



Multi-Family Program Impact Evaluation Report

Energy Efficiency Plan: Program Year 2022
(1/1/2022-12/31/2022)

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Peoples Gas and North Shore Gas

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1. Introduction

This report presents the results of the impact evaluation of the Peoples Gas (PGL) and North Shore Gas (NSG) 2022 Multi-Family (Multi-Family) Program and a summary of the energy impacts for the total program and broken out by relevant measure and program structure details. Appendix A presents the impact analysis methodology. Program year 2022 covers January 1, 2022 through December 31, 2022.

2. Program Description

The Multi-Family Program is designed to provide a “one-stop-shop” to multi-family property owners and managers of buildings with three or more units to achieve comprehensive improvements in energy efficiency that previously would have required accessing multiple programs. The Multi-Family Program delivery approach consists of the following four paths.

1. The **Direct Install (DI) and Energy Assessment “Jumpstart” path** of the program provides free energy efficiency products in residential dwelling units (IU) and common areas (CA). The energy assessment identifies comprehensive efficiency upgrades that allow participants to implement deeper retrofit measures through other delivery paths.
2. The **Prescriptive Rebate path** provides standardized incentives for energy efficient equipment based on the size and efficiency of the equipment installed or on a per unit basis.
3. The **Partner Trade Ally (PTA) path** provides standardized incentives for energy efficient equipment based on the size and efficiency of the equipment installed or on a per unit basis while providing higher incentives to a network of trade allies (TAs) selected, screened, and registered with the Multi-Family Program. Partner Trade Allies in turn offer larger rebates to their customers to install energy-efficient products.
4. The program’s **Custom path** provides technical services and custom rebates for non-standard building improvement upgrades. The program also provides incentive opportunity for energy efficient new construction projects in multi-family buildings.

The PGL program had 274 participants in 2022 and completed 1,380 projects as shown in Table 2-1.

Table 2-1. 2022 Volumetric Summary for PGL

Participation	Direct Install	PTA	Prescriptive	Custom	Total
Participants *	70	184	20	0	274
Installed Projects †	1,160	199	21	0	1,380
Measure Types Installed ‡	27	38	25	0	90

* Participants are defined as unique site addresses from tracking data.

† Installed Projects are defined as unique project IDs from tracking data.

‡ Measure types are defined as unique measure types in tracking data, including assessments.

Source: Peoples Gas tracking data and evaluation team analysis.

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

Table 2-2. 2022 Installed Measure Quantities for PGL

Program Path	Measure	Quantity Unit	Installed Quantity
Direct Install	Advanced Thermostat	Each	322
	Programmable Thermostat	Each	367
	IU Standard Showerhead	Each	448
	IU Handheld Showerhead	Each	170
	IU Shower Timer	Each	211
	IU Kitchen Aerator	Each	195
	CA Pipe Insulation	Ln. Ft.	158
	Reprogrammable Thermostat	Each	6
	IU Bathroom Aerator	Each	117
	CA Standard Showerhead	Each	2
	CA Bathroom Aerator	Each	3
	CA Kitchen Aerator	Each	2
	IU Pipe Insulation	Ln. Ft.	12
Partner Trade Ally	Steam Traps	Each	3,733
	CA Pipe Insulation	Ln. Ft.	73,722
	Boiler Tune Up	MBH	102,606
	DHW Circulation System	Per Unit	486
	Averaging Controls	Capacity Controlled	409
	Prescriptive Change Steam Trap	Each	14,614
	High Efficiency Boiler	MBH	20,573
	Prescriptive Change Other	Each	12,858
	Tank Insulation	Sq. Ft.	1,610
	Central Domestic Hot Water Plant	Each	17
Prescriptive	High Efficiency Boiler	MBH	47,708
	CA Pipe Insulation	Ln. Ft.	2,650
	Steam Trap	Each	94
	Central Domestic Hot Water Plant	Each	441
	IU Furnace	Each	20
	Averaging Controls	Capacity Controlled	26
	Water Heater	Each	9
Advanced Thermostat	Each	1	

Program Path	Measure	Quantity Unit	Installed Quantity
Custom	Custom	Project	0

* Prescription Change Other are projects (mainly steam trap and pipe insulation measures) with savings capped at 25% of gas usage.

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

The NSG program had 13 participants in 2022 and completed 433 projects as shown in Table 2-3.

Table 2-3. 2022 Volumetric Summary for NSG

Participation	Direct Install	PTA	Total
Participants *	2	11	13
Installed Projects †	420	13	433
Measure Types Installed ‡	7	7	14

* Participants are defined as unique site addresses from tracking data.

† Installed Projects are defined as unique project IDs from tracking data/

‡ Measure types are defined as unique measure types in tracking data, including assessments.

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

Table 2-4 summarizes the installed measure quantities that are the basis for verified energy savings.

Table 2-4. 2022 Installed Measure Quantities for NSG

Program Path	Measure	Quantity Unit	Installed Quantity
Direct Install	IU Standard Showerhead	Each	135
	IU Shower Timer	Each	285
	IU Kitchen Aerator	Each	363
	Programmable Thermostat	Each	14
	IU Bathroom Aerator	Each	317
Partner Trade Ally	CA Pipe Insulation	Ln. Ft.	6,400
	DHW Circulation System	Each	195
	Boiler Tune Up	MBH	8,268
	Averaging Controls	Capacity Controlled	29

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

3. Program Savings Detail

Table 3-1 summarizes the energy savings the PGL Multifamily Program achieved by path in 2022.

Table 3-1. 2022 Annual Energy Savings Summary for PGL

Program Path	Ex Ante Gross Savings (Therms)	Verified Gross RR*	Verified Gross Savings (Therms)	NTG†	Verified Net Savings (Therms)
Direct Install	23,014	100%	23,026	Varies	21,694
Partner Trade Ally	1,119,048	100%	1,117,775	0.87	972,464
Prescriptive	136,489	100%	136,308	0.87	118,590
Total or Weighted Average	1,278,551	100%	1,277,109		1,112,748

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

† Net-to-Gross: A deemed value. Available on the SAG web site: <https://www.ilsag.info/evaluator-ntg-recommendations-for-2022/>. See details of the varying DI measure NTG in Table 4-1.

Source: Peoples Gas tracking data and evaluation team analysis.

Table 3-2 summarizes the energy savings the NSG Multifamily Program achieved by path in 2022.

Table 3-2. 2022 Annual Energy Savings Summary for NSG

Program Path	Ex Ante Gross Savings (Therms)	Verified Gross RR*	Verified Gross Savings (Therms)	NTG†	Verified Net Savings (Therms)
Direct Install	2,400	101%	2,424	Varies	2,434
Partner Trade Ally	39,809	100%	39,718	0.87	34,554
Total or Weighted Average	42,209	100%	42,142		36,989

Note: Totals may not sum due to rounding.

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

† Net-to-Gross: A deemed value. Available on the SAG web site: <https://www.ilsag.info/evaluator-ntg-recommendations-for-2022/>. See details of the varying DI measure NTG in Table 4-2.

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

4. Program Savings by Measure

The PGL program includes 33 measures as shown in Table 4-1. The Steam Trap and CA Pipe Insulation measures contributed the most savings.

Table 4-1. 2022 Annual Energy Savings by Measure for PGL

Program Management	Savings Category	Ex Ante Gross Savings (Therms)	Verified Gross RR*	Verified Gross Savings (Therms)	NTG†	Verified Net Savings (Therms)
Direct Install	Advanced Thermostat	10,651	100%	10,651	0.90	9,585
	Programmable Thermostat	7,432	100%	7,432	0.96	7,135
	IU Standard Showerhead	2,739	100%	2,739	1.01	2,767
	IU Handheld Showerhead	1,039	100%	1,040	1.01	1,050
	IU Shower Timer	403	99%	400	1.01	404
	IU Kitchen Aerator	254	106%	269	1.01	272
	CA Pipe Insulation	232	100%	232	0.96	223
	Reprogrammable Thermostat	122	100%	122	0.96	117
	IU Bathroom Aerator	101	100%	101	1.01	102
	CA Standard Showerhead	22	100%	22	0.96	21
	CA Bathroom Aerator	10	100%	10	0.96	10
	CA Kitchen Aerator	8	100%	8	0.96	8
	IU Pipe Insulation	1	100%	1	0.96	1
Partner Trade Ally	Steam Traps	5,43,666	100%	5,43,697	0.87	4,73,016
	CA Pipe Insulation	4,21,378	100%	4,21,374	0.87	3,66,595

Program Management	Savings Category	Ex Ante Gross Savings (Therms)	Verified Gross RR*	Verified Gross Savings (Therms)	NTG†	Verified Net Savings (Therms)
	Boiler Tune Up	48,095	100%	48,096	0.87	41,844
	DHW Circulation System	29,625	100%	29,625	0.87	25,773
	Averaging Controls	26,284	95%	24,985	0.87	21,737
	Prescriptive Change Steam Trap	14,614	100%	14,614	0.87	12,714
	High Efficiency Boiler	13,362	100%	13,362	0.87	11,625
	Prescriptive Change Other	12,858	100%	12,858	0.87	11,187
	Tank Insulation	8,977	100%	8,976	0.87	7,809
	Central Domestic Hot Water Plant	188	100%	188	0.87	164
Prescriptive	High Efficiency Boiler	62,970	100%	62,978	0.87	54,791
	CA Pipe Insulation	60,187	100%	60,186	0.87	52,362
	Steam Trap	4,592	100%	4,592	0.87	3,995
	Central Domestic Hot Water Plant	4,214	100%	4,214	0.87	3,666
	IU Furnace	2,517	100%	2,518	0.87	2,191
	Averaging Controls	1,671	95%	1,588	0.87	1,382
	Water Heater	269	61%	166	0.87	144
	Advanced Thermostat	69	97%	67	0.90	60
Total or Weighted Average		1,278,551	100%	1,277,109		1,112,748

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

† Net-to-Gross: A deemed value. Available on the SAG web site: <https://www.ilsaq.info/evaluator-ntg-recommendations-for-2022/>.

Source: Peoples Gas tracking data and evaluation team analysis.

The NSG program includes 9 measures as shown in Table 4-2. The CA Pipe Insulation and DHW Circulation System contributed the most savings.

Table 4-2. 2022 Annual Energy Savings by Measure for NSG

Program Category	Savings Category	Ex Ante Gross Savings (Therms)	Verified Gross RR*	Verified Gross Savings (Therms)	NTG†	Verified Net Savings (Therms)
Direct Install	IU Standard Showerhead	825	100%	825	1.01	834
	IU Shower Timer	545	99%	541	1.01	546
	IU Kitchen Aerator	473	106%	501	1.01	506
	Programmable Thermostat	283	100%	284	0.96	272
	IU Bathroom Aerator	274	100%	274	1.01	276
Partner Trade Ally	CA Pipe Insulation	21,843	100%	21,844	0.87	19,004
	DHW Circulation System	12,227	100%	12,227	0.87	10,637
	Boiler Tune Up	3,876	100%	3,876	0.87	3,372
	Averaging Controls	1,864	95%	1,772	0.87	1,541
Total or Weighted Average		42,209	100%	42,142		36,989

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

† Net-to-Gross: A deemed value. Available on the SAG website: <https://www.ilsag.info/evaluator-ntg-recommendations-for-2022/>.

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

5. Impact Analysis Findings and Recommendations

5.1 Impact Parameter Estimates

Table 5-1 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 are findings and recommendations, including discussion of all measures with realization rates above or below 100 percent. Appendix A provides a description of the impact analysis methodology. Appendix B provides the Total Resource Cost (TRC) cost-effectiveness analysis inputs available at the time of producing this impact evaluation report.

Table 5-1. Verified Gross Savings Parameters

Measure	Unit Basis	Ex Ante Gross (therms/unit)	Verified Gross (therms/unit)	Realization Rate	Data Source(s)
Advanced Thermostat	Each	Varies	Varies	100%	Illinois TRM, v10.0†, Section 5.3.16 and PTD*
Averaging Controls	Capacity Controlled	64.26	61.09	95%	Illinois TRM, v10.0†, Section 4.4.36 and PTD*
Boiler Tune Up	MBH	0.47	0.47	100%	Illinois TRM, v10.0†, Section 4.4.2 and PTD*
CA Bathroom Aerator	Each	6.77	6.77	100%	Illinois TRM, v10.0†, Section 4.3.2 and PTD*
CA Kitchen Aerator	Each	8.15	8.15	100%	Illinois TRM, v10.0†, Section 4.3.2 and PTD*
CA Pipe Insulation	Ln. Ft.	Varies	Varies	100%	Illinois TRM, v10.0†, Section 4.4.14 and PTD*
CA Standard Showerhead	Each	21.63	21.63	100%	Illinois TRM, v10.0†, Section 4.3.3 and PTD*
Central Domestic Hot Water Plant	Each	Varies	Varies	100%	Illinois TRM, v10.0†, Section 4.3.7 and PTD*
DHW Circulation System	MBH	Varies	Varies	100%	Illinois TRM, v10.0†, Section 4.3.8 and PTD*
High Efficiency Boiler	MBH	Varies	Varies	100%	Illinois TRM, v10.0†, Section 4.4.10 and PTD*
IU Bathroom Aerator	Each	Varies	Varies	100%	Illinois TRM, v10.0†, Section 5.4.4 and PTD*
IU Furnace	Each	125.86	125.91	100%	Illinois TRM, v10.0†, Section 5.3.7 and PTD*
IU Handheld Showerhead	Each	12.23	12.23	100%	Illinois TRM, v10.0†, Section 5.4.5 and PTD*

Measure	Unit Basis	Ex Ante Gross (therms/unit)	Verified Gross (therms/unit)	Realization Rate	Data Source(s)
IU Kitchen Aerator	Each	2.60	2.76	106%	Illinois TRM, v10.0†, Section 5.4.4 and PTD*
IU Pipe Insulation	Ln. Ft.	0.19	0.19	100%	Illinois TRM, v10.0†, Section 5.3.2 and PTD*
IU Shower Timer	Each	3.82	3.79	99%	Illinois TRM, v10.0†, Section 5.4.9 and PTD*
IU Standard Showerhead	Each	12.23	12.23	100%	Illinois TRM, v10.0†, Section 5.4.5 and PTD*
Prescriptive Change Other	Each	1.00	1.00	100%	N/A
Prescriptive Change Steam Trap	Each	1.00	1.00	100%	N/A
Programmable Thermostat	Each	Varies	Varies	100%	Illinois TRM, v10.0†, Section 5.3.11 and PTD*
Reprogrammable Thermostat	Each	40.50	40.50	100%	Illinois TRM, v10.0†, Section 5.3.11 and PTD*
Steam Traps	Each	Varies	Varies	100%	Illinois TRM, v10.0†, Section 4.4.16 and PTD*
Tank Insulation	Sq. Ft.	Varies	Varies	100%	Illinois TRM, v10.0†, Section 4.3.12 and PTD*
Water Heater	Each	Varies	Varies	61%	Illinois TRM, v10.0†, Section 4.3.1 and 4.3.7 and PTD*

* Program Tracking Data (PTD) provided by Peoples Gas and North Shore Gas; extract dated January 30, 2022.

† State of Illinois Technical Reference Manual version 10.0 from <http://www.ilsaq.info/technical-reference-manual.html>.

‡ Project files and monthly billing data provided by Peoples Gas and North Shore Gas. When conducted, on-site and telephone interview data collected by Guidehouse.

Source: Evaluation team analysis.

5.2 Findings and Recommendations

5.2.1 PTA and Prescriptive Paths – Steam Averaging Controls

The evaluation team could not replicate the ex ante savings for this measure based on the supplied data and reference from the Master Measure Database (MMDB) of measure calculation. The verified savings produced a 95% gross realization rate.

Recommendation 1. Review the savings algorithm and the inputs used in the savings calculation and ensure these match the algorithms from the Illinois Statewide

Technical Reference Manual v10.0 (IL-TRM) (Section 4.4.36)¹. Tracking data should include a reference to the source used for the calculation.

5.2.2 DI – Faucet Aerator (Kitchen)

The 'EPG_gas' value was selected for MF homes (Unknown location) in ex ante calculations. The evaluation team used the MF Homes (Kitchen) value as stated in the measure name, which resulted in a realization rate of 106%.

Recommendation 2. Review the savings algorithm and the inputs being used in the savings calculation and ensure these match the algorithms from the IL-TRM (Section 5.4.4).

5.2.3 DI – Shower Timer

In ex ante calculations, the 'EPG_gas' is considered as 0.0063 which is a rounded figure of 0.00625 as stated in the IL-TRM (Section 5.4.9), which resulted in a slight variation in the realization rate.

Recommendation 3. Review the savings algorithm and the inputs being used in the savings calculation and ensure these match the algorithms from the IL-TRM (Section 5.4.9).

5.2.4 Prescriptive – Water Heater – High Draw UEF>0.68 (Com)

Finding 4. The ex ante calculations for the measures Common Areas High Draw Water Heater with UEF>0.68 used 30 gallons for the usable capacity of a hot water storage tank to calculate estimated annual hot water consumption and 60 gallons storage tank capacity to calculate uniform energy factor for baseline water heater. The verified savings used a conservative value of 30 gallons for both calculations which resulted in a gas realization rate of 61% for UEF>0.68.

Recommendation 4. Use a consistent value for usable capacity of hot water storage tank when calculating estimated annual hot water consumption and uniform energy factor for baseline water heaters.

5.2.5 DI/Prescriptive – Advanced Thermostats

Finding 5. The ex ante calculations are consistent with the verified calculations. However, in the tracking data, the kWh electricity savings from the MMDB file is entered in the therms gas savings section which resulted in a realization rate of 97%.

Recommendation 5. Review the tracking data entries for this measure installation and include additional quality assurance checks in the tracking system to avoid using kWh inputs.

¹ In this report, unless stated otherwise, IL-TRM refers to version 10.0 (v10.0).

Finding 6. Net-to-Gross (NTG) ratio used in the ex ante savings calculation for Advanced Thermostat measures was 0.96 which is for Direct Install (DI) In-Unit and Common Area (all DI measures except in-unit DI faucet aerators and in-unit DI showerheads). However, there is a separate NTGR of 0.90 for Advanced Thermostats.

Recommendation 6. Refer to the Statewide Advisory Group (SAG) deemed NTG value for advanced thermostats and use it appropriately.

5.3 Historical Realization Rates and NTG Values

Table 5-2 shows the historical gross realization rates and NTG values for the Multi-Family Program. The NTG values shown are a savings weighted average from the various measures and deemed NTGs that vary by measure and program path.

Table 5-2. Historical Realization Rates and NTG Values

Program Year	PGL Verified Gross RR	NSG Verified Gross RR	PGL NTG	NSG NTG
2018	107%	110%	0.84	0.86
2019	100%	97%	0.85	0.92
2020	100%	97%	0.85	0.92
2021	101%	100%	0.87	0.91
2022	100%	100%	0.87	0.88

Source: Guidehouse evaluation research.

Appendix A. Impact Analysis Methodology

Guidehouse determined verified gross savings for each program measure by:

1. Reviewing the savings algorithm inputs in the measure workbook (MMDB)² for agreement with the Illinois Technical Reference Manual (TRM) version 10.0 or evaluation research for non-deemed measures.
2. Validating that the savings algorithm was applied correctly.
3. Cross-checking per-unit savings values in the tracking data with the verified values in the measure workbook or in Guidehouse's calculations if the workbook did not agree with the TRM.
4. Multiplying the verified per-unit savings value by the quantity reported in the tracking data.

² Because the Illinois TRM provides multiple options for selecting input assumptions, the implementation contractor produces a "Master Measure Database" spreadsheet that documents their approach to compliance with the Illinois TRM.

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	Each	322	11.0	10,651	10,651	9,585
	Programmable Thermostat	Each	367	16.0	7,432	7,432	7,135
	IU Standard Showerhead	Each	448	10.0	2,739	2,739	2,767
	IU Handheld Showerhead	Each	170	10.0	1,039	1,040	1,050
	IU Shower Timer	Each	211	2.0	403	400	404
	IU Kitchen Aerator	Each	195	10.0	254	269	272
	CA Pipe Insulation	Ln. Ft.	158	15.0	232	232	223
	Reprogrammable Thermostat	Each	6	2.0	122	122	117
	IU Bathroom Aerator	Each	117	10.0	101	101	102
	CA Standard Showerhead	Each	2	10.0	22	22	21
	CA Bathroom Aerator	Each	3	10.0	10	10	10
	CA Kitchen Aerator	Each	2	10.0	8	8	8
	IU Pipe Insulation	Ln. Ft.	12	15.0	1	1	1
Partner Trade Ally	Steam Traps	Each	3,733	6.0	543,666	543,697	473,016
	CA Pipe Insulation	Ln. Ft.	73,722	15.0	421,378	421,374	366,595
	Boiler Tune Up	MBH	102,606	3.0	48,095	48,096	41,844
	DHW Circulation System	MBH	486	15.0	29,625	29,625	25,773
	Averaging Controls	Capacity Controlled	409	6.0	26,284	24,985	21,737
	Prescriptive Change Steam Trap	Each	14,614	6.0	14,614	14,614	12,714
	High Efficiency Boiler	MBH	20,573	25.0	13,362	13,362	11,625
	Prescriptive Change Other	Each	12,858	6.0	12,858	12,858	11,187
Tank Insulation	Sq. Ft.	1,610	15.0	8,977	8,976	7,809	
Central Domestic Hot Water Plant	Each	17	15.0	188	188	164	

Program Path	Savings Category	Units	Quantity	Effective Useful Life	Ex Ante Gross Savings (therms)	Verified Gross Savings (therms)	Verified Net Savings (therms)
Prescriptive	High Efficiency Boiler	MBH	47,708	25.0	62,970	62,978	54,791
	CA Pipe Insulation	Ln. Ft.	2,650	15.0	60,187	60,186	52,362
	Steam Trap	Each	94	6.0	4,592	4,592	3,995
	Central Domestic Hot Water Plant	Each	441	15.0	4,214	4,214	3,666
	IU Furnace	Each	20	20.0	2,517	2,518	2,191
	Averaging Controls	Capacity Controlled	26	6.0	1,671	1,588	1,382
	Water Heater	Each	9	15.0	269	166	144
	Advanced Thermostat	Each	1	11.0	69	67	60
Total or Weighted Average				10.8	1,278,551	1,277,109	1,112,748

Source: Peoples Gas tracking data and 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	IU Standard Showerhead	Each	135	10.0	825	825	834
	IU Shower Timer	Each	285	2.0	545	541	546
	IU Kitchen Aerator	Each	363	10.0	473	501	506
	Programmable Thermostat	Each	14	16.0	283	284	272
	IU Bathroom Aerator	Each	317	10.0	274	274	276
Partner Trade Ally	CA Pipe Insulation	Ln. Ft.	6,400	15.0	21,843	21,844	19,004
	DHW Circulation System	MBH	195	15.0	12,227	12,227	10,637
	Boiler Tune Up	MBH	8,268	3.0	3,876	3,876	3,372
	Averaging Controls	Capacity Controlled	29	6.0	1,864	1,772	1,541
Total or Weighted Average				13.2	42,209	42,142	36,989

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