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|  | Home Energy Jumpstart Impact Evaluation ReportEnergy Efficiency Plan: Program Year 2024 (1/1/2024-12/31/2024) |
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# Introduction

This report presents the results of the impact evaluation of the Peoples Gas (PGL) and North Shore Gas (NSG) 2024 Home Energy Jumpstart (HEJ) programs. It presents a summary of the energy impacts for the total program and broken out by relevant measure and program structure details. The appendix presents the impact analysis methodology. Program year 2024 covers January 1, 2024 through December 31, 2024.

# Program Description

The 2024 HEJ program is a single family assessment and direct install program jointly implemented by ComEd, Nicor Gas, PGL, and NSG. This report focuses solely on the program’s natural gas savings. Electricity measure’s savings are included in a separate evaluation report delivered to ComEd.

The 2024 program was limited to a Self-Assessment program where a customer completes an online survey and has a kit of products shipped to their home for direct installation. Measures included low flow showerheads, kitchen and bathroom faucet aerators, programmable thermostat, smart thermostats, and pipe insulation at no cost, at eligible single-family residences, including condominiums. The program provides recommendations for incentives for efficient measures and other available efficiency programs offered by ComEd, PGL, and NSG.

The program had 306 participants in 2024 and completed 3464 projects as shown in the following table.

Table 1. 2024 Volumetric Summary for PGL

| Participation | Direct Install | Virtual (Self) Home Assessment (VHA) | Total |
| --- | --- | --- | --- |
| Participants \* | 53 | 251 | 304 |
| Installed Projects † | 451 | 3,013 | 3,464 |
| Measure Types Installed ‡ | 3 | 8 | 11 |

\* Participants are defined as the number of distinct account numbers with realized gas savings.

† Installed Projects are defined as the number of distinct measure IDs with realized gas savings.

Source: Peoples 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. 2024 Installed Measure Quantities for PGL

| Program Path | Measure | Quantity Unit | Installed Quantity |
| --- | --- | --- | --- |
| Direct Install | Advanced Thermostat (DI) - Blended | Unit | 1 |
| Boiler Pipe Insulation | Unit | 162 |
| DHW Pipe Insulation | Linear Feet | 1,197 |
| Virtual Home Assessment | Advanced Thermostat (Non-DI) - Blended | Unit | 109 |
| Air Sealing - Door Sweep (VA) | Unit | 908 |
| Bathroom Aerator SF (VA) | Unit | 937 |
| Handheld Showerhead (VA) SF | Unit | 333 |
| Kitchen Aerator SF (VA) | Unit | 362 |
| Programmable Thermostat (VA) SF | Unit | 167 |
| Shower Flow Reducer (VA) SF | Unit | 367 |
| Showerhead (VA) SF | Unit | 193 |

Source: Peoples Gas tracking data and Guidehouse evaluation team analysis.

The NSG program had 70 participants in 2024 and completed 909 projects as shown in the following table.

Table 3. 2024 Volumetric Summary for NSG

| Participation | Direct Install | Virtual (Self) Home Assessment (VHA) | Total |
| --- | --- | --- | --- |
| Participants \* | 10 | 60 | 70 |
| Installed Projects † | 133 | 776 | 909 |
| Measure Types Installed ‡ | 2 | 8 | 10 |

\* Participants are defined as the number of distinct account numbers with realized gas savings.

† Installed Projects are defined as the number of distinct measure IDs with realized gas savings.

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

Table 4 summarizes the installed measure quantities that are the basis for verified energy savings.

Table 4. 2024 Installed Measure Quantities for NSG

| Program Path | Measure | Quantity Unit | Installed Quantity |
| --- | --- | --- | --- |
| Direct Install | Boiler Pipe Insulation | Unit | 24 |
| DHW Pipe Insulation | Linear Feet | 375 |
| Virtual Home Assessment (VHA) | Advanced Thermostat (Non-DI) - Blended | Unit | 19 |
| Air Sealing - Door Sweep (VA) | Unit | 238 |
| Bathroom Aerator SF (VA) | Unit | 279 |
| Handheld Showerhead (VA) SF | Unit | 73 |
| Kitchen Aerator SF (VA) | Unit | 93 |
| Programmable Thermostat (VA) SF | Unit | 26 |
| Shower Flow Reducer (VA) SF | Unit | 125 |
| Showerhead (VA) SF | Unit | 55 |

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

# Program Savings Detail

Table 5 summarizes the energy savings the PGL Home Energy Jumpstart Program achieved by path in 2024.

Table 5. 2024 Annual Energy Savings Summary for PGL

| Program Category | Program Path | Ex Ante Gross Savings (Therms) | Verified Gross RR\* | Verified Gross Savings (Therms) | NTG† | NPSO‡ | Verified Net Savings (Therms) |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Non-DAC | Direct Install | 1,191 | 1.00 | 1,192 | Varies | 1.083 | 1,278 |
| Virtual Home Assessment (VHA) | 15,645 | 1.00 | 15,645 | Varies | 1.083 | 16,983 |
| ***Non-DAC Subtotal*** | ***16,836*** | ***1.00*** | ***16,837*** |  |  | ***18,729*** |
| DAC | Direct Install | 1,379 | 1.00 | 1,380 | 1.00 | 1.083 | 1,495 |
| Virtual Home Assessment (VHA) | 17,967 | 1.00 | 17,957 | 1.00 | 1.083 | 20,086 |
| ***DAC Subtotal*** |  | ***19,346*** | ***1.00*** | ***19,337*** |  |  | ***21,581*** |
| **Total**  |  | **36,182** | **1.00** | **36,175** |  |  | **39,842** |

\* 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-2024/>. Disadvantaged communities (DAC) designated sites based on census tract have an NTG of 1.00.

‡ Non-participant spillover (NPSO) factor of 1.083.

Source: Evaluation team analysis.

Table 6 summarizes the energy savings the NSG Home Energy Jumpstart Program achieved by path in 2024.

Table 6. 2024 Annual Energy Savings Summary for NSG

| Program Category | Program Path | Ex Ante Gross Savings (Therms) | Verified Gross RR\* | Verified Gross Savings (Therms) | NTG† | NPSO‡ | Verified Net Savings (Therms) |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Non-DAC | Direct Install | 669 | 1.00 | 669 | Varies | 1.083 |  717  |
| Virtual Home Assessment (VHA) | 6,123 | 1.00 | 6,123 | Varies | 1.083 |  6,792  |
| ***Non-DAC Subtotal*** | ***6,792*** | ***1.00*** | ***6,792*** |  |  | ***7,630*** |
| DAC | Direct Install | 98.14 | 1.00 | 98.14 | 1.00 | 1.083 |  106  |
| Virtual Home Assessment (VHA) | 1,017 | 1.00 | 1,017 | 1.00 | 1.083 |  1,140  |
| ***DAC Subtotal*** |  | ***1,115*** | ***1.00*** | ***1,115*** |  |  |  ***1,246***  |
| **Total**  |  | **7,908** | **1.00** | **7,908** |  |  |  **8,755**  |

‡ Non-participant spillover (NPSO) factor of 1.083.

*Source: Evaluation team analysis.*

# Program Savings by Measure

The PGL program includes 21 measures as shown in the following table. Table 7 is divided into installation type (DI or VHA) and DAC or non-DAC. The Advanced Thermostats and Programmable Thermostats contributed the most savings.

Table 7. 2024 Annual Energy Savings by Measure for PGL

| Program Category | Program Path | Savings Category | Ex Ante Gross Savings (Therms) | Verified Gross RR\* | Verified Gross Savings (Therms) | NTG† | NPSO‡ | Verified Net Savings (Therms) |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Non-DAC | Direct Install | Boiler Pipe Insulation | 35.67 | 1.04 | 37.04 | 0.99 | 1.083 |  40  |
| DHW Pipe Insulation | 1,155 | 1.00 | 1,155 | 0.99 | 1.083 |  1,239  |
| Virtual Home Assessment (VHA) | Advanced Thermostat (Non-DI) - Blended | 6,291 | 1.00 | 6,291 | 0.94 | 1.083 |  6,404  |
| Air Sealing - Door Sweep (VA) | 2,195 | 1.00 | 2,195 | 0.99 | 1.083 |  2,354  |
| Bathroom Aerator SF (VA) | 355 | 1.00 | 355 | 1.09 | 1.083 |  419  |
| Handheld Showerhead (VA) SF | 1,406 | 1.00 | 1,406 | 1.09 | 1.083 |  1,659  |
| Kitchen Aerator SF (VA) | 1,169 | 1.00 | 1,169 | 1.09 | 1.083 |  1,381  |
| Programmable Thermostat (VA) SF | 2,085 | 1.00 | 2,085 | 0.99 | 1.083 |  2,235  |
| Shower Flow Reducer (VA) SF | 1,388 | 1.00 | 1,388 | 1.09 | 1.083 |  1,638  |
| Showerhead (VA) SF | 757 | 1.00 | 757 | 1.09 | 1.083 |  893  |
| ***Non-DAC subtotal*** |  | ***16,836*** | ***1.00*** | ***16,837*** |  |  | ***18,261*** |
| DAC | Direct Install | Advanced Thermostat (DI) - Blended | 85.42 | 1.00 | 85.43 | 1.00 | 1.083 |  93  |
| Boiler Pipe Insulation | 35.67 | 1.04 | 37.04 | 1.00 | 1.083 |  40  |
|  | DHW Pipe Insulation | 1,258 | 1.00 | 1,258 | 1.00 | 1.083 |  1,362  |
| Virtual Home Assessment (VHA) | Advanced Thermostat (Non-DI) - Blended | 4,343 | 1.00 | 4,343 | 1.00 | 1.083 |  4,703  |
| Air Sealing - Door Sweep (VA) | 2,314 | 1.00 | 2,305 | 1.00 | 1.083 |  2,496  |
| Bathroom Aerator SF (VA) | 415 | 1.00 | 415 | 1.09 | 1.083 |  490  |
| Handheld Showerhead (VA) SF | 1,595 | 1.00 | 1,595 | 1.09 | 1.083 |  1,883  |
| Kitchen Aerator SF (VA) | 1,562 | 1.00 | 1,562 | 1.09 | 1.083 |  1,844  |
| Programmable Thermostat (VA) SF | 4,755 | 1.00 | 4,755 | 1.00 | 1.083 |  5,150  |
| Shower Flow Reducer (VA) SF | 2,000 | 1.00 | 2,000 | 1.09 | 1.083 |  2,361  |
| Showerhead (VA) SF | 982 | 1.00 | 982 | 1.09 | 1.083 |  1,159  |
| ***DAC subtotal*** |  | ***19,346*** | ***1.00*** | ***19,337*** |  |  | ***21,581*** |
| **Total**  |  |  | **36,182** | **1.00** | **36,175** |  |  |  **39,842**  |

\* 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-2024/>. Disadvantaged communities (DAC) designated sites based on census tract have an NTG of 1.00.

‡ Non-participant spillover (NPSO) factor of 1.083.

Source: Evaluation team analysis.

The NSG program includes 20 measures as shown in the following table. Table 8 is divided into installation type (DI or VHA) and DAC or non-DAC. The Advanced Thermostats and Air Sealing – Door Sweeps contributed the most savings.

Table 8. 2024 Annual Energy Savings by Measure for NSG

| Program Category | Program Path | Savings Category | Ex Ante Gross Savings (Therms) | Verified Gross RR\* | Verified Gross Savings (Therms) | NTG† | NPSO‡ | Verified Net Savings (Therms) |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Non-DAC | Direct Install | Boiler Pipe Insulation | 9.60 | 1.00 | 9.60 | 0.99 | 1.083 |  10  |
| DHW Pipe Insulation | 659 | 1.00 | 659 | 0.99 | 1.083 |  707  |
| Virtual Home Assessment (VHA) | Advanced Thermostat (Non-DI) - Blended | 1,449 | 1.00 | 1,449 | 0.94 | 1.083 |  1,476  |
| Air Sealing - Door Sweep (VA) | 1,023 | 1.00 | 1,023 | 0.99 | 1.083 |  1,097  |
| Bathroom Aerator SF (VA) | 196 | 1.00 | 196 | 1.09 | 1.083 |  232  |
| Handheld Showerhead (VA) SF | 541 | 1.00 | 541 | 1.09 | 1.083 |  638  |
| Kitchen Aerator SF (VA) | 611 | 1.00 | 611 | 1.09 | 1.083 |  721  |
| Programmable Thermostat (VA) SF | 834 | 1.00 | 834 | 0.99 | 1.083 |  894  |
| Shower Flow Reducer (VA) SF | 1,036 | 1.00 | 1,036 | 1.09 | 1.083 |  1,223  |
| Showerhead (VA) SF | 433 | 1.00 | 433 | 1.09 | 1.083 |  511  |
| ***Non-DAC subtotal*** |  | ***6,792*** | ***1.00*** | ***6,792*** |  |  | ***7,509*** |
| DAC | Direct Install | Boiler Pipe Insulation | 1.37 | 1.00 | 1.37 | 1.00 | 1.083 |  1.49  |
| DHW Pipe Insulation | 96.76 | 1.00 | 96.77 | 1.00 | 1.083 |  105  |
| Virtual Home Assessment (VHA) | Advanced Thermostat (Non-DI) - Blended | 256 | 1.00 | 256 | 1.00 | 1.083 |  278  |
| Air Sealing - Door Sweep (VA) | 159 | 1.00 | 159 | 1.00 | 1.083 |  172  |
| Bathroom Aerator SF (VA) | 32.85 | 1.00 | 32.85 | 1.09 | 1.083 |  39  |
| Handheld Showerhead (VA) SF | 117 | 1.00 | 117 | 1.09 | 1.083 |  138  |
| Kitchen Aerator SF (VA) | 90.54 | 1.00 | 90.54 | 1.09 | 1.083 |  107  |
| Programmable Thermostat (VA) SF | 208 | 1.00 | 208 | 1.00 | 1.083 |  226  |
| Shower Flow Reducer (VA) SF | 90.11 | 1.00 | 90.11 | 1.09 | 1.083 |  106  |
| Showerhead (VA) SF | 63.07 | 1.00 | 63.07 | 1.09 | 1.083 |  74  |
| ***DAC subtotal*** |  | ***1,115*** | ***1.00*** | ***1,115*** |  |   | ***1,246*** |
| **Total**  |  |  | **7,908** | **1.00** | **7,908** |  |  |  **8,755**  |

Source: Evaluation team analysis.

# Impact Analysis Findings and Recommendations

Table 9 shows the unit therm 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 percent. Appendix 1 provides a description of the impact analysis methodology.

Table 9. Verified Gross Savings Parameters

| Measure | Unit Basis | Ex Ante Gross (therms/unit) | Verified Gross (therms/unit) | Realization Rate | Data Source(s) |
| --- | --- | --- | --- | --- | --- |
| Advanced Thermostat (DI) - Blended | Unit | 85.43 | 85.43 | 100% | Illinois  TRM, v12.0†, MMDB |
| Boiler Pipe Insulation | Unit | 0.23,0.45 | 0.45 | 100%,200% | Illinois  TRM, v12.0†, MMDB |
| DHW Pipe Insulation | Linear Feet | 2.02 | 2.02 | 100% | Illinois  TRM, v12.0†, MMDB |
| Advanced Thermostat (Non-DI) - Blended | Unit | 85.43, 168.07 | 85.43, 168.07 | 100% | Illinois  TRM, v12.0†, MMDB |
| Air Sealing - Door Sweep (VA) | Unit | 4.97, 9.93 | 4.97, 9.93 | 100% | Illinois  TRM, v12.0†, MMDB |
| Bathroom Aerator SF (VA) | Unit | 0.82, 1.64, 2.46 | 0.82, 1.64, 2.46 | 100% | Illinois  TRM, v12.0†, MMDB |
| Handheld Showerhead (VA) SF | Unit | 9.01, 18.02 | 9.01, 18.02 | 100% | Illinois  TRM, v12.0†, MMDB |
| Kitchen Aerator SF (VA) | Unit | 7.54 | 7.54 | 100% | Illinois  TRM, v12.0†, MMDB |
| Programmable Thermostat (VA) SF | Unit | 34.89, 68.65 | 34.89, 68.65 | 100% | Illinois  TRM, v12.0†, MMDB |
| Shower Flow Reducer (VA) SF | Unit | 9.01, 18.02 | 9.01, 18.02 | 100% | Illinois  TRM, v12.0†, MMDB |
| Showerhead (VA) SF | Unit | 9.01, 18.02 | 9.01, 18.02 | 100% | Illinois  TRM, v12.0†, MMDB |

\* Program Tracking Data (PTD) provided by Peoples Gas and North Shore Gas; extract dated January 30, 2025.

† State of Illinois Technical Reference Manual version 12.0 from <http://www.ilsag.info/technical-reference-manual.html>.

Source: Evaluation team analysis.

## Findings and Recommendations

**Finding 1.** The evaluation team found three instances of Boiler Pipe Insulation where the per unit savings (0.228661 therms/ft) did not match the deemed table in the MMDB (Measure IDs: MEA-2024.04.23-690004, MEA-2024.10.22-791610, and MEA-2024.11.13-808408). Guidehouse used the per unit savings value of 0.4573217 therms/ft (R-3 insulation) for Boiler Pipe Insulation measures under the Direct Install program path.

**Recommendation 1.** Ensure that the quantity field in the tracking data is used in the savings algorithm, each of these cases in the finding had quantity values of 6 feet.

**Finding 2.** The tracking data did not have a field that distinguished the program paths (Direct Install or Virtual Home Assessment). Guidehouse used the retrofit name field to determine which program path to assign the correct measure in-service rate input.

**Recommendation 2.** Include a separate field that specifies the program path in the tracking data to enable the evaluation to adequately identify and verify the reported savings.

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

Table B‑1 and Table B‑2 show the Total Resource Cost (TRC) cost-effectiveness analysis inputs available at the time of producing this impact evaluation report. Currently, 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 B‑1. Verified Cost Effectiveness Inputs – PGL

| Program Path | Savings Category | Units | Quantity | Effective Useful Life | Ex Ante Gross Savings (Therms) | Verified Gross Savings (Therms) | Verified Net Savings (Therms) |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Direct Install | Advanced Thermostat | Unit | 1 | 11.00 | 85  |  85  |  93  |
| Boiler Pipe Insulation | Unit | 162 | 15.00 |  71  |  74  |  80  |
| DHW Pipe Insulation | Linear Feet | 1197 | 15.00 |  2,413  |  2,413  |  2,601  |
| Virtual Home Assessment (VHA) | Advanced Thermostat | Unit | 109 | 11.00 |  10,634  |  10,634  |  11,107  |
| Air Sealing - Door Sweep | Unit | 908 | 1.00 |  4,510  |  4,500  |  4,850  |
| Low Flow Faucet Aerator | Unit | 1299 | 10.00 |  3,501  |  3,501  |  4,133  |
| Low Flow Showerhead | Unit | 893 | 10.00 |  8,128  |  8,128  |  9,594  |
| Programmable Thermostat | Unit | 167 | 8.00 |  6,840  |  6,840  |  7,385  |
| **Total or Weighted Average** |  | **4,736** | **9.14** |  **36,182**  |  **36,175**  |  **39,842** |

Source: Evaluation team analysis.

Table B‑2. Verified Cost Effectiveness Inputs – NSG

| Program Path | Savings Category | Units | Quantity | Effective Useful Life | Ex Ante Gross Savings (Therms) | Verified Gross Savings (Therms) | Verified Net Savings (Therms) |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Direct Install | Boiler Pipe Insulation | Unit | 24 | 15.00 | 11  |  11  |  12  |
| DHW Pipe Insulation | Linear Feet | 375 | 15.00 |  756  |  756  |  812  |
| Virtual Home Assessment (VHA) | Advanced Thermostat | Unit | 19 | 11.00 |  1,706  |  1,706  |  1,753  |
| Air Sealing - Door Sweep | Unit | 238 | 1.00 |  1,182  |  1,182  |  1,269  |
| Low Flow Faucet Aerator | Unit | 372 | 10.00 |  931  |  931  |  1,099  |
| Low Flow Showerhead | Unit | 253 | 10.00 |  2,280  |  2,280  |  2,691  |
| Programmable Thermostat | Unit | 26 | 8.00 |  1,042  |  1,042  |  1,120  |
| **Total or Weighted Average** |  | **1,307** | **9.09** |  **7,908**  |  **7,908**  |  **8,755** |

Source: Evaluation team analysis.