

# Epic Savers Kits Program Impact Evaluation Report

Energy Efficiency Plan: Program Year 2025  
(01/01/2025-12/31/2025)

**Prepared for:**

**Peoples Gas and North Shore Gas**

PEOPLES GAS® | NORTH SHORE GAS®

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# 1 Introduction

This report presents the results of the impact evaluation of the North Shore Gas (NSG) 2025 Epic Savers Kits program. Peoples Gas (PGL) did not offer the program in 2025. This report presents a summary of the energy impacts for the total program and broken out by relevant measure and NSG program structure details. The appendices present the impact analysis methodology and the inputs for cost-effectiveness analysis. Program year 2025 covers January 1 to December 31, 2025.

## 2 Program Description

Epic Savers is an opt-in kit program that delivers savings and serves as a lead generating tool for driving future engagement and deeper retrofits. North Shore Gas customers receive a recruitment email that builds awareness of the program and offers an option to receive a free, customizable energy efficiency kit by mail. Customers interested in receiving a kit are directed to a dedicated portal to opt-in and select their preferred water-saving shower device and smart thermostat. Each kit also includes a standard set of measures including pipe insulation, aerators, and door sweeps along with educational materials designed to drive further participation in the energy efficiency program. As an opt-in program, kits are only sent to those who actively sign up and make their selections. The Epic Savers program started as a pilot in 2024 and has become a driver to promote market rate residential savings in 2025 and beyond.

The program distributed 762 kits in 2025, and 725 customers used the coupon in the kits to get a smart thermostat from the North Shore Gas online store, as shown in Table 1.

**Table 1. 2025 Volumetric Summary for NSG**

| Participation              | Total |
|----------------------------|-------|
| Number of Kits Distributed | 762   |
| Smart Thermostats          | 725   |

*Source: North Shore Gas tracking data and Guidehouse evaluation team analysis.*

Table 2 summarizes the installed measure quantities that are the basis for verified energy savings.

**Table 2. 2025 Installed Measure Quantities for NSG**

| Measure                              | Quantity Unit | Installed Quantity |
|--------------------------------------|---------------|--------------------|
| Low Flow Aerator (Bathroom)          | 1             | 762                |
| Low Flow Showerheads                 | 1             | 543                |
| Thermostatic Restrictor Shower Valve | 1             | 219                |
| Self-Adhesive Door Sweep             | 1             | 762                |
| Water Heater Temperature Setback     | 1             | 762                |
| Smart Thermostat                     | 1             | 725                |

Source: North Shore Gas tracking data and Guidehouse evaluation team analysis.

### 3 Program Savings Detail

Table 3 summarizes the energy savings the NSG Epic Savers Kits Program achieved by path in 2025.

**Table 3. 2025 Annual Energy Savings Summary for NSG**

| Program Category         | Ex Ante Gross Savings (Therms) | Verified Gross RR* | Verified Gross Savings (Therms) | NTG†   | NPSO‡      | Verified Net Savings (Therms) |
|--------------------------|--------------------------------|--------------------|---------------------------------|--------|------------|-------------------------------|
| Epic Savers Kits Non-DAC | 8,743                          | 92%                | 8,000                           | Varies | 1.083      | 8,331                         |
| Smart Thermostat Non-DAC | 55,102                         | 100%               | 55,099                          | 0.95   | 1.083      | 56,689                        |
| <b>Non-DAC Subtotal</b>  | <b>63,845</b>                  | <b>99%</b>         | <b>63,099</b>                   |        |            | <b>65,019</b>                 |
| Epic Savers Kits DAC     | 1,120                          | 91%                | 1,017                           | Varies | 1.083      | 1,122                         |
| Smart Thermostat DAC     | 6,834                          | 100%               | 6,834                           | 1.03   | N/A        | 7,031                         |
| <b>DAC Subtotal</b>      | <b>7,954</b>                   | <b>99%</b>         | <b>7,851</b>                    |        | <b>N/A</b> | <b>8,154</b>                  |
| <b>Total</b>             | <b>71,799</b>                  | <b>99%</b>         | <b>70,950</b>                   |        |            | <b>73,173</b>                 |

Note: Savings and realization rates presented in this table are rounded and may not sum precisely to the total.

\* Realization Rate (RR) is the ratio of verified gross savings to ex ante gross savings, based on evaluation research findings.

† The program-level NTG value is calculated as Verified Net/Verified Gross. The program-level analysis typically used measure-level deemed NTG values (see Table 4), which are listed here: <https://www.ilsag.info/evaluator-ntg-recommendations-for-2025>.

‡ The market rate net savings were multiplied by a residential non-participant spillover (NPSO) factor of 1.083. Based on SAG Policy, if deemed NTG is multiplied by the NPSO and the resulting NTG value is less than 1.00, the evaluation assigned a NTG of 1.00 to projects in DAC zones. If the resulted NTG value is >1.00, the evaluation used the >1.00 value for calculating the net savings impact (NPSO is marked as N/A in this case)

Source: Evaluation team analysis.

### 4 Program Savings by Measure

The program includes six measures as shown in Table 4. The thermostat and low flow showerheads contributed the most savings.

**Table 4. 2025 Annual Energy Savings by Measure for NSG**

| Program Category | Savings Category                     | Ex Ante Gross Savings (Therms) | Verified Gross RR* | Verified Gross Savings (Therms) | NTG† | NPSO‡ | Verified Net Savings (Therms) |
|------------------|--------------------------------------|--------------------------------|--------------------|---------------------------------|------|-------|-------------------------------|
| Non-DAC Kit      | Low Flow Aerator (Bathroom)          | 445                            | 99%                | 441                             | 1.09 | 1.083 | 521                           |
|                  | Low Flow Showerheads                 | 4,278                          | 83%                | 3,542                           | 1.09 | 1.083 | 4,181                         |
|                  | Thermostatic Restrictor Shower Valve | 476                            | 99%                | 473                             | 1.09 | 1.083 | 559                           |
|                  | Self-Adhesive Door Sweep             | 3,373                          | 100%               | 3,372                           | 0.80 | 1.083 | 2,922                         |
|                  |                                      |                                |                    |                                 |      |       |                               |

| Program Category        | Savings Category                     | Ex Ante Gross Savings (Therms) | Verified Gross RR* | Verified Gross Savings (Therms) | NTG† | NPSO‡ | Verified Net Savings (Therms) |
|-------------------------|--------------------------------------|--------------------------------|--------------------|---------------------------------|------|-------|-------------------------------|
|                         | Water Heater Temperature Setback     | 172                            | 100%               | 171                             | 0.80 | 1.083 | 148                           |
|                         | Smart Thermostat                     | 55,102                         | 100%               | 55,099                          | 0.95 | 1.083 | 56,689                        |
| <b>Non-DAC Subtotal</b> |                                      | <b>63,845</b>                  | <b>99%</b>         | <b>63,099</b>                   |      |       | <b>65,019</b>                 |
|                         | Low Flow Aerator (Bathroom)          | 54.4                           | 99%                | 53.9                            | 1.09 | 1.083 | 63.7                          |
|                         | Low Flow Showerheads                 | 592                            | 83%                | 490                             | 1.09 | 1.083 | 579                           |
|                         | Thermostatic Restrictor Shower Valve | 40.0                           | 99%                | 39.8                            | 1.09 | 1.083 | 47.0                          |
| DAC Kit                 | Self-Adhesive Door Sweep             | 412                            | 100%               | 412                             | 1.00 | N/A   | 412                           |
|                         | Water Heater Temperature Setback     | 21                             | 100%               | 21                              | 1.00 | N/A   | 21                            |
|                         | Smart Thermostat                     | 6,834                          | 100%               | 6,834                           | 1.03 | N/A   | 7,031                         |
| <b>DAC Subtotal</b>     |                                      | <b>7,953</b>                   | <b>99%</b>         | <b>7,851</b>                    |      |       | <b>8,154</b>                  |
| <b>Total</b>            |                                      | <b>71,799</b>                  | <b>99%</b>         | <b>70,950</b>                   |      |       | <b>73,173</b>                 |

Note: Savings and realization rates presented in this table are rounded and may not sum precisely to the total.

\* Realization Rate (RR) is the ratio of verified gross savings to ex ante gross savings, based on evaluation research findings.

† NTG, Net to Gross is the deemed value available on the SAG website: <https://www.ilsag.info/evaluator-ntg-recommendations-for-2025/>.

‡ The market rate net savings were multiplied by a residential non-participant spillover (NPSO) factor of 1.083. Based on SAG Policy, if deemed NTG is multiplied by the NPSO and the resulting NTG value is less than 1.00, the evaluation assigned a NTG of 1.00 to projects in DAC zones. If the resulted NTG value is >1.00, the evaluation used the >1.00 value for calculating the net savings impact (NPSO is marked as N/A in this case).

Source: Evaluation team analysis.

## 5 Impact Analysis Findings and Recommendations

The Epic Savers Kits program achieved a 99% realization rate (RR) for 2025. The realization rate was primarily driven by the low flow showerhead and aerator measures having a measure-level realization rate less than 100%.

## 5.1 Impact Parameter Estimates

Table 5 shows the unit therms savings and realization rate findings by measure from our review. The realization rate is the ratio of the verified savings to the ex ante savings. Following the table, we provide findings and recommendations, including discussion of all measures with realization rates above or below 100%. Appendix A provides a description of the impact analysis methodology.

**Table 5. Verified Gross Savings Parameters**

| Measure                              | Unit Basis | Ex Ante Gross (therms/unit) | Verified Gross (therms/unit) | Realization Rate | IL TRM v13.0 Section* |
|--------------------------------------|------------|-----------------------------|------------------------------|------------------|-----------------------|
| Low Flow Aerator (Bathroom)          | Unit       | 0.655                       | 0.650                        | 99%              | 5.4.4                 |
| Low Flow Showerheads                 | Unit       | 8.974                       | 7.426                        | 83%              | 5.4.5                 |
| Thermostatic Restrictor Shower Valve | Unit       | 2.355                       | 2.342                        | 99%              | 5.4.5                 |
| Self-Adhesive Door Sweep             | Unit       | 4.967                       | 4.967                        | 100%             | 5.6.1                 |
| Water Heater Temperature Setback     | Unit       | 0.253                       | 0.252                        | 100%             | 5.4.6                 |
| Smart Thermostat                     | Unit       | 85.43                       | 85.43                        | 100%             | 5.3.16                |

\* State of Illinois Technical Reference Manual version 13.0 from <http://www.ilsag.info/technical-reference-manual.html>.  
Source: Evaluation team analysis.

## 5.2 Findings and Recommendations

**Finding 1.** The ex ante gross savings for low-flow bathroom aerator and thermostatic restrictor shower valve were based on requested kits assumptions from the TRM v13 for market rate (non-income eligible) single family participants. The verified gross realization rate was 99% due to minor difference between the ex ante using energy per gallon (EPG\_Gas) default TRM input while the verified savings used a calculated value. Guidehouse followed the same requested kit assumptions for low flow showerhead calculation, but the verified savings was lower than claimed ex ante savings, producing a gross realization rate of 83%.

**Recommendation 1.** Ensure that the TRM inputs and assumptions used in calculating ex ante savings for retrofit low flow showerhead are consistent with requested kits for market rate (non-income eligible) single family participants.

## Appendix A. Impact Analysis Methodology

The evaluation team verified savings for each program measure by:

- Reviewing the savings algorithm inputs in the final 2025 tracking data for agreement with the IL-TRM v13.0 and IL-TRM Errata, where applicable.
- Validating the savings algorithm and ex ante unit savings were applied correctly to market rate (non-income eligible) single family participants that requested program kits.
- Multiplying the verified per-unit savings value by the quantity reported in the tracking data.
- Guidehouse calculated verified net savings by multiplying verified gross savings by the measure-level net-to-gross (NTG) value, and a residential non-participant spillover multiplier of 1.083 as deemed by the Illinois Stakeholder Advisory Group (SAG) for 2025.
- Evaluation used in-service rate (ISR) and NTG recommended for 2025 program measures. These values are shown in **Error! Reference source not found.**

**Table 6. Evaluation Recommended ISR and NTG for Epic Savers Kits**

| Measure Category                                             | Delivery Method | ISR               | NTG  | Source                                                                                                                                                                                                     |
|--------------------------------------------------------------|-----------------|-------------------|------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Low Flow Showerhead and Thermostatic Restrictor Shower Valve | Requested Kits  | 0.65              | 1.09 | Recommend ISR from requested kits (TRM v13, section 5.4.5). NTG is recommended using the deemed value for (HEJ – Showerheads)                                                                              |
| High efficiency bathroom aerator                             | Requested Kits  | 0.60              | 1.09 | Recommend ISR from requested kits (TRM v13, section 5.4.4). NTG is recommended using the deemed value for (HEJ - Faucet Aerators)                                                                          |
| Adhesive-backed door sweep                                   | Requested Kits  | 0.68              | 0.80 | Recommend ISR from requested weatherization kits (TRM v13, section 5.6.1). NTG is recommended from the SAG Policy Manual 3.0 (section 7.2) for unknown program or new offering without evaluation research |
| DHW Temperature Setback Card                                 | Requested Kits  | 0.20              | 0.80 | Recommend ISR from requested kits (TRM v13, section 5.4.6). NTG is recommended from the SAG Policy Manual 3.0 (section 7.2) for unknown program or new offering without evaluation research                |
| Smart Thermostat                                             | Requested Kits  | 1.00 for heating, | 0.95 | Recommend ISR from requested kits (TRM v13, section 5.4.6). Evaluation recommended Online Marketplace NTG for PGL_NSG                                                                                      |

Source: Evaluation team analysis.

## Appendix B. Program Specific Inputs for the Illinois TRC

Table 7 shows the Total Resource Cost (TRC) cost-effectiveness analysis inputs available at the time of producing this impact evaluation report. Additional required cost data (e.g., measure costs, program level incentive and non-incentive costs) are not included in this table and will be provided to the evaluation team later. Guidehouse will include annual and lifetime water savings and greenhouse gas reductions in the end of year summary report.

**Table 7. Verified Cost Effectiveness Inputs – NSG**

| Program Path | Savings Category                     | DAC Project | Units | Quantity | Effective Useful Life | Verified Gross Annual Water Savings (Gallons) | Ex Ante Gross Savings (Therms) | Verified Gross Savings (Therms) | Verified Net Savings (Therms) |
|--------------|--------------------------------------|-------------|-------|----------|-----------------------|-----------------------------------------------|--------------------------------|---------------------------------|-------------------------------|
| Non-DAC      | Low Flow Aerator (Bathroom)          | FALSE       | Unit  | 679      | 10.0                  | 117,042                                       | 445                            | 441                             | 521                           |
|              | Low Flow Showerheads                 | FALSE       | Unit  | 477      | 10.0                  | 659,379                                       | 4,278                          | 3,542                           | 4,181                         |
|              | Thermostatic Restrictor Shower Valve | FALSE       | Unit  | 202      | 10.0                  | 88,087                                        | 476                            | 473                             | 559                           |
|              | Self-Adhesive Door Sweep             | FALSE       | Unit  | 679      | 20.0                  | -                                             | 3,373                          | 3,372                           | 2,922                         |
|              | Water Heater Temperature Setback     | FALSE       | Unit  | 679      | 2.0                   | -                                             | 172                            | 171                             | 148                           |
|              | Smart Thermostat                     | FALSE       | Unit  | 645      | 11.0                  | -                                             | 55,102                         | 55,099                          | 56,689                        |
| DAC          | Low Flow Aerator (Bathroom)          | TRUE        | Unit  | 83       | 10.0                  | 14,307                                        | 54                             | 54                              | 64                            |
|              | Low Flow Showerheads                 | TRUE        | Unit  | 66       | 10.0                  | 91,235                                        | 592                            | 490                             | 579                           |
|              | Thermostatic Restrictor Shower Valve | TRUE        | Unit  | 17       | 10.0                  | 7,413                                         | 40                             | 40                              | 47                            |
|              | Self-Adhesive Door Sweep             | TRUE        | Unit  | 83       | 20.0                  | -                                             | 412                            | 412                             | 412                           |
|              | Water Heater Temperature Setback     | TRUE        | Unit  | 83       | 2.0                   | -                                             | 21                             | 21                              | 21                            |

| Program Path                     | Savings Category | DAC Project | Units | Quantity | Effective Useful Life | Verified Gross Annual Water Savings (Gallons) | Ex Ante Gross Savings (Therms) | Verified Gross Savings (Therms) | Verified Net Savings (Therms) |
|----------------------------------|------------------|-------------|-------|----------|-----------------------|-----------------------------------------------|--------------------------------|---------------------------------|-------------------------------|
|                                  | Smart Thermostat | TRUE        | Unit  | 80       | 11.0                  | -                                             | 6,834                          | 6,834                           | 7,031                         |
| <b>Total or Weighted Average</b> |                  |             |       |          | <b>11.4</b>           | <b>977,463</b>                                | <b>71,799</b>                  | <b>70,950</b>                   | <b>73,173</b>                 |

Source: Evaluation team analysis.