

Illinois EE Stakeholder Advisory Group
Large Group Meeting
Monday, December 9, 2019
10:00am to 11:00am
Teleconference

Attendees and Meeting Notes

Attendees (by webinar)

Celia Johnson, SAG Facilitator
Nick Hromalik, Midwest Energy Efficiency Alliance (MEEA) – Meeting Support
Laura Agapay-Read, Navigant
Matt Armstrong, Ameren Illinois
Katie Baehring, Franklin Energy
Bob Baumgartner, Leidos
David Bryant
James Carlton, People for Community Recovery
Craig Catallo, Franklin Energy
Jane Colby, Cadmus Group
Andrew Cottrell, Applied Energy Group
Ryan Curry, 360 Energy Group
Larry Dawson, IL Association of Community Action Agencies (IACAA)
Jason Fegley, Leidos
Omy Garcia, Peoples Gas & North Shore Gas
LaJuana Garrett, Nicor Gas
Jean Gibson, Peoples Gas & North Shore Gas
Kevin Grabner, Navigant
Andrey Gribovich, DNV-GL
Amir Haghghat, CLEARResult
Travis Hinck, GDS Associates
Jim Jerozal, Nicor Gas
Mike King, Nicor Gas
Neb Kistic, CLEARResult
Chester Kolodziej, Northern IL Energy Summits and Expos
Larry Kotewa, Elevate Energy
Abigail Miner, IL Attorney General's Office
Jennifer Morris, ICC Staff
Phil Mosenthal, Optimal Energy, on behalf of IL Attorney General's Office
Sam Mueller, Nexant
Chris Neme, Energy Futures Group, on behalf of NRDC
Rob Neumann, Navigant
Lorelei Obermeyer, CLEARResult
Theo Okiro, Future Energy Enterprises
Randy Opdyke, Nicor Gas
Alberto Rincon, Future Energy Enterprises
Elena Savona, Elevate Energy
Erin Stitz, Applied Energy Group
Jacob Stoll, ComEd
Mark Szczygiel, Nicor Gas
Taso Tsiganos, IL Attorney General's Office

Ted Weaver, First Tracks Consulting, on behalf of Nicor Gas
Shelita Wellmaker, Ameren Illinois
Cate York, Citizens Utility Board
Michael Marks, Applied Energy Group
Arvind Singh, DNV-GL
Chris Vaughn, Nicor Gas
Brian Bowen, Uplight

Meeting Notes

Opening and Introductions

Celia Johnson, SAG Facilitator

- The purpose of this meeting is for Nicor Gas to present a report-out on Q3 2019 and share key changes to programs for the 2020 program year.

Nicor Gas Quarterly Summary

Chris Vaughn, Nicor Gas

2019 Update:

- There is a huge therm savings increase between when Q3 ended and when Q4 started.
- This report-out represents a year's worth of work to build a pipeline of work that we now see coming through.
- A big component of these savings come from the Business Energy Efficiency Rebate Program and the Business Custom program.
 - Gained 4 million therm savings just in the last quarter from Custom.
- IQ spending: Slow and steady approach. We believe Q1 of 2020 will be effective in doing a deeper dive with the IQ sector.
 - We are just under the spend target, but expect to be over by \$500,000 by end of 2019.
 - This is attributed to our IQ Contractor Channel.
- Jennifer Morris: Are projects coming from customers that were exempt or is it some customers that have just been in the pipeline for a while?
 - It is a mix, some of it is the large industrial users that get value from the program and want to get work completed before 2020, but expect some to continue.

2020 Changes:

- EE rebranding: We are a subsidiary of Southern Company, so we have done recent rebranding and want to make sure we can relate to those that are not in the energy sector. Always trying to refine our message and be relatable; using language that everyone can understand.
- When talking about weatherization and IQ customers, we highlight what the standards are for receiving free weatherization.
- We won a gold 16th Annual Stevie Awards for Women in Business: Consumer Marketing Campaign of the Year award for our "furnace love story" to help reach individuals that might not think about equipment upgrades, but then do think about furnace upgrades. This is a national aware.
- We are increasing furnace rebates to \$200-\$225
 - Chris Neme: Why are you increasing this rebate? Due to participation challenges?
 - Jim Jerozal: It is partially that, to help increase residential participation.

- Chris Neme: What does participation look like for building envelope measures? Would you consider a bump up there? Concerned about free ridership issues with the furnace increase.
- Jim Jerozal: The building envelop channel pipeline is robust.
- Phil Mosenthal: I thought that was an area that had weak participation?
- Jim Jerozal: Production has been steady. Our goal was 1,000 homes and we are coming in at 1,100 homes completing at least one measure.
- Launched the smart thermostat rebate; rebate offering began on Black Friday.
- Started offering pre-paid cards as an option to a rebate check so that customers can more easily access rebates (such as customers that do not have bank accounts). This will help ensure customers receive the full rebate (for example if a customer needs to cash a rebate check at a non-bank outlet, they will lose some of that rebate check due to fees).
- Multifamily: Launching central optimization plan (small network of trade allies installing prescriptive measures).
- Offering gas-only weatherization kits to help reach customers. We are trying to create a new entry point to deeper projects with a weatherization kit.
- Residential New Construction re-launch:
 - Previously offered jointly ComEd, but they decided to stop offering the program in 2020, so we will continue with gas-only.
 - We will offer incentives for using EE equipment and to have standards that are above code.
 - Overall goal is to maintain continuity of the program throughout the portfolio.
 - Want to encourage tradesmen to build well enveloped homes.
- Business Program:
 - Strategic Energy Management, will have two cohorts in 2020 (coordinated with ComEd).
 - We will update the rebate for pipe install under Business Energy Efficiency Rebate and Custom programs.
- IQ Program:
 - Partnering with Urban Efficiency (single family) and Anura Energy (Multifamily)
 - Handle outreach and scheduling of retrofits (Urban)
 - Target property managers, using government databases and customer referrals, as well as intake and verification, and scheduling retrofits (Anura)
 - Phil Mosenthal: Are these joint contractors with ComEd?
 - These vendors are working with our IQ channel, which is different then the IHWAP channel which is joint with ComEd. Nicor Gas is doing some IQ on our own.
 - Phil Mosenthal: Due to budget constraints, why offer weatherization on your own?
 - Chris Vaughn: It's more of a cash-flow issue than a constraint.
 - Jim Jerozal: In earlier EE Plan years we focused on the IHWAP Community Action Agency weatherization offering and that did not deliver, so we needed to develop other channels to make sure we were progressing on the savings goals.
 - Chris Neme: For 2019, what % of jobs came from Agencies vs. these channels?
 - Jim Jerozal: We can check internally with operations.

- Chris Neme: Have you been developing metrics for the number of homes treated and cost per channel?
- Chris Vaughn: Yes, we are working on this.
- Chris Neme: Interested in a greater focus / budget increase on the building envelope program instead of increasing furnace rebates, due to concerns on free ridership for furnace measure.
- Chris Vaughn: Nicor Gas will likely have an update on weatherization coordination with ComEd in January.

Closing and Next Steps

Celia Johnson, SAG Facilitator

- Q3 2019 reports for all utilities are available for download on the SAG website, Utility Reports page: <https://www.ilsag.info/reports/utility-reports/>