

PE PLES GAS[®] ENERGY EFFICIENCY PROGRAM



Quarter 4 Report

Program Year 2024 | 10.01.24 – 12.31.24



Table of Contents

Peoples Gas

Portfolio Summary	<u>07</u>
Business Program	<u>08</u>
Research and Development and Market Transformation	<u>16</u>
Residential Program	<u>18</u>
Income Eligible Program	<u>22</u>

North Shore Gas

Portfolio Summary	<u>33</u>
Business Program	<u>34</u>
Research and Development and Market Transformation	<u>42</u>
Residential Program	<u>44</u>
Income Eligible Program	<u>48</u>

PE PLES GAS

ENERGY EFFICIENCY PROGRAM

Peoples Gas and North Shore Gas

Market Development
Initiative
Marketing
Outreach
Trade Ally

N&RTH SHORE GAS[®]

ENERGY EFFICIENCY PROGRAM

Explore more than a decade of environmental and community impacts in our new interactive website.

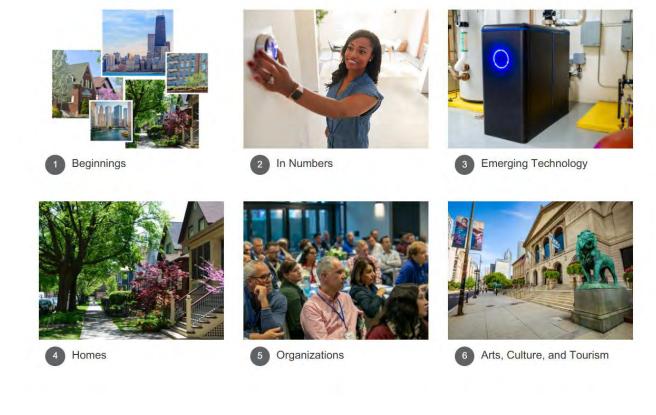


PE&PLES GAS" N&RTH SHORE GAS" ENERGY EFFICIENCY PROGRAMS

Collection

Energy Efficiency Impacts

Peoples Gas and North Shore Gas celebrate more than a decade of environmental and community impacts.



Get started

PE PLES GAS[®] ENERGY EFFICIENCY PROGRAM

NORTH SHORE GAS[®] ENERGY EFFICIENCY PROGRAM

2024 Environmental and Community Impact

ENVIRONMENTAL IMPACT

57,134 Acres of trees planted

56,960 Carbon reduction (tons)

13,286 Cars removed from the road

7,650 Homes' energy use offset

10,765,488 Net energy savings (therms) COMMUNITY IMPACT

15,192 Residential homes served

35,404 Income eligible homes served

405 Businesses served

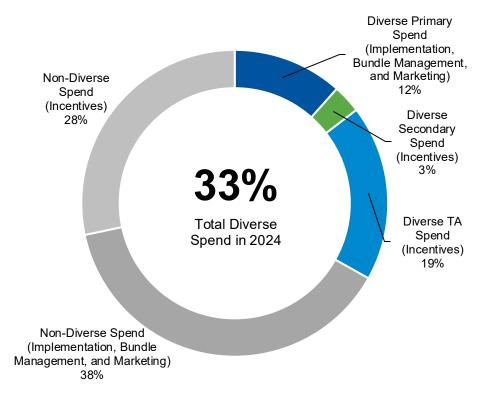
70 Direct portfolio jobs

23% Diverse Spend (Implementation only)

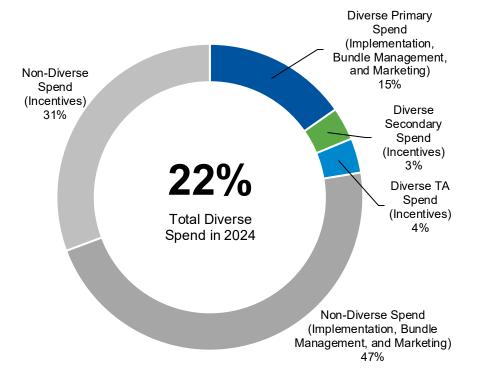




Peoples Gas



North Shore Gas



PE PLES GAS[®] ENERGY EFFICIENCY PROGRAM NORTH SHORE GAS[®]

PE PLES GAS® ENERGY EFFICIENCY PROGRAM

-

PGL Q4 2024 Performance

ENERGY SAVINGS

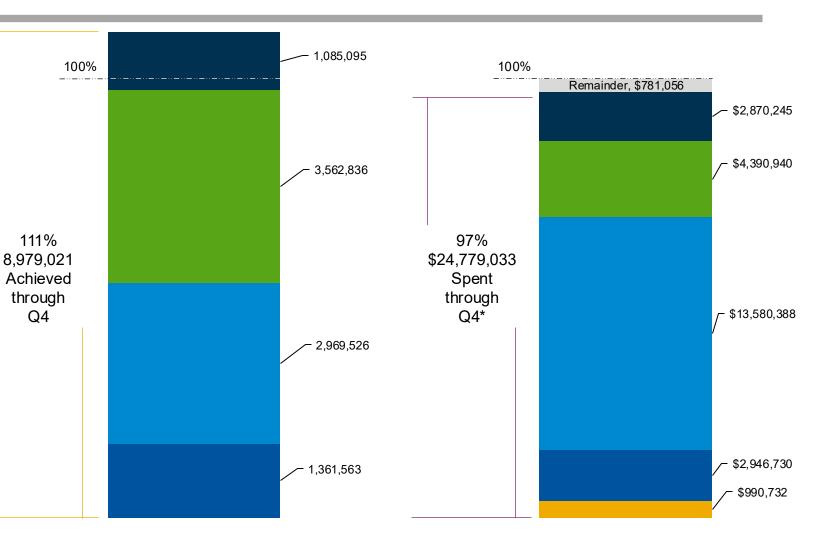
BUDGET SPEND

Through Q4 2024, the Peoples Gas Energy Efficiency portfolio achieved 111% of the 2024 savings goal of 8,112,811 therms, spent 97% of the \$25,560,089 program budget, and spent 95% of the \$31,653,461 portfolio budget.

11

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

*Program spend does not include portfolio costs



PE PLES GAS[®] ENERGY EFFICIENCY PROGRAM

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.

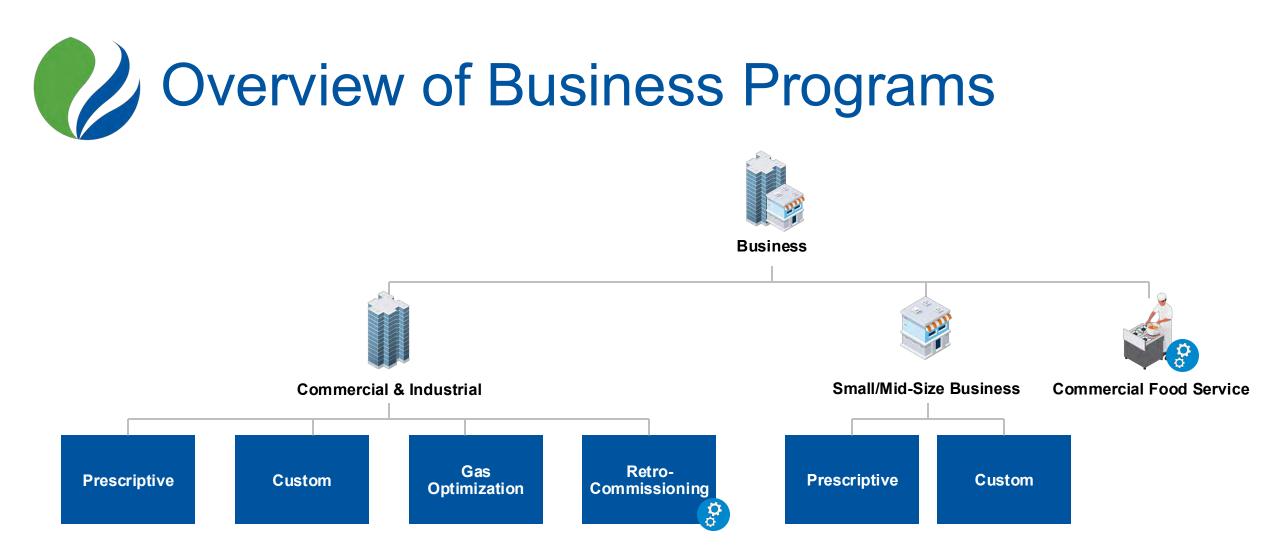




participating distributors.



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.







Commercial and Industrial



Highlights

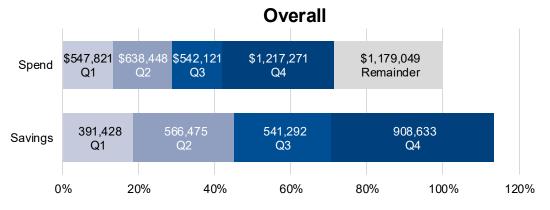
Performance

- Cost effective participation in Q4, achieved 43% of the savings goal with 30% of the budget
- 2024 Overall: Achieved 113% of the savings goal with 71% of the budget. \$/therm was lower than expected
- There were 113 C&I projects in 2024
- 68% of 2024 Commercial Food Service savings was from open deep-vat fryers

Customer Engagement

- Q4: Provided customers gas optimization studies to find additional saving opportunities and support their future project planning, examples include condensate recovery systems, demand control ventilation, and process pipe insulation
- Customer Survey: Commercial customers gave an average satisfaction score of 9.6 out of 10

Results



Offering

		•		
Incentive	Prescriptive, \$462,438	Custor	n, \$447,111	
Savings	Prescriptive,	1,664,977	Custom, 246,4	72
C C			1	
	0% 10% 20% 30%	40% 50%	60% 70%	80% 90% 100%
	Savings			ncentive
Prescriptive	1,664,977		\$	462,438
Custom	246,472		\$	447,111
RCx	387,006		\$	210,331
New Construction	52,812		Ş	\$15,608
Commercial Food Service	56,561		g	\$89.810



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.





Prescriptive and Custom Rebates	• typically, with deemed energy sayings 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	ON 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.	







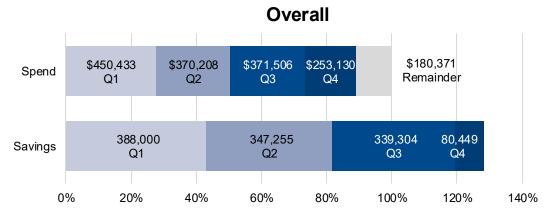
Performance

- Participation in Q4 achieved 9% of the savings goal with 16% of the budget
- 2024 Overall: Achieved 128% of the savings goal with 89% of the budget. \$/therm was lower than expected
- There were 155 small and midsize business projects in 2024

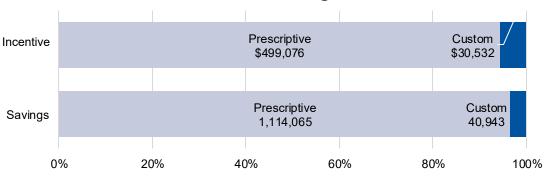
Customer Engagement

- We experienced high participation in the Peoples Gas Small Midsize Business program this year, and applications received after April 23rd were waitlisted
- Customer Survey: Small and midsize business customers gave an average satisfaction score of 9.2 out of 10

Results



Offering



ENERGY EFFICIENCY PROGRAM

PE PLES GAS[®]

Public Sector

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

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

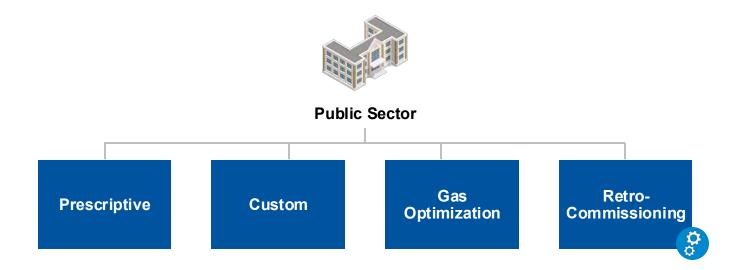


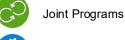
Business Program



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















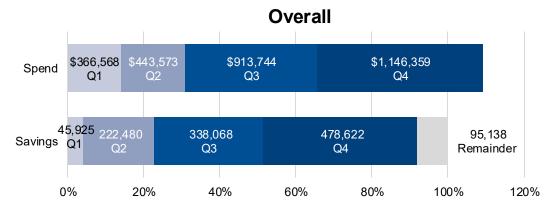
Performance

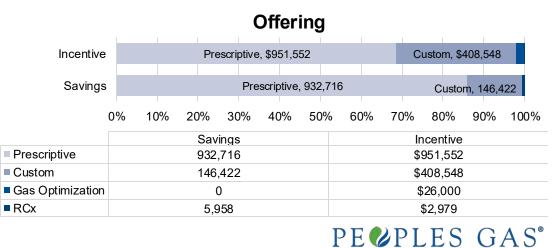
- Quarterly savings continued to increase—in Q4, achieved 41% of the savings goal with 44% of the budget
- 2024 Overall: Achieved 92% of the savings goal with 109% of the budget. \$/therm higher than expected due to measure mix
- There were 124 public sector projects in 2024

Customer Engagement

- Cook County Department of Corrections continuing to implement recommendations from past optimization studies, including installing 10 new condensate pump stations in Q4
- City Colleges of Chicago—Truman College, Kennedy-King, and Harold Washington—completed projects in Q4 to replace condensate receivers and tune-up boilers
- Customer Survey: Public sector customers gave an average satisfaction score of 10 out of 10

Results





ENERGY EFFICIENCY PROGRAM

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
- Heat recovery with carbon capture
- Battery-Operated Radiator Controls
- Micro combined heat and power systems

Market Transformation

Highlights

- Building Operators Certification program transitioned from successful market transformation testing to full program implementation
- Education Events
 - ✓ Open House Chicago
 - ✓ Gas Heat Pump Ribbon Cutting



NURTH SHORE GAS



LEARN MORE Find new ways to save energy and money through Peoples Gas and North Shore Gas!

PE&PLES GAS

oples Gas North Shore







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.

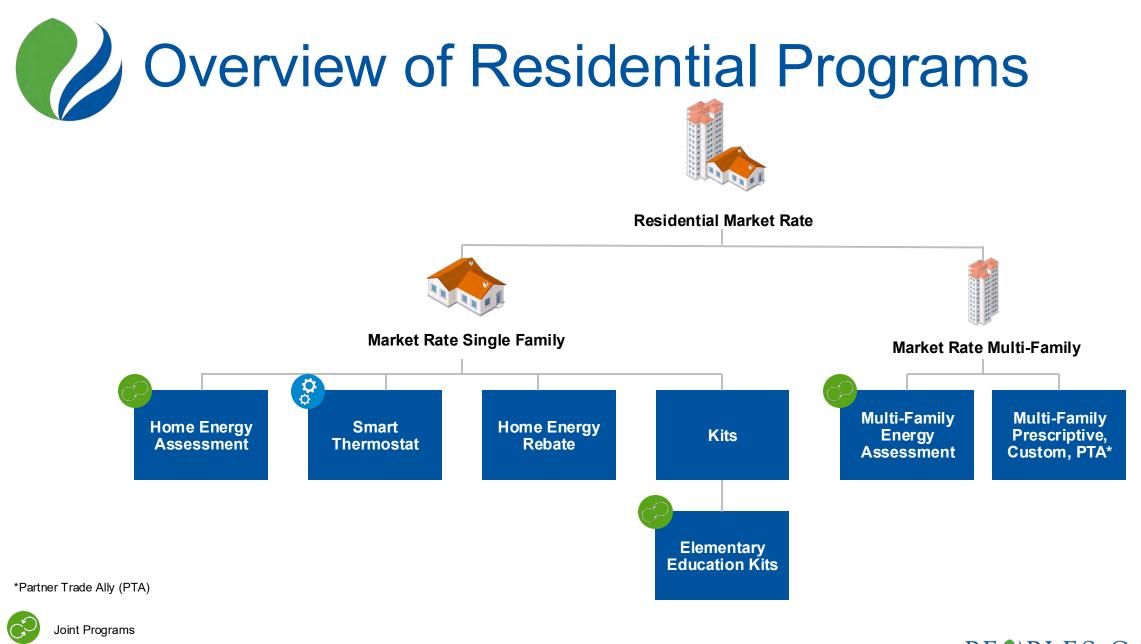
Residential Multi-Family Program offers a comprehensive program of assessments, direct install, prescriptive and custom rebates, and partner trade ally projects.







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.



PE PLES GAS[®] ENERGY EFFICIENCY PROGRAM

Coordinated Programs

8





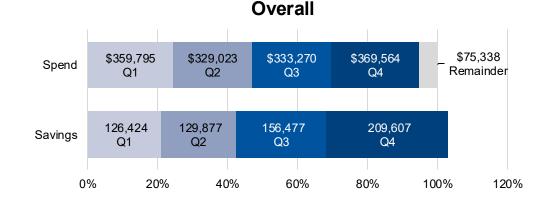
Performance

- Participation in Q4 achieved 35% of the savings with 25% of the budget
- 2024 Overall: Achieved 103% of the savings goal with 95% of the budget. \$/therm lower than expected for Elementary Education Kits and Home Energy Rebates

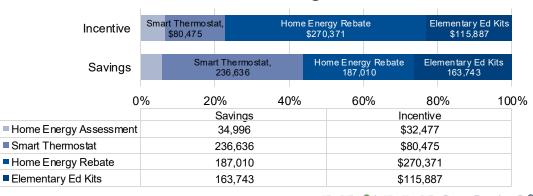
Offering Highlights

- Home Energy Assessment: 719 participants
- Home Energy Rebate: 1,055 participants—86% of the savings continues to be from HVAC measures, with the rest from weatherization. These customers gave an average satisfaction score of 8.3 out of 10
- Elementary Education Kits: 6,306 kits distributed
- Smart Thermostats: 2,668 participants

Results



Offering



PE PLES GAS[®] ENERGY EFFICIENCY PROGRAM





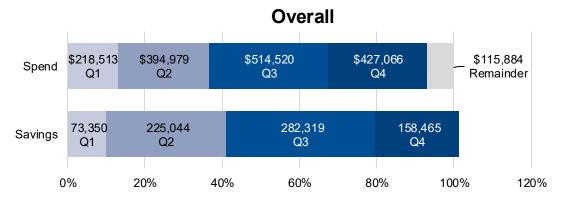
Performance

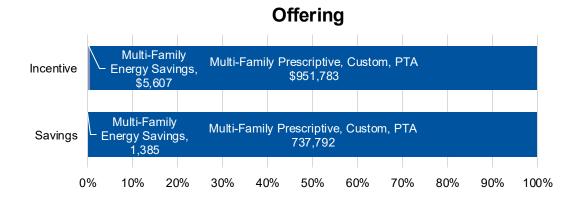
- Most of the savings are from the Multi-Family Prescriptive, Custom, and Partner Trade Ally (PTA) offerings, with PTAs continuing to leverage existing relationships with customers to drive projects
- In Q4, achieved 22% of the savings with 26% of the spend
- 2024 Overall: Achieved 101% of the savings goal with 93% of the budget. \$/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: 127 buildings participated; these customers gave an average score of 9.2 out of 10 when asked how likely they are to recommend the program

Results





PE PLES GAS[®] ENERGY EFFICIENCY PROGRAM

Income Eligible Single Family and Multi-Family

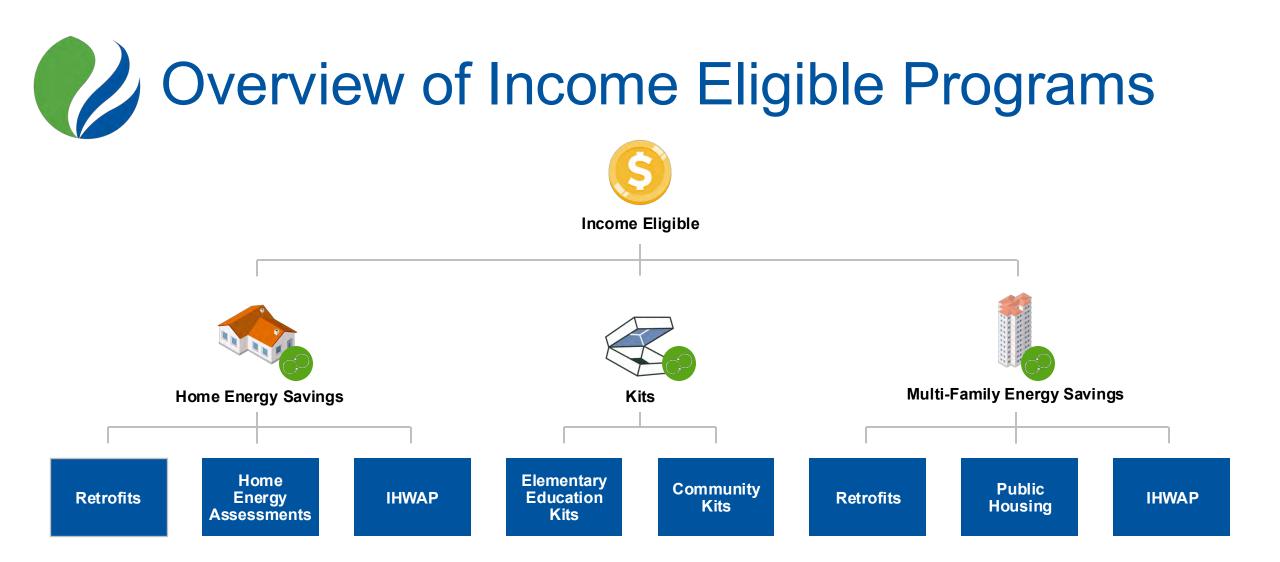
Income Eligible Programs target the underserved income eligible market, providing services designed to make it easy for single-family and multifamily income eligible customers to take advantage of cost-effective energy saving retrofits.



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.











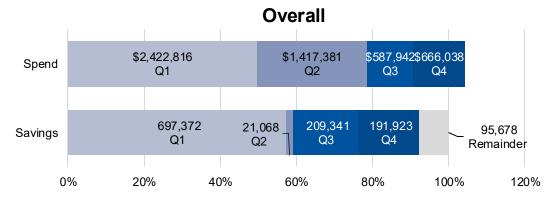
Performance

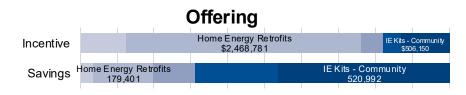
- Participation in Q4 achieved 16% of the savings goal with 14% of the budget
- 2024 Overall: Achieved 92% of the savings goal with 104% of the budget. Overall \$/therm is lower than expected for the Home Energy Assessment.
- As of Q3, Elementary Education Kits were 100% subscribed

Offering Highlights

- IHWAP Single Family: 60 participants
- Home Energy Retrofits: 264 participants
- Home Energy Assessment: 1,673 participants
- Elementary Education Kits: 12,528 kits distributed
- Community Kits: 17,675 kits distributed

Results





 $0\% \quad 10\% \quad 20\% \quad 30\% \quad 40\% \quad 50\% \quad 60\% \quad 70\% \quad 80\% \quad 90\% \quad 100\%$

	Savings	Incentive
Single Family IHWAP	40,587	\$487,622
Home Energy Retrofits	179,401	\$2,468,781
Home Energy Assessment	129,531	\$222,324
IE Kits - Schools	249,193	\$198,699
IE Kits - Community	520,992	\$506,150

PE PLES GAS[®] ENERGY EFFICIENCY PROGRAM





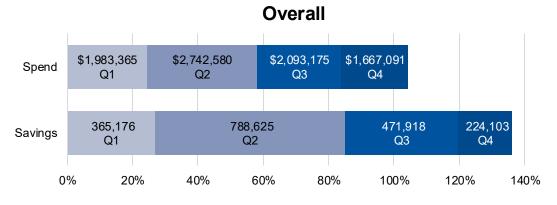
Performance

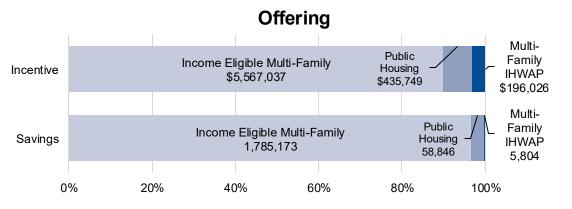
- Participation in Q4 achieved 16% of the savings with 21% of the budget
- 2024 Overall: Achieved 136% of the savings goal with 104% of the budget. \$/therm is less than expected for the Income Eligible Multi-Family Energy Savings offering
- A strong relationship with the Chicago Housing Authority contributed to more public housing projects than in typical years

Offering Highlights

- Income Eligible Multi-Family Energy Savings: 687 buildings and 23,434 units participated
- Public Housing: 14 buildings and 3,708 units participated
- Multi-Family IHWAP: 1 building and 83 units participated

Results



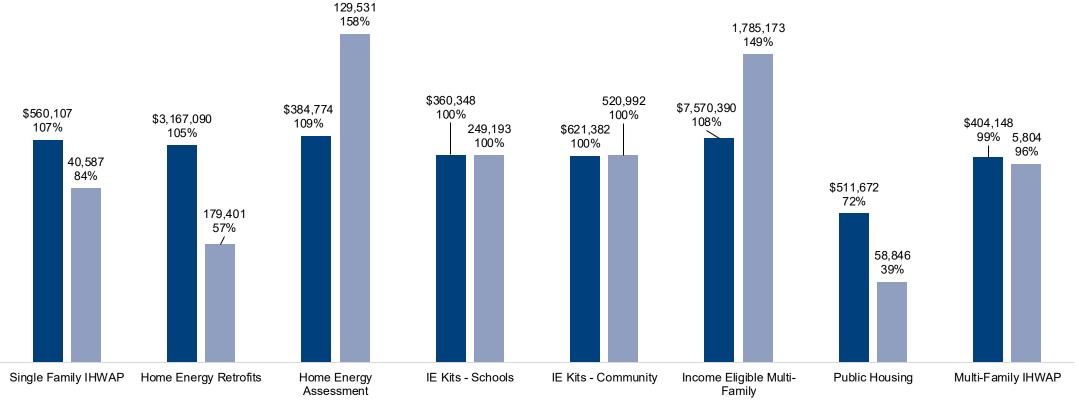


PE PLES GAS[®] ENERGY EFFICIENCY PROGRAM





2024 Program Offering Savings and Spend



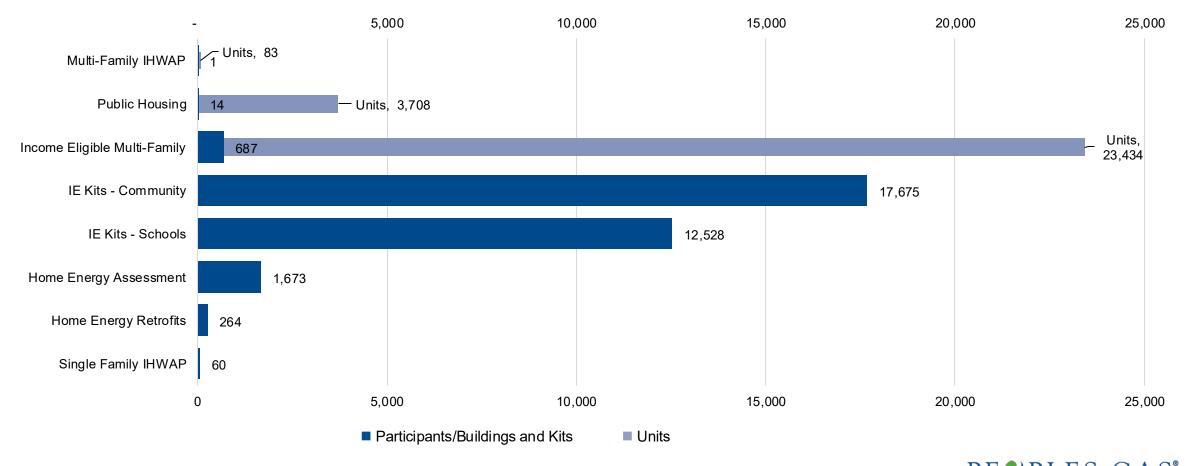
Spend to Budget Savings to Goal







2024 Program Offering Participants



PE PLES GAS[®] ENERGY EFFICIENCY PROGRAM

Single Family

 In Q4, 14 H&S issues were identified, 6 being smoke detector batteries, 2 dealing with drywall, 3 dealing with dryer vents, 2 dealing with improper flute venting and 1 with vermiculite testing.

Multi-Family

 In Q4, 3 projects were funded. Two projects addressed inadequate or missing smoke detectors, and the final addressed improper flue venting.

PE PLES GAS[®]

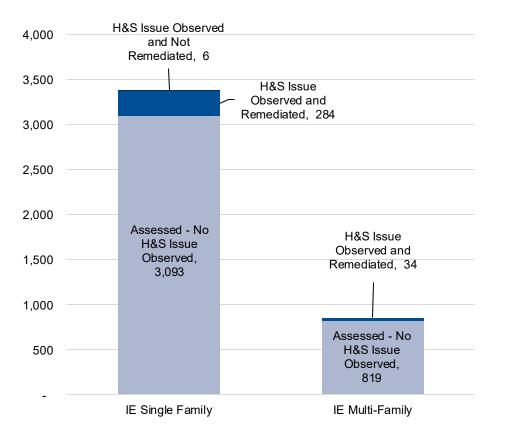
Health & Safety



Health & Safety Metrics	Q4 2024	
Number of Properties Assessed - Single Family	61	
Number of Properties Assessed - Multi-Family	2	
Number of Properties with identified Health & Safety Issues	14	
Number of Properties deferred due to Health & Safety Issues	0	
Type of Health and Safety Issues Identified:		
Electrical Safety	0	
Natural Gas Safety	0	
Fire Safety	6	
Indoor Air Quality	2	
Other	8	



Frequency of H&S Issues



H&S Spend

	IE Single Family	IE Multi- Family	
Total H&S Spend*	\$88,164	\$44,229	
Percent of IE Program Spend* Used for Each Health & Safety Issue:			
Electrical Safety	0.04%	-	
Natural Gas Safety	0.05%	0.07%	
Fire Safety	0.01%	0.04%	
Indoor Air Quality	0.20%	0.19%	
Other	2.47%	0.34%	

*Spend = incentives



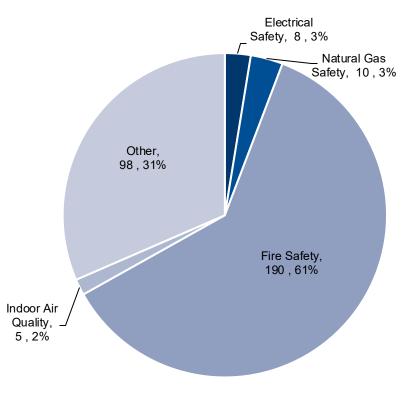




H&S and Weatherization

IE Single Family and IE Multi-Family H&S Issues in Weatherization Projects	2024						
Quantity of single family and multi-family housing units (unique site address) that were weatherized and received a health and safety update	311						
Type of Health and Safety Issues Identified:							
Electrical Safety	8						
Natural Gas Safety	10						
Fire Safety	190						
Indoor Air Quality	5						
Other	98						

Issues in Weatherized Units*



*Issues in housing units that were weatherized and received a health and safety update



The Income Eligible Multi-Family offerings are jointly delivered.

Joint Delivery and Coordination



areas served by ComEd, Nicor Gas, Peoples Gas and North Shore C	Income Eligible										
Get started Verify Product Installation	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									



N&RTH SHORE GAS® ENERGY EFFICIENCY PROGRAM

80.05



NSG Q4 2024 Performance

ENERGY SAVINGS

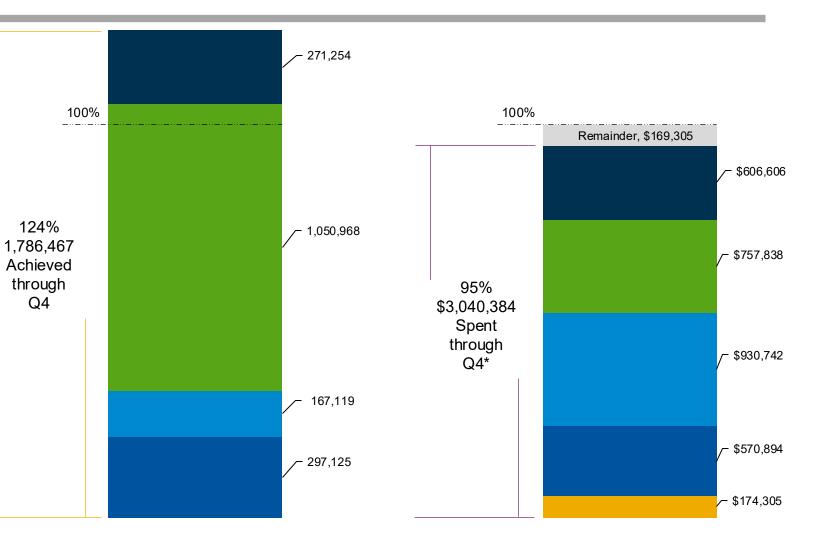
BUDGET SPEND

Through Q4 2024, the North Shore Gas Energy Efficiency portfolio achieved 124% of the 2024 savings goal of 1,438,133 therms, spent 95% of the \$3,209,689 program budget, and spent 94% of the \$4,268,517 portfolio budget.

Public Sector Program
Business Program
Income Eligible Program
Residential Program

Market Development Initiative

*Program spend does not include portfolio costs



NORTH SHORE GAS®

Commercial and Industrial

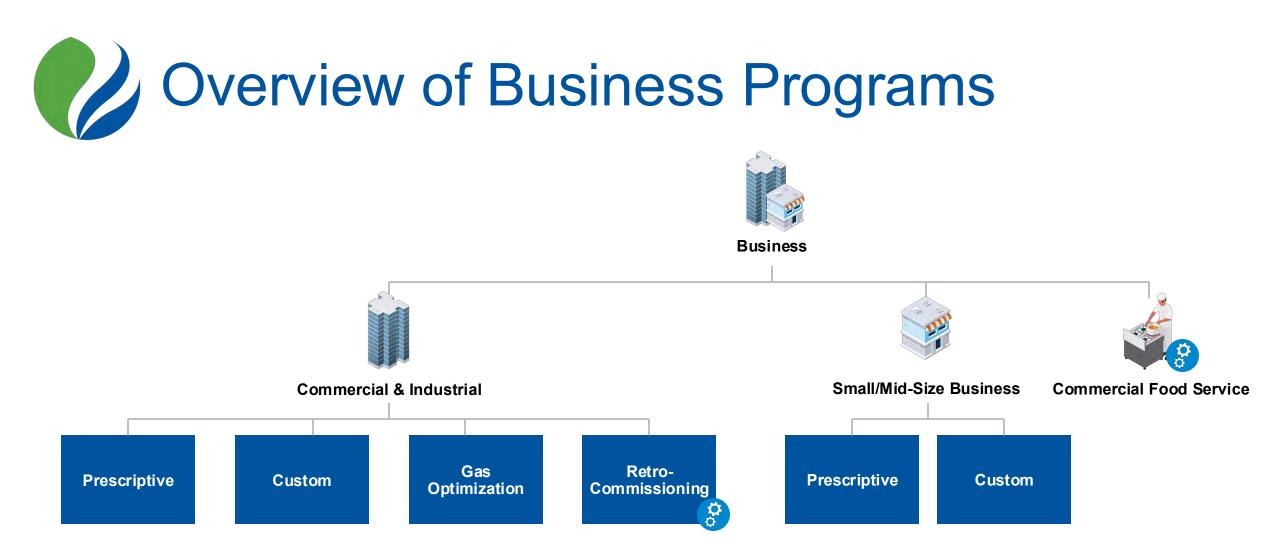
The Commercial and Industrial Program seeks to engage customers using 400,000 therms or more per year, within the utility's territory. The program offers several outreach strategies aimed at reaching top-down and bottom-up stakeholders in delivering program funds to assist in improving the customer's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





Coordinated Programs





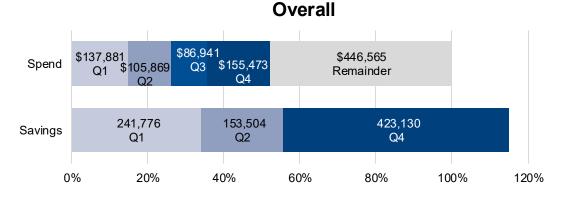
Performance

- Cost effective participation in Q4, achieved 60% of the savings goal with 17% of the budget
- 2024 Overall: Achieved 115% of the savings goal with 52% of the budget. \$/therm was lower than expected overall, but higher than expected for Commercial Food Service
- A large boiler tune-up contributed 14% of the savings
- There were 17 C&I projects in 2024

Customer Engagement

- Q4: Provided customers gas optimization studies to find additional saving opportunities and support their future project planning, examples include condensate recovery systems, demand control ventilation, and process pipe insulation
- Customer Survey: Commercial customers gave an average satisfaction score of 9.6 out of 10

Results



				Offe	ering	3					
Incentive		Prescriptive, \$140,329									
Savings	Prescriptive, 758,625										
	0%	10%	20%	30%	40%	50%	60%	70%	80%	90%	100%
	Savings							l	ncentive)	
Prescriptive	758,625						\$140,329				
Custom	18,265						\$20,422				
Gas Optimization	22,308						\$51,227				
RCx	220						\$128				
New Construction	17,484						\$7,102				
Commercial Food Service	1,508.82						\$2,400				

NORTH SHORE GAS®

Small and Midsize Business

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

Outreach and rebates are designed to support the unique needs of these businesses in improving their operations and reducing their energy costs.



Business Program



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.		





Highlights

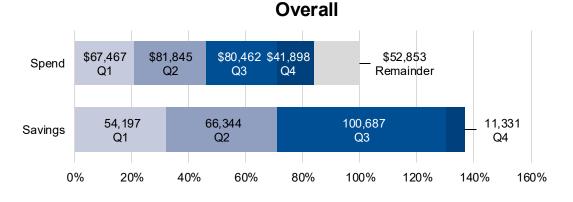
Performance

- Participation in Q4 achieved 7% of the savings goal with 13% of the budget
- 2024 Overall: Achieved 137% of the savings goal with 84% of the budget. \$/therm was lower than expected
- There were 55 small and midsize business projects in 2024

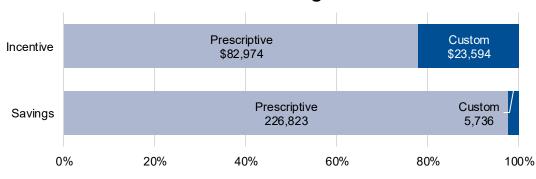
Customer Engagement

 Customer Survey: Small and midsize business customers gave an average satisfaction score of 9 out of 10

Results



Offering



Public Sector

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

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

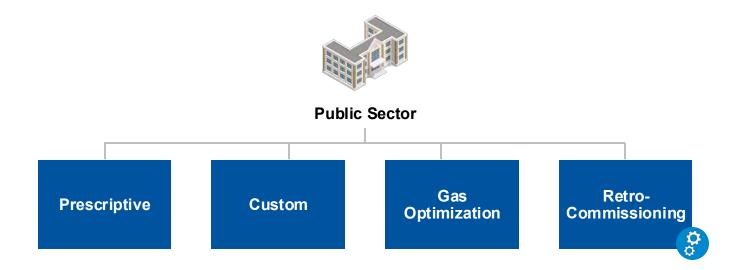


Business Program



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















Highlights

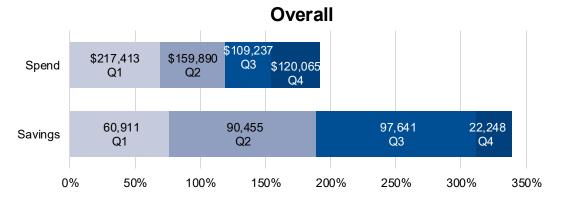
Performance

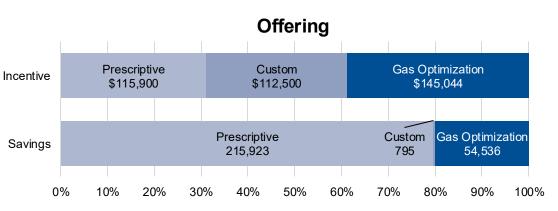
- Participation in Q4 achieved 28% of the savings goal with 38% of the budget
- 2024 Overall: Achieved 339% of the savings goal with 192% of the budget. \$/therm continues to be lower than expected
- 40% of 2024 savings was from boiler tune-ups
- There were 43 public sector projects in 2024

Customer Engagement

- Continue to see high and repeat participation from schools, at 77% of all projects. We supported 43 North Shore Gas public sector customers with completing projects in 2024, including the North Shore Water Reclamation District, Grayslake School District and Waukegan School District
- Customer Survey: Public sector customers gave an average satisfaction score of 10 out of 10

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
- Heat recovery with carbon capture
- Battery-Operated Radiator Controls
- Micro combined heat and power systems

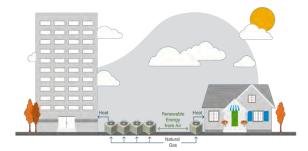
Market Transformation

Highlights

- Building Operators Certification program transitioned from successful market transformation testing to full program implementation
- Education Events
 - ✓ Open House Chicago
 - ✓ Gas Heat Pump Ribbon Cutting



NURTH SHORE GAS



LEARN MORE Find new ways to save energy and money through Peoples Gas and North Shore Gas!

PE&PLES GAS

Peoples Gas North Sh Angle An







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.

N&RTH SHORE GAS[®]

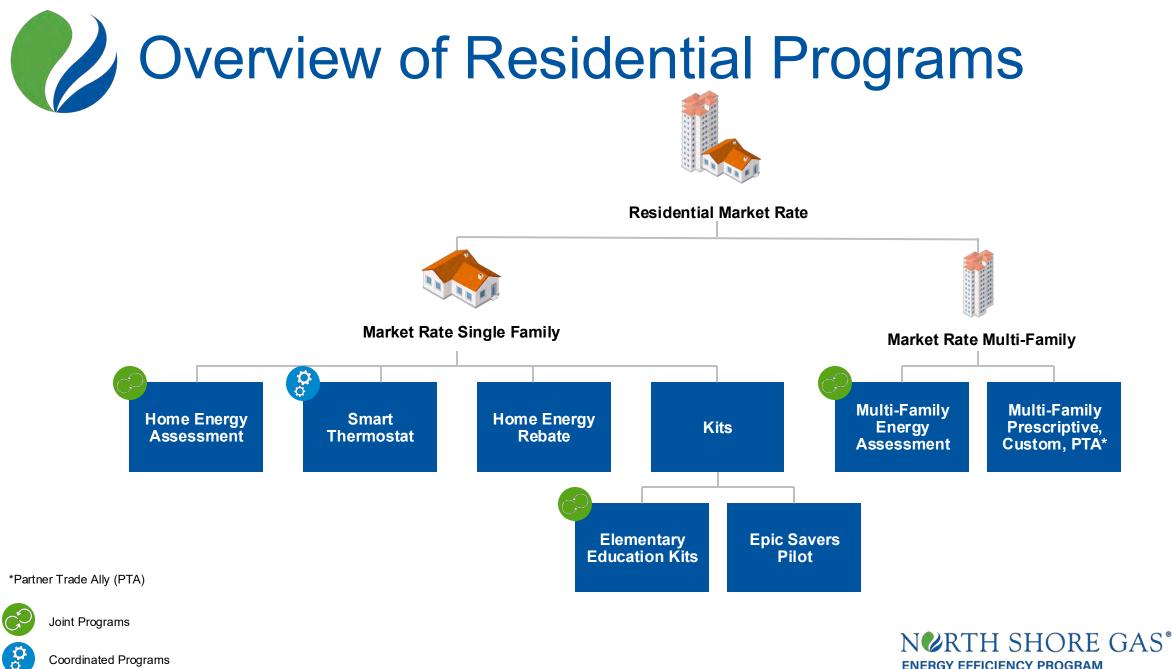
ENERGY EFFICIENCY PROGRAM

Reside





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.







Highlights

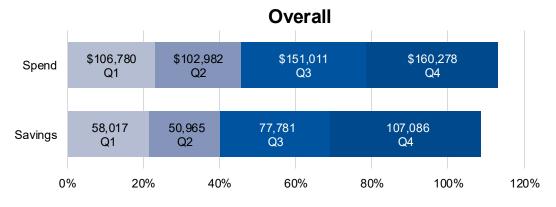
Performance

- In Q4, achieved 40% of the savings with 35% of the budget
- 2024 Overall: Achieved 109% of the savings goal with 113% of the budget. \$/therm lower than expected for Elementary Education Kits and Home Energy Assessment

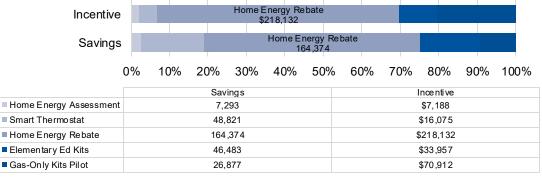
Offering Highlights

- Home Energy Assessment: 253 participants
- Home Energy Rebate: 800 participants—85% of the savings continues to be from HVAC measures, with the rest from weatherization. These customers gave an average satisfaction score of 8.4 out of 10
- Elementary Education Kits: 1,304 kits distributed
- Smart Thermostats: 799 participants
- Gas-only Kits Pilot: 1,155 participants

Results











Highlights

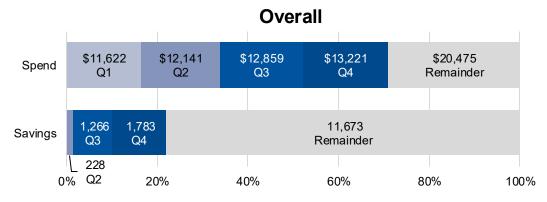
Performance

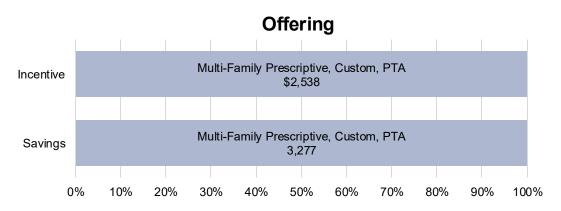
- In Q4, achieved 12% of the savings with 19% of the budget
- 2024 Overall: Achieved 22% of the savings goal with 71% of the budget. \$/therm was higher than expected
- With the continued high participation and customer interest in North Shore Gas Income Eligible Multi-Family, we intentionally slowed this offering down to shift budget to the income eligible offerings

Offering Highlights

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

Results





Income Eligible Single Family and Multi-Family

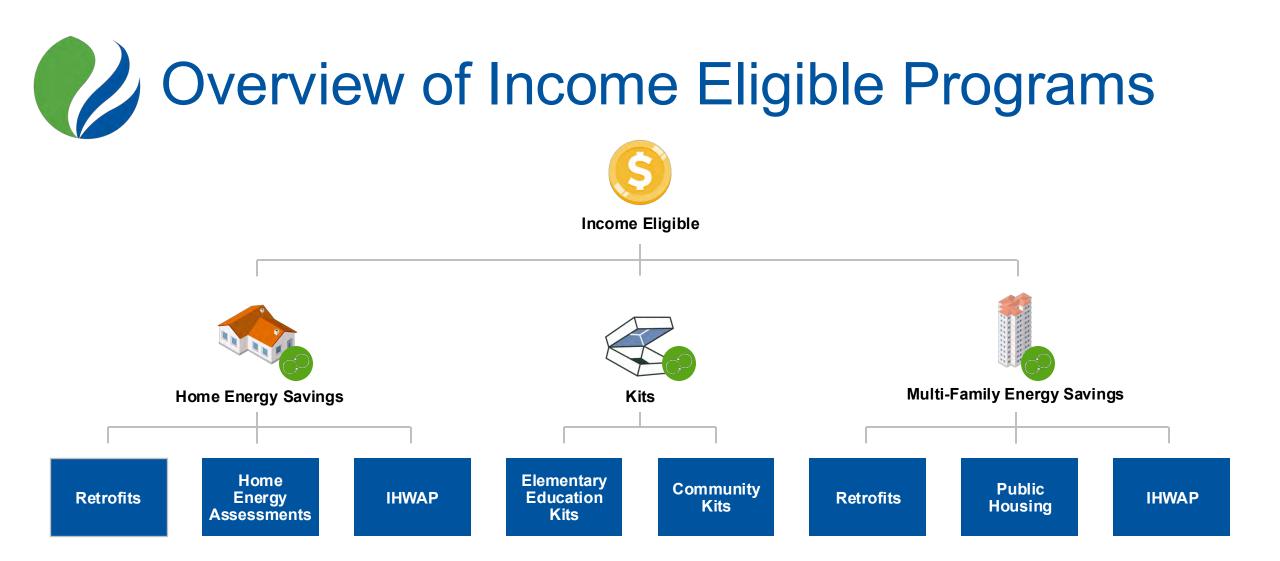
Income Eligible Programs target the underserved income eligible market, providing services designed to make it easy for single-family and multifamily income eligible customers to take advantage of cost-effective energy saving retrofits.



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.





Coordinated Programs

N&RTH SHORE GAS[®] ENERGY EFFICIENCY PROGRAM





Highlights

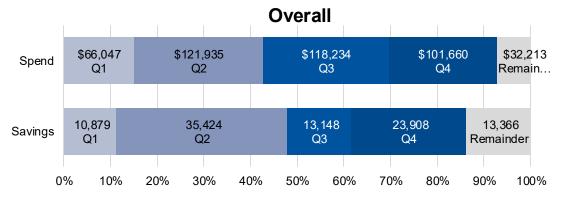
Performance

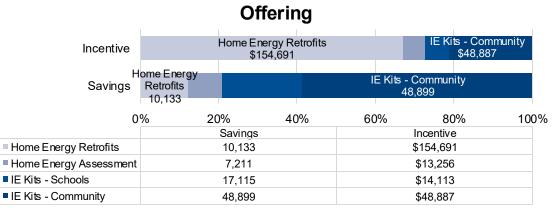
- In Q4, achieved 25% of the savings with 23% of the budget
- 2024 Overall: Achieved 86% of the savings goal with 93% of the budget. \$/therm is higher than expected for all offerings except Elementary Education Kits
- Customers sharing their feedback: energy advisors are providing courteous and knowledgeable 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
- Home Energy Retrofits: 33 participants
- Home Energy Assessment: 188 participants
- Elementary Education Kits: 877 kits distributed
- Community Kits: 1,387 kits distributed

Results









Highlights

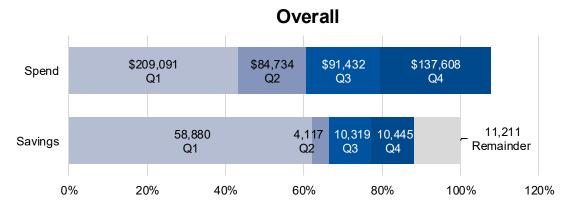
Performance

- In Q4, achieved 11% of the savings with 28% of the budget
- 2024 Overall: Achieved 88% of the savings goal with 108% of the budget. \$/therm is higher than expected

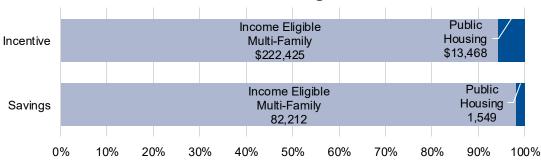
Offering Highlights

- Income Eligible Multi-Family Energy Savings: 15 buildings and 1,941 units participated
- Public Housing: 2 building and 110 units participated
- Multi-Family IHWAP: No 2024 participants

Results



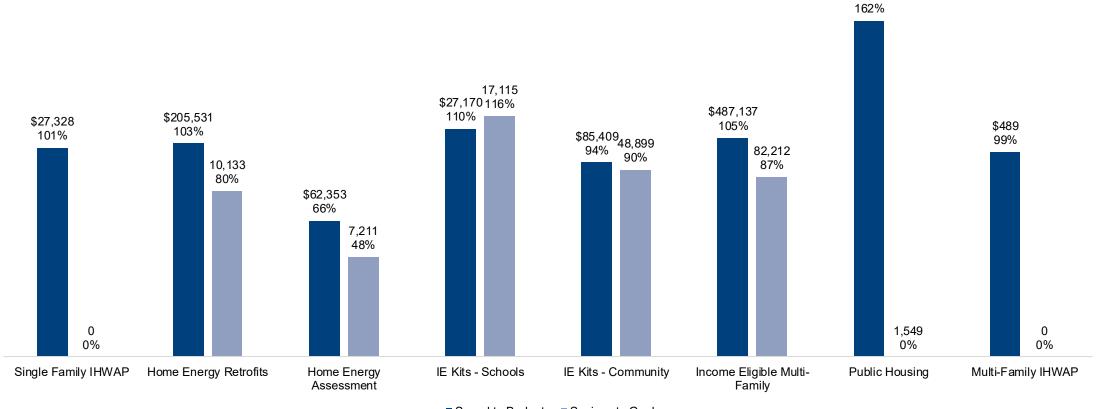
Offering







2024 Program Offering Savings and Spend



Spend to Budget Savings to Goal

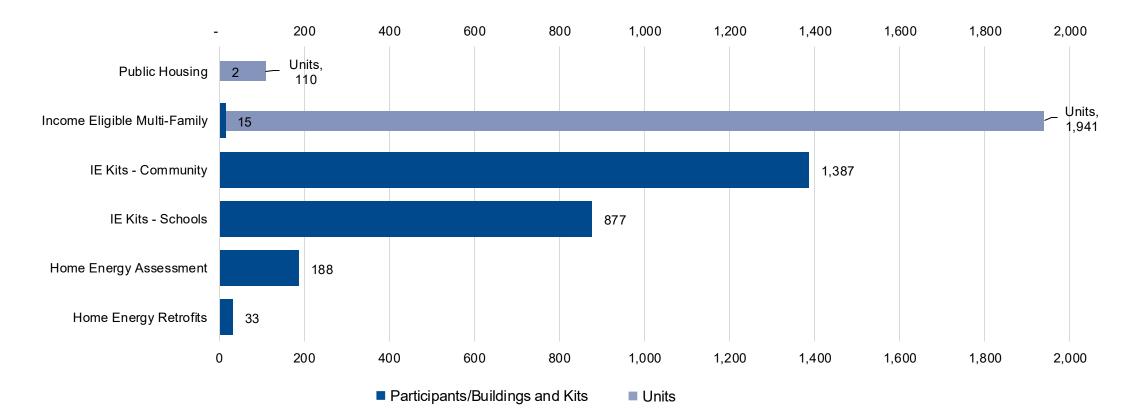
NORTH SHORE GAS® ENERGY EFFICIENCY PROGRAM

\$35,239





2024 Program Offering Participants



Single Family

 In Q4, 4 H&S issues were identified, 2 being mice infestation, 1 dealing with mold, and 1 exhaust fan.

Multi-Family

 In Q4, 1 H&S project included addressing mold and exhaust fans not properly terminated to support a weatherization project.

N&RTH SHORE GAS®

ENERGY EFFICIENCY PROGRAM

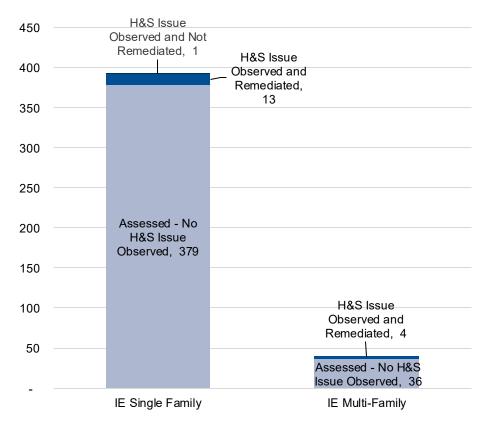
Health & Safety



Health & Safety Metrics	Q4 2024
Number of Properties Assessed - Single Family	5
Number of Properties Assessed - Multi-Family	0
Number of Properties with identified Health & Safety Issues	4
Number of Properties deferred due to Health & Safety Issues	0
Type of Health and Safety Issues Identified:	
Electrical Safety	0
Natural Gas Safety	0
Fire Safety	0
Indoor Air Quality	0
Other	4



Frequency of H&S Issues



H&S Spend

	IE Single Family	IE Multi- Family	
Total H&S Spend*	\$8,650	\$9,311	
Percent of IE Program Spend* Used for Each Health & Safety Issue:			
Electrical Safety	-	-	
Natural Gas Safety	-	0.30%	
Fire Safety	-	-	
Indoor Air Quality	-	0.20%	
Other	5.15%	1.40%	

*Spend = incentives



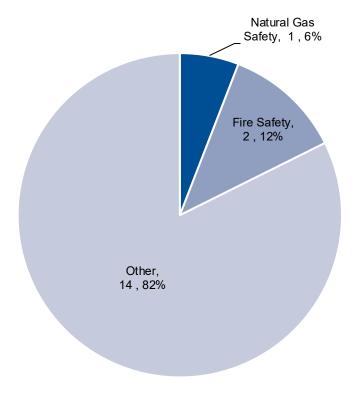




H&S and Weatherization

IE Single Family and IE Multi-Family H&S Issues in Weatherization Projects	2024
Quantity of single family and multi-family housing units (unique site address) that were weatherized and received a health and safety update	17
Type of Health and Safety Issues Identified:	
Electrical Safety	-
Natural Gas Safety	1
Fire Safety	2
Indoor Air Quality	-
Other	14

Issues in Weatherized Units*



*Issues in housing units that were weatherized and received a health and safety update

The Income Eligible Multi-Family offerings are jointly delivered.

Joint Delivery and Coordination



Chergy DECDIES DECORE NODECAS	action Portal FAQs act Us	
areas served by ComEd, Nicor Gas, Peoples Gas and North Shore C	Income Eligible	
Get started Verify Product Installation	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

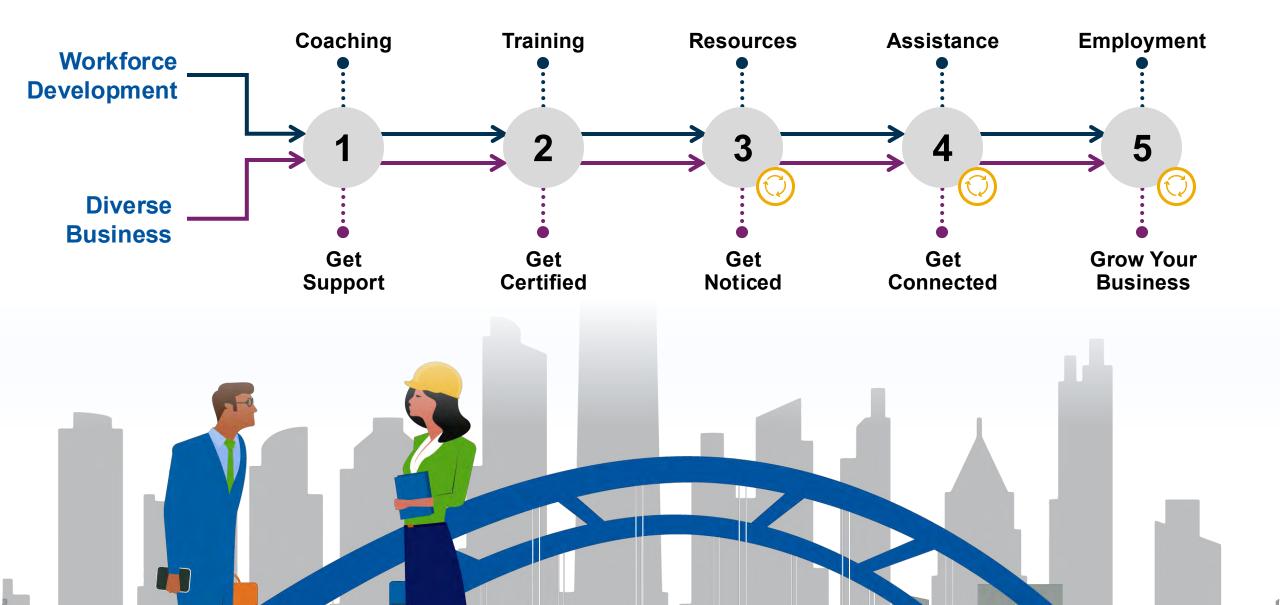




PE PLES GAS[®] ENERGY EFFICIENCY PROGRAM NORTH SHORE GAS[®] ENERGY EFFICIENCY PROGRAM

MDI Impact Update

PE©PLES GAS° N©RTH SHORE GAS° ENERGY EFFICIENCY PROGRAMS



PE & PLES GAS" N&RTH SHORE GAS" ENERGY EFFICIENCY PROGRAMS

Workforce Development 2024 Impacts



547 Career Coach Engagements 116 EE Track Candidates 13

EE 3-Part Training Series Completed to Date

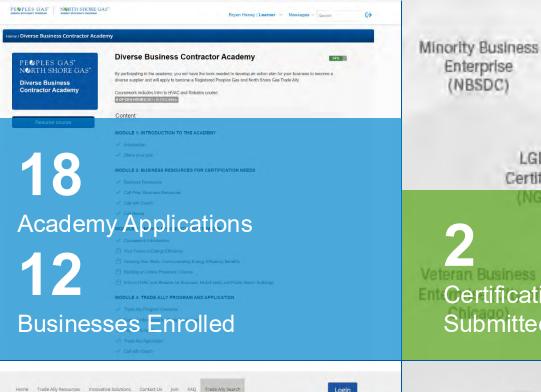
433

External Training/Resource Referrals

11

One-Time Payments for Training Graduates

Job Placements



Minority Business	Women-C	iness	Disability Owned
Enterprise	Small Bus		Business
(NBSDC)	(SBA		(Disability:IN)
LGB Certific		Minor Women- Busir	Owned

Certification Applications **Submitted**

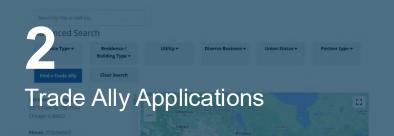
PE&PLES GAS* NORTH SHORE GAS ENERGY EFFICIENCY PROGRAMS

Diverse Business 2024 Impacts

Find a Trade Ally

Trade allies are trusted contractors with detailed knowledge of Peoples Gas and North Shore Gas rebates. Use the search tool to find trade allies in your area to help you save money and make your projects more energy efficient.

Need help finding a Trade Ally Use the search options below.



Academy Graduates

\$5,000

Cumulative Microgrants Paid (as of Feb. 2025)

Job Seeker Recruitment: Chicago Public Libraries

- Nov. 6, 2024 presentation to Chicago Public Library Adult Learning staff
- Library Display Kit for each branch location:
 - Resources to explain and share training and job opportunities
 - ✓ Flyers
 - ✓ Flyer stand
 - ✓ Flyer reorder form
 - ✓ Poster



PE PLES GAS[®] ENERGY EFFICIENCY PROGRAM NORTH SHORE GAS[®] ENERGY EFFICIENCY PROGRAM



- Employer Info Card
 - ✓ Used at distributor trade ally events in Q4 to recruit employers
 - $\checkmark~$ Will include in promotions for 2025
- English/Spanish Job Seeker Direct Mail Postcard
 - ✓ 4,500 income eligible customers in underserved Peoples Gas areas received mailers in Dec. 2024 and Jan. 2025



N&RTH SHORE GAS[®]

ENERGY EFFICIENCY PROGRAM

Marketing, Outreach, and Trade Ally

Q4 2024 Marketing Recap

Digital, Social Ads, and Transit Signs

'Warm up to energy savings' campaign will continue into 2025

Outreach Events



In 2024, the outreach team has attended 146 events, with 29 in Q4

Customer Communications

Business

- Energy Insights e-Newsletter Residential
- Energy Reserve e-Newsletter

HIGHLIGHTS

2024 Energy Forum



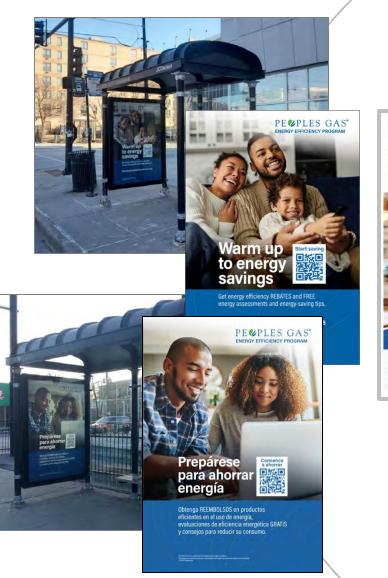
Awards were presented at the annual Energy Forum, and in Q4 each recipient received an award summary along with pictures from the event



- Our digital ad campaign launched Oct. 2024 and runs through Feb. 2025
- Includes:
 - ✓ English and Spanish digital and social ads
 - ✓ English and Spanish transit shelter billboards

N&RTH SHORE GAS[®]

ENERGY EFFICIENCY PROGRAM







Q4 Marketing Highlights: Business and Public Sector

- Continued to provide ongoing communications and recognition to customers:
 - Energy Insights eNewsletter deployed in December
 - Energy Forum award summaries sent to recipients
 - Certificates and letters mailed to customers who complete projects (monthly)
- New efforts focused on expanding educational materials and keeping existing materials up-to-date:
 - New Absorption Heat Pumps (GAHP) flyer for breweries and distilleries
 - ✓ Sector presentation slide library
 - Business webpage updates (Hero Image) and Spanish translations
 - ✓ Applications and collateral updates for 2025



N&RTH SHORE GAS[®]

ENERGY EFFICIENCY PROGRAM

PE PLES GAS[®] ENERGY EFFICIENCY PROGRAM

Q4 Marketing Highlights: Residential

- New "Epic Savers" pilot offered kits and smart thermostats to high usage residential customers in the North Shore Gas territory. Pilot success led to implementation in 2025
- Continued ongoing communications to customers and material updates:
 - ✓ Energy Reserve eNewsletter sent to multifamily customers in December
 - ✓ Webpage translations

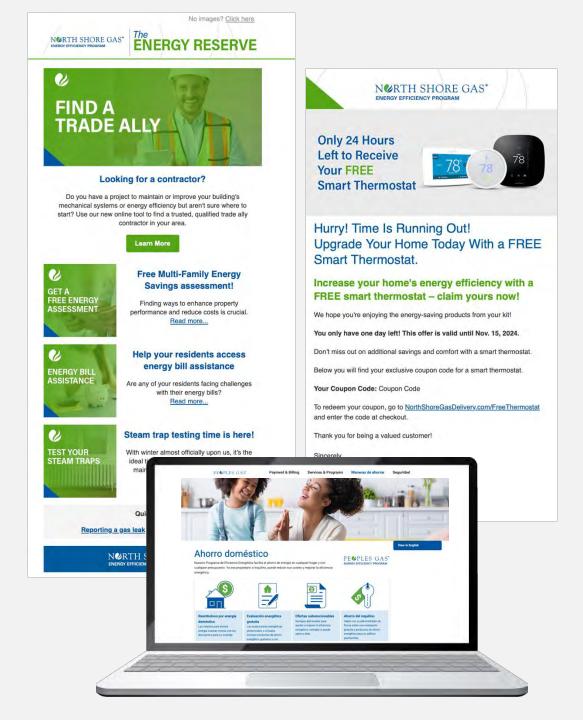
PE PLES GAS

ENERGY EFFICIENCY PROGRAM

 ✓ Applications and collateral updates for 2025

NCRTH SHORE GAS[®]

ENERGY EFFICIENCY PROGRAM



Q4 Community Highlights: Customer Events

PERFORMANCE

7 / 22% PGL Customer Events / % of Total

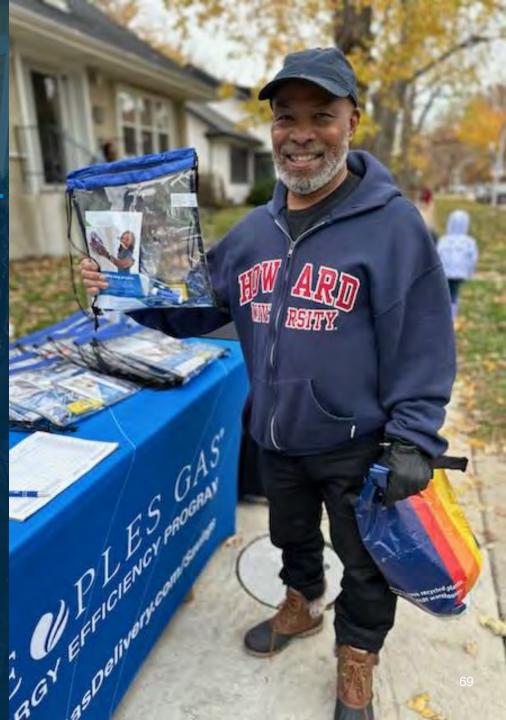
3/10% NSG Customer Events / % of Total

21 / 68% Joint Utilities / % of Total

29 Q4 Events HIGHLIGHTS LUV Institute Partnerships

Toy giveaway on Dec. 21st was lively despite cold weather

Gas-only events in Q4 generated 235 leads



2024 Community Events

PERFORMANCE

22 / 15% PGL Customer Events / % of Total

8 / 6% NSG Customer Events / % of Total

116 / 78%

Joint Utilities / % of Total

146 2024 Events

HIGHLIGHTS LUV Institute Partnership

Block Club Turkey Giveaway on Nov. 23rd and a Toy Giveaway on Dec. 21st

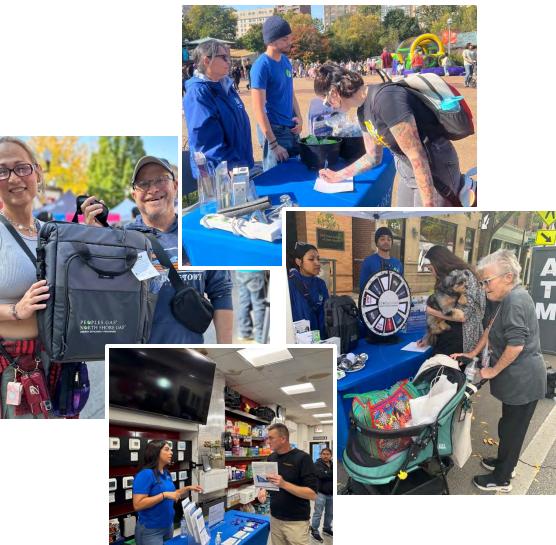
Another Successful Year Partnering with the Chicago Fire

948 Leads

Generated from gas-only events in 2024

Q4 Peoples Gas Spotlight: Community and Trade Ally Events

Name	Host	Date
Senior Health and	Alderman, 31st Ward (Felix	10/4/24
Resource Fair	Cardona)	
Lincoln Square	Lincoln Square/Ravenswood	10/5/24
Ravenswood Apple Fest	Chamber of Commerce	10/0/21
Bronzeville Run/Walk	Bronzville Neighborhood	10/6/24
Trade Ally Table Event	Able Distributors	10/10/24
Lincoln Park Zoo Fall Fest	Lincoln Park Zoo	10/11/24
Open House Chicago	Chicago Open House	10/19/24
Trade Ally Table Event	Ferguson Distributors	11/19/24
Trade Ally Table Event	Able Distributors	11/21/24
Turkey Giveaway	800 S. Kedvale Block Club	11/23/24
Trade Ally Table Event	Ferguson Distributors	12/10/24
Trade Ally Table Event	Able Distributors	12/11/24
Trade Ally Table Event	Able Distributors	12/18/24
Toy Giveaway	800 S. Kedvale Block Club	12/21/24





Q4 North Shore Gas Spotlight: Community and Trade Ally Events

Name	Event Host	Date
Scarecrow Fest & Walk	Highland Park, IL	10/19/24
Trade Ally Table Event	Ferguson Distributors	10/22/24
Pumpkin Fest	Grayslake, IL	10/24/24
Halloween Trick or Treat Trail	Waukegan, IL	10/26/24





Q4 2024 Trade Ally Recap

ENGAGEMENT Multiple Training Opportunities

Webinar: A2L Refrigerant Safety for Gas-fired HVAC

Offered Building Performance Institute (BPI) classes at no cost to the Trade Allies

MDI Opportunities

Trade Allies can register to post job openings for MDI graduates

HIGHLIGHTS Survey Says...

A majority of Trade Allies (88%) say the program benefits their business

When asked how likely they are to recommend the program 70% of Trade Allies gave a 10 on a scale of 0 - 10

New: Find a Trade Ally directory

Customer can now search our <u>online</u> directory to find a Trade Ally that meets their needs

BPI Training for Trade Allies

Trade Allies were enrolled in Building Performance Institute (BPI) training at no cost to them and this is what they had to say:

"Earning this certificate has added to my knowledge as an energy advisor. Understanding key areas of conserving energy for our clients has been invaluable. The free access made it a no-brainer to participate."

"I love learning new things and seizing opportunities to expand my horizons. The course prepares you for real-life situations, ensuring safety and helping you succeed on the exam!"

PE PLES GAS[®] ENERGY EFFICIENCY PROGRAM NORTH SHORE GAS[®] ENERGY EFFICIENCY PROGRAM



- 51 Trade Allies are diverse businesses
- Peoples Gas

PE VPLES GAS

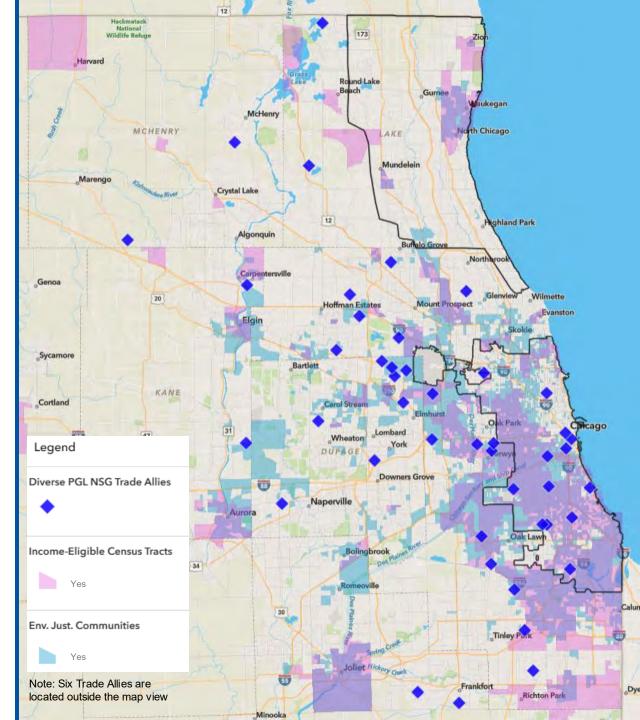
ENERGY EFFICIENCY PROGRAM

- ✓ 42% of incentives paid to Trade Allies went to diverse businesses
- North Shore Gas
 - ✓ 11% of incentives paid to Trade Allies went to diverse businesses

N&RTH SHORE GAS[®]

75

ENERGY EFFICIENCY PROGRAM



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 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.



NORTH SHORE GAS® ENERGY EFFICIENCY PROGRAM