

Nicor Gas Energy Efficiency Program - Plan Year 2020

APPENDIX B

Quarterly Report: First Quarter (January 1, 2020 - March 31, 2020)

Response to Evaluators' Recommendations

Program	PY	Recommendation	Action Completion Date	Action(s) Taken
MF	2018	Nicor Gas should use the EFLH values valid for the Multi-family building type for this measure as per the IL TRM v6.0. Nicor Gas should increase quality control of manual entry of post installation actual efficiency values in to the tracking data for improved accuracy of the tracking data.	1/17/2020	The EFLH values valid for the Multi-family building type have been addressed within 2019 Nicor tracking data. Nicor Gas has increased quality control of manual entry of post installation actual efficiency values for the tracking data.
PHES (Memo)	2018	The participating PHAs and their residents are highly satisfied with the program, with each group rating the program a nine out of ten (n=5 and n=38, respectively). The PHAs reported that the program eased the contractor procurement process, relieved burdens on administrative and maintenance staff, and expedited upgrades that otherwise would have been delayed. PHA residents indicated they benefitted from increased safety, improved comfort, and reduced financial burden. The evaluation team suggests that the program take a more proactive approach to disseminating information on eligible upgrades.	2/5/2020	The Elevate Energy marketing team has created both measure-specific flyers for the promotion of select individual measures and 2 incentive summary sheets. These tools are used in outreach efforts to new customers and to guide planning conversations with repeat customers.
PHES (Memo)	2018	Staff from two housing authorities suggested that providing more information about the incentives and equipment available through the program would help to streamline applications and motivate housing authorities to complete innovative improvements. Currently, housing authorities are informed of whether or not an item is incentivized only after application to the program. The evaluation team suggests that the program take a more proactive approach to disseminating information on eligible upgrades.	2/5/2020	The Elevate Energy marketing team has created both measure-specific flyers for the promotion of select individual measures and 2 incentive summary sheets. These tools are used in outreach efforts to new customers and to guide planning conversations with repeat customers.