



# Peoples Gas and North Shore Gas COVID-19 Program Impact Summary

April 14, 2020

# Peoples Gas and North Shore Gas COVID-19 Response

- Safety is at the center of all we do and we must all do our part
- All non-essential, in-person meetings have been postponed until further notice
- For essential activities, individuals are highly encouraged to follow the guidance provided by the Centers for Disease Control and Prevention (CDC), the World Health Organization (WHO) and the Centers for Medicare & Medicaid Services (CMS), wear PPE and take sanitization measures
- EE program staff and implementation contractors began working remotely in mid-March
- Internal WEC Energy Group Incident Management Team (IMT) and Occupational Health and Support Services teams have been instrumental in developing and executing processes and coordinating communications related to COVID-19 and changing conditions

# Trade Ally Support and Communications

- Allowing virtual pre and post inspections for projects
- Encouraging digital signatures for new projects
- Holding monthly webinars and reviewing safety protocols
- Conducting periodic check-ins with Trade Allies to provide support, measure activity and customer response, and evaluate relaunch options
- Enhancing program communications
  - Providing regular Covid-19 email updates
  - Hosting regular Trade Ally engagement webinars
  - Developing online portal for Trade Allies to access information on Covid-19

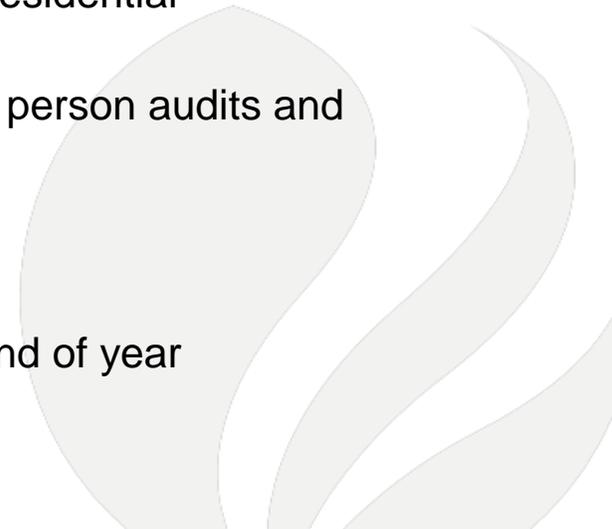
# Business Programs

- **Commercial & Industrial**
  - Conducting virtual meetings where possible; customers are largely receptive
  - Offering an educational webinar in late April to facilitate continued engagement
  - Conducting outreach by phone and working to continue developing 2021 pipeline
  - Seeing project completion dates moving to the last half of 2020 or 2021
- **Public Sector**
  - Piloting virtual energy audits with the Chicago Public Schools; if successful, will expand to City of Chicago facilities
  - Holding virtual meetings with customers to plan for onsite projects later in 2020
  - Continued proactive engagement with customers to support their needs
- **Small and Midsize Business**
  - Had a successful 1st quarter in 2020 and working to keep strong pipeline of projects
  - Evaluating potential promotions and bonuses
  - Launching online business self-assessment tool in April
  - Offering market segment specific energy efficiency kits in Q2

# Residential Programs

- **Multi-family**
  - All direct installs postponed
  - Strong demand but will miss end of heating season for steam traps
  - Rebate volume for programs are still significant despite restrictions
- **Home Energy Jumpstart**
  - Rescheduling all customers for future assessments
  - Exploring digital marketing and online scheduling for relaunch
  - Revising safety protocols and PPE in preparation for relaunch (Hand washing stations, Masks, Distancing)
- **Super Savers**
  - School closures
  - Enrolling 6<sup>th</sup> graders as a Fall 2020 option
- **HVAC/Wx/Home Energy Reports**
  - Should be minimally impacted due to heating season
  - Q1 was on track and summer was anticipated to be low volume
- **Smart thermostats**
  - Under evaluation, impact to be determined

# Income Eligible Programs

- **IHWAP Income Eligible Retrofits**
    - All non-essential, in-field work suspended
    - Weekly meetings with DCEO discussing strategy
    - Statewide agency weatherization call every Thursday, brainstorming and sharing guidance with agencies
    - CAA's emergency services are continuing, such as boiler/furnace replacements, water heaters, on a case by case basis
  - **IEMS and PHES**
    - Continuing operations remotely where possible
    - Close contact with customers and EESPs
    - Rescheduling field work
    - Finalizing completed energy assessment reports
    - Facilitating virtual inspections for completed projects
    - Emergency services are continuing, such as emergency boiler replacements
  - **AHNC**
    - No in person contact with residential customers
    - Subcontractors have been able to transition into remote work
    - Evaluation team is working to develop virtual verification options
  - **Energy Savers Program**
    - All in field work suspended
    - No in person contact with residential customers
    - All previously scheduled in person audits and installations postponed
  - **Income Eligible Kits**
    - No impact
    - Releasing 20,000 kits by end of year
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# Marketing and Outreach

- All in-person outreach events on hold
- Working with partner organizations (HACIA and Illinois Green) to set up energy efficiency outreach webinars for specific customer segments
- Shifting marketing efforts to focus on relaunch of programs and priorities for customer segments and promotions
- Enhanced communications to Trade Allies



# Next Steps

- Continue regular and often communications with all parties (customers, EE team, implementation contractors, trade allies, partner organizations, etc.)
- Provide customer and trade ally support and continue to expand virtual options for engagement
- Assess impacts to short-term and long-term program delivery and goals
- Consider quadrennial impacts

