

PEOPLES GAS®
ENERGY EFFICIENCY PROGRAM

NORTH SHORE GAS®
ENERGY EFFICIENCY PROGRAM

Quadrennial Review

Program Years 2018-2021 | May 5, 2022

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The Peoples Gas Light and Coke Company and North Shore Gas Company provide these qualitative Quarterly Reports containing a program brief on Q4 and cumulative of Program Year 2021 activities. 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).

2018-2020 data presented in this document reflects verified numbers. 2021 data presented in this document is based on preliminary results and is subject to revision and evaluation adjustments.

4-year Environmental and Community Impact

ENVIRONMENTAL IMPACT

319,746

Acres of trees planted

270,184

Carbon reduction (tons)

58,217

Cars removed from the road

34,033

Homes' energy use offset

COMMUNITY IMPACT

693,996

Residential homes served

61,313

Income qualified homes served

3,767

Businesses served

253

Direct Portfolio Jobs

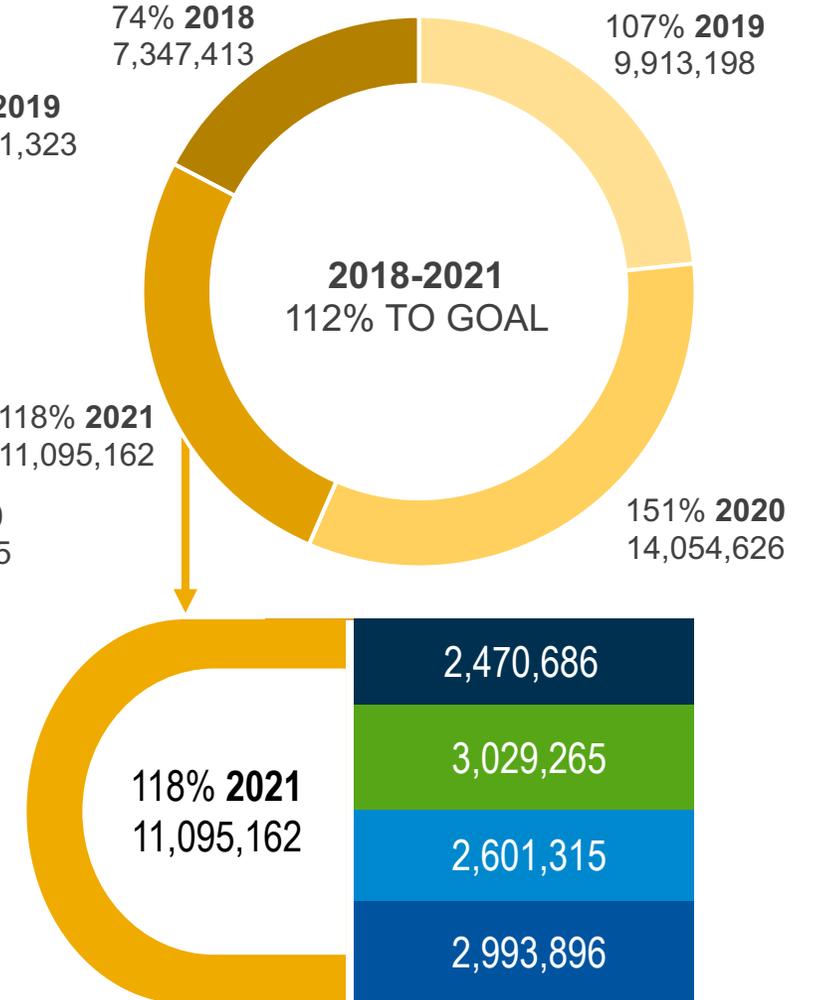
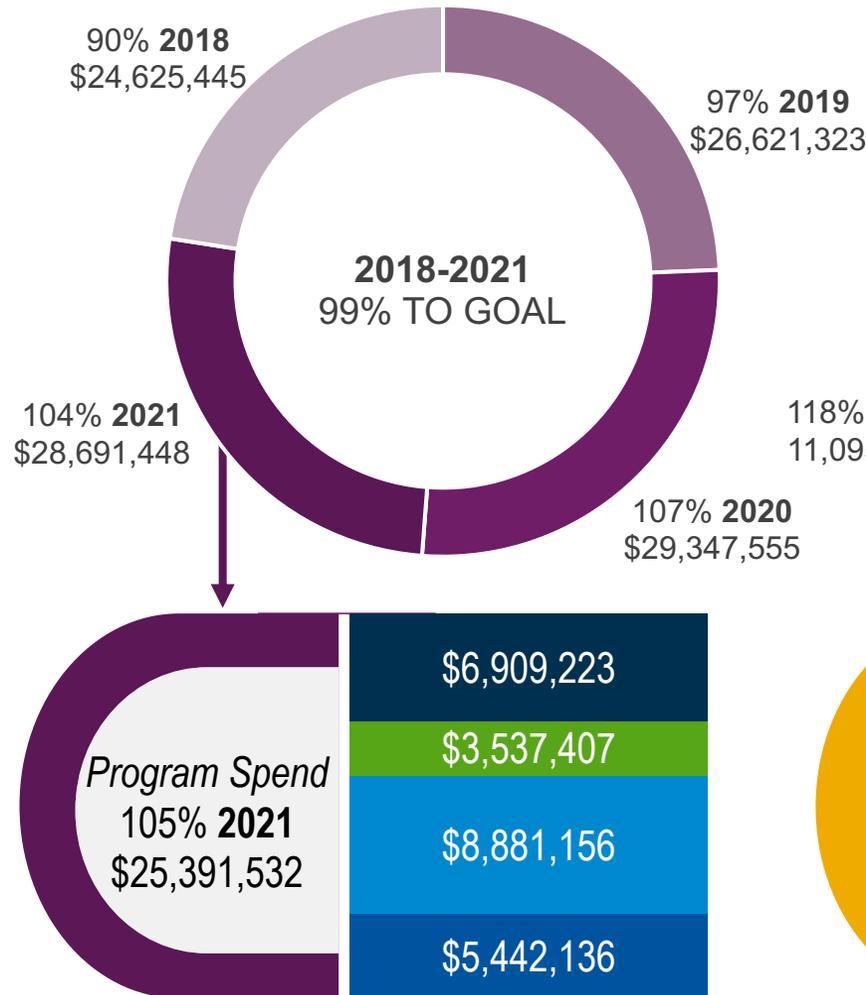


SPEND

SAVINGS

In **2021**, the Peoples Gas portfolio achieved 118% of the savings goal of 9,375,596 therms, spent 105% of the \$24,193,456 program budget, and spent 104% of the \$27,492,564 portfolio budget.

- Public Sector Program achieved 211% of the savings goal, spending 251% of the budget.
- Business Program achieved 88% of the savings goal, spending 58% of the budget.
- Income Eligible Program achieved 178% of the savings goal, spending 101% of the budget.
- Residential Program achieved 91% of the savings goal, spending 93% of the budget.

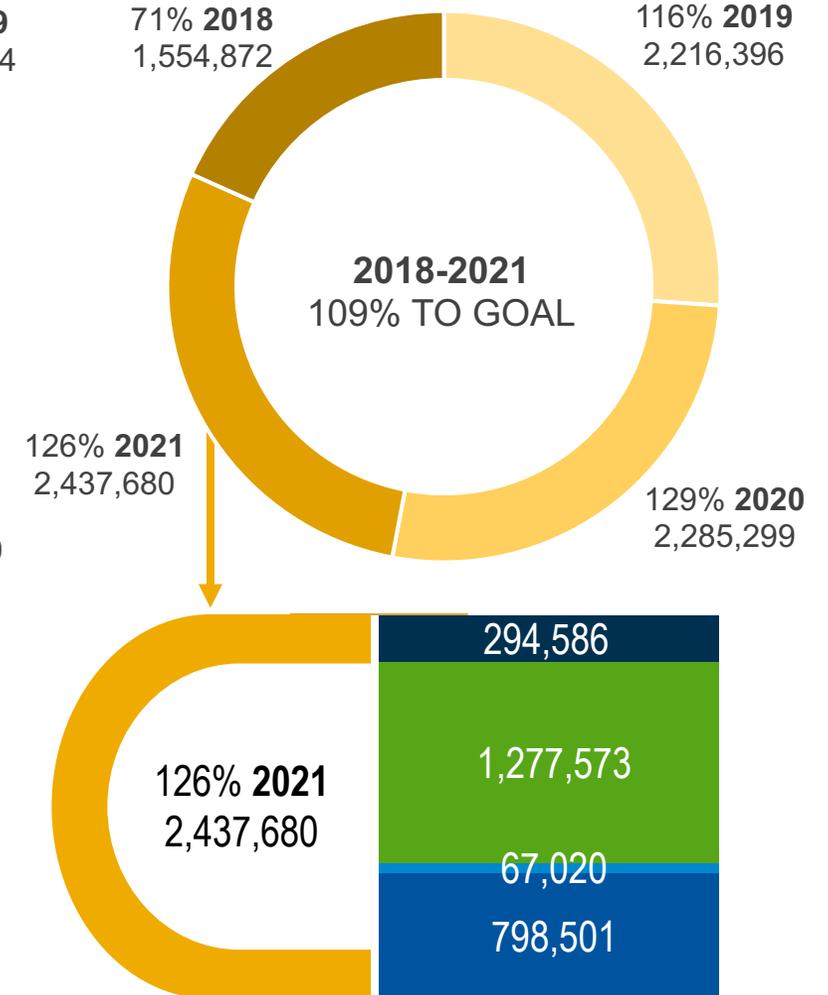
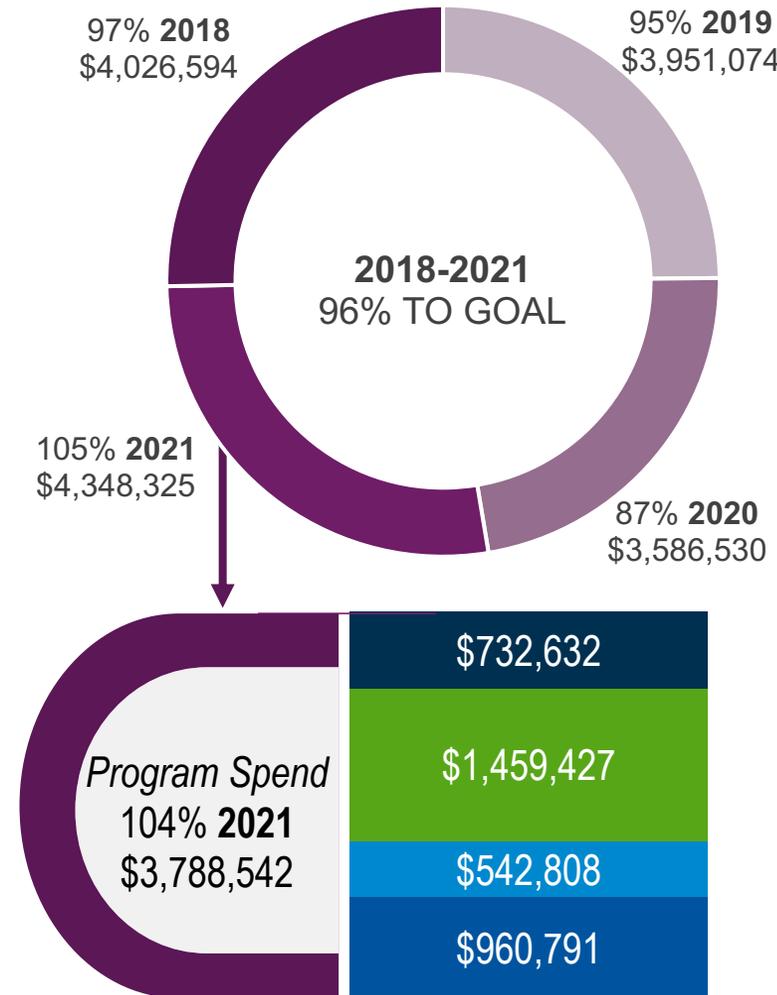


SPEND

SAVINGS

In 2021, the North Shore Gas portfolio achieved 126% of the savings goal of 1,933,162 therms, spent 104% of the \$3,644,118 program budget, and spent 105% of the \$4,141,043 portfolio budget.

- Public Sector Program achieved 111% of the savings goal, spending 177% of the budget.
- Business Program achieved 143% of the savings goal, spending 117% of the budget.
- Income Eligible Program achieved 84% of the savings goal, spending 116% of the budget.
- Residential Program achieved 115% of the savings goal, spending 71% of the budget.





Business Programs

C&I, Small Business, and Public Sector

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.

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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.

Smart Check Studies

This no-cost assessment provides a steam trap survey, pipe insulation audit and a boiler tune-up. Customers receive a blueprint of low-cost energy efficiency projects at their facility.

Staffing Grant

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

Strategic Energy Management

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

Commercial and Industrial: Peoples Gas

HIGHLIGHTS

Performance

- ✓ Achieved 2021 goal 33% under budget and completed 133 projects
- ✓ Shifted budget from C&I to facilitate strong interest and large increase in Public Sector projects

Safety

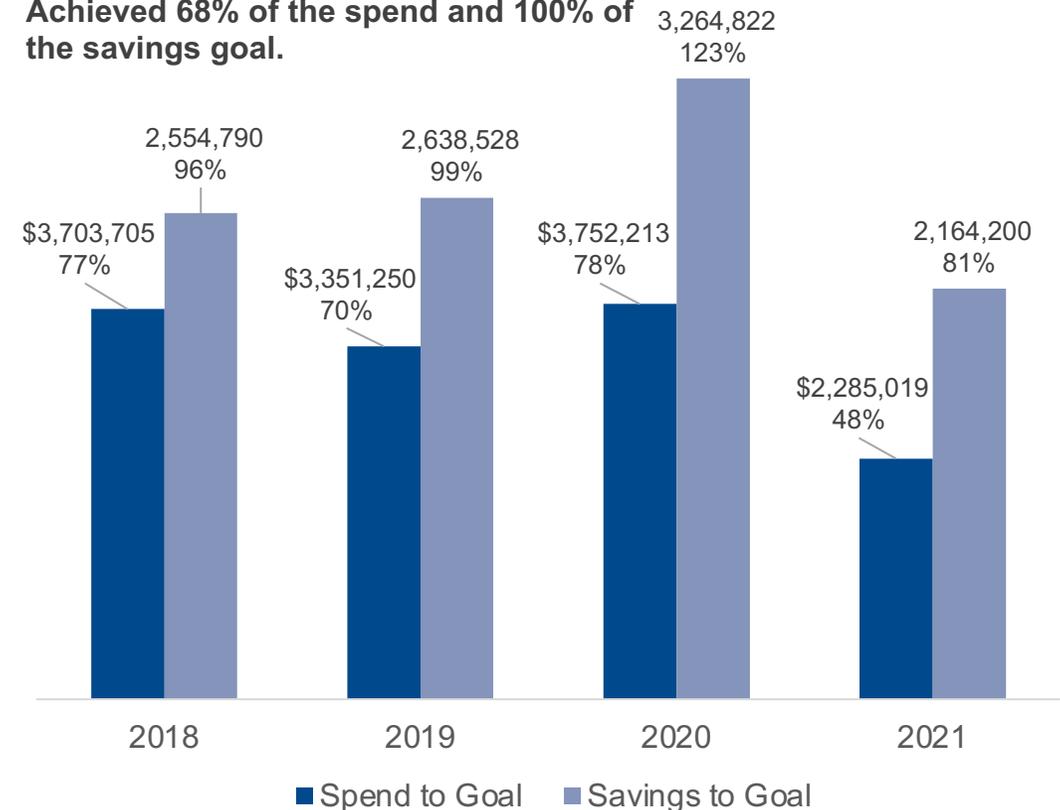
- ✓ Limited in-person field engagement
- ✓ Inspections mainly performed remotely
- ✓ In-person activities continue to show stronger results

Trade Ally Engagement

- ✓ Focused on streamlined inspections, project coordination, and incentive payments
- ✓ Monthly engagements, webinars, and e-newsletters

RESULTS

C&I remained cost effective all four years. Achieved 68% of the spend and 100% of the savings goal.



Commercial and Industrial: North Shore Gas

HIGHLIGHTS

Performance

- ✓ Achieved 2021 goal 11% under budget and completed 30 projects
- ✓ Shifted budget from C&I to facilitate strong interest and large increase in Small Business and Public Sector projects

Safety

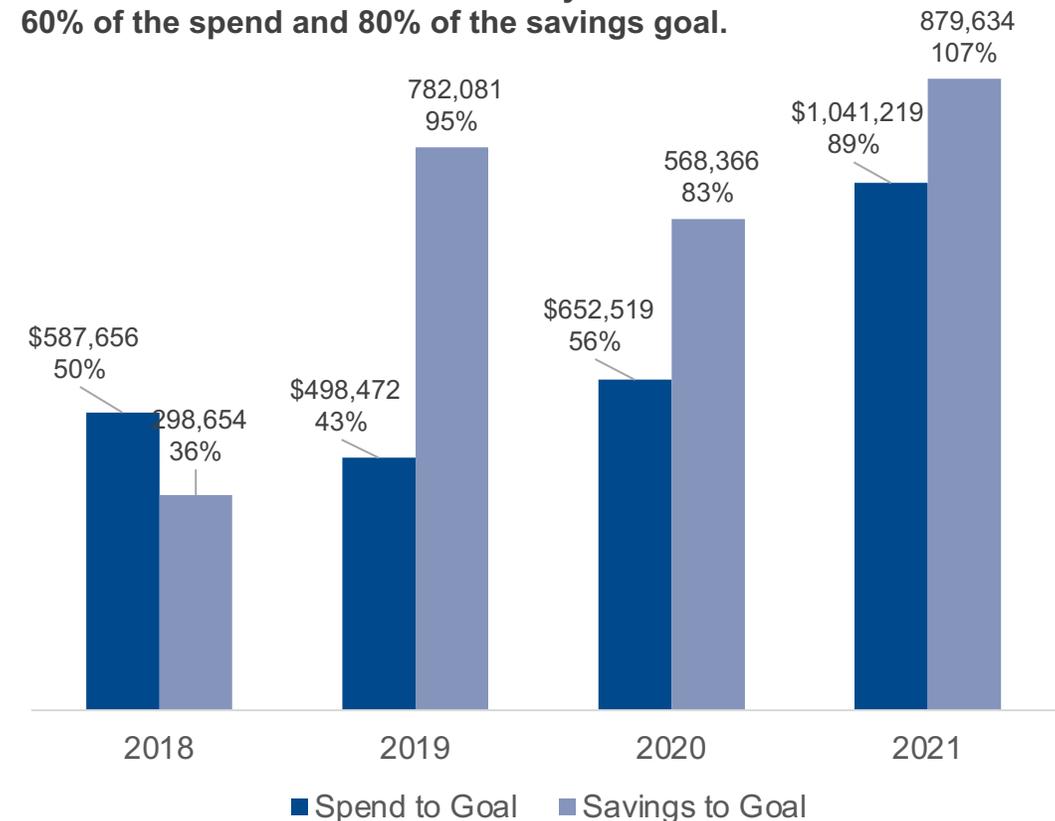
- ✓ Limited in-person field engagement
- ✓ Inspections mainly performed remotely
- ✓ In-person activities continue to show stronger results

Trade Ally Engagement

- ✓ Focused on streamlined inspections, project coordination, and incentive payments
- ✓ Monthly engagements, webinars, and e-newsletters

RESULTS

C&I remained cost effective all four years. Achieved 60% of the spend and 80% of the savings goal.



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

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Small and Midsize Business: Peoples Gas

HIGHLIGHTS

Performance

- ✓ Achieved 2021 goal under budget and completed 349 projects
- ✓ Strong early performance in 2021 and end of quadrennial meant early achievement of goals

Safety

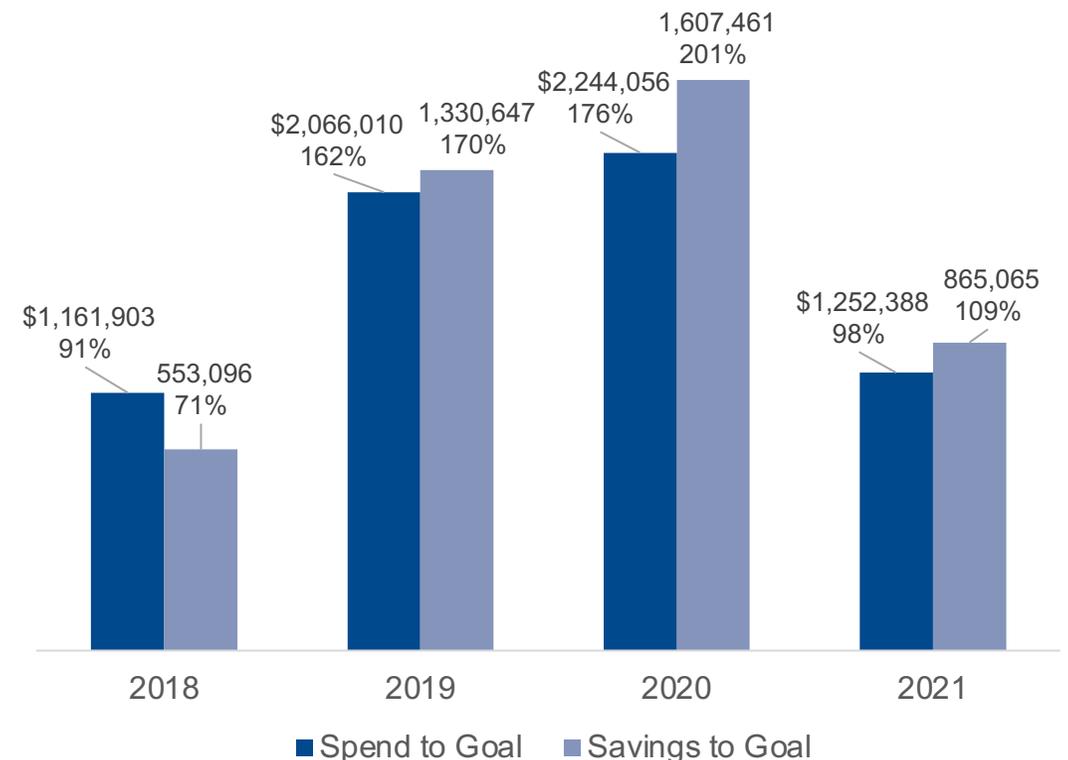
- ✓ Limited in-person field engagement
- ✓ Inspections mainly performed remotely
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Trade Ally Engagement

- ✓ Focused on streamlined inspections, project coordination, and incentive payments
- ✓ Monthly engagements, webinars, and e-newsletters

RESULTS

SMB remained cost effective all four years. Achieved 132% of the spend and 138% of the savings goal.



Small and Midsize Business: North Shore Gas

HIGHLIGHTS

Performance

- ✓ Overachieved 2021 goal and completed 49 projects
- ✓ Strong performance in 2021 with continued significant small and midsize business customer interest

Safety

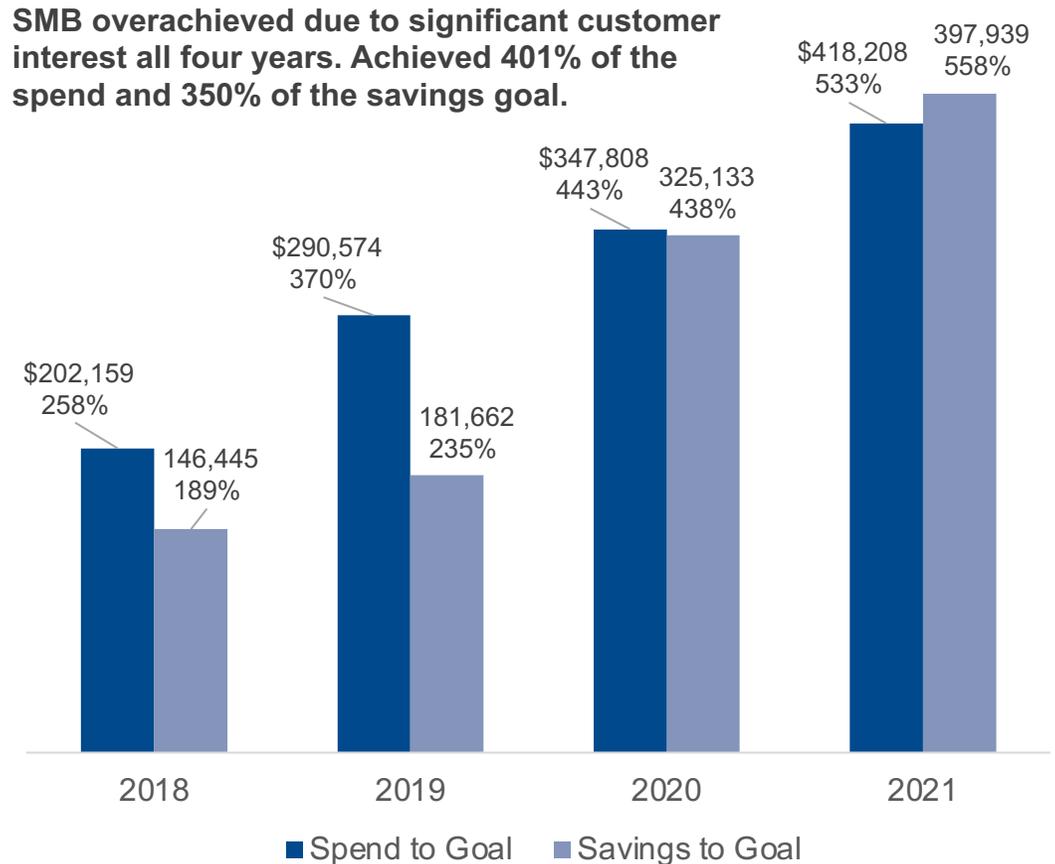
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- ✓ In-person activities continue to show stronger results

Trade Ally Engagement

- ✓ Focused on streamlined inspections, project coordination, and incentive payments
- ✓ Monthly engagements, webinars, and e-newsletters

RESULTS

SMB overachieved due to significant customer interest all four years. Achieved 401% of the spend and 350% of the savings goal.



Public Sector

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

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

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Business Program

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Engineering Studies

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Smart Check Studies

This no-cost assessment provides a steam trap survey, pipe insulation audit and a boiler tune-up. Customers receive a blueprint of low-cost energy efficiency projects at their facility.

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.

Public Sector: Peoples Gas

HIGHLIGHTS

Performance

- ✓ 2021: Achieved 251% of the spend and 211% of the savings goals and completed 443 projects
- ✓ Quicker project timelines drove a higher volume of projects
- ✓ Many projects were covered at 100% of cost, including boiler tune-ups, steam trap testing and replacements, and select custom projects

Safety

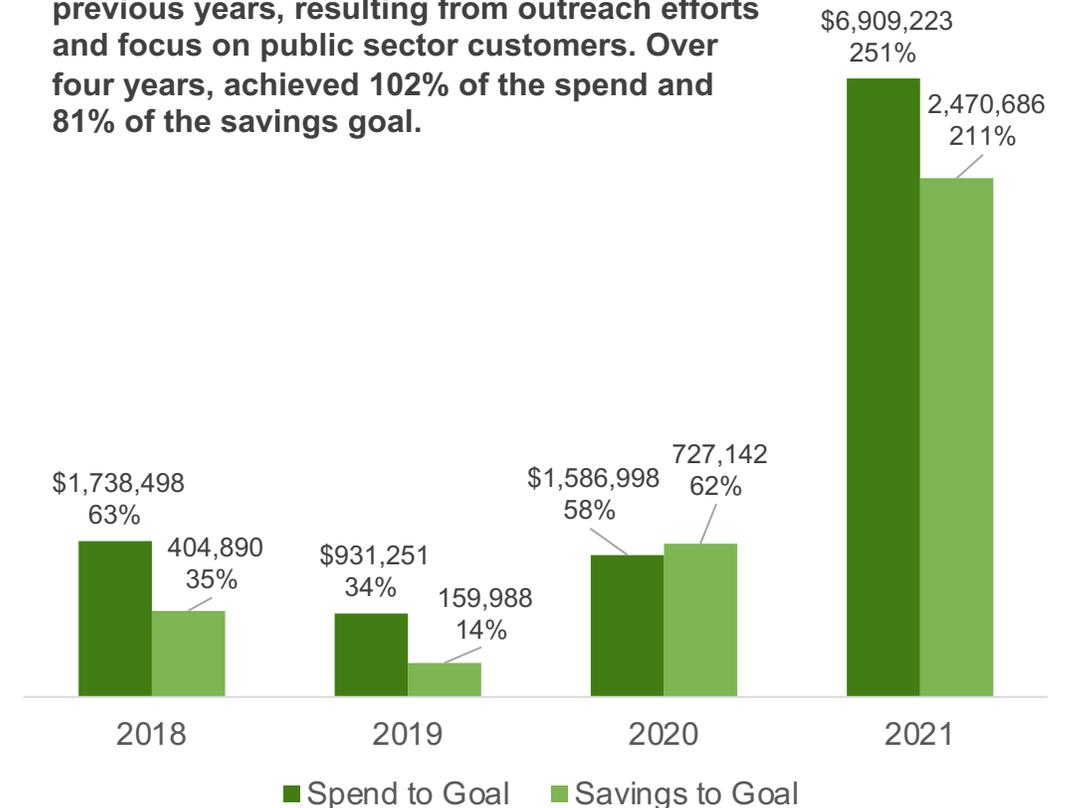
- ✓ Limited in-person field engagement
- ✓ Inspections mainly performed remotely
- ✓ In-person activities continue to show stronger results

Trade Ally Engagement

- ✓ Focused on streamlined inspections, project coordination, and incentive payments
- ✓ Monthly engagements, webinars, and e-newsletters

RESULTS

2021 spend and savings was four times previous years, resulting from outreach efforts and focus on public sector customers. Over four years, achieved 102% of the spend and 81% of the savings goal.



Public Sector: North Shore Gas

HIGHLIGHTS

Performance

- ✓ 2021: Achieved 177% of the spend and 111% of the savings goals and completed 71 projects
- ✓ Quicker project timelines drove a higher volume of projects
- ✓ Many projects were covered at 100% of cost, including boiler tune-ups, steam trap testing and replacements, and select custom projects

Safety

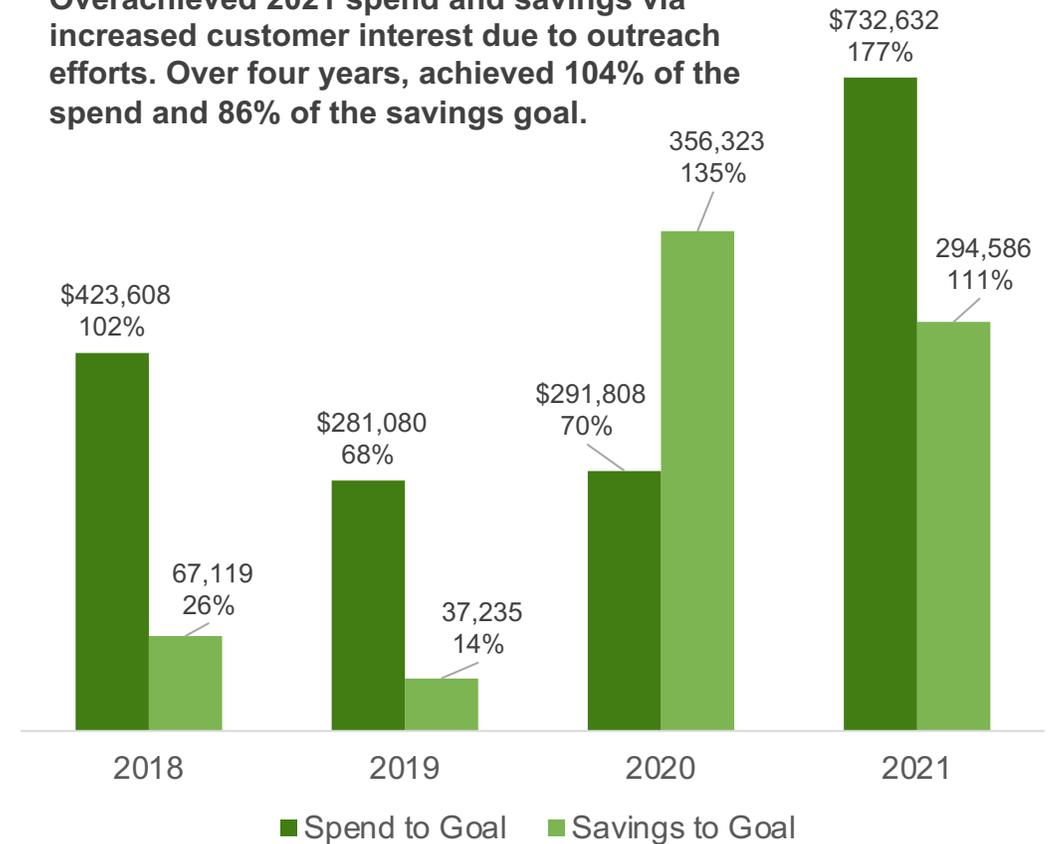
- ✓ Limited in-person field engagement
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Trade Ally Engagement

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- ✓ Monthly engagements, webinars, and e-newsletters

RESULTS

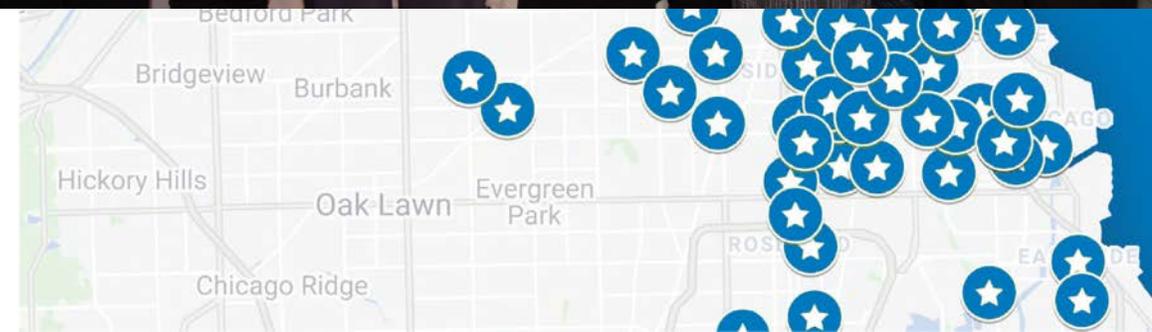
Overachieved 2021 spend and savings via increased customer interest due to outreach efforts. Over four years, achieved 104% of the spend and 86% of the savings goal.



MEEA 2022 Impact Award Winner

Peoples Gas Public Sector Energy Efficiency Program

- ✓ Our program delivered \$3.7 million in incentives to CPS resulting in 2.4 million in therm savings in their facilities
- ✓ Developed engagement and processes that enabled Chicago Public Schools to go from completing 74 projects by the end of 2018 to completing projects at 395 of their 1,000 buildings by end of 2021
- ✓ Peoples Gas Public Sector Program completed 452 projects resulting in 3.5 million therm savings and over \$6 million in incentives in public sector buildings





Public Sector Spotlight: Chicago Transit Authority (CTA)

Pandemic budget strain eased through energy efficiency participation and resulted in largest public sector project in program to date

- ✓ Pandemic strained CTA funding for maintenance and energy-saving projects
- ✓ Through collaboration, found low-cost energy efficiency upgrades, like the South Shop steam pipe insulation project which resulted in 75,000 therms savings
- ✓ Overall CTA received \$665,000 in incentives in 2021



Public Sector Spotlight: Cook County

Proactive and regular program outreach helped ease budget strain and identify projects across multiple buildings

- ✓ Energy Advisors met bi-weekly with the Cook County Energy Manager
- ✓ Through collaboration, found low-cost energy efficiency upgrade opportunities across two county hospitals, courthouses, office buildings, and the county jail which resulted in 350,000 therms savings
- ✓ Overall Cook County received \$600,000 in incentives in 2021

Business Program Marketing

Chicago Public Schools Project Highlight Social Media Posts

Developed content for three social media posts to highlight the various types of projects Peoples Gas has completed at their campuses.

North Shore Gas Community Blitz

The North Shore Gas Community Blitz campaign was executed during Q4, partnering with five communities in the North Shore Gas territory – Village of Glencoe, Village of Deerfield, City of Lake Forest, Village of Lake Bluff and the City of Highland Park. Developed a postcard, email, social and outreach integrated marketing campaign to promote the business and residential webinars on October 6.

Trade Ally Support

- Monthly BTU newsletter
- Monthly trade ally webinar
- Trade ally microsite management



Research and Development and Market Transformation

Program Highlights

The Commercial Food Service pilot achieved its savings goals for the year. Phase 4 pilot launch is planned for 2022.

The IIT Building Sensors and Controls (OSBC) project began testing of a battery-powered prototype that will better position the product for commercialization. A mock-up of a steam trap failure testing device has been produced and further refinement is underway to create a cheaper market ready device.

The Building Operator Certification (BOC) training classes finished up with forty-two students trained and two courses were completed.

The venturi steam trap project came to conclusion with well documented reliable performance of the traps in commercial laundries. An assessment of long-term venturi installations was also done and demonstrated longevity of commercial installations (over fifteen years in some cases).

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.

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A young girl with curly hair, wearing a dark blue sweater over a striped shirt, is smiling and looking towards a man. The man, wearing a light blue denim jacket over a white t-shirt, is smiling and petting a beagle dog. The dog is wearing a red collar. The girl is holding a small yellow and pink toy. The background is a bright, indoor setting, possibly a living room.

Residential and Income Qualified Programs

Single Family

Residential single-family offerings provide residential customers access to energy efficiency via two paths. 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.

The Home Energy Jumpstart path includes a direct installation service paired with a home energy assessment. Eligible improvements identified during the Jumpstart visit are eligible for an incentive through the Home Energy Rebate path.

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Residential Program

Home Energy Jumpstart

Offers energy-saving products installed in homes at no-cost to the customer. The Home Energy Jumpstart program is a joint program offering provided in partnership with the 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 Reports

An opt-out behavioral program that provides residential customers no-cost reports of their energy usage compared to their neighbors. Home Energy Reports offer customers energy conservation tips to help inform energy cost reduction opportunities in their homes and encourage action.

Home Energy Rebate

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, Super Savers Program is a free energy efficiency educational program. 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.

Residential Single Family: Peoples Gas

HIGHLIGHTS

Performance

Achieved 2021 goal 27% under budget and helped 84,408 customers complete 91,634 projects

- ✓ Home Energy Jumpstart: 2,170 customers saved 141,776 therms
- ✓ Home Energy Reports: 83,396 customers saved 645,654 therms
- ✓ Home Energy Rebate: 842 customers saved 175,016 therms

Safety

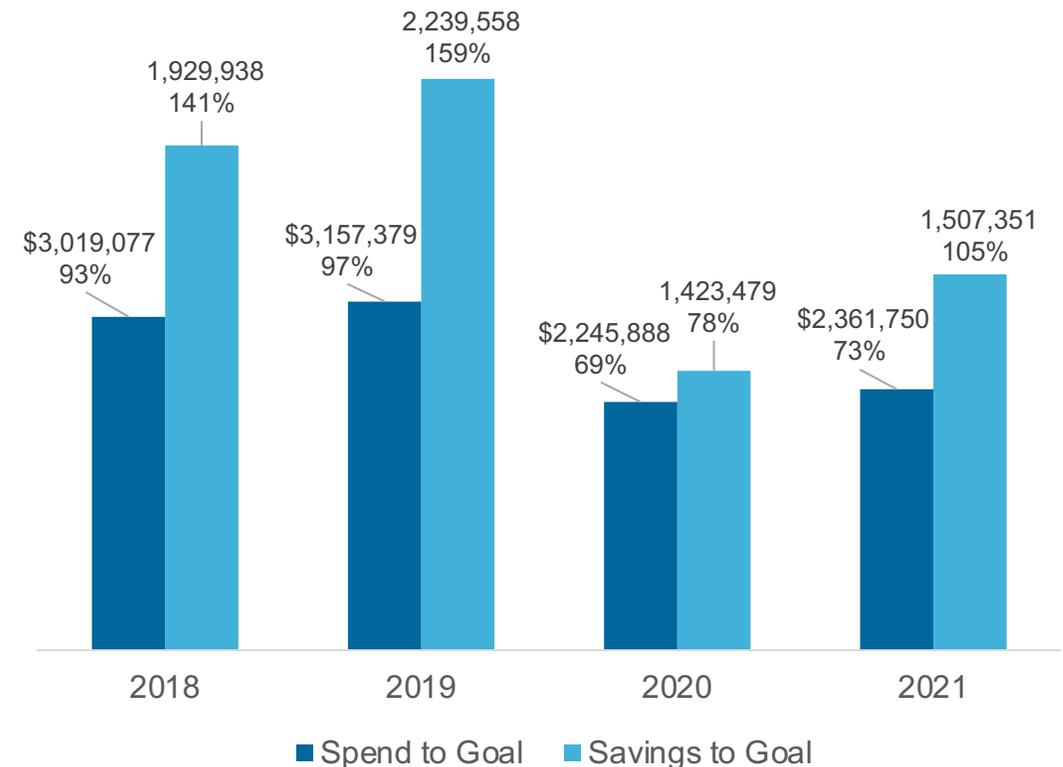
- ✓ Continued to support online and virtual customer engagement

Customer Engagement

- ✓ Joint HEJ customer email average open rate of 31% and an average click-through rate of 2.7%.
- ✓ HER email reports resulted in an average open rate of 36%, with the top site section visits to *My Energy Use Monthly*

RESULTS

Residential Single Family remained cost effective all four years. Achieved 83% of the spend and 118% of the savings goal.



Residential Single Family: North Shore Gas

HIGHLIGHTS

Performance

Achieved 2021 goal 41% under budget and helped 70,782 customers complete 70,807 projects

- ✓ Home Energy Jumpstart: 1,985 customers saved 42,966 therms
- ✓ Home Energy Reports: 67,790 customers saved 455,734 therms
- ✓ Home Energy Rebate: 1,007 customers saved 151,407 therms

Safety

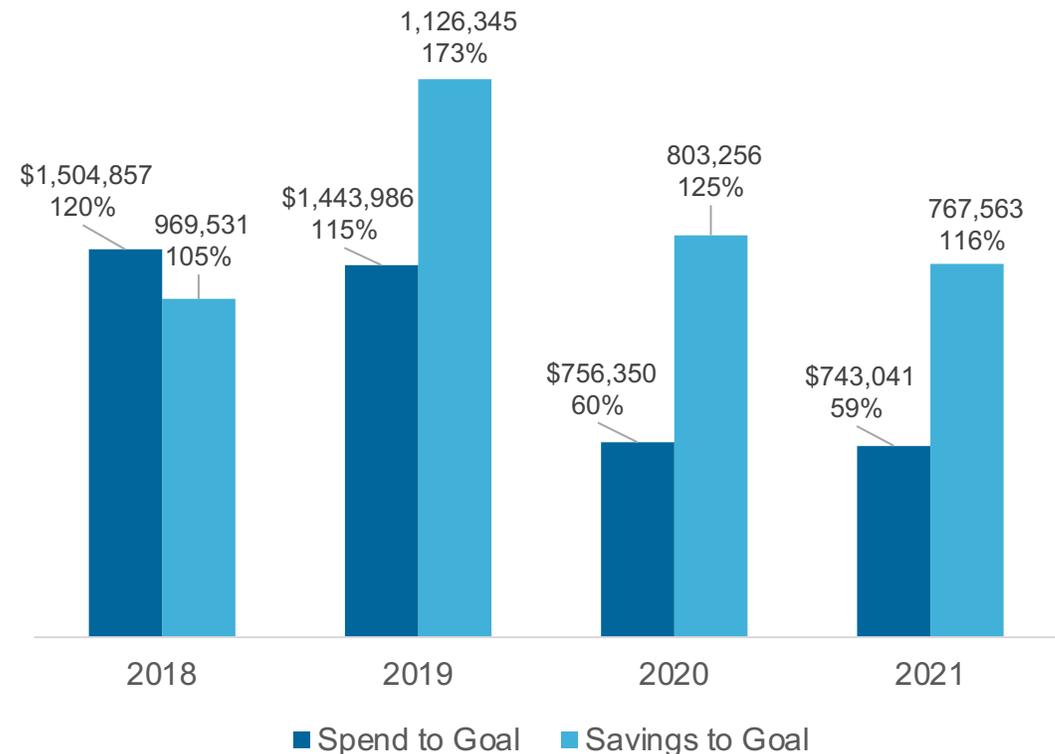
- ✓ Continued to support online and virtual customer engagement

Customer Engagement

- ✓ Joint HEJ customer email average open rate of 31% and an average click-through rate of 2.7%.
- ✓ HER email reports resulted in an average open rate of 45%, with the top site section visits to *My Energy Use Monthly*

RESULTS

Over four years, Residential Single Family was cost effective. Achieved 89% of the spend and 127% of the savings goal.



Residential Elementary Education

HIGHLIGHTS

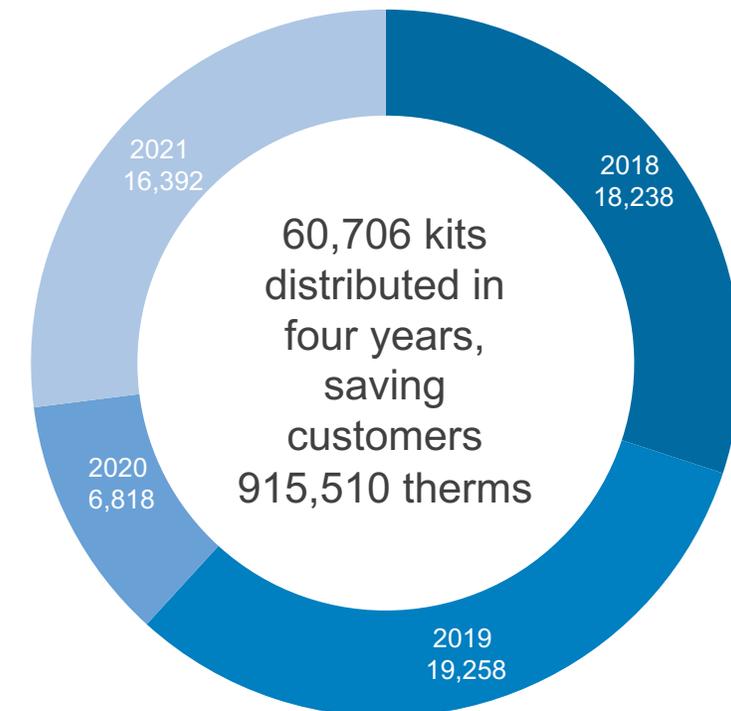
RESULTS

Super Savers

2021:
Helped 16,392
customers save
187,064 therms

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This program is funded by ComEd and Peoples Gas customers in compliance with state law.



Multi-Family

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

The Multi-Family Program is a joint offering with ComEd.

Residential Program

Multi-Family Energy Jumpstart

Offers free direct installation of energy-saving measures for multi-family buildings.

Prescriptive and Custom Rebates

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.

Gas Optimization

Analysis of energy-using systems to identify no- and low-cost improvements to achieve natural gas savings.

New Construction Prescriptive and Custom Rebates

Incentives are provided for new construction that surpasses the region's building codes to improve energy efficiency.

Residential Multi-Family: Peoples Gas

HIGHLIGHTS

Performance Summary

Achieved 2021 spend goal and completed 11,034 projects

- ✓ 5,354 DI units completed
- ✓ 335 property assessments completed
- ✓ 544 comprehensive rebate projects completed

Safety

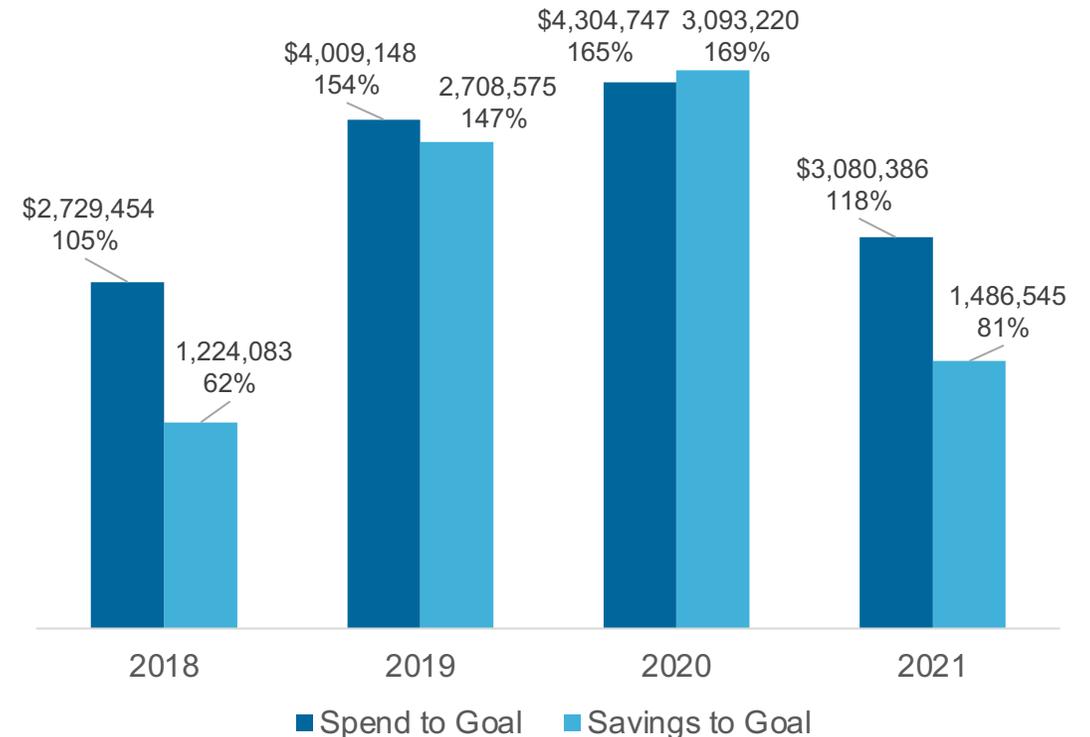
Self-install DI process developed in response to the pandemic was less popular with property managers than the traditional DI installation. 2021 DI installations increased with ability of technicians to be back in the field.

Customer Engagement

The Multi-Family Program's first ever staffing grant was utilized to assist with staffing coordination for assessments and project installations. Twenty-seven projects have been completed year-to-date.

RESULTS

Over four years, Residential Multi-Family achieved 135% of the spend and 114% of savings goals, completed 26,180 projects, and saved customers 7,841,626 therms.



Residential Multi-Family: North Shore Gas

HIGHLIGHTS

Performance Summary

Achieved 2021 spend goal and completed 1,060 projects

- ✓ 616 DI units completed
- ✓ 14 property assessments completed
- ✓ 10 comprehensive rebate projects completed

Safety

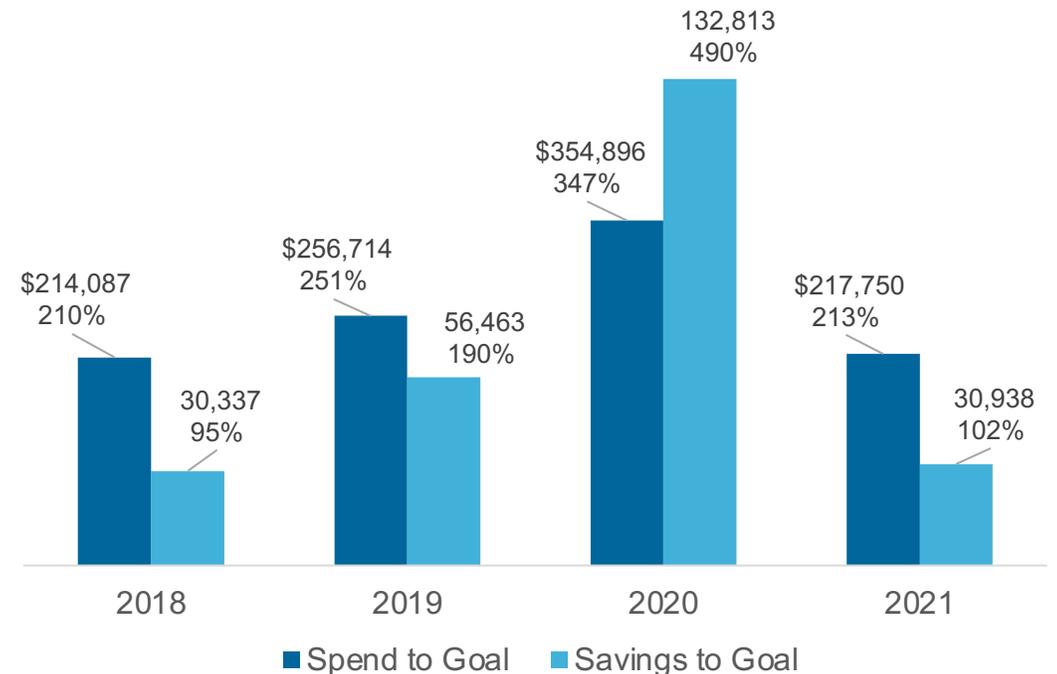
Self-install DI process developed in response to the pandemic was less popular with property managers than the traditional DI installation. 2021 DI installations increased with ability of technicians to be back in the field.

Customer Engagement

The Multi-Family Program continued to have robust customer engagement in 2021 resulting in a strong 2022 pipeline.

RESULTS

Over four years, Residential Multi-Family achieved 255% of the spend and 211% of savings goals, completed 3,366 projects, and saved customers 250,551 therms.



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.

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 utility offering.

Affordable Housing New Construction

Works with affordable housing developers to integrate energy efficiency best practices into rehab and new construction plans of Multi-Family and Single-Family buildings.

Income Eligible Weatherization

Offers direct install products and no-cost weatherization services for Income-Eligible Single-Family home customers. It is delivered jointly with ComEd, and outreach and intake are performed by the Chicago Bungalow Association (CBA).

Multi-Family Income Eligible

A Peoples 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).

Income Qualified Single Family: Peoples Gas

HIGHLIGHTS

IHWAP Single Family

Refined implementation guidelines improved contractor performance and program cost-effectiveness. Agencies were provided with measure-level instructions for better project scoping, identifying projects and offerings needed per home, requiring them to identify cost-effective measures in the homes that would yield more savings at a lower cost.

Income Eligible Weatherization

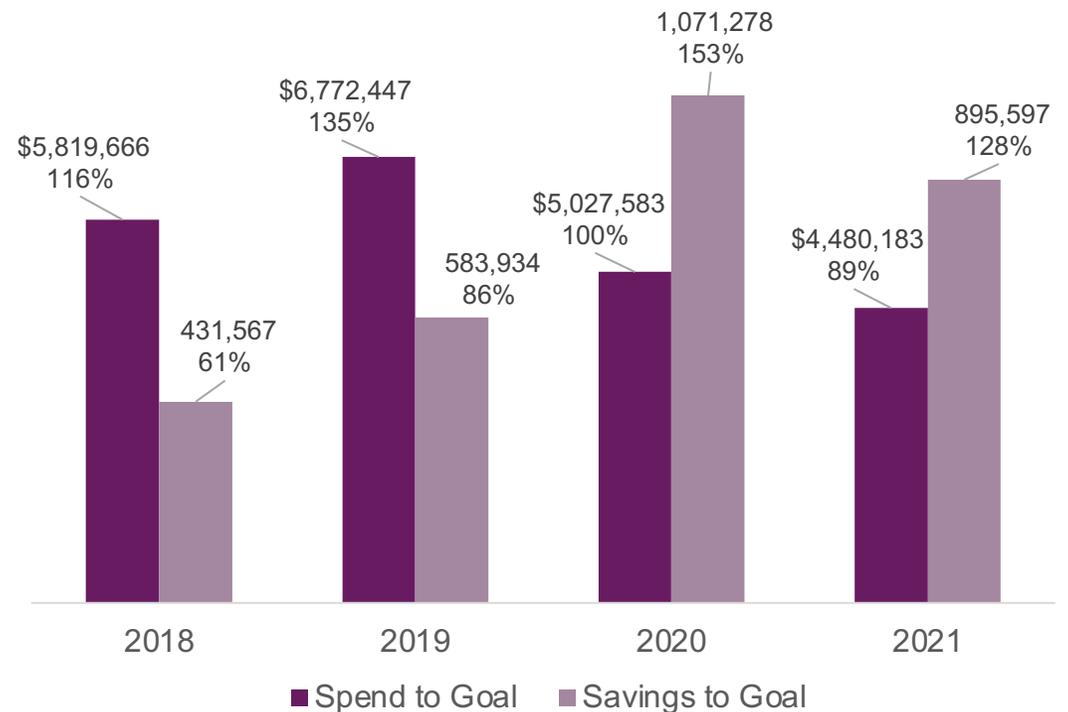
The program closed Q4 at 97% of the yearly spend goal and 100% of savings goals. Robust pipeline going into 2022.

Income Eligible Gas Kits

2021: 17,521 Kits were distributed by ground mail to qualified customers vetted by the Low-Income Home Energy Assistance Program, saving customers 632,975 therms.

RESULTS

Over four years, Income Qualified Single Family achieved 110% of the spend and 107% of savings goals, helped 45,981 customers save 2,982,376 therms.



Income Qualified Single Family: North Shore Gas

HIGHLIGHTS

IHWAP Single Family

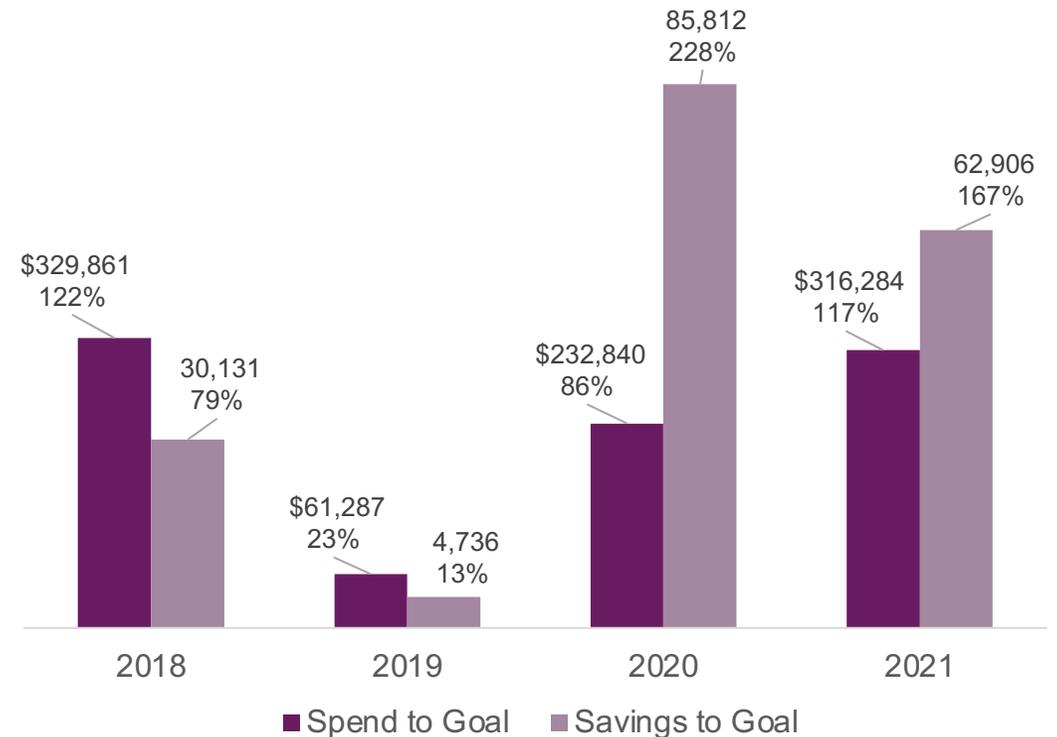
Refined implementation guidelines improved contractor performance and program cost-effectiveness. Agencies were provided with measure-level instructions for better project scoping, identifying projects and offerings needed per home, requiring them to identify cost-effective measures in the homes that would yield more savings at a lower cost.

Income Eligible Gas Kits

2021: 1,500 Kits were distributed to qualified customers vetted by the Low-Income Eligible Home Energy Assistance Program, saving customers 54,255 therms.

RESULTS

Over four years, Income Qualified Single Family achieved 87% of the spend and 123% of savings goals, helped 3,594 customers save 183,585 therms.





Income Eligible Spotlight: Weatherization

Continued Strong Partnership with the Chicago Bungalow Association in 2021

- ✓ Over four years 3,254 customers have completed projects resulting in 1,223,888 therms savings and \$2,761,857 in incentives distributed
- ✓ Continue to see high customer satisfaction, averaging 9.9 out of 10, and participation growth through word of mouth
- ✓ Expanding efforts to increase participation in the Latinx community

Income Eligible Spotlight: Gas Kits

Continued high interest from LIHEAP customers since 2019 pilot have resulted in 42,500 kits being distributed

- ✓ Customers have saved 1,583,131 therms from kits valued at \$769,552
- ✓ Kits include a bi-lingual introduction letter, 1.5 gallons per minute chrome showerhead, 1.5 gallons per minute kitchen aerator, 1.5 gallons per minute bath aerator, Weatherstripping (17' closed-cell foam), and Switch and outlet gaskets (10 each)



Income Qualified Multi-Family: Peoples Gas

HIGHLIGHTS

IHWAP Multi-Family

Coordination and collaboration with agencies on program efforts is ongoing, including virtual meetings to maintain open communication lines and transparency to ensure momentum and identification of cost-effective projects.

Income Eligible Multi-Family Savings

A virtual assessment plan was developed for customers who preferred online assessments. Q4 2021 saw an increase in production that helped achieve goals.

Public Housing Energy Savings

2021 saw an increase in production as the Chicago Housing Authority continues to allow more on-site, in-unit activity.

Affordable Housing New Construction

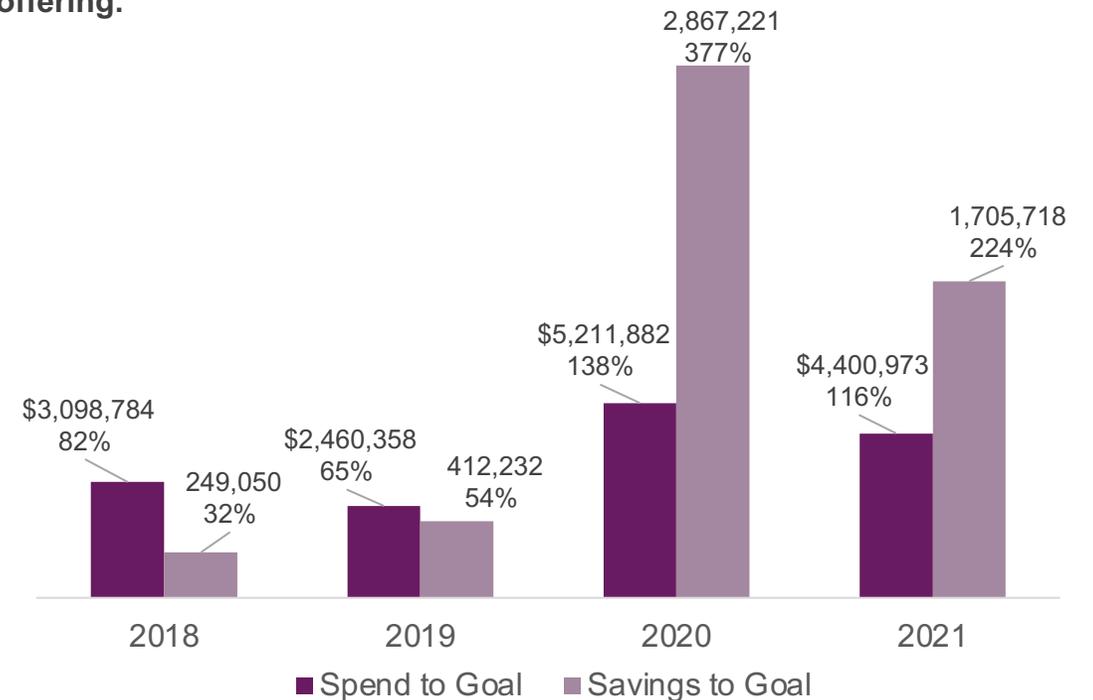
2021 saw continued growth, exceeding savings and spend goals, with many projects closing out.

Multi-Family Income Eligible (Partner Trade Ally)

2021: The Multi-Family Income Eligible Partner Trade Ally offering helped 299 customers save 1,487,488 therms.

RESULTS

Over four years, Income Qualified Multi-Family achieved 100% of the spend, 171% of savings goals, and helped 4,776 customers save 5,234,221 therms. The significant increase in cost-effectiveness in 2020 and 2021 was due to the addition of the Multi-Family PTA offering.



Income Qualified Multi-Family: North Shore Gas

HIGHLIGHTS

IHWAP Multi-Family

Coordination and collaboration with agencies on program efforts is ongoing, including virtual meetings to maintain open communication lines and transparency to ensure momentum and identification of cost-effective projects. Over four years, 430 projects were completed, the most out of the North Shore Gas Income Qualified Multi-Family Offerings.

Income Eligible Multi-Family Savings

A virtual assessment plan was developed for customers who preferred online assessments. Over four years 57 projects were completed.

Public Housing Energy Savings

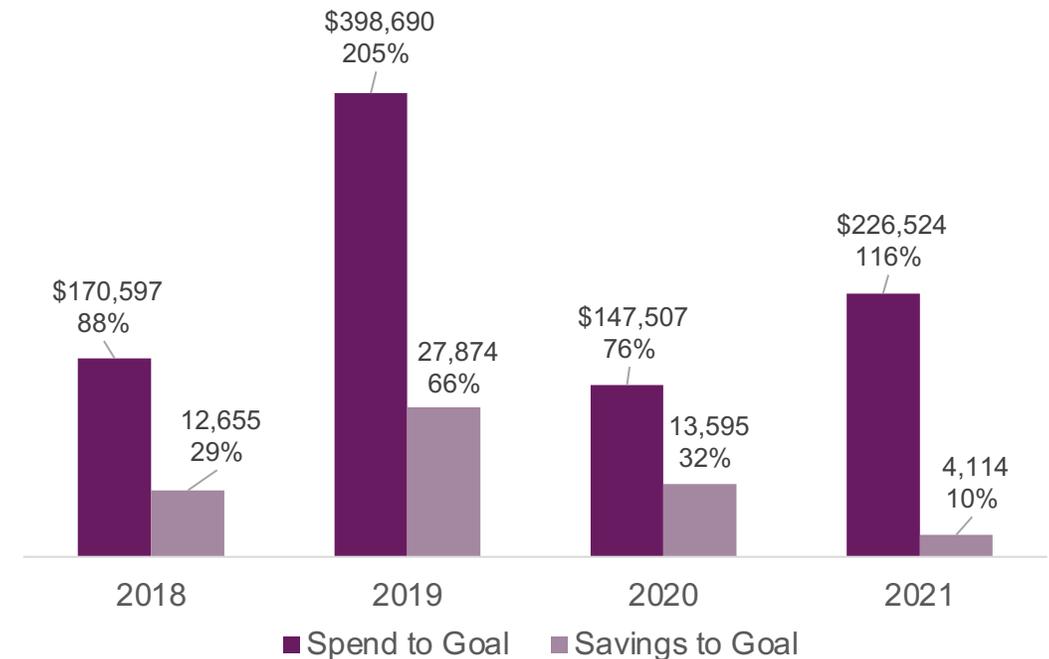
Completed 7 projects in 2018 and 2019 but did not see participation in 2020 or 2021.

Multi-Family Income Eligible (Partner Trade Ally)

The Multi-Family Income Eligible Partner Trade Ally offering started in 2020 and helped 16 customers save 8,710 therms.

RESULTS

Over four years, Income Qualified Multi-Family achieved 121% of the spend, 34% of savings goals, and helped 510 customers save 58,238 therms.





Income Eligible Multi-Family Energy Savings Spotlight: New City Neighborhood

Continued successful collaboration between Peoples Gas and ComEd helped Marcia Ellis update her legacy building and improve home comfort for her tenants.

Her project started with a free energy assessment and included a new high-efficiency steam boiler, air sealing and insulation in the attic, sink aerators, pipe insulation, and LED lighting.

“It’s been a great experience. Just to be able to see and feel the difference in the building—that was amazing. The upgrades and the boiler system all worked to control temperatures and keep the building more comfortable.”

-Marcia Ellis, Property Owner and Manager

Over 4 years, the Income Eligible Multi-Family Energy Savings offering saved 3,036 customers 533,584 therms and provided \$4,748,668 in incentives.



Public Housing Energy Savings Spotlight: Chicago Housing Authority

Continued successful collaboration between Peoples Gas and ComEd helped the Chicago Housing Authority (CHA) complete a 10-month project at Altgeld Gardens.

This project achieved 6,590 therms and 1,306,602 kWh in energy savings and the CHA received \$669,001 in incentives.

“We look forward to our continued partnership with ComEd and Peoples Gas to identify opportunities to bring similar efficiency upgrades with energy reduction and cost savings to other CHA properties.”

-Ellen Sargent, Director of Sustainable Initiatives, CHA

Over four years the Public Housing Energy Savings offering saved 63 customers 152,262 therms and provided \$1,022,340 in incentives



Multi-Family Income Eligible Spotlight: Partner Trade Ally

Partnership with the Northwest Side Building Coalition increases property manager participation

- ✓ Urban Alternative Property Management focuses on income eligible housing with properties primarily in the Austin neighborhood
- ✓ Completed 30 projects with more identified and have shared their appreciation of the wide-range of both tenant and building improvements

From 2020-2021 the Partner Trade Allies completed 1,622 projects resulting in 4,178,606 therms savings and \$5,964,635 in incentives distributed

Residential Program Marketing

Joint Referral Email Campaign

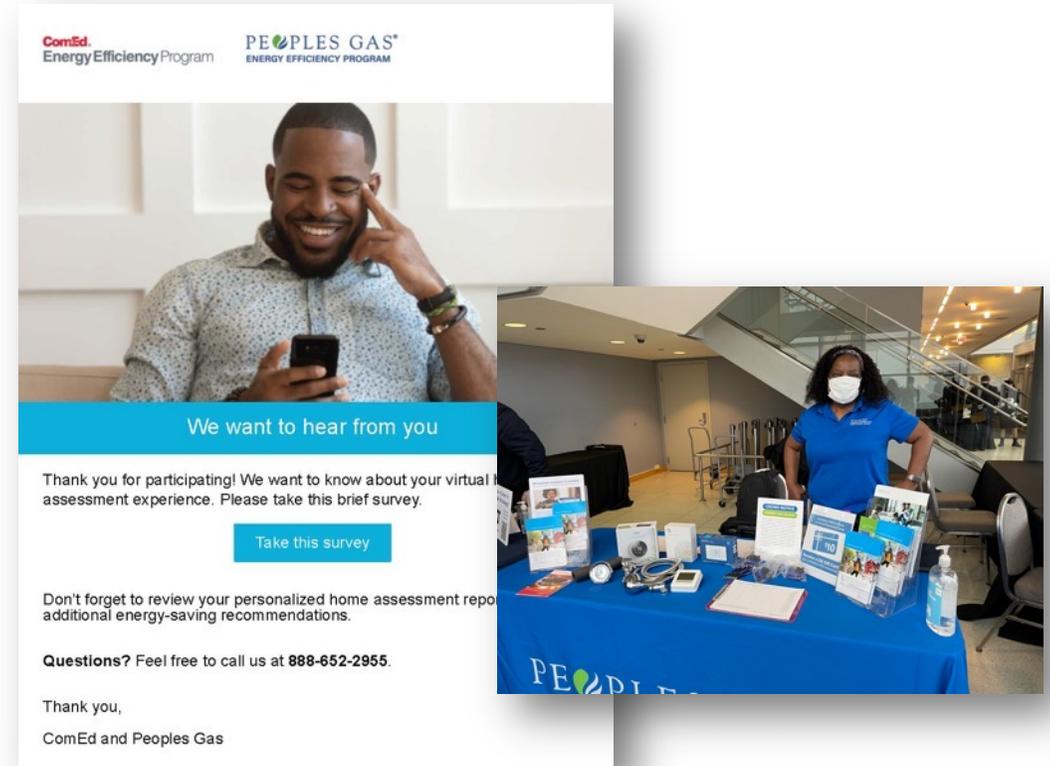
Email campaign to customers who have completed a home assessment encouraging them to refer friends, family, and neighbors.

Joint Virtual Home Assessment Survey Email

Email to customers who have completed a virtual home assessment in last six months encouraging them to provide feedback on their experience via survey.

Outreach Events

- Edgewater Environmental Coalition
- 19th Annual Illinois Latino Caucus Foundation Conference
- Illinois Action for Children – Community Resource and Network Collaborative Meeting



Energy Efficiency Fall Campaign

TREAT YOURSELF
WITH
**ENERGY
SAVINGS**



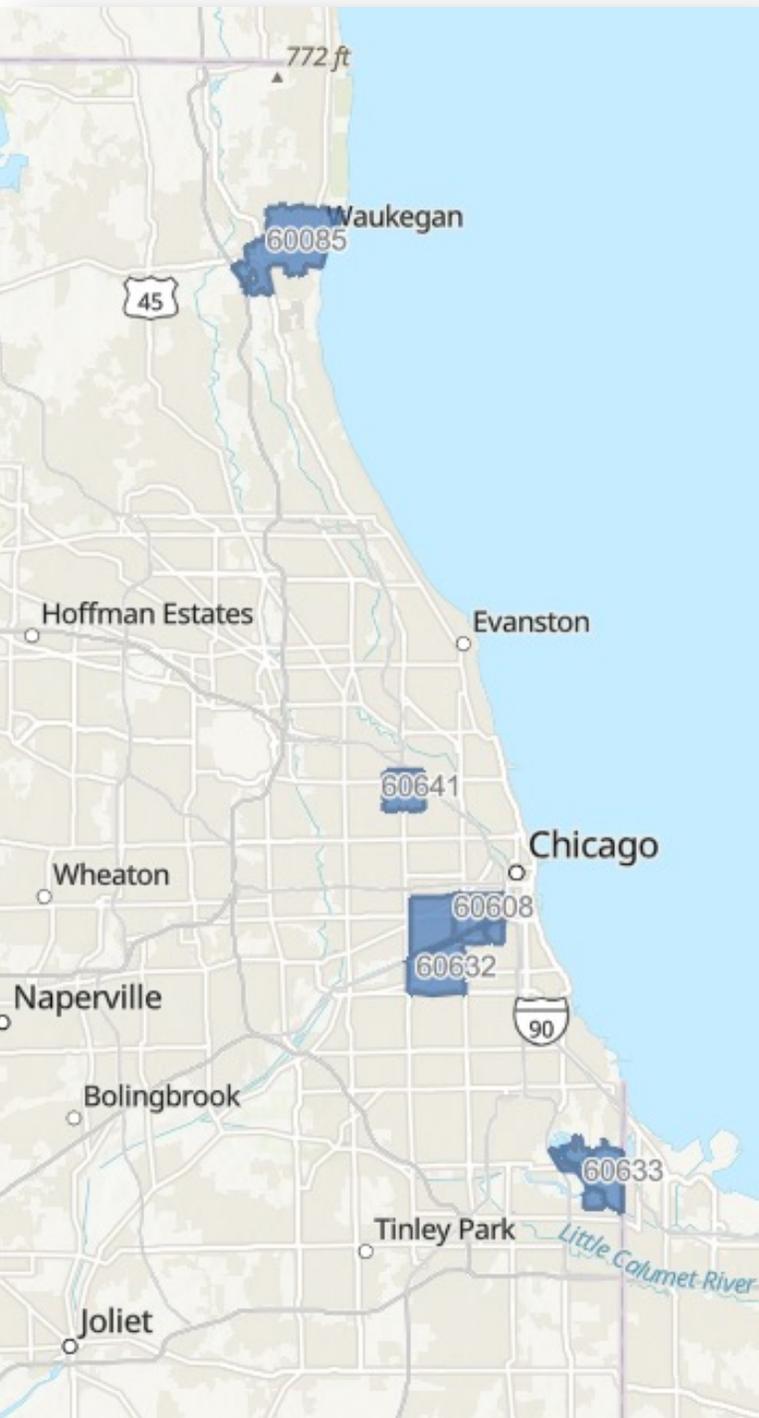
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Campaign Areas and Social Media Ads



- North Shore Gas:
 - ✓ 60085 – Waukegan and Park City
- Peoples Gas:
 - ✓ 60641 – Portage Park and Irving Park
 - ✓ 60623 – Lawndale and Little Village
 - ✓ 60608 – Pilsen and Bridgeport
 - ✓ 60632 – Brighton Park
 - ✓ 60633 – Hegewisch

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Community Activation: Event at Borinken Cakes

- **Venue Type:** Bakery and coffee shop
- **Venue Address:** 5328 S Archer Ave, Chicago, IL
- **Event Date:** November 20, 2021
- **Remote Radio (WVIV-FM) Impressions:** 237,200
- **Direct Leads:** 10 (1 completed assessment so far)



Community Activation: Local Community Sponsorships

- Waukegan Park District participated in a training to learn about the Program so they can promote it at their community events
- Promotional items were provided to the Park District, and they have already started distributing the items at events



Thank You

Questions?