

# Multi-Family Market Rate Impact Evaluation Report

Energy Efficiency Plan: Program Year 2024  
(1/1/2024-12/31/2024)

Prepared for:

Peoples Gas and North Shore Gas

**FINAL**

**May 1, 2025**

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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 Multi-Family Market Rate (MF MR) 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 MF MR 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 delivery approach consists of four paths, described below.

1. The **Direct Install (DI)** and **Energy Assessment “Jumpstart”** path provides free energy efficiency products in residential dwelling units (IU) and common areas (CA). The energy assessment identifies additional comprehensive efficiency upgrades that allow participants to implement deeper retrofit measures through other delivery paths. The MF MR Program did not have completed DI projects in 2024.
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, similar to the Prescriptive Rebate path. The PTA path additionally provides higher incentives to a network of partner trade allies (PTAs) who are selected, screened, and registered with the Multi-Family Program. In turn, the PTAs offer larger rebates than prescriptive rebates to their customers to install energy efficient products.
4. The **Custom** path provides technical services and custom rebates for non-standard building improvement upgrades as well as incentive opportunities for energy efficient new construction projects in multi-family buildings. The MF MR Program did not have completed custom projects in 2024.

The PGL MF MR Program had 123 participants in 2024 and completed 132 projects, as shown in the following table.

**Table 1. 2024 Volumetric Summary for PGL**

Participation	Partner Trade Ally	Prescriptive	Total
Participants *	109	14	123
Installed Projects †	118	14	132
Measure Types Installed ‡	21	12	26

\* Participants are defined as distinct count of addresses.

† Installed Projects are defined as unique Work Order IDs.

‡ Measure Types Installed are the distinct count of Peoples Gas measure names. Seven measures are in both paths.

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 for PGL. The disadvantaged communities (DAC) designation represents measures installed in disadvantaged areas based on census tracts.

**Table 2. 2024 Installed Measure Quantities for PGL**

Program Path	Measure	Quantity Unit	Installed Quantity	
Partner Trade Ally	Steam Traps	Unit	2,869	
	Pipe Insulation	Ln Ft	9,102	
	Boiler Tune Up	MBH	114,120	
	On Demand DHW Control	Unit	586	
	Steam Pipe Averaging Controls	Unit	577	
	High Efficiency Boiler	MBH	10	
	Central Water Heater	Unit	196	
	Steam Fitting Insulation	Unit	36	
	Draft Controls	MBH	3,736	
	DHW Tank Insulation	Sq Ft	69	
	Air Sealing	CFM	3,964	
	Attic Insulation	Sq Ft	966	
	Duct Sealing	CFM	33	
	Assessment/No Savings	Unit	8,582	
	Steam Traps - DAC	Unit	503	
	Pipe Insulation - DAC	Ln Ft	1,959	
	Boiler Tune Up - DAC	MBH	1,260	
	Assessment/No Savings - DAC	Unit	1,360	
	Prescriptive	Pipe Insulation (CA)	Ln Ft	540
		Linkageless Controls	MBH	20,000
Boiler Tune Up		MBH	25,006	
Steam Traps		Unit	74	
Draft Controls		MBH	20,000	
High Efficiency Furnace (IU)		Unit	3	
High Efficiency Boiler		MBH	2	
Attic Air Sealing		Ln Ft	2,400	
Attic Insulation		Sq Ft	1,520	
Advanced Thermostat (IU)		Unit	1	
Steam Pipe Averaging Controls - DAC		Unit	12	
High Efficiency Boiler - DAC		MBH	1	
Programmable Thermostat (IU) - DAC	Unit	1		

Source: Peoples Gas tracking data and evaluation team analysis

The NSG MF MR Program had four participants in 2024 and completed four projects, as shown in the following table.

**Table 3. 2024 Volumetric Summary for NSG**

Participation	Partner Trade Ally	Prescriptive	Total
Participants *	2	2	4
Installed Projects †	2	2	4
Measure Types Installed ‡	5	1	6

\* Participants are defined as distinct count of addresses.

† Installed Projects are defined as unique Work Order IDs.

‡ Measure Types Installed are the distinct count of North Shore Gas measure names.

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

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

**Table 4. 2024 Installed Measure Quantities for NSG**

Program Path	Measure	Quantity Unit	Installed Quantity
Partner Trade Ally	Pipe Insulation	Ln Ft	331
	Pipe Insulation - DAC	Ln Ft	97
	DHW Tune Up - DAC	Unit	18
	Steam Fitting Insulation - DAC	Unit	5
Prescriptive	High Efficiency Furnace (IU)	Unit	2

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

## Program Savings Detail

Table 5 summarizes the annual energy savings the PGL MF MR Program achieved by the Partner Trade Ally and Prescriptive paths 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†	NSPO‡	Verified Net Savings (Therms)
Multi-Family Market Rate, Non-DAC	Partner Trade Ally	701,437	100%	701,437	0.88	1.083	668,497
	Prescriptive	48,753	100%	48,753	0.87	1.083	45,935
<b>Non-DAC Subtotal</b>		<b>750,189</b>	<b>100%</b>	<b>750,189</b>			<b>714,433</b>
Multi-Family Market Rate, DAC	Partner Trade Ally – DAC**	103,150	100%	103,150	1.00	N/A	103,150
	Prescriptive – DAC**	916	100%	916	1.00	N/A	916
<b>DAC Subtotal</b>		<b>104,066</b>	<b>100%</b>	<b>104,066</b>			<b>104,066</b>
<b>Total</b>		<b>854,255</b>	<b>100%</b>	<b>854,255</b>			<b>818,498</b>

\* 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.

\*\* For DAC projects, if deemed NTG is multiplied by 1.083 Non-Participant Spillover factor (NPSO) and the resulted NTG value is less than 1.00, the evaluation assigned a DAC NTG of 1.00. If the resulted NTG value is >1.00, evaluation used the >1.00 value for net savings impact.  
 ‡ Non-participant spillover (NPSO) factor of 1.083.

Source: Evaluation team analysis.

Table 6 summarizes the annual energy savings the NSG MF MR Program achieved by the Partner Trade Ally and Prescriptive paths 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†	NSPO‡	Verified Net Savings (Therms)
Multi-Family Market Rate, Non-DAC	Partner Trade Ally	1,328	100%	1,328	0.88	1.083	1,266
	Prescriptive	252	100%	252	0.87	1.083	237
<b>Non-DAC Subtotal</b>		<b>1,580</b>	<b>100%</b>	<b>1,580</b>			<b>1,503</b>
Multi-Family Market Rate, DAC	Partner Trade Ally – DAC**	2,003	100%	2,003	1.00	N/A	2,003
<b>DAC Subtotal</b>		<b>2,003</b>	<b>100%</b>	<b>2,003</b>			<b>2,003</b>
<b>Total</b>		<b>3,583</b>	<b>100%</b>	<b>3,583</b>			<b>3,506</b>

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

† NTG is the deemed value available on the SAG website: <https://www.ilsag.info/evaluator-ntg-recommendations-for-2024/>. DAC designated sites based on census tract have an NTG of 1.00.

\*\* For DAC projects, if deemed NTG is multiplied by 1.083 Non-Participant Spillover factor (NPSO) and the resulted NTG value is less than 1.00, the evaluation assigned a DAC NTG of 1.00. If the resulted NTG value is >1.00, evaluation used the >1.00 value for net savings impact.

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

Source: Evaluation team analysis.

## Program Savings by Measure

The PGL program includes two Program Paths, PTA and Prescriptive, and 26 measures, as shown in Table 7. Steam Traps and Pipe Insulation measures contributed the most savings.

**Table 7. 2024 Annual Energy Savings by Measure for PGL**

Program Path	Savings Category	Ex Ante Gross Savings (Therms)	Verified Gross RR*	Verified Gross Savings (Therms)	NTG†	NSPO‡	Verified Net Savings (Therms)
Partner Trade Ally	Steam Traps	500,287	100%	500,287	0.88	1.083	476,794
	Pipe Insulation	55,326	100%	55,326	0.88	1.083	52,728
	Boiler Tune Up	53,494	100%	53,494	0.88	1.083	50,982
	On Demand DHW Control	36,742	100%	36,742	0.88	1.083	35,017
	Steam Pipe Averaging Controls	35,248	100%	35,248	0.88	1.083	33,593
	High Efficiency Boiler	16,027	100%	16,027	0.88	1.083	15,275

Program Path	Savings Category	Ex Ante Gross Savings (Therms)	Verified Gross RR*	Verified Gross Savings (Therms)	NTG†	NSPO‡	Verified Net Savings (Therms)
	Central Water Heater	1,861	100%	1,861	0.88	1.083	1,774
	Steam Fitting Insulation	987	100%	987	0.88	1.083	941
	Draft Controls	621	100%	621	0.88	1.083	591
	DHW Tank Insulation	382	100%	382	0.88	1.083	364
	Air Sealing	305	100%	305	0.88	1.083	290
	Attic Insulation	135	100%	135	0.88	1.083	129
	Duct Sealing	22	100%	22	0.88	1.083	21
	Steam Traps – DAC**	91,007	100%	91,007	1.00	N/A	91,007
	Pipe Insulation – DAC**	11,552	100%	11,552	1.00	N/A	11,552
	Boiler Tune Up – DAC**	591	100%	591	1.00	N/A	591
	<b>Partner Trade Ally Subtotal</b>	<b>804,587</b>	<b>100%</b>	<b>804,587</b>			<b>771,647</b>
Prescriptive	Pipe Insulation (CA)	16,408	100%	16,408	0.87	1.083	15,459
	Linkageless Controls	12,624	100%	12,624	0.87	1.083	11,894
	Boiler Tune Up	11,722	100%	11,722	0.87	1.083	11,044
	Steam Traps	3,615	100%	3,615	0.87	1.083	3,406
	Draft Controls	3,322	100%	3,322	0.87	1.083	3,130
	High Efficiency Furnace (IU)	378	100%	378	0.87	1.083	356
	High Efficiency Boiler	327	100%	327	0.87	1.083	308
	Attic Air Sealing	196	100%	196	0.87	1.083	185
	Attic Insulation	95	100%	95	0.87	1.083	89
	Advanced Thermostat (IU)	67	100%	67	0.87	1.083	63
	Steam Pipe Averaging Controls – DAC**	733	100%	733	1.00	N/A	733
	High Efficiency Boiler – DAC**	146	100%	146	1.00	N/A	146
	Programmable Thermostat (IU) – DAC**	37	100%	37	1.00	N/A	37
		<b>Prescriptive Subtotal</b>	<b>49,668</b>	<b>100%</b>	<b>49,668</b>		
	<b>Total</b>	<b>854,255</b>	<b>100%</b>	<b>854,255</b>			<b>818,498</b>

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

† NTG is the deemed value available on the SAG website: <https://www.ilsag.info/evaluator-ntg-recommendations-for-2024/>.

Based on SAG Policy, participants in DAC based on their census tract are assigned a NTG of 1.00.

\*\* For DAC projects, if deemed NTG is multiplied by 1.083 Non-Participant Spillover factor (NPSO) and the resulted NTG value is less than 1.00, the evaluation assigned a DAC NTG of 1.00. If the resulted NTG value is >1.00, evaluation used the >1.00 value for net savings impact.

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

Source: Evaluation team analysis.

The NSG program had four measures as shown in Table 8. Pipe Insulation contributed the most savings in both Non-DAC and DAC areas.

**Table 8. 2024 Annual Energy Savings by Measure for NSG**

Program Path	Savings Category	Ex Ante Gross Savings (Therms)	Verified Gross RR*	Verified Gross Savings (Therms)	NTG†	NSPO‡	Verified Net Savings (Therms)
Partner Trade Ally	Pipe Insulation	1,328	100%	1,328	0.88	1.083	1,266
	Pipe Insulation – DAC**	1,851	100%	1,851	1.00	N/A	1,851
	Steam Fitting Insulation – DAC**	101	100%	101	1.00	N/A	101
	DHW Tune Up – DAC**	51	100%	51	1.00	N/A	51
<b>Partner Trade Ally Subtotal</b>		<b>3,331</b>	<b>100%</b>	<b>3,331</b>			<b>3,269</b>
Prescriptive	High Efficiency Furnace (IU)	252	100%	252	0.87	1.083	237
<b>Prescriptive Subtotal</b>		<b>252</b>	<b>100%</b>	<b>252</b>			<b>237</b>
<b>Total</b>		<b>3,583</b>	<b>100%</b>	<b>3,583</b>			<b>3,506</b>

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

† NTG is the deemed value available on the SAG website: <https://www.ilsag.info/evaluator-ntg-recommendations-for-2024/>.

Based on SAG Policy, participants in DAC based on their census tract are assigned a NTG of 1.00.

\*\* For DAC projects, if deemed NTG is multiplied by 1.083 Non-Participant Spillover factor (NPSO) and the resulted NTG value is less than 1.00, the evaluation assigned a DAC NTG of 1.00. If the resulted NTG value is >1.00, evaluation used the >1.00 value for net savings impact.

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

Source: Evaluation team analysis.

## Impact Analysis Findings and Recommendations

The evaluation team developed several findings and recommendations based on the 2024 evaluation. The overall impact of these findings on the program is minimal, as the program achieved a 100% realization rate.

## Impact Parameter Estimates

Table 9 shows the unit per 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. Appendix A 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 (IU)	Unit	67	67	100%	Illinois TRM v12.0†, Section 5.3.16 and PTD*
Air Sealing	CFM	Varies	Varies	100%	Illinois TRM v12.0†, Section 5.6.1 and PTD*
Attic Air Sealing	Ln Ft	Varies	Varies	100%	Illinois TRM v12.0†, Section 5.6.1 and PTD*
Attic Insulation	Sq Ft	Varies	Varies	100%	Illinois TRM v12.0†, Section 5.6.5 and PTD*
Boiler Tune Up	MBH	Varies	Varies	100%	Illinois TRM v12.0†, Section 4.4.2 and PTD*
Central Water Heater	Unit	9.49	9.49	100%	Illinois TRM v12.0†, Section 4.3.7 and PTD*
DHW Tank Insulation	Sq Ft	Varies	Varies	100%	Illinois TRM v12.0†, Section 4.3.12 and PTD*
DHW Tune Up	Unit	Varies	Varies	100%	Illinois TRM v12.0†, Section 4.3.10 and PTD*
Draft Controls	MBH	Varies	Varies	100%	Illinois TRM v12.0†, Section 4.4.23 and PTD*
Duct Sealing	CFM	Varies	Varies	100%	Illinois TRM v12.0†, Section 5.3.4 and PTD*
High Efficiency Boiler	MBH	Varies	Varies	100%	Illinois TRM v12.0†, Section 4.4.10 and PTD*
High Efficiency Furnace (IU)	Unit	Varies	Varies	100%	Illinois TRM v12.0†, Section 5.3.7 and PTD*
Linkageless Controls	MBH	Varies	Varies	100%	Illinois TRM v12.0†, Section 4.4.21 and PTD*
On Demand DHW Control	Unit	62.7	62.7	100%	Illinois TRM v12.0†, Section 4.3.8 and PTD*
Pipe Insulation	Ln Ft	Varies	Varies	100%	Illinois TRM v12.0†, Section 4.4.14 and PTD*
Pipe Insulation (CA)	Ln Ft	Varies	Varies	100%	Illinois TRM v12.0†, Section 4.4.14 and PTD*
Programmable Thermostat (IU)	Unit	37	37	100%	Illinois TRM v12.0†, Section 5.3.11 and PTD*
Steam Fitting Insulation	Unit	Varies	Varies	100%	Illinois TRM v12.0†, Section 4.4.14 and PTD*
Steam Pipe Averaging Controls	Unit	Varies	Varies	100%	Illinois TRM v12.0†, Section 4.4.36 and PTD*
Steam Traps	Unit	Varies	Varies	100%	Illinois TRM v12.0†, Section 4.4.16 and PTD*

\* 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 program data did not report pipe sizes for Pipe Insulation and Steam Fitting Insulation measures. The verification and quantification of savings are determined by the pipe size and system configuration. The evaluation team leveraged ex ante savings to reverse calculate appropriate pipe sizes and confirmed the deemed savings for each size from IL-TRM v12.0.

**Recommendation 1.** Ensure all variables necessary for pipe insulation algorithm inputs are reported in the program tracking data.

### ***Appendix A. Impact Analysis Methodology***

The evaluation team used the same impact methodology for each path. Verified gross savings were determined for each program measure by:

- Reviewing the savings algorithm inputs in the measure workbook for agreement with the IL-TRM v12.0 and IL-TRM Errata, where applicable.
- Validating the savings algorithm was applied correctly.
- Cross-checking per-unit savings values in the program tracking data with the verified values in the measure workbook or Guidehouse's calculations if the workbook did not agree with the IL-TRM v12.0.
- Multiplying the verified per-unit savings value by the quantity reported in the tracking data. The team calculated verified net savings by multiplying the verified gross savings estimates by a NTG ratio. In Program Year 2024, NTG estimates used to calculate the net verified savings were based on past evaluation research and defined by a consensus process through the Illinois SAG.
- For DAC postal codes, the evaluation team utilized a NTG ratio of 1.0.
- Guidehouse sourced methodologies and assumptions from the IL-TRM v12.0 and the final 2024 tracking data.

**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	DAC Project	Units	Quantity	Effective Useful Life	Ex Ante Gross Savings (Therms)	Verified Gross Savings (Therms)	Verified Net Savings (Therms)
Partner Trade Ally	Steam Traps	FALSE	Unit	2,869	6.0	500,287	500,287	476,794
	Pipe Insulation	FALSE	Ln Ft	9,102	15.0	55,326	55,326	52,728
	Boiler Tune Up	FALSE	MBH	114,120	3.0	53,494	53,494	50,982
	On Demand DHW Control	FALSE	Unit	586	15.0	36,742	36,742	35,017
	Steam Pipe Averaging Controls	FALSE	Unit	577	20.0	35,248	35,248	33,593
	High Efficiency Boiler	FALSE	MBH	10	25.0	16,027	16,027	15,275
	Central Water Heater	FALSE	Unit	196	15.0	1,861	1,861	1,774
	Steam Fitting Insulation	FALSE	Unit	36	15.0	987	987	941
	Draft Controls	FALSE	MBH	3,736	15.0	621	621	591
	DHW Tank Insulation	FALSE	Sq Ft	69	15.0	382	382	364
	Air Sealing	FALSE	CFM	3,964	20.0	305	305	290
	Attic Insulation	FALSE	Sq Ft	966	30.0	135	135	129
	Duct Sealing	FALSE	CFM	33	20.0	22	22	21
	Steam Traps - DAC	TRUE	Unit	503	6.0	91,007	91,007	91,007
	Pipe Insulation - DAC	TRUE	Ln Ft	1,959	15.0	11,552	11,552	11,552
Boiler Tune Up - DAC	TRUE	MBH	1,260	3.0	591	591	591	
Prescriptive	Pipe Insulation (CA)	FALSE	Ln Ft	540	15.0	16,408	16,408	15,459
	Linkageless Controls	FALSE	MBH	20,000	20.0	12,624	12,624	11,894
	Boiler Tune Up	FALSE	MBH	25,006	3.0	11,722	11,722	11,044
	Steam Traps	FALSE	Unit	74	6.0	3,615	3,615	3,406

Program Path	Savings Category	DAC Project	Units	Quantity	Effective Useful Life	Ex Ante Gross Savings (Therms)	Verified Gross Savings (Therms)	Verified Net Savings (Therms)
	Draft Controls	FALSE	MBH	20,000	15.0	3,322	3,322	3,130
	High Efficiency Furnace (IU)	FALSE	Unit	3	20.0	378	378	356
	High Efficiency Boiler	FALSE	MBH	2	25.0	327	327	308
	Attic Air Sealing	FALSE	Ln Ft	2,400	30.0	196	196	185
	Attic Insulation	FALSE	Sq Ft	1,520	30.0	95	95	89
	Advanced Thermostat (IU)	FALSE	Unit	1	11.0	67	67	63
	Steam Pipe Averaging Controls - DAC	TRUE	Unit	12	20.0	733	733	733
	High Efficiency Boiler - DAC	TRUE	MBH	1	25.0	146	146	146
	Programmable Thermostat (IU) - DAC	TRUE	Unit	1	16.0	37	37	37
<b>Total or Weighted Average</b>					<b>8.3</b>	<b>854,255</b>	<b>854,255</b>	<b>818,498</b>

Source: Evaluation team analysis.

**Table B-2. Verified Cost Effectiveness Inputs – NSG**

Program Path	Savings Category	DAC Project	Units	Quantity	Effective Useful Life	Ex Ante Gross Savings (Therms)	Verified Gross Savings (Therms)	Verified Net Savings (Therms)
	Pipe Insulation	FALSE	Ln Ft	331	15.0	1,328	1,328	1,266
Partner Trade Ally	Pipe Insulation - DAC	TRUE	Ln Ft	97	15.0	1,851	1,851	1,851
	Steam Fitting Insulation - DAC	TRUE	Unit	5	15.0	101	101	101
	DHW Tune Up - DAC	TRUE	Unit	18	3.0	51	51	51
Prescriptive	High Efficiency Furnace (IU)	FALSE	Unit	2	20.0	252	252	237
<b>Total or Weighted Average</b>					<b>15.2</b>	<b>3,583</b>	<b>3,583</b>	<b>3,506</b>

Source: Evaluation team analysis.