

## **March 17, 2026 Large Group SAG Meeting Peoples Gas and North Shore Gas Responses to Follow-up Items**

### **Question from National Consumer Law Center: What is the Epic Savers Program?**

- **Peoples Gas and North Shore Gas Response:** Epic Savers is an opt-in kit program that delivers savings and serves as a lead generating tool for driving future engagement and deeper retrofits. Peoples Gas and North Shore Gas customers receive a recruitment email that builds awareness of our programs and offers an option to receive a free, customizable energy efficiency kit by mail. Customers interested in receiving a kit are directed to a dedicated portal to opt-in and select their preferred water-saving shower device and smart thermostat. Each kit also includes a standard set of measures including pipe insulation, aerators, and door sweeps along with educational materials designed to drive further participation in our energy efficiency programs. As an opt-in program, kits are only sent to those who actively sign up and make their selections.

### **Question from Community Investment Corp.: For the kits, is success measured by customers who then take up further retrofits?**

- **Peoples Gas and North Shore Gas Response:** Kit program success is primarily measured by the verified energy savings they generate, with values based on the Illinois TRM. Beyond immediate savings, these kits serve as a cost-effective entry point for high volume customer engagement. They help us identify motivated participants and build a pipeline for future retrofit projects while maintaining a balanced, cost-effective portfolio.

### **Question from Community Investment Corp.: Can PG-NSG outline in more detail how increasing IQ spending impacts program implementation in practice. For example, will this allow for deeper retrofits/more measures available, more parity in cost sharing for joint programs which may lead to serving more customers (or perhaps a combination of both!).**

- **Peoples Gas and North Shore Gas Response:** Increased IQ spending will allow us to serve more customers and reduce deferrals through enhancing the Health and Safety budget, making more households eligible for deeper retrofits. Additionally, by planning IQ programs as joint initiatives, we can share administrative costs and direct a larger portion of funding toward customer projects.