













4th Quarter Report

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2023 Environmental and Community Impact

ENVIRONMENTAL IMPACT

74,994

Acres of trees planted

62,887

Carbon reduction (tons)

13,994

Cars removed from the road

7,926

Homes' energy use offset

11,885,625

Net energy savings (therms)

COMMUNITY IMPACT

11,560

Residential homes served

42,517

Income qualified homes served

403

Businesses served

83

Direct portfolio jobs

29%

Diverse Spend





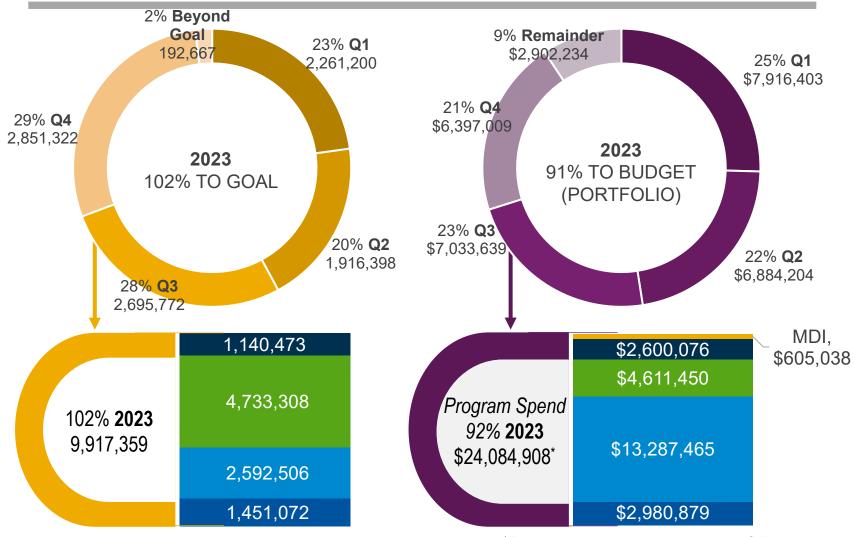
PE PLES GAS® ENERGY EFFICIENCY PROGRAM

As of Q4 2023, the Peoples Gas portfolio achieved 102% of the savings goal of 9,724,693 therms, spent 92% of the \$26,252,891 program budget, and spent 91% of the \$31,133,488 portfolio budget.

- Public Sector Program achieved 63% of the savings goal, spending 76% of the budget.
- Business Program achieved 122% of the savings goal, spending 85% of the budget.
- Income Eligible Program achieved 108% of the savings goal, spending 101% of the budget.
- Residential Program achieved 89% of the savings goal, spending 88% of the budget.

SAVINGS

SPEND



Commercial and Industrial

The Commercial and Industrial Program seeks to engage customers using 400,000 therms or more per year, within the utility's territory. The program offers several outreach strategies aimed at reaching top-down and bottom-up stakeholders in delivering program funds to assist in improving the customer's operations and system reliability.

Business Program

Prescriptive and Custom Rebates	Prescriptive rebates are standard incentive amounts for common energy efficiency measures, typically, with deemed energy savings in the Illinois Technical Resource Manual.
	Custom rebates are awarded for the non-standard applications of energy efficiency measures or for projects that do not follow a one-for-one replacement. The review of several operating parameters determines the energy savings.
New Construction Rebates	Rebates are provided towards new building projects or deep renovations, which are designed to exceed regional energy-efficiency code requirements. This is a joint program implemented with partnering utility, ComEd.
Gas Optimization Studies	This comprehensive facility review focuses on gas systems and is like an ASHRAE Level 2 Audit. The study aims to identify custom and prescriptive opportunities. Customers may receive up to \$15,000 for onsite engineering assistance from a 3rd party engineering firm.
Retro-Commissioning	This comprehensive study provides insights into the performance of a facility's existing energy-using systems. To help facilities perform optimally, this program focuses on identifying no- and low-cost energy-saving operational improvements with a simple payback within 18 months. This is a joint program with ComEd, and an approved 3rd party engineering firm conducts the study.
Engineering Studies	These studies focus on large, custom, capital-intensive energy-saving projects. An in-depth implementation study, investment-grade audit or process evaluation is provided focused on one process or project. Customers may receive up to \$15,000 to offset the costs of a 3rd party engineering firm to conduct the study.
Staffing Grant	Customer grant recipients are provided up to \$50,000 to support a full- or part-time employee to oversee the implementation of natural gas efficiency projects that would otherwise not be implemented due to limited staffing.
Strategic Energy Management	Strategic Energy Management engages customers in long-term continuous energy efficiency improvements at their facilities by involving site management, leveraging data, and promoting best practices at the site.





Commercial and Industrial

HIGHLIGHTS

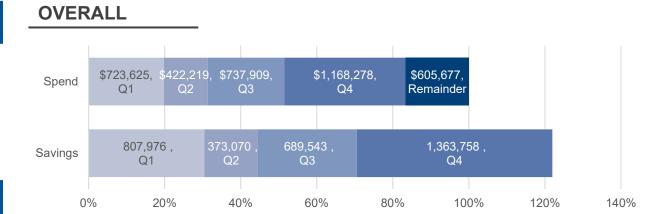
RESULTS

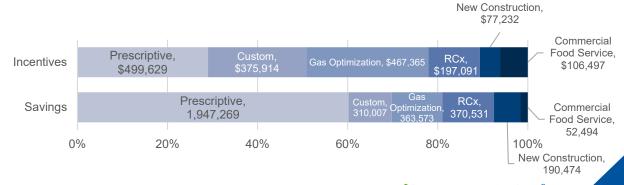
Performance

- ✓ Cost effective participation in Q4, achieved 51% of the savings goal with 32% of the budget
- ✓ 2023: 122% of the savings goal achieved with 83% of the budget
- √ \$/therm lower than expected

Customer Engagement

- ✓ After completing a project in 2021, Adler Planetarium participated again with boiler tune-ups and a steam trap survey
- ✓ Customer satisfaction survey responses commercial and industrial customers gave an average score of 9.4 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





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.

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Small and Midsize Business

HIGHLIGHTS

RESULTS

Performance

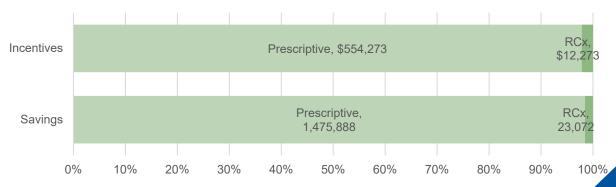
- ✓ In Q4, achieved 30% of the savings goal with 22% of the budget
- ✓ 2023: 121% of the savings goal achieved with 88% of the budget
- √ \$/therm lower than expected
- Most of the savings came from midsize businesses as opposed to small businesses

Customer Engagement

✓ Customer satisfaction survey responses – small and midsize business customers gave an average score of 8.8 out of 10 when asked how likely they are to recommend the program









Public Sector

The Public Sector Program seeks to engage Public Sector entities in the utility's territory.

The program offers several outreach initiatives aimed at reaching top-down and bottom-up stakeholders within the Public Sector to facilitate program participation and assist in improving the customer's operations and system reliability.

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HIGHLIGHTS

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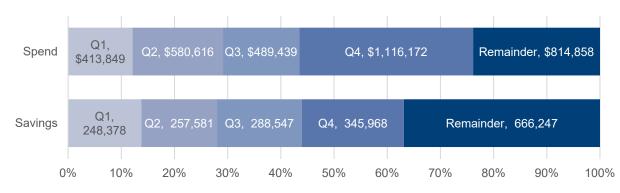
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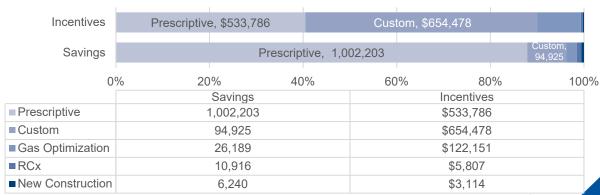
- ✓ In Q4, achieved 19% of the savings goal with 33% of the budget
- ✓ 2023: 63% of the savings goal achieved with 76% of the budget
- √ \$/therm higher than expected

Customer Engagement

- ✓ The Lincoln Park Zoo is becoming engaged in the program with an assessment and plans for seam trap testing and a condensate study
- ✓ 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

OVERALL





Research and Development and Market Transformation

AREAS OF FOCUS INCLUDE:

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.

PE PLES GAS ENERGY EFFICIENCY PROGRAM

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

RESULTS

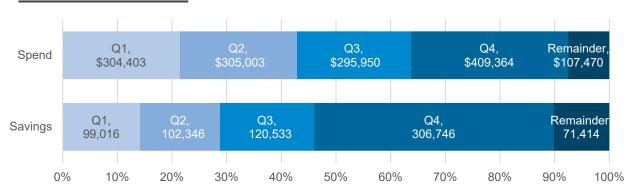
Performance

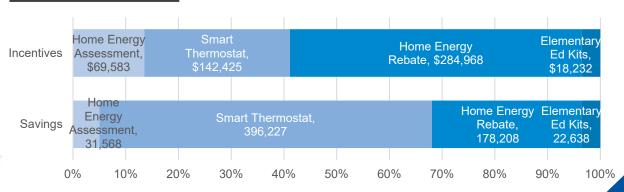
- ✓ Q4 was cost effective with achieving 44% of the savings goal with 29% of the budget
- ✓ 2023: 90% of the savings goal achieved with 92% of the budget
- √ \$/therm lower than expected for Smart Thermostats and exactly on goal with Elementary Education Kits

Offering Highlights

- ✓ Home Energy Assessment: 1,449 participants
- ✓ Home Energy Rebate: 1,186 participants; these
 customers gave an average score of 8.2 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.
- ✓ Elementary Education Kits: 1,748 kits distributed
- ✓ Smart Thermostats: 3,286 sold

OVERALL









Residential Multi-Family

HIGHLIGHTS

RESULTS

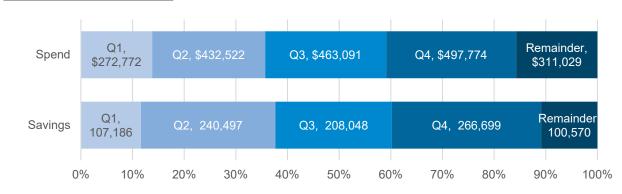
Performance

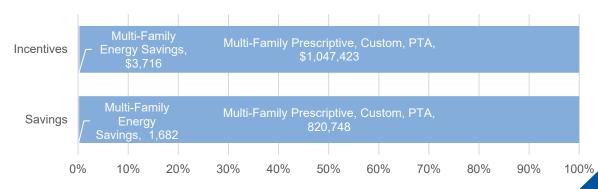
- ✓ Most of the savings is from the Multi-Family Prescriptive, Custom, and Partner Trade Ally (PTA) offering, with PTAs leveraging existing relationships with customers to drive projects
- ✓ In Q4, achieved 29% of the savings goal with 25% of the budget
- ✓ 2023: 89% of the savings goal achieved with 84% of the budget
- ✓ Overall \$/therm is less than expected

Offering Highlights

- ✓ Multi-Family Energy Savings: 8 buildings participated
- Prescriptive, Custom, Partner Trade Ally: 133 buildings participated; these customers gave an average score of 9.4 out of 10 when asked how likely they are to recommend the program, most commonly selecting "responsiveness," "representative experience," and "representative courtesy" as what we do well

OVERALL







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 multifamily 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 Qualified Single Family

HIGHLIGHTS

RESULTS

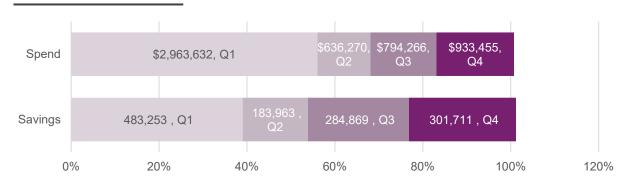
Performance

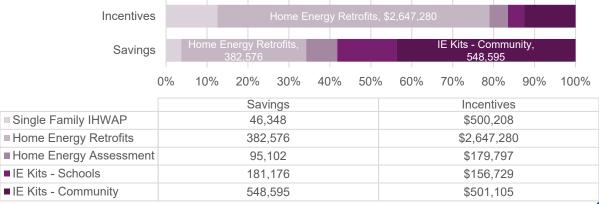
- ✓ In Q4, achieved 24% of the savings goal with 18% of the budget
- ✓ 2023: 101% of the savings goal achieved with 101% of the budget
- ✓ Overall, more cost effective than expected with the \$/therm lower than the goal
- ✓ Retrofit and Community Kit participation is higher and more cost-effective than forecast

Offering Highlights

- ✓ IHWAP Single Family: 59 participants
- ✓ Home Energy Retrofits: 501 projects, shifted budget to enable additional 2023 projects
- ✓ Home Energy Assessment: 2,370 participants
- √ 14,998 Elementary Ed and 21,479 Community Kits were distributed

OVERALL







Income Qualified Multi-Family

HIGHLIGHTS

RESULTS

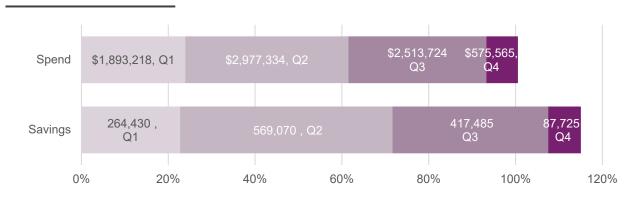
Performance

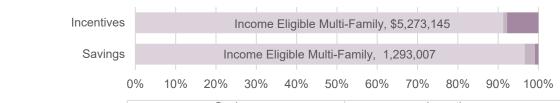
- ✓ In Q4, achieved 8% of the savings goal with 7% of the budget
- ✓ 2023: 115% of the savings goal achieved with 101% of the budget
- √ \$/therm is less than expected based on mix of participation

Offering Highlights

- ✓ Income Eligible Multi-Family Energy Savings: 567 buildings and 16,296 units participated
- ✓ Public Housing: 14 buildings and 2,831 units participated
- ✓ Multi-Family IHWAP: 1 buildings and 223 units participated

OVERALL

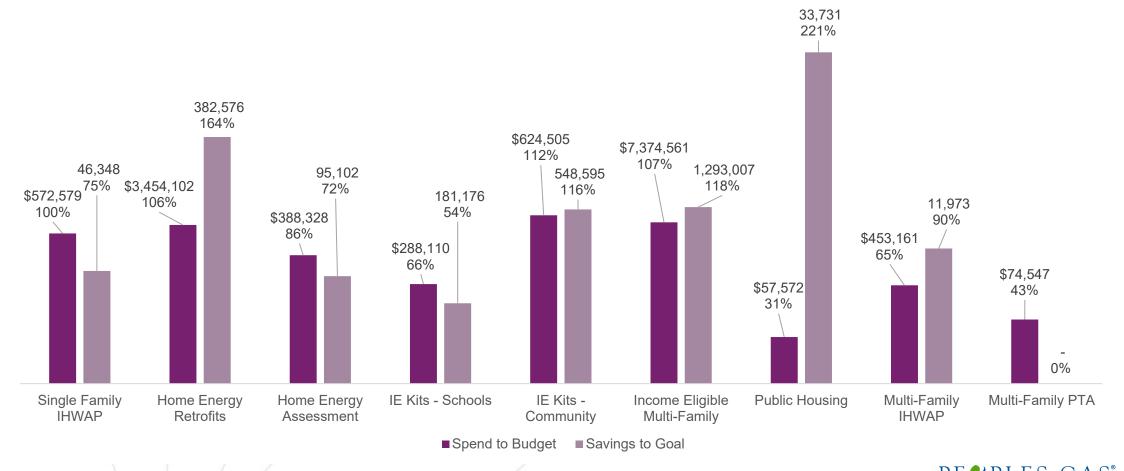




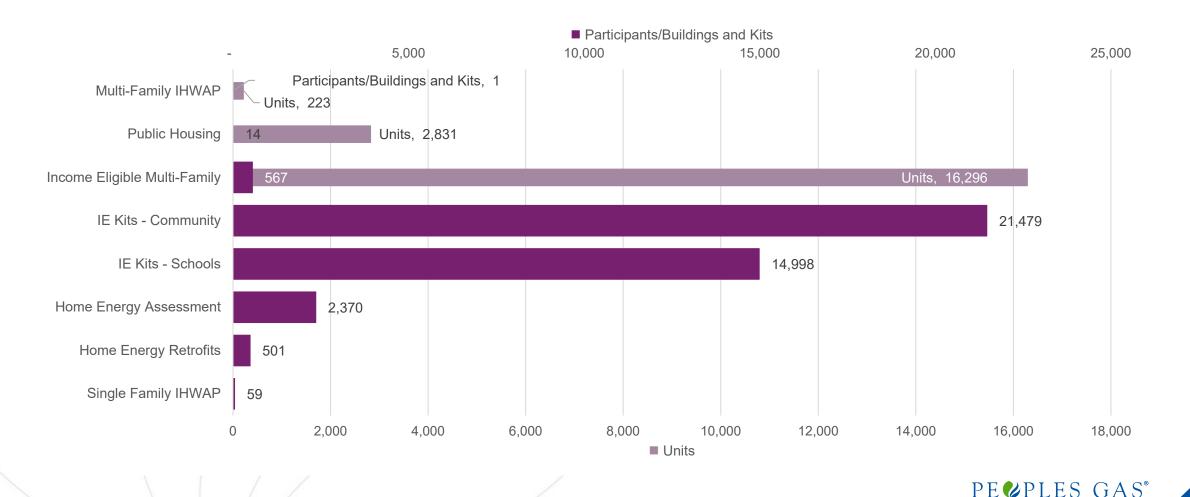
	Savings	Incentives
■ Income Eligible Multi-Family	1,293,007	\$5,273,145
■Public Housing	33,731	\$56,619
■Multi-Family IHWAP	11,973	\$450,149







Income Eligible Program 2023 Program Offering Participants



20

ENERGY EFFICIENCY PROGRAM



Health & Safety and Participant Details

Health & Safety

Health & Safety Metrics	2023	
Number of Properties Assessed - Single Family	1,266	
Number of Properties Assessed - Multi-Family	285	
Number of Properties with identified Health & Safety Issues	919	
Number of Properties deferred due to Health & Safety Issues	165	
Type of Health and Safety Issues Identified:		
Electrical Safety	1	
Natural Gas Safety	241	
Fire Safety	520	
Indoor Air Quality	449	
Other	451	

Participant Details

Income Qualified Program Participation	2023
Quantity of Participants	17,116
Quantity of Whole Building Assessments	705
Quantity of DI Only Installations	6,169
Quantity of In-Unit Service Installations (Multi-Family Only)	2,351
Quantity of Major Measure Installations	1,416



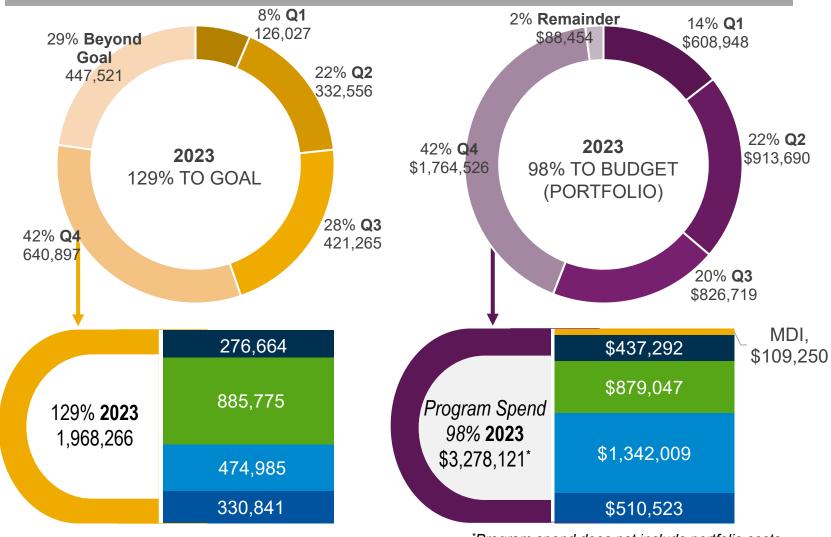
NORTH SHORE GAS® ENERGY EFFICIENCY PROGRAM

As of Q4 2023, the North Shore Gas portfolio achieved 129% of the savings goal of 1,520,744 therms, spent 98% of the \$3,338,813 program budget, and spent 98% of the \$4,202,338 portfolio budget.

- Public Sector Program achieved 115% of the savings goal, spending 87% of the budget.
- Business Program achieved 102% of the savings goal, spending 71% of the budget.
- Income Eligible Program achieved 354% of the savings goal, spending 142% of the budget.
- Residential Program achieved 117% of the savings goal, spending 104% of the budget.

SAVINGS

SPEND



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

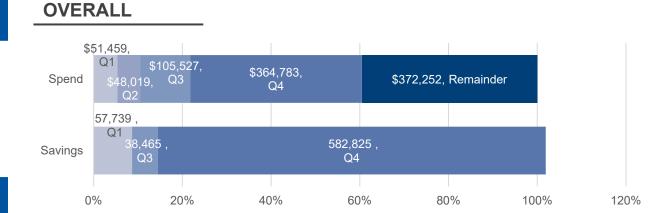
RESULTS

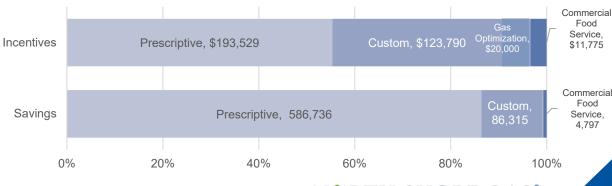
Performance

- ✓ Participation increased in Q4, achieved 87% of the savings goal with 39% of the budget
- ✓ 2023: 102% of the savings goal achieved with 60% of the budget
- √ \$/therm lower than expected

Customer Engagement

- ✓ Roquett's corporate commitment to saving energy has resulted in multiple projects and 170,000 therms saved in 2023
- ✓ 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 "representative experience" as what we do well





Small and Midsize Business

The Small and Midsize Business Program seeks to engage businesses with an annual gas use below 400,000 therms.

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Small and Midsize Business

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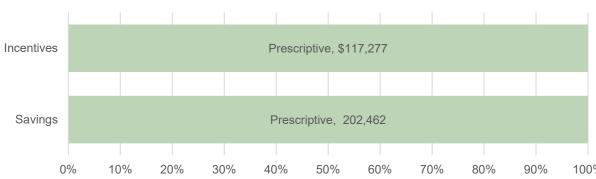
Performance

- ✓ In Q4, achieved 28% of the savings goal with 31% of the budget
- ✓ 2023: 104% of the savings goal achieved with 102% of the budget
- √ \$/therm lower than expected

Offering Highlights

- ✓ Most of the savings came from small businesses as opposed to midsize businesses
- ✓ Customer satisfaction survey responses small and midsize business customers gave an average score of 9 out of 10 when asked how likely they are to recommend the program, most commonly "responsiveness," "representative experience," and "representative courtesy" as what we do well





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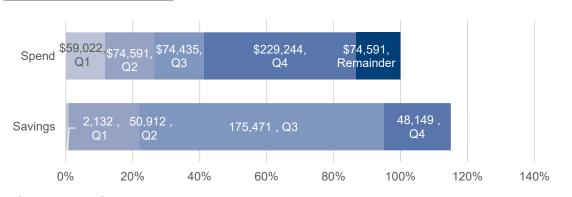
Performance

- ✓ In Q4, an additional 20% of the savings goal was achieved while 45% of the budget was used
- ✓ 2023: 115% of the savings goal achieved with 87% of the budget
- √ \$/therm lower than expected

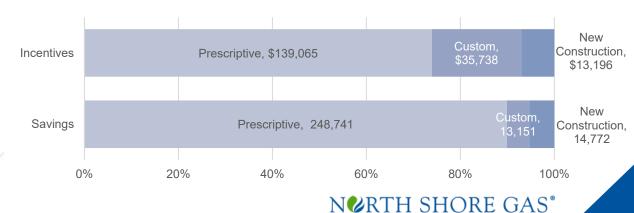
Customer Engagement

- ✓ Grayslake High School completed burner replacements and is the first school in Illinois to install CarbonX
- ✓ 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

OVERALL



OFFERING



ENERGY EFFICIENCY PROGRAM

Research and Development and Market Transformation

AREAS OF FOCUS INCLUDE:

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.

NORTH SHORE GAS®

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

RESULTS

Performance

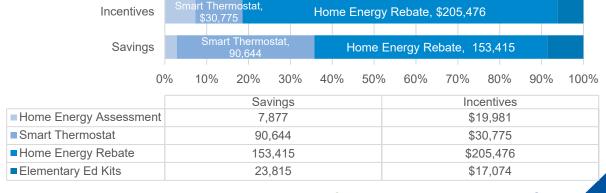
- ✓ In Q4, achieved 49% of the savings goal with 33% of the budget
- ✓ 2023: 107% of the savings goal achieved with 100% of the budget
- ✓ Overall \$/therm lower than expected due to cost effective Smart Thermostats and Elementary Education Kits

Offering Highlights

- ✓ Home Energy Assessment: 223 participants
- ✓ Home Energy Rebate: 894 participants; these customers gave an average score of 8.3 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
- ✓ Elementary Education Kits: 1,637 kits distributed
- ✓ Smart Thermostats: 974 sold

OVERALL







Residential Multi-Family

HIGHLIGHTS

RESULTS

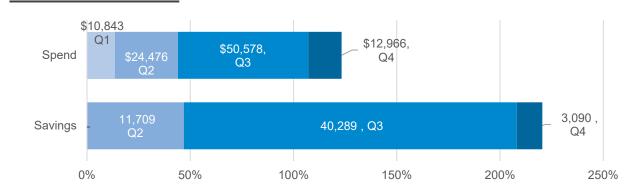
Performance

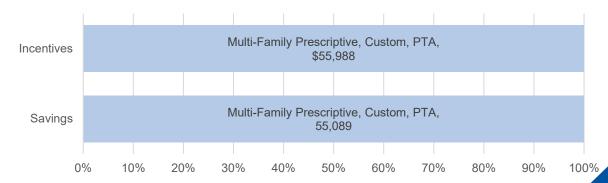
- ✓ Significant increase in cost-effective participation in Q3 balanced out in Q4
- ✓ 2023: 220% of the savings goal achieved with 123% of the budget
- √ \$/therm at less than half of forecast due very costeffective Q3 projects with one customer across multiple buildings

Offering Highlights

- ✓ Multi-Family Energy Savings: 0 buildings participated
- ✓ Prescriptive, Custom, Partner Trade Ally: 22 buildings participated

OVERALL







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 multifamily 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 Qualified Single Family

HIGHLIGHTS

RESULTS

Performance

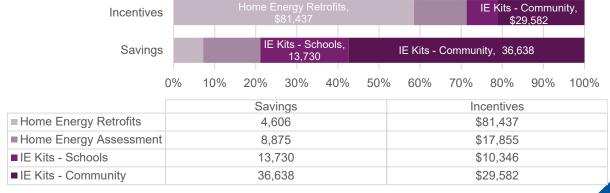
- ✓ In Q4, achieved 22% of the savings goal with 35% of the budget
- √ 2023: 65% of the savings goal achieved with 82% of the budget
- ✓ Overall \$/therm higher than expected based on mix of participation

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: 0 participants
- ✓ Home Energy Retrofits: 29 participants
- √ Home Energy Assessment: 223 participants
- √ 990 Elementary Ed Kits and 1,268 Community Kits were distributed

OVERALL









Income Qualified Multi-Family

HIGHLIGHTS

RESULTS

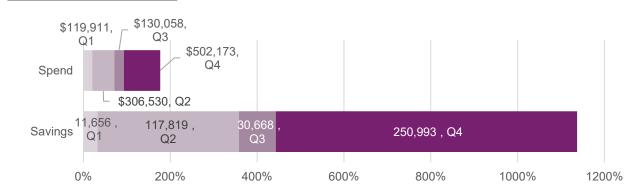
Performance

- ✓ Continued high and cost-effective participation in Q4, achieved 694% of the savings goal with 84% of the budget
- ✓ 2023: 1,137% of the savings goal achieved with 177% of the budget
- √ \$/therm is less than a sixth 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: 18 buildings and 1,332 units participated

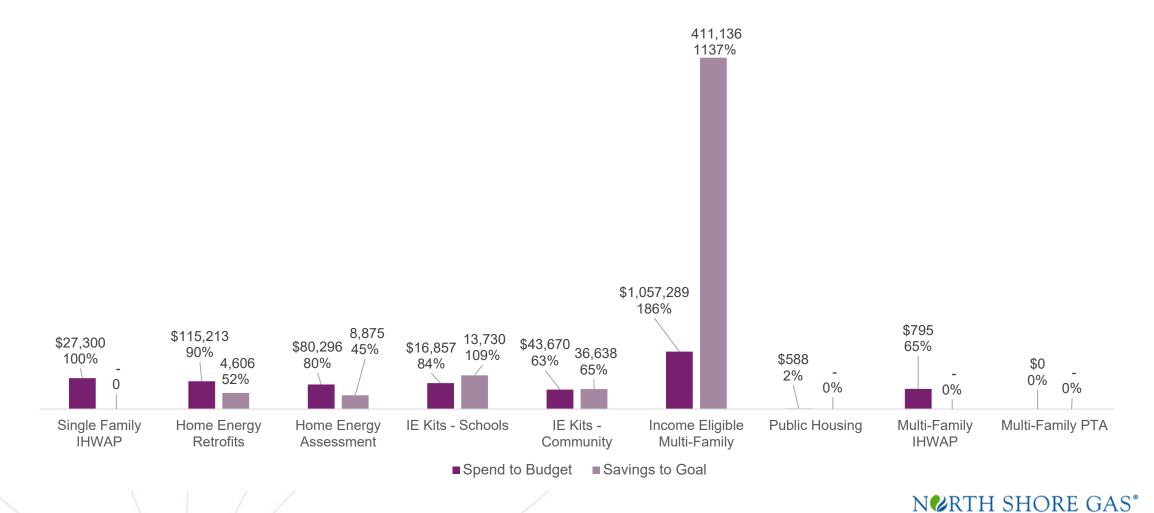






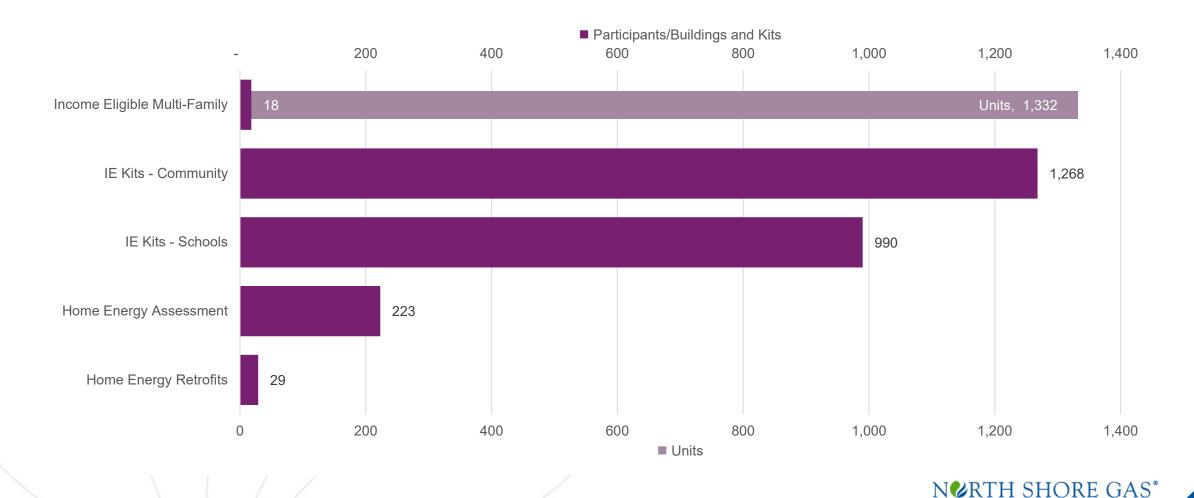






ENERGY EFFICIENCY PROGRAM

Income Eligible Program 2023 Program Offering Participants



ENERGY EFFICIENCY PROGRAM



Health & Safety and Participant Details

Health & Safety

Health & Safety Metrics	2023		
Number of Properties Assessed - Single Family	32		
Number of Properties Assessed - Multi-Family	2		
Number of Properties with identified Health & Safety Issues	32		
Number of Properties deferred due to Health & Safety Issues	13		
Type of Health and Safety Issues Identified:			
Electrical Safety	1		
Natural Gas Safety	13		
Fire Safety	6		
Indoor Air Quality	20		
Other	6		

Participant Details

Income Qualified Program Participation	2023
Quantity of Participants	659
Quantity of Whole Building Assessments	32
Quantity of DI Only Installations	1,814
Quantity of In-Unit Service Installations (Multi-Family Only)	1,199
Quantity of Major Measure Installations	56



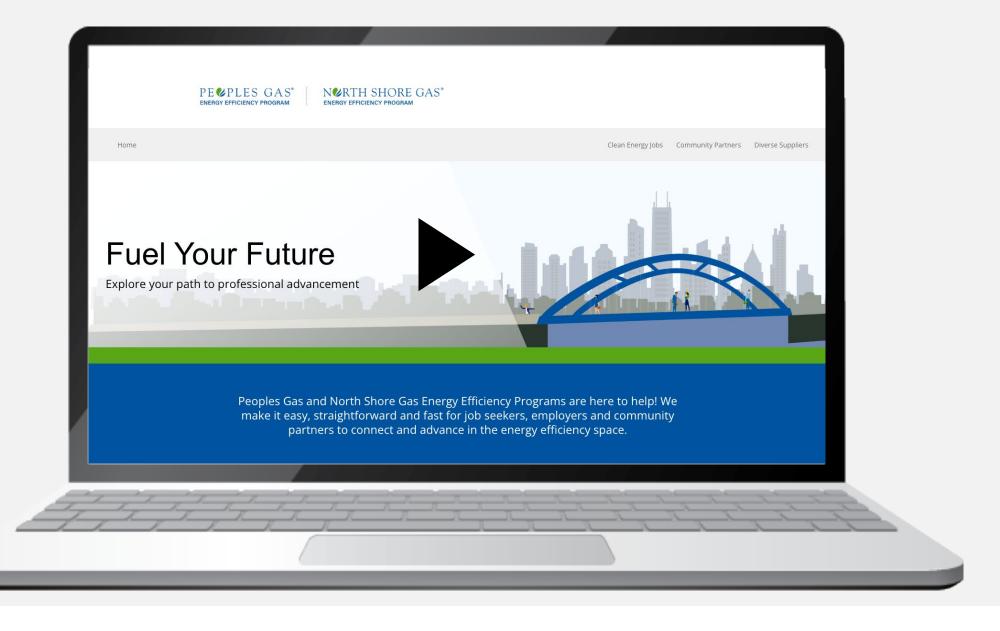
















2023 Marketing Recap

PORTFOLIO

EE Communications

- Social media
- Chicago Fire partnership
 - Video ads | 6 event activations | 150+ leads
- · PGL NSG customer newsletters email and print
 - 7 EE articles
- WTTW Chicago Public TV advertisement
 - 15 second spot | Running 12 times

Campaigns

Completed Winter '22-'23 campaign; Planned Winter/Spring '24 campaign

ACEEE Presentations

(1) Public Sector and (1) Residential

Webpage Refresh

Ways to Save | Peoples Gas (peoplesgasdelivery.com)
Ways to Save | North Shore Gas (northshoregasdelivery.com)

BUSINESS AND PUBLIC SECTOR

Energy Forums
In each territory

Promo email to Small and Midsize Businesses In the North Shore Gas territory

Quarterly webinars

For Business and Public Sector customers

Customer thank you campaign
Sent monthly

Business quarterly newsletters

Titled Energy Insights

RESIDENTIAL

Multi-family quarterly newsletter development and distribution

Titled the Energy Reserve

Home Energy Rebate promo emails
Sent 9 throughout the year

Success story creation

Weatherization and Multi-Family

2023 Community Events

PERFORMANCE

35 / 23% PGL Events / % of Total

7 / 5% NSG Events / % of Total

6 / 4%
PGL NSG Events / % of Total

106 / 69%
Joint Utilities / % of Total

154
Total 2023 Events

HIGHLIGHTS

Table activities increase customer engagement and interest

Events in 2023 generated over 2,600 leads Jan - Dec 2023





Spotlight: Q4 Community Events

Peoples Gas in the community

Event Name	Event Host	Date
Able Distributors HVAC TA Table Event	Able Distributors	10/4/2023
Chicago Fire Game (vs. Miami)	Chicago Fire	10/4/2023
13th Ward Senior Celebration	Quinn - Guerrero-Cuellar Service Office	10/6/2023
Ferguson HVAC TA Table Event	Ferguson HVAC Supply	10/10/2023
9th Ward Resource Fair	9th Ward	10/12/2023
The Garfield Park Neighborhood Market	Garfield Park Community Council (GPCC)	10/14/2023
Congressman Jackson Town Hall	Congressman Jackson	11/5/2023
Ferguson HVAC TA Table Event	Ferguson HVAC Supply	11/14/2023
Congressman Jackson Utilities Resource Day	Congressman Jackson	11/27/2023
10th Ward Senior Christmas Event	10th Ward Alderman	12/5/2023
Ferguson HVAC TA Table Event	Ferguson HVAC Supply	12/12/2023
Able Distributors TA Table Event	Able Distributors	12/14/2023





Spotlight: Q4 Community Events

North Shore Gas in the community

Event Name	Event Host	Date
Able Distributors HVAC TA Table Event	Able Distributors	10/4/2023
Boo Bash	Mundelein Park District	10/21/2023
Halloween Trick or Treat Trail	Waukegan Park District	10/28/2023
Able Distributors HVAC TA Table Event	Able Distributors	12/14/2023



2023 Trade Ally Activities

ENGAGEMENT

Hosted 11 webinars

Topics ranged from new technologies to program information to how to leverage incentives

Engaging and educating contractors at local distributors

10 table events

HIGHLIGHTS

Trade Ally website and learning center: TradeAllyCenter.com

Continuing to build resources and content for Trade Allies

Partner Trade Ally Promotional Materials

Created materials for contractors to identify themselves as PTAs





The Peoples Gas Light and Coke Company and North Shore Gas Company provide these qualitative Quarterly Reports containing a program brief on Q4 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.



