



PEOPLES GAS®
ENERGY EFFICIENCY PROGRAM

NORTH SHORE GAS®
ENERGY EFFICIENCY PROGRAM

Quarter 1 Report

Program Year 2024 | 01.01.24 – 03.31.24





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2024 Environmental and Community Impact

ENVIRONMENTAL IMPACT

15,890

Acres of trees planted

13,610

Carbon reduction (tons)

3,239

Cars removed from the road

1,774

Homes' energy use offset

2,572,335

Net energy savings (therms)

COMMUNITY IMPACT

4,530

Residential homes served

9,235

Income qualified homes served

50

Businesses served

54

Direct portfolio jobs

27%

Diverse Spend



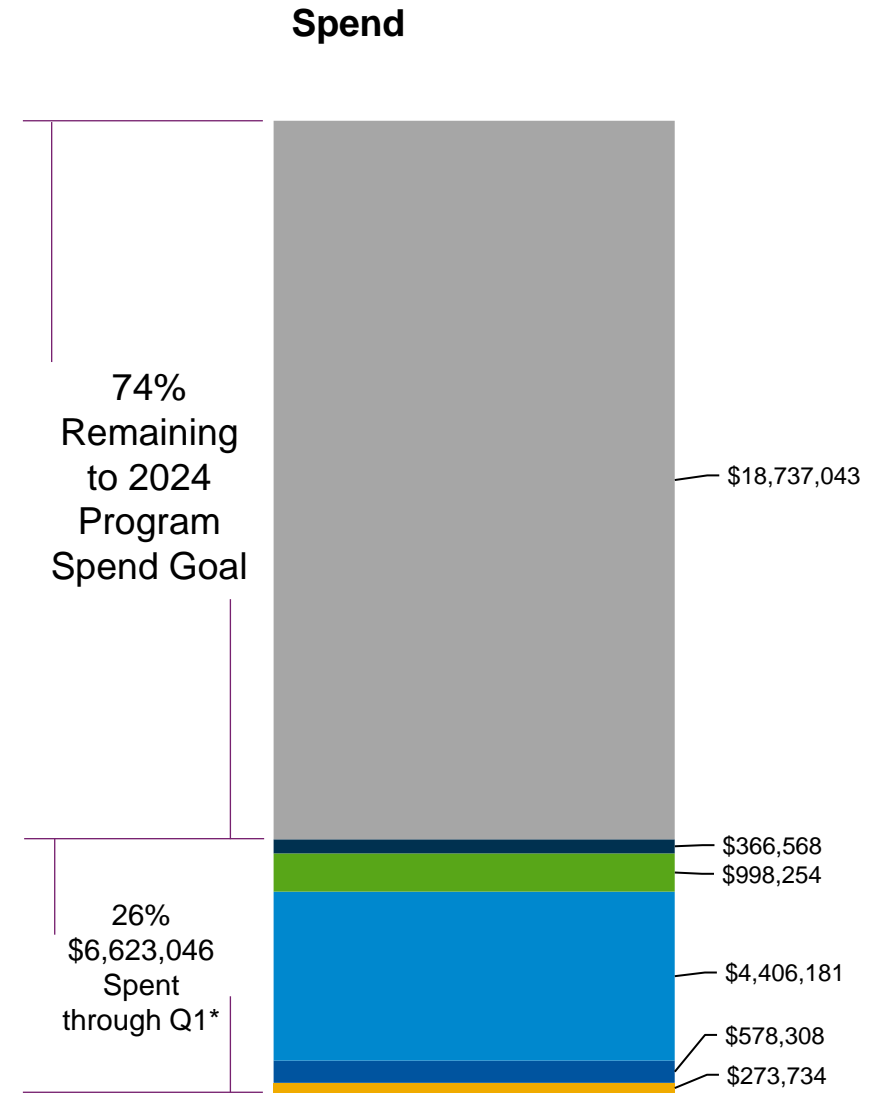
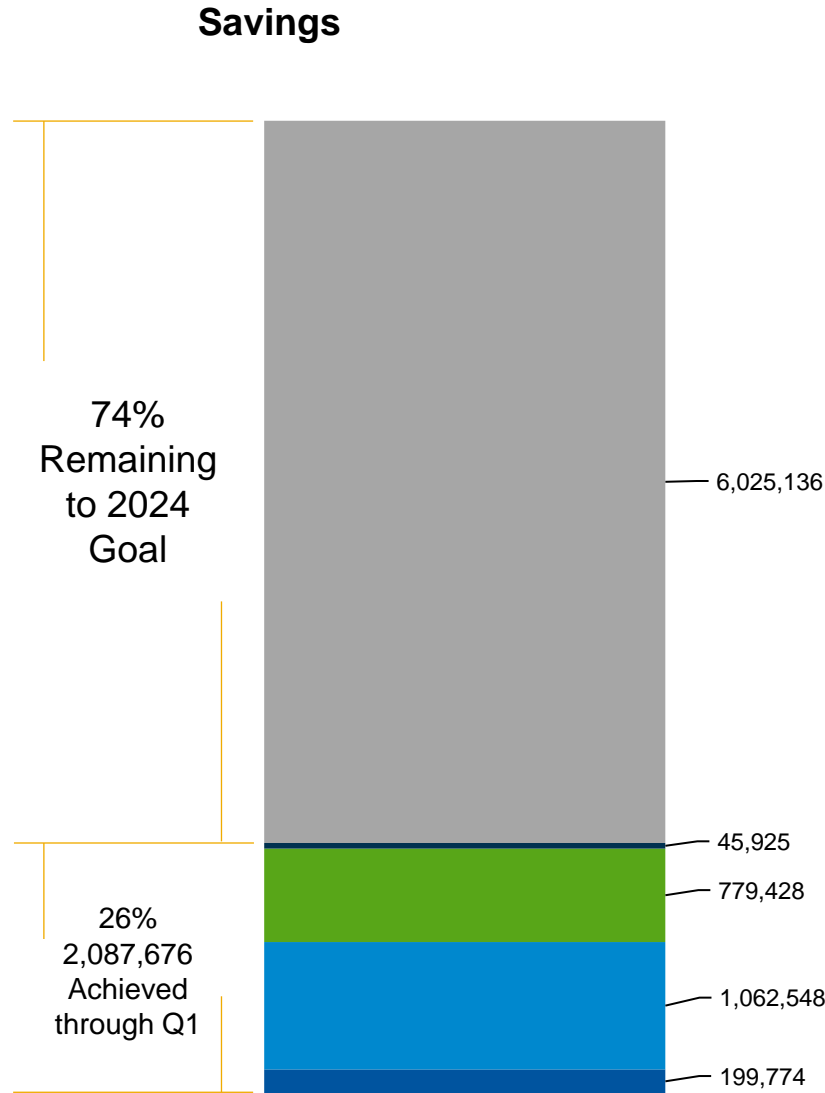
An aerial photograph of Chicago, Illinois, showing the city skyline in the background with various skyscrapers, including the Willis Tower. In the foreground, Millennium Park is visible, featuring the Crown Fountain and a large green lawn. A semi-transparent blue banner is overlaid across the middle of the image, containing the Peoples Gas logo and the text 'ENERGY EFFICIENCY PROGRAM'.

PEOPLES GAS®
ENERGY EFFICIENCY PROGRAM



In Q1 2024, the Peoples Gas portfolio achieved 26% of the 2024 savings goal of 8,112,811 therms, spent 26% of the \$25,360,089 program budget, and spent 24% of the \$31,458,755 portfolio budget.

- Public Sector Program
- Business Program
- Income Eligible Program
- Residential Program
- Market Development Initiative



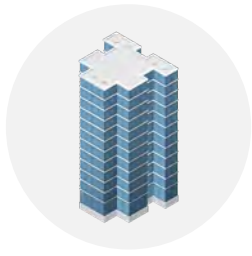
*Program spend does not include portfolio costs

Commercial and Industrial



The Commercial and Industrial Program seeks to engage customers using 400,000 therms or more per year, within the utility's territory. The program offers several outreach strategies aimed at reaching top-down and bottom-up stakeholders in delivering program funds to assist in improving the customer's operations and system reliability.

Business Program



Prescriptive and Custom Rebates

Prescriptive rebates are standard incentive amounts for common energy efficiency measures, typically, with deemed energy savings in the Illinois Technical Resource Manual.

Custom rebates are awarded for the non-standard applications of energy efficiency measures or for projects that do not follow a one-for-one replacement. The review of several operating parameters determines the energy savings.

New Construction Rebates

Rebates are provided towards new building projects or deep renovations, which are designed to exceed regional energy-efficiency code requirements. This is a joint program implemented with partnering utility, ComEd.

Gas Optimization Studies

This comprehensive facility review focuses on gas systems and is like an ASHRAE Level 2 Audit. The study aims to identify custom and prescriptive opportunities. Customers may receive up to \$15,000 for onsite engineering assistance from a 3rd party engineering firm.

Retro-Commissioning

This comprehensive study provides insights into the performance of a facility's existing energy-using systems. To help facilities perform optimally, this program focuses on identifying no- and low-cost energy-saving operational improvements with a simple payback within 18 months. This is a joint program with ComEd, and an approved 3rd party engineering firm conducts the study.

Engineering Studies

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Staffing Grant

Customer grant recipients are provided up to \$50,000 to support a full- or part-time employee to oversee the implementation of natural gas efficiency projects that would otherwise not be implemented due to limited staffing.

Strategic Energy Management

Strategic Energy Management engages customers in long-term continuous energy efficiency improvements at their facilities by involving site management, leveraging data, and promoting best practices at the site.



Commercial and Industrial



Highlights

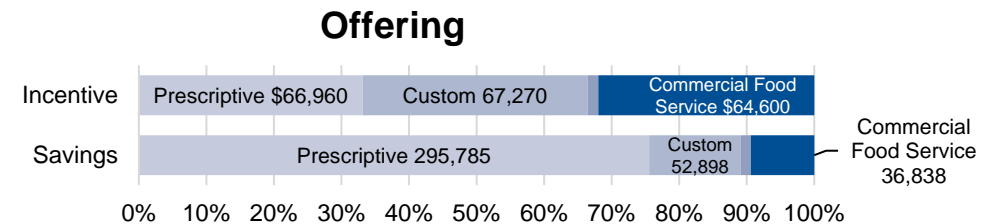
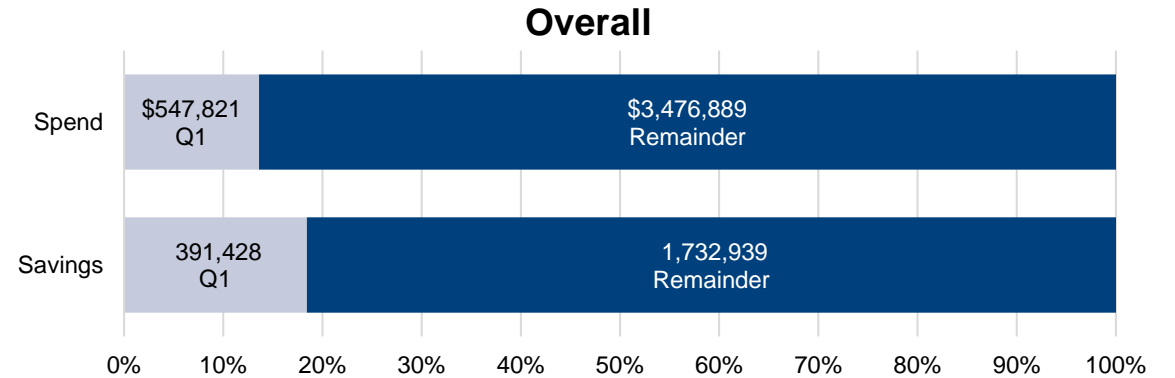
Performance

- Cost effective participation in Q1, achieved 18% of the savings goal with 14% of the budget
- \$/therm lower than expected
- 59% of Q1 savings was from steam traps, the next highest savings contributor was boiler tune-ups
- Commercial Food Service started the year strong with fast food restaurants, the third highest savings measure was fryers

Customer Engagement

- Customer satisfaction survey responses – commercial and industrial customers gave an average score of 9.4 out of 10 when asked how likely they are to recommend the program, most commonly selecting “ease of rebate process” as what we do well

Results



	Savings	Incentive
■ Prescriptive	295,785	\$66,960
■ Custom	52,898	\$67,270
■ RCx	5,907	\$3,142
■ Commercial Food Service	36,838	\$64,600

Small and Midsize Business



Business Program



The Small and Midsize Business Program seeks to engage businesses with an annual gas use below 400,000 therms.

Outreach and rebates are designed to support the unique needs of these businesses in improving their operations and reducing their energy costs.

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Small and Midsize Business



Highlights

Performance

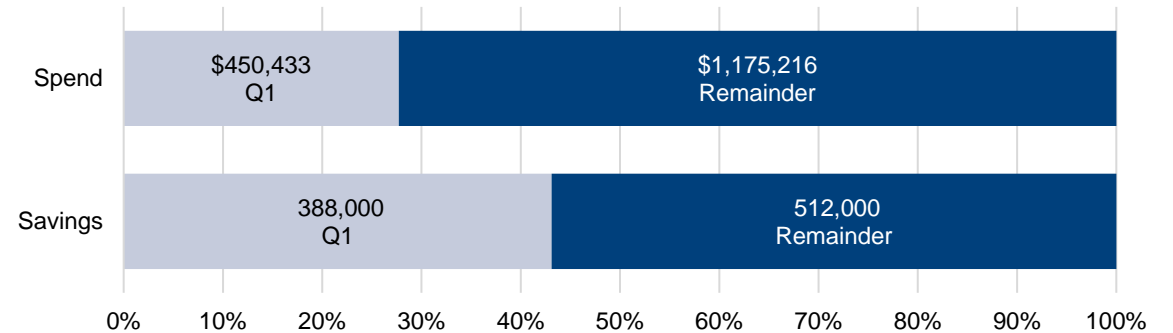
- Significant participation in Q1, achieved 43% of the savings goal with 28% of the budget
- \$/therm lower than expected
- 69% of the savings was from steam trap measures

Customer Engagement

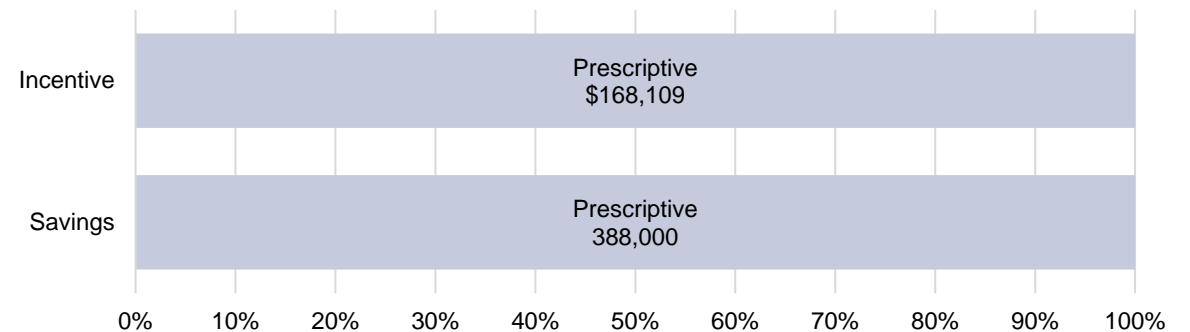
- Customer satisfaction survey responses – small and midsize business customers gave an average score of 9 out of 10 when asked how likely they are to recommend the program, most commonly selecting “ease of rebate process” as what we do well

Results

Overall



Offering



Public Sector

The Public Sector Program seeks to engage Public Sector entities in the utility's territory.

The program offers several outreach initiatives aimed at reaching top-down and bottom-up stakeholders within the Public Sector to facilitate program participation and assist in improving the customer's operations and system reliability.



Business Program



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Strategic Energy Management

Strategic Energy Management engages customers in long-term continuous energy efficiency improvements at their facilities by involving site management, leveraging data and promoting best practices at the site.



Public Sector



Highlights

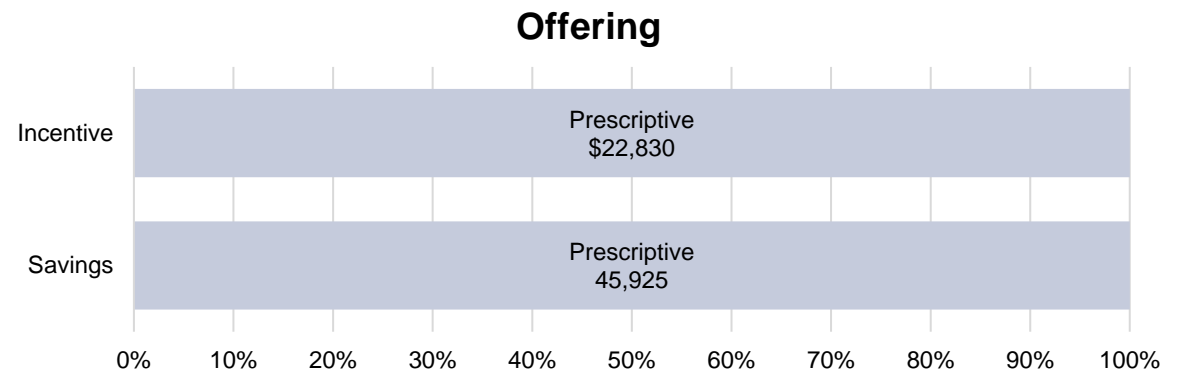
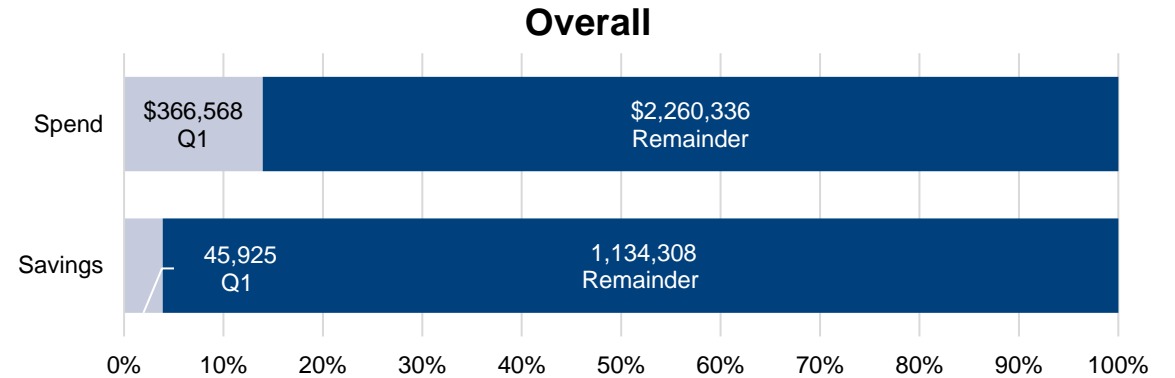
Performance

- Achieved 4% of the savings goal with 14% of the budget
- \$/therm higher than expected due to measure mix, but is expected to even out throughout the year
- Q1 savings was from steam trap repairs/replacements for one customer at 9 locations

Customer Engagement

- Customer satisfaction survey responses – public sector customers gave an average score of 10 out of 10 when asked how likely they are to recommend the program, selecting “ease of rebate process” as what we do well

Results



Research and Development (R&D) evaluate innovative technologies and projects for possible future inclusion in programs to achieve additional therm savings. Projects are implemented in collaboration with research organizations, educational institutions, and non-profit organizations. This team is also engaged in Market Transformation (MT) activities to shift the market to greater adoption of energy-efficient technologies. Market Transformation initiatives are expanding new project launches and existing projects as joint IOU MT initiatives.



Research and Development and Market Transformation



Areas of focus include:

- Gas heat pumps – residential and commercial units
- Hybrid heating systems
- Integrated renewable energy systems
- Micro combined heat and power systems
- Heat recovery with carbon capture
- Battery-Operated Radiator Controls
- Advanced building shell measures

Single Family and Multi-Family



Residential Program



Residential single-family offerings provide residential customers access to energy efficiency via two paths—Home Energy Assessment and Home Energy Rebates. The programs are designed to help customers save energy immediately through the direct installation of measures while identifying major upgrades (i.e., furnace or boiler replacement, attic insulation) for future consideration.

Residential Multi-Family Program offers a comprehensive program of assessments, direct install, prescriptive and custom rebates, and partner trade ally projects.

Home Energy Assessment

Offers energy-saving products installed in homes at no-cost to the customer. The Home Energy Assessment program is a joint program offering provided in partnership with Peoples Gas, North Shore Gas and ComEd. Homeowners can reduce their energy and water use with the installation of products available to owners of single-family homes, two-flats, and individually metered condos and townhomes. Renters are also eligible with permission from their landlords.

Smart Thermostats

A joint utility offering that provides residential customers discounted smart thermostats through the ComEd Marketplace.

Home Energy Rebate

This is a gas-only offering provided in collaboration with local Trade Allies. The program offers rebates on energy-efficient heating, ventilation, air conditioning and water heating equipment and qualifying weatherization projects for residential customers.

Elementary Education

The Elementary Education Program is a free energy efficiency educational program provided in partnership with Peoples Gas, North Shore Gas and ComEd. The program offers 5th grade energy efficiency lesson plans, equipping teachers with activity guides and take-home kits for students and their families to learn how to save energy by installing no-cost energy-saving products in their homes.

Multi-Family Energy Savings

The Multi-Family Energy Savings program is a joint program offering provided in partnership with Peoples Gas, North Shore Gas and ComEd. The program offers free direct installation of energy-saving measures for multi-family buildings.

Prescriptive and Custom Rebates, and Partner Trade Ally (PTA)

A Peoples Gas and North Shore Gas-only offering provided in partnership with vetted Trade Allies. Prescriptive rebates are standard incentive amounts for common types of energy efficiency measures. Custom incentives are awarded for the non-standard technologies or for projects that do not include a one-for-one replacement. This is based on the review of several operating parameters that determine energy savings.



Residential Single Family



Highlights

Performance

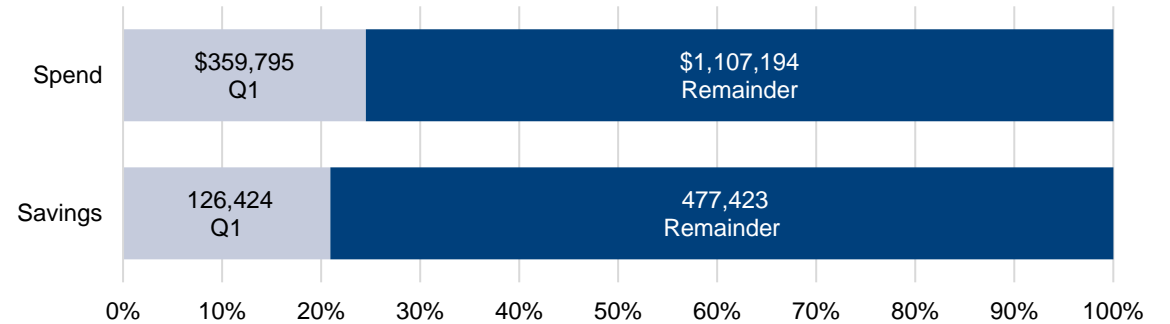
- Participation on target in Q1, achieved 21% of the savings with 25% of the spend
- Overall \$/therm lower than expected for Home Energy Rebates and Elementary Education Kits

Offering Highlights

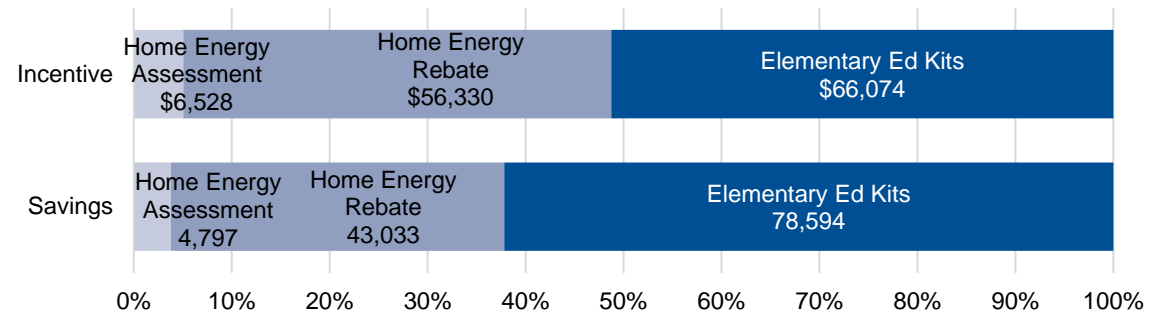
- Home Energy Assessment: 116 participants
- Home Energy Rebate: 247 participants—88% of the savings from HVAC measures, with the rest from weatherization; these customers gave an average score of 8.2 out of 10 when asked how likely they are to recommend the program, most commonly selecting “ease of rebate process” and “ease of finding information online” as what we do well
- Elementary Education Kits: 3,560 kits distributed
- Smart Thermostats: No savings reported yet

Results

Overall



Offering





Residential Multi-Family



Highlights

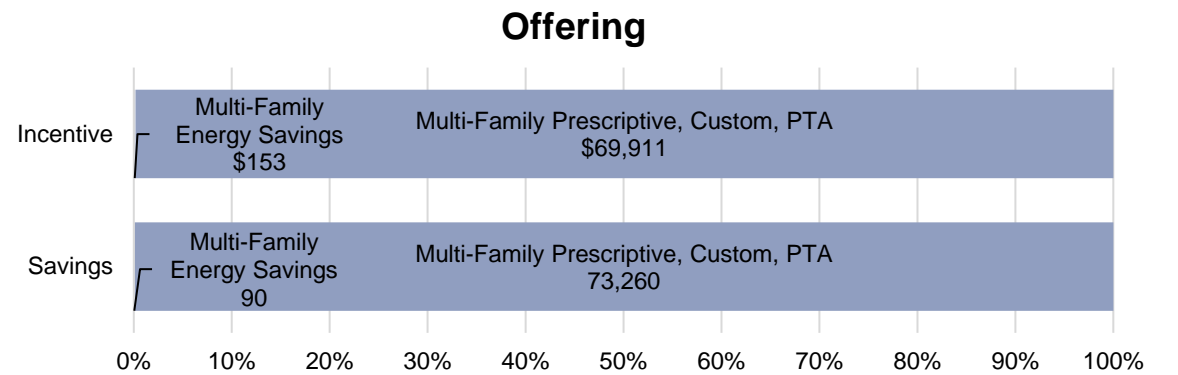
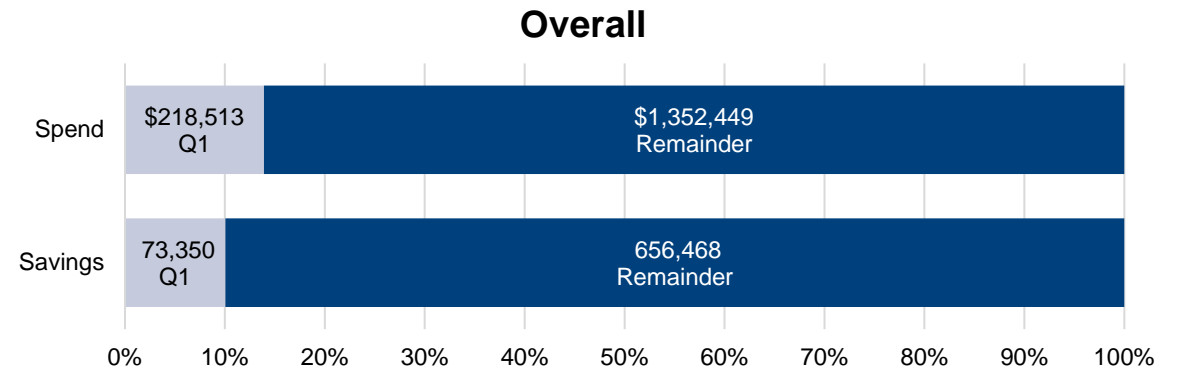
Performance

- Most of the savings is from the Multi-Family Prescriptive, Custom, and Partner Trade Ally (PTA) offering, with PTAs continuing to leverage existing relationships with customers to drive projects
- Achieved 10% of the savings with 14% of the spend
- Overall \$/therm is higher than expected

Offering Highlights

- Multi-Family Energy Savings: 1 building participated
- Prescriptive, Custom, Partner Trade Ally: 23 buildings participated; these customers gave an average score of 9.4 out of 10 when asked how likely they are to recommend the program, most commonly selecting “responsiveness,” “representative experience,” and “representative courtesy” as what we do well

Results



Income Eligible Single Family and Multi-Family

Income Eligible Programs target the underserved income eligible market, providing services designed to make it easy for single-family and multi-family income eligible customers to take advantage of cost-effective energy saving retrofits.



Income Eligible Program



Illinois Home Weatherization Assistance Program (IHWAP)

Leverage's state and federal funds to supplement incentives from utility programs. The program was designed to help low-income residents save energy and money while increasing the comfort of their homes. With a mission to insulate low-income customers, particularly the elderly, persons with disabilities, families with children, high residential energy users, and households with a high energy burden, to conserve needed energy and to aid those persons least able to afford higher utility costs. Weatherization services are provided to low-income residents through local community action agencies or not for profit agencies.

Home Energy Assessment

Offers energy-saving products installed in homes at no-cost to the customer. The Home Energy Assessment program is a joint program offering provided in partnership with Peoples Gas, North Shore Gas and ComEd. Homeowners can reduce their energy and water use with the installation of products available to owners of single-family homes, two-flats, and individually metered condos and townhomes. Renters are also eligible with permission from their landlords.

Home Energy Savings Retrofits

Offers direct install products and no-cost weatherization services for Income-Eligible Single-Family home customers. It is delivered jointly with ComEd through approved agencies or partners, e.g. Chicago Bungalow Association.

Income Eligible Multi-Family Savings

Building owners receive free technical assistance to identify energy efficiency opportunities and install measures. Expenses are fully covered by the program, from the direct installation of energy efficiency products into tenants' units (light bulbs, aerators, showerheads, etc.), to common area measures, and more extensive measures requiring building owner co-pay. This program is a joint utility program offering.

Public Housing Energy Savings

Offers prescriptive and custom rebates for gas measures in housing owned by Public Housing Authorities. This program is a joint program offering provided in partnership with Peoples Gas, North Shore Gas and ComEd.

Multi-Family Income Eligible Partner Trade Ally

A Peoples Gas and North Shore Gas-only offering, delivered by vetted Partner Trade Allies. Trade Allies are given higher rebate amounts to serve geographically income-eligible customers with retrofit measures.

Income Eligible Gas Kits

Provides income-qualified customers with a kit of energy efficiency measures to self-install. The Income Eligible Gas Kits are distributed by ground mail to qualified customers vetted by the Low-Income Home Energy Assistance Program (LIHEAP). Provided in partnership with the Peoples Gas, North Shore Gas and ComEd.



Income Qualified Single Family



Highlights

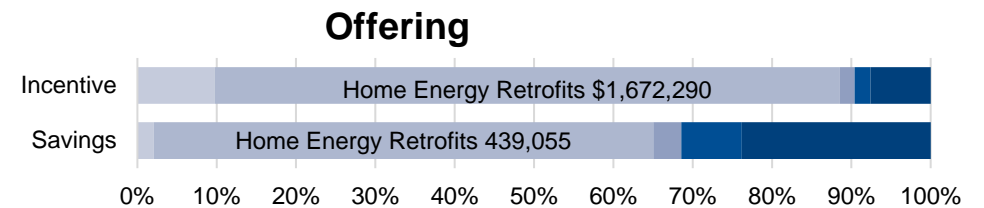
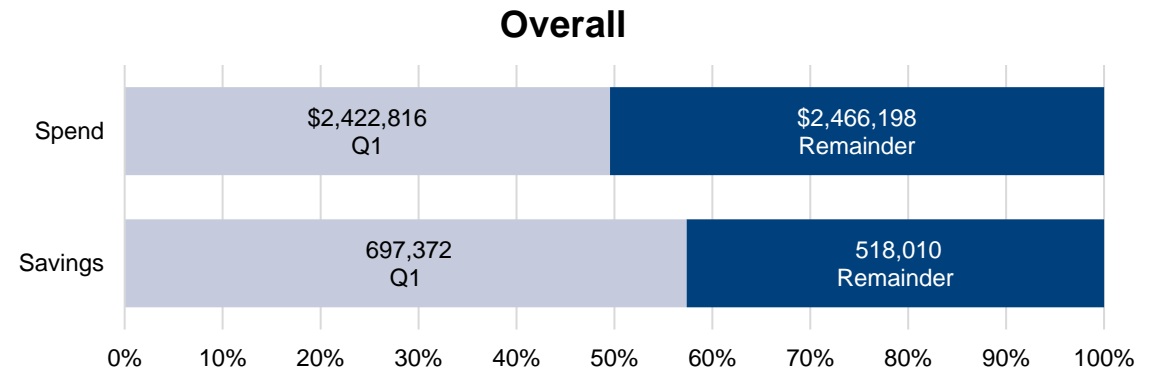
Performance

- Cost-effective participation in Q1, achieved 57% of the savings with 50% of the spend
- Overall \$/therm lower than expected based on mix of participation
- Retrofit participation is higher and more cost-effective than forecast, whereas Single Family IHWAP is less cost-effective than expected as of Q1

Offering Highlights

- IHWAP Single Family: 23 participants
- Home Energy Retrofits: 202 participants
- Home Energy Assessment: 509 participants
- Elementary Education Kits: 2,588 kits distributed
- Community Kits: 5,418 kits distributed

Results



	Savings	Incentive
Single Family IHWAP	14,437	\$207,540
Home Energy Retrofits	439,055	\$1,672,290
Home Energy Assessment	24,725	\$39,343
IE Kits - Schools	53,132	\$42,366
IE Kits - Community	166,024	\$161,294



Income Qualified Multi-Family



Highlights

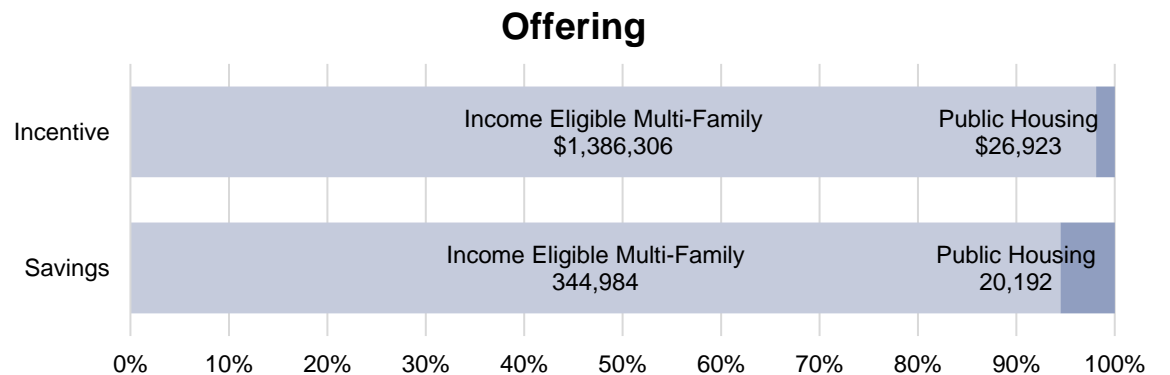
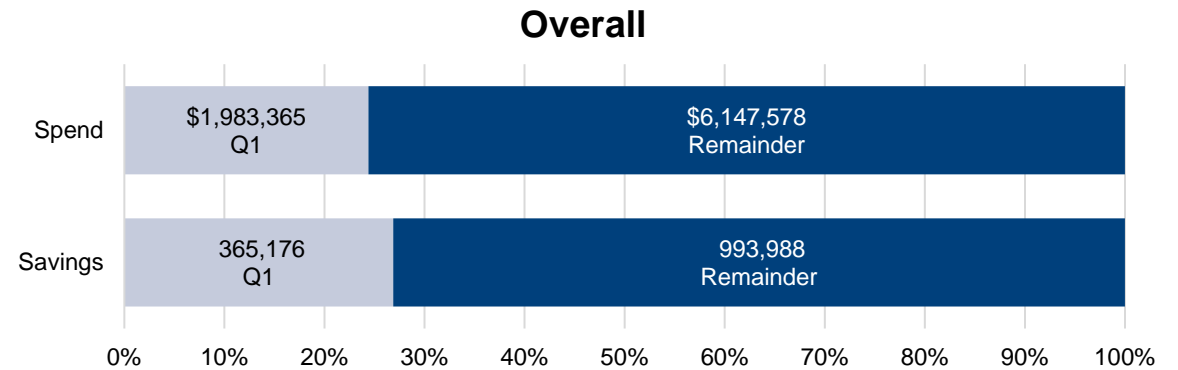
Performance

- Cost-effective participation in Q1, achieved 27% of the savings with 24% of the spend
- \$/therm is less than expected for all offerings with participation

Offering Highlights

- Income Eligible Multi-Family Energy Savings: 180 buildings and 8,779 units participated
- Public Housing: 9 buildings and 1,385 units participated
- Multi-Family IHWAP: 0 buildings and 0 units participated

Results

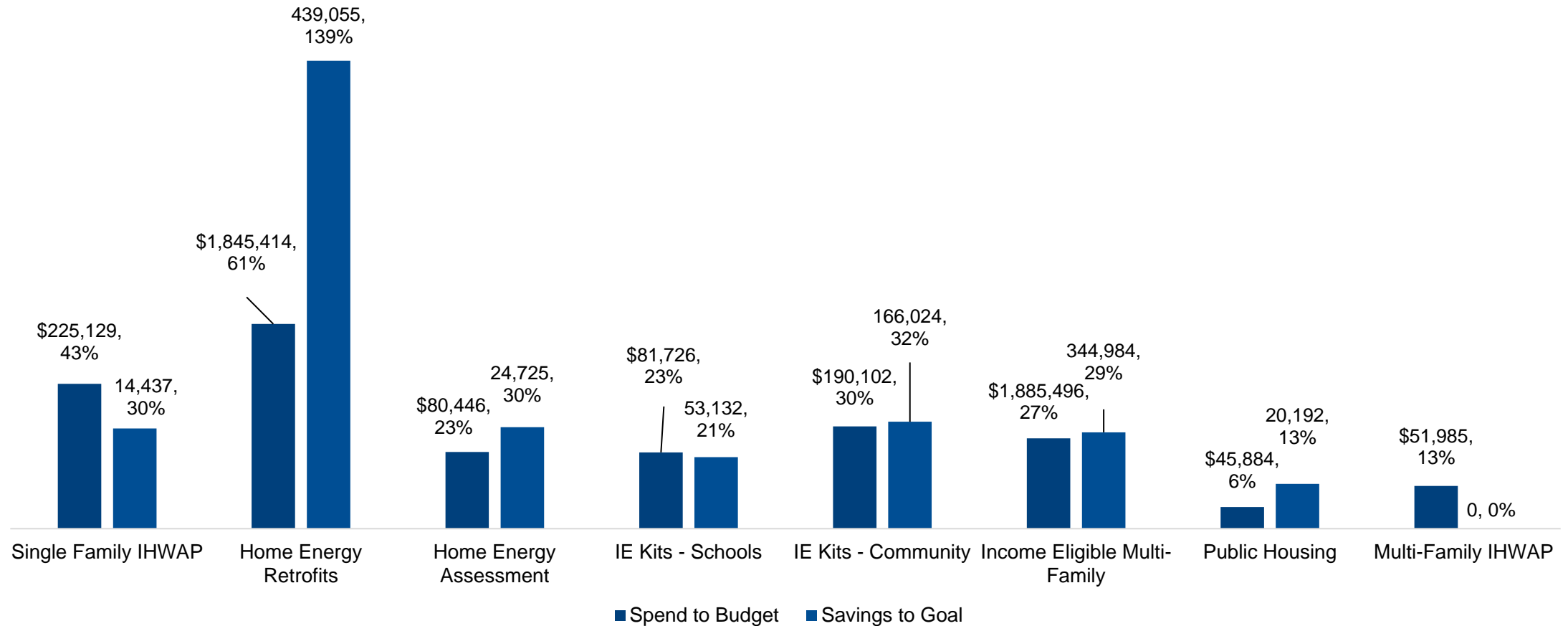




Income Eligible Program



2024 Program Offering Savings and Spend

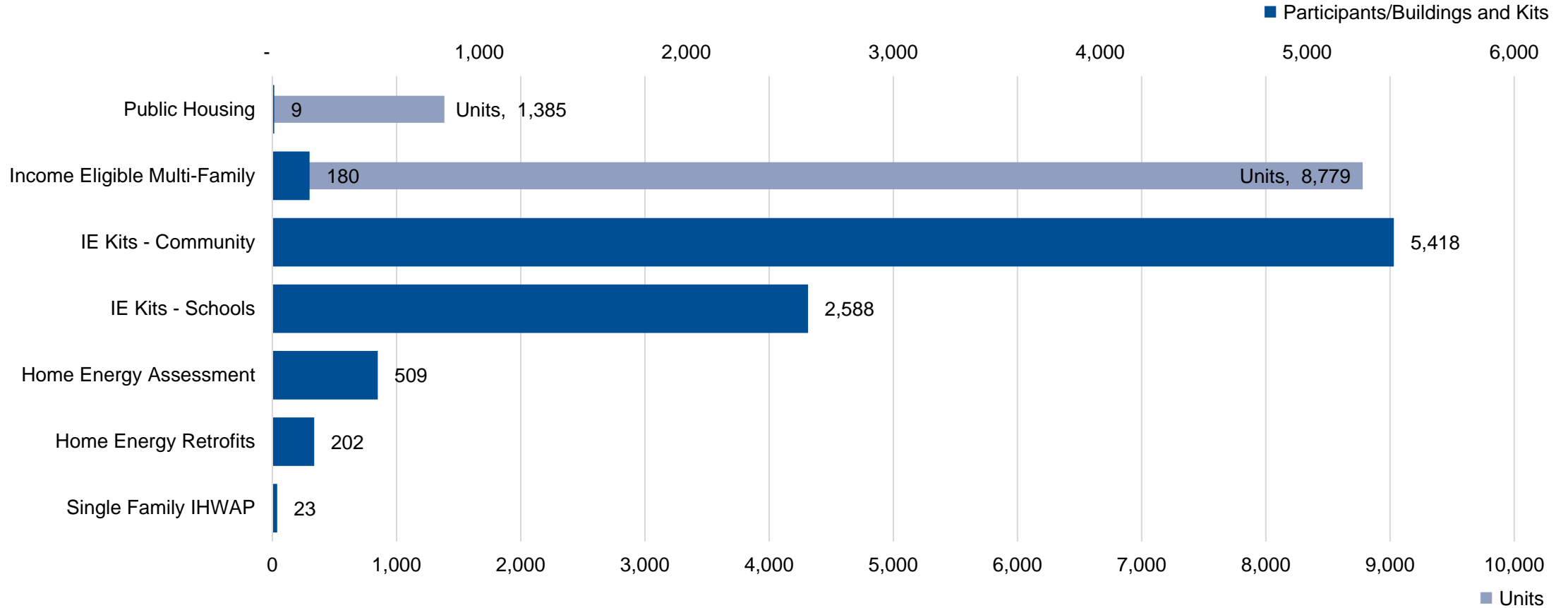




Income Eligible Program



2024 Program Offering Participants





Health & Safety



- In Q1, 256 SF properties were assessed.
- For HES, a total of 225 H&S issues were identified, with 153 fire safety, 5 electrical safety, and 3 natural gas safety issues. Multi-family saw instances of H&S issues including improper flue venting, foundation/roof leak/bulk water, and suspected asbestos.

Health & Safety Metrics	2024
Number of Properties Assessed - Single Family	256
Number of Properties Assessed - Multi-Family	46
Number of Properties with identified Health & Safety Issues	231
Number of Properties deferred due to Health & Safety Issues	6
Type of Health and Safety Issues Identified:	
Electrical Safety	5
Natural Gas Safety	4
Fire Safety	153
Indoor Air Quality	0
Other	67

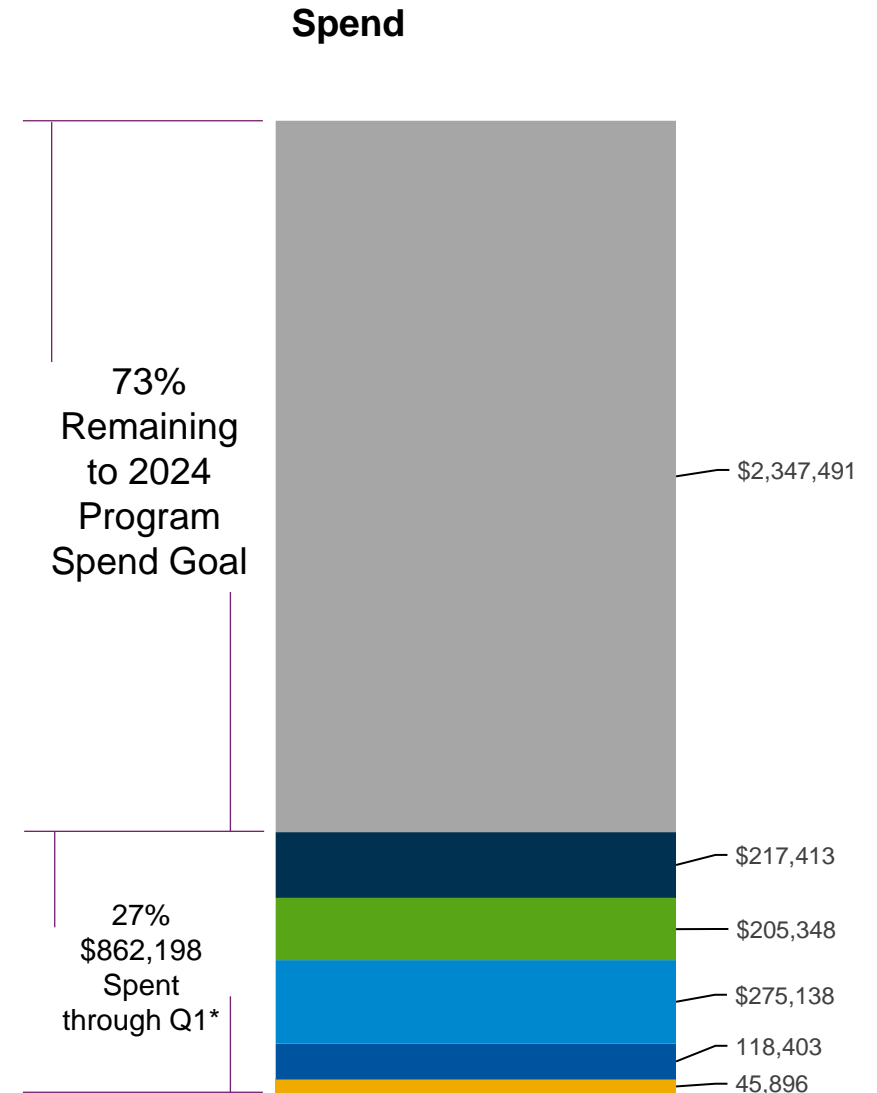
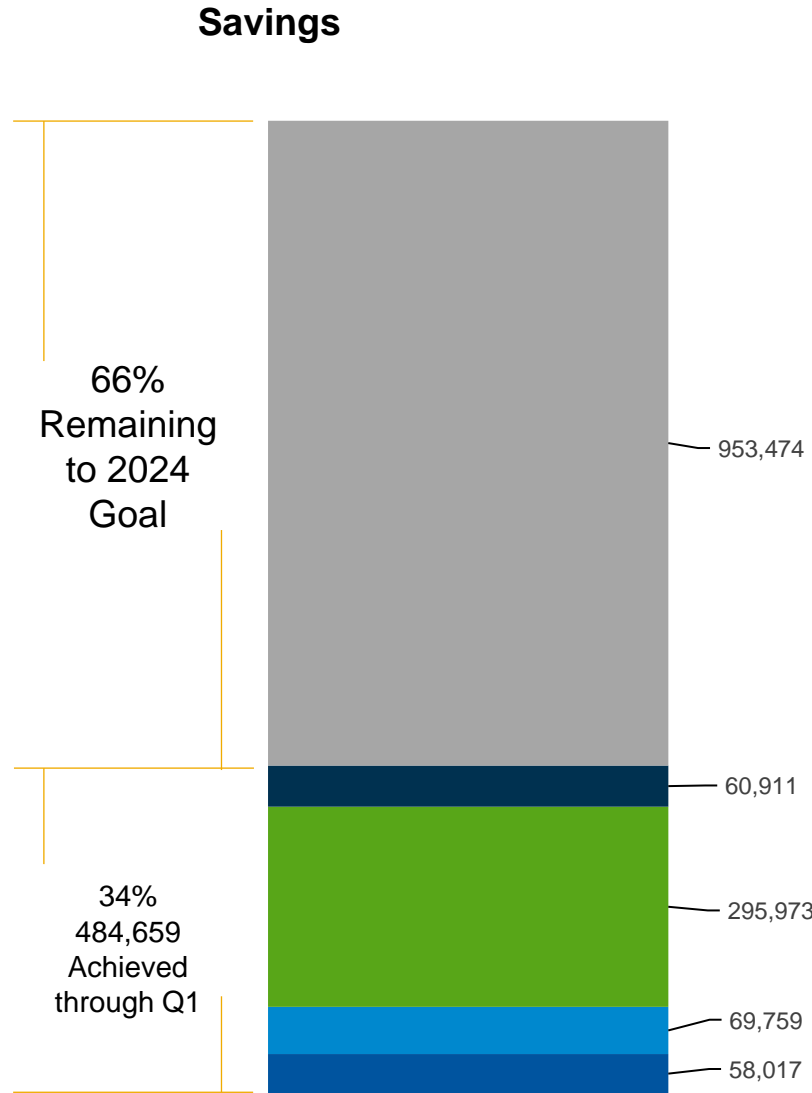


NORTH SHORE GAS[®]
ENERGY EFFICIENCY PROGRAM



In Q1 2024, the North Shore Gas portfolio achieved 34% of the 2024 savings goal of 1,438,133 therms, spent 27% of the \$3,209,689 program budget, and spent 26% of the \$4,263,107 portfolio budget.

- Public Sector Program
- Business Program
- Income Eligible Program
- Residential Program
- Market Development Initiative



*Program spend does not include portfolio costs

Commercial and Industrial



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Commercial and Industrial



Highlights

Performance

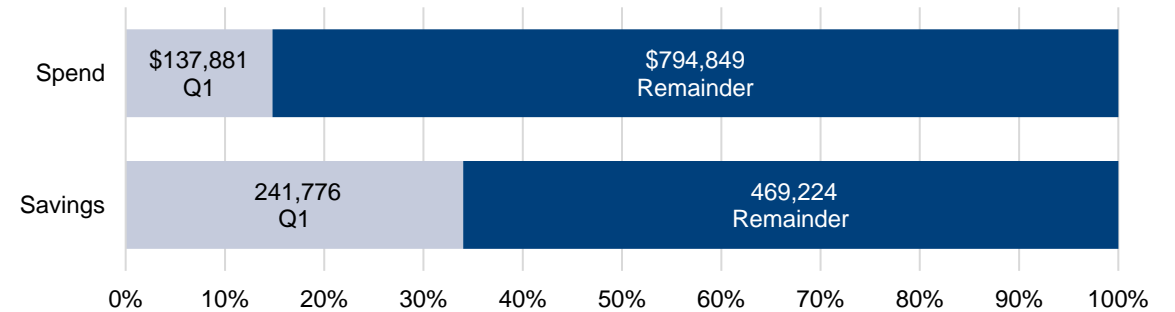
- Cost effective participation in Q1, achieved 34% of the savings goal with 15% of the budget
- \$/therm lower than expected for C&I, but higher than expected for Commercial Food Service
- Steam trap projects at 3 customer locations contributed most of the savings

Customer Engagement

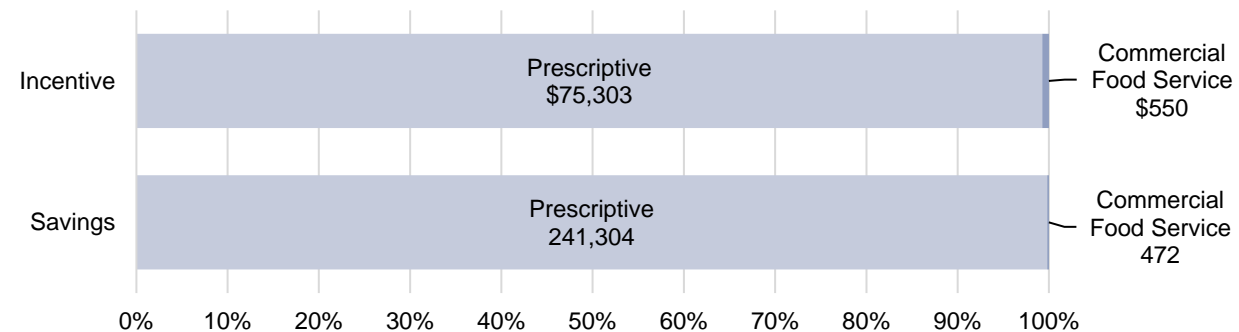
- Customer satisfaction survey response – commercial and industrial customers gave an average score of 10 out of 10 when asked how likely they are to recommend the program, most commonly selecting “representative experience” as what we do well

Results

Overall



Offering



Small and Midsize Business



Business Program



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Outreach and rebates are designed to support the unique needs of these businesses in improving their operations and reducing their energy costs.

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Small and Midsize Business



Highlights

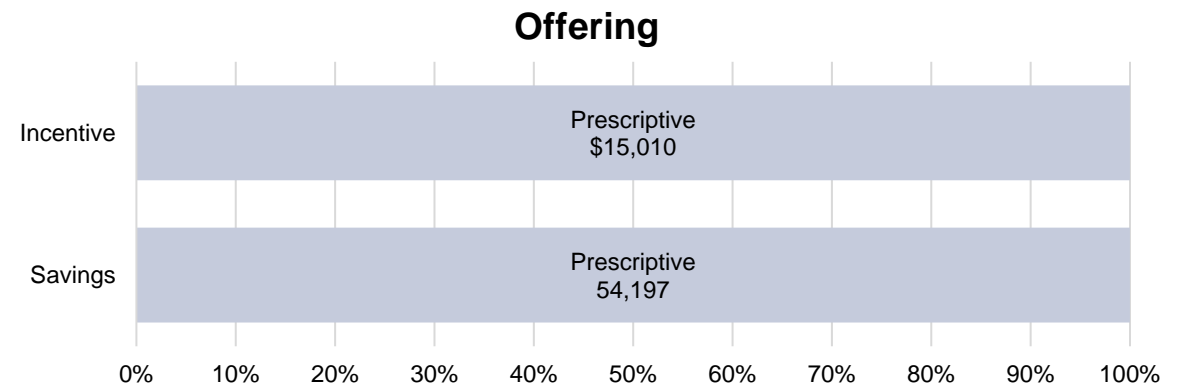
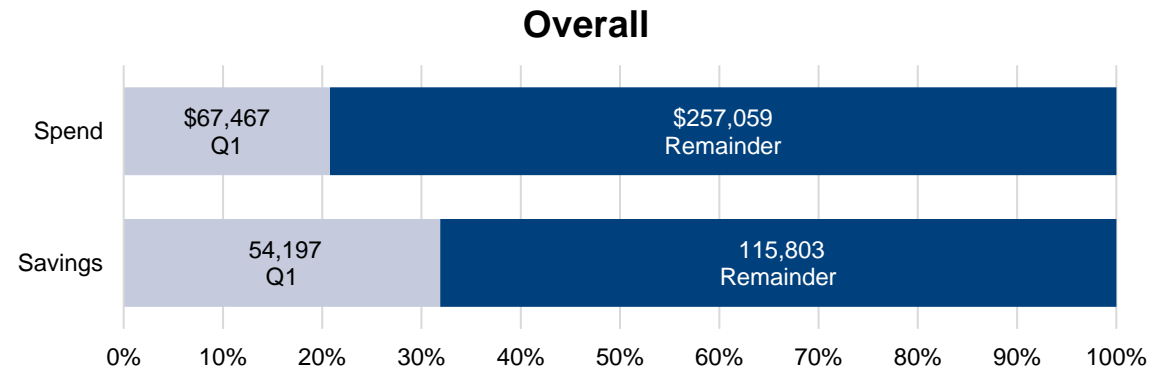
Performance

- Cost effective participation in Q1, achieved 32% of the savings goal with 21% of the budget
- \$/therm lower than expected
- Almost half of the savings in Q1 was from one large boiler tune-up project

Customer Engagement

- Customer satisfaction survey responses – small and midsize business customers gave an average score of 9 out of 10 when asked how likely they are to recommend the program, most commonly selecting “responsiveness,” “representative experience,” and “representative courtesy” as what we do well

Results



Public Sector

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Business Program



Prescriptive and Custom Rebates

Prescriptive rebates are standard incentive amounts for common energy efficiency measures, typically, with deemed energy savings in the Illinois Technical Resource Manual.

Custom rebates are awarded for the non-standard applications of energy efficiency measures or for projects that do not follow a one-for-one replacement. The review of several operating parameters determines the energy savings.

New Construction Rebates

Rebates are provided towards new building projects or deep renovations, which are designed to exceed regional energy-efficiency code requirements. This is a joint program implemented with partnering utility, ComEd.

Gas Optimization Studies

This comprehensive facility review focuses on gas systems and is like an ASHRAE Level 2 Audit. The study aims to identify custom and prescriptive opportunities. Customers may receive up to \$15,000 for onsite engineering assistance from a 3rd party engineering firm.

Retro-Commissioning

This comprehensive study provides insights into the performance of a facility's existing energy-using systems. To help facilities perform optimally, this program focuses on identifying no- and low-cost energy-saving operational improvements with a simple payback within 18 months. This is a joint program with ComEd, and an approved 3rd party engineering firm conducts the study.

Engineering Studies

These studies focus on large, custom, capital-intensive energy-saving projects. An in-depth implementation study, investment-grade audit or process evaluation is provided focused on one process or project. Customers may receive up to \$15,000 to offset the costs of a 3rd party engineering firm to conduct the study.

Staffing Grant

Customer grant recipients are provided up to \$50,000 to support a full- or part-time employee to oversee the implementation of natural gas efficiency projects that would otherwise not be implemented due to limited staffing.

Strategic Energy Management

Strategic Energy Management engages customers in long-term continuous energy efficiency improvements at their facilities by involving site management, leveraging data and promoting best practices at the site.



Public Sector



Highlights

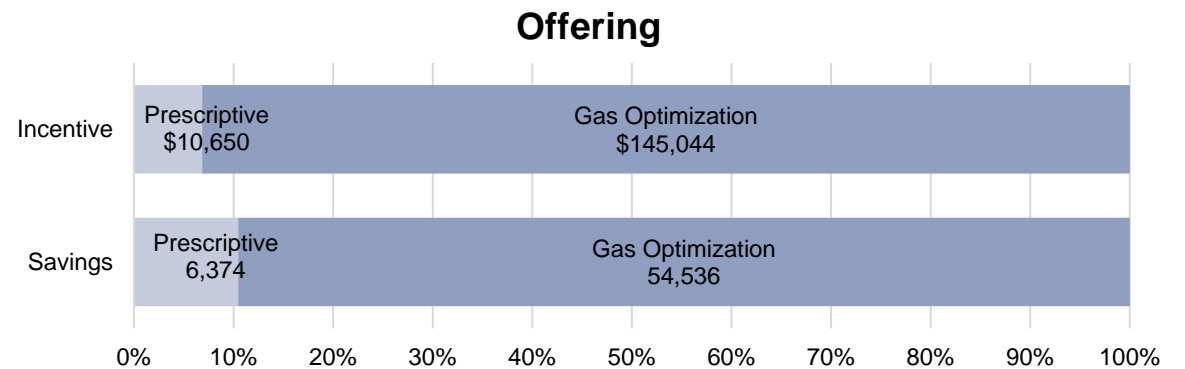
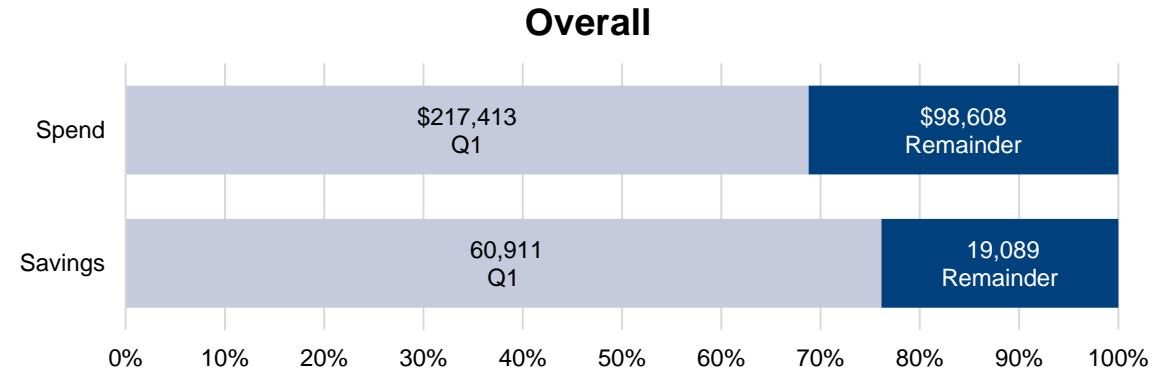
Performance

- Cost effective participation in Q1, achieved 76% of the savings goal with 69% of the budget
- \$/therm lower than expected
- 90% of the savings was from one large custom optimization project for waste heat recovery

Customer Engagement

- Customer satisfaction survey responses – public sector customers gave an average score of 10 out of 10 when asked how likely they are to recommend the program, most commonly selecting “ease of rebate process” and “ease of finding information online” as what we do well

Results



Research and Development (R&D) evaluate innovative technologies and projects for possible future inclusion in programs to achieve additional therm savings. Projects are implemented in collaboration with research organizations, educational institutions, and non-profit organizations. This team is also engaged in Market Transformation (MT) activities to shift the market to greater adoption of energy-efficient technologies. Market Transformation initiatives are expanding new project launches and existing projects as joint IOU MT initiatives.



Research and Development and Market Transformation



Areas of focus include:

- Gas heat pumps – residential and commercial units
- Hybrid heating systems
- Integrated renewable energy systems
- Combined heat and power
- Heat recovery with carbon capture
- Battery-Operated Radiator Controls
- Advanced building shell measures

Single Family and Multi-Family



Residential Program



Residential single-family offerings provide residential customers access to energy efficiency via two paths—Home Energy Assessment and Home Energy Rebates. The programs are designed to help customers save energy immediately through the direct installation of measures while identifying major upgrades (i.e., furnace or boiler replacement, attic insulation) for future consideration.

Residential Multi-Family Program offers a comprehensive program of assessments, direct install, prescriptive and custom rebates, and partner trade ally projects.

Home Energy Assessment

Offers energy-saving products installed in homes at no-cost to the customer. The Home Energy Assessment program is a joint program offering provided in partnership with Peoples Gas, North Shore Gas and ComEd. Homeowners can reduce their energy and water use with the installation of products available to owners of single-family homes, two-flats, and individually metered condos and townhomes. Renters are also eligible with permission from their landlords.

Smart Thermostats

A joint utility offering that provides residential customers discounted smart thermostats through the ComEd Marketplace.

Home Energy Rebate

This is a gas-only offering provided in collaboration with local Trade Allies. The program offers rebates on energy-efficient heating, ventilation, air conditioning and water heating equipment and qualifying weatherization projects for residential customers.

Elementary Education

The Elementary Education Program is a free energy efficiency educational program provided in partnership with the Peoples Gas, North Shore Gas and ComEd. The program offers 5th grade energy efficiency lesson plans, equipping teachers with activity guides and take-home kits for students and their families to learn how to save energy by installing no-cost energy-saving products in their homes.

Multi-Family Energy Savings

The Multi-Family Energy Savings program is a joint program offering provided in partnership with Peoples Gas, North Shore Gas and ComEd. The program offers free direct installation of energy-saving measures for multi-family buildings.

Prescriptive and Custom Rebates, and Partner Trade Ally (PTA)

A Peoples Gas and North Shore Gas-only offering provided in partnership with vetted Trade Allies. Prescriptive rebates are standard incentive amounts for common types of energy efficiency measures. Custom incentives are awarded for the non-standard technologies or for projects that do not include a one-for-one replacement. This is based on the review of several operating parameters that determine energy savings.



Residential Single Family



Highlights

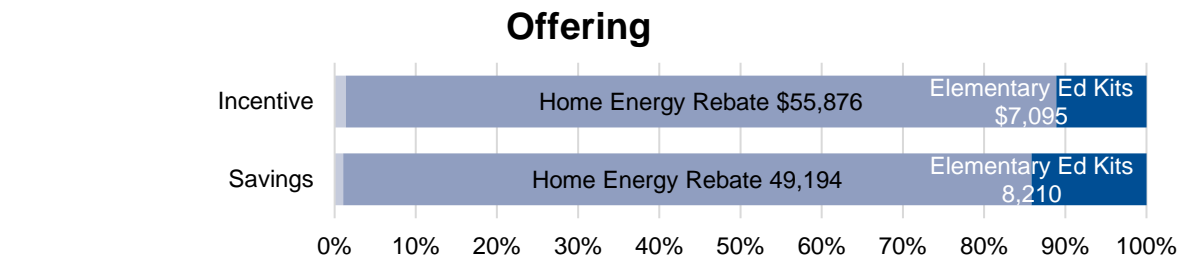
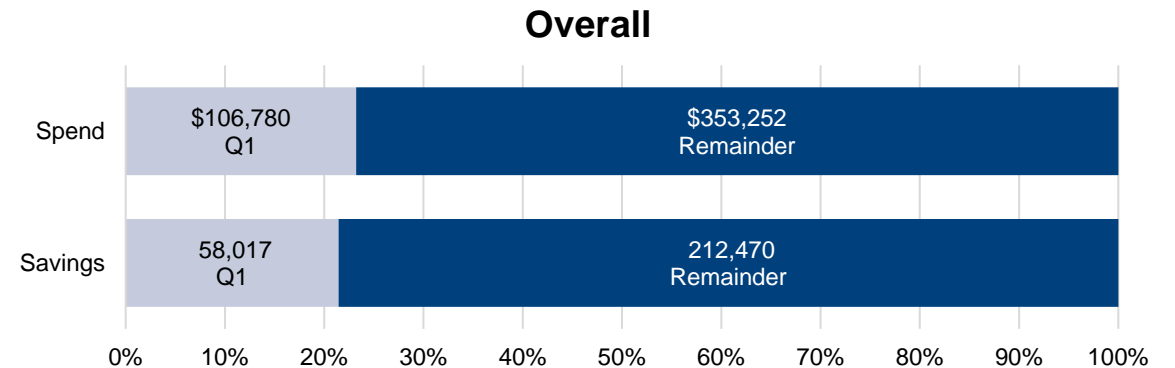
Performance

- Participation on target in Q1, achieved 21% of the savings with 23% of the spend
- Overall \$/therm lower than expected for Home Energy Rebates

Offering Highlights

- Home Energy Assessment: 29 participants
- Home Energy Rebate: 222 participants—86% of the savings from HVAC measures, with the rest from weatherization; these customers gave an average score of 8.4 out of 10 when asked how likely they are to recommend the program, most commonly selecting “ease of rebate process” and “ease of finding information online” as what we do well
- Elementary Education Kits: 332 kits distributed
- Smart Thermostats: No savings reported yet

Results



	Savings	Incentive
■ Home Energy Assessment	613	\$890
■ Home Energy Rebate	49,194	\$55,876
■ Elementary Ed Kits	8,210	\$7,095



Residential Multi-Family



Highlights

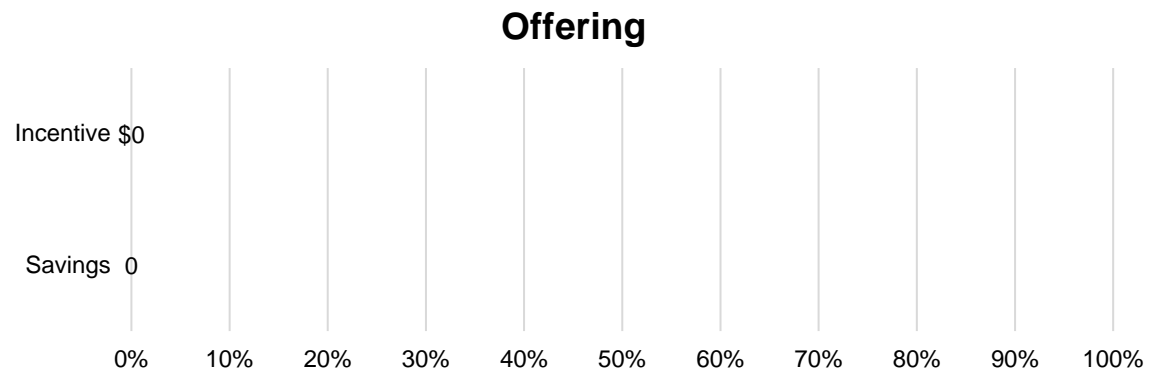
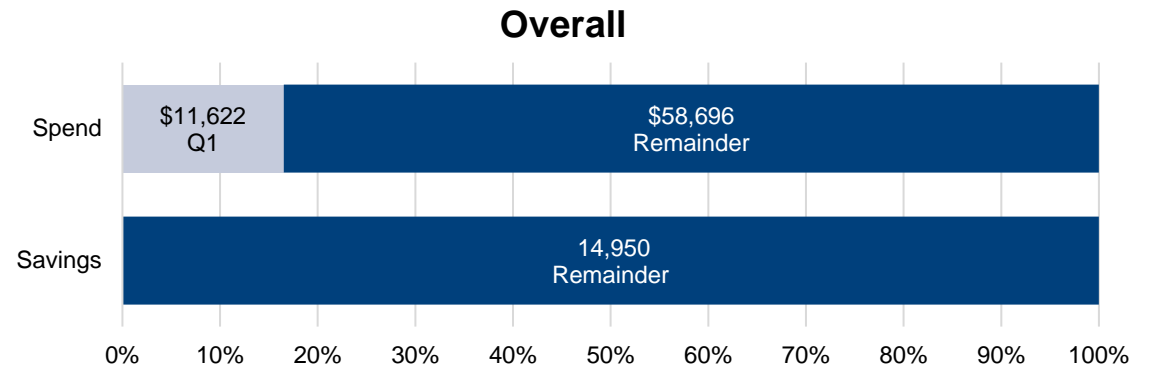
Performance

- No savings was reported in Q1 and 17% of the budget was spent, however the offering is on target to achieve the 2024 goal
- Since no savings has been logged, there is no \$/therm available at this time

Offering Highlights

- Multi-Family Energy Savings: 0 buildings participated
- Prescriptive, Custom, Partner Trade Ally: 0 buildings participated

Results



Income Eligible Single Family and Multi-Family

Income Eligible Programs target the underserved income eligible market, providing services designed to make it easy for single-family and multi-family income eligible customers to take advantage of cost-effective energy saving retrofits.



Income Eligible Program



Illinois Home Weatherization Assistance Program (IHWAP)

Leverage's state and federal funds to supplement incentives from utility programs. The program was designed to help low-income residents save energy and money while increasing the comfort of their homes. With a mission to insulate low-income customers, particularly the elderly, persons with disabilities, families with children, high residential energy users, and households with a high energy burden, to conserve needed energy and to aid those persons least able to afford higher utility costs. Weatherization services are provided to low-income residents through local community action agencies or not for profit agencies.

Home Energy Assessment

Offers energy-saving products installed in homes at no-cost to the customer. The Home Energy Assessment program is a joint program offering provided in partnership with Peoples Gas, North Shore Gas and ComEd. Homeowners can reduce their energy and water use with the installation of products available to owners of single-family homes, two-flats, and individually metered condos and townhomes. Renters are also eligible with permission from their landlords.

Home Energy Savings Retrofits

Offers direct install products and no-cost weatherization services for Income-Eligible Single-Family home customers. It is delivered jointly with ComEd through approved agencies or partners.

Income Eligible Multi-Family Savings

Building owners receive free technical assistance to identify energy efficiency opportunities and install measures. Expenses are fully covered by the program, from the direct installation of energy efficiency products into tenants' units (light bulbs, aerators, showerheads, etc.), to common area measures, and more extensive measures requiring building owner co-pay. This program is a joint utility program offering.

Public Housing Energy Savings

Offers prescriptive and custom rebates for gas measures in housing owned by Public Housing Authorities. This program is a joint program offering provided in partnership with Peoples Gas, North Shore Gas and ComEd.

Multi-Family Income Eligible Partner Trade Ally

A Peoples Gas and North Shore Gas-only offering, delivered by vetted Partner Trade Allies. Trade Allies are given higher rebate amounts to serve geographically income-eligible customers with retrofit measures.

Income Eligible Gas Kits

Provides income-qualified customers with a kit of energy efficiency measures to self-install. The Income Eligible Gas Kits are distributed by ground mail to qualified customers vetted by the Low-Income Home Energy Assistance Program (LIHEAP). Provided in partnership with the Peoples Gas, North Shore Gas and ComEd.



Income Qualified Single Family



Highlights

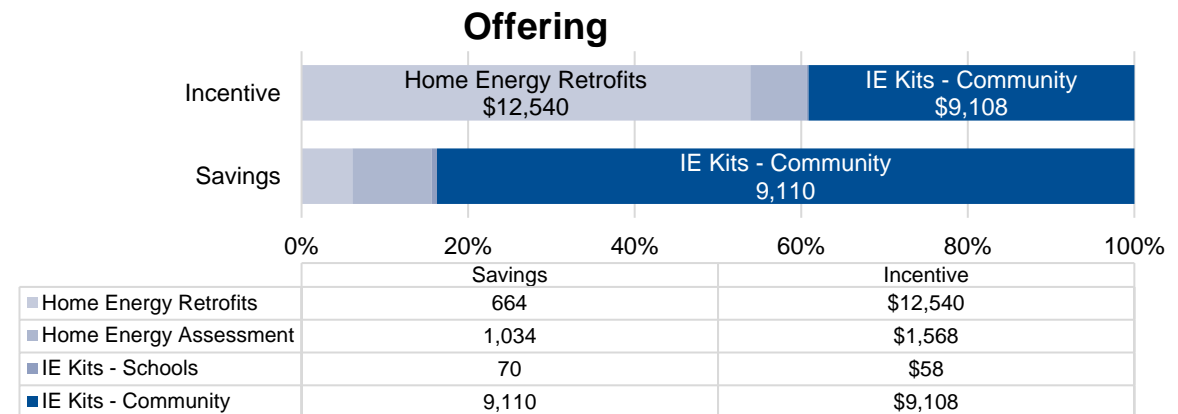
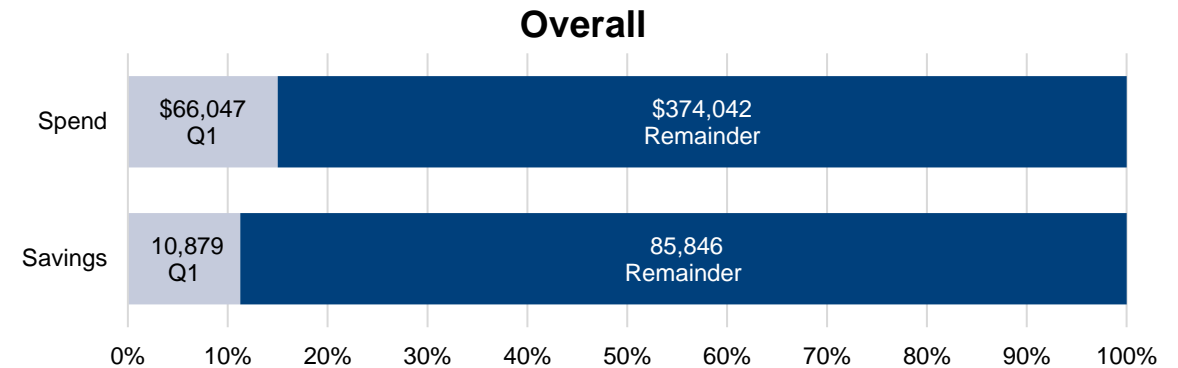
Performance

- Achieved 11% of the savings with 15% of the spend
- Overall \$/therm higher than expected for all offerings, leading to \$1.52/therm more than forecast for Income Qualified Single Family as a whole

Offering Highlights

- For the Income Qualified Program, the North Shore Gas plan budget is much smaller than the Peoples Gas budget, coming in at 6% comparatively. This results in less interest from agencies and Trade Allies and a barrier the team continues to work to resolve
- IHWAP Single Family: 0 participants
- Home Energy Retrofits: 1 participant
- Home Energy Assessment: 34 participants
- Elementary Education Kits: 3 kits distributed
- Community Kits: 264 kits distributed

Results





Income Qualified Multi-Family



Highlights

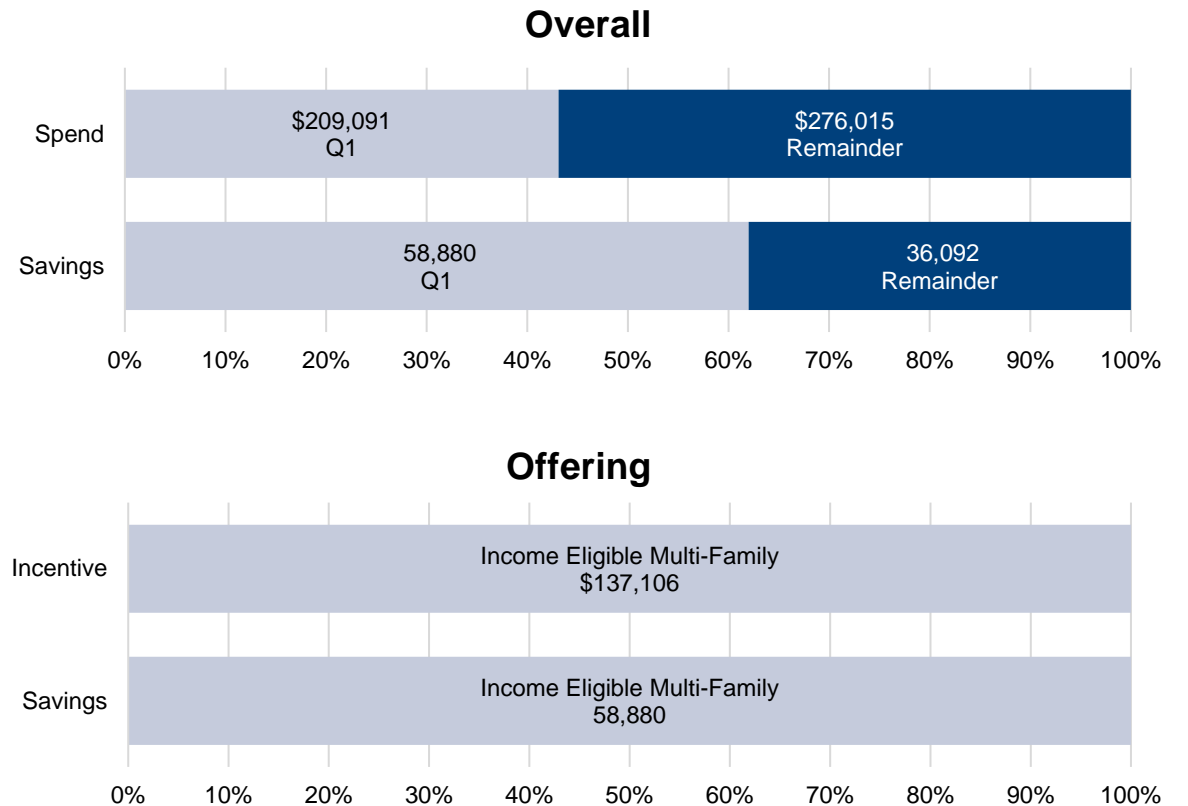
Performance

- High and cost-effective participation continues from last year, achieved 62% of the savings with 43% of the spend
- \$/therm is 30% less than forecast
- Reoccurring participation of one customer is contributing to the savings, specifically with attic air sealing measures

Offering Highlights

- Income Eligible Multi-Family Energy Savings: 4 buildings and 899 units participated
- Public Housing: 0 buildings and 0 units participated
- Multi-Family IHWAP: 0 buildings and 0 units participated

Results

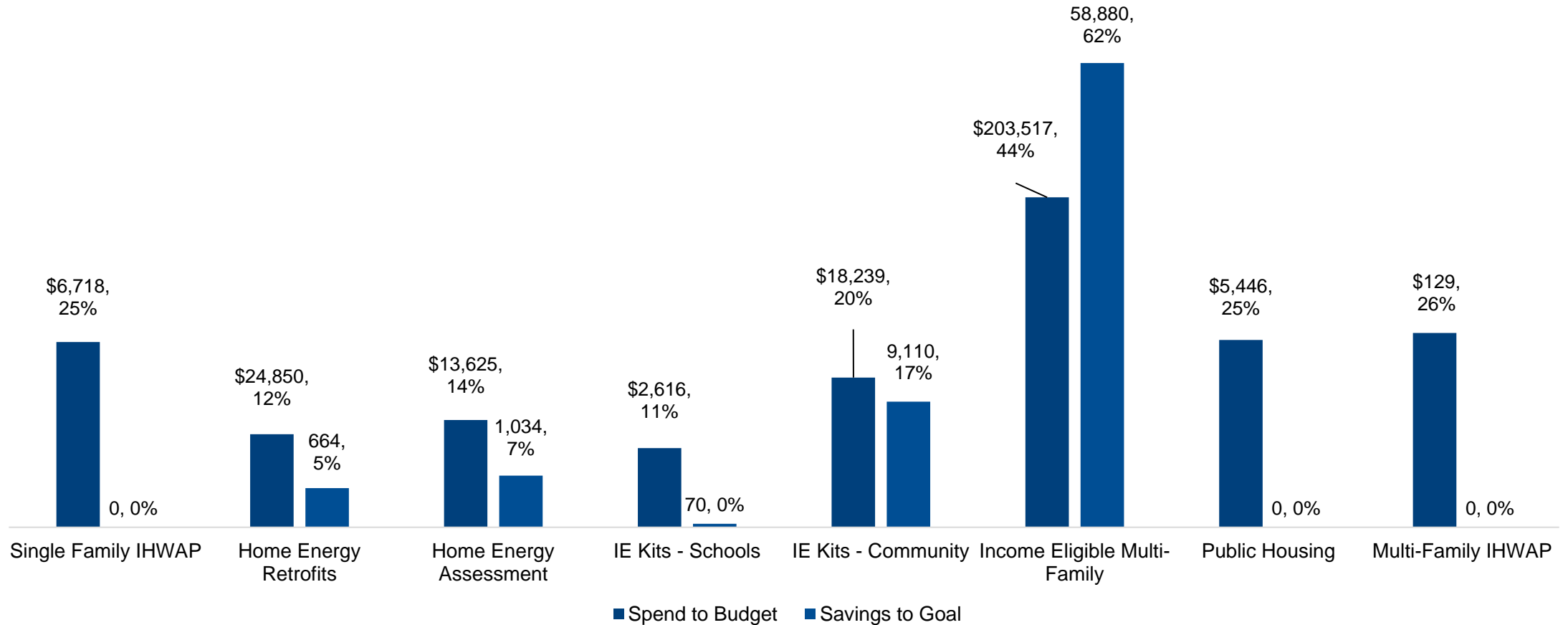




Income Eligible Program



2024 Program Offering Savings and Spend

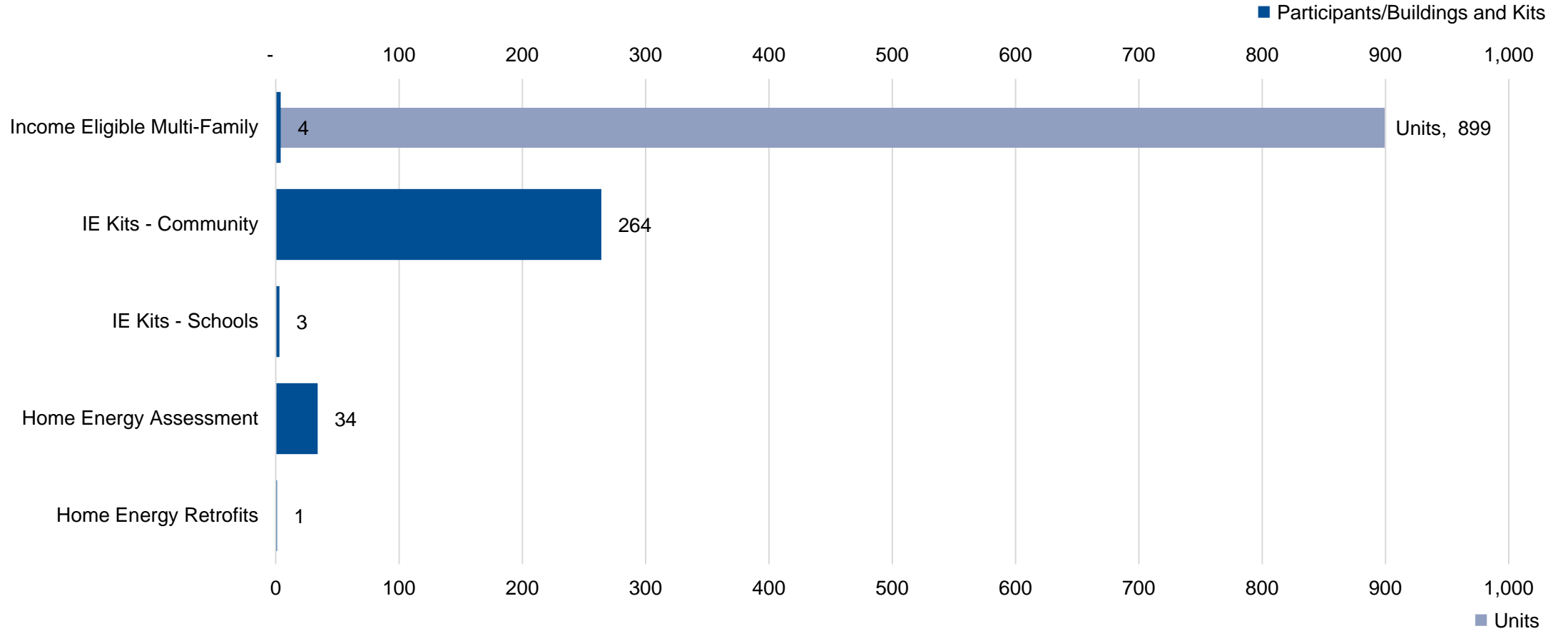




Income Eligible Program



2024 Program Offering Participants





Health & Safety



- In Q1, 2 SF properties were assessed.
- A total of 2 H&S issues were identified, both were fire safety issues.

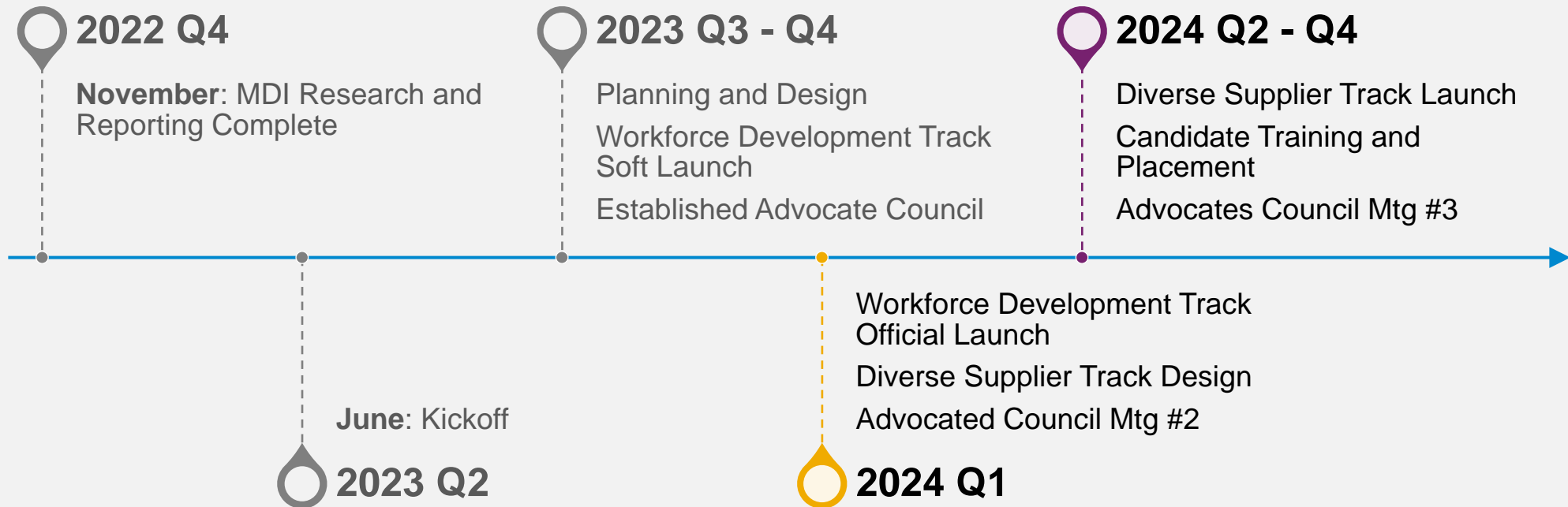
Health & Safety Metrics	2024
Number of Properties Assessed - Single Family	2
Number of Properties Assessed - Multi-Family	10
Number of Properties with identified Health & Safety Issues	2
Number of Properties deferred due to Health & Safety Issues	0
Type of Health and Safety Issues Identified:	
Electrical Safety	0
Natural Gas Safety	0
Fire Safety	2
Indoor Air Quality	0
Other	2

Market Development Initiative

The image features a stylized city skyline in the background, rendered in shades of gray. In the foreground, a large, thick blue archway spans across the scene. Below the arch, a dark blue horizontal band represents a ground level or platform. Several small, colorful figures of people are scattered across this platform: one on the far left with arms raised, one in the middle-left carrying a bag, two in the center (one in a blue suit, one in a green vest and yellow hard hat), one in the middle-right carrying a bag, and one on the far right in an orange dress. The text 'Market Development Initiative' is overlaid on the left side of the image, partially overlapping the blue arch and the skyline.



Initiative Progress





Workforce Development Overview

1

Recruitment and Application

Job Seekers are recruited through local high schools, technical and community colleges, workforce development programs and Community Organizations.

Register in **Career Pathway Platform** to receive guidance from a Career Coach.

2

Skills Training

A Career Coach will help identify the right training program and will provide referrals to the construction, job skills, training, or continuing education.

3

Energy Efficiency Training

Online training for a career in the energy efficiency industry is offered by Peoples Gas and North Shore Gas.

Candidates who complete training receive a **one-time payment** to assist with their job search.

4

Placement and Mentorship

Connection to jobs and placement with support from Community Based Organization or a Career Coach.



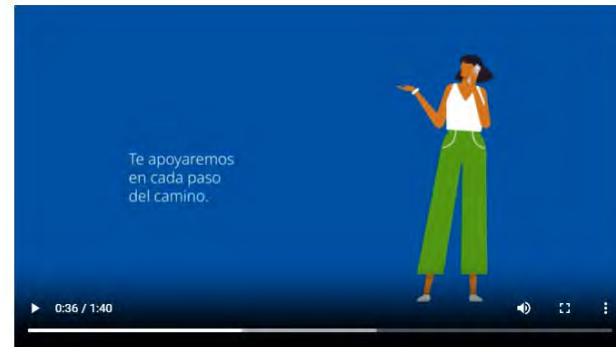
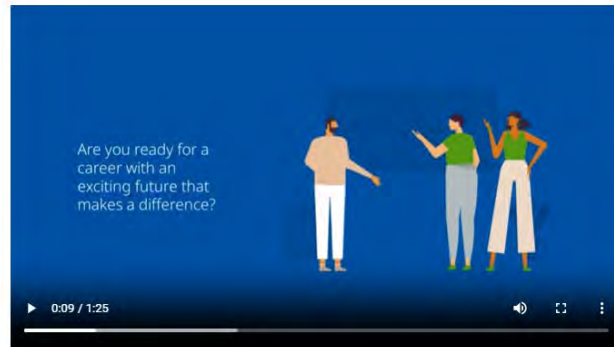
Watch the
Fuel Your Future
videos



Fuel Your Future

Explore your path to professional advancement

Peoples Gas and North Shore Gas Energy Efficiency Programs are here to help! We make it easy, straightforward and fast for job seekers, employers and community partners to connect and advance in the energy efficiency space.



PeoplesGasDelivery.com/MDI
NorthShoreGasDelivery.com/MDI

PEOPLES GAS®
ENERGY EFFICIENCY PROGRAM

NORTH SHORE GAS®
ENERGY EFFICIENCY PROGRAM

Marketing, Outreach, and Trade Ally

PEOPLES GAS ENERGY EFFICIENCY PROGRAM | NORTH SHORE GAS ENERGY EFFICIENCY PROGRAM

MARKET RATE MULTI-FAMILY WEATHERIZATION REBATES APPLICATION

Valid Jan. 1, 2024 - Dec. 31, 2024

INCREASE YOUR HOME'S COMFORT

AIR SEALING, INSULATION, AND DUCT SEALING REBATES

Get up to \$1,200 in rebates from Peoples Gas or North Shore Gas for air sealing, insulation, and duct sealing projects completed by an approved contractor.

Type of Project	What Qualifies	Rebate
Air Sealing	If your home meets requirements after testing is performed, you may qualify for 40 cents per CFM50 reduction. Your contractor will use an industry standard protocol known as a blower door test to determine the amount of air leaking from your home before and after they perform air sealing (the amount of air leakage is measured in a unit known as CFM50 (cubic feet per minute at 50 Pascals of pressure). This is equivalent to the amount of air that flows through your home after it is hit by a 20 mile-per-hour wind.	Up to \$400 per home
Attic Insulation	If your attic has less than five inches of insulation, you may qualify for a rebate of 30 cents per square foot for insulating your home to the ENERGY STAR recommended levels for our area. If you have walls in your home that have little or no insulation, you may qualify for a rebate of 50 cents per square foot for insulating them to meet the current energy codes. If your ducts run through areas of your home which are not meant to be heated, such as basements, attics or unfinished basements, you may qualify for a rebate of \$2 per CFM25 (cubic feet per minute) of air that flows through your heated or cooled air flows to areas of the home.	Up to \$900 per home Up to \$400 per home Up to \$400 per home

Scan and Email
Family Weatherization Rebates
Peoples Gas customers:
FranklinEnergy.com
North Shore Gas customers:
FranklinEnergy.com

928

Q1 2024 Marketing Recap

ENGAGEMENT

Digital and Social Ads
“Cozy up to energy savings” ads in market

Customer Communications

Business

- Hosted Q1 Customer Webinar
- *Energy Insights* e-Newsletter was sent
- Monthly letters and certificates are being sent to business and public sector participants to show our appreciation

Residential

- Multi-family e-Newsletter titled *Energy Reserve* was sent

HIGHLIGHTS

2024 Energy Forum
Annual meeting with large business customers

Preparing for 2024 partnerships
Outreach and activations throughout our communities

Innovation Competition
Planning implementation of winning idea—“Epic Savers”

Program Webpage Redesign
Completed Home Energy Savings page updates



EEP Campaign (Feb. – Apr. 2024)

Cozy up to energy savings

- Digital and social ads
- Static and rich media



2024 Community Events (through Q1)

PERFORMANCE

0 / 0%

PGL Events / % of Total

2 / 8%

NSG Events / % of Total

23 / 92%

Joint Utilities / % of Total

25

2024 Events to Date

HIGHLIGHTS

Eggstravaganza Trail

Annual event organized by Waukegan Park District success again

Gas-only events in Q1 generated over 36 leads





Spotlight: Community and Trade Ally Events

Peoples Gas in the Community

Event Name	Event Host	Date
Trade Ally Table Event	Ferguson Distributors	1/16/24
Trade Ally Table Event	Able Distributors	3/28/24





Spotlight: Community and Trade Ally Events

North Shore Gas in the Community

Event Name	Event Host	Date
LIHEAP Energy Fair	Community Action Partnership of Lake County	2/24/24
Eggstravaganza Trail	Waukegan Park District	3/30/24



Q1 2024 Trade Ally Recap

ENGAGEMENT

Hosted 3 Webinars

2024 Kickoff

Steam Trap Testing and Repair

Steam Trap Monitoring

Gas Heat Pump Education and Training

New webpage

Online course

In-person training sign-up

HIGHLIGHTS

Direct Deposit for Rebate Payments

Trade Allies can now sign up for ACH payments

New Online Courses

The Role of Gas Decarbonization in Reaching Net-Zero Goals (CEUs)

Effective Air Sealing Made Simple (CEUs)

Intro to HVAC and Rebates for Business, Multi-Family and Public Sector Buildings



The Peoples Gas Light and Coke Company and North Shore Gas Company provide these qualitative Quarterly Reports containing a program brief on Q1 activities of Program Year 2024. These reports are accompanied by the quantitative reports, which detail the program savings, costs, and results. These reports are provided pursuant to Section 6.6 of the Illinois Energy Efficiency Policy Manual Version 2.0 (effective January 1, 2020).

Data presented in this document is based on preliminary results and is subject to revision and evaluation adjustments.