

# The Peoples Gas and North Shore Gas Natural Gas Savings Programs

## Program Year 4, Quarter 3 Results

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Presented to the Illinois Stakeholder Advisory Group  
May 11, 2015



# Today's Agenda

- PY4 Q3 Results–ICC Reports
- Programs in Action
- Increasing Customer Awareness
- Program Year 5 Planning
- Questions and Open Discussion

# PY4 Q3 Results—ICC Reports



# PGL Portfolio Results—PY4 Q3

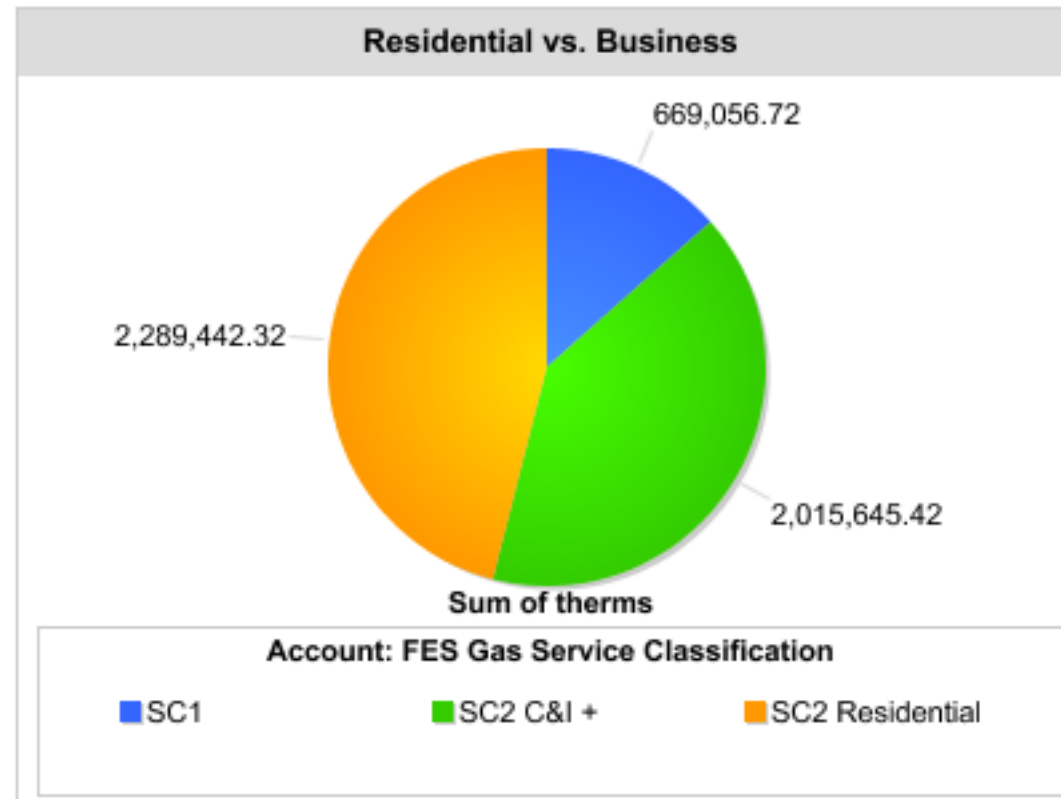
Overall Utility EEP Portfolio			
Energy Savings (Net Therms)			
Indicator	Cumulative Net Therms YTD	Current PY4 Goal*	PY Pct. Achieved
Total	4,742,734	7,585,866	63%
Program Costs			
Indicator	Cumulative Costs YTD	Current Budget	Pct. Invoiced
Total	\$14,564,332	\$19,255,192	76%

Utility EEP Residential Programs			
Energy Savings (Net Therms)			
Indicator	Cumulative Net Therms YTD	Current PY4 Goal*	PY Pct. Achieved
Total	2,872,191	3,672,182	78%
Program Costs			
Indicator	Cumulative Costs YTD	Current Budget	Pct. Invoiced
Total	\$6,871,364	\$8,570,382	80%

Utility EEP Business Programs			
Energy Savings (Net Therms)			
Indicator	Cumulative Net Therms YTD	Current PY4 Goal*	PY Pct. Achieved
Total	1,870,543	3,913,684	48%
Program Costs			
Indicator	Cumulative Costs YTD	Current Budget	Pct. Invoiced
Total	\$3,204,416	\$9,003,402	36%

# PGL Portfolio Results—PY4 YTD

## Realized Therm Savings by Gas Service Type



# NSG Portfolio Results—PY4 Q3

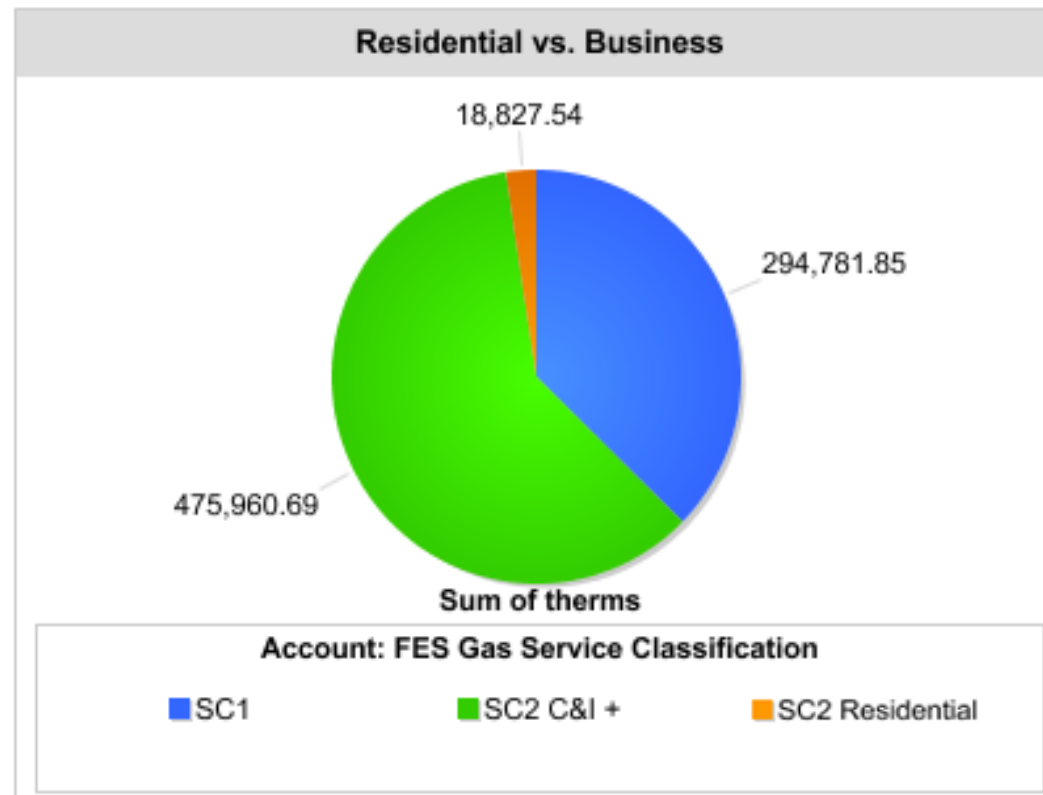
Overall Utility EEP Portfolio			
Energy Savings (Net Therms)			
Indicator	Cumulative Net Therms YTD	Current PY4 Goal*	PY Pct. Achieved
Total	766,547	1,401,316	55%
Program Costs			
Indicator	Cumulative Costs YTD	Current Budget	Pct. Invoiced
Total	\$2,312,356	\$3,384,507	68%

Utility EEP Residential Programs			
Energy Savings (Net Therms)			
Indicator	Cumulative Net Therms YTD	Current PY4 Goal*	PY Pct. Achieved
Total	297,762	996,737	30%
Program Costs			
Indicator	Cumulative Costs YTD	Current Budget	Pct. Invoiced
Total	\$1,360,055	\$1,748,579	78%

Utility EEP Business Programs			
Energy Savings (Net Therms)			
Indicator	Cumulative Net Therms YTD	Current PY4 Goal*	PY Pct. Achieved
Total	468,785	404,579	116%
Program Costs			
Indicator	Cumulative Costs YTD	Current Budget	Pct. Invoiced
Total	\$798,377	\$1,224,781	65%

# NSG Portfolio Results—PY4 YTD

## Realized Therm Savings by Gas Service Type



# High Level Achievements—PY4 YTD

- Peoples Gas:

- Served 11,286 participants (individual households and businesses)
- 5,806,979 therms saved
- Paid incentives: \$5,519,124

- North Shore Gas:

- Served 2,772 participants (individual households and businesses)
- 813,917 therms saved
- Paid incentives: \$1,025,821



# Programs in Action



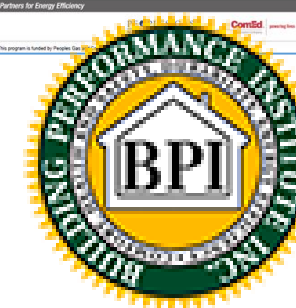
# Residential Programs

- Residential Program Highlights

- Customers served:
  - PGL: 7,500 customers
  - NSG: 2,000 customers
- Furnace rebates reduced and/or suspended

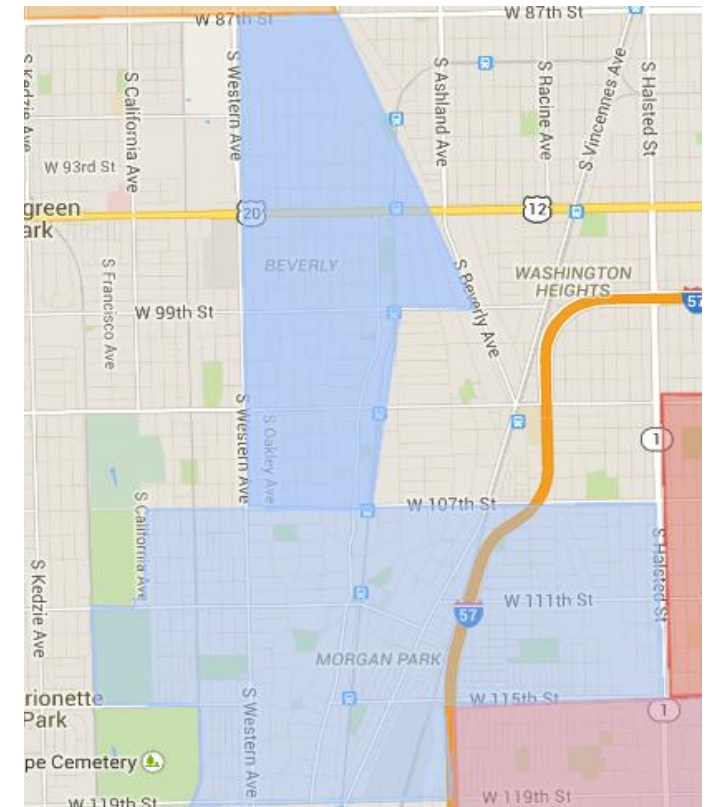
- Residential Program Innovations

- Program additions:
  - Home Energy Jumpstart: Programmable thermostats on boiler systems
  - Home Energy Rebates: Air Sealing and Weatherization
- Introduced customer recommendation report printed in-home
- 100% of Home Energy Jumpstart field technician staff has received certificates for Building Science Principles (BPI)



# Neighborhood Blitz Campaign

- Campaign Goal:
  - Take the program's word of mouth success to the next level by coordinating focused neighborhood resources to accelerate participation
- Activities to Date:
  - Resource Fair, 19<sup>th</sup> Ward, Beverly Area Planning Association (BAPA) and 22<sup>nd</sup> District CAPS meetings/events
  - Several VIP participants from the Alderman's office, CAPS and BAPA
- Results to Date:
  - Historical results – 6% of total participation
  - Results to date – 12% of total participation



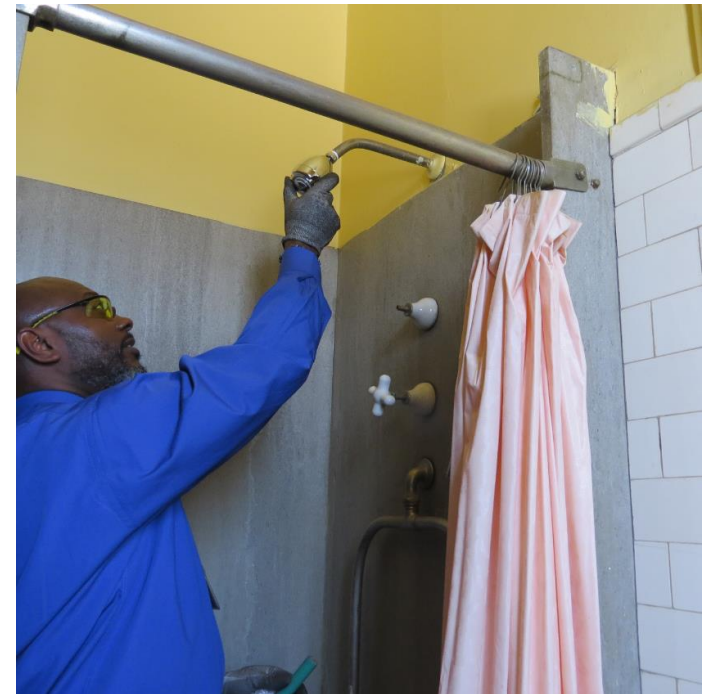
# Multi-Family Programs

- Multi-Family Program Highlights
  - Customers Served:
    - PGL: 14,000 customers
    - NSG: 1,000 customers
  - Extremely strong Program performance in PGL territory
- Multi-Family Program Innovations
  - Outbound calling campaigns to drive participation
  - 100% of Multi-Family field technician staff has received certificates for Building Science Principles (BPI)



# Multi-Family Customer Experience

- Customer service:
  - Q3 at 4.94 out of 5
- Comments:
  - “These guys were great – efficient & polite. Thanks!”
  - “Very good program, thank you!”
  - “My apartment looks like new😊”
  - “I really appreciate this service. It was executed with kindness and professionalism.”



# Elementary Education Program

- Elementary Education Program Highlights
  - Peoples Gas
    - Enrolled 4,741 students (exceeding goal by close to 500)
  - North Shore Gas
    - Goal is 770 students (exceeding goal by 70)
  - Media event held January 27 at Heffernan Elementary School
    - Event was attended by key community stakeholders, Peoples Gas (Regulatory, Government Affairs and Energy Efficiency), Commissioner Mays
    - Featured on local NBC Channel 5 news



# Business Programs

- Business Program Highlights

- Continued strong performance in North Shore Gas territory (forecasting 116% to Goal)
- Launched PGL/NSG New Construction Prescriptive and Custom Offerings



## The Peoples Gas and North Shore Gas Natural Gas Savings Programs Commercial and Industrial Rebates

"The Peoples Gas rebates make it easier to get management to set aside capital for these projects."

– Eric Tschudy, Director of Property Operations,  
Palmer House Hilton

### CASE STUDY

#### CUSTOMER

Palmer House Hilton, Chicago

#### PROJECTS

- Boiler efficiency improvements
- Demand-controlled ventilation
- Pipe insulation
- Steam traps
- Direct installation of pre-rinse sprayers
- Guestroom energy management system

#### REBATE AMOUNT

\$58,500

#### ENERGY SAVINGS

133,000 therms



# Small Business Program

- Small Business Program Innovations
  - New customer outreach targets
    - Homeless shelters
    - Assisted living facilities
    - Partnering with ComEd *Smart Ideas*® team to provide assessments to more private schools
    - Midstream kitchen equipment pilot





# Increasing Customer Awareness



# Increasing Customer Awareness

- General
  - Sponsorships/events (participated in over 50 events)
- Residential
  - Bill insert (January)
  - Local newsletters (Beverly Area Planning Association and 19th Ward) as part of the Residential Blitz campaign
  - HCBA Inside the Belt E-Newsletter (Winter)
  - Home Energy Report program promotion modules (Winter)



# Increasing Customer Awareness

- **Multi-Family**
  - Customer calling campaign—PGL
  - Customer Connection (March)
  - New property manager checklist
- **Commercial and Industrial**
  - Palmer House Hilton case study
  - Energy Efficiency Expo planning
- **Small Business**
  - St. Sabina's case study planning



# Increasing Customer Awareness

- Trade Ally
  - Better Buildings, Better Business (B4) Conference
    - Conference held in Rosemont; reevaluating participation for 2016
  - Trade Ally Summit Planning
    - Planning has begun for the May 19 Trade Ally Summit
  - Trade Ally Listing
    - Finalizing listing for the websites; will debut list of registered TAs available during Q4

# Program Year 5 Planning



# Residential Programs

- Home Energy Rebates Program Updates
  - Work more collaboratively with Illinois Home Performances (IHP) and BPI contractors to promote weatherization rebates
  - Program Provider for IHP to actively onboard new BPI contractors into the rebate program
- Home Energy Jumpstart Program Updates
  - Provide extensive training to Home Energy Jumpstart staff to recognize and educate homeowners on weatherization opportunities
  - Target new customer segments with additional measure offerings and whole home assesement

# Residential Programs

- New Initiatives—Residential
  - Single-person crews for Home Energy Jumpstart
  - Online self-service scheduling for customers and real-time event scheduling
  - Greater customer engagement and education through touch points

## Home Energy JumpStart Program.

Want to know how you can save energy and reduce your utility bill? It's as easy as 1-2-3...

### Saving Energy and Money is as easy as:

- 1 Register**  
The registration wizard will step you through the process of verifying that your utility is participating and that you're eligible.
- 2 Schedule**  
Once you're registered, you can schedule an appointment to have an energy advisor come out and perform an audit of your house.
- 3 Go!**  
Once the energy audit is complete, you'll receive a report detailing ways that you can

### Schedule An Appointment

Step 2 - Select A Time

April 2015							Select	8 AM - 12 AM
							Select	1 PM - 5 PM
Su	Mo	Tu	We	Th	Fr	Sa		
				1	2	3	4	
5	6	7	8	9	10	11		
12	13	14	15	16	17	18		
19	20	21	22	23	24	25		
26	27	28	29	30				

# Multi-Family Programs

- Multi-Family Program Updates
  - Weatherization rebates
    - Air sealing, attic insulation, duct sealing
    - Contractor application to perform steam trap testing
    - Direct installation requirement for Partner Trade Allies



# Small Business Program

- Small Business Program Updates
  - New prescriptive measures:
    - Dock door seals
    - Infrared heaters
    - Laundromat water heaters
  - Midstream kitchen equipment pilot launch
  - Contractor application to perform steam trap testing
  - New customer recommendation reports

# Business Programs

- Business Program Updates
  - Joint New Construction Offering with ComEd
  - New Prescriptive measures
    - Process boiler tune-up
    - Direct fired heaters
    - Dock door seals
  - Contractor application to perform steam trap testing

# Business Programs

- Introducing Efficiency Navigator

- Developed to offer utilities a new way for their customers and trade allies to submit and receive energy efficiency rebates
- Based on existing on-line shopping experiences
- Designed to be intuitive and easy to use
- Eliminates the hassle of paper forms
- Reinforcing the utility brand through online presence



# Business Programs

- Customer Experience

- Familiar on-line shopping experience
- Create one account, one time, submit multiple rebates
- Easy rebate submission and status tracking
- Find and rate contractors

- Trade Ally Experience

- Personalized branding
- One account, multiple users
- Submit rebates in-field
- Check rebate processing progress and rebate payment status

# Finding Rebates

[FIND A REBATE](#)[FIND A CONTRACTOR](#)[APPLY FOR REBATE](#)

## Find a Rebate

Browse available rebates to see what incentives are available for installing qualifying equipment or performing efficient retrofits or tune ups. Rebates can be saved to projects by logging in or creating an account. Rebates in projects can be saved for a later or submitted for processing whenever you are ready. Some rebates will provide an estimate of savings once the system collects key property information. Please note that Find a Rebate is for browsing and selecting rebates only, sales and/or installation of equipment must be performed by a qualifying contractor. Select 'Find a Contractor' to see qualifying contractors who have registered with this website.

### Show Results For:

- ▶ Heating (28)
- ▶ Food Service (11)
- ▶ Hot Water (9)
- ▶ Steam Distribution (16)
- ▶ Pools (2)
- ▶ HVAC (1)

### Heating (28 Rebates Found)



Boilers, Hot Water (15)



Boilers, Steam (7)



Furnaces (4)



Unit Heaters (1)



Ventilation (1)

### Food Service (11 Rebates Found)



# Rebate Status

## Manage Projects

Select a Project

Example

All	Pending	Action Needed	Submitted	Approved	In Process	Paid
Measure Name	Incentives	Location	Install Date	App Status	Status Date	Notes
Hot Water Boiler > 300 MBH 88% Thermal Efficiency	\$3,000.00	VC Auto	3/5/2015			Ready to Submit

- Search for projects to check approval status and dates status changed

# Find a Contractor

## Technologies Supported

- All
- Heating
- Cooling
- Lighting
- Motors
- Other
- Refrigeration


## Services offered

- All
- Equipment installation
- Equipment sales
- Engineering
- Efficiency consulting
- Design

## Rating

- Rated
- Not rated


1 - 4 of 9 results



Sort By Rating 



### TA Murphy Central

Leaders in efficient equipment solutions.

(888)555-1462 

 About 50.7 miles away  15 completed projects






Details



### Best Bet Metro

Your best bet, period.

(888)555-4414 

 About 33.7 miles away  1 completed projects






Details



### Affordable Contracting, Inc

The smart choice for practical efficiency solutions.

(888)555-6612 

 About 204.6 miles away  1 completed projects






Details



### Jones Heating & Cooling - Bestown

We're not comfortable until you are.

(888)555-7701 

 About 35.7 miles away  8 completed projects



Details

# 6. Questions, Open Discussion and Next Steps

## The Peoples Gas and North Shore Gas Natural Gas Savings Programs

### **O'Hare Office:**

5450 N. Cumberland Ave., Ste. 125  
Chicago, IL 60656

### **Goose Island Office:**

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