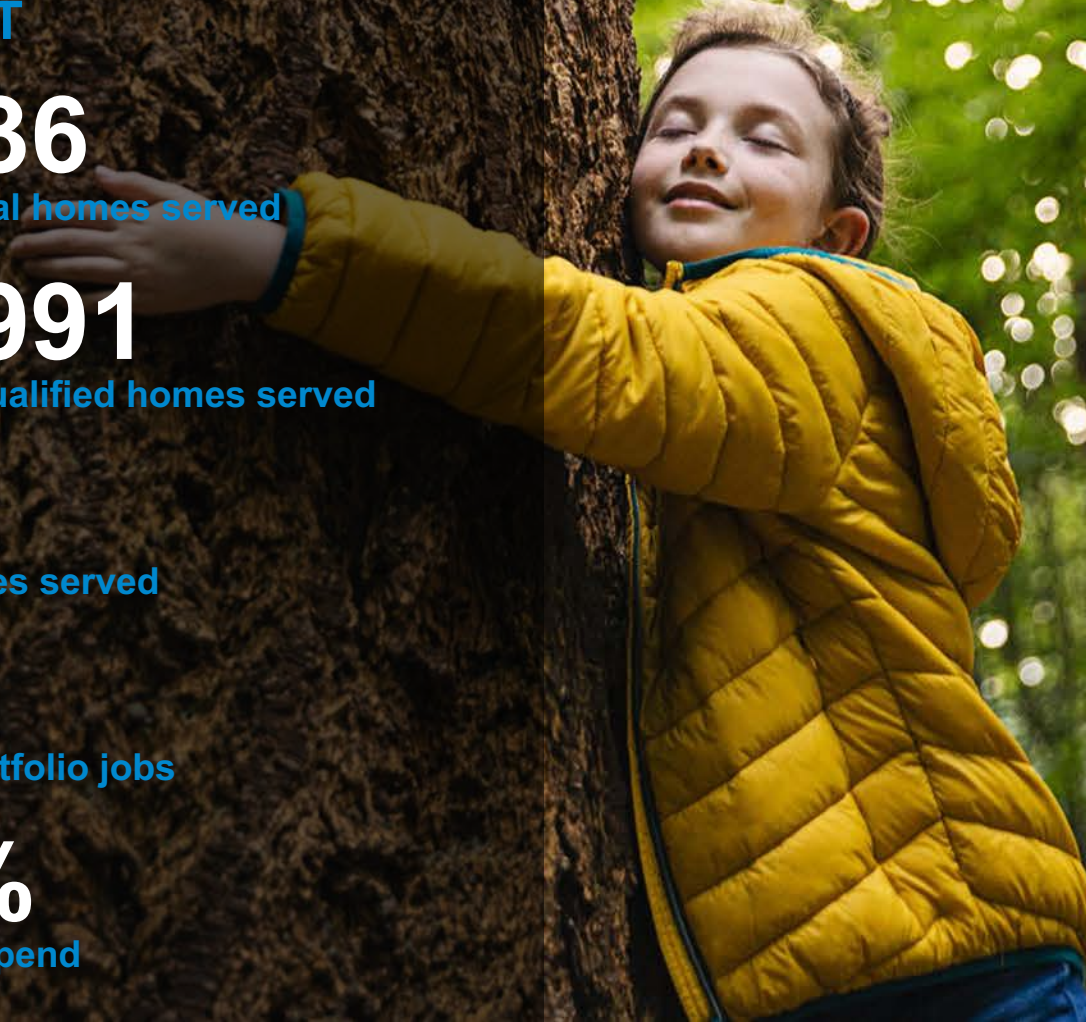
Businesses served

84

Direct portfolio jobs

26%

Diverse Spend







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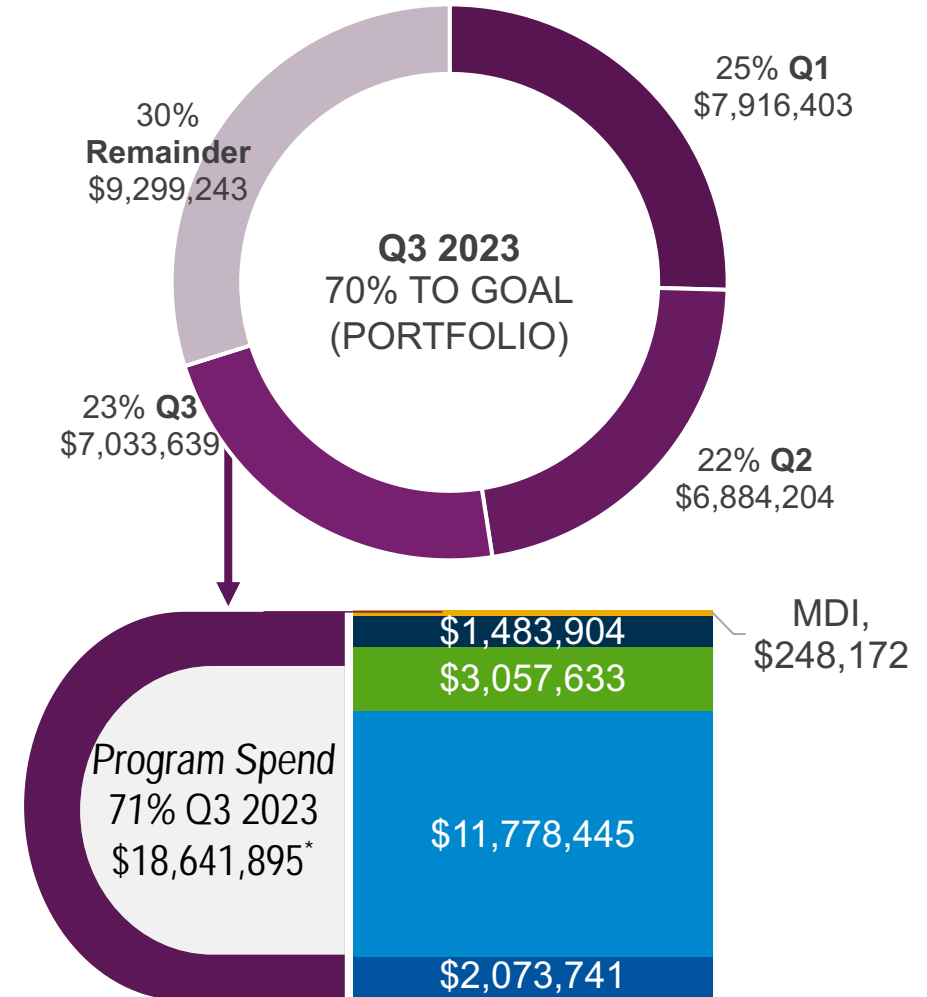
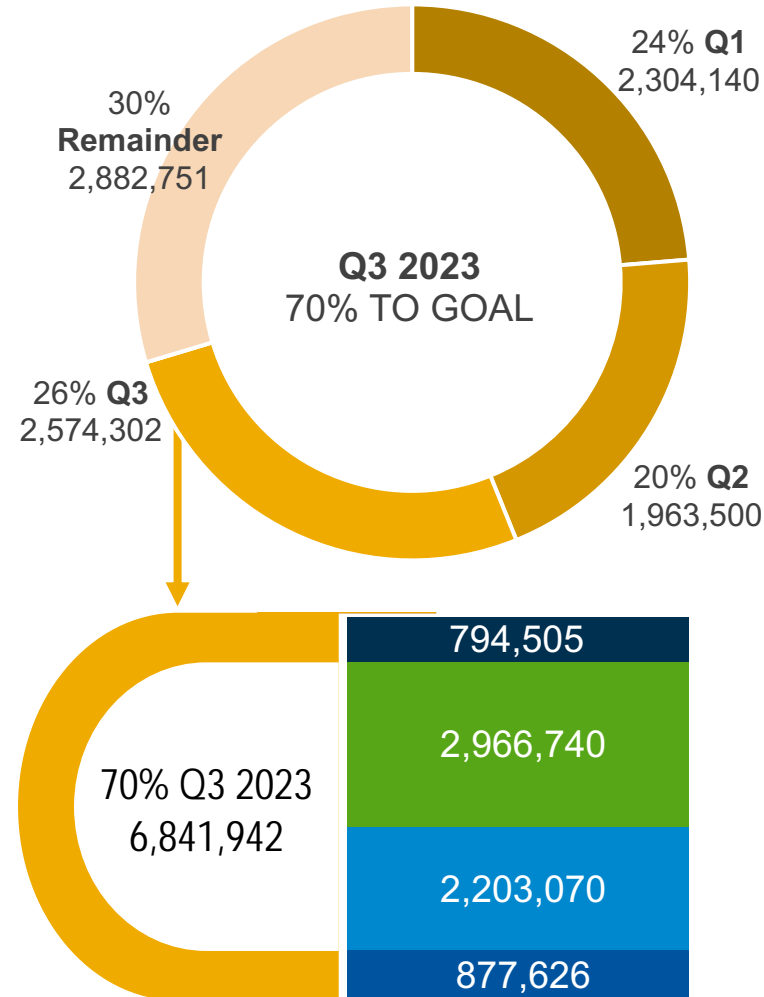


# SAVINGS

# SPEND

**As of Q3 2023**, the Peoples Gas portfolio achieved 70% of the savings goal of 9,724,693 therms, spent 71% of the \$26,252,891 program budget, and spent 70% of the \$31,133,488 portfolio budget.

- Public Sector Program achieved 44% of the savings goal, spending 43% of the budget.
- Business Program achieved 76% of the savings goal, spending 56% of the budget.
- Income Eligible Program achieved 92% of the savings goal, spending 89% of the budget.
- Residential Program achieved 54% of the savings goal, spending 61% of the budget.



\*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

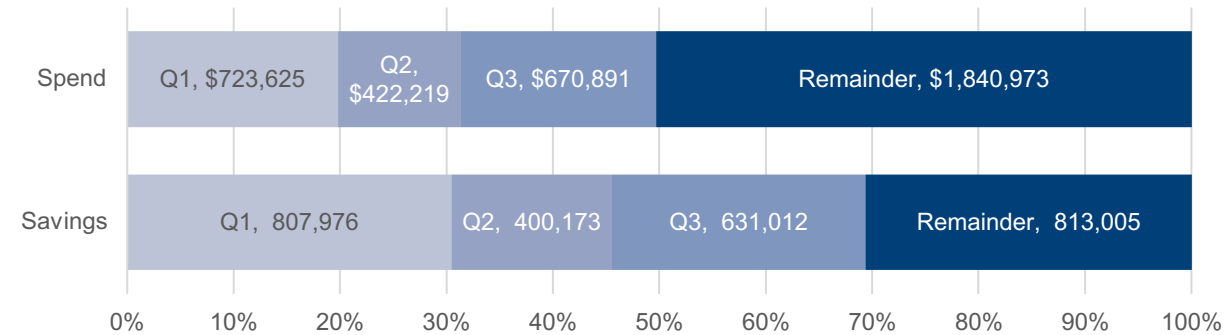
- ✓ Cost effective participation in Q3, achieved 24% of the savings goal with 18% of the budget
- ✓ Year-to-Q3: 69% of the savings goal achieved with 50% of the budget
- ✓ \$/therm lower than expected
- ✓ Two large custom projects—Optimization and Boiler Combustion Controls—contributed the most savings per project

### Customer Engagement

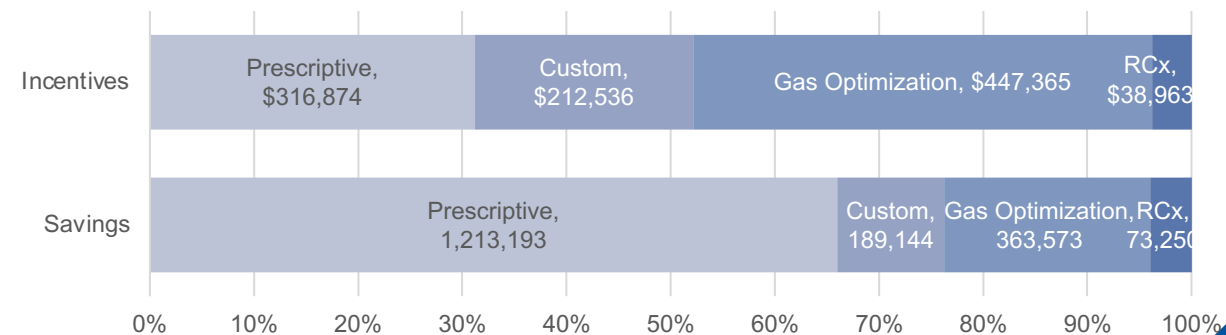
- ✓ Customer satisfaction survey responses – commercial and industrial customers gave an average score of 9.83 out of 10 when asked how likely they are to recommend the program, most commonly selecting “ease of rebate process” as what we do well

## 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

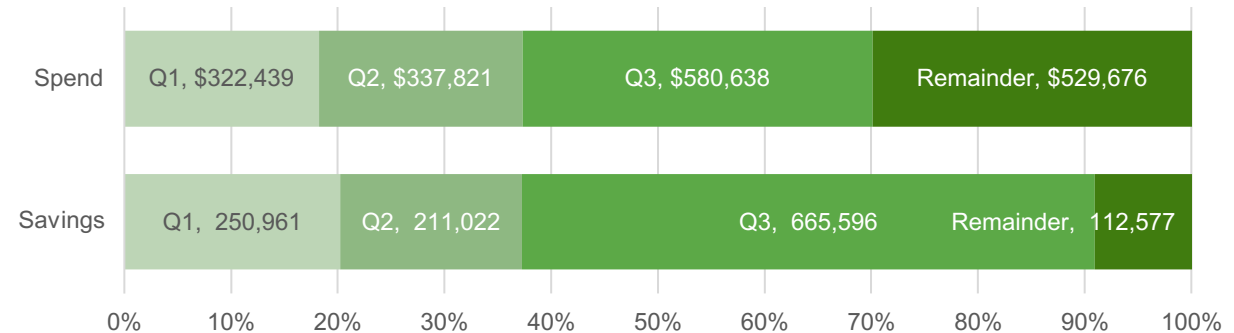
- ✓ Highest participation to date in Q3, achieved 54% of the savings goal with 33% of the budget
- ✓ Year-to-Q3: 91% of the savings goal achieved with 70% of the budget
- ✓ \$/therm lower than expected
- ✓ Top measure by savings: steam trap repairs/replacements

### Customer Engagement

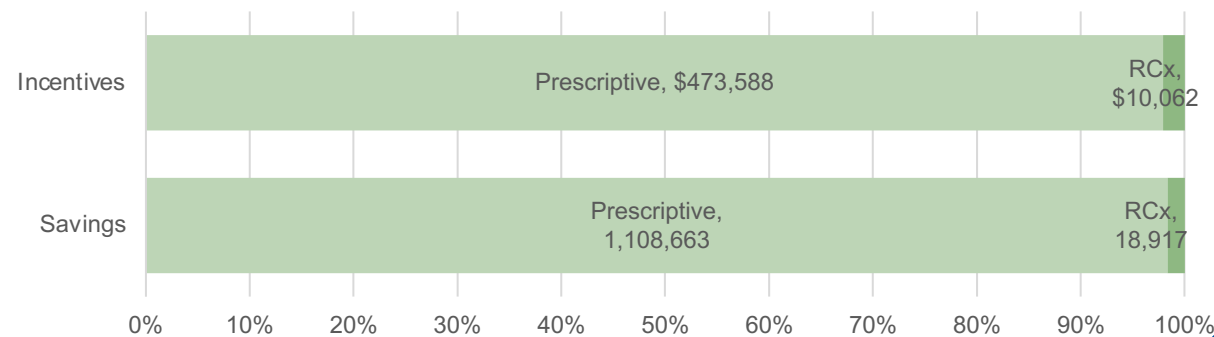
- ✓ Customer satisfaction survey responses – small and midsize business customers gave an average score of 8.75 out of 10 when asked how likely they are to recommend the program

## 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.

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## Engineering Studies

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## Staffing Grant

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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

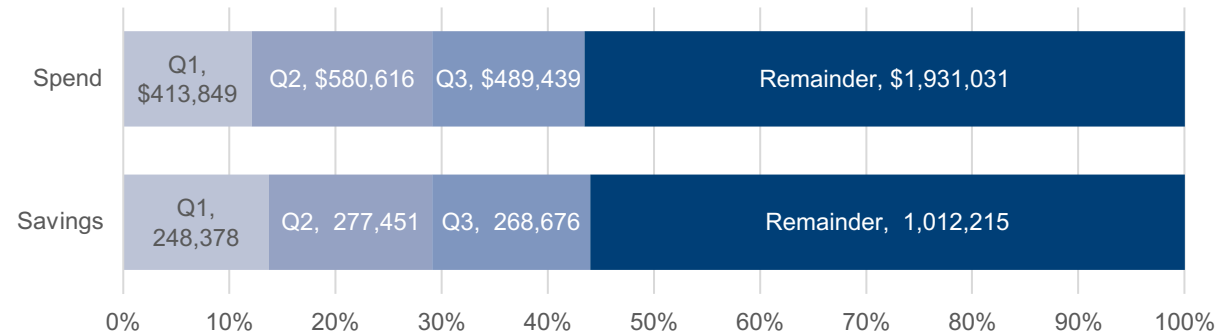
- ✓ Consistent participation in Q3, achieved 15% of the savings goal with 14% of the budget
- ✓ Year-to-Q3: 44% of the savings goal achieved with 43% of the budget
- ✓ \$/therm lower than expected
- ✓ Top measure by savings: steam trap repairs/replacements

### Customer Engagement

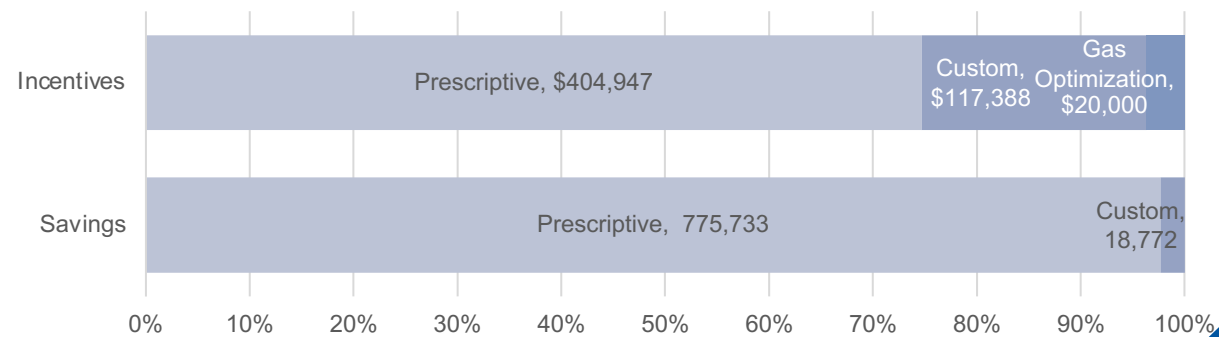
- ✓ Customer satisfaction survey responses – public sector customers gave an average score of 10 out of 10 when asked how likely they are to recommend the program, most commonly selecting “ease of rebate process” and “great benefits” as what we do well

## RESULTS

### OVERALL



### OFFERING





# Research and Development and Market Transformation

## AREAS OF FOCUS INCLUDE:

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Gas heat pumps – residential and commercial units

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Gas cooking

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Hydrogen compatibility

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Self-powered gas appliances for resiliency

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Integrated renewable energy systems

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Combined heat and power

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Low carbon fuels

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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

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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

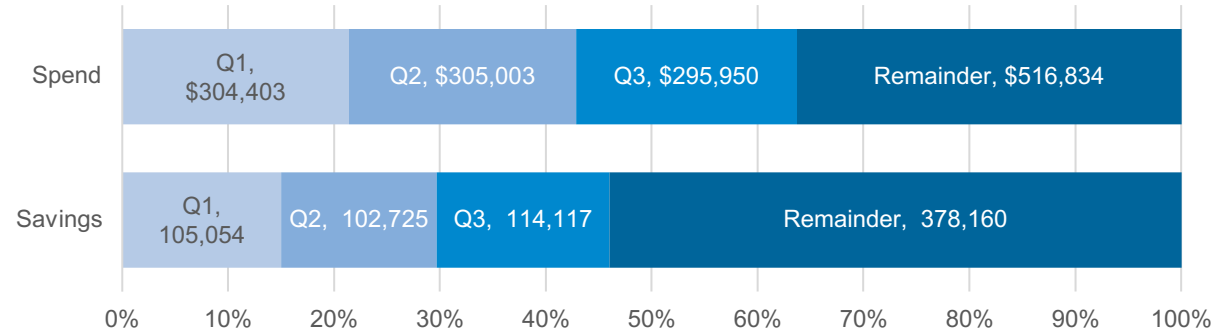
- ✓ Consistent participation in Q3, achieved 16% of the savings with 21% of the spend
- ✓ Year-to-Q3: 46% of the savings goal achieved with 64% of the budget
- ✓ Overall \$/therm higher than expected in all offerings except Elementary Education Kits

### Offering Highlights

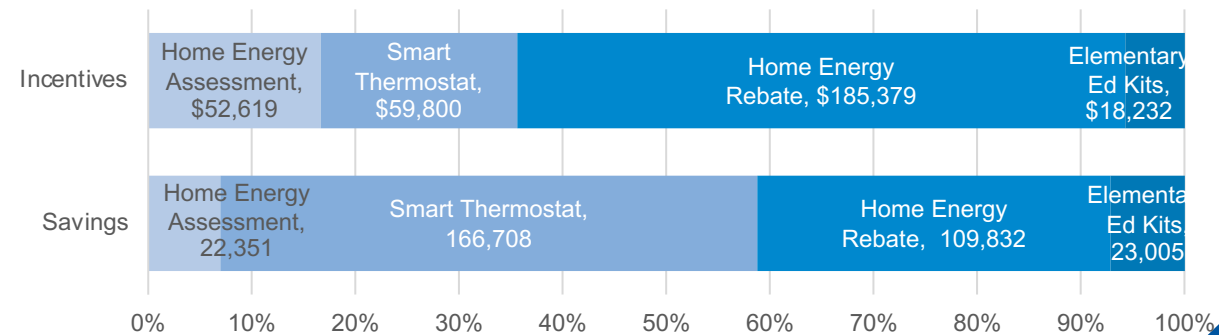
- ✓ Home Energy Assessment Q3: 218 participants
- ✓ Home Energy Rebate Q3: 242 participants—88% of the savings from HVAC measures, with the rest from weatherization
- ✓ Elementary Education Kits: 100% to goal, 1,748 kits distributed in 2023
- ✓ Smart Thermostats Q3: 1,169 sold (highest quarterly participation to date)

## RESULTS

### OVERALL



### OFFERING





# Residential Multi-Family

## HIGHLIGHTS

### Performance

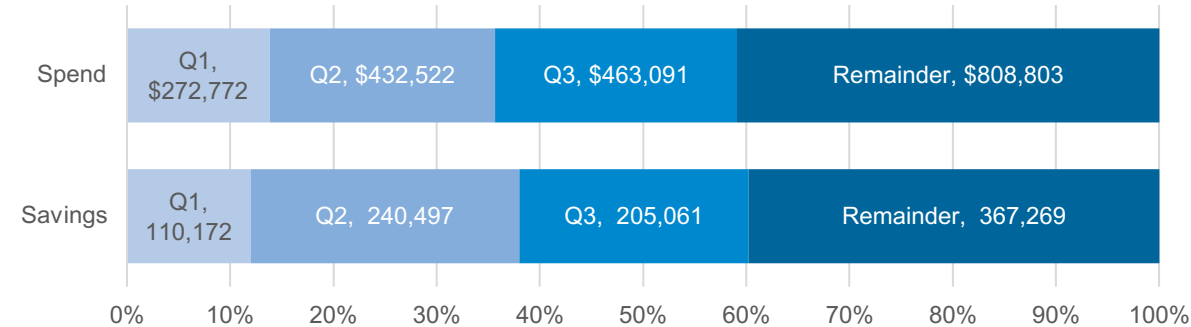
- ✓ Most of the savings is from the Multi-Family Prescriptive, Custom, and Partner Trade Ally (PTA) offering, with PTAs leveraging existing relationships with customers to drive projects
- ✓ Consistent participation in Q3, achieved 22% of the savings with 23% of the spend
- ✓ Year-to-Q3: 60% of the savings goal achieved with 59% of the budget
- ✓ Overall \$/therm is less than expected

### Offering Highlights

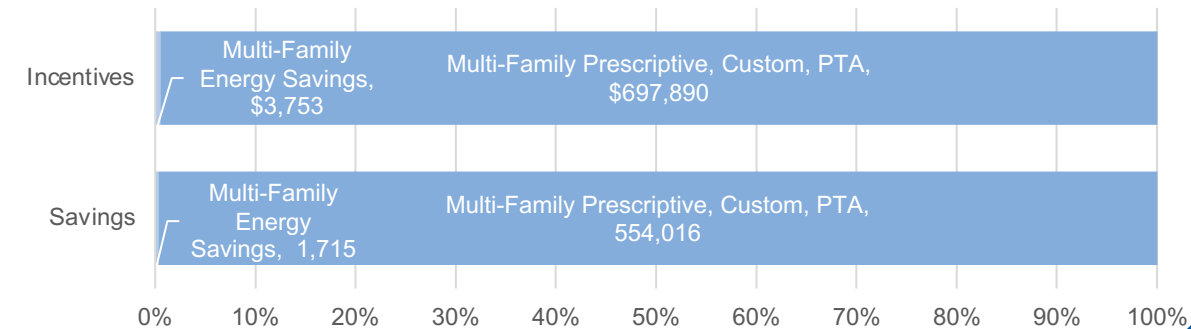
- ✓ Multi-Family Energy Savings Q3: 2 buildings participated
- ✓ Prescriptive, Custom, Partner Trade Ally Q3: 25 buildings participated

## RESULTS

### OVERALL



### OFFERING





# Income Eligible Single Family and Multi-Family

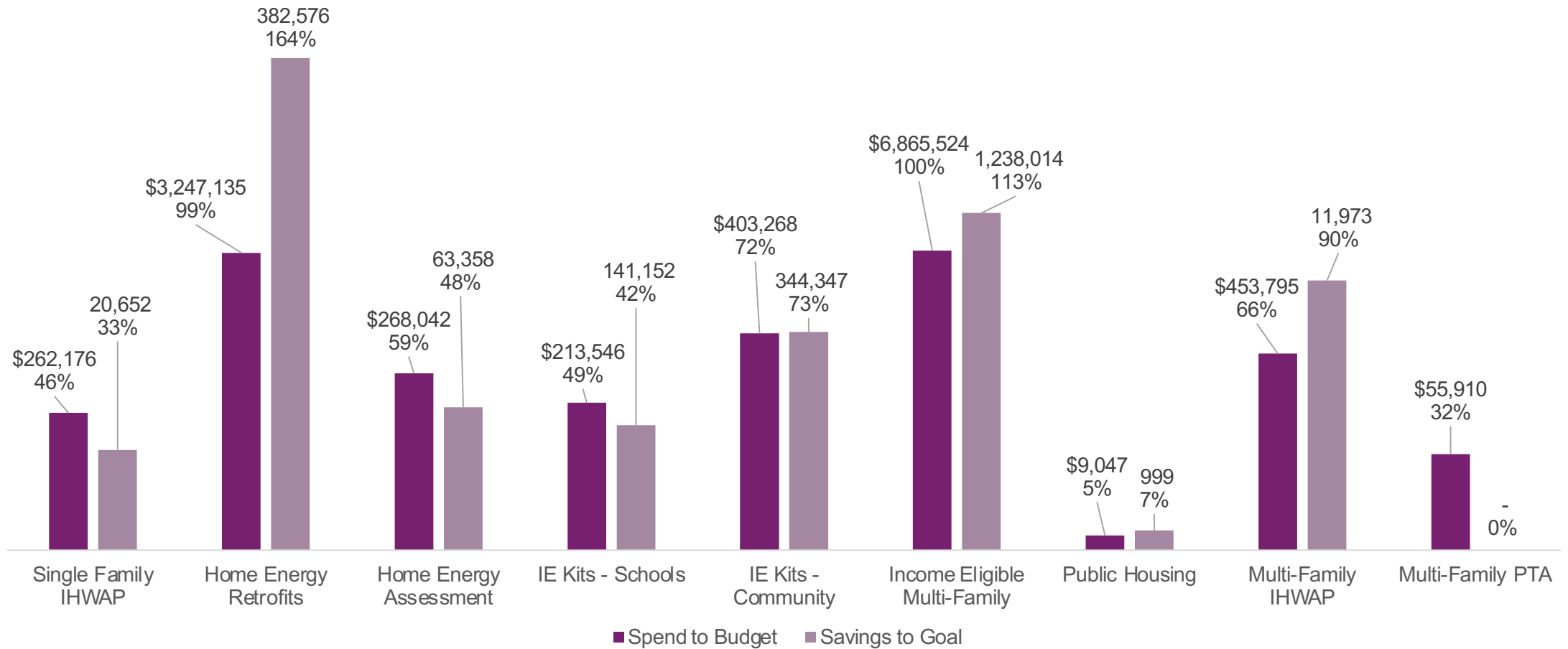
Income Eligible Programs target the underserved income eligible market, providing services designed to make it easy for single-family and multi-family income eligible customers to take advantage of cost-effective energy saving retrofits.

## Income Eligible Program

<b>Illinois Home Weatherization Assistance Program (IHWAP)</b>	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.
<b>Home Energy Assessment</b>	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.
<b>Home Energy Savings Retrofits</b>	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.
<b>Income Eligible Multi-Family Savings</b>	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.
<b>Public Housing Energy Savings</b>	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.
<b>Multi-Family Income Eligible Partner Trade Ally</b>	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.
<b>Income Eligible Gas Kits</b>	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.

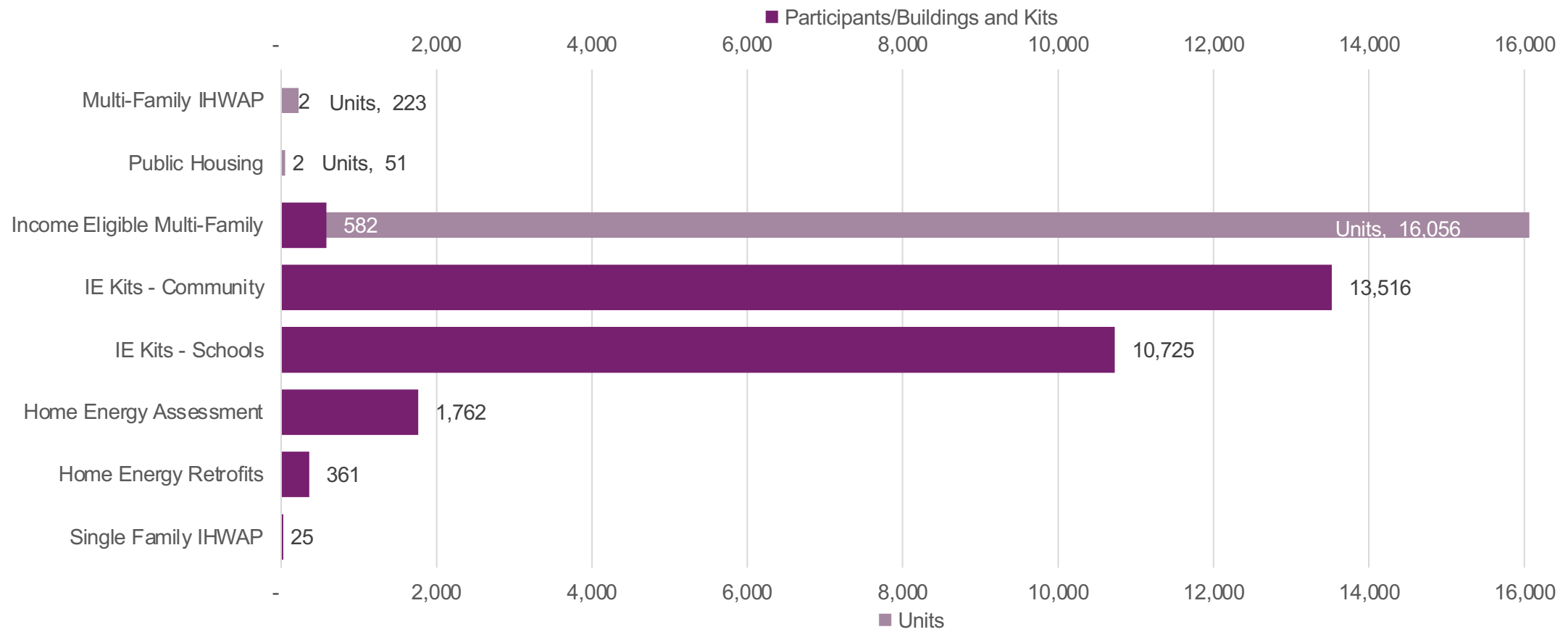


# Income Eligible Program 2023 Program Offering Savings and Spend





# Income Eligible Program 2023 Program Offering Participants







# Income Qualified Single Family

## HIGHLIGHTS

### Performance

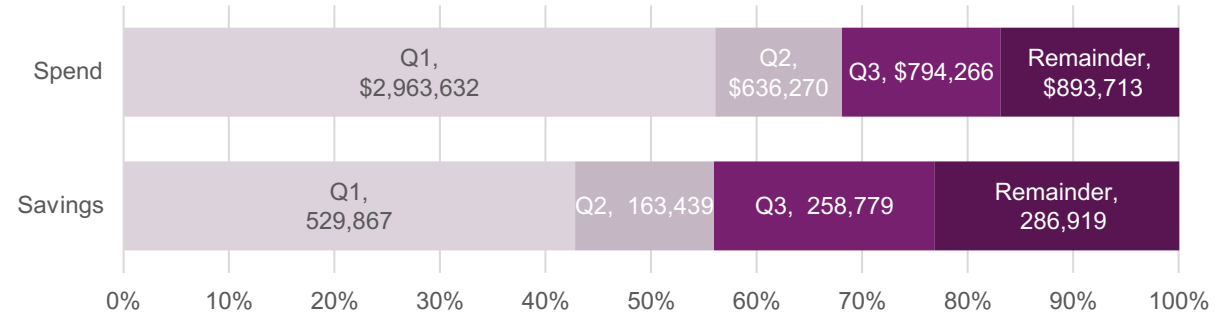
- ✓ Increased participation in Q3, achieved 21% of the savings with 15% of the spend
- ✓ Year-to-Q3: 77% of the savings goal achieved with 83% of the budget
- ✓ Overall \$/therm higher than expected based on mix of participation
- ✓ Retrofit participation is higher and more cost-effective than forecast

### Offering Highlights

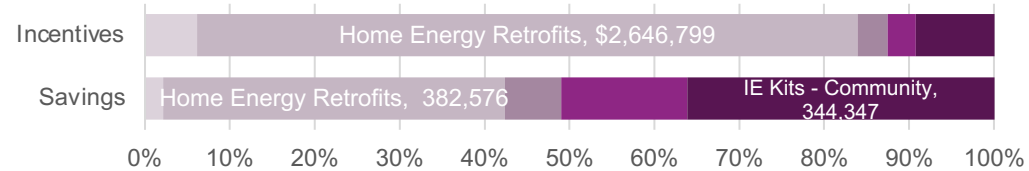
- ✓ IHWAP Single Family Q3: 4 participants
- ✓ Home Energy Retrofits Q3: 37 projects, shifted budget to enable additional 2023 projects
- ✓ Home Energy Assessment Q3: 422 participants
- ✓ 7,513 Elementary Ed and 5,005 Community Kits were distributed in Q3
- ✓ Health & Safety: 272 homes served through Q3

## RESULTS

### OVERALL



### OFFERING



	Savings	Incentives
Single Family IHWAP	20,652	\$208,858
Home Energy Retrofits	382,576	\$2,646,799
Home Energy Assessment	63,358	\$121,514
IE Kits - Schools	141,152	\$112,076
IE Kits - Community	344,347	\$315,328



# Income Qualified Multi-Family

## HIGHLIGHTS

### Performance

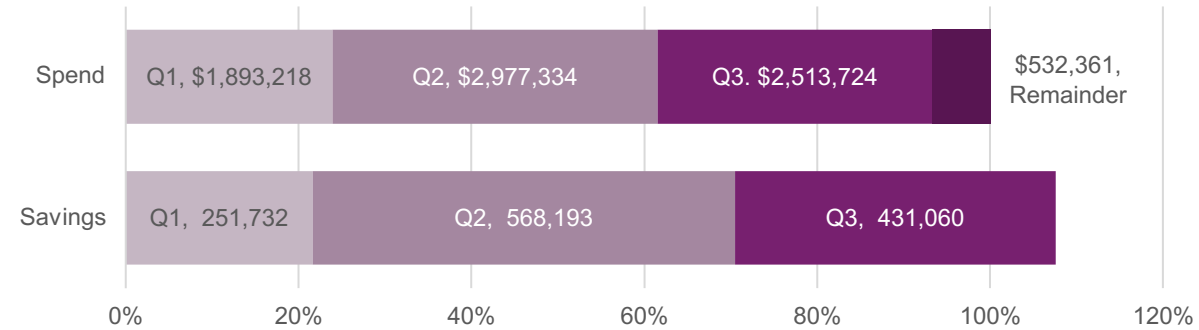
- ✓ Cost effective performance in Q3, achieved 37% of the savings with 32% of the spend
- ✓ Year-to-Q3: 108% of the savings goal achieved with 93% of the budget
- ✓ \$/therm is less than expected based on mix of participation

### Offering Highlights

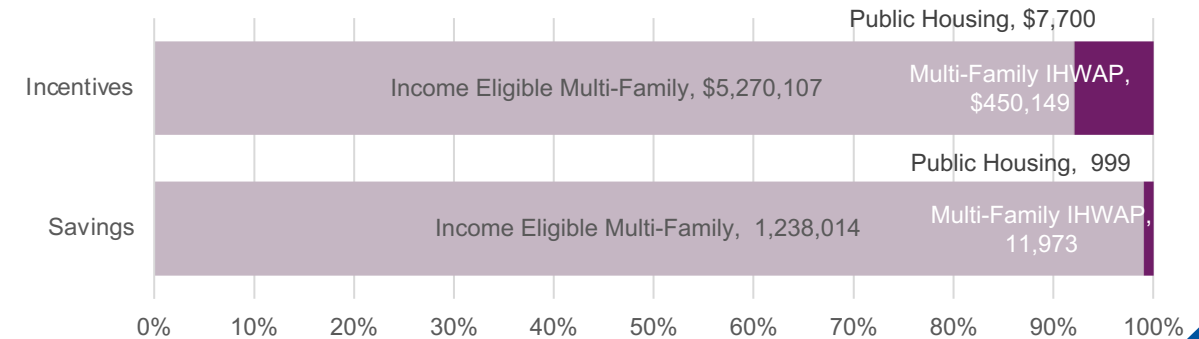
- ✓ Income Eligible Multi-Family Energy Savings Q3: 168 buildings and 3,964 units participated
- ✓ Public Housing Q3: 2 buildings and 51 units participated
- ✓ Multi-Family IHWAP Q3: 2 buildings and 223 units participated
- ✓ Health & Safety: 78 properties and 139 units served through Q3
- ✓ Through Q3: 182 assessments, 1,949 direct installs, 1,941 in-unit service, and 512 major measures were installed

## RESULTS

### OVERALL



### OFFERING



A photograph of a man and a young girl sitting on a couch, smiling and interacting with a beagle dog. The man is on the right, wearing a light blue denim jacket over a white t-shirt, with his hand on the dog's head. The girl is on the left, wearing a dark blue sweater over a striped shirt, reaching out towards the dog. The dog is a beagle with brown and white fur, wearing a red collar. The background is a bright, indoor setting with a white sofa.

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ENERGY EFFICIENCY PROGRAM

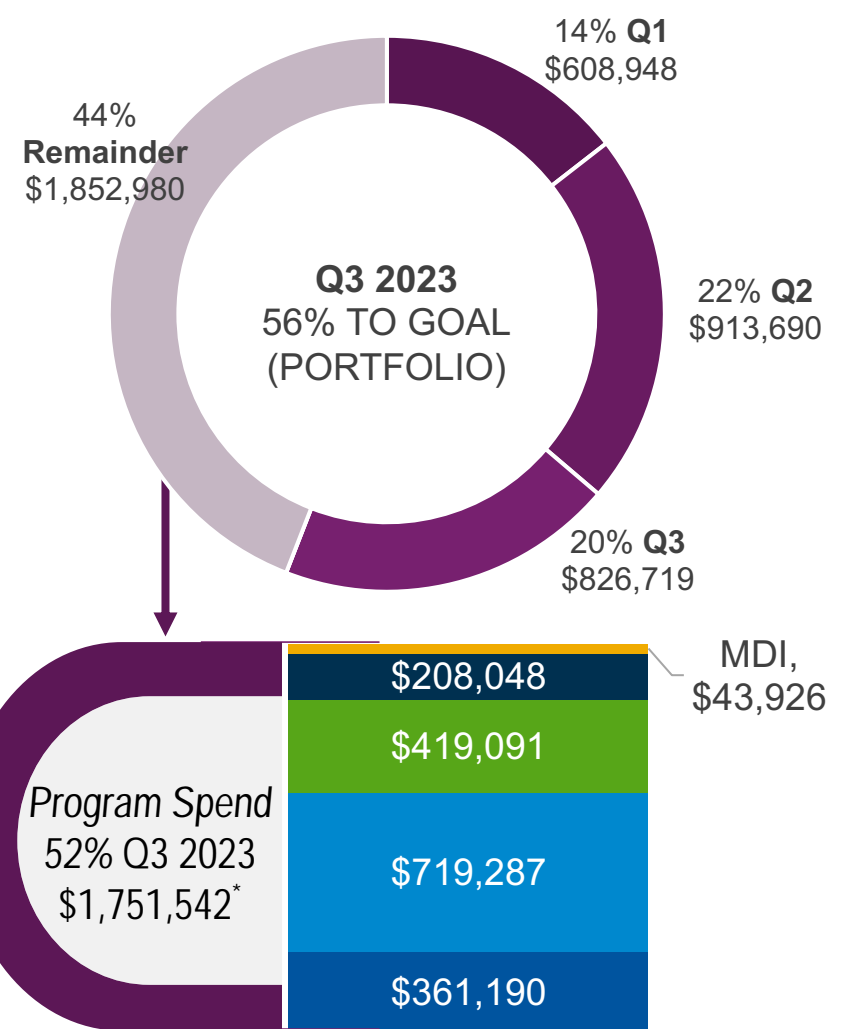
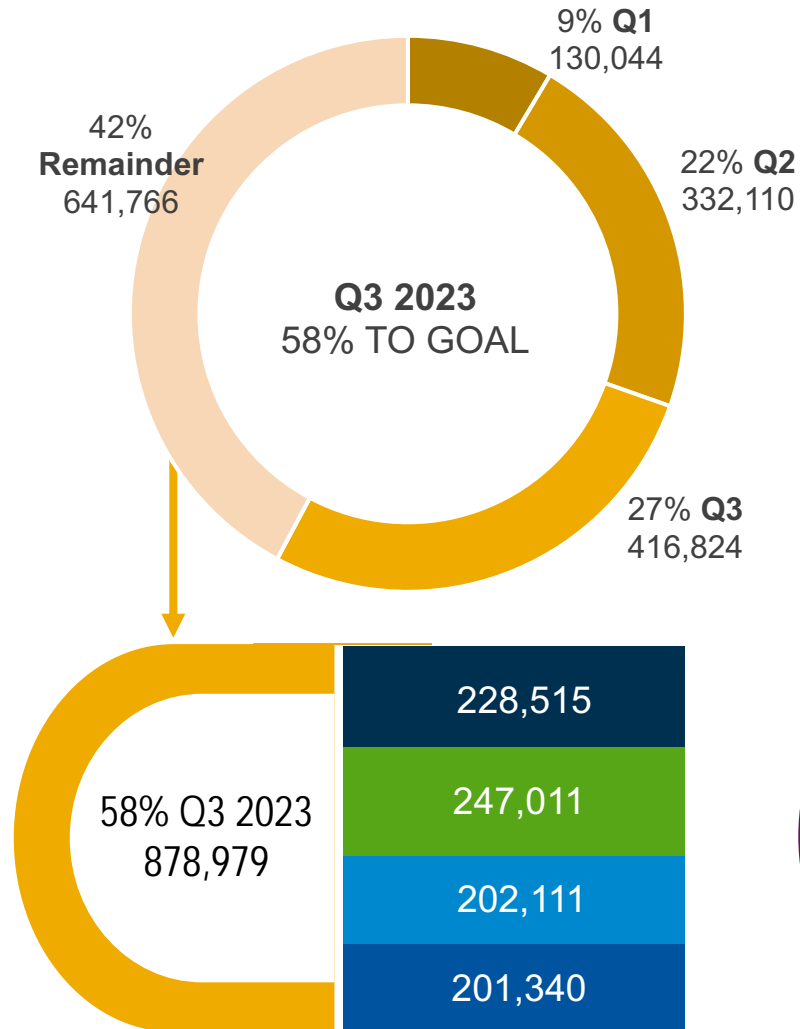


# SAVINGS

# SPEND

**As of Q3 2023**, the North Shore Gas portfolio achieved 58% of the savings goal of 1,520,744 therms, spent 52% of the \$3,338,813 program budget, and spent 56% of the \$4,202,338 portfolio budget.

- Public Sector Program achieved 95% of the savings goal, spending 41% of the budget.
- Business Program achieved 29% of the savings goal, spending 34% of the budget.
- Income Eligible Program achieved 151% of the savings goal, spending 76% of the budget.
- Residential Program achieved 71% of the savings goal, spending 73% of the budget.



\*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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## **Prescriptive and Custom Rebates**

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## **Engineering Studies**

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## **Staffing Grant**

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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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# Commercial and Industrial

## HIGHLIGHTS

### Performance

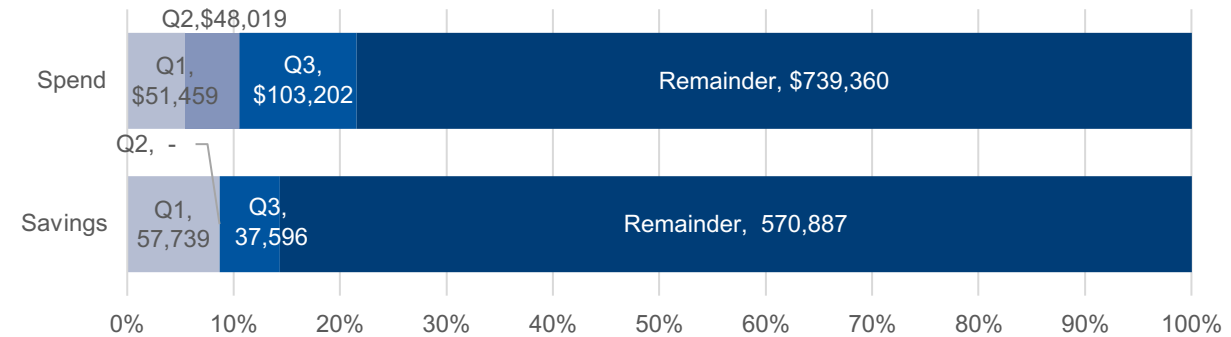
- ✓ Participation increased in Q3, achieved 6% of the savings goal with 11% of the budget
- ✓ Year-to-Q3: 14% of the savings goal achieved with 22% of the budget
- ✓ \$/therm higher than expected
- ✓ Two large custom process insulation projects contributed the most savings in Q3

### Customer Engagement

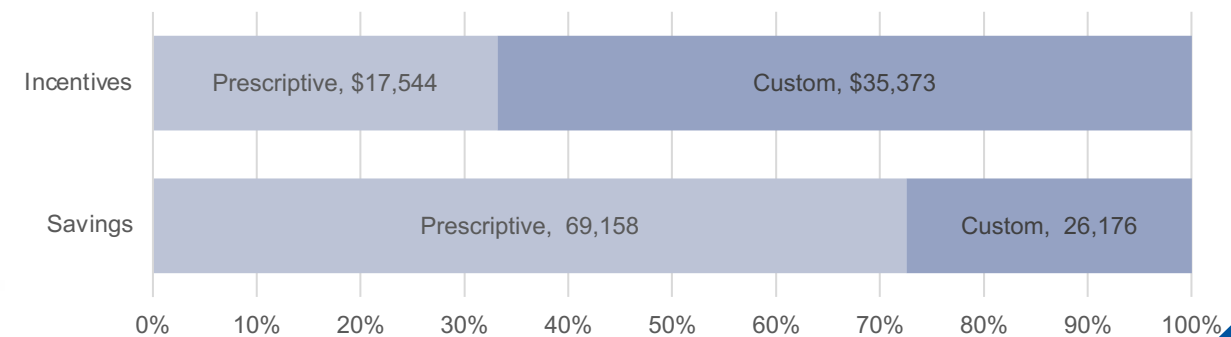
- ✓ Customer satisfaction survey response – commercial and industrial customers gave an average score of 10 out of 10 when asked how likely they are to recommend the program, most “ease of rebate process” and “ease of finding information online” as what we do well

## RESULTS

### OVERALL



### OFFERING





# Small and Midsize Business

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## 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

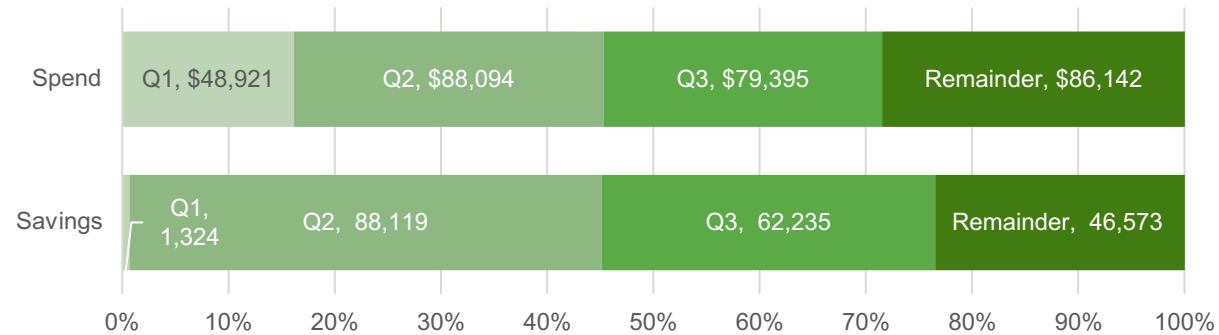
- ✓ Continued cost-effective participation in Q3, achieved 31% of the savings goal with 26% of the budget
- ✓ Year-to-Q3: 77% of the savings goal achieved with 72% of the budget
- ✓ \$/therm lower than expected
- ✓ Top measure by savings: steam trap repairs/replacements

### Offering Highlights

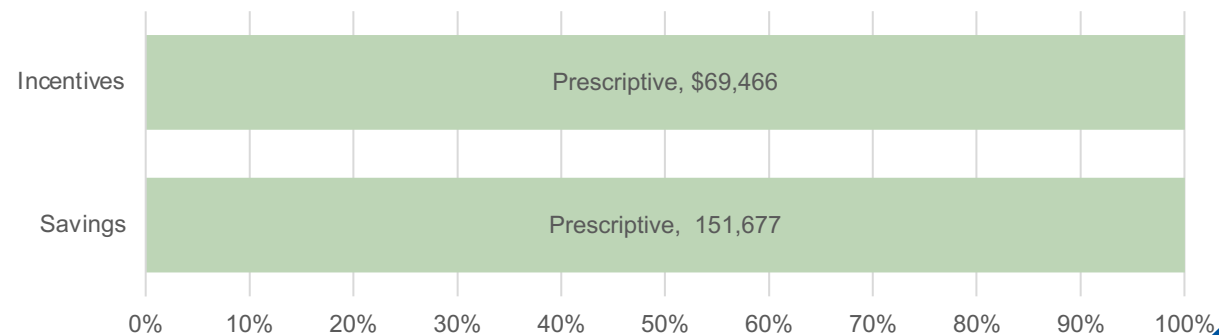
- ✓ Customer satisfaction survey responses – small and midsize business customers gave an average score of 8.75 out of 10 when asked how likely they are to recommend the program, most commonly selecting “representative energy efficiency expertise” as what we do well

## 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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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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## 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

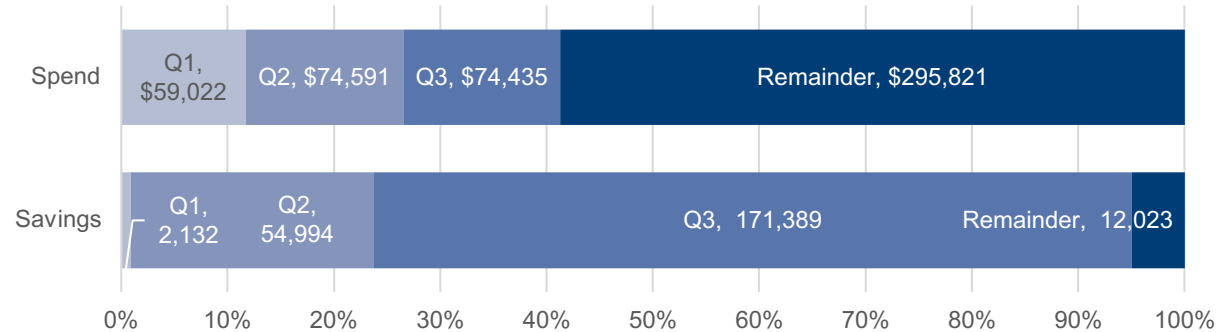
- ✓ Significant increase in cost-effective participation in Q3, achieved 71% of the savings goal with 15% of the budget
- ✓ Year-to-Q3: 95% of the savings goal achieved with 41% of the budget
- ✓ \$/therm lower than expected
- ✓ Top measure by savings: process boiler tune-ups

### Customer Engagement

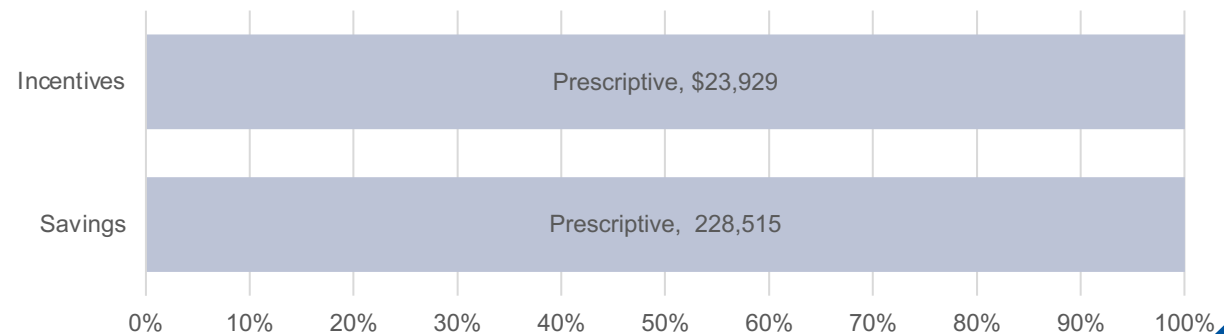
- ✓ Customer satisfaction survey responses – public sector customers gave an average score of 10 out of 10 when asked how likely they are to recommend the program, most commonly selecting “ease of rebate process” and “ease of finding information online” as what we do well

## RESULTS

### OVERALL



### OFFERING



# Research and Development and Market Transformation

## AREAS OF FOCUS INCLUDE:

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Gas heat pumps – residential and commercial units

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Gas cooking

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Hydrogen compatibility

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Self-powered gas appliances for resiliency

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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

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### Home Energy Assessment

Offers energy-saving products installed in homes at no-cost to the customer. The Home Energy Assessment program is a joint program offering provided in partnership with Peoples Gas, North Shore Gas and ComEd. Homeowners can reduce their energy and water use with the installation of products available to owners of single-family homes, two-flats, and individually metered condos and townhomes. Renters are also eligible with permission from their landlords.

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### Smart Thermostats

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

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### Home Energy Rebate

This is a gas-only offering provided in collaboration with local Trade Allies. The program offers rebates on energy-efficient heating, ventilation, air conditioning and water heating equipment and qualifying weatherization projects for residential customers.

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### Elementary Education

The Elementary Education Program is a free energy efficiency educational program provided in partnership with the Peoples Gas, North Shore Gas and ComEd. The program offers 5th grade energy efficiency lesson plans, equipping teachers with activity guides and take-home kits for students and their families to learn how to save energy by installing no-cost energy-saving products in their homes.

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### Multi-Family Energy Savings

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

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

A Peoples Gas and North Shore Gas-only offering provided in partnership with vetted Trade Allies. Prescriptive rebates are standard incentive amounts for common types of energy efficiency measures. Custom incentives are awarded for the non-standard technologies or for projects that do not include a one-for-one replacement. This is based on the review of several operating parameters that determine energy savings.

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# Residential Single Family

## HIGHLIGHTS

### Performance

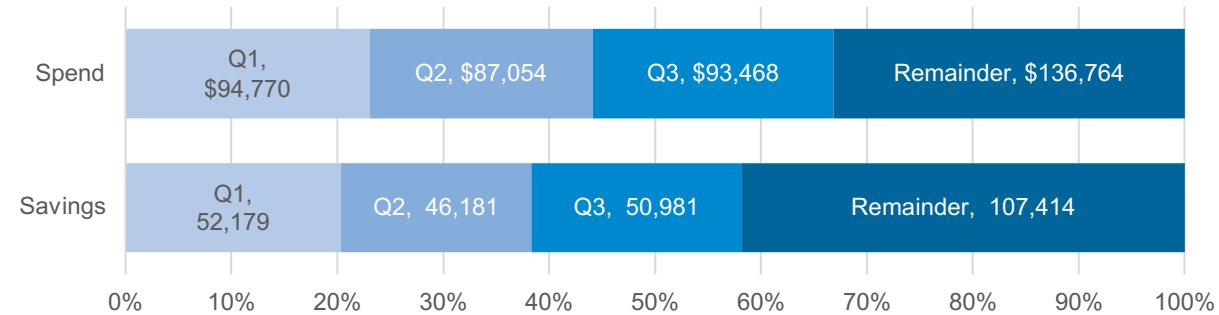
- ✓ Consistent participation in Q3, achieved 20% of the savings with 23% of the spend
- ✓ Year-to-Q3: 58% of the savings goal achieved with 67% of the budget
- ✓ Overall \$/therm higher than expected in all offerings except Home Energy Rebates

### Offering Highlights

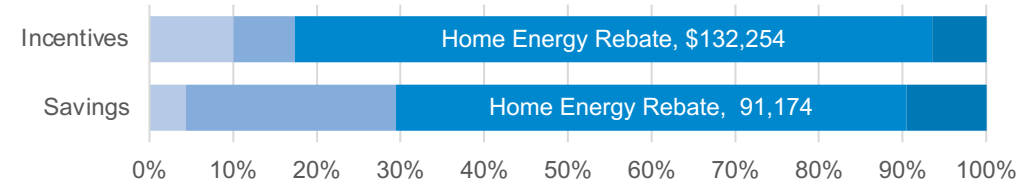
- ✓ Home Energy Assessment Q3: 85 participants
- ✓ Home Energy Rebate Q3: 181 participants—89% of the savings from HVAC measures, with the rest from weatherization
- ✓ Elementary Education Kits Q3: 451 kits distributed
- ✓ Smart Thermostats Q3: 252 sold (highest quarterly participation to date)

## RESULTS

### OVERALL



### OFFERING



	Savings	Incentives
Home Energy Assessment	6,512	\$17,411
Smart Thermostat	37,402	\$12,775
Home Energy Rebate	91,174	\$132,254
Elementary Ed Kits	14,253	\$11,296





# Residential Multi-Family

## HIGHLIGHTS

### Performance

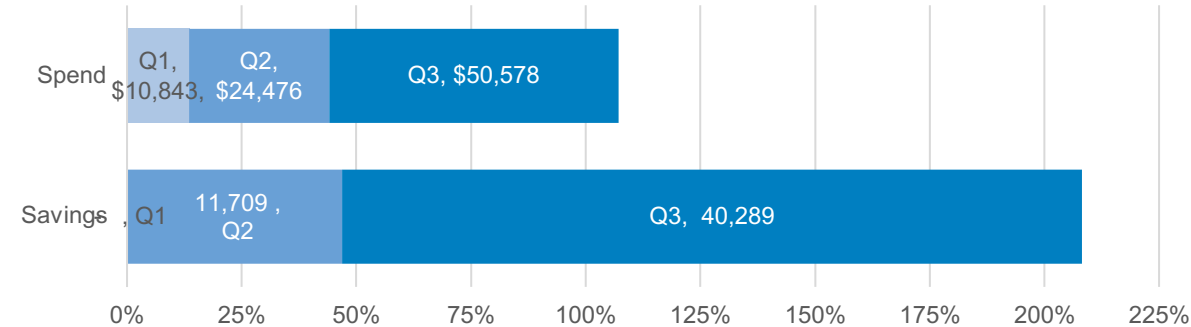
- ✓ Significant increase in cost-effective participation in Q3, achieved 161% of the savings with 63% of the spend
- ✓ Year-to-Q3: 208% of the savings goal achieved with 107% of the budget
- ✓ \$/therm at half of forecast due very cost-effective Q3 projects with one customer across multiple buildings

### Offering Highlights

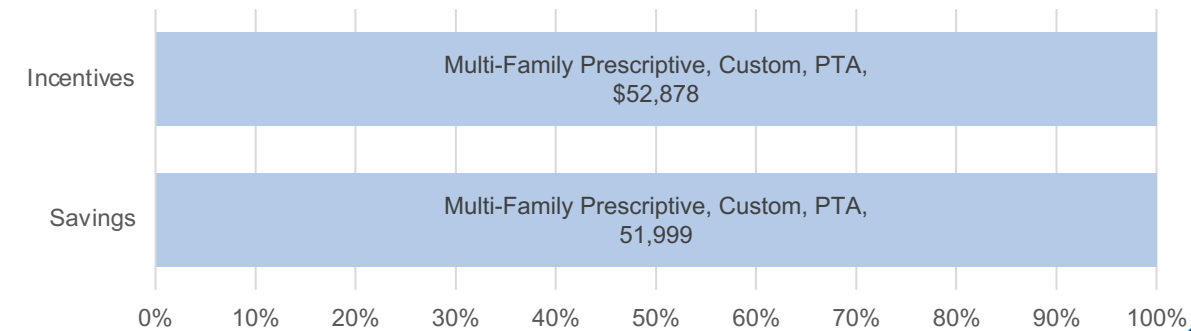
- ✓ Multi-Family Energy Savings Q3: 0 buildings participated
- ✓ Prescriptive, Custom, Partner Trade Ally Q3: 19 buildings participated

## RESULTS

### OVERALL



### OFFERING





## Customer Spotlight: **Homeowner**

Waukegan, IL 60057

### Story

- ✓ Mary Clare noticed icicles forming on her roof and assumed her home was losing heat. While listening to a local radio station, she heard a commercial for an insulation company and contacted them to see if their services would be beneficial.

### Solution

- ✓ 18 inches of cellulose
- ✓ Insulation in the attic
- ✓ Air sealing projects in the basement and crawl spaces

### Rebates

\$600.00 for attic insulation **and** air sealing projects

“I think it’s important to evaluate the long-term value of home improvements. When it comes to energy saving projects, you could possibly increase your home’s equity and save on your energy cost. There is also personal satisfaction to what you’re doing to improve the world for our children and grandchildren.. Even if you’re not going to end up staying in your house forever, energy efficient upgrades are still beneficial in the long run.”

— Mary Clare Jakes, **Waukegan homeowner**

# 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**

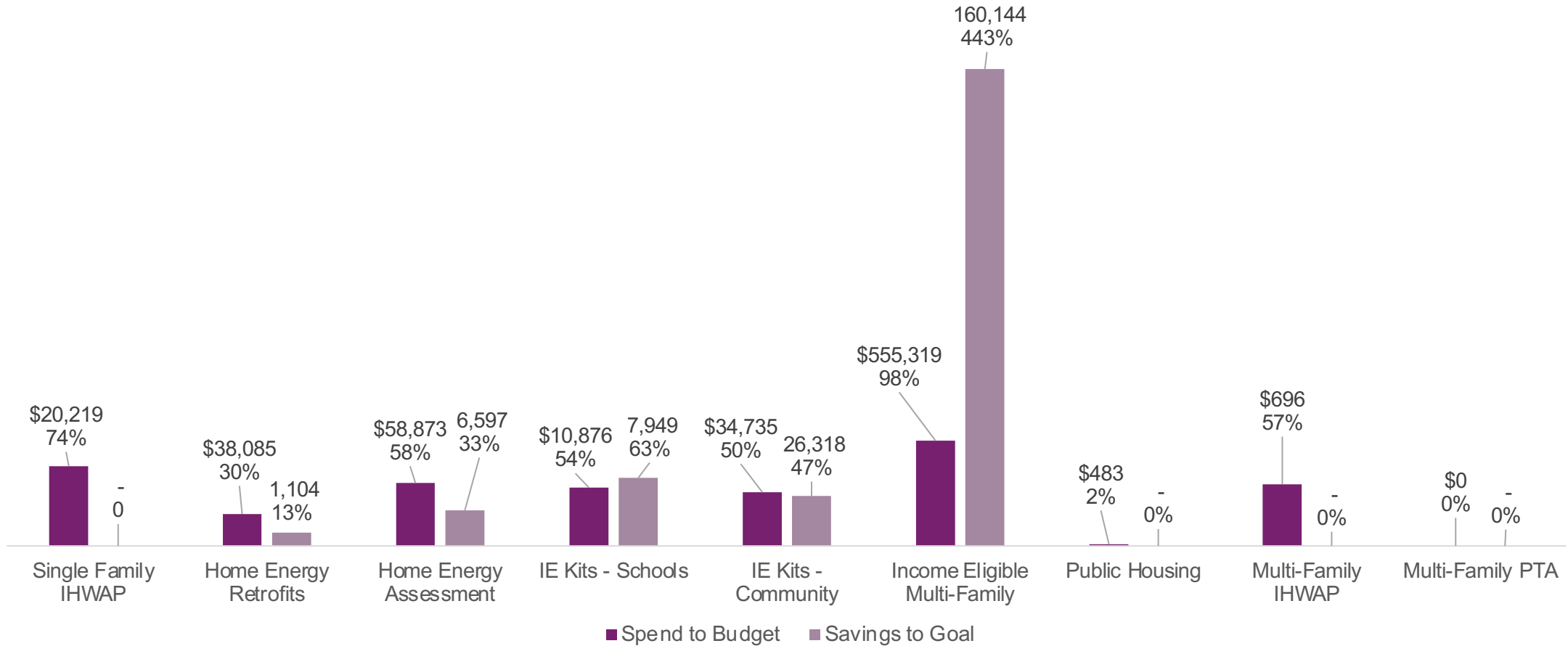
A Peoples Gas and North Shore Gas-only offering, delivered by vetted Partner Trade Allies. Trade Allies are given higher rebate amounts to serve geographically income-eligible customers with retrofit measures.

### **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.



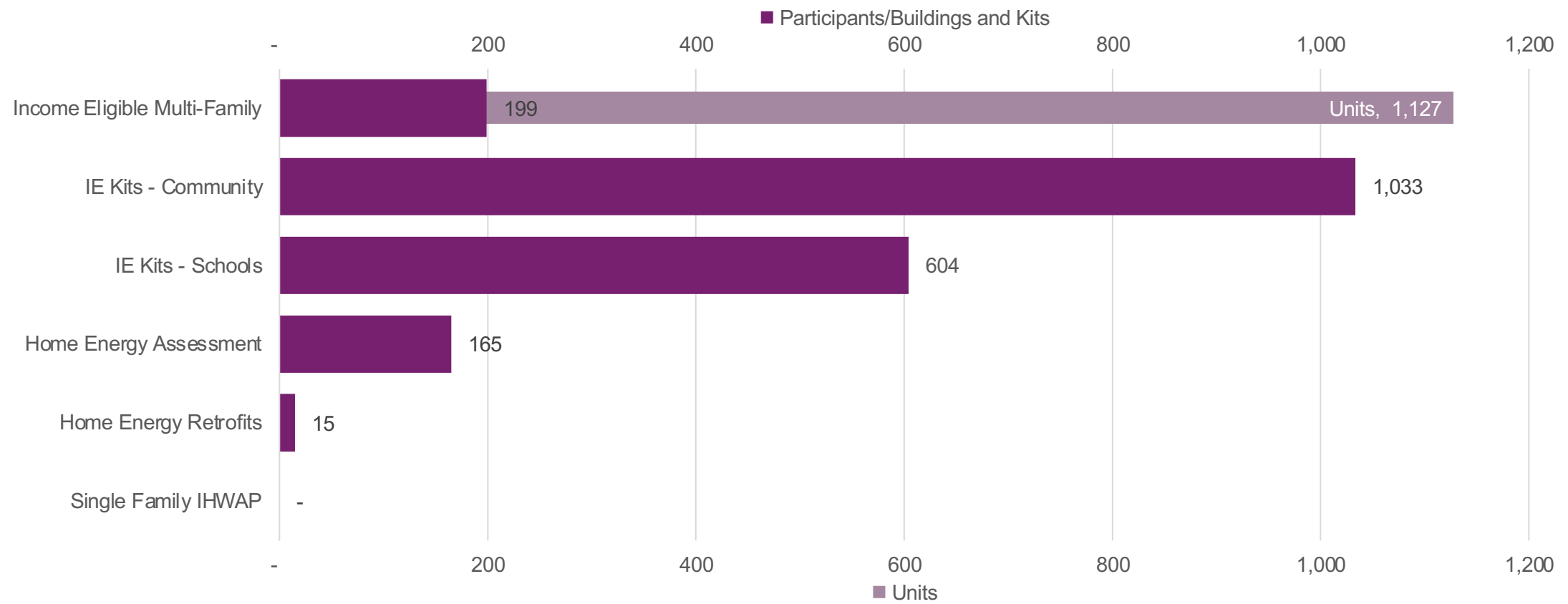
# Income Eligible Program 2023 Program Offering Savings and Spend







# Income Eligible Program 2023 Program Offering Participants





# Income Qualified Single Family

## HIGHLIGHTS

### Performance

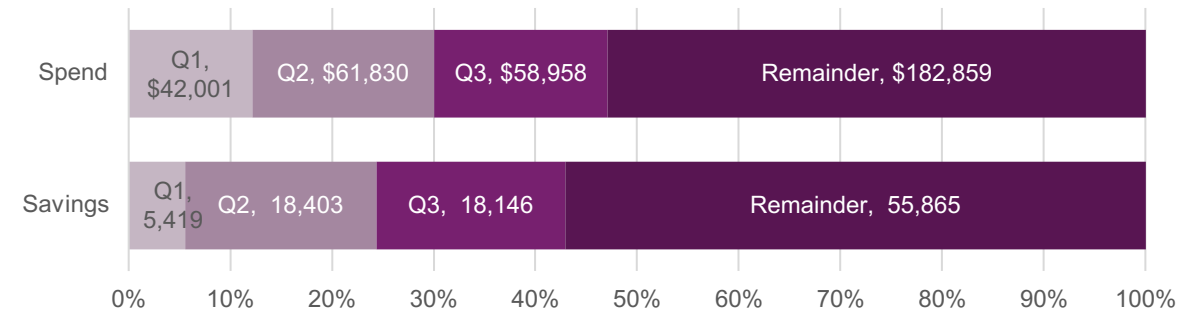
- ✓ Consistent participation in Q3, achieved 19% of the savings with 17% of the spend
- ✓ Year-to-Q3: 43% of the savings goal achieved with 47% of the budget
- ✓ Overall \$/therm higher than expected based on mix of participation

### Offering Highlights

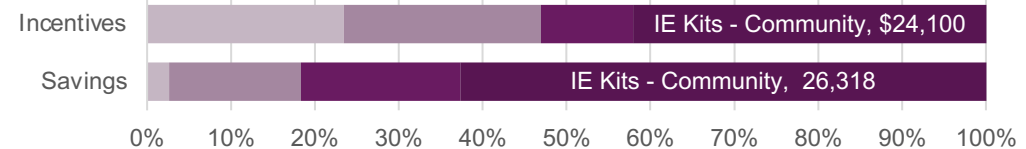
- ✓ For the Income Qualified Program, the North Shore Gas budget is much smaller than the Peoples Gas budget, coming in at 6% comparatively. This results in less interest from agencies and Trade Allies and a barrier the team continues to work to resolve
- ✓ IHWAP Single Family Q3: 0 participants
- ✓ Home Energy Retrofits Q3: 1 participant
- ✓ Home Energy Assessment: 43 participants
- ✓ 372 Elementary Ed Kits and 220 Community Kits were distributed in Q3
- ✓ Health & Safety: 5 homes served through Q3

## RESULTS

### OVERALL



### OFFERING



	Savings	Incentives
Single Family IHWAP	-	\$0
Home Energy Retrofits	1,104	\$13,411
Home Energy Assessment	6,597	\$13,465
IE Kits - Schools	7,949	\$6,312
IE Kits - Community	26,318	\$24,100



# Income Qualified Multi-Family

## HIGHLIGHTS

### Performance

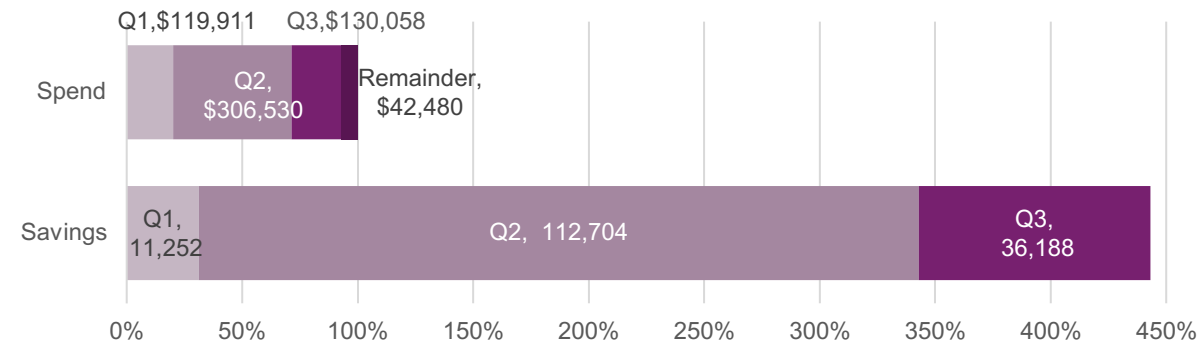
- ✓ Continued high and cost-effective participation in Q3, achieved 100% of the savings with 22% of the spend
- ✓ Year-to-Q3: 443% of the savings goal achieved with 93% of the budget
- ✓ \$/therm is at a quarter of the forecast
- ✓ A project more than one year in the making by one customer resulted in a significant increase in cost effective weatherization projects

### Offering Highlights

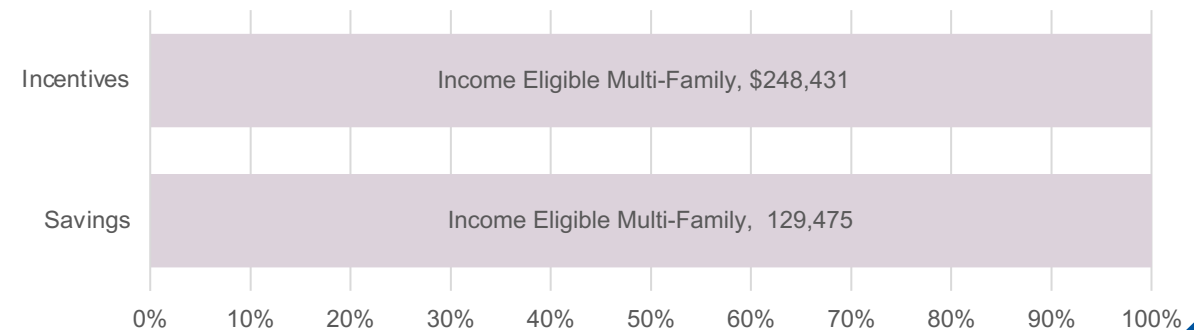
- ✓ Income Eligible Multi-Family Energy Savings Q3: 185 buildings and 209 units participated
- ✓ Health & Safety: 1 properties and 1 units served through Q3
- ✓ Through Q3: 6 assessments, 1,103 direct installs, 1,103 in-unit service, and 26 major measures were installed

## RESULTS

### OVERALL



### OFFERING





# Customer Spotlight: Harbor Lake Apartments

Waukegan, IL 60057

## A multi-year project

- ✓ Two buildings completed in 2021 and seven in 2022
- ✓ Tankless domestic hot water heaters and a brand-new storage tank and pipe insulation were installed at each building

## Project outcomes

- ✓ Significant reduction in dollars reserved for utility spend
- ✓ The tankless water heaters have kept up with the hot water demands of the tenants
- ✓ No complaints on the availability of hot water servicing the units

## Savings

2021: 394.85 therms | 2022: 11,876.53 therms



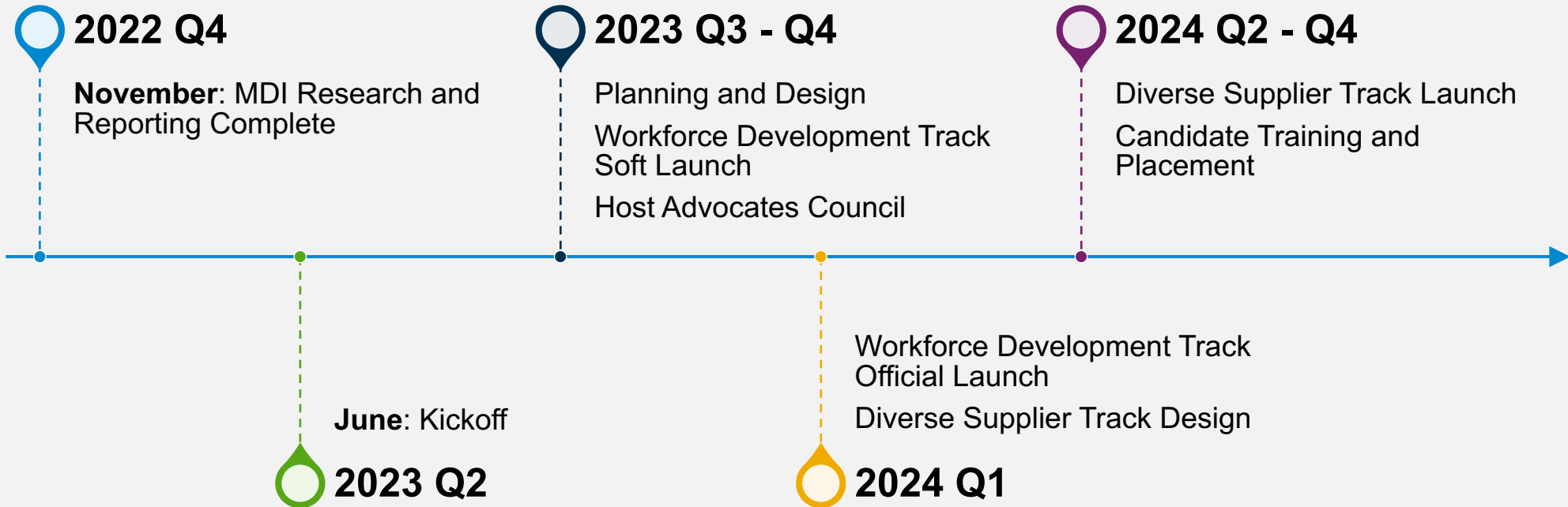


A child wearing a brown shirt, yellow pants, and pink rain boots is watering a small green plant in a garden. The child is holding a red watering can, and water is being poured onto the soil. The background is a blurred garden with other plants and a wooden fence.

# Market Development Initiative Overview



# Initiative Progress





# Approach



## Leverage Research

Utilize MDI research to inform program.



## Respond to local market conditions

Design data frameworks to understand specific community-level market microsegments to develop equitable delivery of the MDI. Develop a marketing and engagement plan.



## Support under-represented job seekers

Ensure diverse, overlooked, and under-resourced job seekers get the community support, training, and employment opportunities they need to rise above their barriers to employment. Assist Program teams, Trade Allies, and other subcontractors in sourcing job-ready talent



## Engage Diverse Suppliers

Provide upskilling opportunities to suppliers using community-based approaches that match supplier needs with available resources and MDI training.



## Support community development

Foster relationships between PGL NSG, CBOs, and Diverse Suppliers. Engage CBOs and Diverse Suppliers in formulating MDI strategies to improve social and economic well-being. Organize marketing and engagement plans to educate the community on available opportunities via CBOs and digital strategies.



## Build a diverse and thriving workforce

Increase the opportunity for both job seekers and Diverse Suppliers and position them for success. Define the skills and capabilities needed within the PGL NSG Energy Efficiency Program, identify gaps, and provide personalized, worker-centric learning experiences.





# Marketing, Outreach, and Trade Ally



# Q3 2023 Marketing Recap

## ENGAGEMENT

**Ways to Save**  
video launched  
with WTTW

Customers take control of their energy use with Peoples Gas Energy Efficiency Tools and Resources

**Energy Forums**  
hosted

Second annual Energy Forum hosted by Peoples Gas and North Shore Gas

## HIGHLIGHTS

**Redesigned**  
webpages getting  
rave customer  
reviews

June 2023

**Digital promotions**  
at Chicago Fire  
games

Apr – Sept 2023





# 2023 Energy Forum

## What

- Presentations and 2023 Energy Efficiency Program awards

## Who

- Large Commercial and Industrial and Small Business participants

## Topics

- Energy-efficiency programs and awards and emerging gas technology

## North Shore Gas: Chicago Botanic Garden

- Monday, September 25, 2023
- 57 customers

## Peoples Gas: Soldier Field

- Thursday, October 12, 2023
- 97 customers





# 2023 Community Events (through Q3)

## PERFORMANCE

**39 / 34%**

PGL Events / % of Total

**11 / 9%**

NSG Events / % of Total

**66 / 57%**

Joint Utilities / % of Total

**116**

2023 Events to Date

## HIGHLIGHTS

**Children's Activity Books a big hit**

From the Field

**Events in Q3 generated over 1,600 leads (over 50% of the entire year)**

Jul – Sep 2023







# Residential and IQ Spotlight: Community Events

## Peoples Gas in the community

Event Name	Event Host	Date
Auburn Gresham Resource Fair	Auburn Gresham	7/8/23
Chicago Fire Game (vs. Toronto)	Chicago Fire	7/15/23
Hyde Park Farmers Market	Hyde Park	7/16/23
Shakespeare in the Park	Little Village	7/27/23
3rd District Health, Fun and Fitness Fair	3rd District	8/5/23
Black Women's Expo	Black Women's Expo	8/6/23
Back to School Bash	30th Ward	8/12/23
Greenwood Fest	Greenwood	8/26/23
27th Ward Community Day	27th Ward	8/26/23
Chicago Gospel Run 5K	Gospel Run	9/8/23
Chicago Fire Game (vs. New England)	Chicago Fire	9/23/23



# Q3 2023 Trade Ally Recap

## ENGAGEMENT

Hosted 3 webinars

Understanding Gas and Electric Utility Bills

Energy Recovery Ventilator

Steam Boiler Blowdown Heat Recovery

Roundtables and relationship building with Trade Allies

Q3 Focus

## HIGHLIGHTS

Trade Ally website and learning center: [TradeAllyCenter.com](https://TradeAllyCenter.com)

Continuing to build resources and content for Trade Allies on

Coming soon:

Three new on-demand learning courses

Find a Trade Ally (for customers)

Trade Ally performance dashboard

