



**PEOPLES GAS**<sup>®</sup>  
ENERGY EFFICIENCY PROGRAM

**NORTH SHORE GAS**<sup>®</sup>  
ENERGY EFFICIENCY PROGRAM

# Q1 – Q3 2023 Review

Program Year 2023 | November 15, 2023

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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 Q3 activities of Program Year 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.

# 2023 Environmental and Community Impact

## ENVIRONMENTAL IMPACT

**48,716**

Acres of trees planted

**40,852**

Carbon reduction (tons)

**9,091**

Cars removed from the road

**5,149**

Homes' energy use offset

**7,720,920**

Net energy savings (therms)

## COMMUNITY IMPACT

**8,736**

Residential homes served

**28,991**

Income qualified homes served

**211**

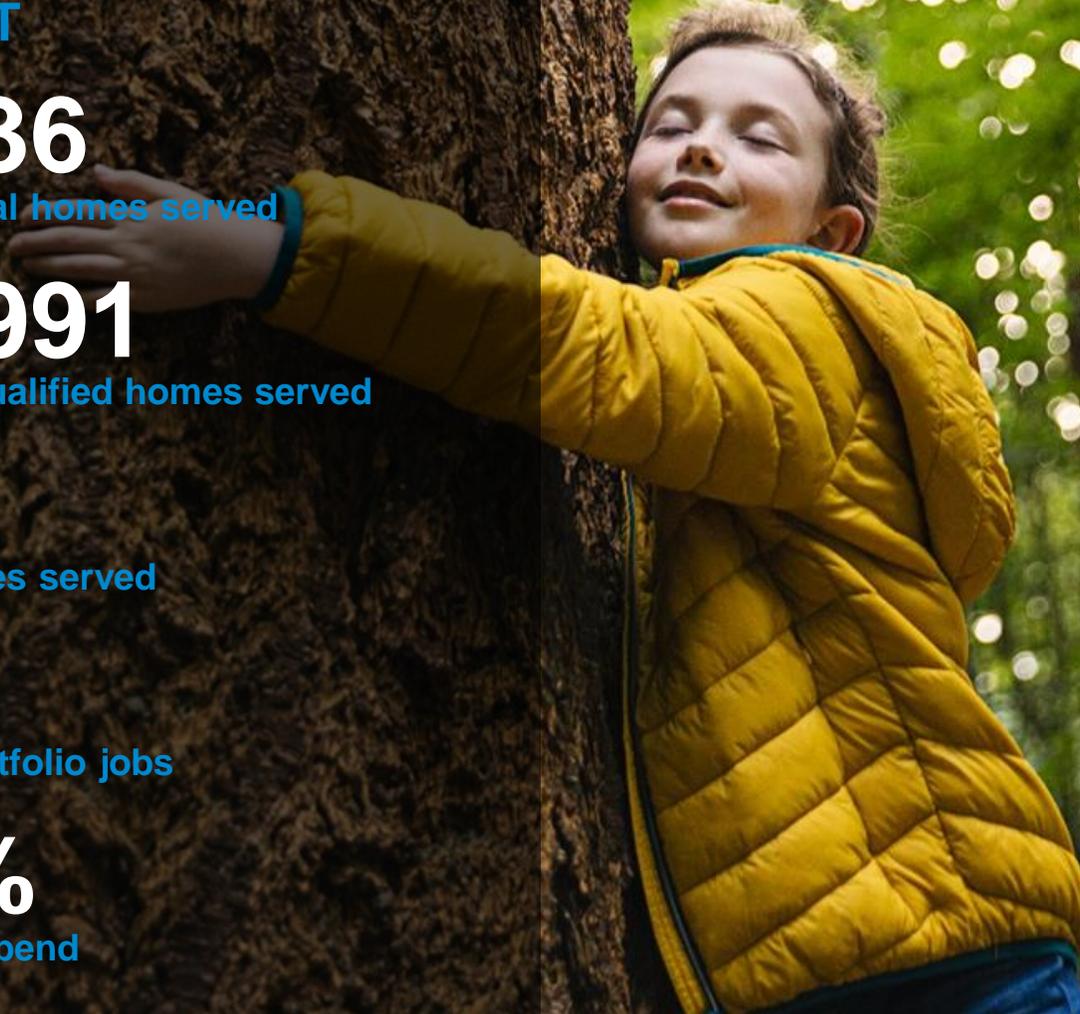
Businesses served

**84**

Direct portfolio jobs

**26%**

Diverse Spend

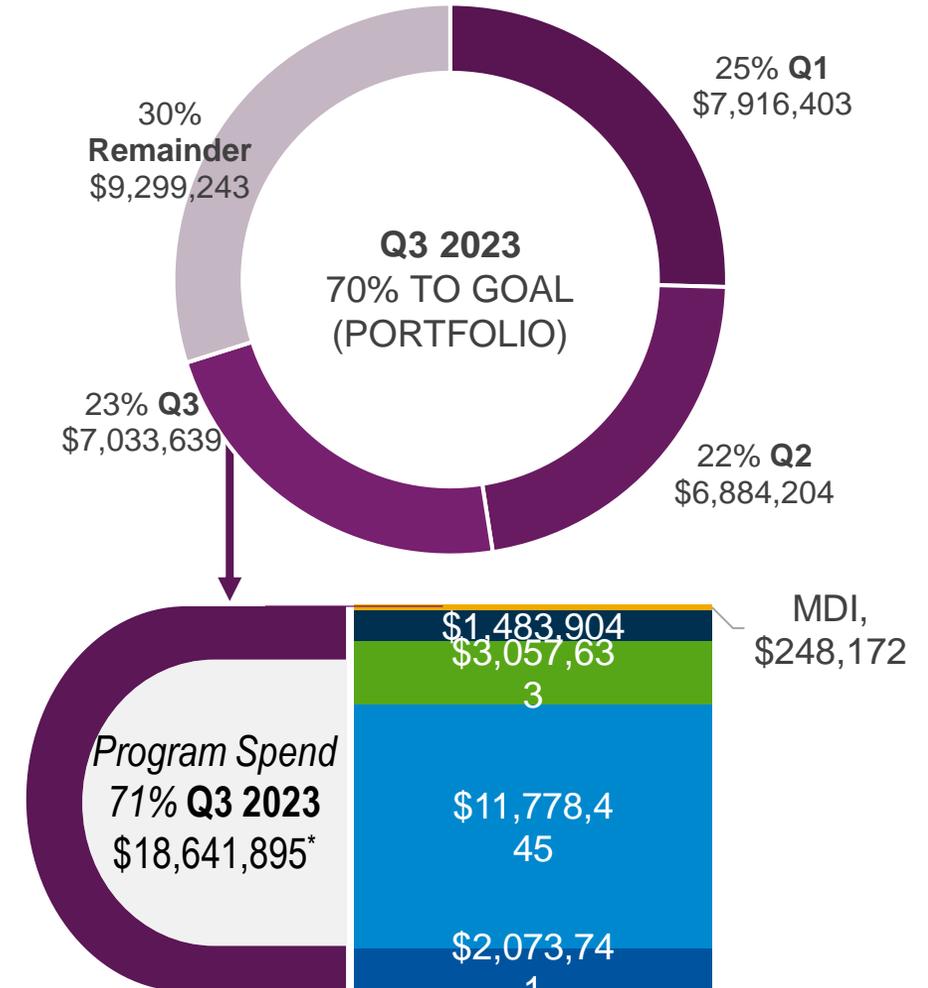
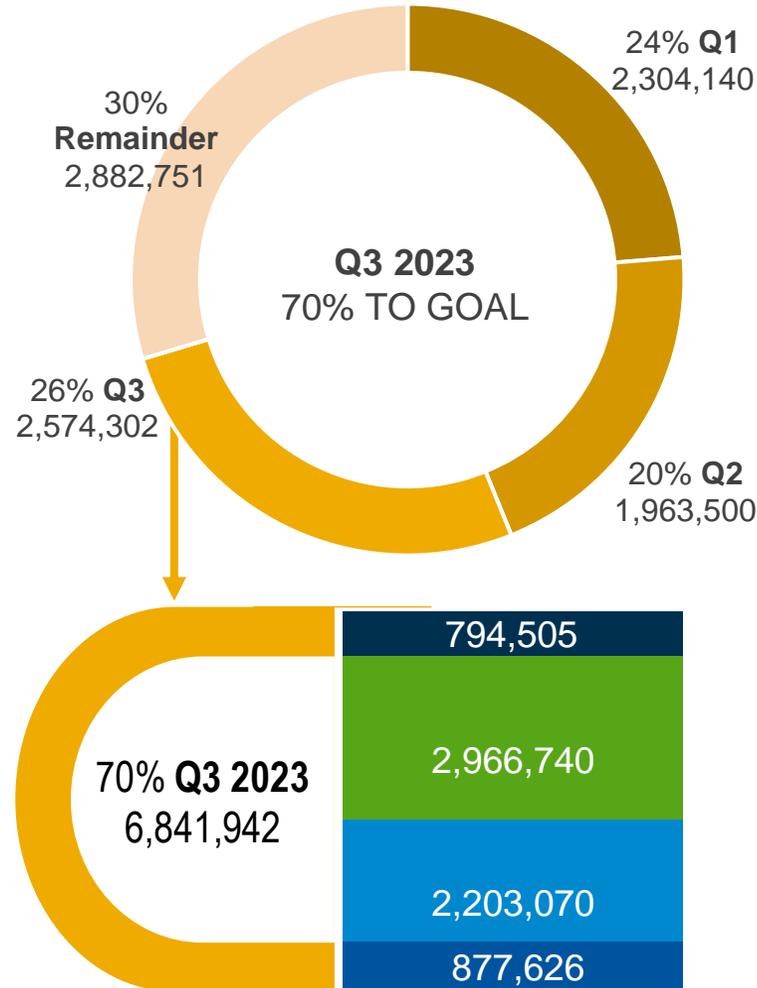


# SAVINGS

# SPEND

**As of Q3 2023**, the Peoples Gas portfolio achieved 70% of the savings goal of 9,724,693 therms, spent 71% of the \$26,252,891 program budget, and spent 70% of the \$31,133,488 portfolio budget.

- Public Sector Program achieved 44% of the savings goal, spending 43% of the budget.
- Business Program achieved 76% of the savings goal, spending 56% of the budget.
- Income Eligible Program achieved 92% of the savings goal, spending 89% of the budget.
- Residential Program achieved 54% of the savings goal, spending 61% of the budget.



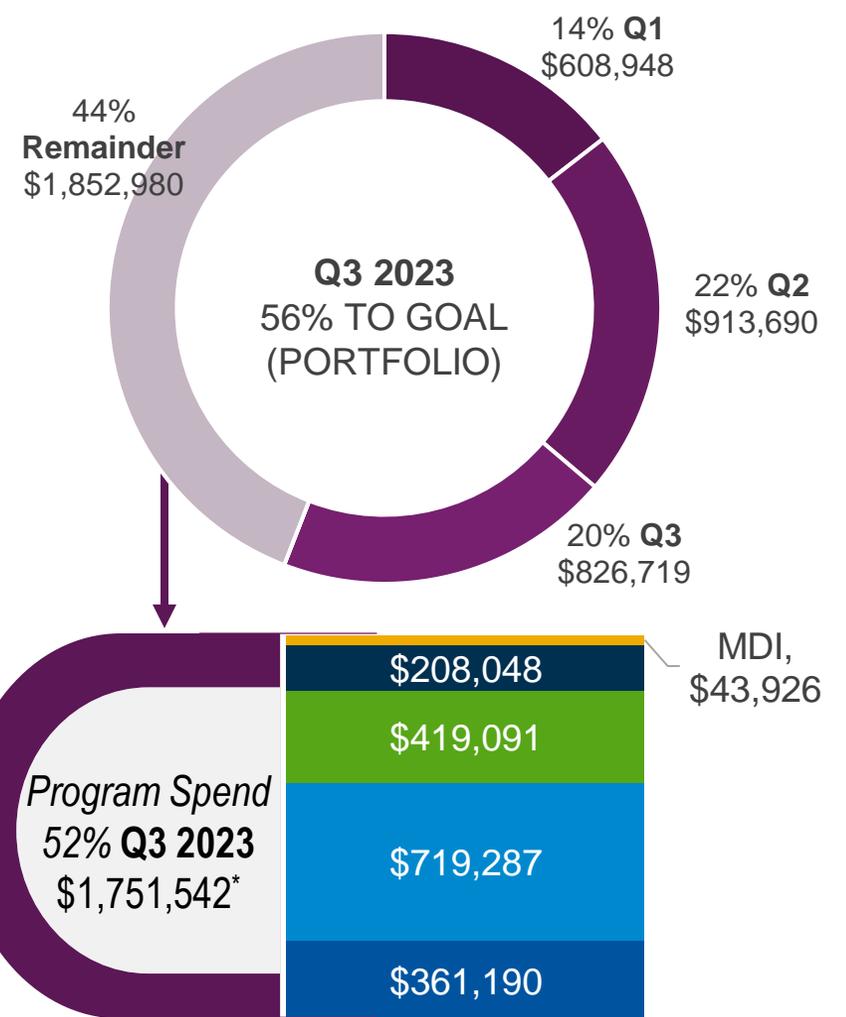
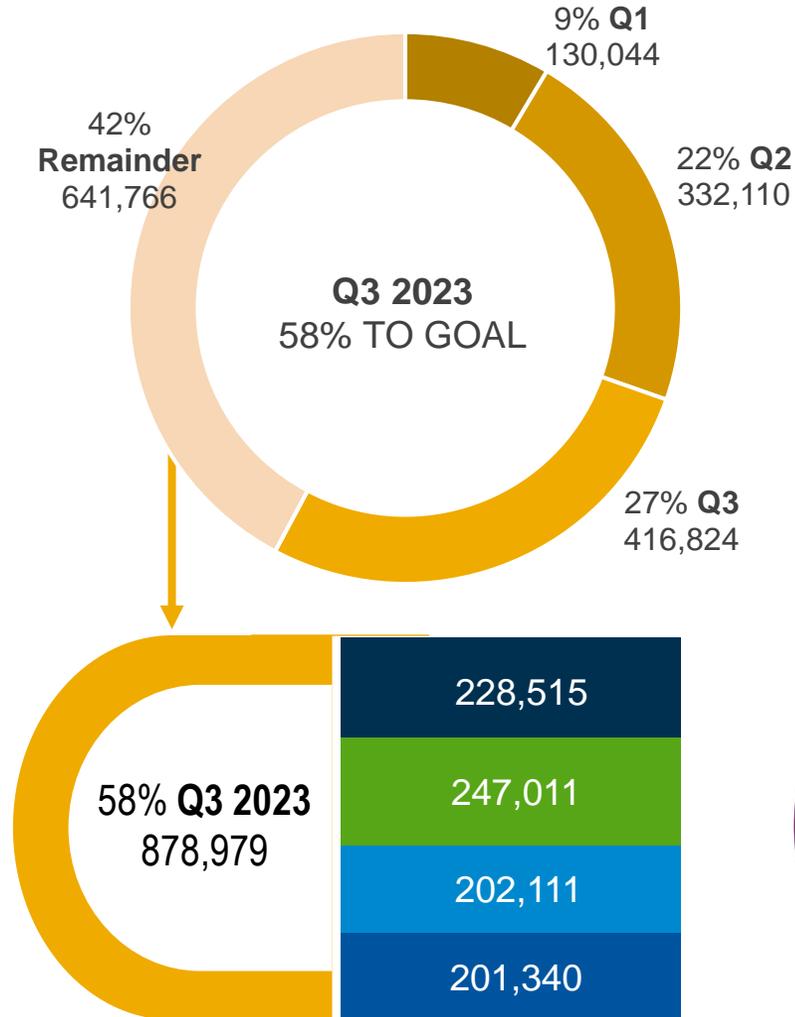
\*Program spend does not include portfolio costs

# SAVINGS

# SPEND

**As of Q3 2023**, the North Shore Gas portfolio achieved 58% of the savings goal of 1,520,744 therms, spent 52% of the \$3,338,813 program budget, and spent 56% of the \$4,202,338 portfolio budget.

- Public Sector Program achieved 95% of the savings goal, spending 41% of the budget.
- Business Program achieved 29% of the savings goal, spending 34% of the budget.
- Income Eligible Program achieved 151% of the savings goal, spending 76% of the budget.
- Residential Program achieved 71% of the savings goal, spending 73% of the budget.



\*Program spend does not include portfolio costs



# Business Programs

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

# Commercial and Industrial

## PERFORMANCE

**69% / 50%**

PGL Savings / Spend

**14% / 22%**

NSG Savings / Spend

**66%**

PGL Prescriptive Savings

**73%**

NSG Prescriptive Savings

## HIGHLIGHTS

First project in five years for Merchandise Mart Participation

Customers rank their program experience at a 9.8 out of 10 Customer Satisfaction Survey

# Small Business

## PERFORMANCE

**91% / 70%**

PGL Savings / Spend

**77% / 72%**

NSG Savings / Spend

**98%**

PGL Prescriptive Savings

**100%**

NSG Prescriptive Savings

## HIGHLIGHTS

Century Plating saved so much they move into Small Business rate class

Participation

Steam traps and burner linkagless controls savings continues to lead the way

Cost-Effectiveness Impacts



# Public Sector

## PERFORMANCE

**44% / 43%**

PGL Savings / Spend

**95% / 41%**

NSG Savings / Spend

**98%**

PGL Prescriptive Savings

**100%**

NSG Prescriptive Savings

## HIGHLIGHTS

CPS, North Shore,  
and Waukegan  
Schools  
participation strong  
Participation

Customers rank  
their program  
experience at a 10  
out of 10

Customer Satisfaction Survey



# 2023 Energy Forum

## What

- Presentations and 2023 Energy Efficiency Program awards

## Who

- Large Commercial and Industrial and Small Business participants

## Topics

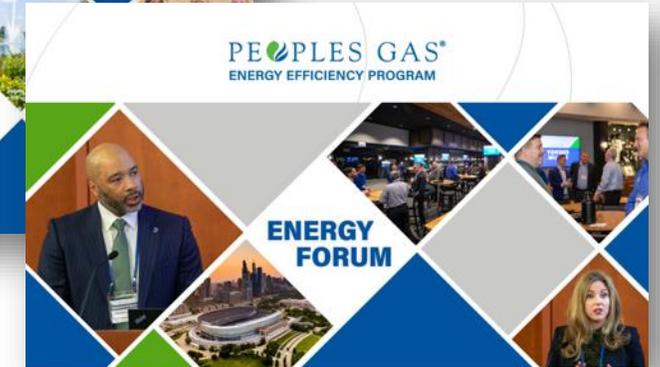
- Energy-efficiency programs and awards and emerging gas technology

## North Shore Gas: Chicago Botanic Garden

- Monday, September 25, 2023
- 57 customers

## Peoples Gas: Soldier Field

- Thursday, October 12, 2023
- 97 customers





## Commercial and Industrial Spotlight: Naval Station Great Lakes

Achieved 80% reduction in water and an overall savings of 86% compared to baseline equipment.

- This innovative project included the installation of a commercial warewasher dishwasher with two large high efficiency intellahot instantaneous domestic hot water heaters (i.e., tankless water heaters).
- The Naval Station Team has a creative and open mindset that allows us to not only imagine but implement future-facing solutions.
- Including this award-winning innovative project, the Naval Station has completed a total of six (6) projects with energy savings of almost 190,000 therms. And there is much more to come!



Most Innovative Project Award:  
Naval Station Great Lakes



## Public Sector Spotlight: Chicago Public Schools

**Saved 450,000 therms and received \$390,000 in incentives.**

- Chicago Public Schools (CPS) have been an important partner since the public sector program was established in 2018.
- We are proud that CPS has stayed engaged and has continued to improve the school buildings so important to the community where students are learning, and teachers are teaching.
- In 2022, 47 schools received boiler tune-ups, 37 schools received steam trap tests and replacements of failed traps, and 34 schools received free gas assessments.



**Partner of the Year:  
Chicago Public Schools**





## Public Sector Spotlight: City of Chicago - AIS

**Saved 30,000 therms received \$75,000 in incentives.**

- The City of Chicago, AIS department, has been actively involved in our program since 2018.
- The tangible results of their efforts are evident in their successfully executed projects, including boiler tune-ups and steam trap projects at various city facilities, which not only improve maintenance but also enhance the comfort of city employees.
- Their commitment to energy efficiency marks an important stride toward a cleaner energy future.



**Commitment to Efficiency Award  
City of Chicago - AIS**



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 scene is set indoors, likely in a living room, with a white sofa visible in the background. A blue semi-transparent banner is overlaid on the left side of the image, containing the text.

# Residential and Income Qualified Programs

# Residential

## PERFORMANCE

**54% / 61%**

PGL Savings / Spend

**71% / 73%**

NSG Savings / Spend

**99%**

PGL Multi-Family PTA Savings

**61%**

NSG Home Energy Rebate Savings

## HIGHLIGHTS

Homeowners saving money and energy with 95% AFUE furnaces

Participation

Multi-Family property owners prepare their properties for winter

Cost-Effectiveness Impacts



## Customer Spotlight: **Homeowner**

Waukegan, IL 60057

### Story

- ✓ Mary Clare noticed icicles forming on her roof and assumed her home was losing heat. While listening to a local radio station, she heard a commercial for an insulation company and contacted them to see if their services would be beneficial.

### Solution

- ✓ 18 inches of cellulose
- ✓ Insulation in the attic
- ✓ Air sealing projects in the basement and crawl spaces

### Rebates

\$600.00 for attic insulation **and** air sealing projects

“I think it’s important to evaluate the long-term value of home improvements. When it comes to energy saving projects, you could possibly increase your home’s equity and save on your energy cost. There is also personal satisfaction to what you’re doing to improve the world for our children and grandchildren.. Even if you’re not going to end up staying in your house forever, energy efficient upgrades are still beneficial in the long run.”

— Mary Clare Jakes, **Waukegan homeowner**

# Income Qualified Single Family

## PERFORMANCE

**77% / 83%**

PGL Savings / Spend

**43% / 47%**

NSG Savings / Spend

**36%**

PGL Community Kits Savings

**63%**

NSG Community Kits Savings

## HIGHLIGHTS

Shifted Home Energy Retrofits budget due to high demand

PGL Participation

Elementary Education and Community Kits continue to drive interest

Participation



# Income Qualified Multi-Family

## PERFORMANCE

**108% / 93%**

PGL Savings / Spend

**443% / 93%**

NSG Savings / Spend

**586 / 16,330**

PGL Buildings / Units

**199 / 1,127**

NSG Buildings / Units

## HIGHLIGHTS

Serving more  
customers through  
strong participation

Participation

Savings from  
multiple North  
Shore Gas  
customers drives  
significant cost  
effectiveness

Cost-Effectiveness Impacts





# Customer Spotlight: Harbor Lake Apartments

Waukegan, IL 60057

## A multi-year project

- ✓ Two buildings completed in 2021 and seven in 2022
- ✓ Tankless domestic hot water heaters and a brand-new storage tank and pipe insulation were installed at each building

## Project outcomes

- ✓ Significant reduction in dollars reserved for utility spend
- ✓ The tankless water heaters have kept up with the hot water demands of the tenants
- ✓ No complaints on the availability of hot water servicing the units

## Savings

2021: 394.85 therms | 2022: 11,876.53 therms



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. The background is a blurred garden with other plants and a wooden fence. A blue semi-transparent banner is overlaid on the left side of the image, containing the text "Market Development Initiative Overview".

# Market Development Initiative Overview



# Initiative Progress





# Approach



## Leverage Research

Utilize MDI research to inform program.

## Respond to local market conditions

Design data frameworks to understand specific community-level market microsegments to develop equitable delivery of the MDI. Develop a marketing and engagement plan.

## Support under-represented job seekers

Ensure diverse, overlooked, and under-resourced job seekers get the community support, training, and employment opportunities they need to rise above their barriers to employment. Assist Program teams, Trade Allies, and other subcontractors in sourcing job-ready talent

## Engage Diverse Suppliers

Provide upskilling opportunities to suppliers using community-based approaches that match supplier needs with available resources and MDI training.

## Support community development

Foster relationships between PGL NSG, CBOs, and Diverse Suppliers. Engage CBOs and Diverse Suppliers in formulating MDI strategies to improve social and economic well-being. Organize marketing and engagement plans to educate the community on available opportunities via CBOs and digital strategies.

## Build a diverse and thriving workforce

Increase the opportunity for both job seekers and Diverse Suppliers and position them for success. Define the skills and capabilities needed within the PGL NSG Energy Efficiency Program, identify gaps, and provide personalized, worker-centric learning experiences.



# Marketing and Outreach

# 2023 Community Events (through Q3)

## PERFORMANCE

**39 / 34%**

PGL Events / % of Total

**11 / 9%**

NSG Events / % of Total

**66 / 57%**

Joint Utilities / % of Total

**116**

2023 Events to Date

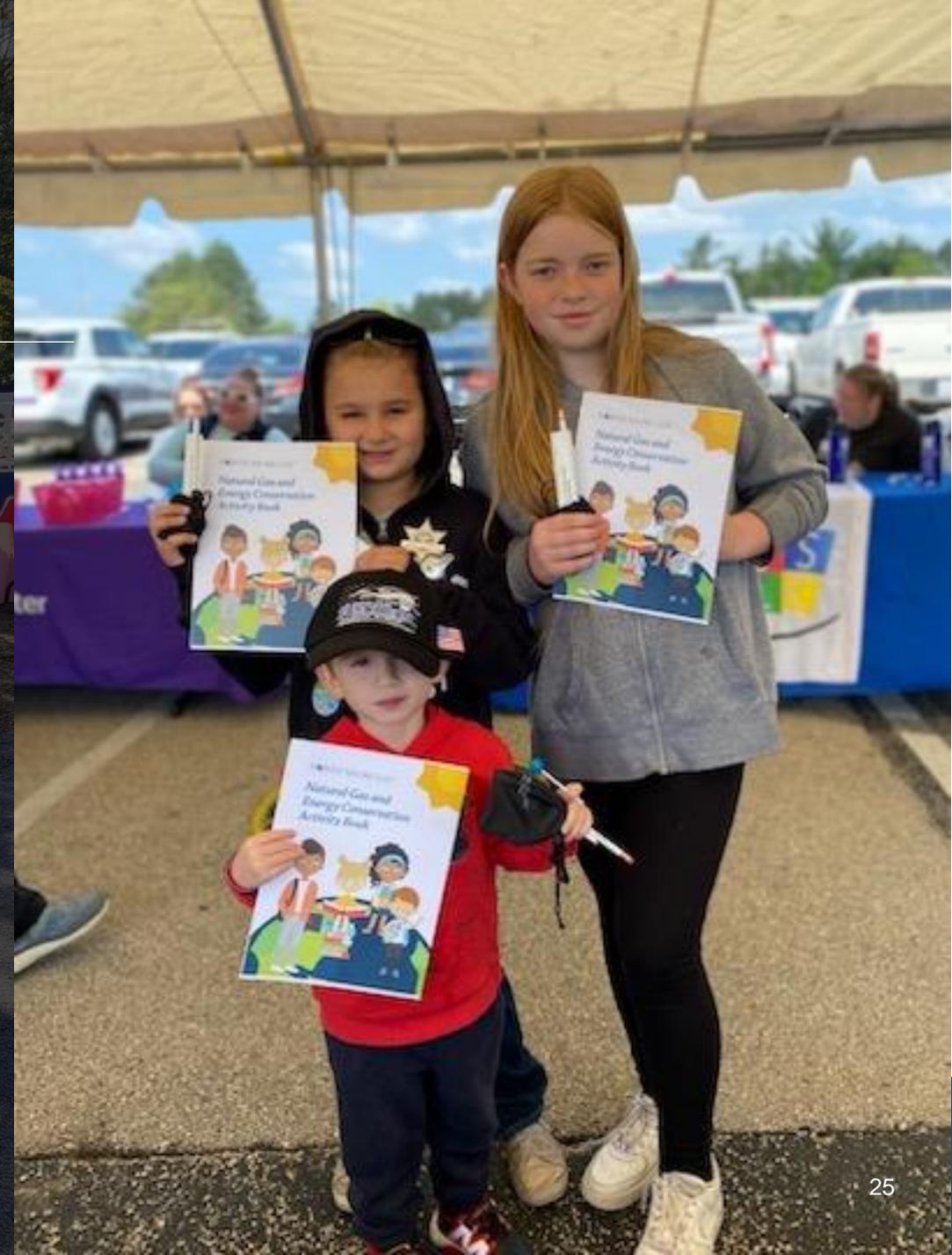
## HIGHLIGHTS

**Children's Activity Books a big hit**

From the Field

**Events in Q3 generated over 1,600 leads (over 50% of the entire year)**

Jul – Sep 2023





# Residential and IQ Spotlight: Community Event Q3 Highlights

## Peoples Gas in the community

Event Name	Event Host	Date
Auburn Gresham Resource Fair	Auburn Gresham	7/8/23
Chicago Fire Game (vs. Toronto)	Chicago Fire	7/15/23
Hyde Park Farmers Market	Hyde Park	7/16/23
Shakespeare in the Park	Little Village	7/27/23
3rd District Health, Fun and Fitness Fair	3rd District	8/5/23
Black Women's Expo	Black Women's Expo	8/6/23
Back to School Bash	30th Ward	8/12/23
Greenwood Fest	Greenwood	8/26/23
27th Ward Community Day	27th Ward	8/26/23
Chicago Gospel Run 5K	Gospel Run	9/8/23
Chicago Fire Game (vs. New England)	Chicago Fire	9/23/23



# Residential and IQ Spotlight: Community Event Q2 Highlights

## North Shore Gas in the community

Event Name	Event Host	Date
Eggstravaganza Trail	Waukegan Park District	4/8/2023
Green Living Fair	College of Lake County	4/15/2023
Condell Medical Earth Day Event	Condell Medical Center	4/17/2023
First Responders Expo	Gurnee Mills, Lake County Fire and Police Chiefs	5/20/2023



**WTTW Video**

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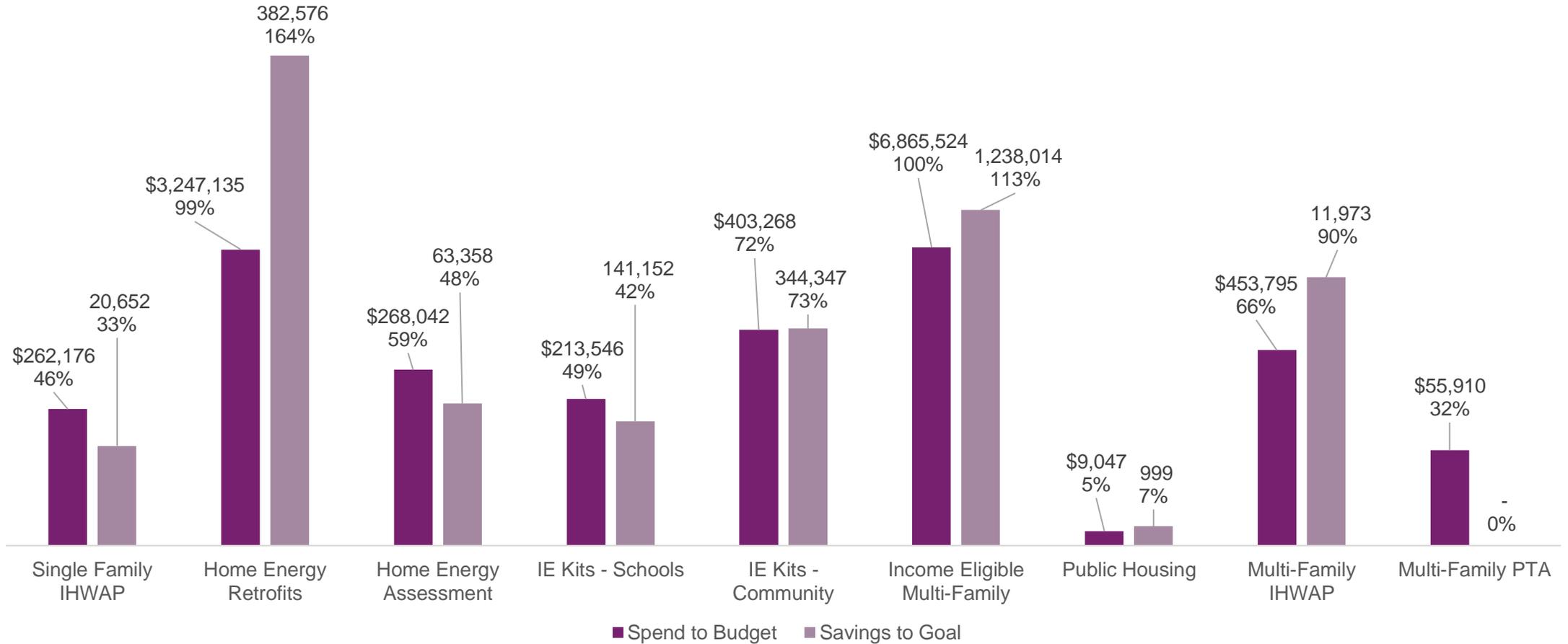
Thank You

# Appendix

# Income Eligible Metrics

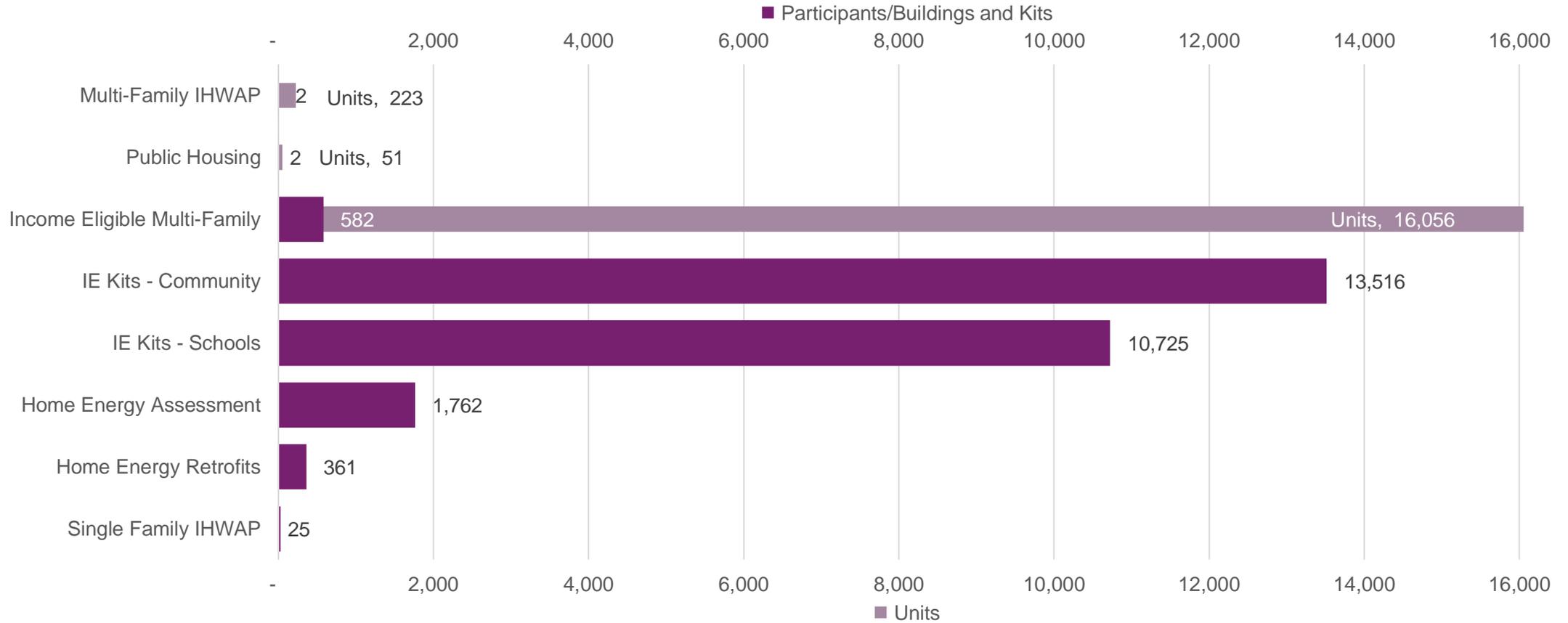


# Income Eligible Program 2023 Program Offering Savings and Spend



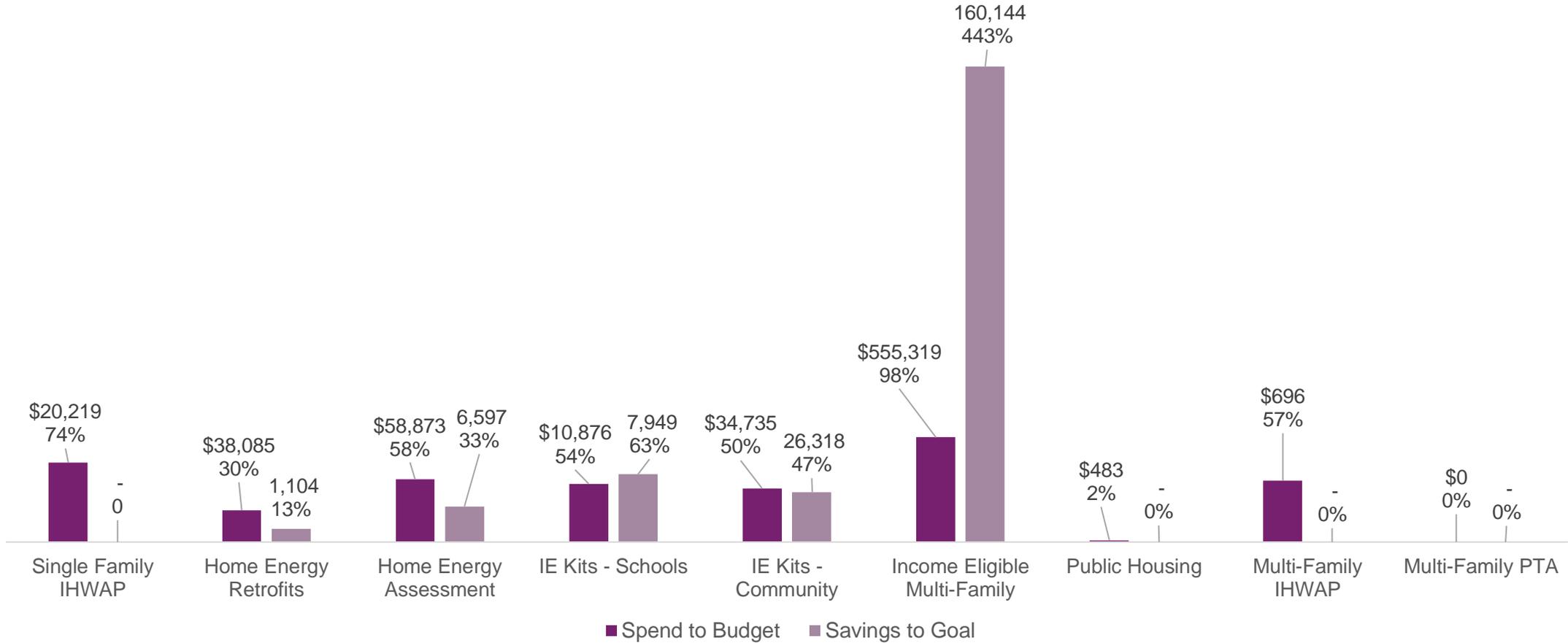


# Income Eligible Program 2023 Program Offering Participants



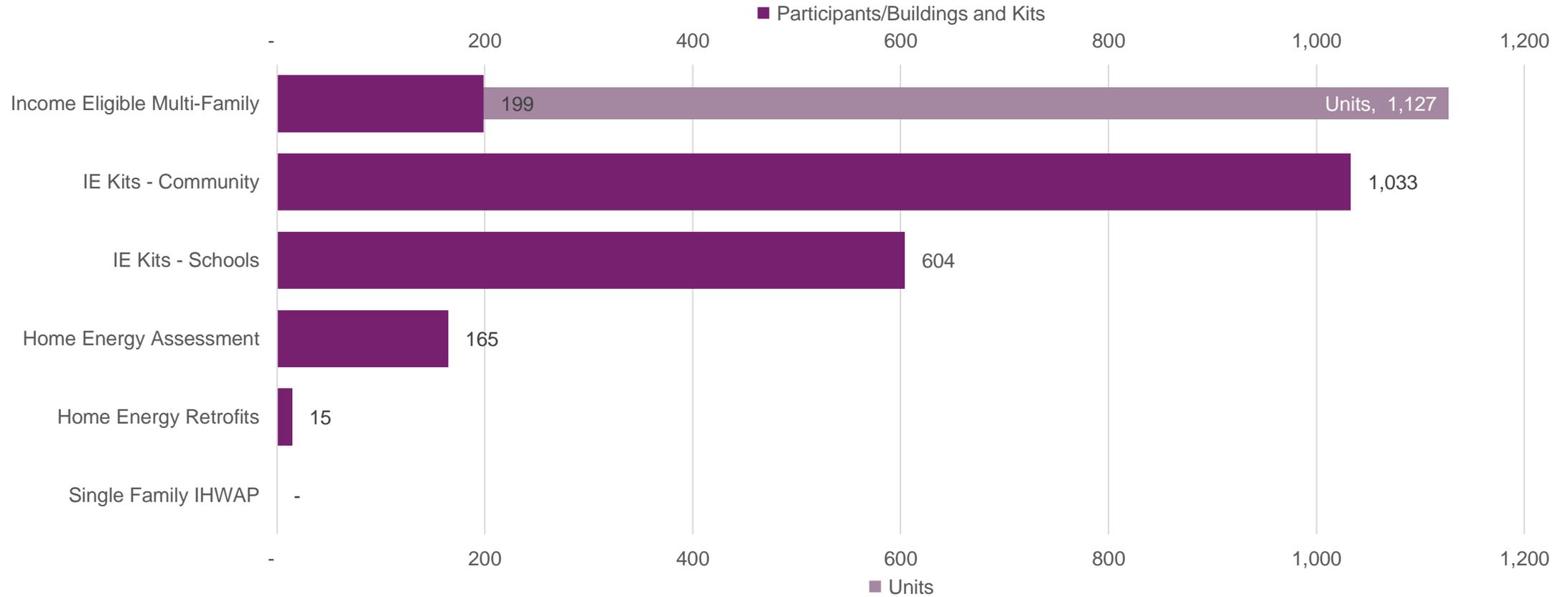


# Income Eligible Program 2023 Program Offering Savings and Spend





# Income Eligible Program 2023 Program Offering Participants





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# Program Descriptions

# 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>	<p>Prescriptive rebates are standard incentive amounts for common energy efficiency measures, typically, with deemed energy savings in the Illinois Technical Resource Manual.</p> <p>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.</p>
<b>New Construction Rebates</b>	<p>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.</p>
<b>Gas Optimization Studies</b>	<p>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.</p>
<b>Retro-Commissioning</b>	<p>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.</p>
<b>Engineering Studies</b>	<p>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.</p>
<b>Staffing Grant</b>	<p>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.</p>
<b>Strategic Energy Management</b>	<p>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.</p>

# 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**

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

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

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## **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.

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## **Gas Optimization Studies**

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## **Retro-Commissioning**

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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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## Prescriptive and Custom Rebates

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

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

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## 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.

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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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# 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

<b>Home Energy Assessment</b>	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.
<b>Smart Thermostats</b>	A joint utility offering that provides residential customers discounted smart thermostats through the ComEd Marketplace.
<b>Home Energy Rebate</b>	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.
<b>Elementary Education</b>	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.
<b>Multi-Family Energy Savings</b>	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.
<b>Prescriptive and Custom Rebates, and Partner Trade Ally (PTA)</b>	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.

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## Income Eligible Program

<b>Illinois Home Weatherization Assistance Program (IHWAP)</b>	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.
<b>Home Energy Assessment</b>	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.
<b>Home Energy Savings Retrofits</b>	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.
<b>Income Eligible Multi-Family Savings</b>	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.
<b>Public Housing Energy Savings</b>	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.
<b>Income Eligible Gas Kits</b>	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.
<b>Multi-Family Income Eligible Partner Trade Ally</b>	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.