



PEOPLES GAS®  
ENERGY EFFICIENCY PROGRAM

NORTH SHORE GAS®  
ENERGY EFFICIENCY PROGRAM

# Quadrennial Highlights and Program Overview

Program Years 2022–2023 | February 14, 2024

# Table of Contents

## Peoples Gas and North Shore Gas

|  |           |
|--|-----------|
| Portfolio Summary                                  | <u>04</u> |
| Business Program                                   | <u>09</u> |
| Research and Development and Market Transformation | <u>17</u> |
| Residential and Income Eligible Program            | <u>19</u> |
| Looking Ahead                                      | <u>29</u> |
| Marketing and Outreach                             | <u>31</u> |
| Market Development Initiative                      | <u>34</u> |
| Appendix – Income Eligible Metric Details          | <u>38</u> |



The Peoples Gas Light and Coke Company and North Shore Gas Company provide these qualitative Quarterly Reports containing a program brief on activities of Program Year 2022 – 2023. These reports are accompanied by the quantitative reports, which detail the program savings, costs, and results. These reports are provided pursuant to Section 6.6 of the Illinois Energy Efficiency Policy Manual Version 2.0 (effective January 1, 2020).

Data presented in this document is based on preliminary results and is subject to revision and evaluation adjustments.



# Who Qualifies?

## Customers in the North Shore Gas territory

- ✓ Geographic Area: Most of Lake County
- ✓ 54 communities North of Chicago to the Wisconsin border
- ✓ 159,000 residential and business customers

## Customers in the Peoples Gas territory

- ✓ Geographic Area: City of Chicago
- ✓ Roughly 828,000 residential and business customers



# Environmental and Community Impact

## ENVIRONMENTAL IMPACT (since 2012)

**145M**

Net energy savings (therms)

**771k**

Carbon reduction (tons)

**920k**

Acres of trees planted

**171k**

Cars removed from the road

**102k**

Homes' energy use offset

## COMMUNITY IMPACT (since 2017)

**772k**

Residential homes served

**209k**

Income qualified homes served

**4,600**

Businesses served

**410**

Direct portfolio jobs

**25%**

Diverse Spend (2022-2023)

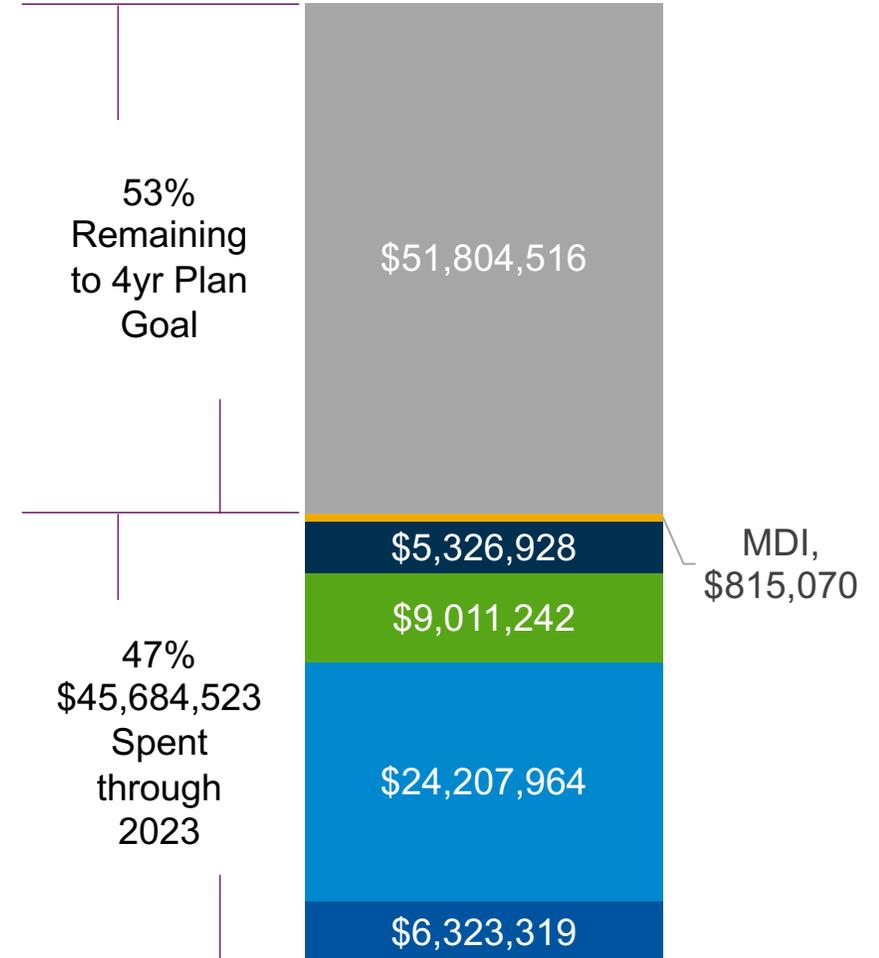
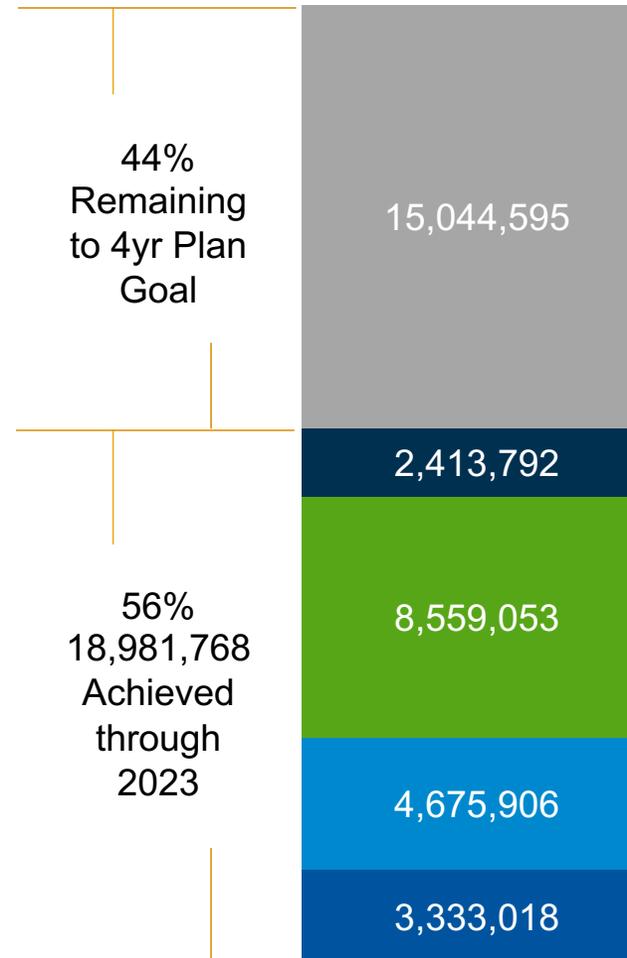


## SAVINGS

## SPEND

**In the first two years of the quadrennial (2022–2023), Peoples Gas portfolio achieved 56% of the Plan savings goal of 34,026,364 therms and spent 47% of the \$97,489,039 program budget.**

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

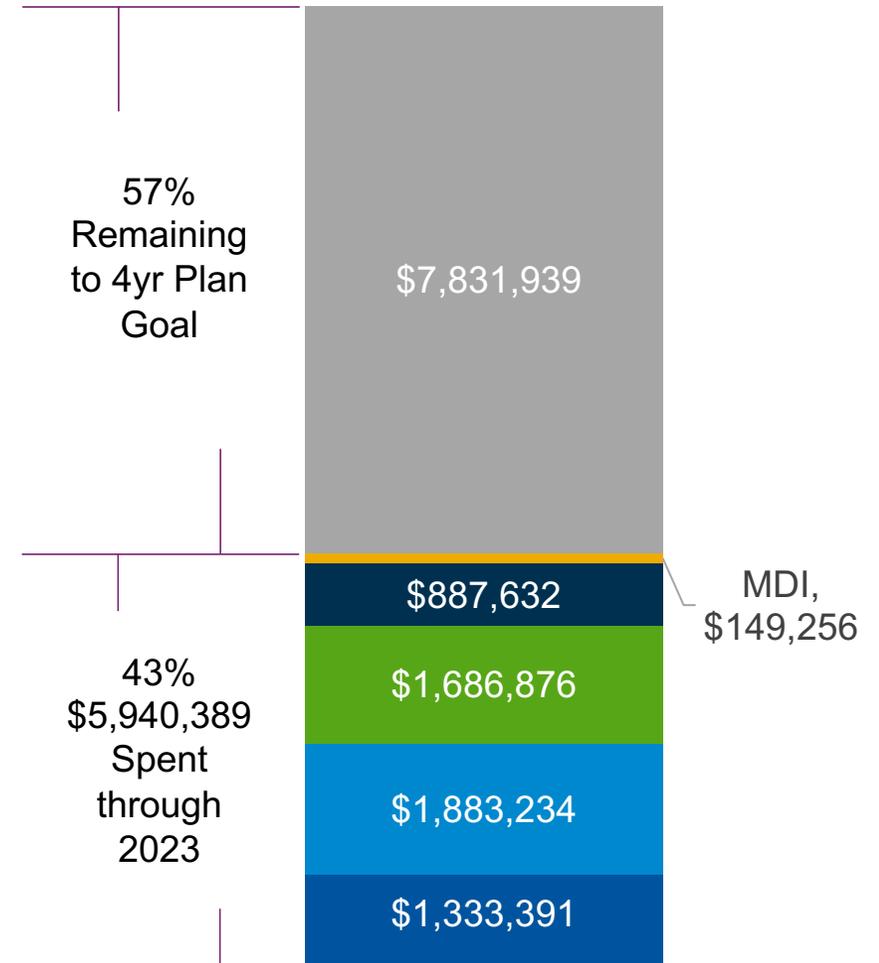
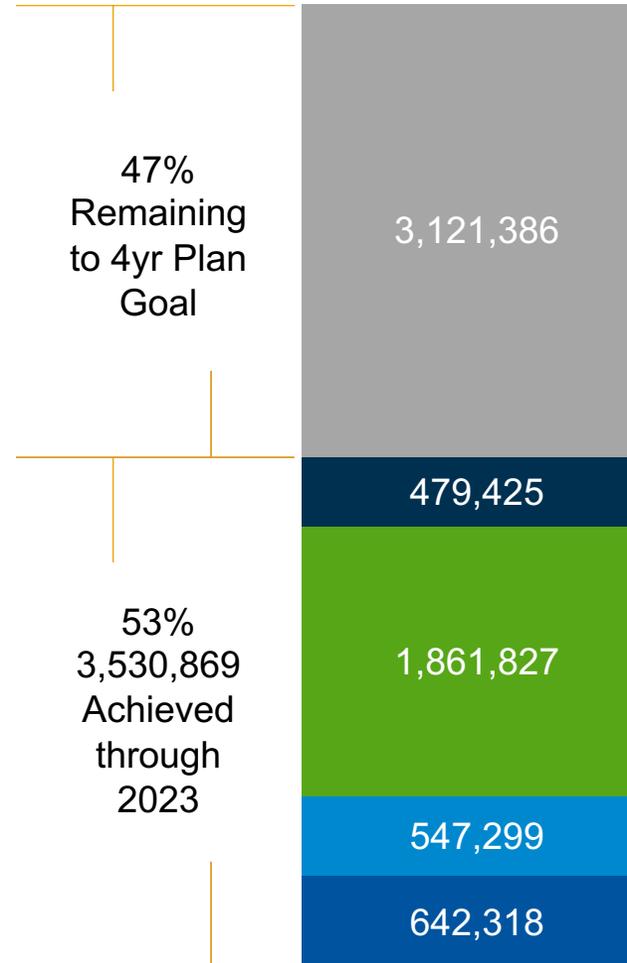


# SAVINGS

# SPEND

**In the first two years of the quadrennial (2022–2023), North Shore Gas portfolio achieved 53% of the Plan savings goal of 6,652,255 therms and spent 43% of the \$13,772,328 program budget.**

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





# Implementation Team

| ROLE   | PARTNER  |
|--|--|
| Portfolio                                    |  |
| Administrator                                | Erthe Energy Solutions (ERTHE, WBE) and Evergreen Consulting Group |
| Marketing and Outreach                       | ERTHE (WBE), Mulder Consulting (WBE) and L3 Agency (MWBE)          |
| Program Implementer                          |  |
| Business: C&I, Small Business, Public Sector | Franklin Energy  |
| Joint Residential and Income Qualified       | Franklin Energy, Resource Innovations, and CLEAResult              |
| Joint School and Community Kits              | Franklin Energy and Walker Miller (MWBE)                           |
| Gas-only Residential and Income Qualified    | Franklin Energy  |



# Business Programs

*C&I, Small Business, and Public Sector*



# What Types of Businesses Qualify?

- Privately-owned business customers
  - ✓ Small Business (<400,000 therms used annually)
  - ✓ Commercial & Industrial (>400,000 therms used annually)
- Public buildings like schools, transit, hospitals, etc.
- Business types
  - ✓ Manufacturing
  - ✓ Office buildings
  - ✓ Hotels
  - ✓ Churches and non-profits
  - ✓ Dry cleaners & coin laundry facilities
  - ✓ Convenience/grocery stores
  - ✓ Restaurants
  - ✓ Auto shops



# 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

|   |   |
|---|---|
| <b>Prescriptive and Custom Rebates</b>          | Prescriptive rebates are standard incentive amounts for common energy efficiency measures, typically, with deemed energy savings in the Illinois Technical Resource Manual.<br><br>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. |
| <b>New Construction Rebates (Joint Program)</b> | 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.  |
| <b>Gas Optimization Studies</b>                 | 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.  |
| <b>Retro-Commissioning (Joint Program)</b>      | 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.                           |
| <b>Engineering Studies</b>                      | 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.  |
| <b>Staffing Grant</b>                           | 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.  |
| <b>Strategic Energy Management</b>              | 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.   |
| <b>Commercial Food Service (Joint Program)</b>  | Instant discounts on energy-efficient foodservice equipment. This is a state-wide program offered jointly by Peoples Gas, North Shore Gas, Nicor Gas, ComEd and Ameren Illinois.  |

# 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

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## **Prescriptive and Custom Rebates**

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## **New Construction Rebates** *(Joint Program)*

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# Public Sector

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

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

# Business Program

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## 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.

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## 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.

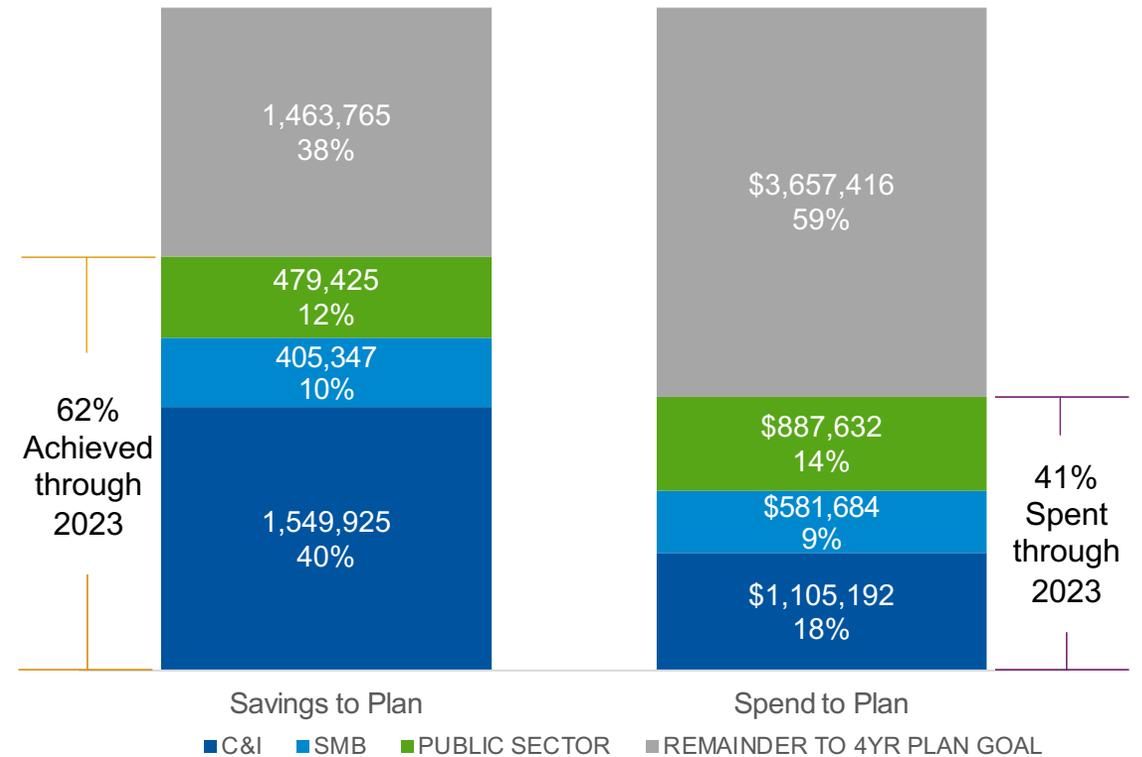
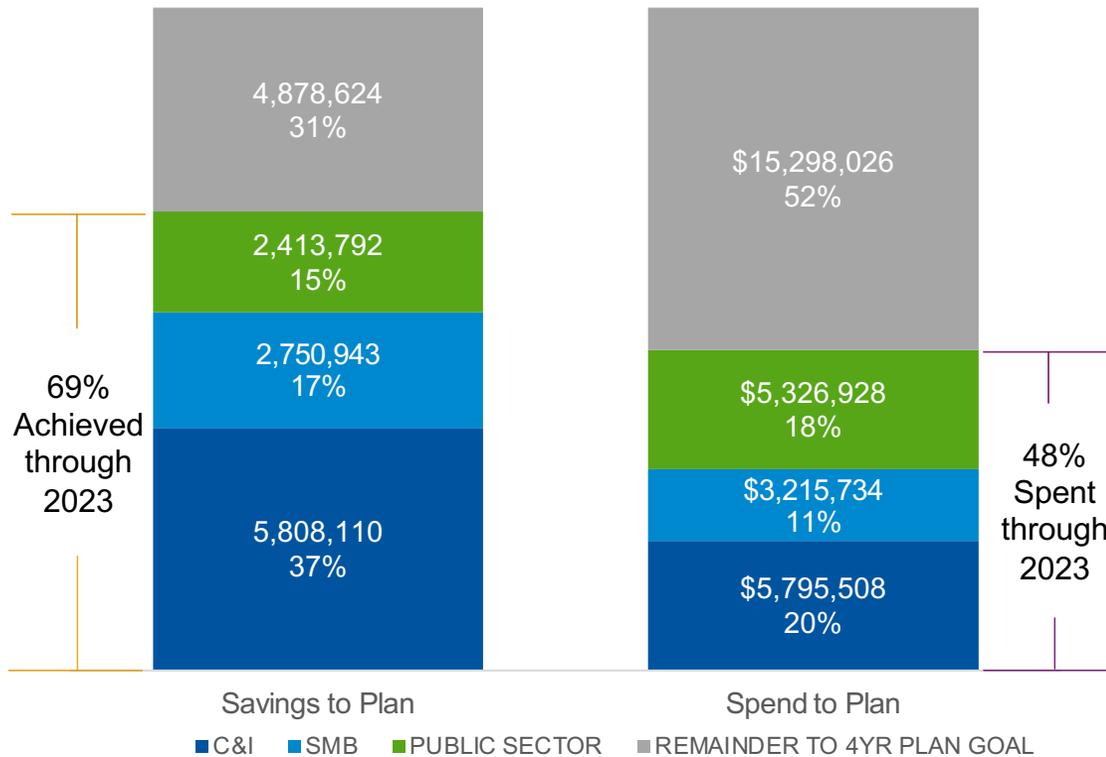
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# Business Program

## PEOPLES GAS

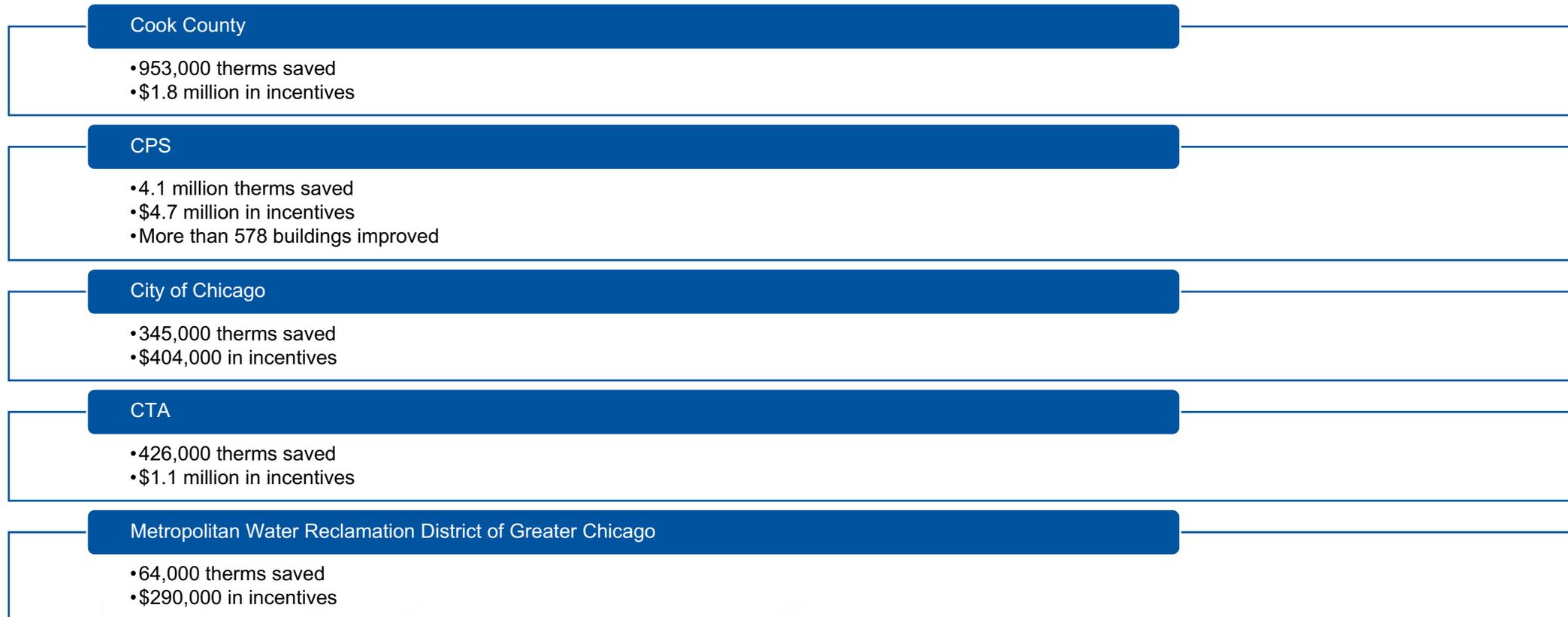
## NORTH SHORE GAS





# Public Sector Program Delivery 2018 – 2023

Delivery of **\$9.1 million** in incentives; **6.4 million therms** saved; more than **604** public sector buildings improved.





# Chicago Public Schools

## Peoples Gas Public Sector Energy Efficiency Program

- ✓ Since 2018, Chicago Public Schools (CPS) has:
  - Received **\$4.7 million** in incentives
  - Achieved **4.1 million** in therm savings
  - More than **578** of their 1,000 buildings
- ✓ In 2024, we expect to deliver another:
  - **\$1 million** in incentives
  - **750,000** therms





# Research and Development

## Mission and Goals

- Increase customers' access to energy efficient decarbonization technologies and services through the research, development and demonstration of Breakthrough Equipment and Devices.
- Develop efficient residential HVAC and water heating decarbonization solutions
- Develop efficient commercial and industrial decarbonization solutions

## Highlights

- Advanced hybrid electric-gas HVAC systems
- Adapt gas heat pump models to fit U.S. market
- Smart radiator control retrofits





# Market Transformation

## Mission and Goals

- Strategically intervene in markets to reduce barriers and accelerate the adoption of energy efficient decarbonization products, services and practices.
- Increase awareness of market transformation technologies and initiatives among customers and other key stakeholders
- Accelerate the adoption of promising, efficient technologies (gas heat pumps, CarbinX)

## Highlights

- **Grayslake High School and Naval Station Great Lakes** – High-efficiency economizers with added benefit of capturing CO<sub>2</sub> and other economic benefits
- Gas heat pumps for:
  - ✓ Combined residential space & water heating
  - ✓ Commercial water heating
- Cold climate gas VRF heat pumps

A young girl with curly hair, wearing a dark blue sweater over a light blue 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



# Who is Eligible?

- Single-family offering
  - ✓ Customers living in a single-family home, two-flat, condo or town home
  - ✓ Homeowners and renters can schedule their appointment by phone or online
  - ✓ Renter eligibility:
    - Renters in a 1–2-unit rental property
    - Landlord or property manager approval and signature are required
- Multi-family offering
  - ✓ Renters in 3+ unit multi-family building can receive free energy-saving products through the multi-family offering
  - ✓ Landlord or property manager must make appointment for assessment



# Income Eligible Income Guideline Chart

- North Shore Gas:
  - ✓ The [Income Eligible Guideline](#)\* can also be found on the North Shore Gas website
- Peoples Gas:
  - ✓ The [Income Eligible Guideline](#)\* can also be found on the Peoples Gas website
- Additional services may be available for income eligible customers
- Call 855-660-9378 to find out more

| Household size | Annual household income maximum |
|----------------|---------------------------------|
| 1              | \$52,200                        |
| 2              | \$59,650                        |
| 3              | \$67,100                        |
| 4              | \$74,550                        |
| 5              | \$80,550                        |
| 6              | \$86,500                        |
| 7              | \$92,450                        |
| 8              | \$98,450                        |

\* Income maximums vary by Illinois county. Contact 855-660-9378 to confirm eligibility.

# 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.

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# Residential Program

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## **Home Energy Assessment** *(Joint Program)*

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.

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## **Smart Thermostats** *(Joint Program)*

A joint utility offering that provides residential customers discounted smart thermostats through the ComEd Marketplace.

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## **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.

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## **Elementary Education** *(Joint Program)*

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.

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## **Multi-Family Energy Savings** *(Joint Program)*

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.

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## **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.

---

# 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) (Joint Program)**

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 (Joint Program)**

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 (Joint Program)**

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 (Joint Program)**

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 (Joint Program)**

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.

### **Income Eligible Gas Kits (Joint Program)**

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.



Single-family offer

# Single Family Energy Assessment

In-Person or Virtual

- Free personalized home energy assessment conducted by an energy efficiency expert
- Free energy-saving products:
  - ✓ Programmable thermostats
  - ✓ WaterSense® certified showerheads and faucet aerators
  - ✓ Pipe insulation
  - ✓ ENERGY STAR® certified LEDs
- Option to purchase discounted energy-saving products (smart thermostats, power strip) and have them installed during assessment

# Multi-family Appointments

- Appointments
  - ✓ Walkthrough of building to identify potential upgrades in common spaces
  - ✓ Installation of free energy-saving products in ALL units
- Qualifications
  - ✓ 3+ units is considered a multi-family building
  - ✓ Landlord or property manager must make appointment
  - ✓ Can call same phone number listed on materials to schedule assessment

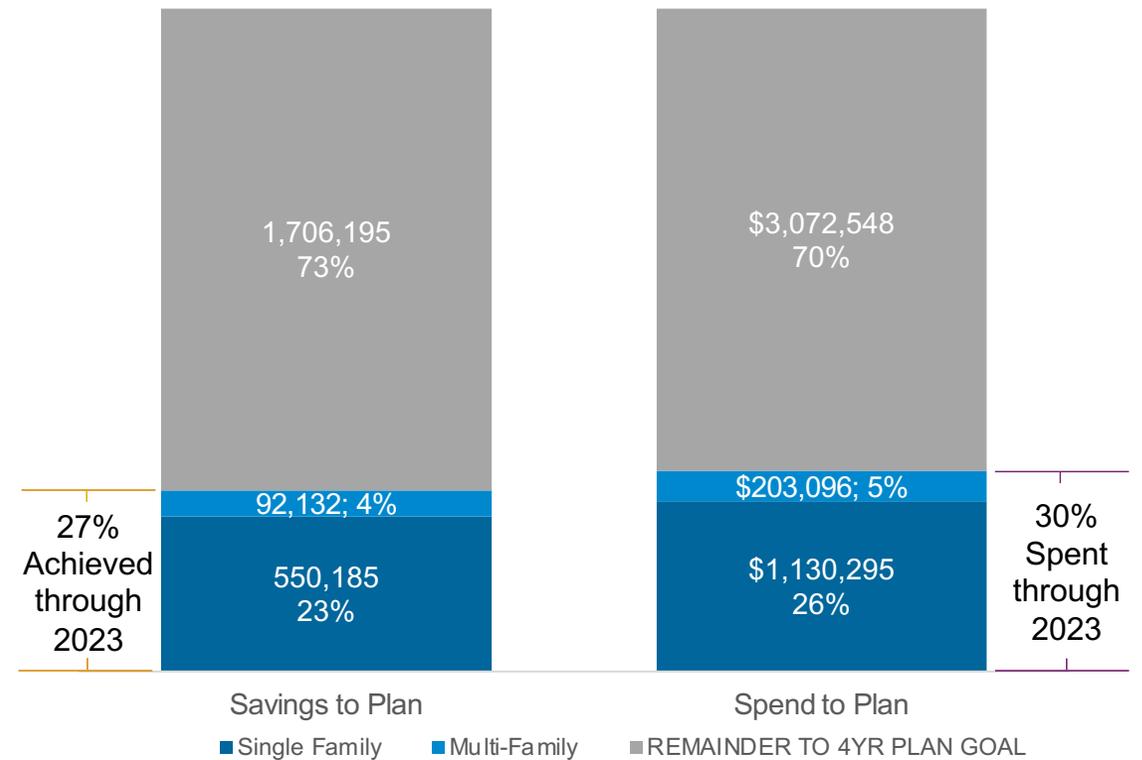
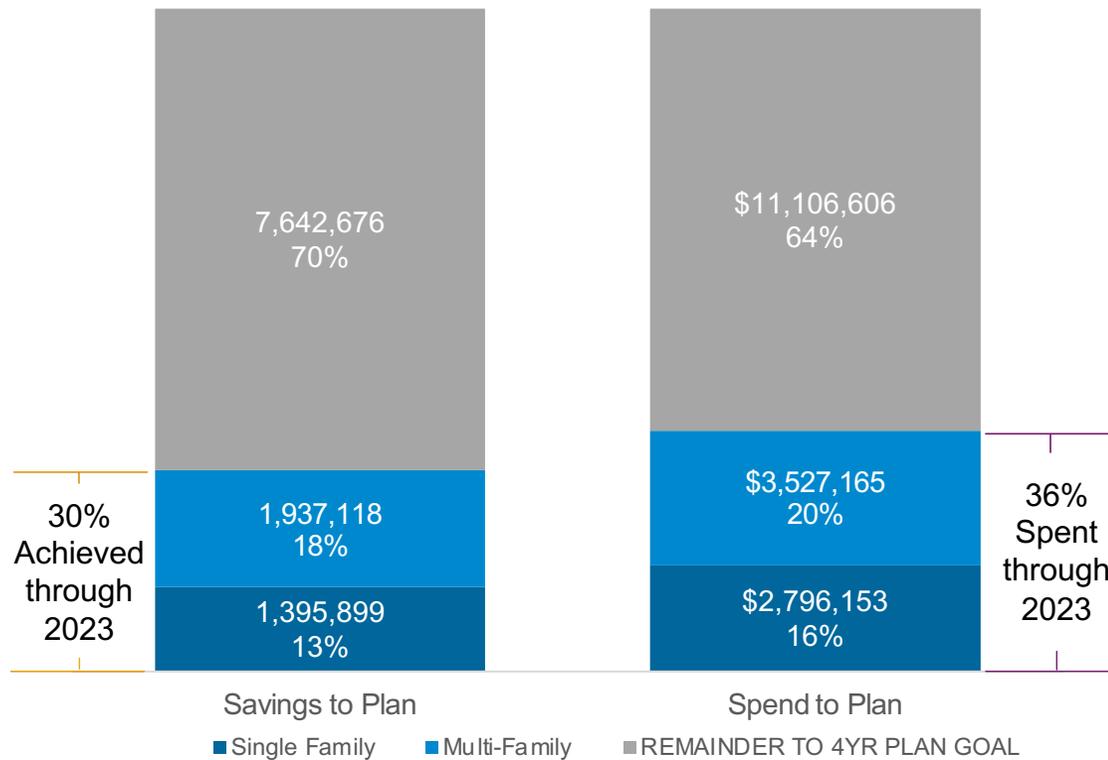




# Residential Program

## PEOPLES GAS

## NORTH SHORE GAS

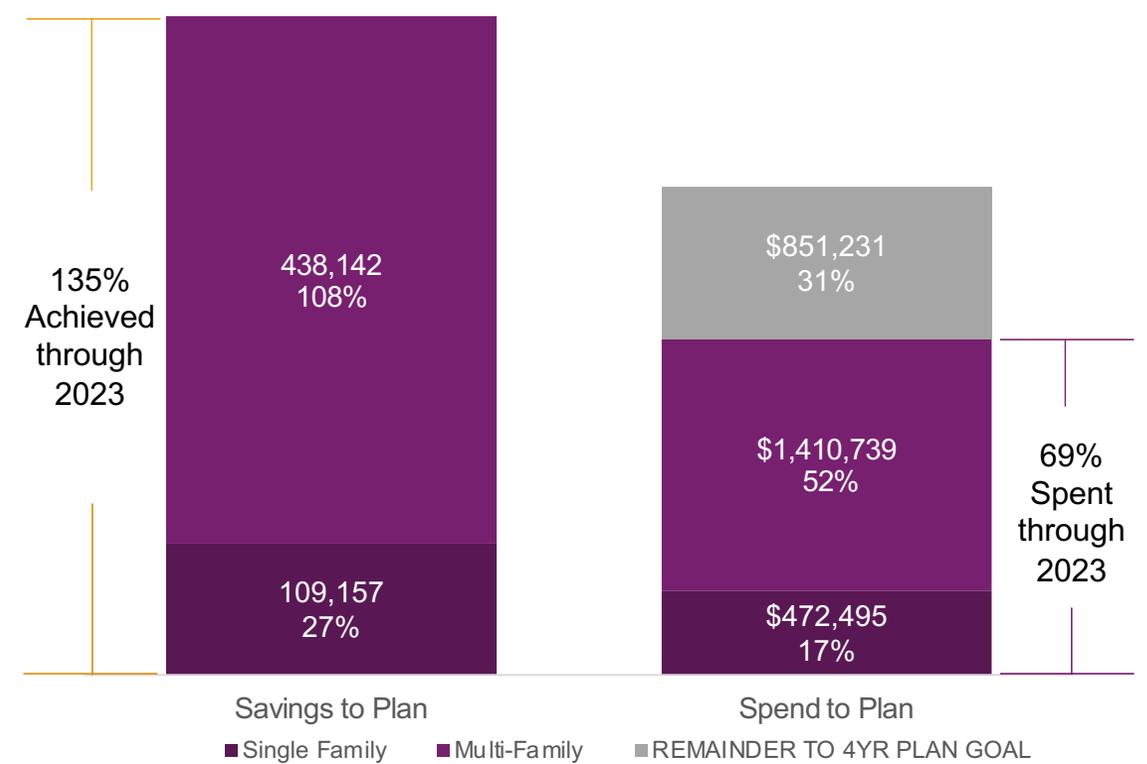
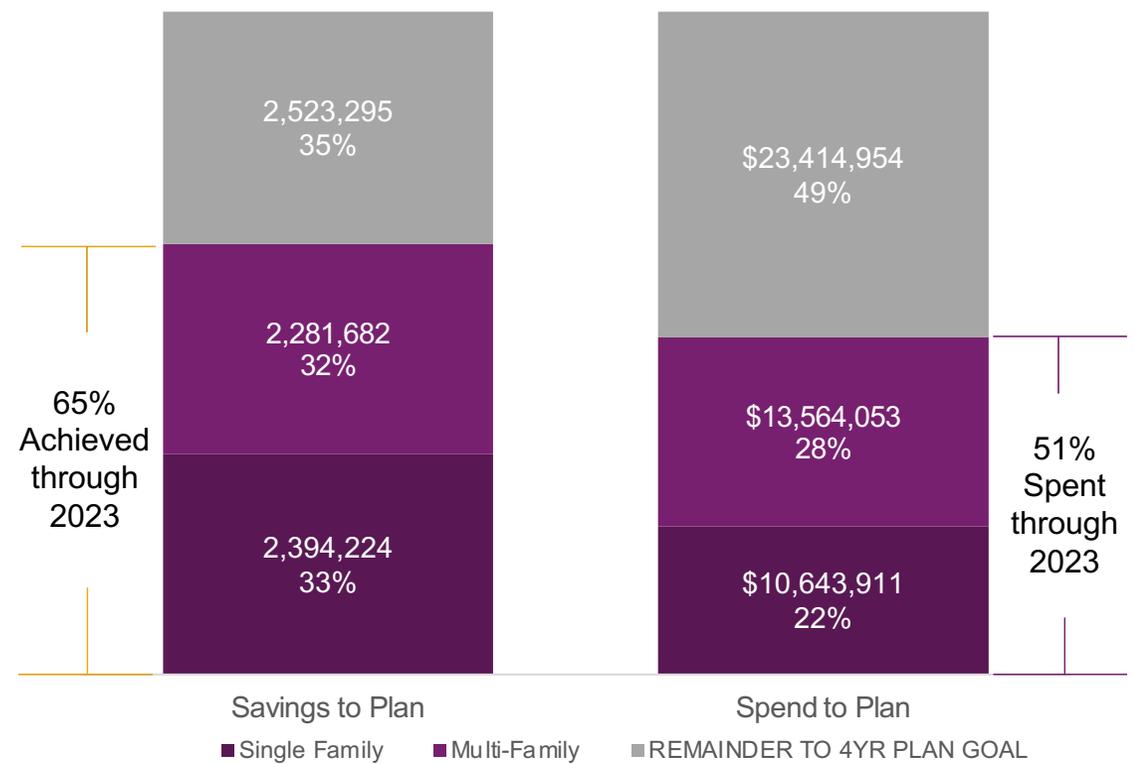




# Income Eligible Program

## PEOPLES GAS

## NORTH SHORE GAS

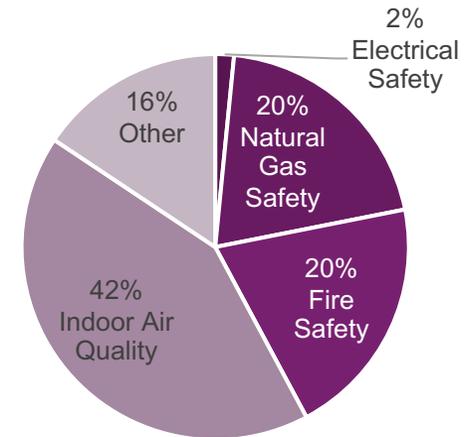
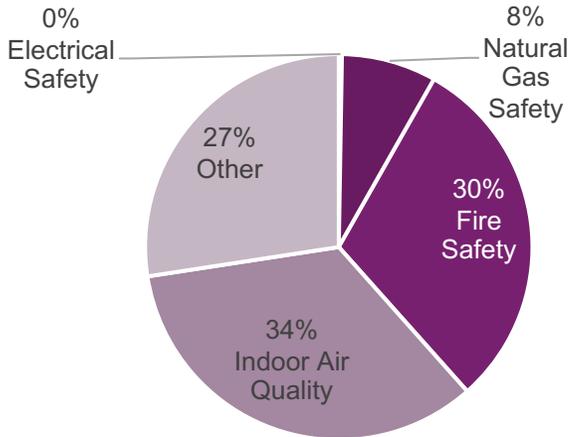




# Income Eligible Program: Health and Safety

## PEOPLES GAS

## NORTH SHORE GAS



| Health & Safety Metrics                                     |       |
|---|-------|
| Number of Properties Assessed - Single Family               | 2,850 |
| Number of Properties Assessed - Multi-Family                | 711   |
| Number of Properties with identified Health & Safety Issues | 1,706 |
| Number of Properties deferred due to Health & Safety Issues | 274   |

| Health & Safety Metrics                                     |    |
|---|----|
| Number of Properties Assessed - Single Family               | 39 |
| Number of Properties Assessed - Multi-Family                | 41 |
| Number of Properties with identified Health & Safety Issues | 42 |
| Number of Properties deferred due to Health & Safety Issues | 13 |

# Looking Ahead





# 2026-2029 Plan Considerations



## Residential & Income Eligible

- Continue to build strong relationships with customers to encourage participation across programs
- Continue to prioritize Income Eligible programs while maintaining options for market rate customers
- Collaboration with IRA



## Portfolio

- Support development and delivery of energy efficient technology that incorporates additional benefits through R&D and Market Transformation programs
- Continue investment in Market Development Initiative
- Increasing portfolio-level expenses



## C&I and Small-Midsize Business

- Continue to expand statewide Commercial Food Service program
- Tailor solutions leveraging engineering studies & building data to maximize cost-effective energy savings



# Marketing and Outreach



# Community Event Highlights

*In the community at over 260 events*

## Event Name

10th Ward Senior Christmas Event

11th Ward Mobile City Hall

2023 Juneteenth West Fest

27th Ward Community Day

37th Ward Back to School Gospel Fest

3rd District Health, Fun and Fitness Fair

9th Ward Resource Fair

Auburn Gresham Resource Fair

Back to School Bash, 30<sup>th</sup> Ward

Black Women's Expo

Chicago Fire Games

Chicago Gospel Run 5K

Congressman Jackson Utilities Resource Day

Englewood Empowerment Expo

First Responders Expo

Greenwood Fest

Hyde Park Farmers Market

Lake County Energy Fair

Shakespeare in the Park, Little Village



# Marketing Overview

## Customer experience improvements

- ✓ Updated program landing pages and streamlined next steps
- ✓ Added Energy Efficiency education videos
- ✓ Updated collateral to increase awareness

- ✓ Deployed customer survey

## Market engagement

- ✓ Deployed multiple awareness campaigns—digital, radio, local ads, out of home, transit, and in-community

### Ways to Save

Take control of your energy use and costs with energy efficiency expertise, products and rebates.



| Home savings  | Business savings   | In your community  |
|---|--|--|
| Save energy and reduce your costs with a free energy assessment, free energy-saving products and home energy rebates. | Learn about our engineering services or schedule a free energy assessment. Receive rebates on qualifying projects — public sector facilities also qualify. | Stay connected to our Energy Efficiency Program. Visit us at a local energy efficiency news to see how we have saved money and energy. |

### Energy efficiency videos

View the videos below to learn more about your energy service and how to manage your home's energy costs.

Video playlist

|   |   |  |
|---|---|--|
|  <b>What am I buying?</b><br>Learn about your energy service, use and billing ⌵<br>(1:16 min.)                          |  <b>What affects my energy bill?</b><br>Learn how your habits, weather and appliances impact your bill ⌵<br>(1:33 min.) |  <b>Energy-saving tips</b><br>Learn how sealing gaps and using insulation can lower your bill ⌵<br>(2:10 min.) |
|  <b>Tips for renters</b><br>Learn how small improvements can add up to big savings. ⌵<br>(1:07 min.) Video script text |   |  |



### Start saving energy at home.

Peoples Gas residential customers can maximize ways to save energy and improve comfort at home. From free, easy-to-install energy-saving products, to rebates on home upgrades, our team of energy experts can help identify energy-efficient solutions for your home.

Explore virtual or in-home assessments and discover available rebates for home improvement projects.

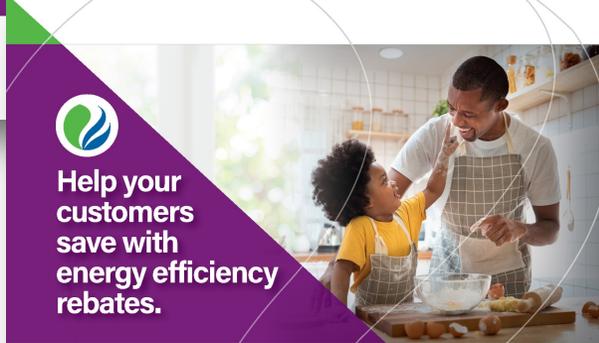


### Deja que nieve mientras ahorras.

Ahorre en sus facturas anuales de energía y mejore la comodidad de su hogar sellando las fugas de aire y agregando aislamiento. ¡Además, trabaje con un contratista de climatización aprobado para recibir reembolsos de energía para el hogar!

Llame al **855-849-8928** o contáctenos en línea hoy. [NorthShoreGasDelivery.com/ResidentialEE](http://NorthShoreGasDelivery.com/ResidentialEE)

Los términos y condiciones aplican. El programa está sujeto a cambios. Este programa está financiado por consumidores de North Shore Gas de conformidad con la ley de Illinois. © 2022 North Shore Gas. HERAD1-08052022



### Help your customers save with energy efficiency rebates.

PEOPLES GAS ENERGY EFFICIENCY PROGRAM | NORTH SHORE GAS ENERGY EFFICIENCY PROGRAM

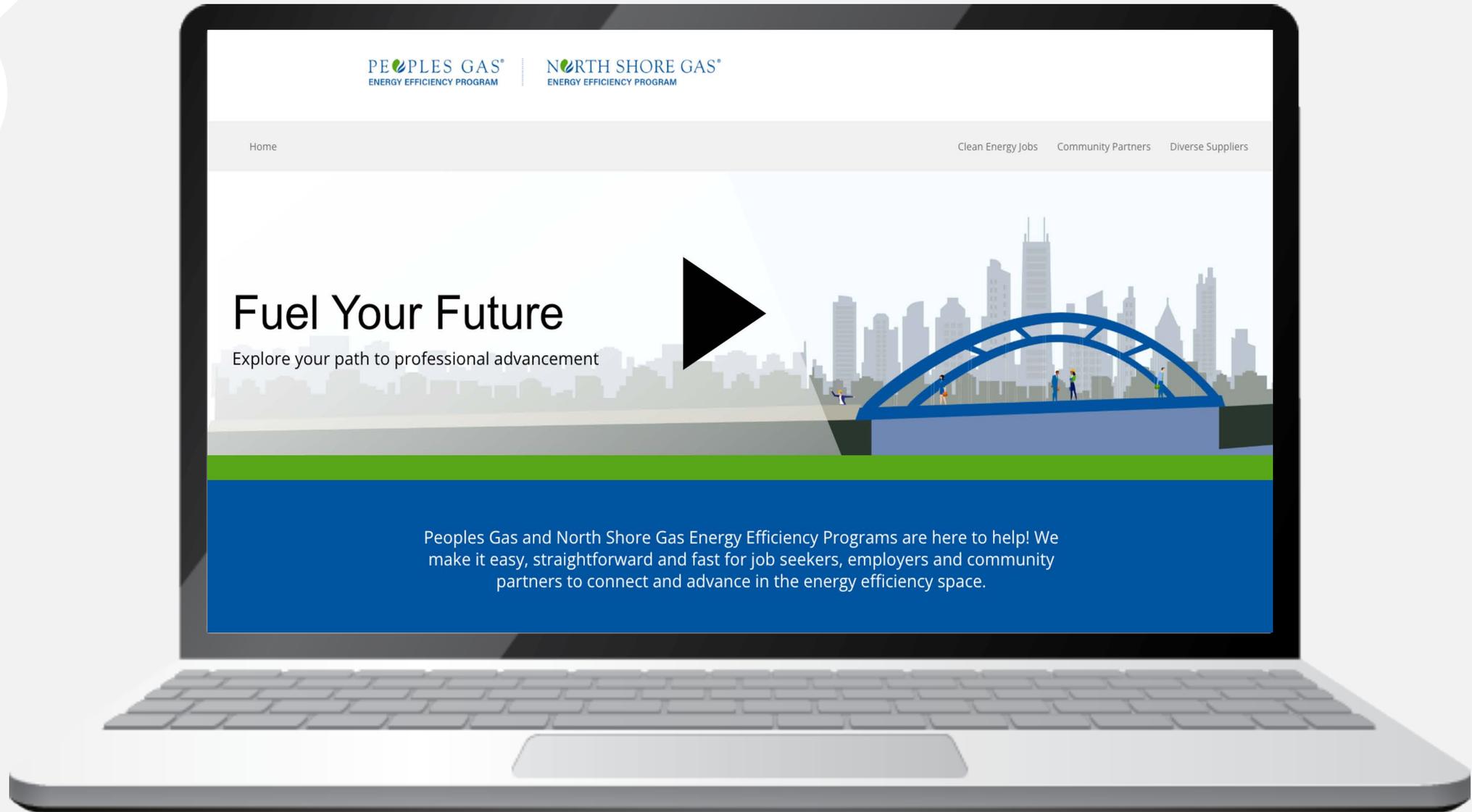
A child wearing a brown shirt, yellow pants, and pink rain boots is watering a small green plant in a garden. The child is holding a red watering can, and water is being poured onto the soil. The background is a blurred garden with other plants and a wooden fence.

# Market Development Initiative Overview



# Initiative Progress





[PeoplesGasDelivery.com/MDI](http://PeoplesGasDelivery.com/MDI)  
[NorthShoreGasDelivery.com/MDI](http://NorthShoreGasDelivery.com/MDI)





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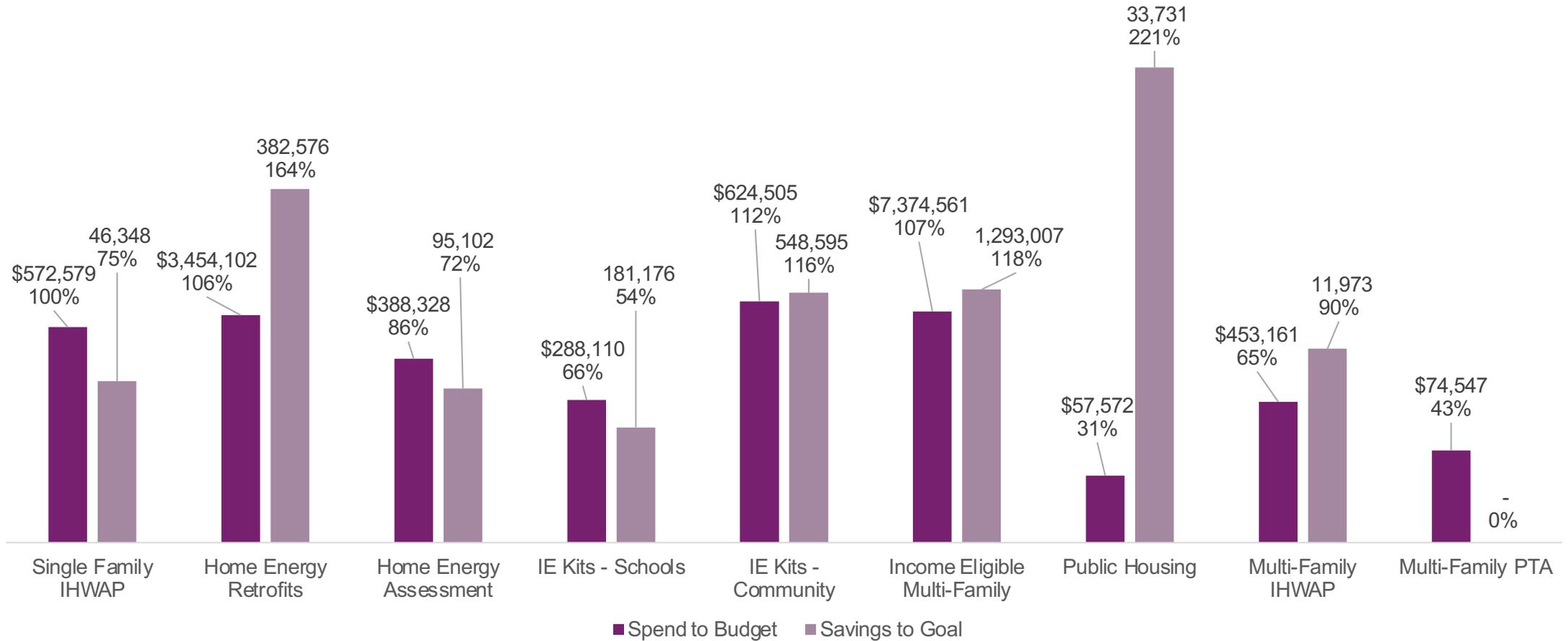
Thank You

# Appendix

# Peoples Gas: 2022–2023 Income Eligible Metrics

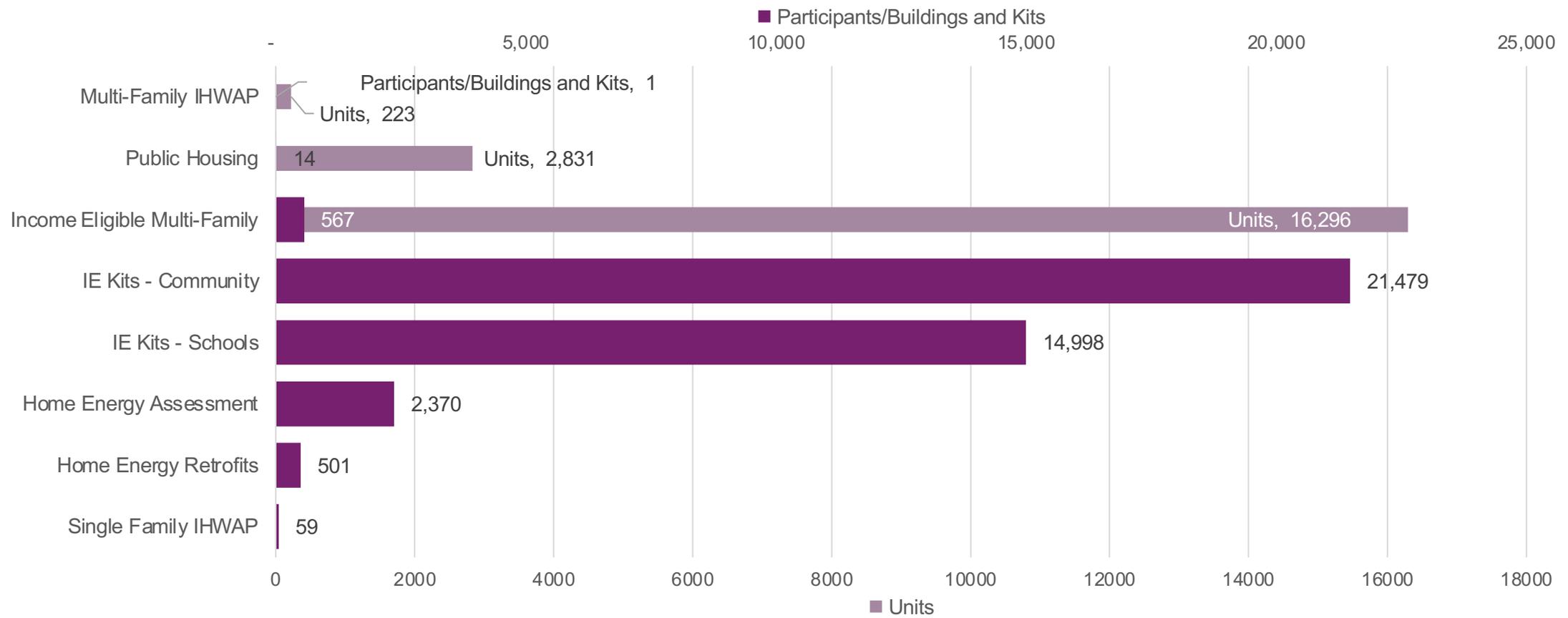


# Income Eligible Program 2023 Program Offering Savings and Spend



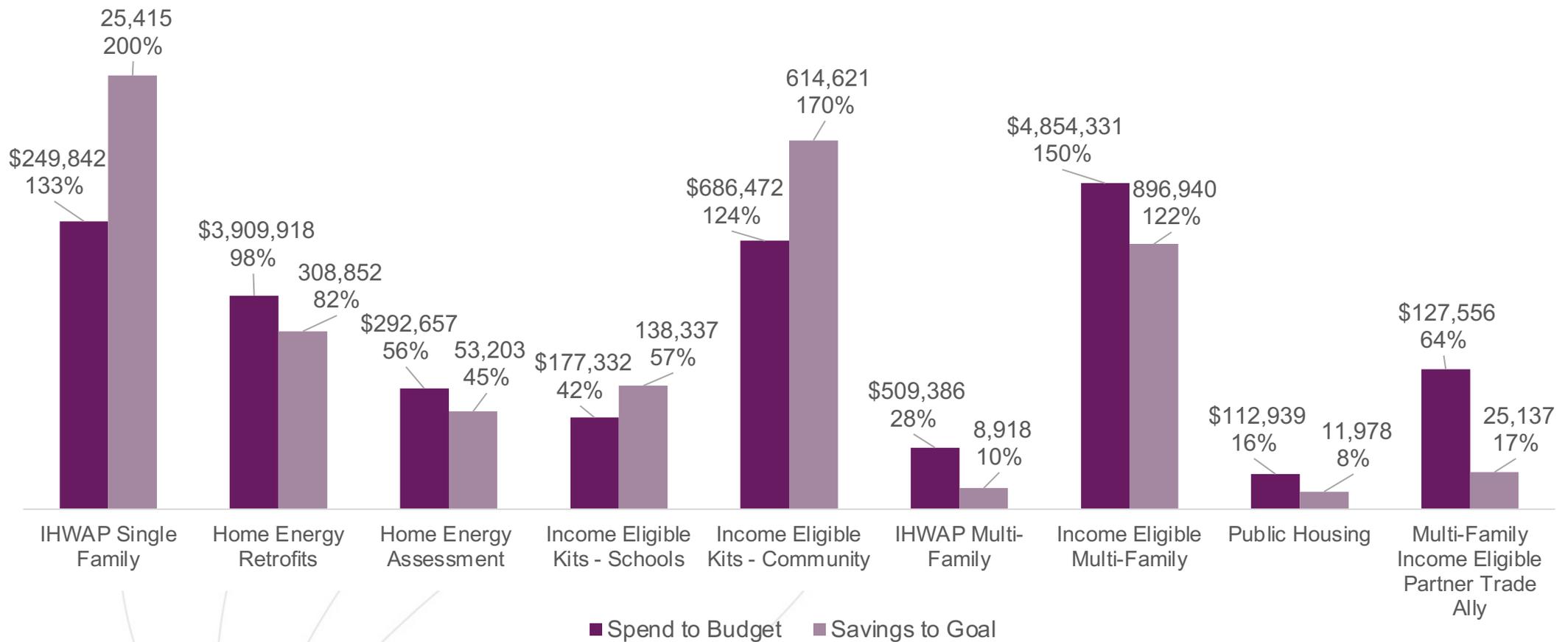


# Income Eligible Program 2023 Program Offering Participants



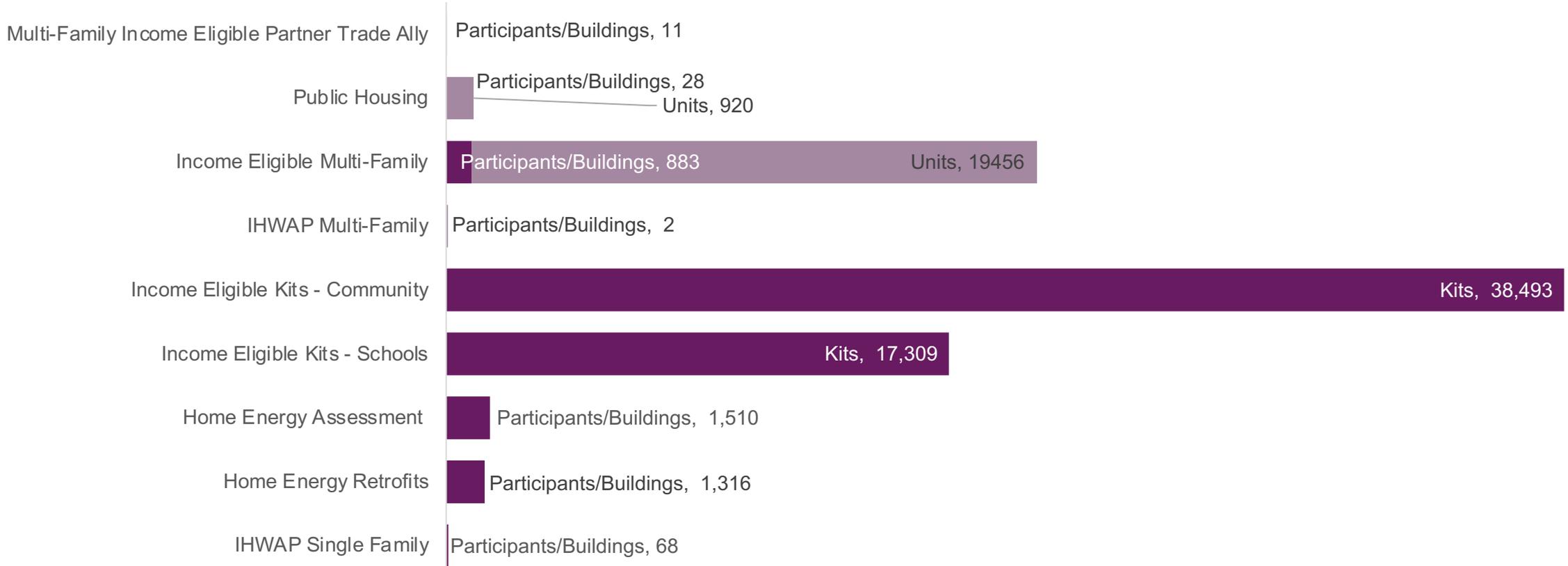


# Income Eligible Program 2022 Program Offerings Savings and Spend





# Income Eligible Program 2022 Program Offering Participants



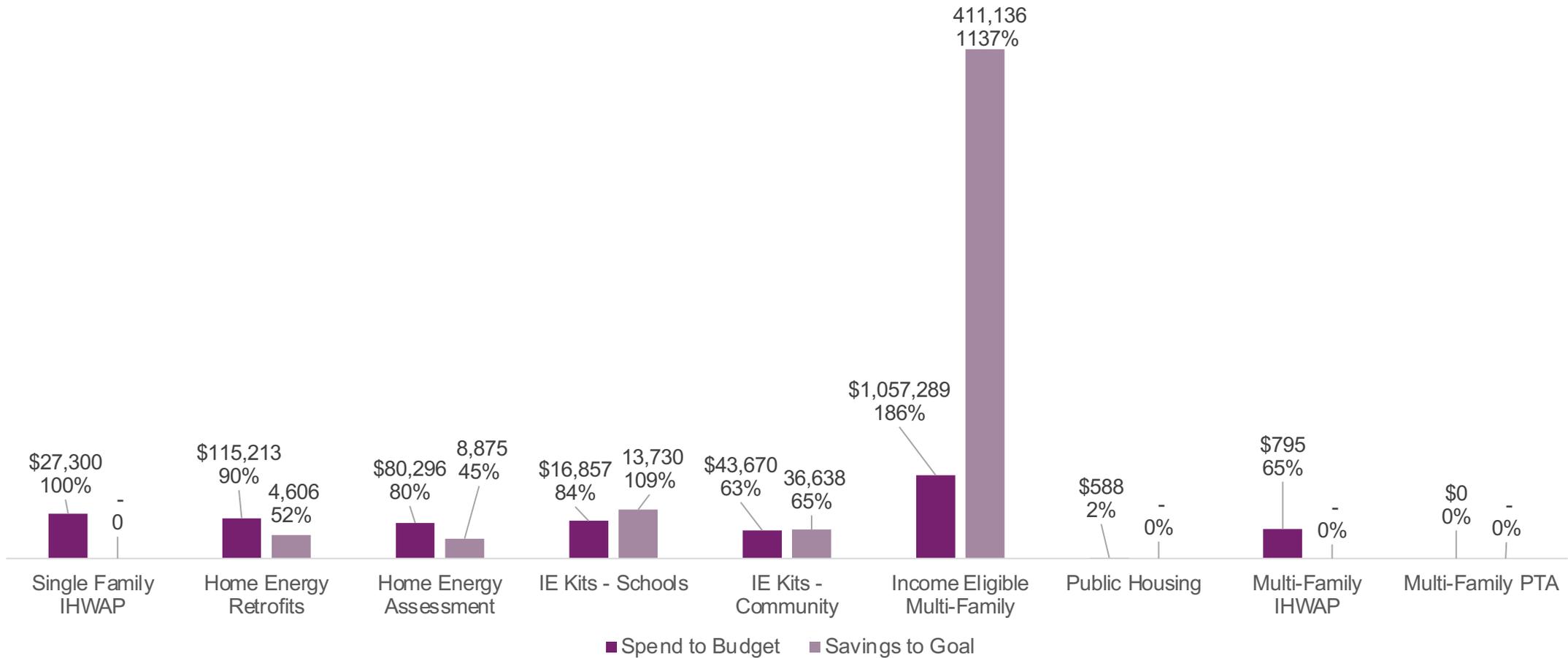
■ Participants/Buildings and Kits ■ Units

The background features a collage of business-related items: a laptop keyboard, a spiral notebook, and several sheets of paper displaying various data visualizations. The charts include line graphs, area charts, bar charts, and donut charts, some with percentage values like 25%, 50%, and 75%. The overall color scheme is a gradient of blue.

# North Shore Gas: 2022–2023 Income Eligible Metrics

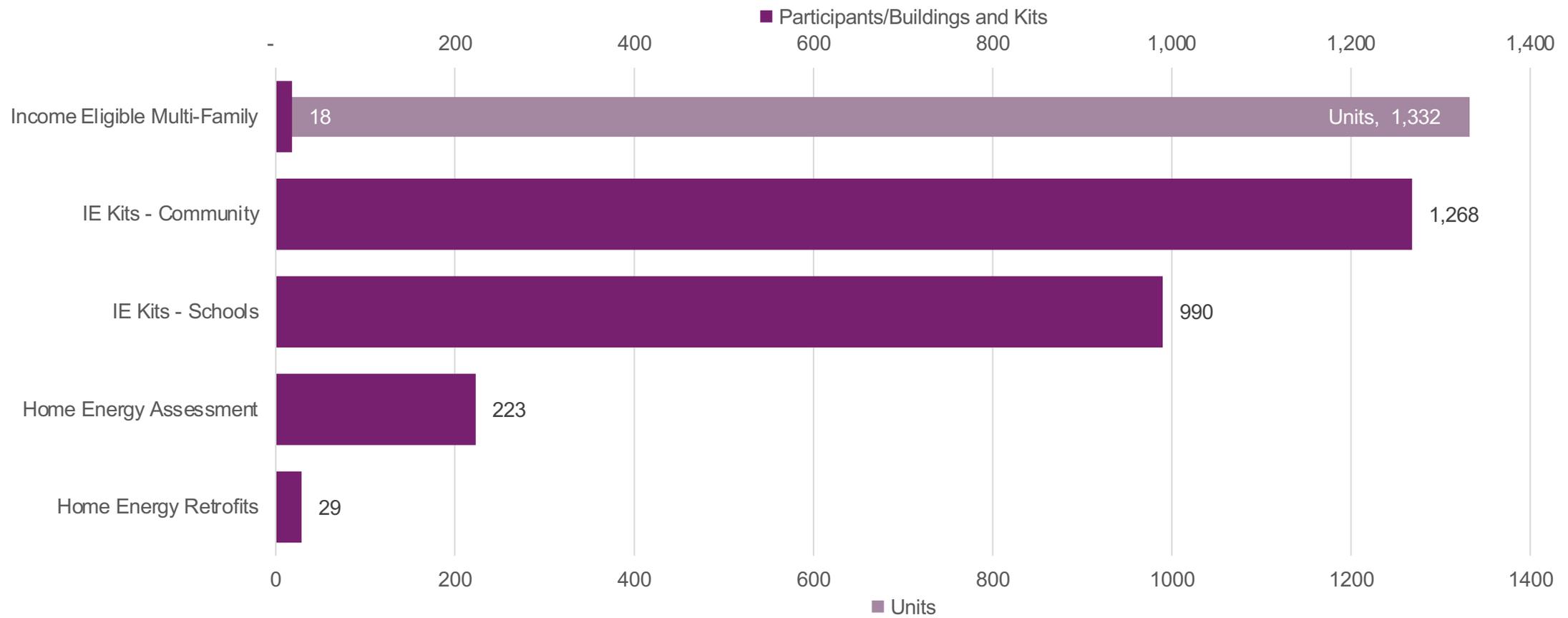


# Income Eligible Program 2023 Program Offering Savings and Spend



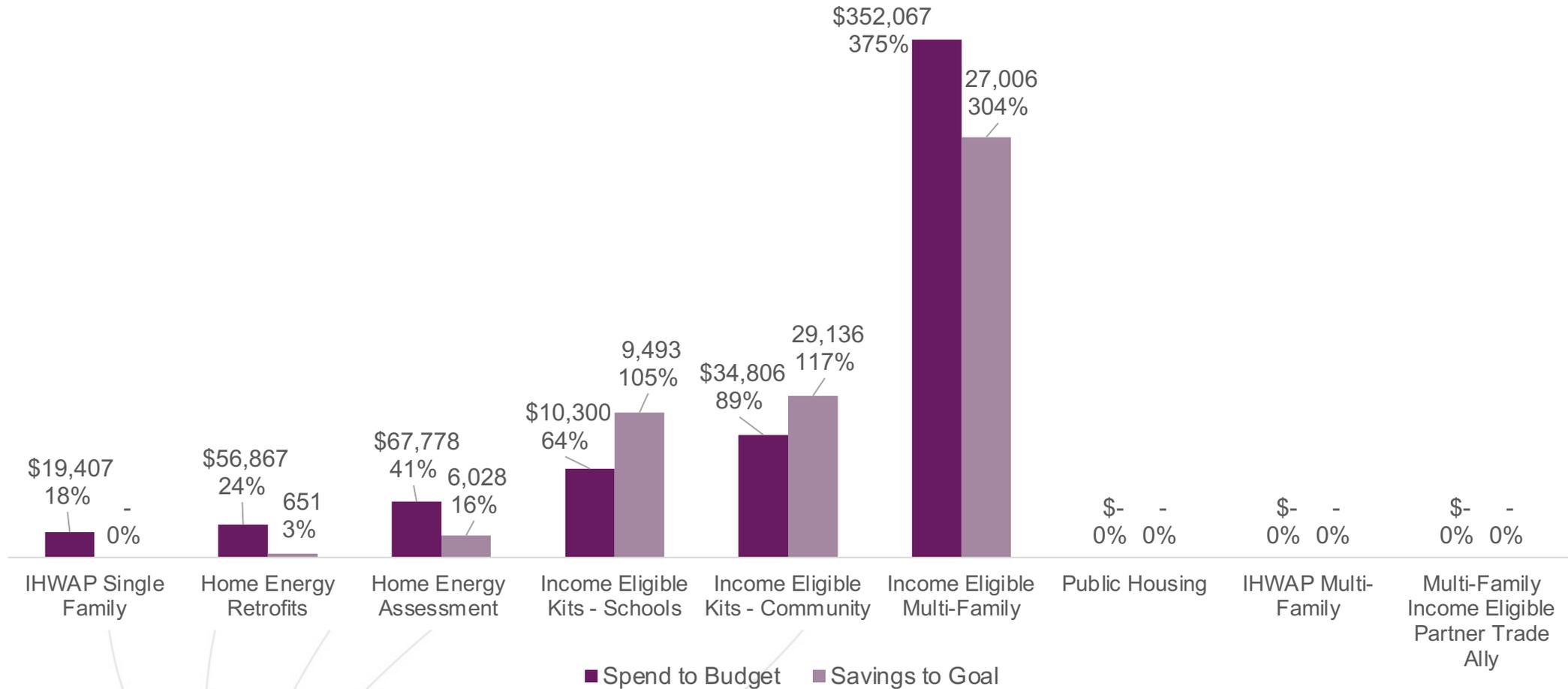


# Income Eligible Program 2023 Program Offering Participants





# Income Eligible Program 2022 Program Offerings Savings and Spend





# Income Eligible Program 2022 Program Offering Participants

