



# THE PEOPLES GAS AND NORTH SHORE GAS ENERGY EFFICIENCY PROGRAMS

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## 2019 Q3 Results Review

November 19, 2019

# Agenda

1. Introductions
2. 2019 Q3 Status Review
  - a. Business Programs
  - b. Residential Programs
  - c. Income Eligible
3. Increasing Awareness
4. 2019 Summary
5. Questions





# 2019 Q3 Status Review

# Peoples Gas Portfolio Results — 2019 Q3 Snapshot

Program	Net Therms Achieved	Annual 2019 Goal	% Annual Goal Realized	Latest Forecast YE Therm	Latest Forecast YE Budget
Business Programs	1,799,433	4,927,457	37%	72%	77%
Residential Programs	2,351,455	4,560,197	52%	92%	94%
Income Qualified Programs	628,833	837,017	75%	122%	93%
<b>Overall Program Results</b>	<b>4,779,721</b>	<b>10,324,672</b>	<b>46%</b>	<b>85%</b>	<b>88%</b>



# North Shore Gas Portfolio Results — 2019 Q3 Snapshot

Program	Net Therms Achieved	Annual 2019 Goal	% Annual Goal Realized	Latest Forecast YE Therm	Latest Forecast YE Budget
Business Programs	657,865	1,122,335	59%	83%	47%
Residential Programs	468,847	922,600	51%	111%	113%
Income Qualified Programs	31,434	37,514	84%	101%	99%
<b>Overall Program Results</b>	<b>1,158,146</b>	<b>2,082,449</b>	<b>56%</b>	<b>95%</b>	<b>78%</b>



# 2019 Business Programs

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# Business Programs – At a Glance

## Commercial & Industrial

- PGL – 48 Accounts / 70 Projects
- NSG – 12 Customers / 16 Projects

## Small and Midsize

- PGL – 209 Customers / 224 Projects
- NSG – 75 Customers / 79 Projects

## Public Sector

- PGL – 23 Customers / 29 Projects
- NSG – 2 Accounts/ 2 Projects

## Total Public Sector \$ Spent

- Peoples Gas \$8,828,641
- North Shore Gas \$491,290

## Total Therms achieved through Q3

- 1,799,433 Peoples Gas
- 657,865 North Shore Gas

# Business Program Strategies

## Commercial & Industrial

- Build relationships with customers
- Leverage Engineering Studies
- Develop new methods to capture savings and incentivize pipe insulations projects



## Small and Midsize

- Facilitate workshops
- Trade Ally Engagement
- Free boiler tune-ups and facility assessments
- Restaurant EE kits
- Market to specific segments
  - House of worship
  - Commercial Businesses

# Business Program Strategies

## Public Sector

- Bundle projects
- Supporting Retrofit Chicago
- C-Suite outreach
- Engagement with key leaders



# Partnering for Program Success



**Lead generation calling campaign** Targeted at NSG public sector and midsize customers.



**Strategic Energy Management** Cohort of industrial customers working to identify EE measures and create long-term energy-saving practices.



**Public sector outreach** CFO level engagement to drive capital projects in public sector and state/federal government.



**Restaurant kit outreach** Difficult market to penetrate and the restaurant kits provides free saving products.



# 2019 Residential Programs

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# Residential Programs – At a Glance

## Peoples Gas

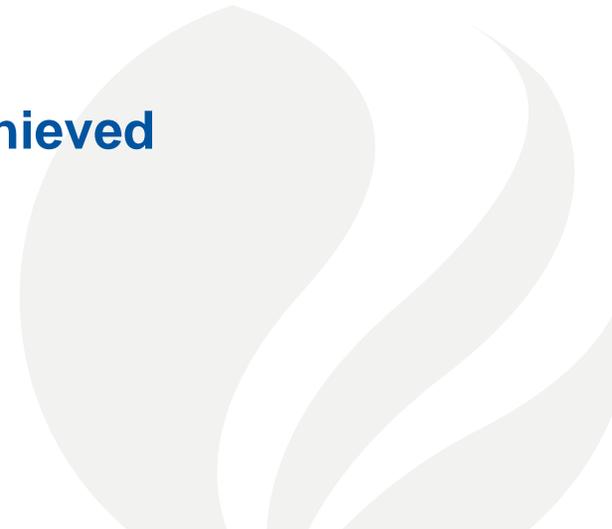
- Total customers served
  - 4,058 HEJ homes
  - 6,566 MF units
  - 493 MF projects
  - 64 weatherization projects
  - 706 furnaces

**2,351,455 Total therms achieved  
(through Q3)**

## North Shore Gas

- Total customers served
  - 1,013 HEJ homes
  - 1,152 MF units
  - 12 MF projects
  - 152 weatherization projects
  - 681 furnaces

**468,847 Total therms achieved  
(through Q3)**



# Residential Program Strategies

## Single Family

- Focused on increasing customer satisfaction
- HVAC Trade Ally outreach - “lunch & learns”
- Uplight/Simple Energy Data Integration

## Multifamily

- Bonus for qualified Partner Trade Allies for increased incentive levels for the following measures:
  - Domestic hot water pipe insulation
  - Hydronic pipe insulation
- Updated On-Demand Domestic Hot Water Recirculating Pump controller rebate



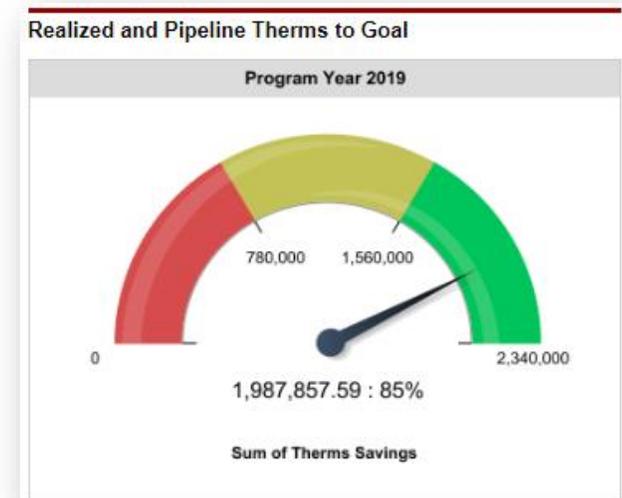
# Q3 Program Highlight: Multi-Family Results

## Q3 Review

- Launch of the DHW recirculating pump controller
  - Increase therm savings and bring in additional projects year-round
- Pipe insulation and boiler tune ups
- Trade ally engagement in preparation for the heating season

## Q4 Look Ahead

- Steam traps
  - ~50 buildings lined up for testing, currently pending cold weather
  - These projects are currently not reflected in pipeline
  - Once testing begins, we'll get a better idea on which projects will close in 2019 vs 2020
- Bundling of projects
  - Boiler tune ups, pipe insulation (DHW/steam) and DHW recirculating pump controller





# Income Eligible Programs

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# Income Eligible Programs – At a Glance

- Continuing to implement programs offered in 2018
- On track to meet or exceed income eligible savings and budget targets
- Researching potential income eligible pilots and program enhancements to diversify offerings in future years
  - Developed kit offering to LIHEAP customers for distribution in Q4
- Participating in the IQ North Program Feedback Working Group as well as Job Creation Working Group providing lessons learned and identifying hurdles that need to be mitigated

# 2019 Income Eligible Programs

## Total # customers served (Units)

- IEMS: 11,204 units
- PHES: 1,382 units
- Chicago Bungalow: 966 Units
- IHWAP: 492 Units
- AHNC: 25 units

## Total IE spend through Q3

- PGL \$6,786,237
- NSG \$430,141

## Total therms achieved through Q3

- PGL 623,833 therms
- NSG 34,109 therms



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# Increasing Awareness

# Outreach Engagement

## Community Events

- Close to 250 customer-facing events during Q2-Q3
- Generated more than 3,000 customer leads for the home energy jumpstart program
- Top lead generating events:
  - Taste of WVON
  - Black Women's Expo
  - GAGDC-79<sup>th</sup> Street Renaissance Festival
  - 34<sup>th</sup> Ward- Back to School Fair
  - Chester Community Council



# Outreach Engagement

## Earth Week Surprise

- To celebrate Earth Day, the energy efficiency team surprised four deserving customers. Customers were identified and referred by the following community partners:
  - Chicago Area Policing Strategies
  - Erie Neighborhood Housing
  - Spanish Coalition for Housing
- Individuals received free energy efficiency and eco-friendly products, and \$500 toward energy efficiency improvements.
- Efforts were covered by Telemundo



# Outreach Engagement

## Rebate Outreach (Trade Ally focused)

- Completed more than 60 trade ally outreach activities across PGL and NSG territory.
- Trade ally outreach activities included 5 “counter days” at distributors including:
  - Johnstone Supply
  - Munch Supply
  - Able Distributers



# Trade Ally Summit

## 2019 Trade Ally Summit

- Over 100 attendees = 50% increase over last year!
- New sessions
  - One-on-one with energy advisor
  - Continuing education courses
  - Emerging technology
  - Quoting to increase sales



# 2020 Planning

## Residential

- Continue to drive Multi-Family, Smart Thermostats, and Opower (Home Energy Reports)
- Closely monitor higher cost programs (Jumpstart and Rebates) to dial back budget

## Income Eligible

- On track to exceed IE spend target. Aim to reduce 2020 budget closer to \$8.8M PGL.
- Improved cost effectiveness will generate ~500,000 additional therms in 2020 from IE.

## Business

- Continue to ramp up momentum across all programs. Capitalize on 2019 progress.
- Focus on Public Sector to increase spend.
- Focus on cost effective measures/programs to limit budgets.

## Overall portfolio

- Front loading savings in 2020 vs 2021 to reduce burden in final year.
- Budget will be a challenge for both Peoples and North Shore Gas.
- Tracking several risk and opportunity levers to close the gap between budget and savings.

Thank you!

