



PEOPLES GAS®
ENERGY EFFICIENCY PROGRAM

NORTH SHORE GAS®
ENERGY EFFICIENCY PROGRAM

Quarter 3 Report

Program Year 2024 | 07.01.24 – 09.30.24





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2024 Environmental and Community Impact

ENVIRONMENTAL IMPACT

48,887

Acres of trees planted

41,872

Carbon reduction (tons)

9,965

Cars removed from the road

5,461

Homes' energy use offset

7,913,755

Net energy savings (therms)

COMMUNITY IMPACT

11,815

Residential homes served

27,976

Income eligible homes served

332

Businesses served

63

Direct portfolio jobs

24%

Diverse Spend



An aerial photograph of Chicago, Illinois, featuring the city skyline in the background with prominent skyscrapers like the Willis Tower. In the foreground, Millennium Park is visible, including the Crown Fountain and the surrounding green spaces and walkways. A semi-transparent blue banner is overlaid across the middle of the image, containing the Peoples Gas logo and the text 'ENERGY EFFICIENCY PROGRAM'.

PEOPLES GAS®
ENERGY EFFICIENCY PROGRAM

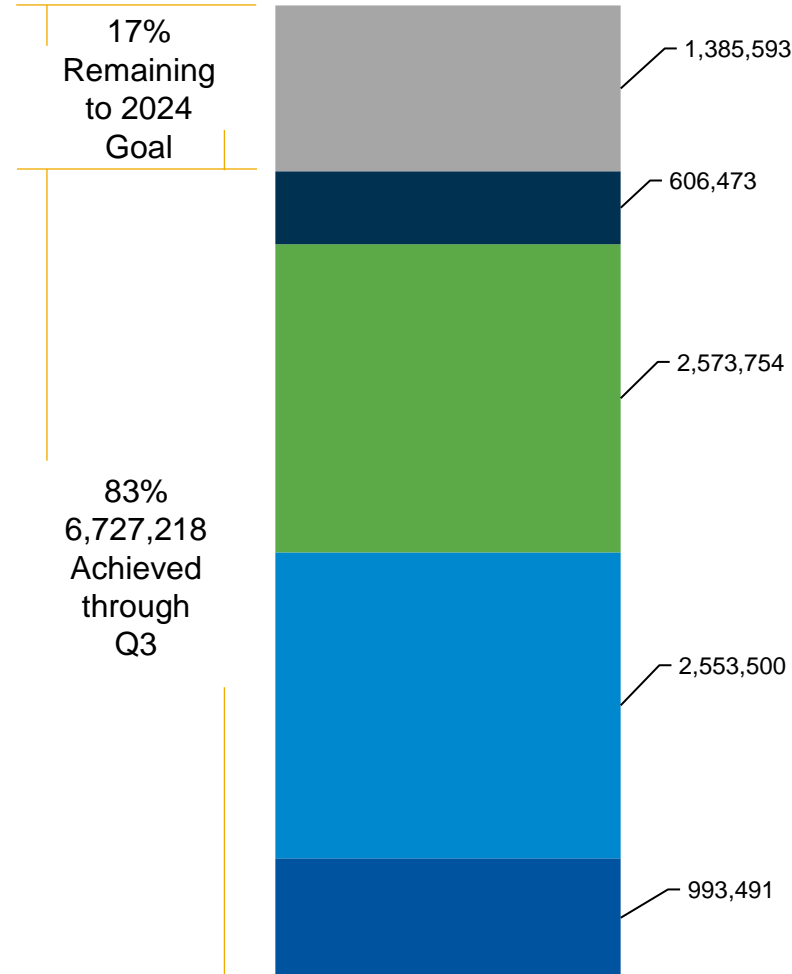


PGL Q3 2024 Performance

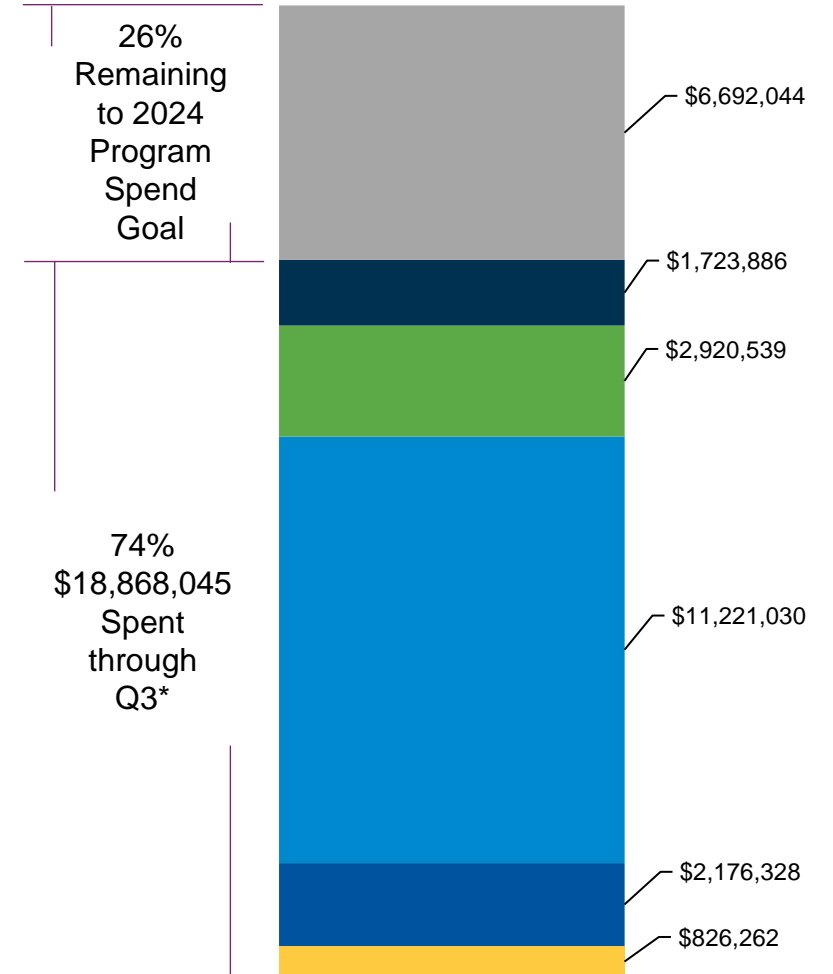
Through Q3 2024, the Peoples Gas Energy Efficiency portfolio achieved 83% of the 2024 savings goal of 8,112,811 therms, spent 74% of the \$25,560,089 program budget, and spent 72% of the \$31,658,755 portfolio budget.

- Public Sector Program
- Business Program
- Income Eligible Program
- Residential Program
- Market Development Initiative

ENERGY SAVINGS



BUDGET SPEND



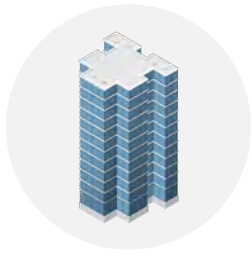
*Program spend does not include portfolio costs

Commercial and Industrial



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

Business Program



Prescriptive and Custom Rebates

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

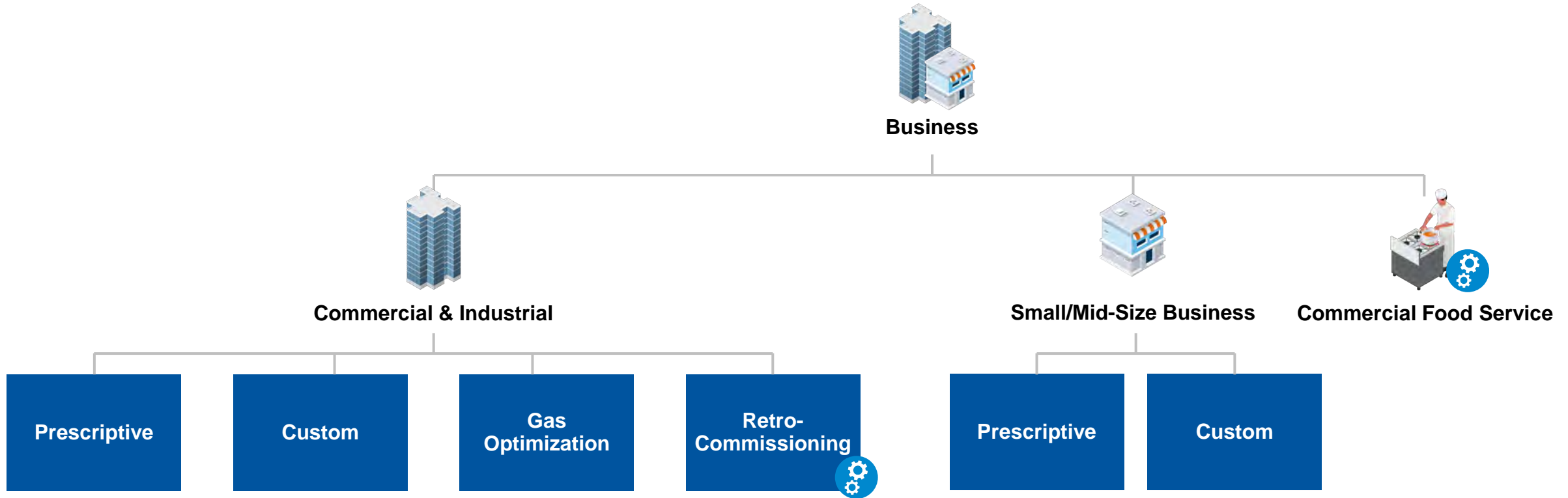
Strategic Energy Management engages customers in long-term continuous energy efficiency improvements at their facilities by involving site management, leveraging data, and promoting best practices at the site.

Commercial Food Service

The Illinois Commercial Food Service program is offered jointly by the Illinois utilities and provides commercial customers a point-of-sale discount on commercial kitchen equipment through participating distributors.



Overview of Business Programs



Joint Programs



Coordinated Programs



Commercial and Industrial



Highlights

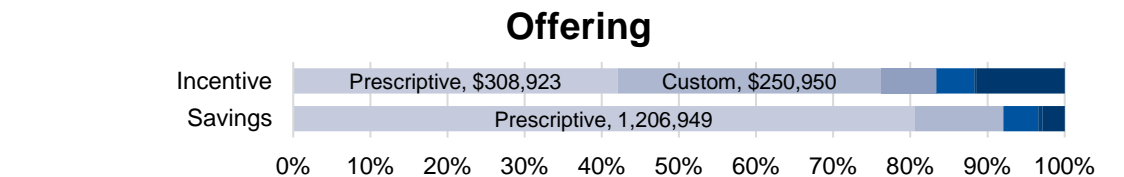
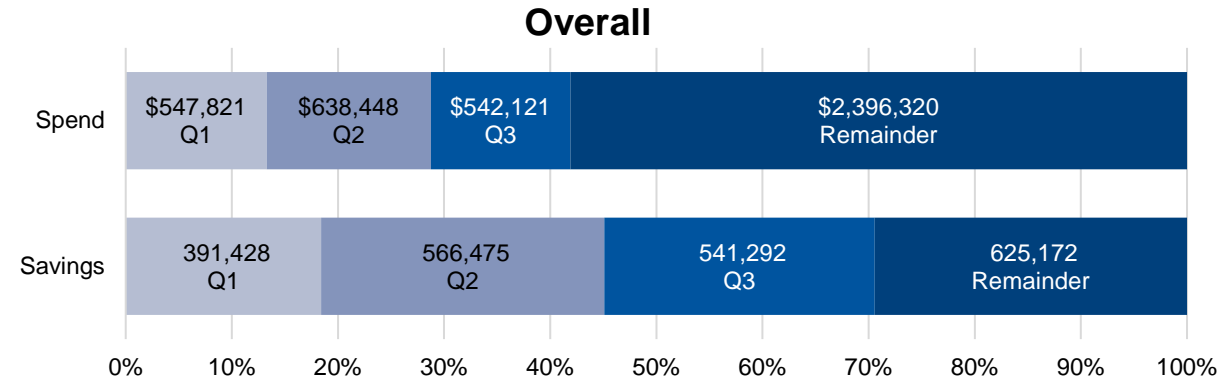
Performance

- Cost effective participation in Q3, achieved 25% of the savings goal with 13% of the budget
- \$/therm continues to be lower than expected
- 64% of year-to-date savings was from steam traps, the next highest savings contributor was boiler tune ups
- 68% of the year-to-date Commercial Food Service savings was from open deep-vat fryers

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 commonly selecting “ease of rebate process” as what we do well

Results



	Savings	Incentive
■ Prescriptive	1,206,949	\$308,923
■ Custom	173,086	\$250,950
■ Gas Optimization	0	\$52,500
■ RCx	67,521	\$35,915
■ New Construction	8,873	\$1,703
■ Commercial Food Service	42,765	\$84,425

Small and Midsize Business



Business Program



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.

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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Small and Midsize Business



Highlights

Performance

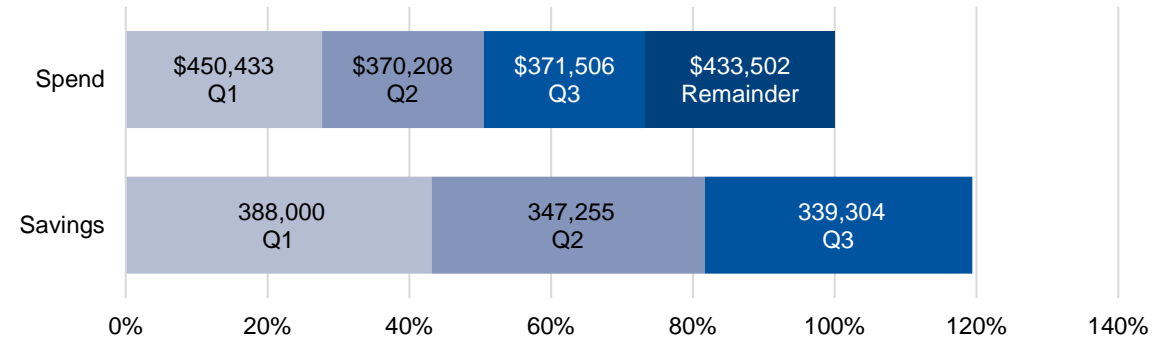
- Significant participation in Q3, achieved 38% of the savings goal with 23% of the budget
- \$/therm continues to be lower than expected
- 76% of the year-to-date savings was from steam trap measures, the next highest saving contributor was ozone laundry

Customer Engagement

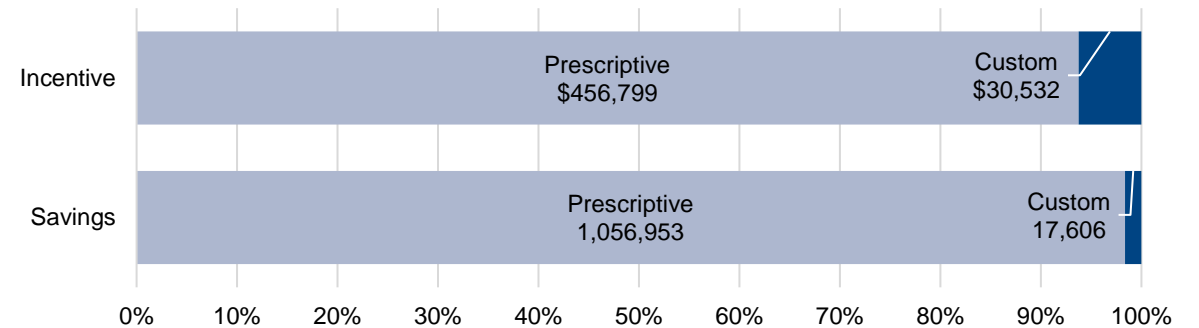
- We have experienced high participation in the Peoples Gas Small Midsize Business program this year, and applications received after April 23rd were waitlisted for the 2024 program year
- Customer satisfaction survey responses – small and midsize business customers gave an average score of 9 out of 10 when asked how likely they are to recommend the program, most commonly selecting “ease of rebate process” 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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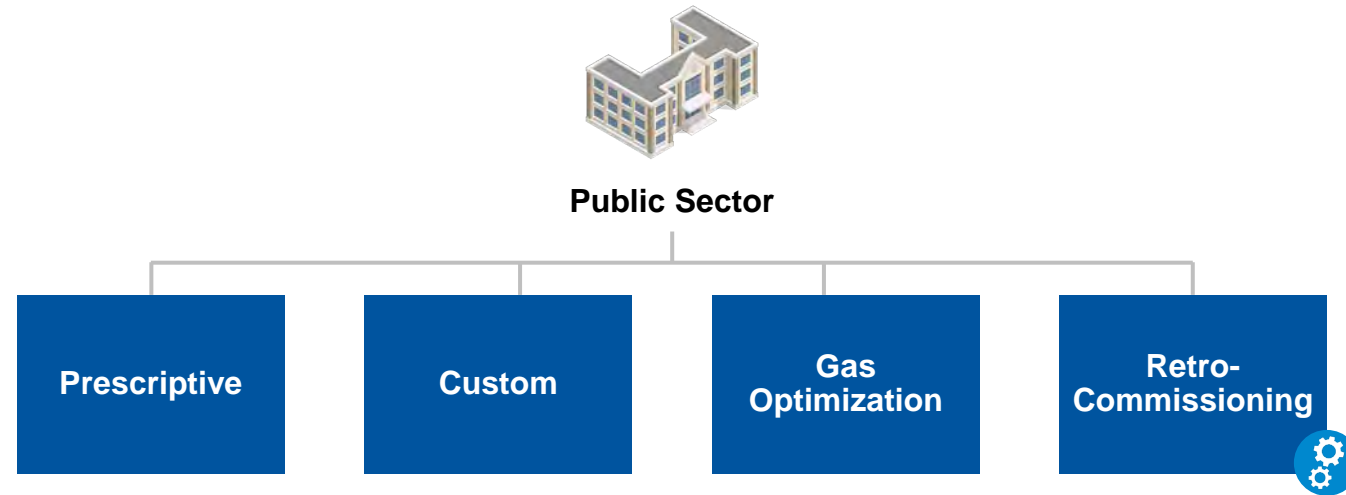
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Strategic Energy Management

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Overview of Public Sector Programs



Joint Programs



Coordinated Programs



Public Sector



Highlights

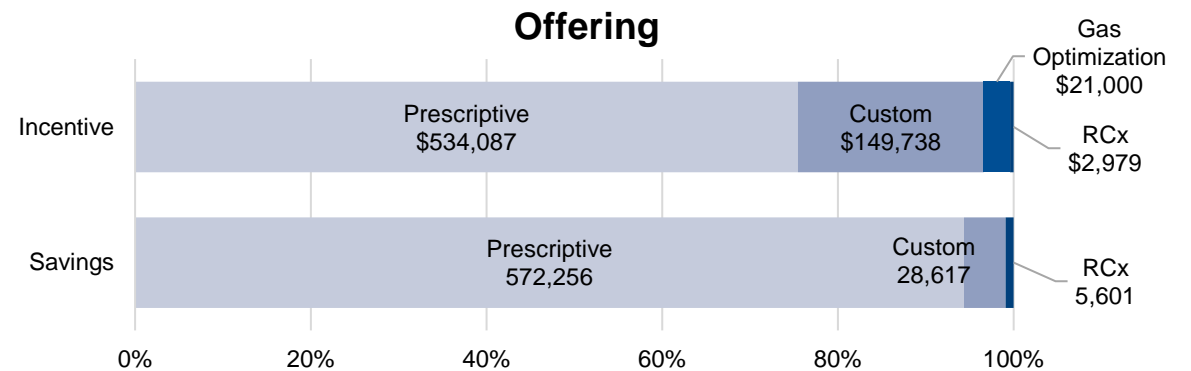
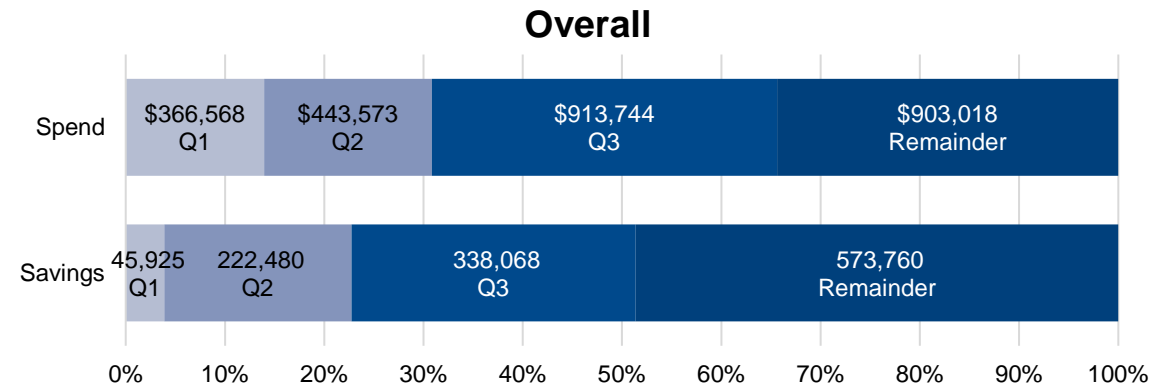
Performance

- Quarterly savings continues to increase—in Q3, achieved 29% of the savings goal with 35% of the budget
- \$/therm higher than expected due to measure mix
- 75% of year-to-date savings was from steam trap measures, the next highest savings contributor was 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, selecting “ease of rebate process,” “rebate dollar amount,” and “representative energy efficiency expertise” as what we do well

Results



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.



Research and Development and Market Transformation



Areas of focus include:

- Gas heat pumps – residential and commercial units
- Hybrid heating systems
- Integrated renewable energy systems
- Micro combined heat and power systems
- Heat recovery with carbon capture
- Battery-Operated Radiator Controls
- Advanced building shell measures



Spurring Innovation for the Clean Energy Future



Identify Customer Needs



Carbon capture with heat recovery technology installed at Grayslake High School

Design Innovative Solutions to Address Those Needs



Gas Heat Pump installation at Peoples Energy Training Center

Leverage Cost-Sharing Opportunities When Possible



Smart radiator control technology developed by IIT students



Single Family and Multi-Family



Residential Program



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.

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

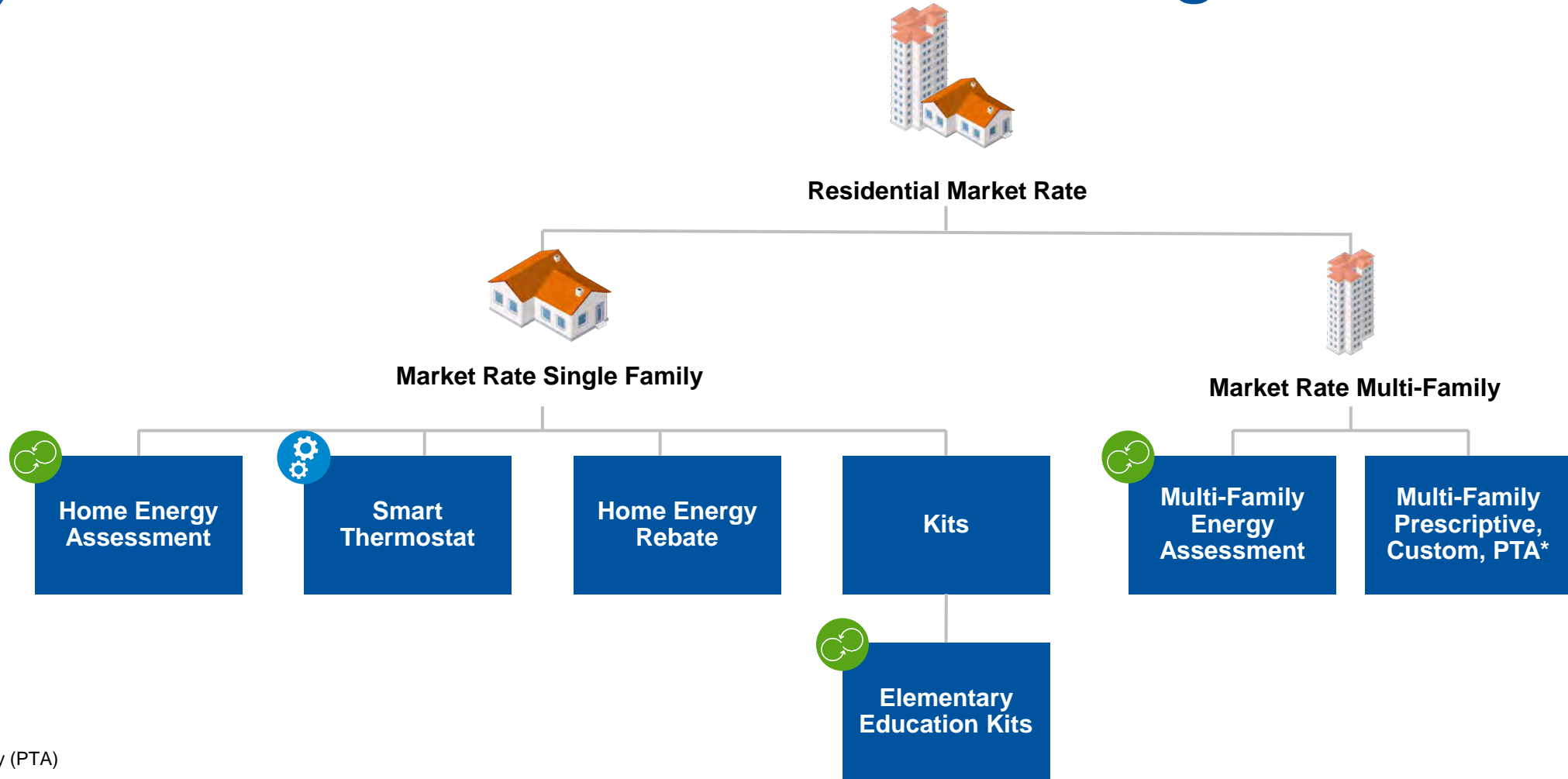
The Multi-Family Energy Savings program is a joint program offering provided in partnership with Peoples Gas, North Shore Gas and ComEd. The program offers free direct installation of energy-saving measures for multi-family buildings.

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.



Overview of Residential Programs



*Partner Trade Ally (PTA)



Joint Programs



Coordinated Programs



Residential Single Family



Highlights

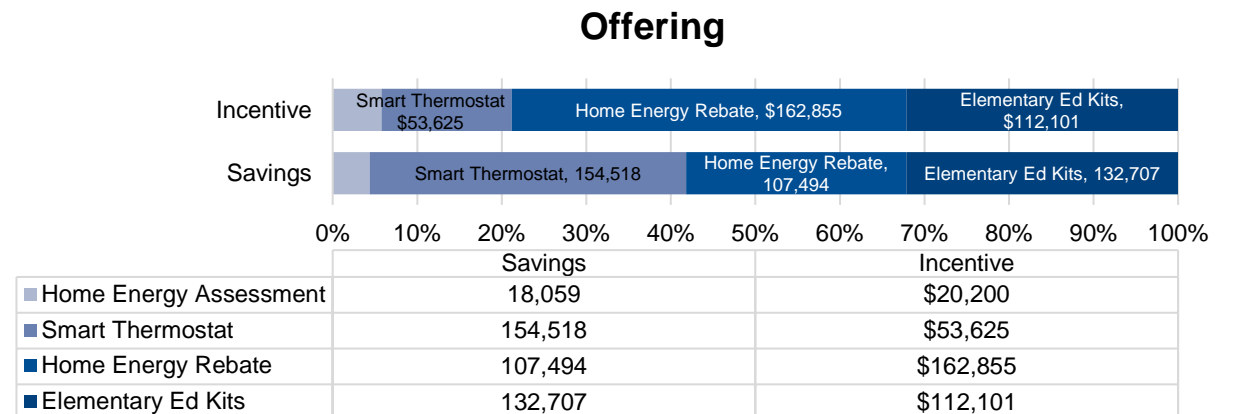
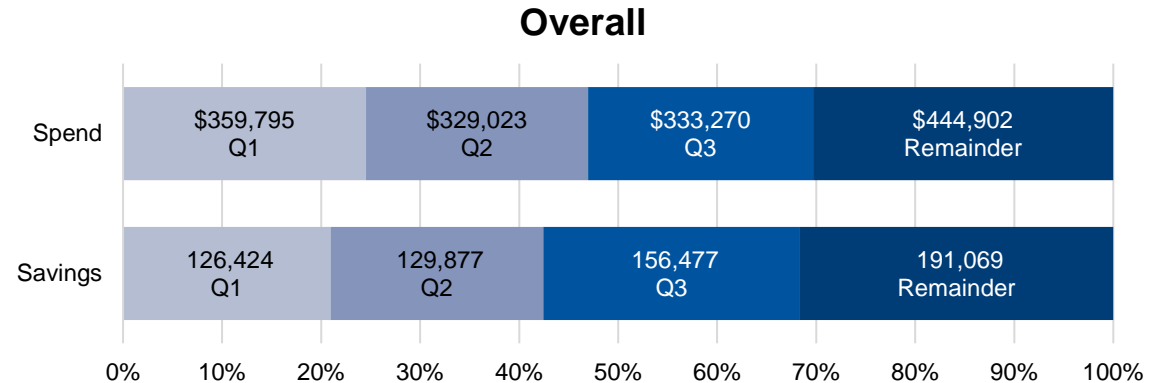
Performance

- Participation on target in Q3, achieved 26% of the savings with 23% of the spend
- Overall \$/therm lower than expected for Elementary Education Kits and as of Q3 are 100% subscribed

Offering Highlights

- Home Energy Assessment: 577 participants
- Home Energy Rebate: 708 participants—nearly 85% of the savings continues to be from HVAC measures, with the rest from weatherization. These customers gave an average score of 8 out of 10 when asked how likely they are to recommend the program, most commonly selecting “ease of rebate process” and “rebate dollar amount” as what we do well
- Elementary Education Kits: 5,996 kits distributed
- Smart Thermostats: 2,008 participants

Results





Residential Multi-Family



Highlights

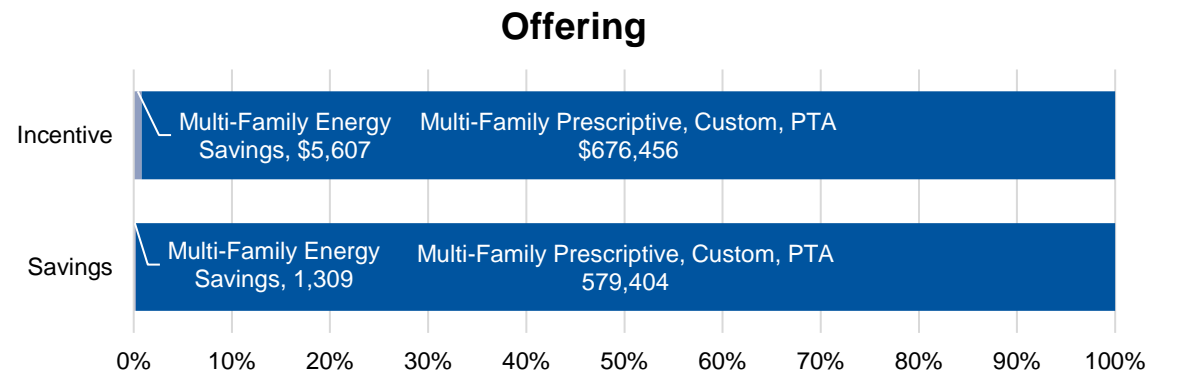
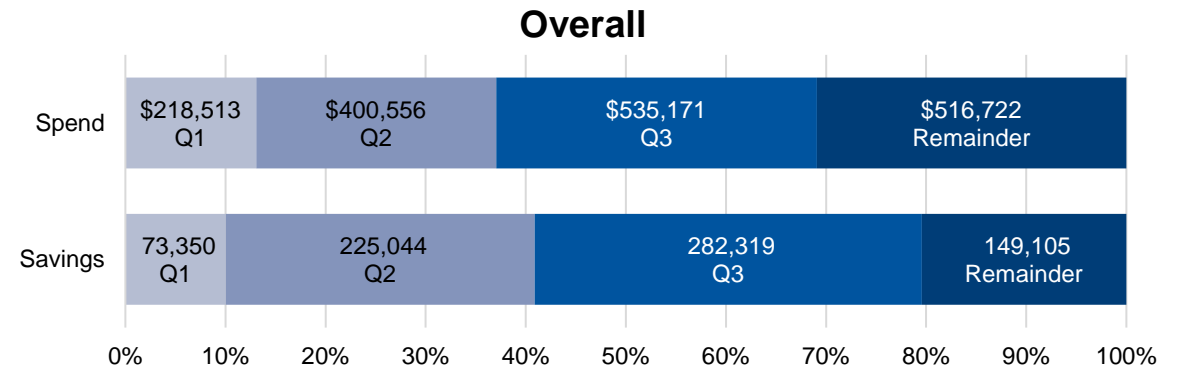
Performance

- Most of the savings are from the Multi-Family Prescriptive, Custom, and Partner Trade Ally (PTA) offerings, with PTAs continuing to leverage existing relationships with customers to drive projects
- Cost effective participation in Q3, achieved 39% of the savings with 32% of the spend
- Overall \$/therm is lower than expected for the MF Prescriptive, Custom, and Partner Trade Ally offerings

Offering Highlights

- Multi-Family Energy Savings: 4 buildings participated
- Prescriptive, Custom, Partner Trade Ally: 88 buildings participated; these customers gave an average score of 9 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

Results



Income Eligible Single Family and Multi-Family

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



Income Eligible Program



Illinois Home Weatherization Assistance Program (IHWAP)

Leverage's state and federal funds to supplement incentives from utility programs. The program was designed to help low-income residents save energy and money while increasing the comfort of their homes. With a mission to insulate low-income customers, particularly the elderly, persons with disabilities, families with children, high residential energy users, and households with a high energy burden, to conserve needed energy and to aid those persons least able to afford higher utility costs. Weatherization services are provided to low-income residents through local community action agencies or not for profit agencies.

Home Energy Assessment

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

Home Energy Savings Retrofits

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

Income Eligible Multi-Family Savings

Building owners receive free technical assistance to identify energy efficiency opportunities and install measures. Expenses are fully covered by the program, from the direct installation of energy efficiency products into tenants' units (light bulbs, aerators, showerheads, etc.), to common area measures, and more extensive measures requiring building owner co-pay. This program is a joint utility program offering.

Public Housing Energy Savings

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

Multi-Family Income Eligible Partner Trade Ally

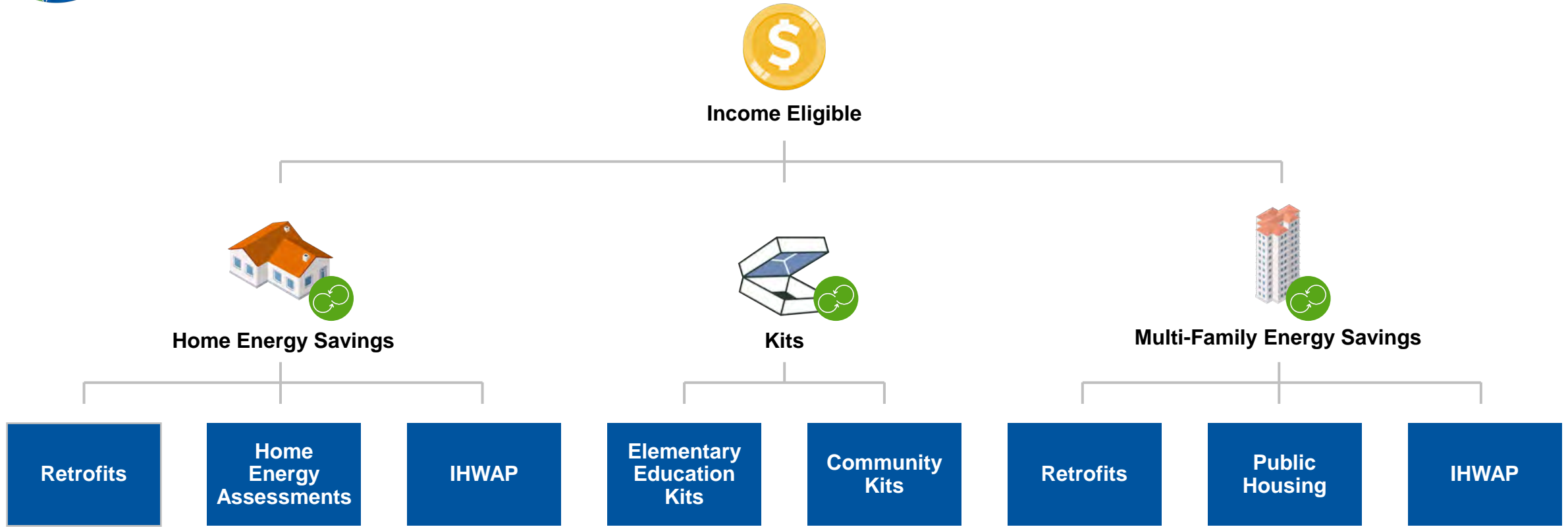
A Peoples Gas and North Shore Gas-only offering, delivered by vetted Partner Trade Allies. Trade Allies are given higher rebate amounts to serve geographically income-eligible customers with retrofit measures.

Income Eligible Gas Kits

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



Overview of Income Eligible Programs



Joint Programs



Coordinated Programs



Income Eligible Single Family



Highlights

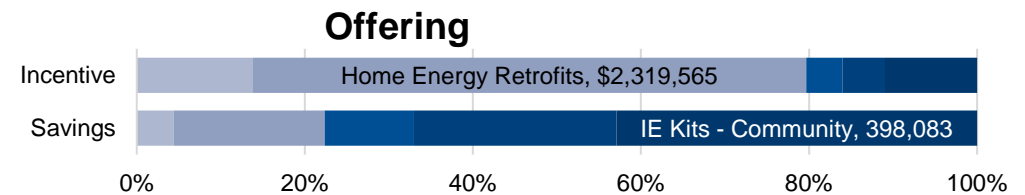
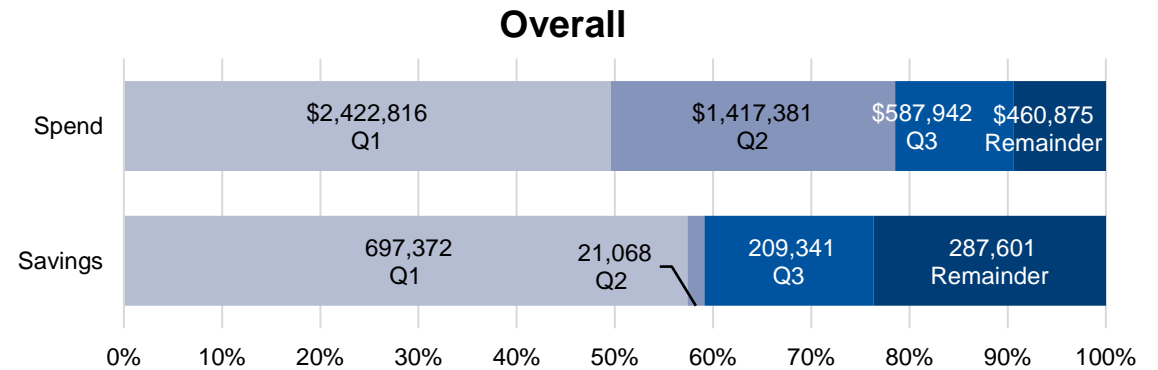
Performance

- Cost effective participation in Q3, achieved 17% of the savings goal with 12% of the budget
- Overall \$/therm is lower than expected for the Home Energy Assessment, Elementary Education Kits, and Community Kits offerings. As of Q3, Elementary Education Kits are 100% subscribed

Offering Highlights

- IHWAP Single Family: 60 participants
- Home Energy Retrofits: 247 participants
- Home Energy Assessment: 1,315 participants
- Elementary Education Kits: 10,897 kits distributed
- Community Kits: 12,991 kits distributed

Results



	Savings	Incentive
■ Single Family IHWAP	40,587	\$487,622
■ Home Energy Retrofits	166,749	\$2,319,565
■ Home Energy Assessment	98,647	\$150,593
■ IE Kits - Schools	223,715	\$178,384
■ IE Kits - Community	398,083	\$386,742



Income Eligible Multi-Family



Highlights

Performance

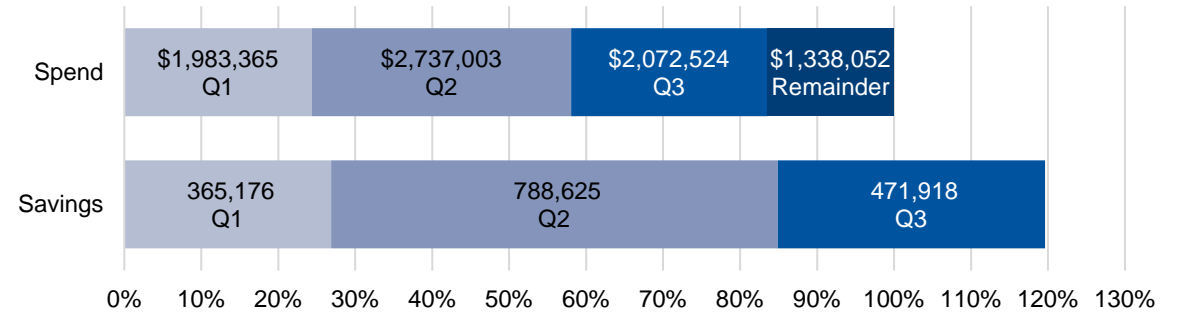
- Cost-effective participation in Q3, achieved 35% of the savings with 25% of the spend
- \$/therm is less than expected for the Income Eligible Multi-Family Energy Savings offering
- A strong relationship with the Chicago Housing Authority contributed to more public housing projects than in typical years (including Trumbull Park Homes shown on the next page)

Offering Highlights

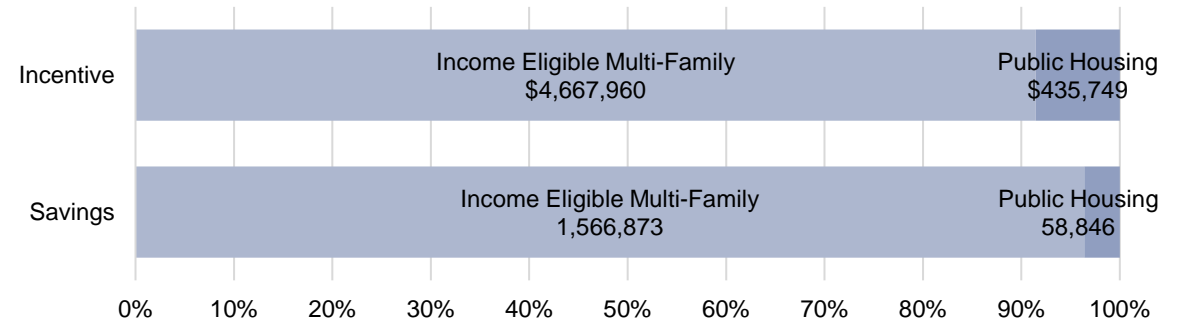
- Income Eligible Multi-Family Energy Savings: 606 buildings and 20,657 units participated
- Public Housing: 14 buildings and 3,708 units participated
- Multi-Family IHWAP: No 2024 participants through Q3

Results

Overall



Offering



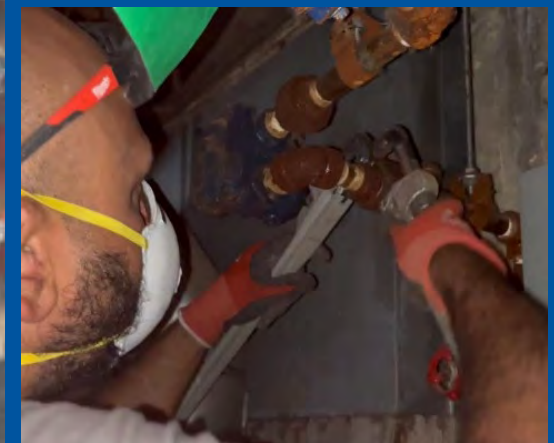


Chicago Housing Authority Trumbull Park Homes

The Chicago Housing Authority is a longstanding customer and partner of the Multi-Family Energy Savings offering.

Trumbull Park Homes was one of the first housing sites built by CHA in the 1930's as part of Franklin Roosevelt's New Deal.

Peoples Gas Energy Efficiency team helped CHA improve the efficiency of this historic building's heating system through steam trap testing and replacement support and incentives. 275 traps were tested and 84 were found in need of replacement. Replacing all 84 traps saved CHA 17,586 therms, the cost for which was fully offset by \$131,500 in incentives.

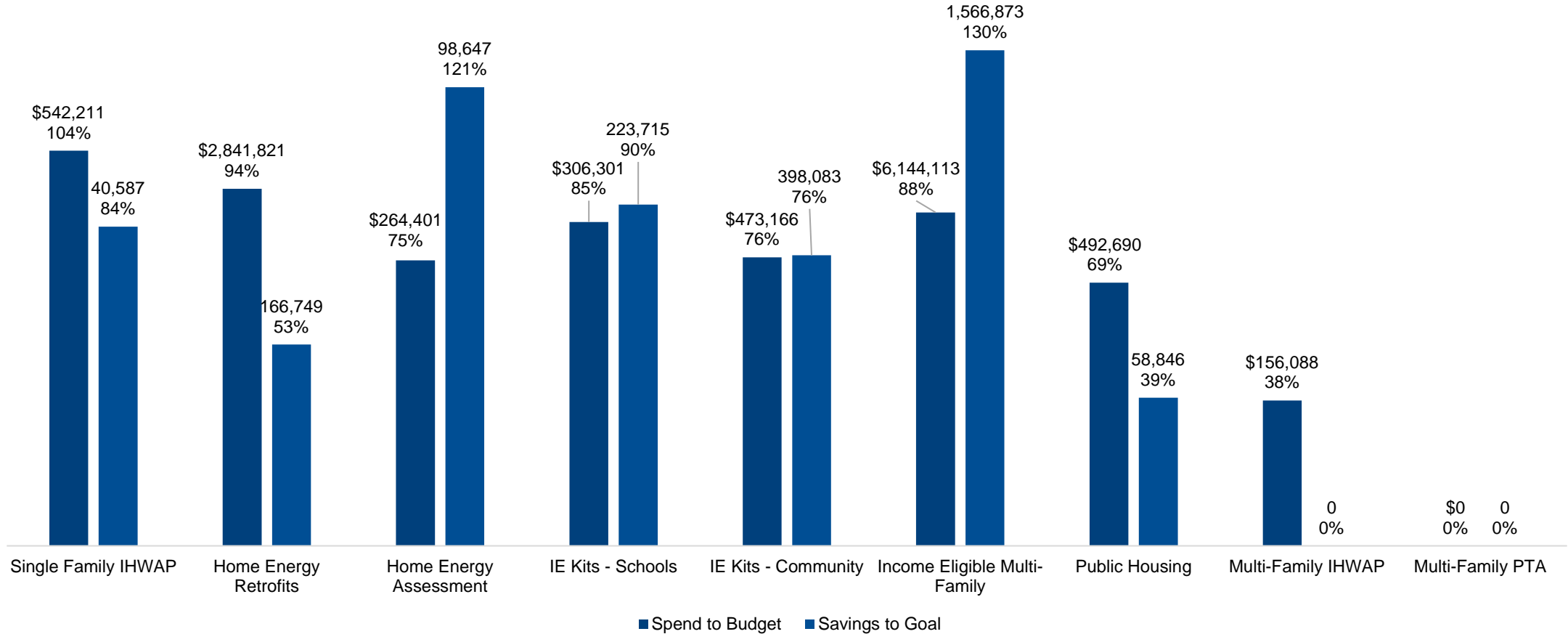




Income Eligible Program



2024 Program Offering Savings and Spend

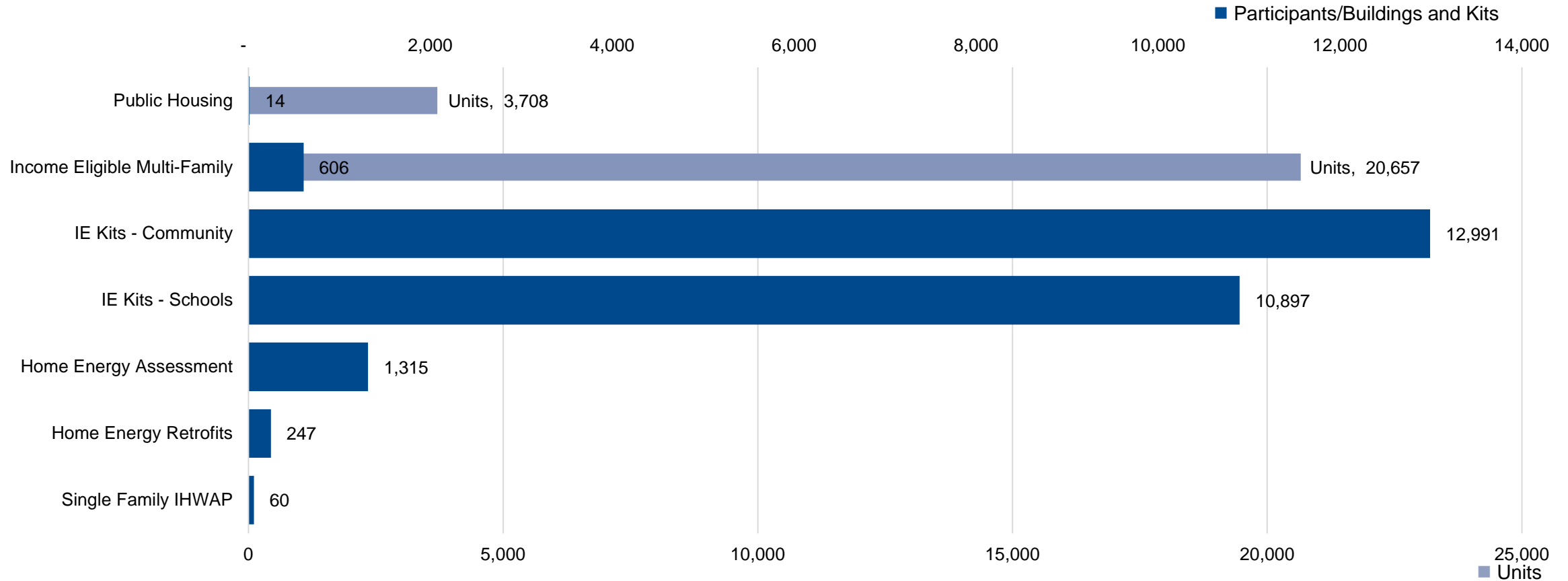




Income Eligible Program



2024 Program Offering Participants



Single Family

- In Q3, there were no properties assessed for health and safety.

Multi-Family

- 70% of H&S funds supported weatherization projects and the remaining supported gas mechanicals through addressing suspected asbestos-containing materials.
- The H&S funding enabled five projects to be completed in Q3 that otherwise could not have been completed.



Health & Safety



Health & Safety Metrics	Q3 2024
Number of Properties Assessed - Single Family	-
Number of Properties Assessed - Multi-Family	109
Number of Properties with identified Health & Safety Issues	17
Number of Properties deferred due to Health & Safety Issues	6
Type of Health and Safety Issues Identified:	
Electrical Safety	N/A
Natural Gas Safety	N/A
Fire Safety	N/A
Indoor Air Quality	16
Other	2

The Income Eligible Multi-Family offerings are jointly delivered.



Joint Delivery and Coordination



The screenshot shows a website banner with the following elements:

- Navigation:** Home, Get Started, Verification Portal, FAQs, Contact Us.
- Logos:** comed (AN EXELON COMPANY), Energy Efficiency, Nicor Gas, Energy Efficiency Program, PEOPLES GAS ENERGY EFFICIENCY PROGRAM, NORTH SHORE GAS ENERGY EFFICIENCY PROGRAM.
- Image:** A family of four (a man, a woman, and two children) sitting at a dining table with food.
- Text:**
 - Multi-Family Energy Savings**
 - Available to multi-family properties with three or more units in areas served by ComEd, Nicor Gas, Peoples Gas and North Shore Gas.
- Buttons:** Get started, Verify Product Installation.

Income Eligible Multi-Family Delivery	
Is there a single vendor?	Yes
Is it a joint program?	Yes
Is there a single point of contact?	Yes
Is there a single application form?	Yes



NORTH SHORE GAS[®]
ENERGY EFFICIENCY PROGRAM

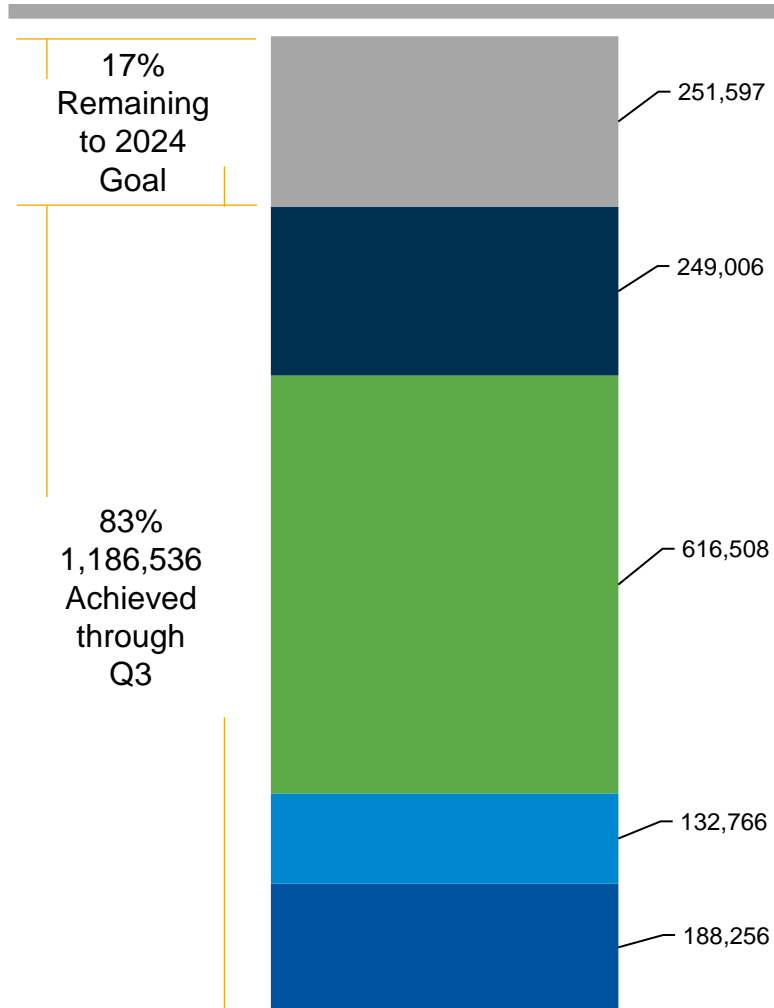


NSG Q3 2024 Performance

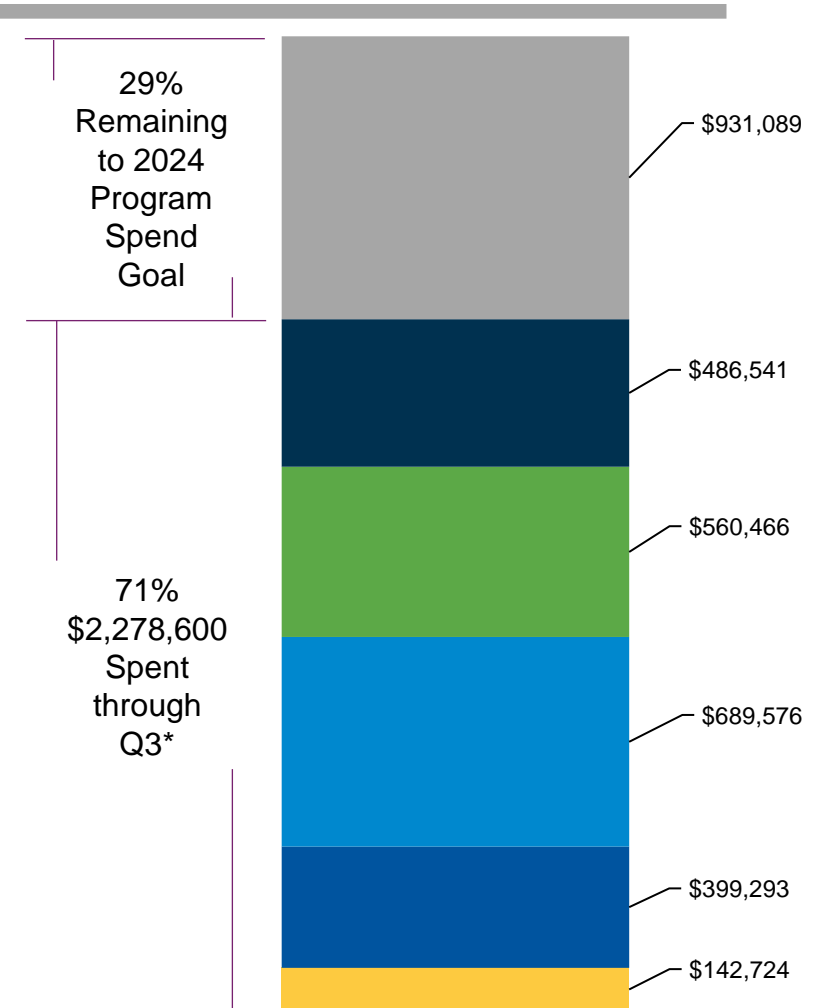
Through Q3 2024, the North Shore Gas Energy Efficiency portfolio achieved 83% of the 2024 savings goal of 1,438,133 therms, spent 71% of the \$3,209,689 program budget, and spent 71% of the \$4,263,107 portfolio budget.

- Public Sector Program
- Business Program
- Income Eligible Program
- Residential Program
- Market Development Initiative

ENERGY SAVINGS



BUDGET SPEND



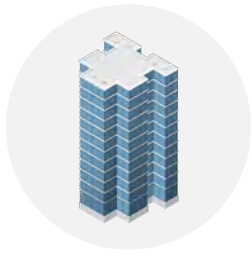
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Retro-Commissioning

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.

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

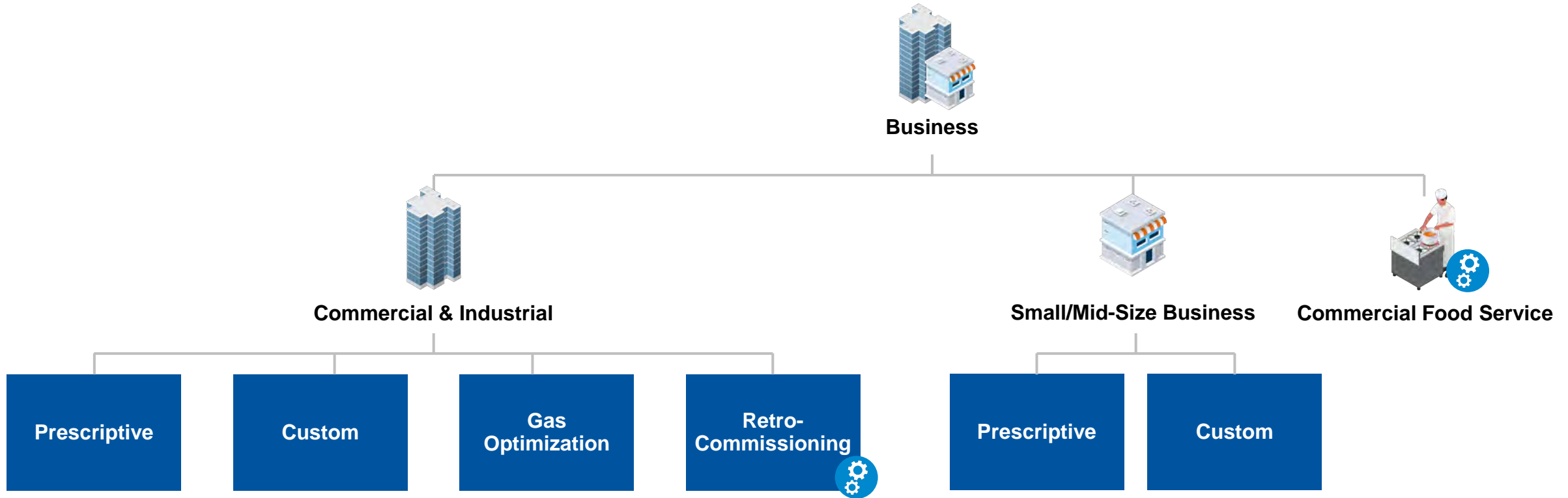
Strategic Energy Management engages customers in long-term continuous energy efficiency improvements at their facilities by involving site management, leveraging data, and promoting best practices at the site.

Commercial Food Service

The Illinois Commercial Food Service program is offered jointly by the Illinois utilities and provides commercial customers a point-of-sale discount on commercial kitchen equipment through participating distributors.



Overview of Business Programs



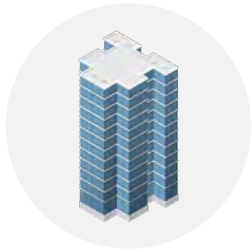
Joint Programs



Coordinated Programs



Commercial and Industrial



Highlights

Performance

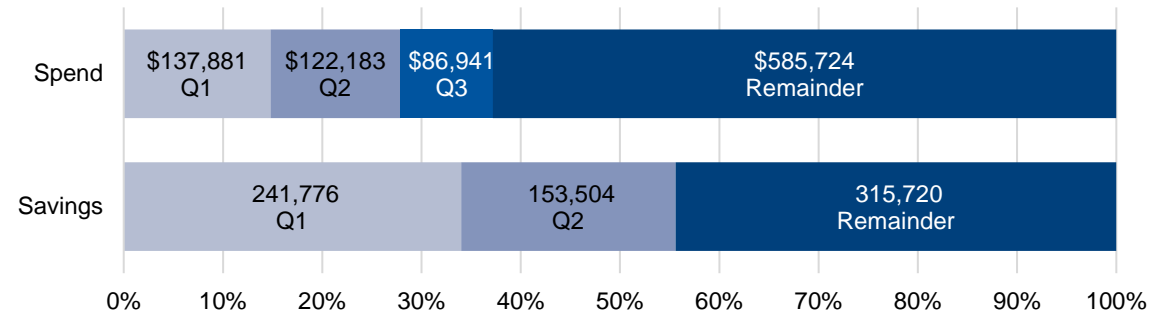
- Continued cost effective participation, achieved 56% of the savings goal with 37% of the budget
- \$/therm lower than expected overall, but higher than expected for Commercial Food Service
- 61% of the year-to-date savings was from steam trap measures and a large boiler tune-up contributed 29% of the year-to-date savings

Customer Engagement

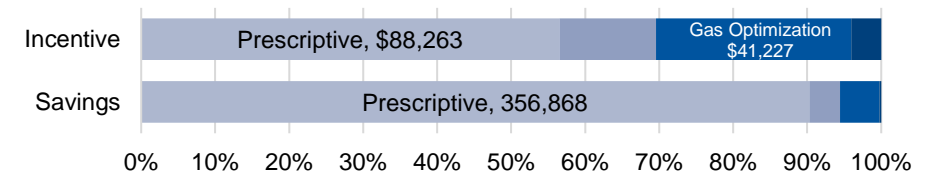
- Customer satisfaction survey response – commercial and industrial customers gave an average score of 10 out of 10 when asked how likely they are to recommend the program, most commonly selecting “representative experience” as what we do well

Results

Overall



Offering



	Savings	Incentive
■ Prescriptive	356,868	\$88,263
■ Custom	16,423	\$20,422
■ Gas Optimization	20,969	\$41,227
■ Commercial Food Service	1,020	\$6,315

Small and Midsize Business



Business Program



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.

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

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Small and Midsize Business



Highlights

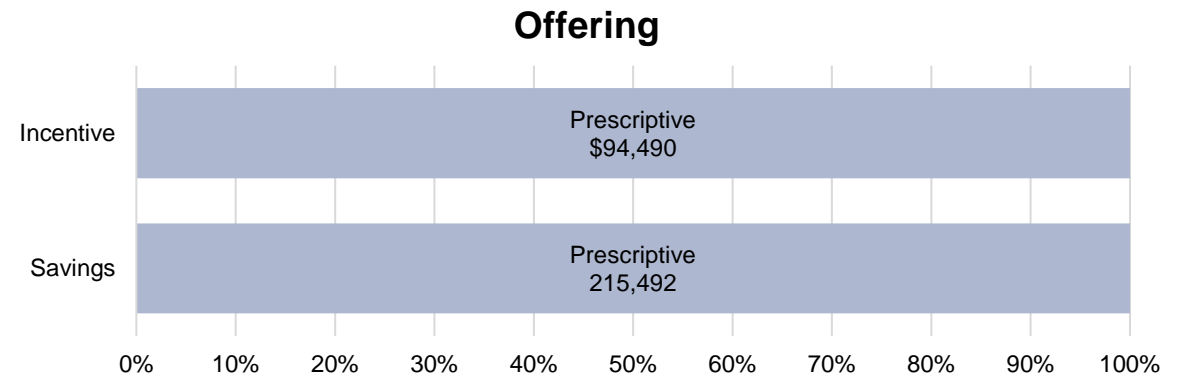
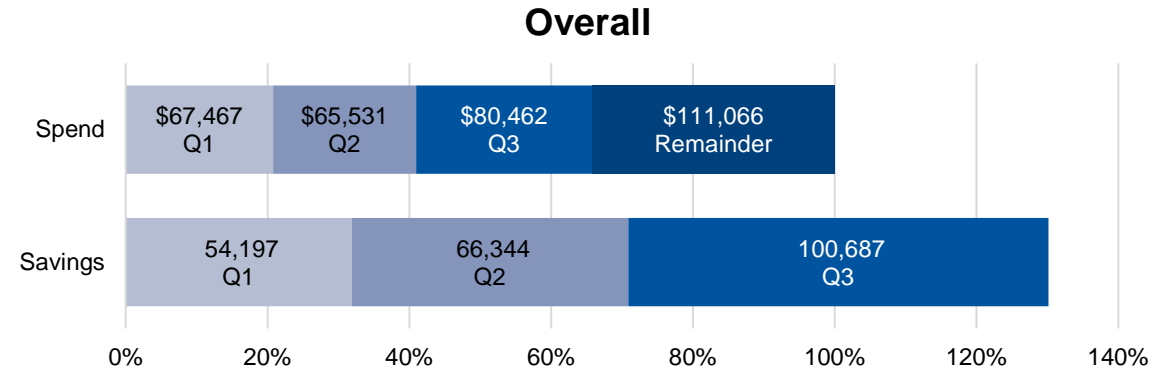
Performance

- Cost effective participation in Q3, achieved 59% of the savings goal with 25% of the budget
- \$/therm continues to be lower than expected
- 82% of year-to-date savings was from steam trap measures

Customer Engagement

- 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 selecting “responsiveness,” “representative experience,” and “representative courtesy” as what we do well

Results



Public Sector

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

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



Business Program



Prescriptive and Custom Rebates

Prescriptive rebates are standard incentive amounts for common energy efficiency measures, typically, with deemed energy savings in the Illinois Technical Resource Manual.

Custom rebates are awarded for the non-standard applications of energy efficiency measures or for projects that do not follow a one-for-one replacement. The review of several operating parameters determines the energy savings.

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Staffing Grant

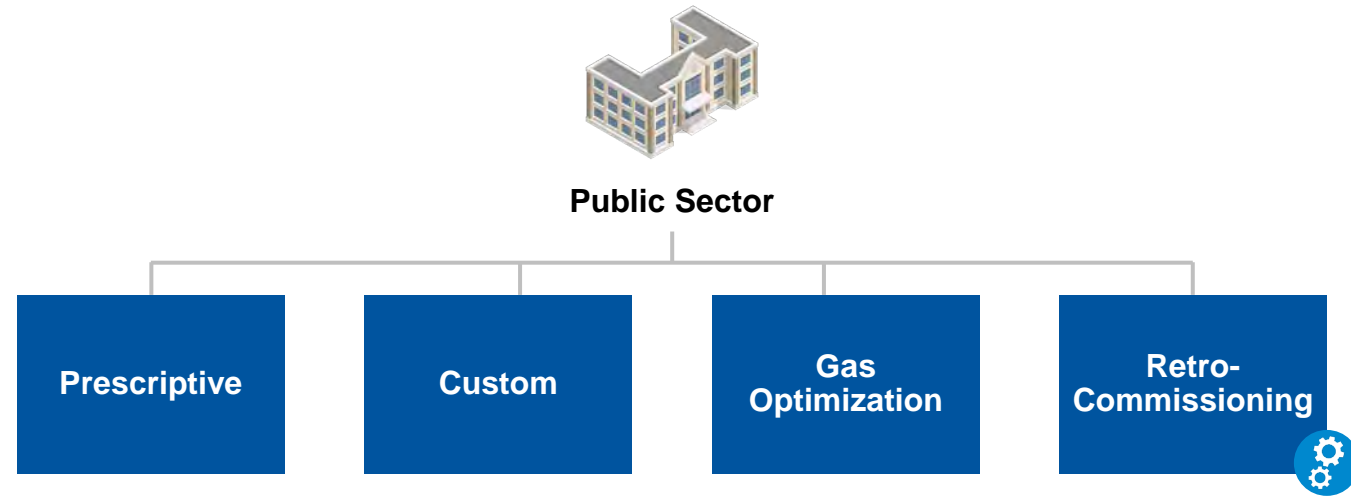
Customer grant recipients are provided up to \$50,000 to support a full- or part-time employee to oversee the implementation of natural gas efficiency projects that would otherwise not be implemented due to limited staffing.

Strategic Energy Management

Strategic Energy Management engages customers in long-term continuous energy efficiency improvements at their facilities by involving site management, leveraging data and promoting best practices at the site.



Overview of Public Sector Programs



Joint Programs



Coordinated Programs



Public Sector



Highlights

Performance

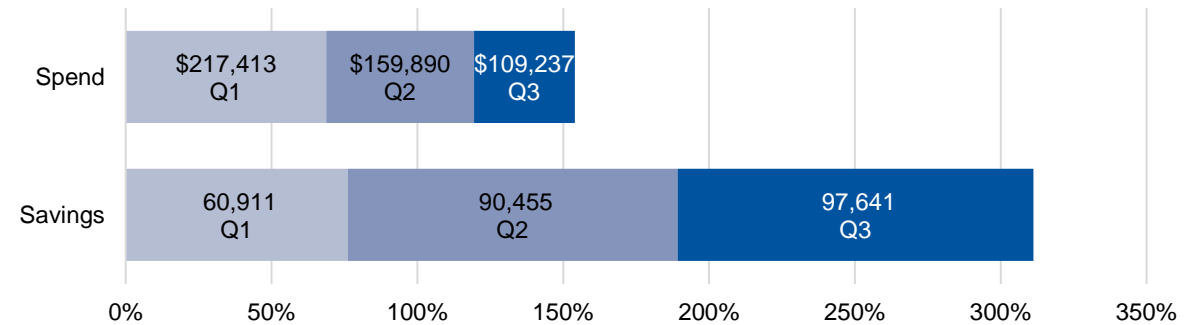
- Significant and cost-effective participation in Q3, achieved 122% of the savings goal with 35% of the budget
- \$/therm continues to be lower than expected
- 78% of the year-to-date savings was from schools, half of that savings was from boiler tune ups and half was from steam traps

Customer Engagement

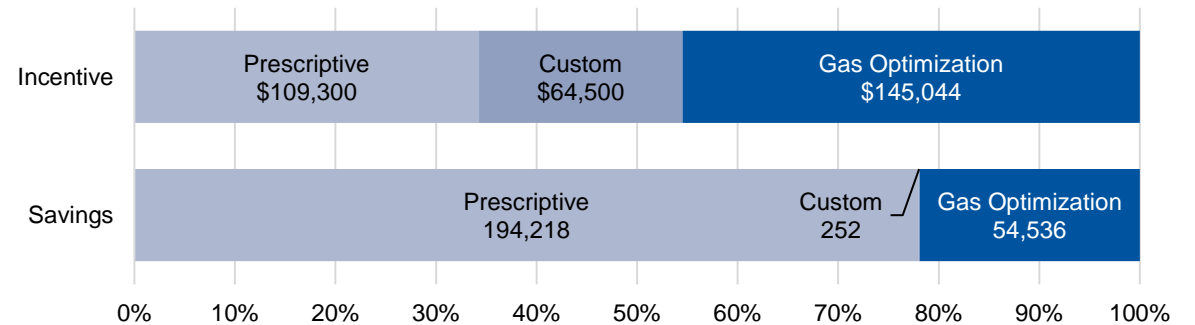
- Customer satisfaction survey responses – public sector customers gave an average score of 10 out of 10 when asked how likely they are to recommend the program, most commonly selecting “ease of rebate process” and “ease of finding information online” as what we do well

Results

Overall



Offering





Celebrating the North Shore Water Reclamation District



\$225,180
incentive

93,992
therms saved

A customer appreciation event was held for the North Shore Water Reclamation District to celebrate their commitment to saving energy.

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.



Research and Development and Market Transformation



Areas of focus include:

- Gas heat pumps – residential and commercial units
- Hybrid heating systems
- Integrated renewable energy systems
- Combined heat and power
- Heat recovery with carbon capture
- Battery-Operated Radiator Controls
- Advanced building shell measures



Spurring Innovation for the Clean Energy Future



Identify Customer Needs



Carbon capture with heat recovery technology installed at Grayslake High School

Design Innovative Solutions to Address Those Needs



Gas Heat Pump installation at Peoples Energy Training Center

Leverage Cost-Sharing Opportunities When Possible



Smart radiator control technology developed by IIT students





CarbinX CO₂ Capture at Grayslake North High School



Grayslake North High School was recognized for their installation of a CarbinX CO₂ unit. The unit will preheat their boiler water and capture carbon, which can be used to manufacture products like soap (pictured in bottom right).

Single Family and Multi-Family



Residential Program



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.

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

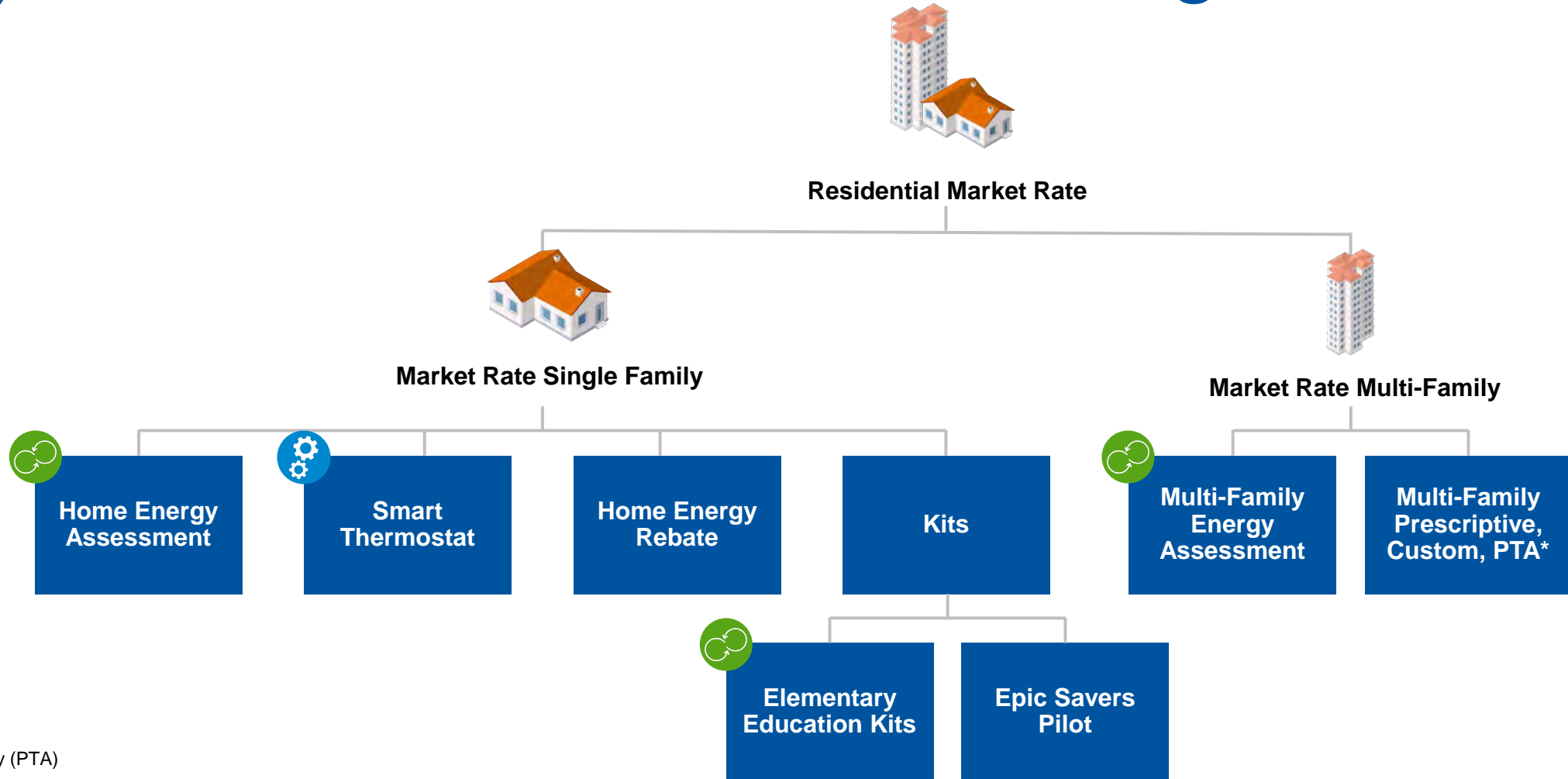
The Multi-Family Energy Savings program is a joint program offering provided in partnership with Peoples Gas, North Shore Gas and ComEd. The program offers free direct installation of energy-saving measures for multi-family buildings.

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.



Overview of Residential Programs



*Partner Trade Ally (PTA)



Joint Programs



Coordinated Programs



Residential Single Family



Highlights

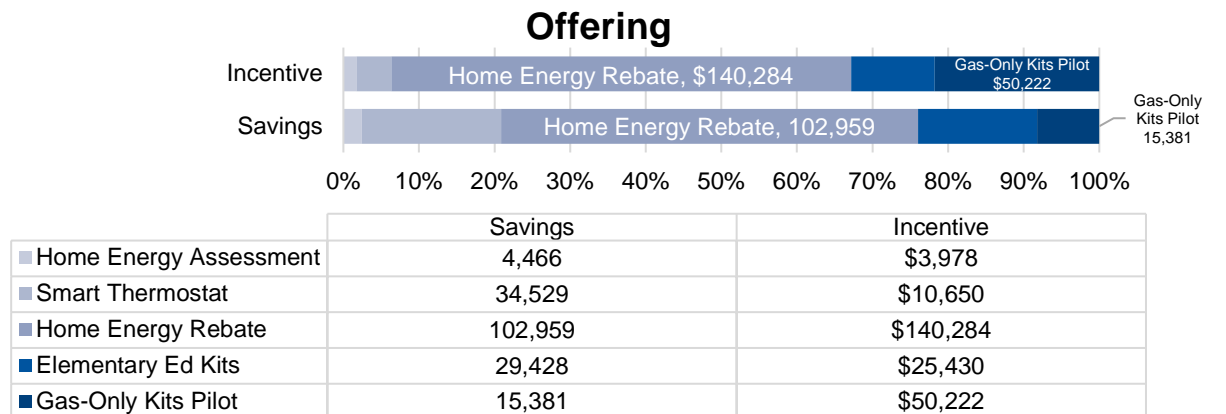
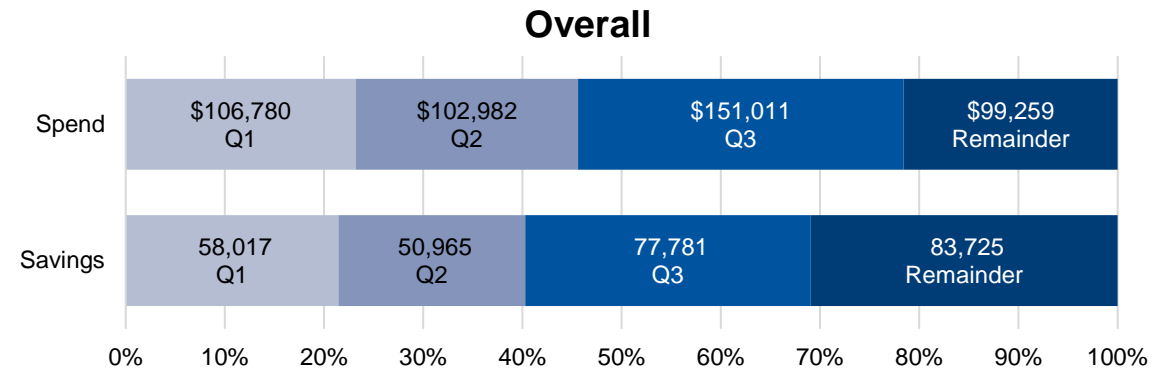
Performance

- In Q3, achieved 29% of the savings with 33% of the spend
- \$/therm lower than expected for Elementary Education Kits. In response to high teacher interest, we were able to shift funding to provide additional kits this year and as of Q3 are 100% subscribed

Offering Highlights

- Home Energy Assessment: 212 participants
- Home Energy Rebate: 541 participants—84% of the savings continues to be from HVAC measures, with the rest from weatherization. These customers gave an average score of 8 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
- Elementary Education Kits: 1,018 kits distributed
- Smart Thermostats: 661 participants

Results





Residential Multi-Family



Highlights

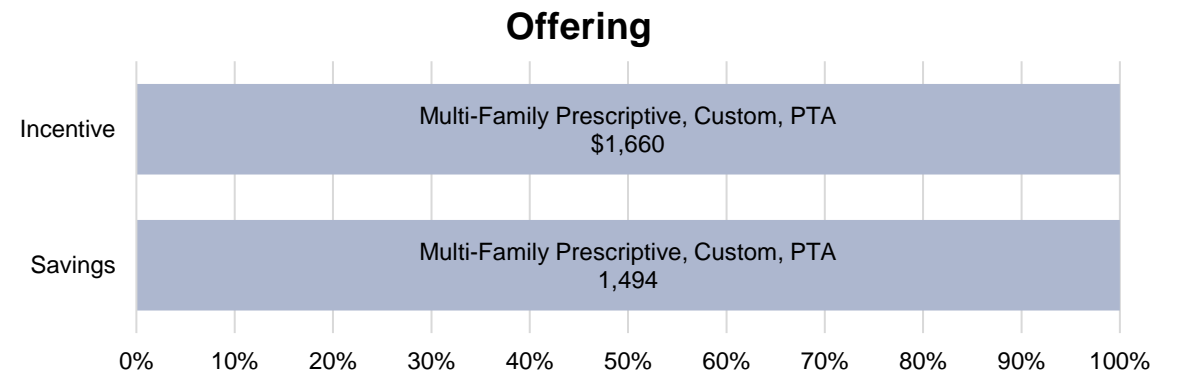
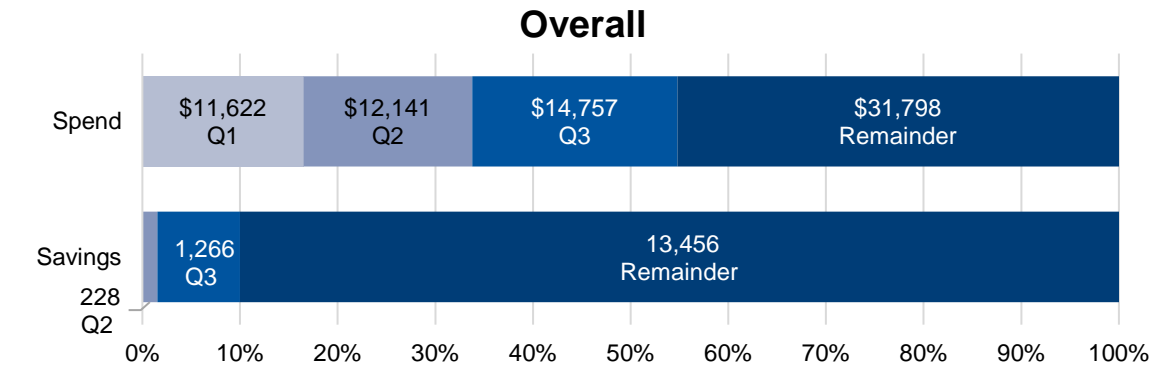
Performance

- In Q3, achieved 8% of the savings with 21% of the spend
- Overall \$/therm is higher than expected
- With the continued high participation and customer interest in North Shore Gas Income Eligible Multi-Family, we intentionally slowed this offering down to shift budget to the income eligible offerings

Offering Highlights

- Multi-Family Energy Savings: No 2024 participants through Q3
- Prescriptive, Custom, Partner Trade Ally: 2 buildings participated

Results



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

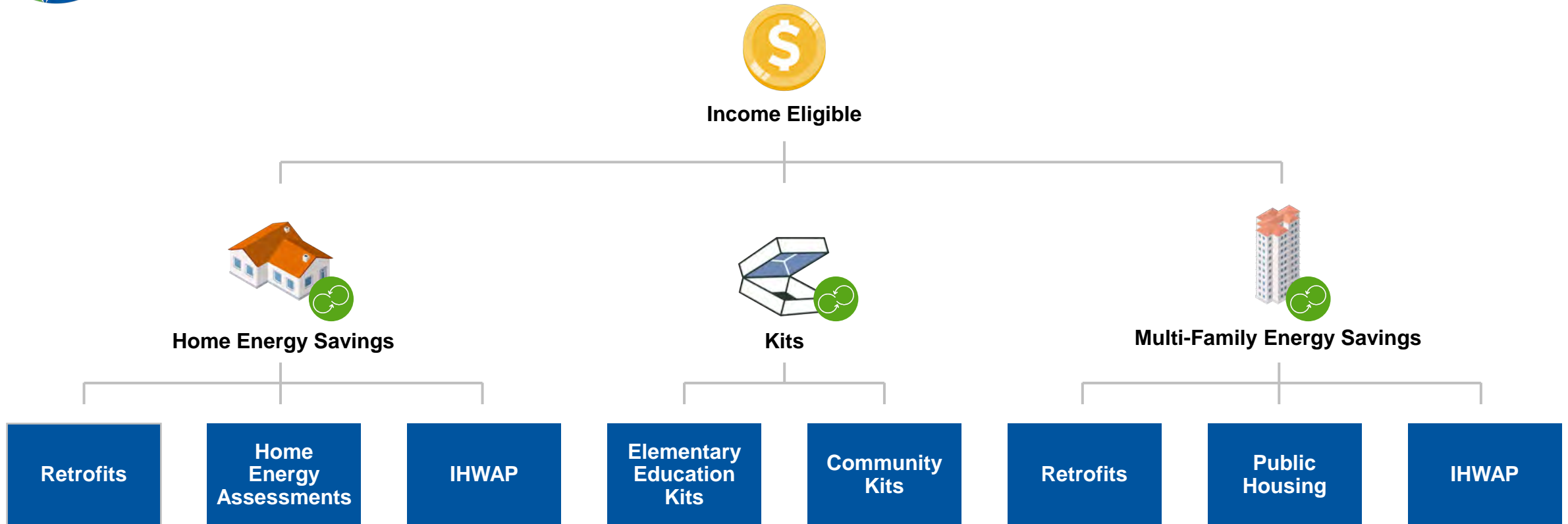
A Peoples Gas and North Shore Gas-only offering, delivered by vetted Partner Trade Allies. Trade Allies are given higher rebate amounts to serve geographically income-eligible customers with retrofit measures.

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.



Overview of Income Eligible Programs



Joint Programs



Coordinated Programs



Income Eligible Single Family



Highlights

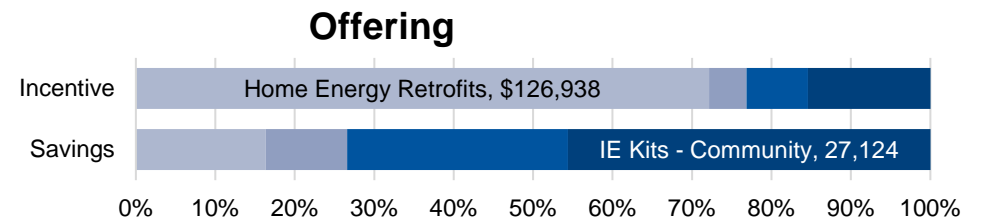
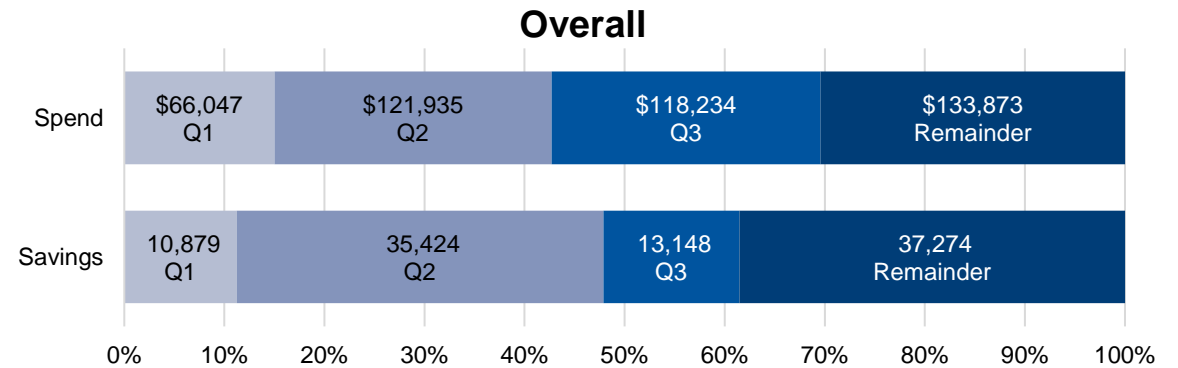
Performance

- In Q3, achieved 14% of the savings with 27% of the spend
- \$/therm is now higher than expected for most of the offerings
- In response to high teacher interest, we were able to shift funding to provide additional kits this year and as of Q3 are 100% subscribed
- Customers sharing their feedback: energy advisors are providing courteous and knowledgeable positive experiences

Offering Highlights

- For the Income Eligible Program, the North Shore Gas plan 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: No 2024 participants through Q3
- Home Energy Retrofits: 27 participants
- Home Energy Assessment: 147 participants
- Elementary Education Kits: 876 kits distributed
- Community Kits: 786 kits distributed

Results



	Savings	Incentive
■ Home Energy Retrofits	9,696	\$126,938
■ Home Energy Assessment	6,102	\$8,273
■ IE Kits - Schools	16,528	\$13,629
■ IE Kits - Community	27,124	\$27,117



Income Eligible Multi-Family



Highlights

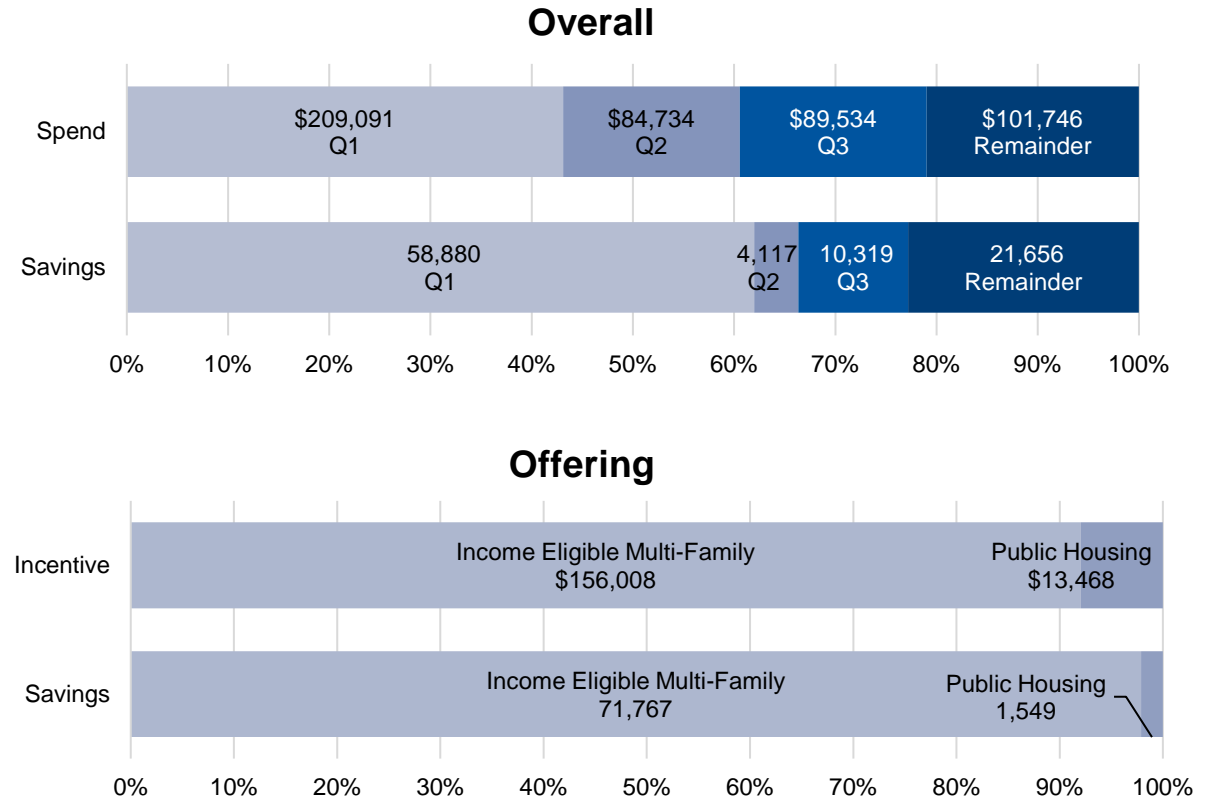
Performance

- In Q3, achieved 11% of the savings with 18% of the spend
- \$/therm is slightly higher than expected

Offering Highlights

- Income Eligible Multi-Family Energy Savings: 8 buildings and 1,415 units participated
- Public Housing: 2 building and 110 units participated
- Multi-Family IHWAP: No 2024 participants through Q3

Results

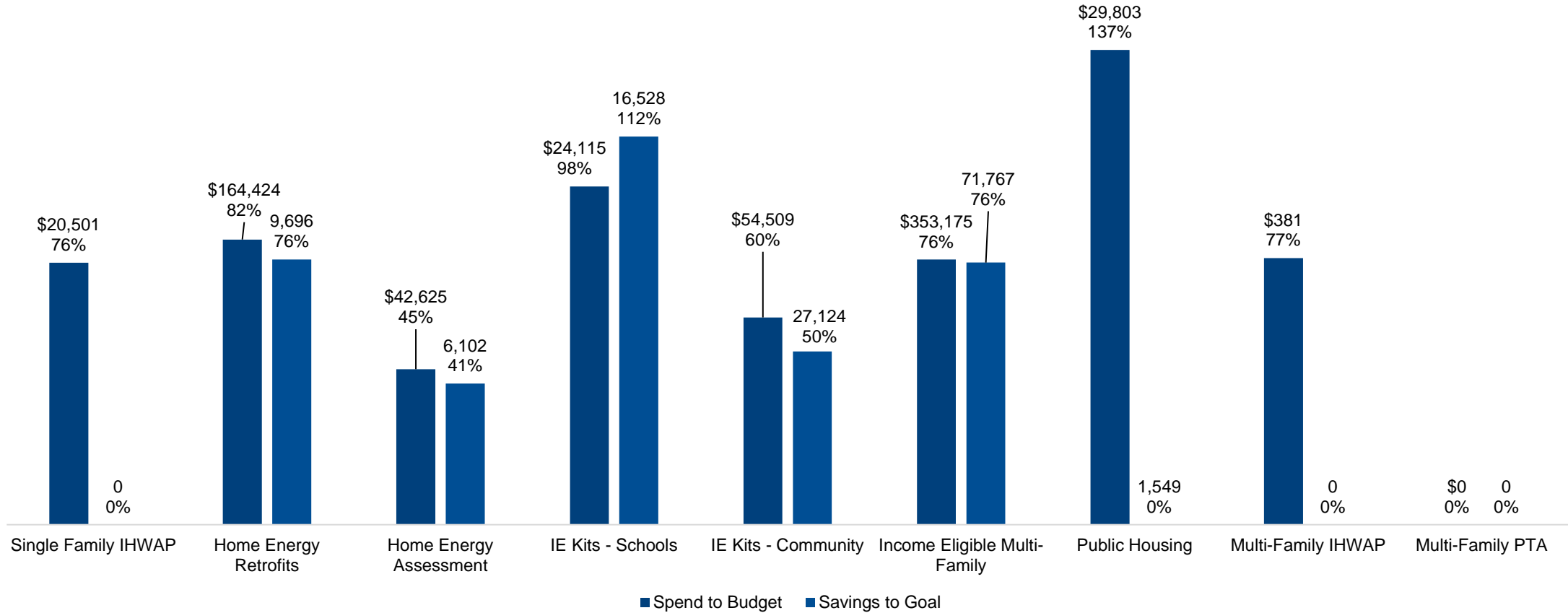




Income Eligible Program



2024 Program Offering Savings and Spend

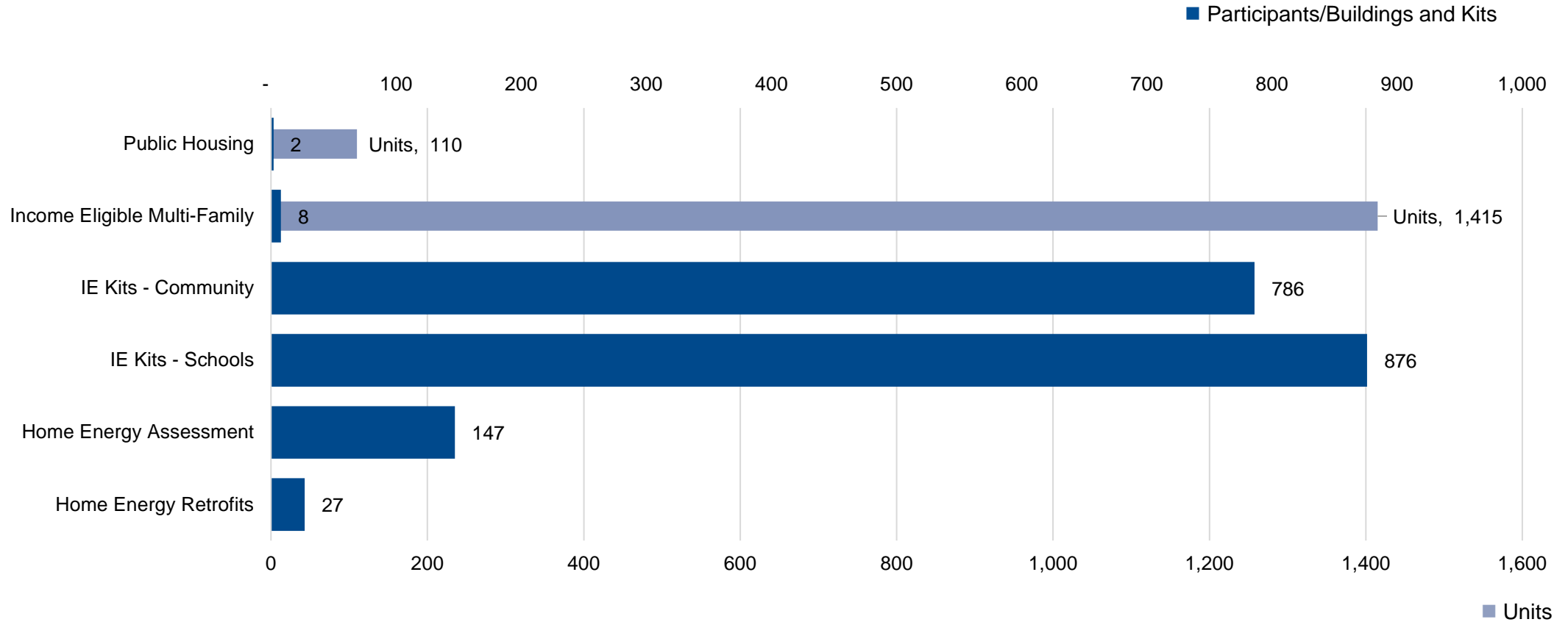




Income Eligible Program



2024 Program Offering Participants





Health & Safety



Single Family

- In Q3, 6 single family properties were assessed.

Multi-Family

- In Q3, 2 multi-family properties were assessed.
- One identified project will undergo H&S improvements in Q4.

A total of 5 H&S issues were identified.

Health & Safety Metrics	Q3 2024
Number of Properties Assessed - Single Family	6
Number of Properties Assessed - Multi-Family	2
Number of Properties with identified Health & Safety Issues	5
Number of Properties deferred due to Health & Safety Issues	1
Type of Health and Safety Issues Identified:	
Electrical Safety	0
Natural Gas Safety	0
Fire Safety	0
Indoor Air Quality	0
Other	5

The Income Eligible Multi-Family offerings are jointly delivered.



Joint Delivery and Coordination



The screenshot shows a website banner with the following elements:

- Navigation:** Home, Get Started, Verification Portal, FAQs, Contact Us.
- Logos:** comed (AN EXELON COMPANY), Energy Efficiency, Nicor Gas, Energy Efficiency Program, PEOPLES GAS ENERGY EFFICIENCY PROGRAM, NORTH SHORE GAS ENERGY EFFICIENCY PROGRAM.
- Image:** A family of four (a man, a woman, and two children) sitting at a dining table with food.
- Text:**
 - Multi-Family Energy Savings**
 - Available to multi-family properties with three or more units in areas served by ComEd, Nicor Gas, Peoples Gas and North Shore Gas.
- Buttons:** Get started, Verify Product Installation.

Income Eligible Multi-Family Delivery	
Is there a single vendor?	Yes
Is it a joint program?	Yes
Is there a single point of contact?	Yes
Is there a single application form?	Yes



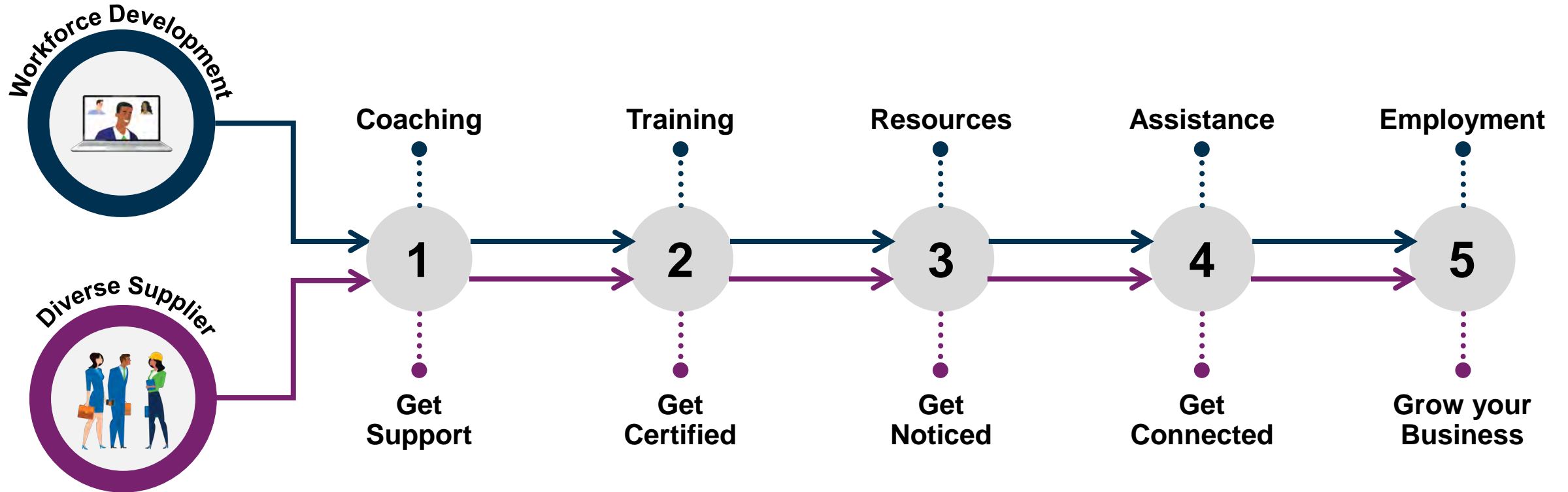
Market Development Initiative Update





Driving Diversity and Growth in the Workforce

Pathways to Success through the Market Development Initiative (MDI)





MDI Results



Workforce Development Track



Diverse Supplier Track

Recruitment and Application

- 9.8 Million Digital Ad Impressions
- 15+ local organizations with flyers / info cards
- 500+ Career Coach Engagements

Skills Training

- 310+ External Training / Resource Referrals
- 96 EE Track Candidates
- 9 EE 3-part Training Series Completed to Date

Placement and Mentorship

- 15 New Energy Efficiency Employers Registered
- 4 Job Placements of MDI Candidates

Diverse Suppliers

- 4 Applications to Diverse Business Contractor Academy; 1 Business Enrolled
- Fast-Track Diverse Certification Academy launching in October



Job Seeker Recruitment: Library Partnerships

81 Libraries in the City of Chicago

Each will receive an MDI Kit in Q4 that includes: 1 poster and 50 fact sheets with stand

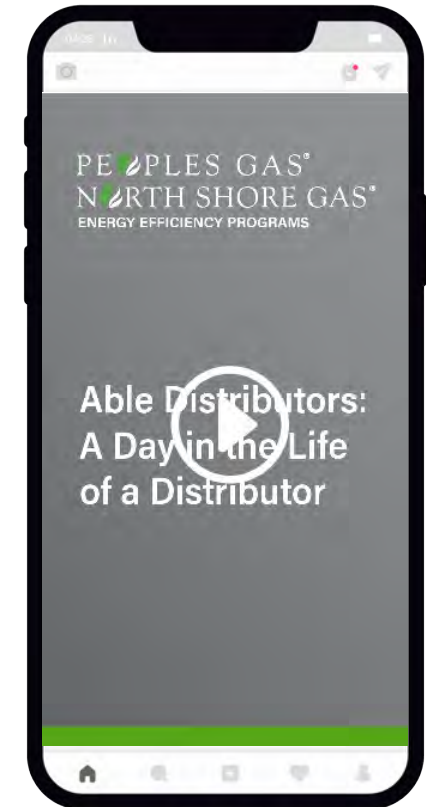
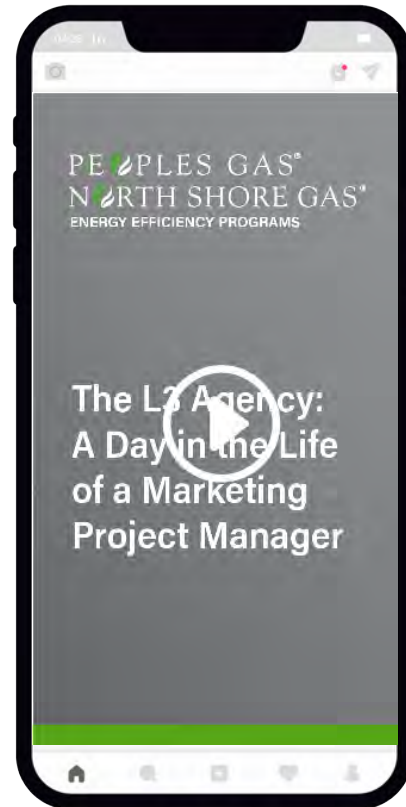




Job Seeker Recruitment: Social Reels

Job Seeker Recruitment – Videos

Curious about the diverse opportunities in the Energy Efficiency industry?
Hear firsthand accounts from individuals making a difference in this vital industry.





Diverse Business Academy Launch



Microgrant for diverse businesses

[LEARN MORE](#) 



Micro-subsención para empresas diversas

[MÁS INFORMACIÓN](#) 



Marketing, Outreach, and Trade Ally

Q3 2024 Marketing Recap

ENGAGEMENT

Digital and Social Ads
'Cozy up to energy savings'
campaign will continue into 2025

2024 Outreach Events

12 Through Q3, the outreach team has attended 20 events, with 12 in Q3

Customer Communications

Business

- *Energy Insights* e-Newsletter

Residential

- Webpages updated

HIGHLIGHTS

2024 Energy Forum

Annual meeting with large business customers Sept. 24, 2024 was a success with over **100 participants**

Innovation Pilot

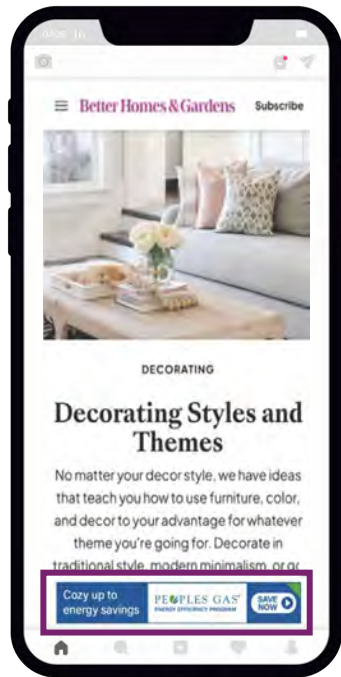
75 75 FREE Smart Thermostat coupons redeemed, as a result of the first shipment of 849 kits and two follow up emails on Sept. 19 and 30 (Update: 107 as of 10/29/24 – with a total of 1,000 kits shipped)



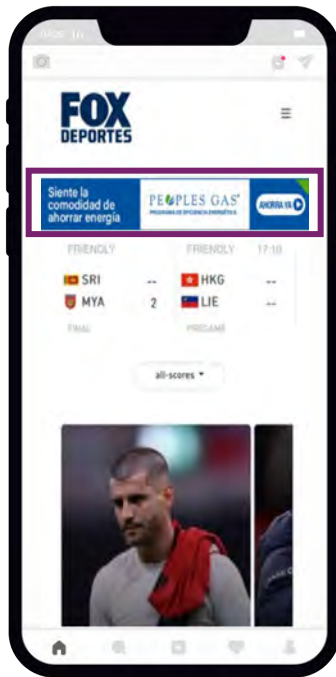


EEP Campaign (Feb. – Apr. 2024)

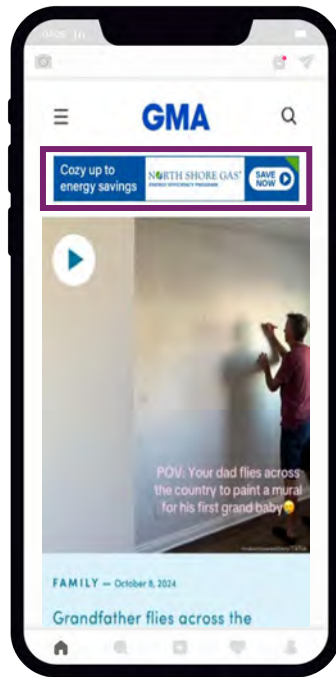
Cozy up to energy savings



Smartphone standard banner
320x50



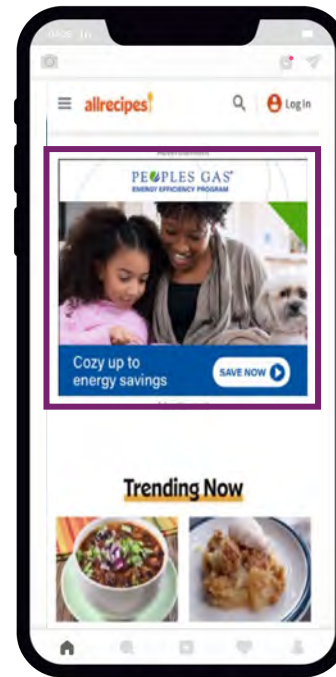
Smartphone standard banner
320x50



Smartphone standard banner
320x50



Smartphone standard banner
300x250



Smartphone standard banner
300x250



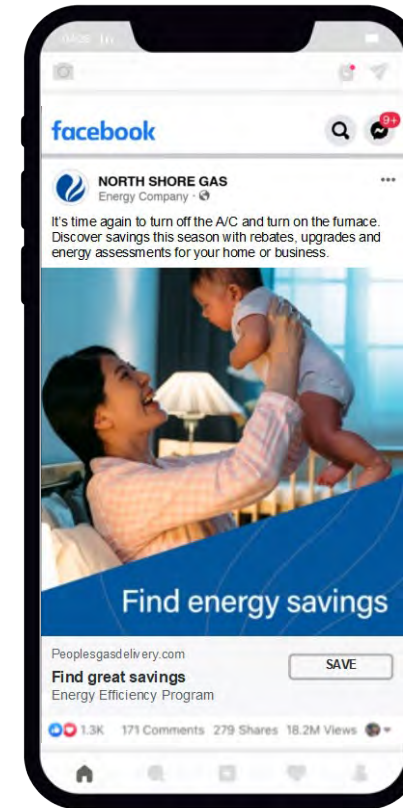
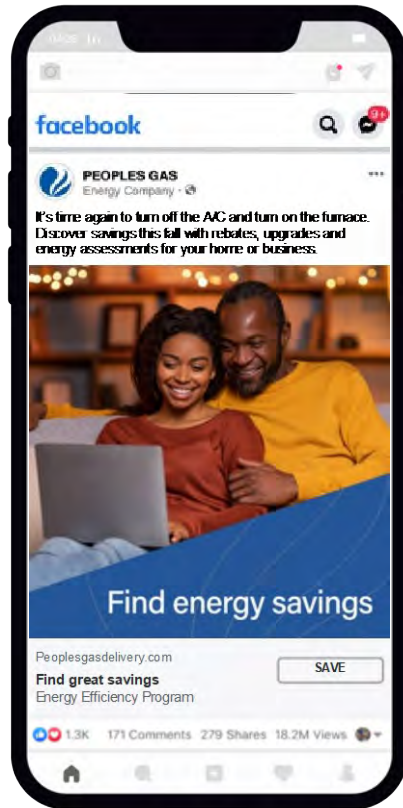
Smartphone standard banner
300x250



EEP Campaign: Oct. 2024 – Feb. 2025

Cozy up to energy savings (Mockup Ads)

Continued with additional refreshed creative





2024 Energy Forum





2024 Energy Forum

Event Details

- Tuesday, Sept. 24, 2024
- 8:30 a.m. to 1 p.m.
- Location: American Airlines Conference Center – next to Wrigley Field, 1101 W. Waveland Avenue, Chicago, IL 60613
- Over 100 participants
- 70 customers registered
- 15 awards presented
- 9 Honor Roll awards



Business and Public Sector Highlights

- Monthly project completion campaign (certificates and letters)
- Customer appreciation events
 - ✓ North Shore Water Reclamation District event, Aug. 14, 2024
 - ✓ Grayslake High School CarbinX Event, Sept. 4, 2024

Monthly Project Completion Campaign



North Shore Water Reclamation District Event



Grayslake High School CarbinX Event



Residential Program Highlights

- Epic Savers Communications
- Updated income-eligible residential webpage
- The multi-family newsletter, Energy Reserve, continues with the next edition to be sent in Q4

Epic Savers Communications



NORTH SHORE GAS
ENERGY EFFICIENCY PROGRAM

FREE Energy Savings Kit for You

You have been selected to receive a complimentary Energy Savings Kit from our North Shore Gas Energy Efficiency Program!

As part of our ongoing commitment to supporting our community and promoting energy efficiency, we are thrilled to provide you with tools to help you save energy and reduce your utility bills.

What's Inside Your Energy Savings Kit:

- Coupon for a FREE smart thermostat
- Evolve single function shower head
- Bathroom aerator
- Self-stick door sweep
- Plumbers tape
- Domestic hot water temperature setback card

Please install your free products at your earliest convenience to begin saving energy. If you have any questions about the products or installation, contact us via email at northshoregas@franklinenergy.com.

If you would like to receive this kit, there's nothing you need to do and there is no further obligation from you!

If you do not want to receive this kit, please opt out by [clicking here](#) and checking the opt out box. Please do not forward this email as its opt out is unique to you.

Thank you for being a valued customer. We look forward to helping you achieve savings in your home.

Sincerely,
North Shore Gas Energy Efficiency Team
email | northshoregas@franklinenergy.com
web | NorthShoreGasDelivery.com/Savings

Receive Your FREE Smart Thermostat

Upgrade Your Home Today with a Free Smart Thermostat!

Increase your home's energy efficiency with a FREE smart thermostat – claim yours now!

We hope you're enjoying the energy-saving products from your kit!

Below you will find your exclusive coupon code for a smart thermostat.

Your Coupon Code: Coupon Code

To redeem your coupon, go to NorthShoreGasDelivery.com/FreeThermostat and enter the code at checkout.

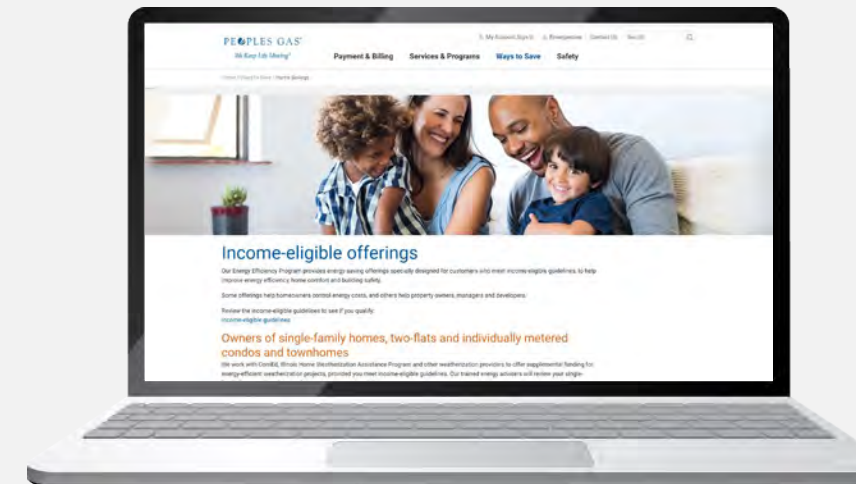
Thank you for being a valued customer!

This offer is valid until Nov. 15, 2024.

Don't miss out on additional savings and comfort with a smart thermostat.

Sincerely,
North Shore Gas Energy Efficiency Team
email | northshoregas@franklinenergy.com
web | NorthShoreGasDelivery.com/Savings

Income-Eligible Residential Webpage



PEOPLES GAS
"We Keep Life Moving"

Payment & Billing Services & Programs Ways to Save Safety

Income-eligible offerings

Our Energy Efficiency Program provides energy-saving offerings specially designed for customers who meet income-eligibility guidelines to help improve energy efficiency, home comfort and building safety.

Some offerings help homeowners control energy costs, and others help property owners, managers and developers.

Review the income-eligible guidelines to see if you qualify: [income-eligible guidelines](#)

Owners of single-family homes, two-flats and individually metered condos and townhomes

We work with CreditK12, Smart Home Distribution Assistance Program and other weatherization providers to offer supplemental funding for energy-efficient weatherization projects, provided you meet income-eligible guidelines. Our trained energy advisors will review your eligibility.

2024 Community Events (through Q3)

PERFORMANCE

15 / 14%

PGL Customer Events / % of Total

5 / 5%

NSG Customer Events / % of Total

86 / 81%

Joint Utilities / % of Total

105

2024 Events through Q3

HIGHLIGHTS

Black Women's Expo and Latina Expo

Premium giveaways sourced from small businesses

Gas-only events through Q3 generated 713 leads





Q3 Spotlight: Community and Trade Ally Events

Peoples Gas in the Community

Name	Event Host	Date
Chicago Fire vs Philadelphia	Chicago Fire	7/3/24
Chicago Fire vs NYCFC	Chicago Fire	7/13/24
Trade Ally Table Event	Ferguson Distributors	7/16/24
Greenwood Fest	New Life Church Southeast	7/27/24
Black Women's Expo	Black Women's Expo	8/2/24
3rd District Health, Fun and Fitness Fair	3rd District	8/3/24
National Nite Out	2nd District Police	8/6/24
Trade Ally Table Event	Able Distributors	8/7/24
Trade Ally Table Event	Able Distributors	8/20/24
Chicago Fire vs Inter Miami	Chicago Fire	8/31/24
Chicago Gospel Run 5K	Chicago Gospel Run 5K	9/13/24
Latina Expo	The Latina Expo	9/13/24
Trade Ally Table Event	Ferguson Distributors	9/17/24





Q3 Spotlight: Community and Trade Ally Events

North Shore Gas in the Community

Name	Event Host	Date
North Chicago Community Days	City of North Chicago	8/4/24
Zinnia and Monarch Festival	Zion Township	8/17/24
Fall Fest Winnetka	Winnetka Park District	9/28/24



Q3 2024 Trade Ally Recap

ENGAGEMENT

Hosted 3 Webinars

Gas Fired Absorption Heat Pumps

Boiler Stack Economizers

Venturi Steam Traps

Gas Heat Pump Education and Training

Gas Heat Pump installed at Peoples Energy Training Center and featured during Chicago Open House

HIGHLIGHTS

“Meet” in the BTU

The July and September ‘Brief Trade Ally Update’ (BTU) eNewsletters each spotlighted an industry leader who provides expert knowledge to the program and other Trade Allies

New FAQ Webpage

Answers Trade Allies’ most common questions

MDI Opportunities

Trade Allies can register to post job openings for MDI graduates



Trade Ally Marketing Support

- Through a collaborative effort with distributors, banners were designed and sent to for their show rooms
- Provided to 8 distributors in Q3





Distributor Success

"Able Distributors has always tried to be one step ahead of the competition and early on, we knew that educating ourselves and our contractors on energy efficiency was a need. We take great pride in showing the long term gains the end user will have by choosing high efficiency upgrades as opposed to existing 80% or less standard equipment. 15 years later, we are now one of the leading distributors offering instant rebates and increasing awareness of Heat Pumps, Mini Splits, 95% to 97% furnaces and the long-term benefits of each product offered under efficiency rebates."

- Luis Enrique Ortiz, Able Distributors





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 2024. 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.