



PEOPLES GAS®
ENERGY EFFICIENCY PROGRAM

NORTH SHORE GAS®
ENERGY EFFICIENCY PROGRAM

Quarter 2 Report

Program Year 2024 | 04.01.24 – 06.30.24





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2024 Environmental and Community Impact

ENVIRONMENTAL IMPACT

32,581

Acres of trees planted

27,906

Carbon reduction (tons)

6,641

Cars removed from the road

3,639

Homes' energy use offset

5,274,194

Net energy savings (therms)

COMMUNITY IMPACT

8,078

Residential homes served

18,768

Income eligible homes served

221

Businesses served

58

Direct portfolio jobs

28%

Diverse Spend



An aerial photograph of Chicago, Illinois, featuring the city skyline in the background and Millennium Park in the foreground. The Willis Tower is prominent on the left. The foreground shows the Crown Fountain, green lawns, and a road along the lakefront. A semi-transparent blue banner is overlaid across the middle of the image, containing the Peoples Gas logo and text.

PEOPLES GAS®
ENERGY EFFICIENCY PROGRAM

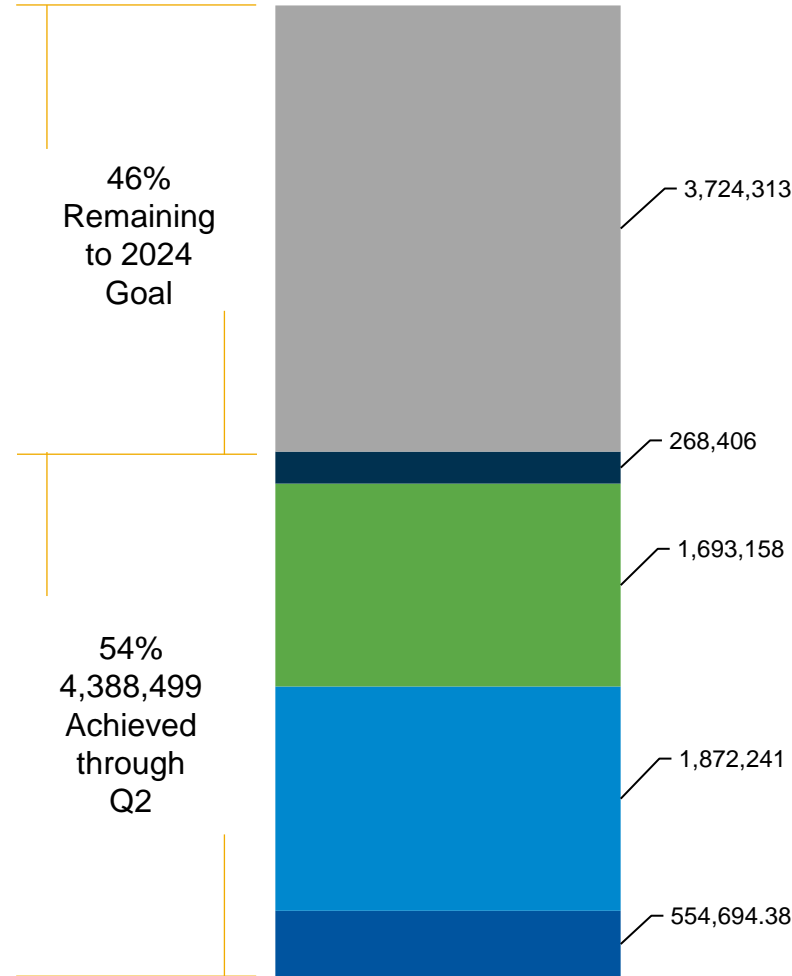


PGL Q2 2024 Performance

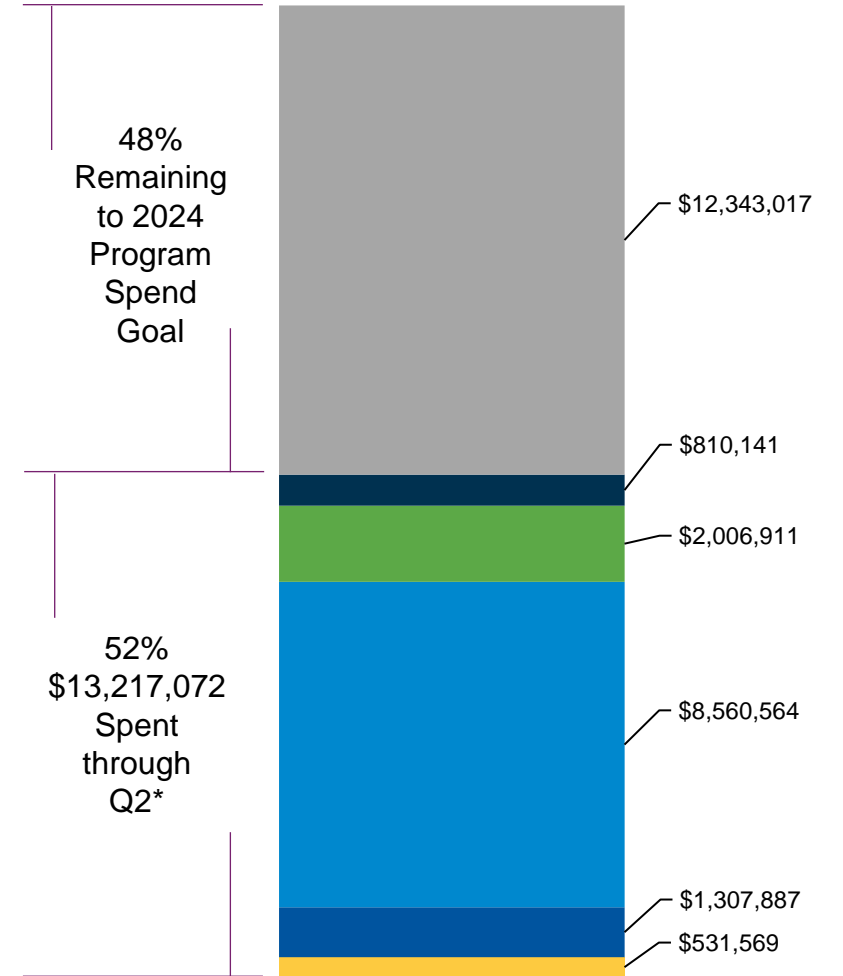
In Q2 2024, the Peoples Gas Energy Efficiency portfolio achieved 54% of the 2024 savings goal of 8,112,811 therms, spent 52% of the \$25,560,089 program budget, and spent 50% of the \$31,658,755 portfolio budget.

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

ENERGY SAVINGS



BUDGET SPEND



*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

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

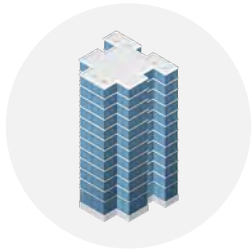
Strategic Energy Management engages customers in long-term continuous energy efficiency improvements at their facilities by involving site management, leveraging data, and promoting best practices at the site.

Commercial Food Service

The Illinois Commercial Food Service program is offered jointly by the Illinois utilities and provides commercial customers a point-of-sale discount on commercial kitchen equipment through participating distributors.



Commercial and Industrial



Highlights

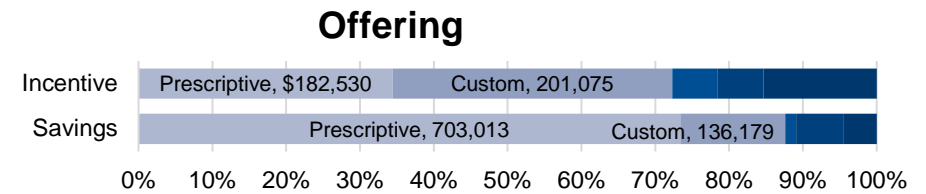
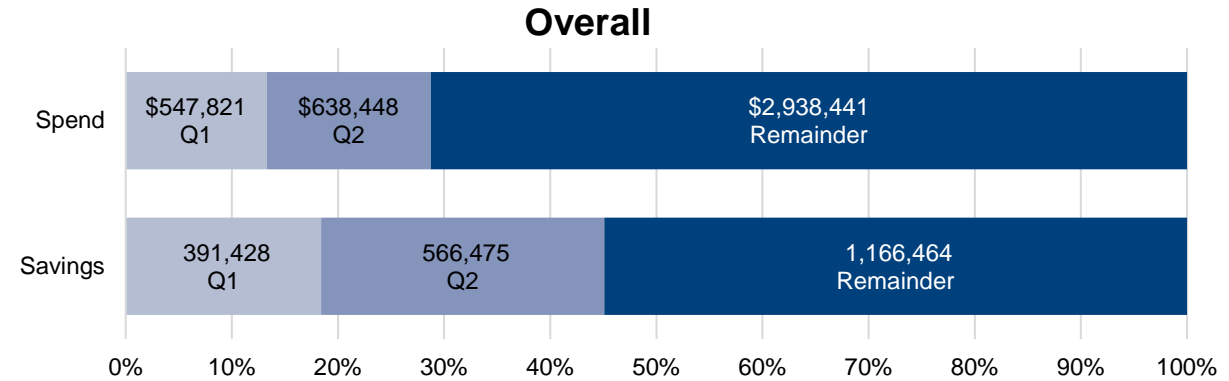
Performance

- Cost effective participation in Q2, achieved 27% of the savings goal with 15% of the budget
- \$/therm continues to be lower than expected
- 61% of year-to-date savings was from steam traps, the next highest savings contributor was a variety of custom projects
- 70% of the year-to-date Commercial Food Service savings was from open deep-vat fryers

Customer Engagement

- Navy Pier and Century Plating Co. were celebrated at their own appreciation events for their commitment to saving energy

Results



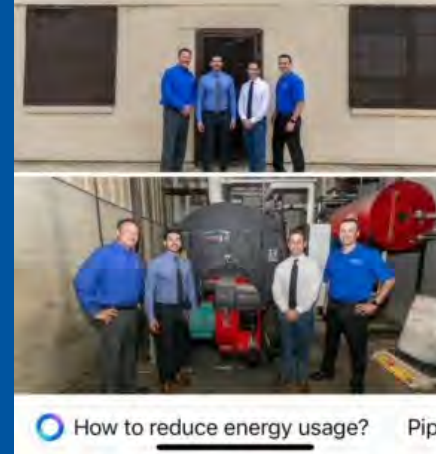
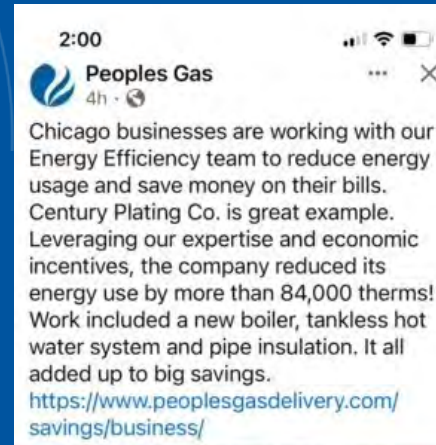
	Savings	Incentive
■ Prescriptive	703,013	\$182,530
■ Custom	136,179	\$201,075
■ Gas Optimization	14,100	\$32,500
■ RCx	61,846	\$32,897
■ Commercial Food Service	42,765	\$81,325



Century Plating Appreciation Event

2023 projects included:

- Boiler combustion controls
- Steam trap testing
- Steam trap replacements
- Large water heater replacement
- Other custom improvements





Navy Pier Appreciation



With expert guidance from the Peoples Gas Energy Efficiency team, Navy Pier saved 162,000 therms, equivalent to 860 metric tons of carbon dioxide

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

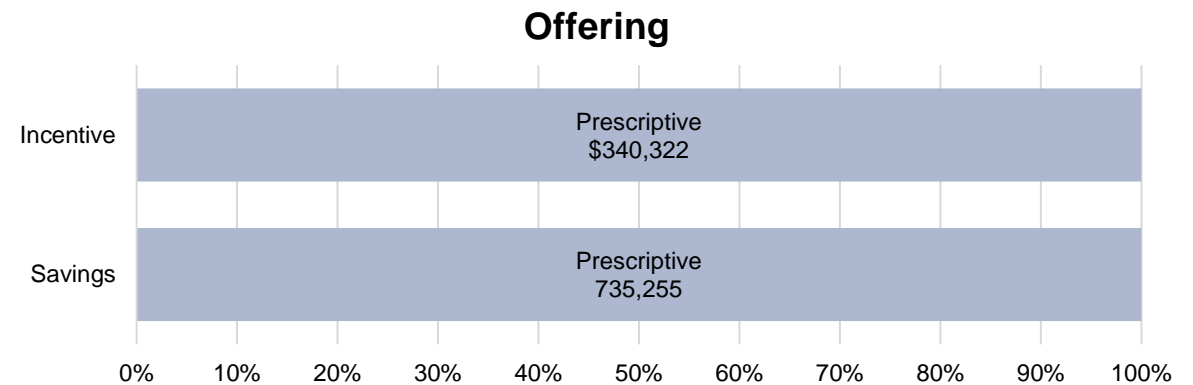
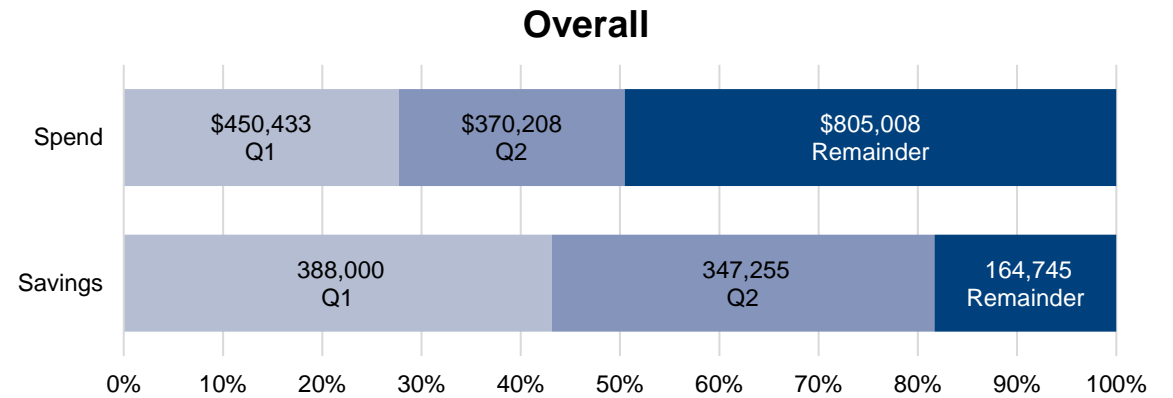
Performance

- Significant participation in Q2, achieved 39% of the savings goal with 23% of the budget
- \$/therm continues to be lower than expected
- 73% of the year-to-date savings was from steam trap measures

Customer Engagement

- We have experienced high participation in the Peoples Gas Small Midsize Business program this year, and applications received after April 23rd were waitlisted for the 2024 program year
- 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



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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Public Sector



Highlights

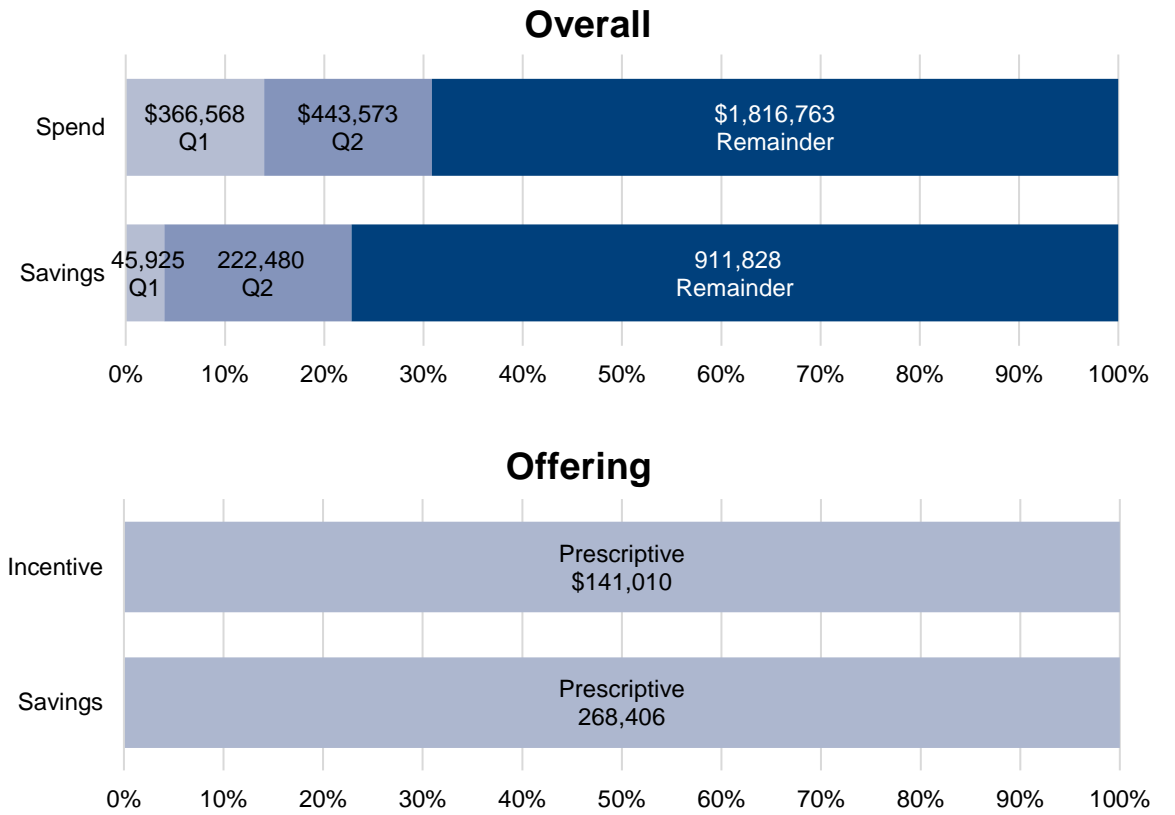
Performance

- Cost effective participation in Q2, achieved 19% of the savings goal with 17% of the budget
- \$/therm higher than expected due to measure mix
- 81% of year-to-date savings was from steam trap measures

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,” “rebate dollar amount,” and “representative energy efficiency expertise” 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

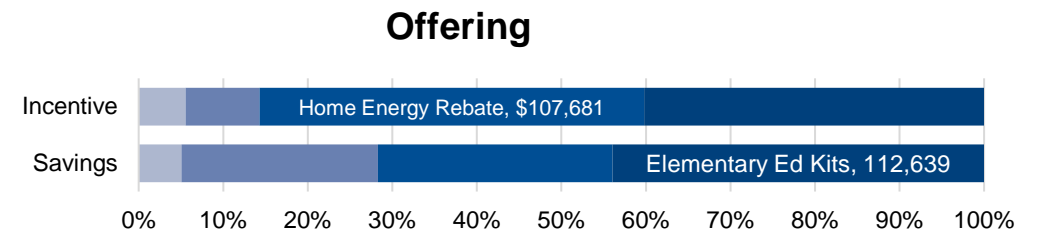
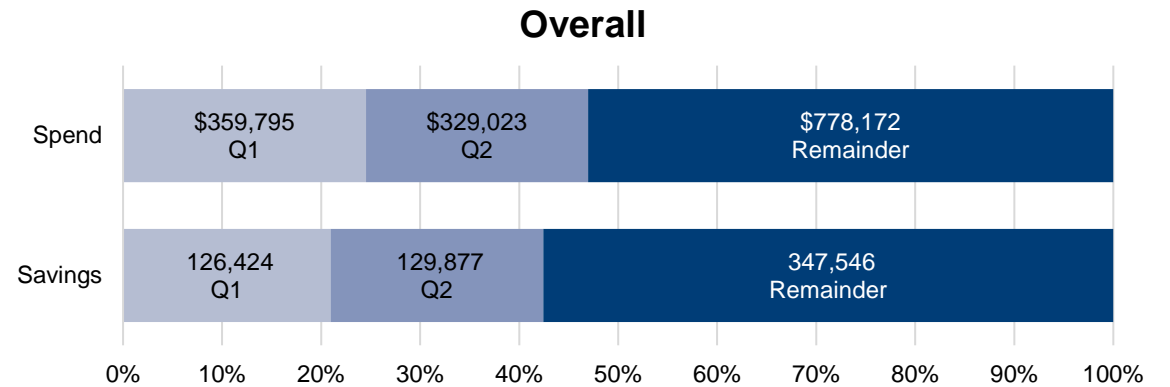
Performance

- Participation on target in Q2, achieved 22% of the savings with 22% of the spend
- Overall \$/therm lower than expected for Elementary Education Kits

Offering Highlights

- Home Energy Assessment: 212 participants
- Home Energy Rebate: 462 participants—nearly 88% of the savings continues to be from HVAC measures, with the rest from weatherization; these customers gave an average score of 8 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: 5,087 kits distributed
- Smart Thermostats: 830 participants

Results



	Savings	Incentive
■ Home Energy Assessment	12,954	\$13,155
■ Smart Thermostat	59,551	\$20,725
■ Home Energy Rebate	71,157	\$107,681
■ Elementary Ed Kits	112,639	\$95,230

Rebate Success Story



High-efficiency
furnace replacement

\$200 rebate

168 therms saved
each year

What motivated you to contact the Peoples Gas Energy Efficiency Program?

- Saving money
- Replacing something that wasn't operating efficiently
- Upgrading efficiency of equipment

What benefits have you noticed after completing your project?

- Increased comfort
- Quicker response time from equipment
- More aware of my energy use and choices

“Upgrading is so important.”

- Catherine Goodwin from Chicago, IL installed a high-efficiency furnace



Residential Multi-Family



Highlights

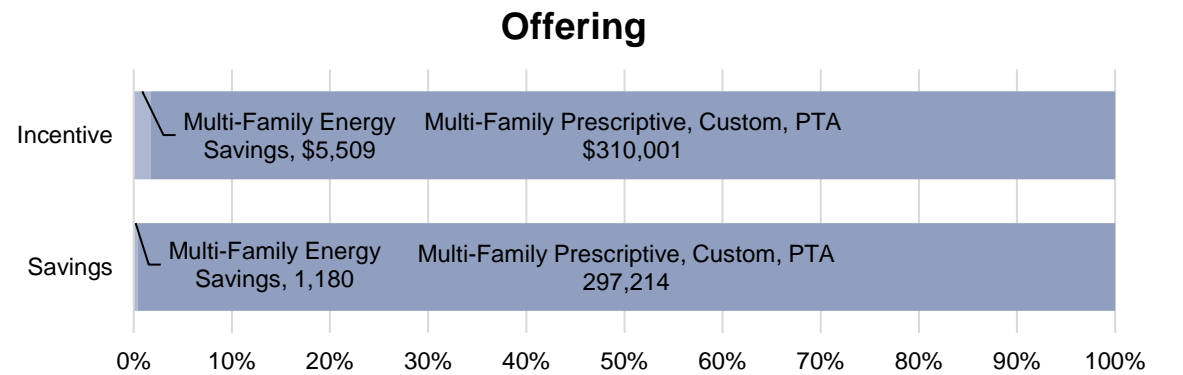
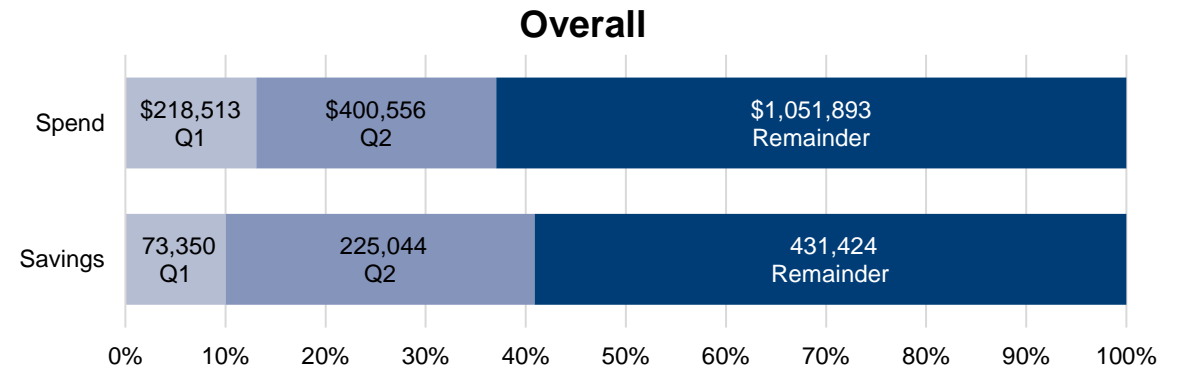
Performance

- Most of the savings are from the Multi-Family Prescriptive, Custom, and Partner Trade Ally (PTA) offerings, with PTAs continuing to leverage existing relationships with customers to drive projects
- Cost effective participation in Q2, achieved 31% of the savings with 24% of the spend due to a larger portion of steam trap projects in MFES
- Overall \$/therm is now lower than expected

Offering Highlights

- Multi-Family Energy Savings: 3 buildings participated
- Prescriptive, Custom, Partner Trade Ally: 48 buildings participated; these 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



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 Eligible Single Family



Highlights

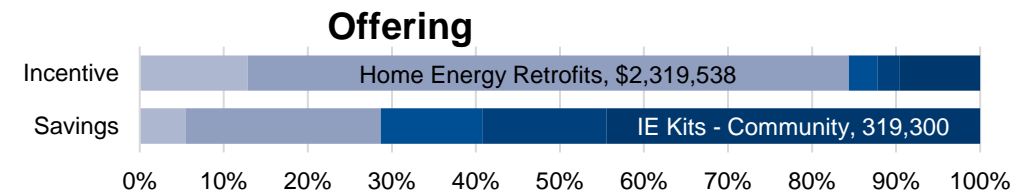
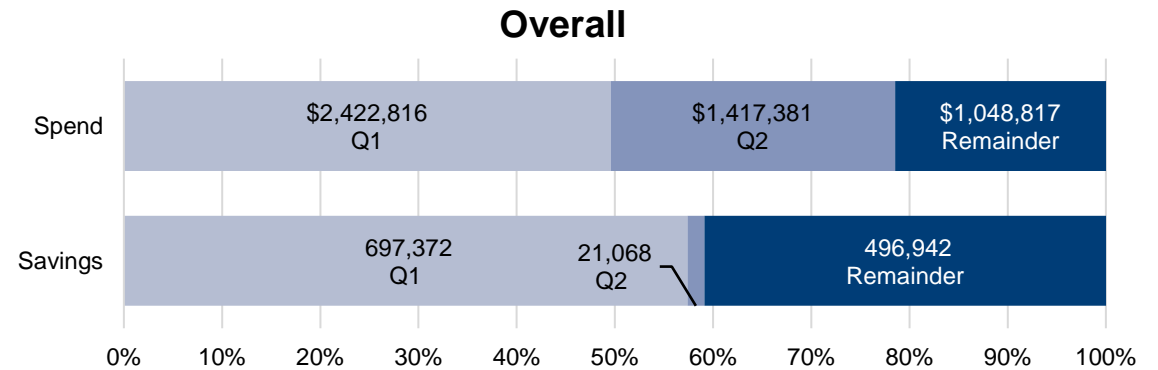
Performance

- Q2 savings is less than Q1, but the high volume in Q1 helps balance year-to-date savings
- Overall \$/therm is lower than expected for the Home Energy Assessment and Community Kits offerings

Offering Highlights

- IHWAP Single Family: 50 participants
- Home Energy Retrofits: 247 participants
- Home Energy Assessment: 1,013 participants
- Elementary Education Kits: 5,184 kits distributed
- Community Kits: 10,420 kits distributed

Results



	Savings	Incentive
Single Family IHWAP	39,385	\$416,467
Home Energy Retrofits	166,751	\$2,319,538
Home Energy Assessment	86,577	\$111,586
IE Kits - Schools	106,428	\$84,862
IE Kits - Community	319,300	\$310,203



Income Eligible Multi-Family



Highlights

Performance

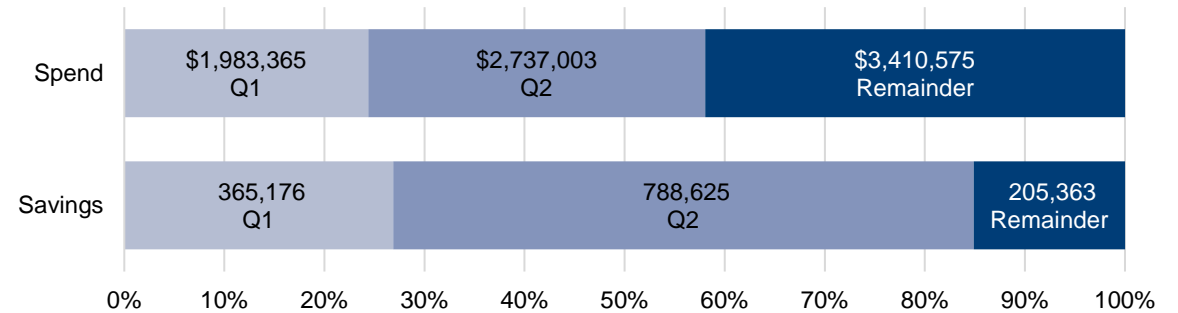
- Cost-effective participation in Q2, achieved 58% of the savings with 34% of the spend
- \$/therm is less than expected for all offerings
- A strong relationship with the Chicago Housing Authority contributed to more public housing projects than in typical years

Offering Highlights

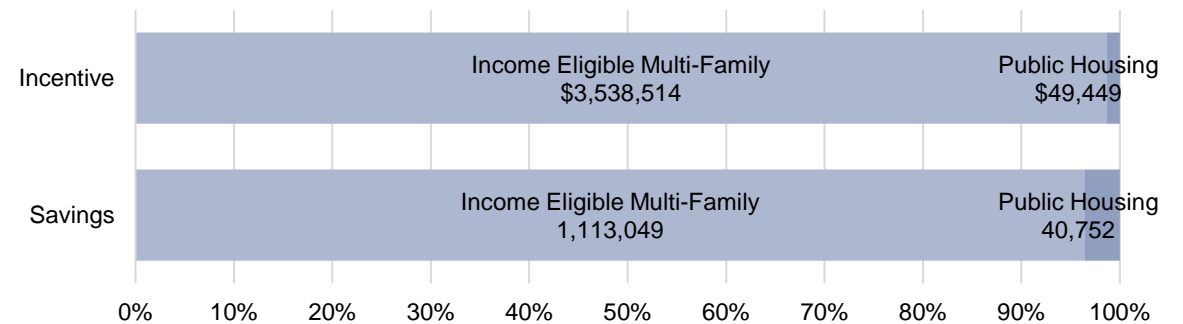
- Income Eligible Multi-Family Energy Savings: 470 buildings and 17,774 units participated
- Public Housing: 12 buildings and 3,270 units participated
- Multi-Family IHWAP: No 2024 participants through Q2

Results

Overall



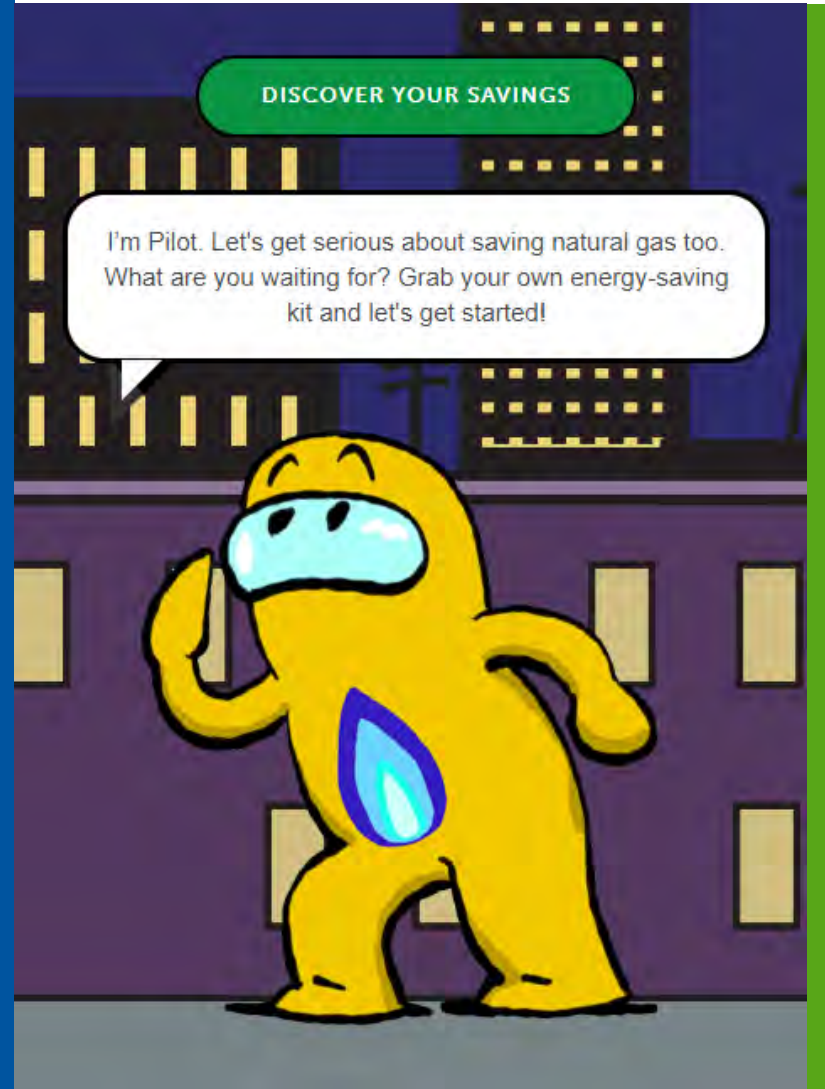
Offering



School Kits Success

“I really enjoyed the video and how they used slime to demonstrate how energy was being overused.”

- Ashley Mercado, Joyce Kilmer Elementary School, 78 kits, ran the program April 2024



“I LOVED the materials they received in their kits. It helps them to apply what they learned. They loved the simplicity in the lesson because it was interesting and funny. It taught them how to save energy in an easy way.”

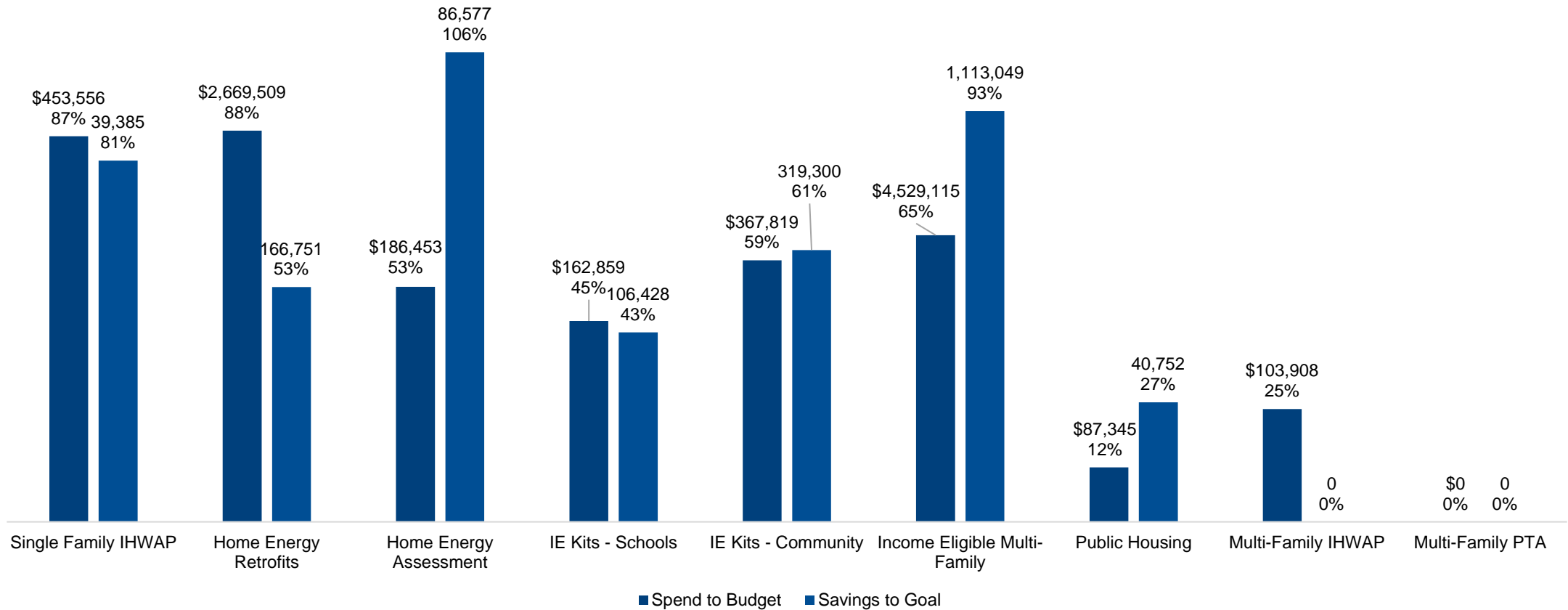
- Luz Santellano, Durkin Park Elementary, 65 kits, ran the program April 2024



Income Eligible Program



2024 Program Offering Savings and Spend

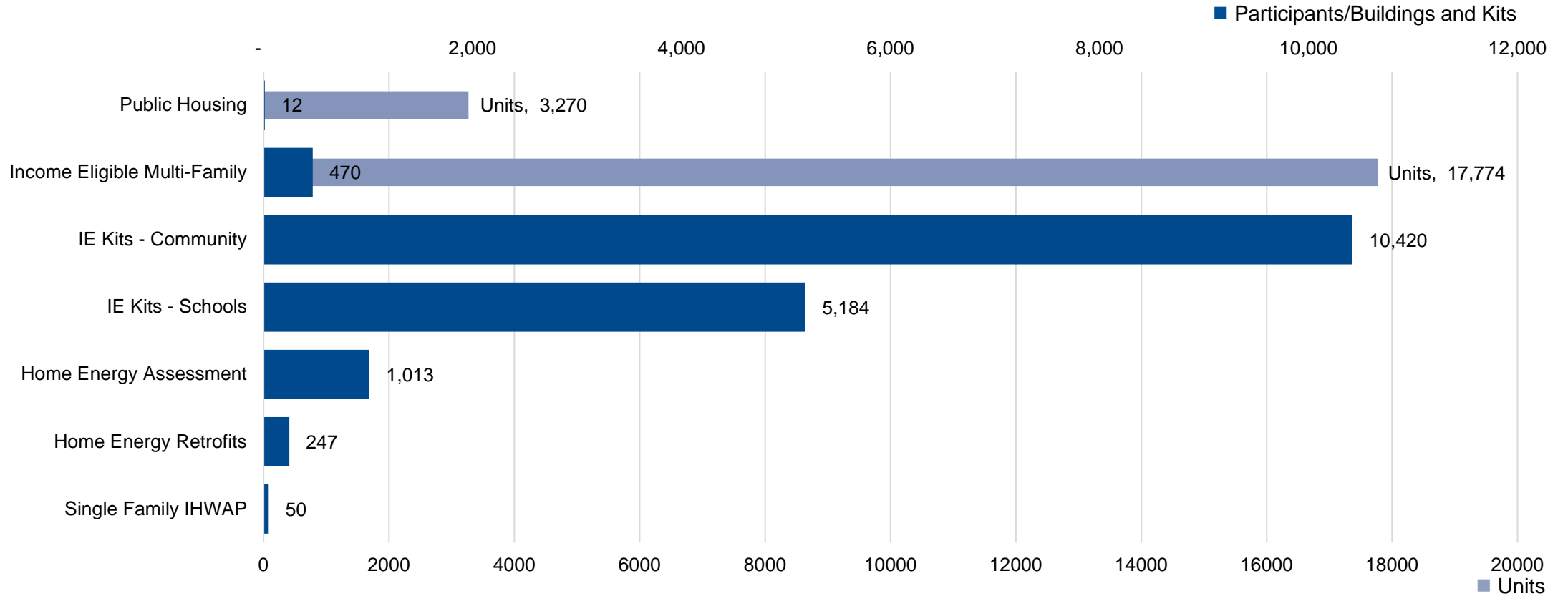




Income Eligible Program



2024 Program Offering Participants



Single Family

- In Q2, 46 single family properties were assessed.
- A total of 45 H&S issues were identified: 35 fire safety, 3 electrical safety, and 1 natural gas safety.

Multi-Family

- Issues addressed included exhaust fans not properly terminated to exterior, exhaust fans improper flue venting, inadequate/missing CO/smoke detectors, wrapping non-insulated kitchen and bath fan flues to a minimum of R-7.
- 4 of 9 H&S projects were identified by Energy Advisors during an assessment.



Health & Safety



Health & Safety Metrics	Q2 2024
Number of Properties Assessed - Single Family	46
Number of Properties Assessed - Multi-Family	99
Number of Properties with identified Health & Safety Issues	59
Number of Properties deferred due to Health & Safety Issues	3
Type of Health and Safety Issues Identified:	
Electrical Safety	3
Natural Gas Safety	1
Fire Safety	35
Indoor Air Quality	0
Other	10

The Income Eligible Multi-Family offerings are jointly delivered.



Joint Delivery and Coordination



The screenshot shows a website banner with the following elements:

- Navigation:** Home, Get Started, Verification Portal, FAQs, Contact Us.
- Logos:** comed (AN EXELON COMPANY), Energy Efficiency, Nicor Gas, Energy Efficiency Program, PEOPLES GAS ENERGY EFFICIENCY PROGRAM, NORTH SHORE GAS ENERGY EFFICIENCY PROGRAM.
- Image:** A family of four (a man, a woman, and two children) sitting at a dining table with food.
- Text:**
 - Multi-Family Energy Savings**
 - Available to multi-family properties with three or more units in areas served by ComEd, Nicor Gas, Peoples Gas and North Shore Gas.
- Buttons:** Get started, Verify Product Installation.

Income Eligible Multi-Family Delivery	
Is there a single vendor?	Yes
Is it a joint program?	Yes
Is there a single point of contact?	Yes
Is there a single application form?	Yes



NORTH SHORE GAS[®]
ENERGY EFFICIENCY PROGRAM

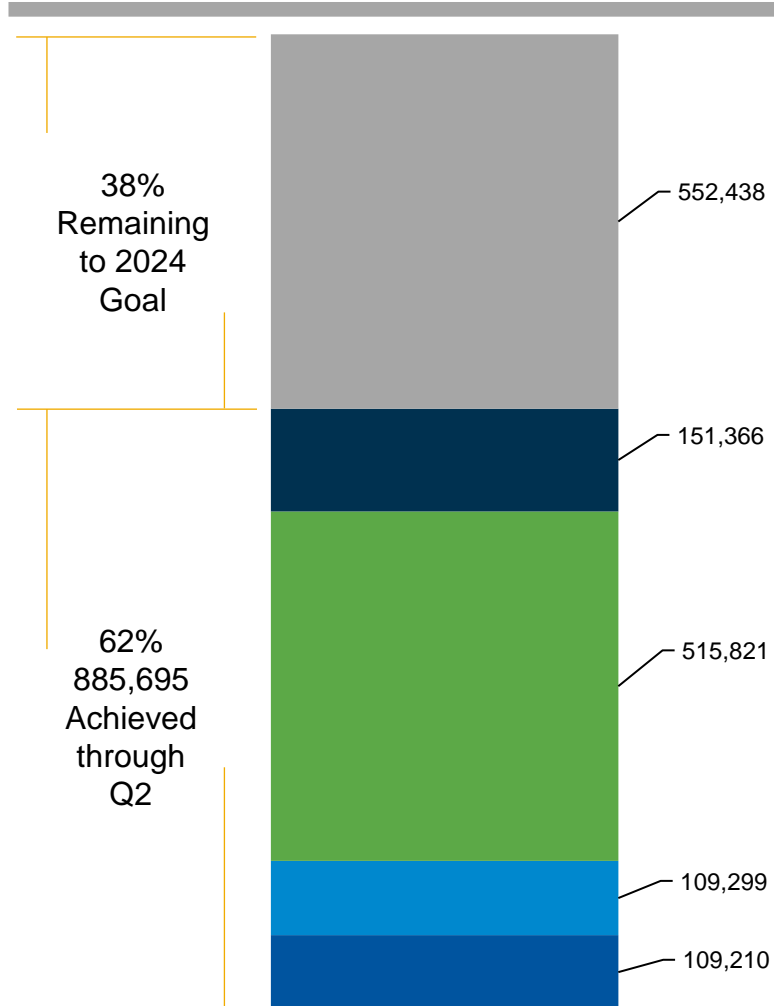


NSG Q2 2024 Performance

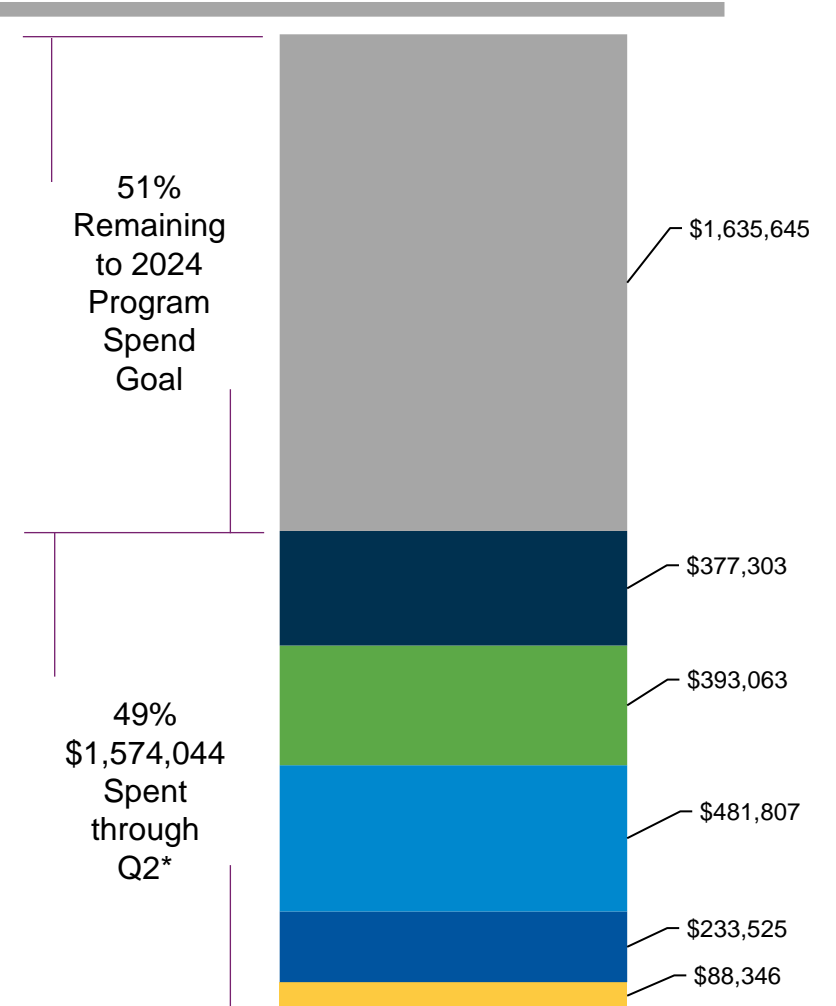
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- Residential Program
- Market Development Initiative

ENERGY SAVINGS



BUDGET SPEND



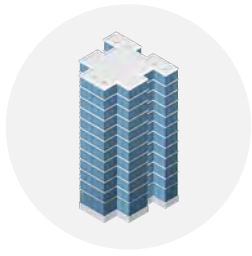
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These studies focus on large, custom, capital-intensive energy-saving projects. An in-depth implementation study, investment-grade audit or process evaluation is provided focused on one process or project. Customers may receive up to \$15,000 to offset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

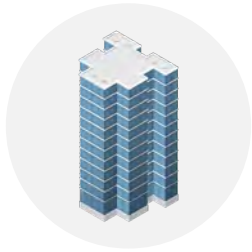
Strategic Energy Management engages customers in long-term continuous energy efficiency improvements at their facilities by involving site management, leveraging data, and promoting best practices at the site.

Commercial Food Service

The Illinois Commercial Food Service program is offered jointly by the Illinois utilities and provides commercial customers a point-of-sale discount on commercial kitchen equipment through participating distributors.



Commercial and Industrial



Highlights

Performance

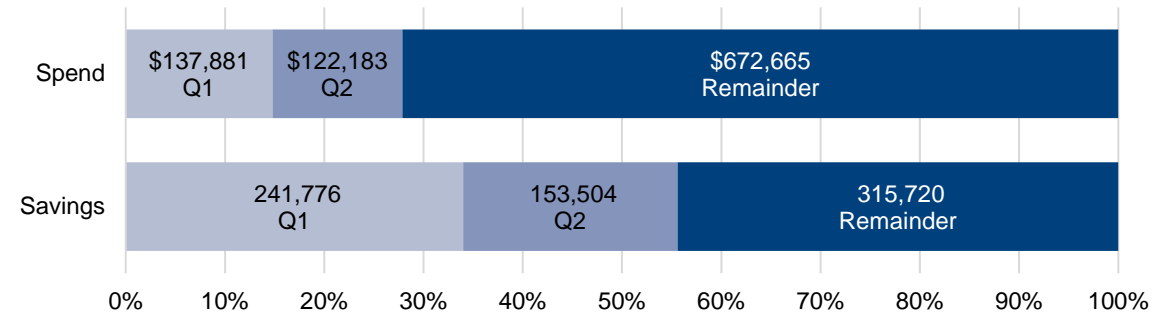
- Cost effective participation in Q2, achieved 22% of the savings goal with 13% of the budget
- \$/therm lower than expected overall, but higher than expected for Commercial Food Service
- 61% of the year-to-date savings was from steam trap measures and a large boiler tune-up contributed 29% of the year-to-date savings

Customer Engagement

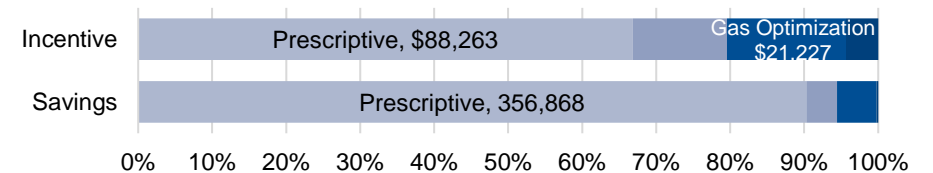
- Customer satisfaction survey response – commercial and industrial customers gave an average score of 10 out of 10 when asked how likely they are to recommend the program, most commonly selecting “representative experience” as what we do well

Results

Overall



Offering



	Savings	Incentive
■ Prescriptive	356,868	\$88,263
■ Custom	16,423	\$16,749
■ Gas Optimization	20,969	\$21,227
■ Commercial Food Service	1,020	\$5,765

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.

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.



Small and Midsize Business



Highlights

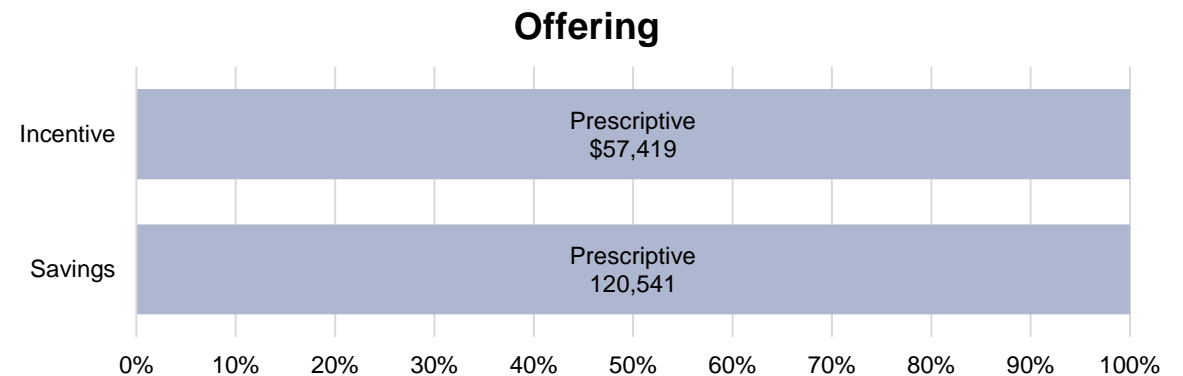
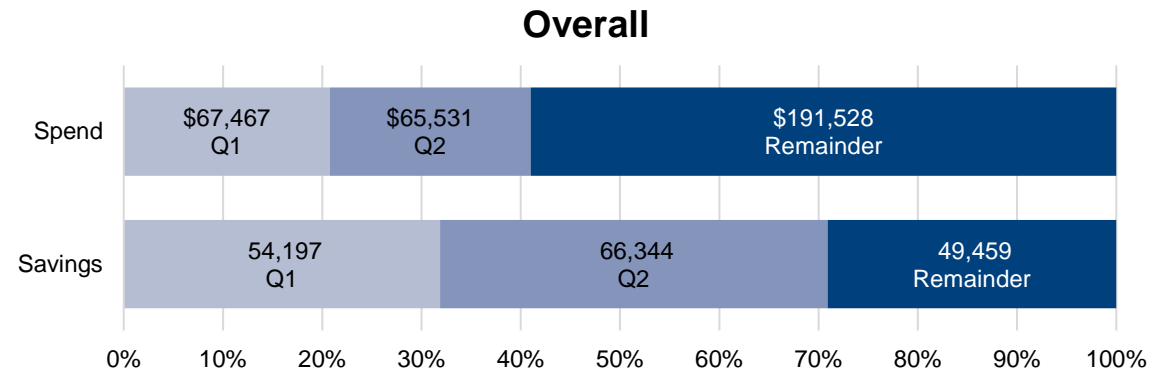
Performance

- Cost effective participation in Q2, achieved 39% of the savings goal with 20% of the budget
- \$/therm continues to be lower than expected
- 76% of year-to-date 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 “responsiveness,” “representative experience,” and “representative courtesy” as what we do well

Results



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



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.

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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

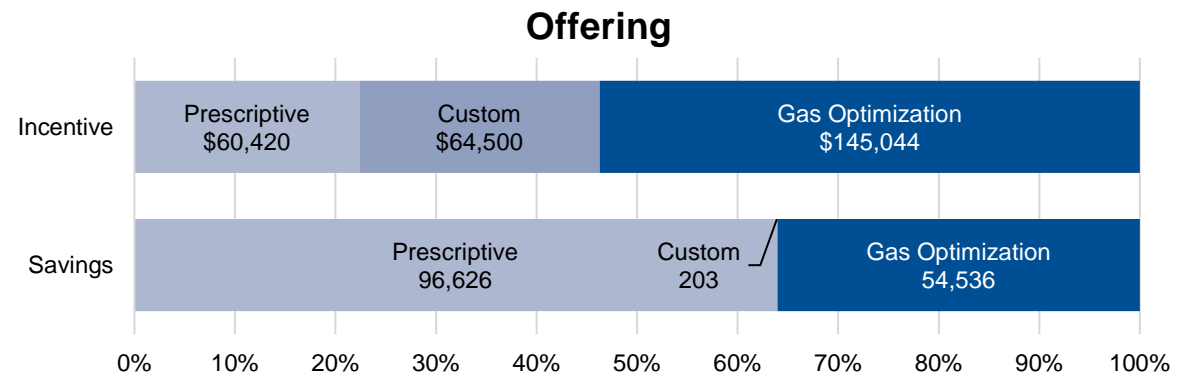
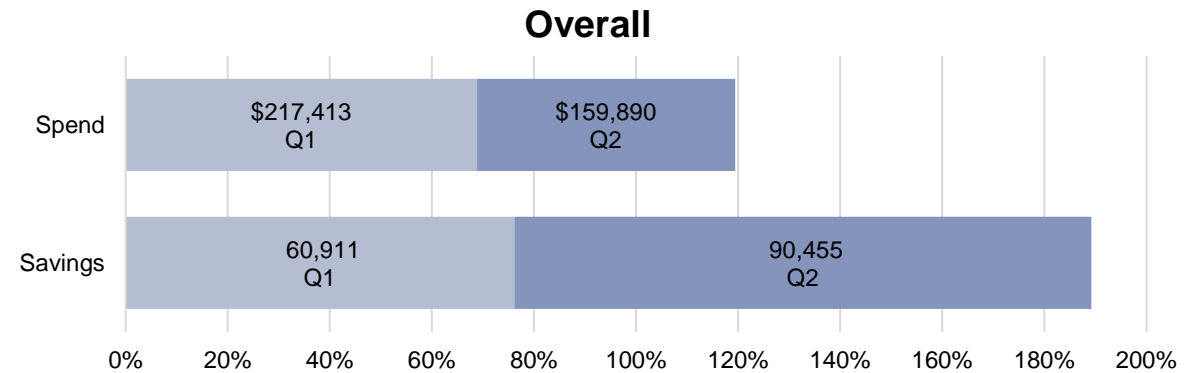
Performance

- Cost effective participation in Q2, achieved 113% of the savings goal with 51% of the budget
- \$/therm continues to be lower than expected
- 64% of the year-to-date savings was from schools

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

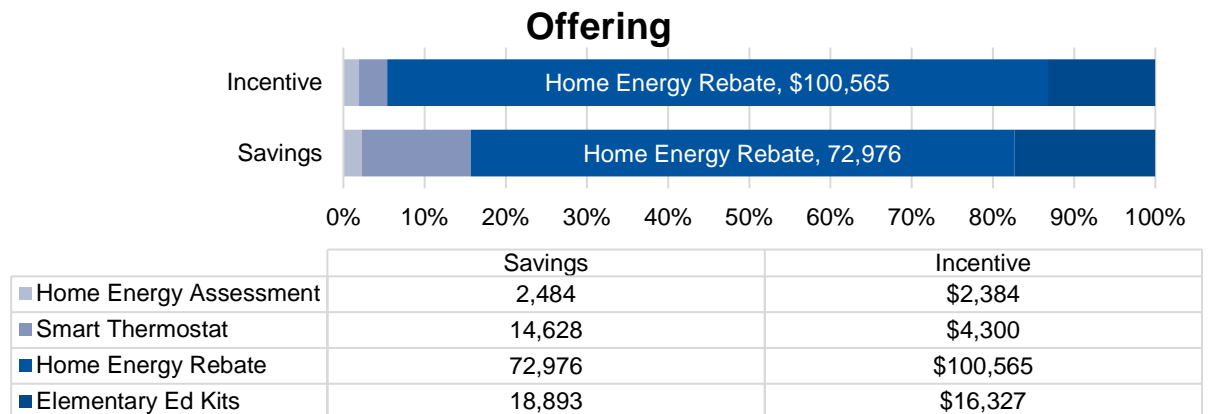
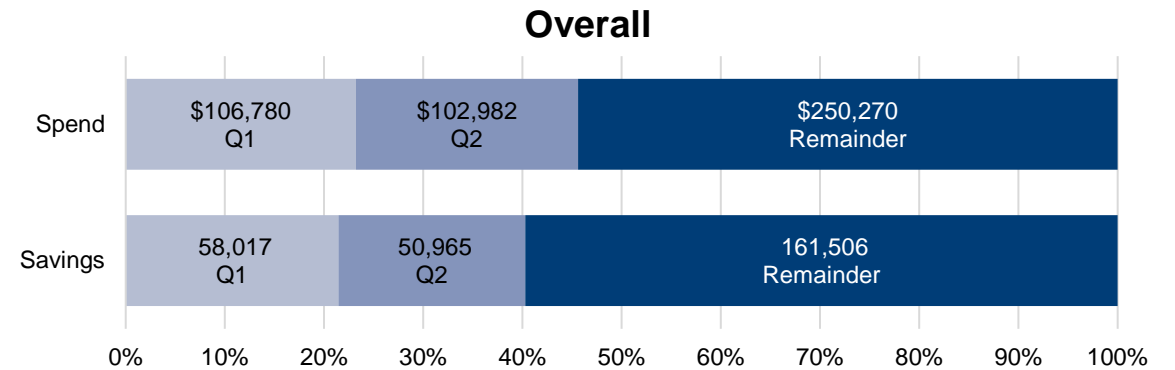
Performance

- In Q2, achieved 19% of the savings with 22% of the spend
- Year-to-date participation slightly less than 50% overall
- \$/therm lower than expected for Elementary Education Kits. In response to high teacher interest, we were able to shift funding to provide additional kits this year

Offering Highlights

- Home Energy Assessment: 96 participants
- Home Energy Rebate: 384 participants—86% of the savings continues to be from HVAC measures, with the rest from weatherization; these customers gave an average score of 8 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: 764 kits distributed
- Smart Thermostats: 190 participants

Results



Rebate Success Story

“The incentives are a bonus to a great upgrade in efficiency and long-term cost savings.”

- Kenneth Campbell from Mundelein, IL installed a tankless water heater



What motivated you to contact the North Shore Gas Energy Efficiency Program?

- Lowering my energy usage
- Upgrading efficiency of equipment
- Meeting sustainability goals

What benefits have you noticed after completing your project?

- Increased comfort
- Lower bills
- More aware of my energy use and choices



Residential Multi-Family



Highlights

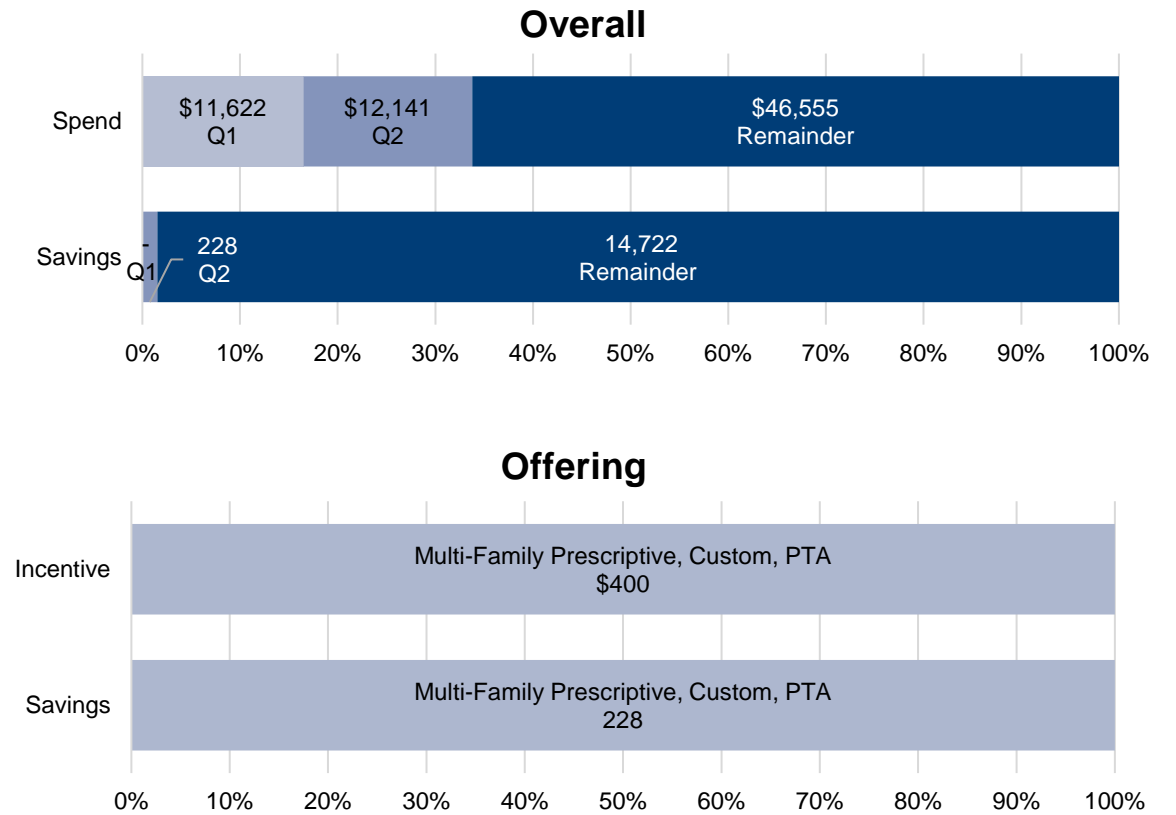
Performance

- In Q2, achieved 2% of the savings with 17% of the spend
- Overall \$/therm is higher than expected
- With the continued high participation and customer interest in North Shore Gas Income Eligible Multi-Family, we intentionally slowed this offering down to shift budget to the income eligible offerings

Offering Highlights

- Multi-Family Energy Savings: No 2024 participants through Q2
- Prescriptive, Custom, Partner Trade Ally: 2 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 Eligible Single Family



Highlights

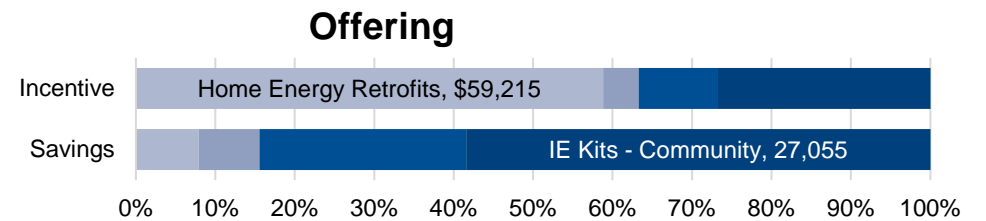
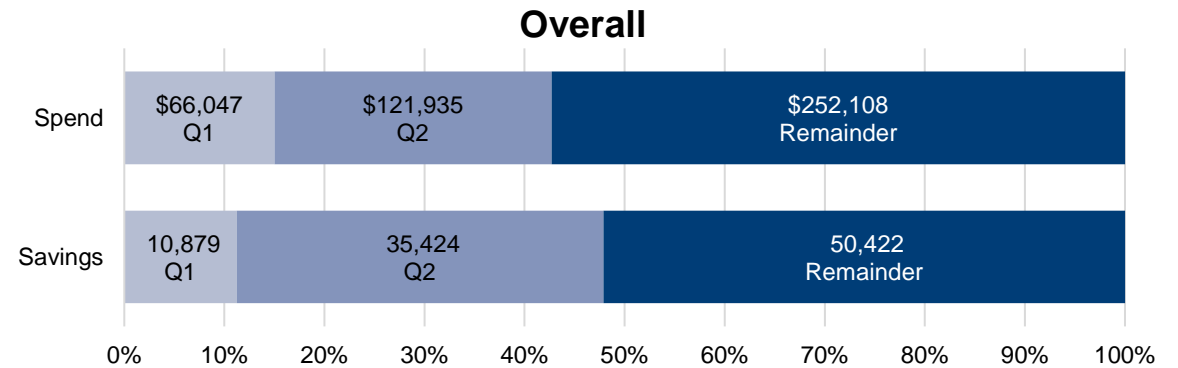
Performance

- Cost effective participation in Q2, achieved 37% of the savings with 28% of the spend
- Overall \$/therm is now lower than expected due to cost effective kits offerings
- In response to high teacher interest, we were able to shift funding to provide additional kits this year

Offering Highlights

- For the Income Eligible 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: No 2024 participants through Q2
- Home Energy Retrofits: 3 participants
- Home Energy Assessment: 65 participants
- Elementary Education Kits: 513 kits distributed
- Community Kits: 784 kits distributed

Results



	Savings	Incentive
■ Home Energy Retrofits	3,666	\$59,215
■ Home Energy Assessment	3,537	\$4,503
■ IE Kits - Schools	12,044	\$9,932
■ IE Kits - Community	27,055	\$27,048



Income Eligible Multi-Family



Highlights

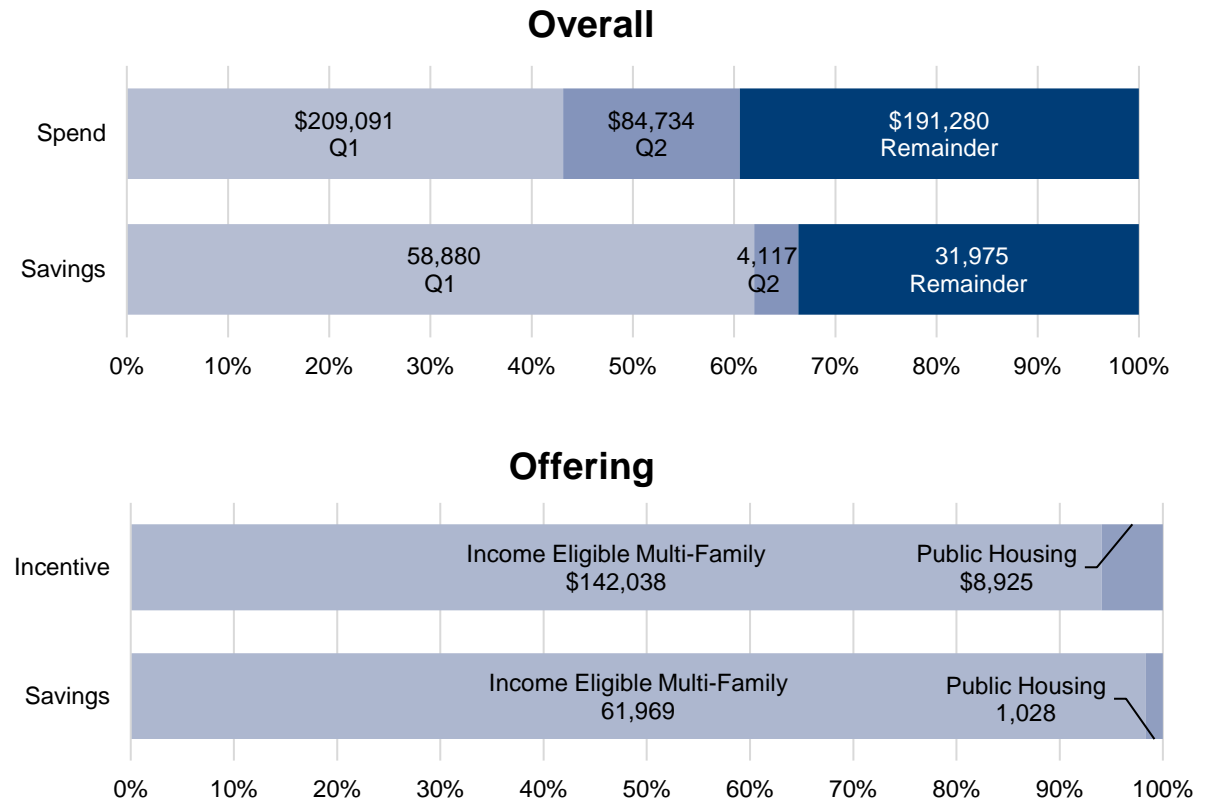
Performance

- In Q2, achieved 4% of the savings with 17% of the spend, but last quarter's savings puts the offering savings at 66% of the goal
- \$/therm is lower than expected

Offering Highlights

- Income Eligible Multi-Family Energy Savings: 6 buildings and 1,345 units participated
- Public Housing: 1 building and 51 units participated
- Multi-Family IHWAP: No 2024 participants through Q2

Results

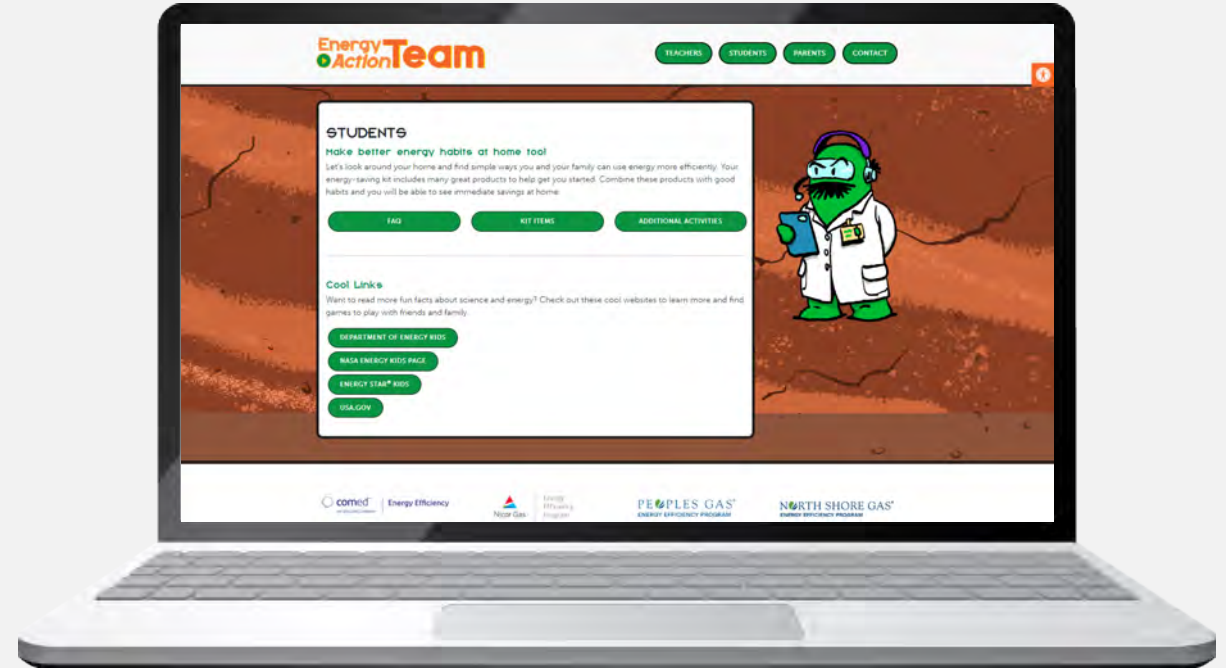




School Kits Success

“I liked how easy everything was to distribute to students and the variety of online tools.”

- Margaret Nagys, Mechanics Grove Elementary School, 24 kits, ran the program in April 2024

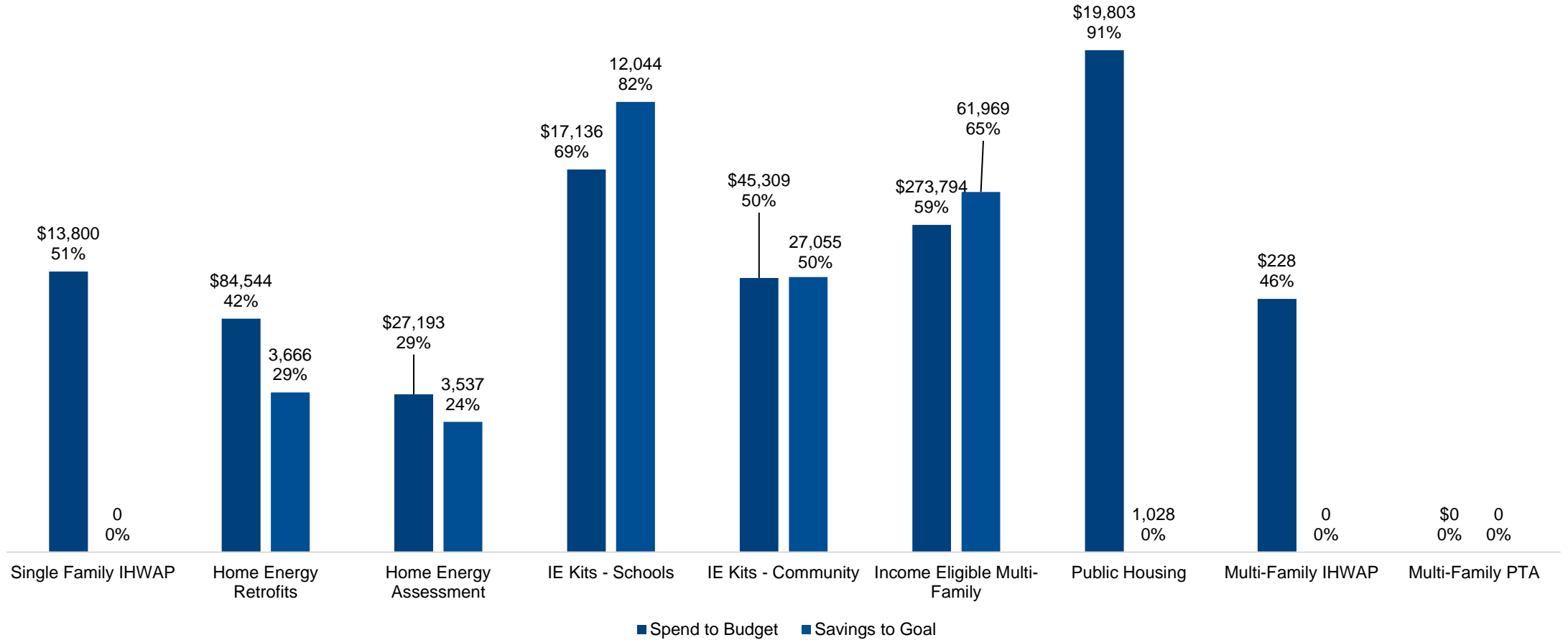




Income Eligible Program



2024 Program Offering Savings and Spend

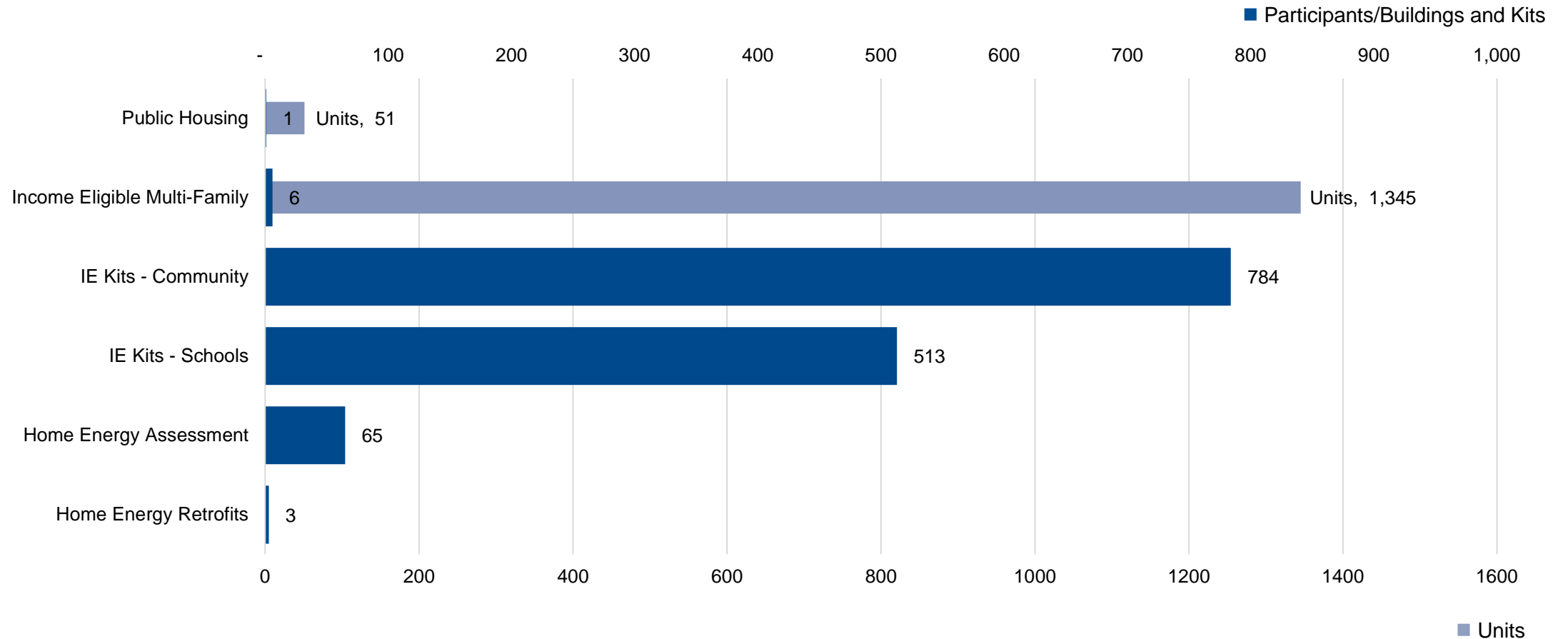




Income Eligible Program



2024 Program Offering Participants





Health & Safety



Single Family

- In Q2, 8 single family properties were assessed.
- A total of 6 H&S issues were identified.
- The main issue was mice infestation.

Multi-Family

- In Q2, 6 multi-family properties were assessed.
- No H&S issues were identified.

Health & Safety Metrics	Q2 2024
Number of Properties Assessed - Single Family	8
Number of Properties Assessed - Multi-Family	3
Number of Properties with identified Health & Safety Issues	6
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	0
Indoor Air Quality	0
Other	6

The Income Eligible Multi-Family offerings are jointly delivered.



Joint Delivery and Coordination



The screenshot shows a website banner with the following elements:

- Navigation:** Home, Get Started, Verification Portal, FAQs, Contact Us.
- Logos:** comed (AN EXELON COMPANY), Energy Efficiency, Nicor Gas, Energy Efficiency Program, PEOPLES GAS ENERGY EFFICIENCY PROGRAM, NORTH SHORE GAS ENERGY EFFICIENCY PROGRAM.
- Image:** A family of four (a man, a woman, and two children) sitting at a dining table with food.
- Text:**
 - Multi-Family Energy Savings**
 - Available to multi-family properties with three or more units in areas served by ComEd, Nicor Gas, Peoples Gas and North Shore Gas.
- Buttons:** Get started, Verify Product Installation.

Income Eligible Multi-Family Delivery	
Is there a single vendor?	Yes
Is it a joint program?	Yes
Is there a single point of contact?	Yes
Is there a single application form?	Yes

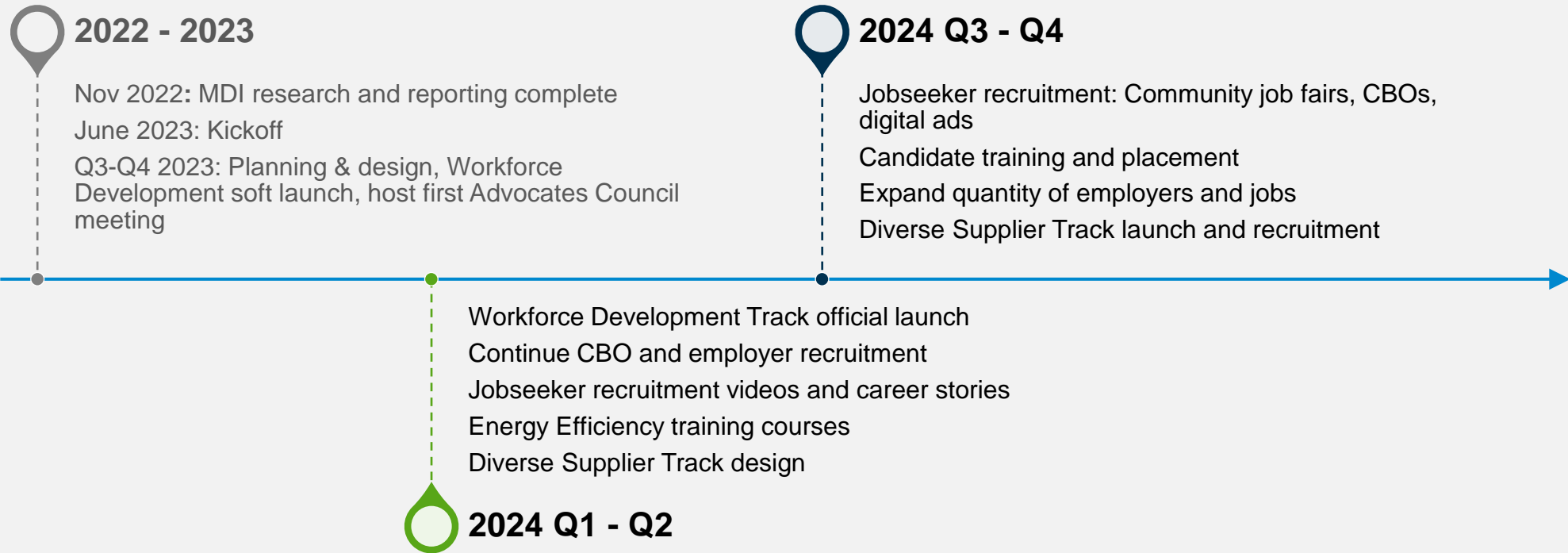


Market Development Initiative Update





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.

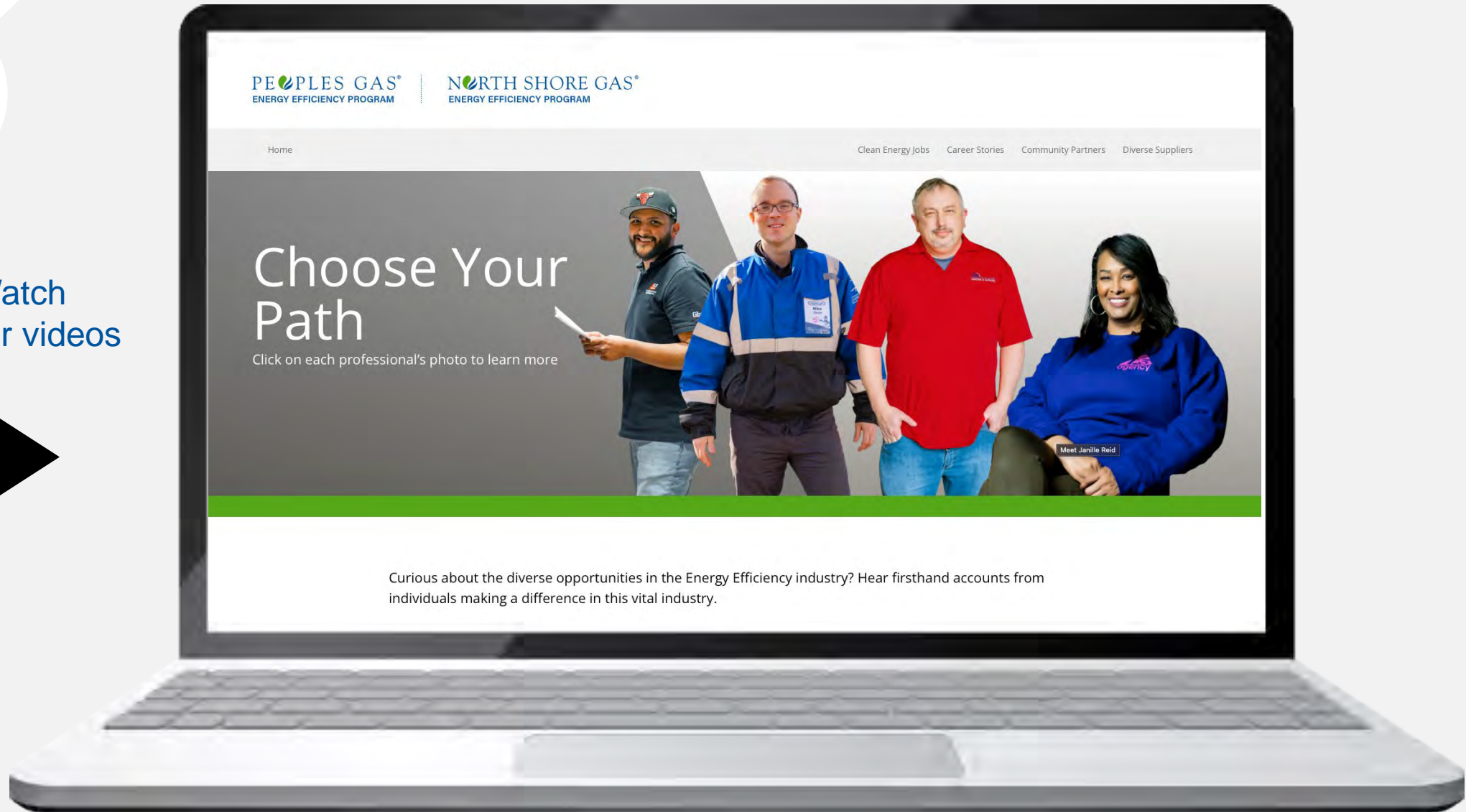
4

Placement and Mentorship

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



Watch
career videos



PeoplesGasDelivery.com/MDI/Careers
NorthShoreGasDelivery.com/MDI/Careers

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ENERGY EFFICIENCY PROGRAM

NORTH SHORE GAS®
ENERGY EFFICIENCY PROGRAM



Job Seeker Recruitment: Fuel Your Future Website

- **English and Spanish language pages, videos, and training**
- **Connect with a Coach:** Candidates sign up and get connected to a career coach
- **Career Stories:** Hear directly from professionals in the industry about their career journeys and experience
- **What is Energy Efficiency:** Hear directly from professionals about what Energy Efficiency is and the benefits of a career in the industry

PEOPLES GAS®
NORTH SHORE GAS®
ENERGY EFFICIENCY PROGRAMS

What is the Energy Efficiency Industry?

Choose Your Path
Click on each professional's photo to learn more



Curious about the diverse opportunities in the Energy Efficiency industry? Hear firsthand accounts from individuals making a difference in this vital industry.

Clean Energy Jobs

Discover clean energy jobs, training and talent.

Empleo en energías limpias

Descubra empleos, formación y talento en energías limpias.

PEOPLES GAS®
NORTH SHORE GAS®
ENERGY EFFICIENCY PROGRAMS

Fuel your future.

Take the first step toward your new career in

PEOPLES GAS®
NORTH SHORE GAS®
ENERGY EFFICIENCY PROGRAMS

Impulsa tu futuro.

Da el primer paso hacia tu nueva carrera en energía limpia hoy mismo.

Explorar nuevas oportunidades de empleo

Conecta con un entrenador



Job Seeker Recruitment: Community and Educational Partners



Fact Sheet

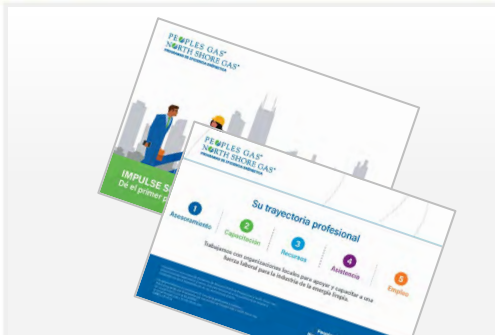
Double-sided:
English and Spanish



Info Poster



Info Card English



Info Card Español

- Resources to help community partners explain and share training and job opportunities
- Partners use these resources alongside their existing platforms and promotions, for example: member newsletters, websites, events, career fairs and in-person meetings
- Chicago Public Library partnership



Job Seeker Recruitment: Community Events



Chicago Public Schools Careers in the Park
Chicago Urban League Citywide Job Fair

PEOPLES GAS®
ENERGY EFFICIENCY PROGRAM

NORTH SHORE GAS®
ENERGY EFFICIENCY PROGRAM



Job Seeker Recruitment: Targeted Digital Campaign

Target Audience

- Job Seekers

Territory and Language

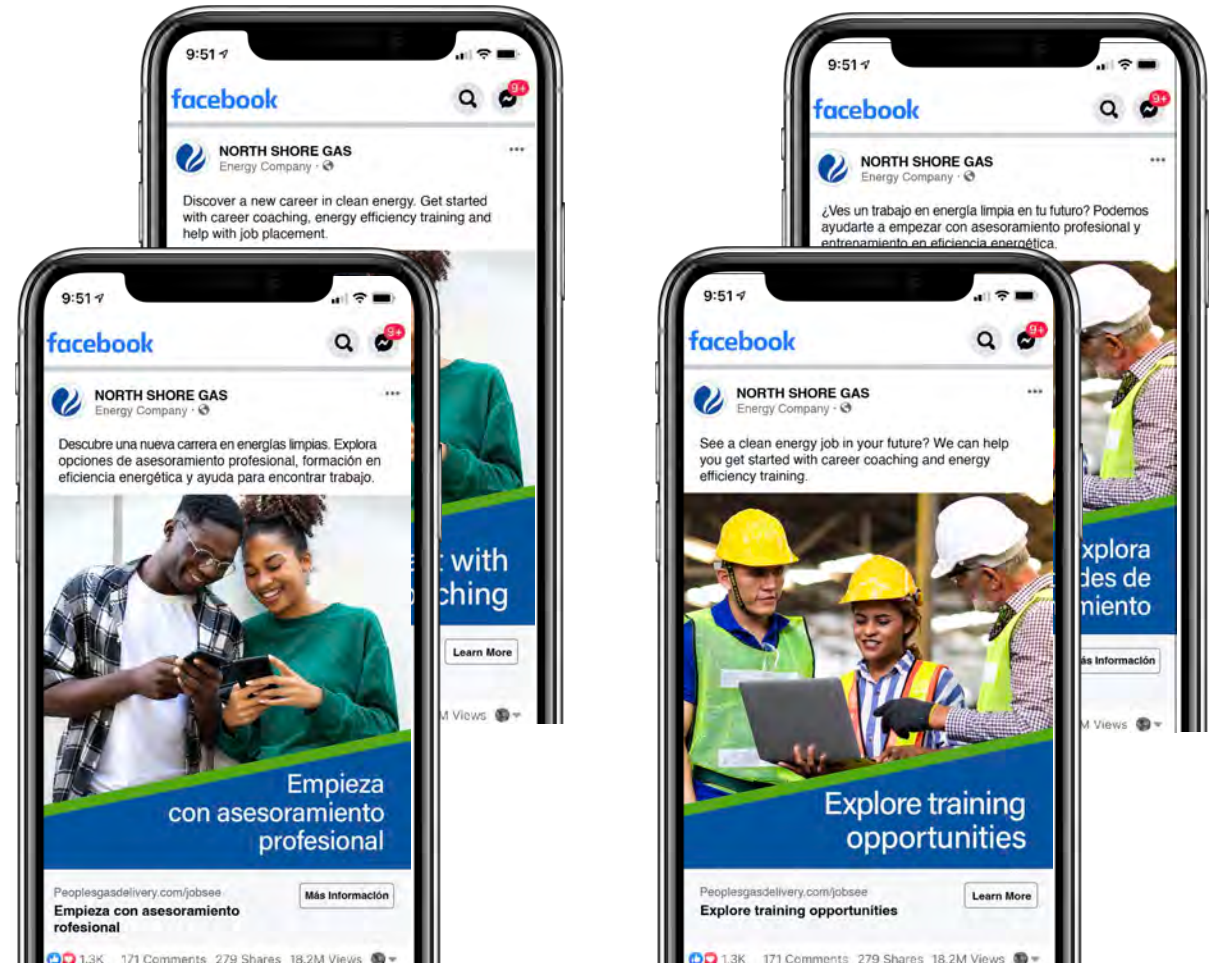
- Co-branded for both territories, in English and Spanish

Ad Type

- Social Media Ads (Facebook and Instagram)
- Banner Display Ads
- Social Display Ads

Schedule

- June 17 – Sept. 21, 2024





Marketing, Outreach, and Trade Ally

Q2 2024 Marketing Recap

ENGAGEMENT

Digital and Social Ads
“Cozy up to energy savings”
concluded first week of May

Customer Communications

Business

- *Energy Insights* e-Newsletter was sent Apr. 16 and Jun. 26
- Monthly letters and certificates are being sent to business and public sector participants to show our appreciation
- Customer appreciation award presentations

Residential

- New issues of the Multi-family e-Newsletter titled *Energy Reserve* will continue in Q3/4

HIGHLIGHTS

2024 Outreach Partnerships

There will be 25 outreach and activations throughout our communities in 2024—through Q2, the outreach team has attended 8 events

Innovation Competition

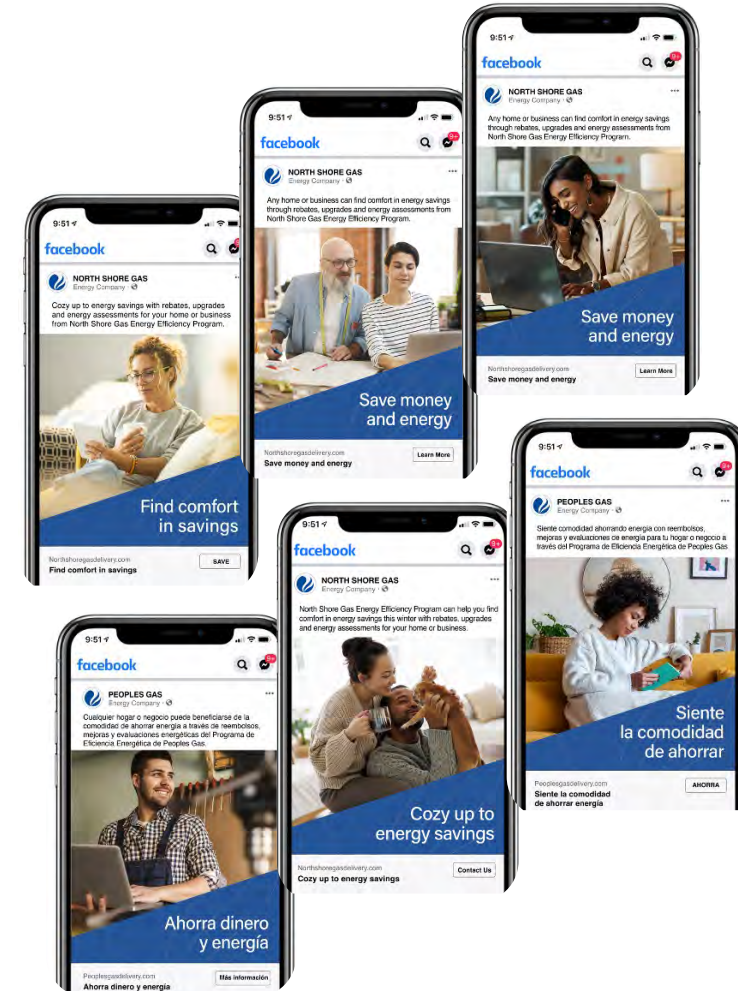
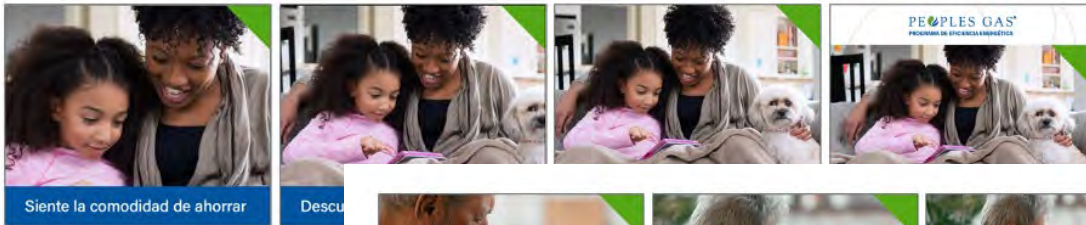
Finished plan for winning idea—
“Epic Savers” which will run from
Aug. to Nov. 2024



EEP Campaign (Feb. – Apr. 2024)

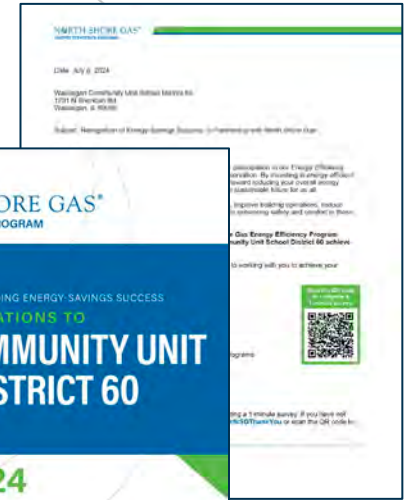
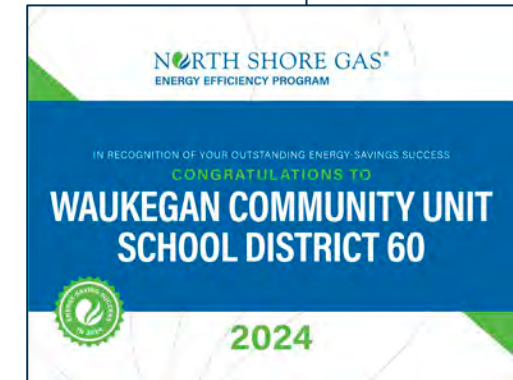
Cozy up to energy savings

- Digital and social ads
- Static and rich media



Highlights

- Project completion campaign (certificates and letters)
- Customer appreciation award presentations



2024 Community Events (through Q2)

PERFORMANCE

6 / 9%

PGL Customer Events / % of Total

2 / 3%

NSG Customer Events / % of Total

59 / 88%

Joint Utilities / % of Total

67

2024 Events through Q2

HIGHLIGHTS

Chicago Fire Games

Activation event at June game vs. LA Galaxy generated 48 leads

Gas-only events through Q2 generated 215 leads



PEOPLES GAS®
ENERGY EFFICIENCY PROGRAM
PeoplesGasDelivery.com/Savings



Spotlight: Community and Trade Ally Events

Peoples Gas in the Community

Event Name	Event Host	Date
Trade Ally Table Event	Ferguson Distributors	4/16/24
26th Ward Housing Resource Fair	26th Ward Alderperson Jessie Fuentes	4/22/24
Seniors Resource Fair	DFSS	5/17/24
Chicago Fire vs LA Galaxy	Chicago Fire	6/1/24
Summer Cookout	Sen. Aquino and Ald. Villegas	6/10/24
Juneteenth Village Fest	Douglas Park Advisory Council	6/15/24
Chicago Cubs Activation	Cubs	6/15/24



Q2 2024 Trade Ally Recap

ENGAGEMENT

Hosted 3 Webinars

Demand Recirculation Controls
Partner Trade Ally Webinar
Steam System Optimization

Gas Heat Pump Education and Training

New [Innovative Solutions](#) 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

Promoting via individual emails and the BTU e-newsletter

MDI Opportunities

Trade Allies can register to post job openings for MDI graduates



New Trade Ally Success

“I’ve been doing insulation for almost 15 years now. I started my company 2 years ago and I’ve noticed a lot of clients couldn’t afford to pay for the projects out of pocket so I decided to look for programs that would help them and that’s when I found the Peoples Gas rebate. I’ve just started working with the program about 2 months ago and I’ve done 3 projects so far, but I’ve noticed it is a big help for the customers to save money so far.”

- Roberto Montelongo, Thermo Insulation LLC





The Peoples Gas Light and Coke Company and North Shore Gas Company provide these qualitative Quarterly Reports containing a program brief on Q2 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.