

**PEOPLES GAS®**  
ENERGY EFFICIENCY PROGRAM

**NORTH SHORE GAS®**  
ENERGY EFFICIENCY PROGRAM

# 2022 Review and Q1 2023 Highlights

Program Year 2022 | April 25 - 26, 2023

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The Peoples Gas Light and Coke Company and North Shore Gas Company provide these qualitative Quarterly Reports containing a program brief on cumulative of Program Year 2022 activities. 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.



# 2022 Environmental and Community Impact

## ENVIRONMENTAL IMPACT

67,126

Acres of trees planted

56,722

Carbon reduction (tons)

12,222

Cars removed from the road

7,145

Homes' energy use offset

## COMMUNITY IMPACT

16,584

Residential homes served

63,111

Income qualified homes served

435

Businesses served

77

Direct portfolio jobs



# Diversity Initiatives

## PORTFOLIO SUPPLIER DIVERSITY

**3 of 7**

Certified Diverse Tier 1

**24%**

Contracted Diversity Spend

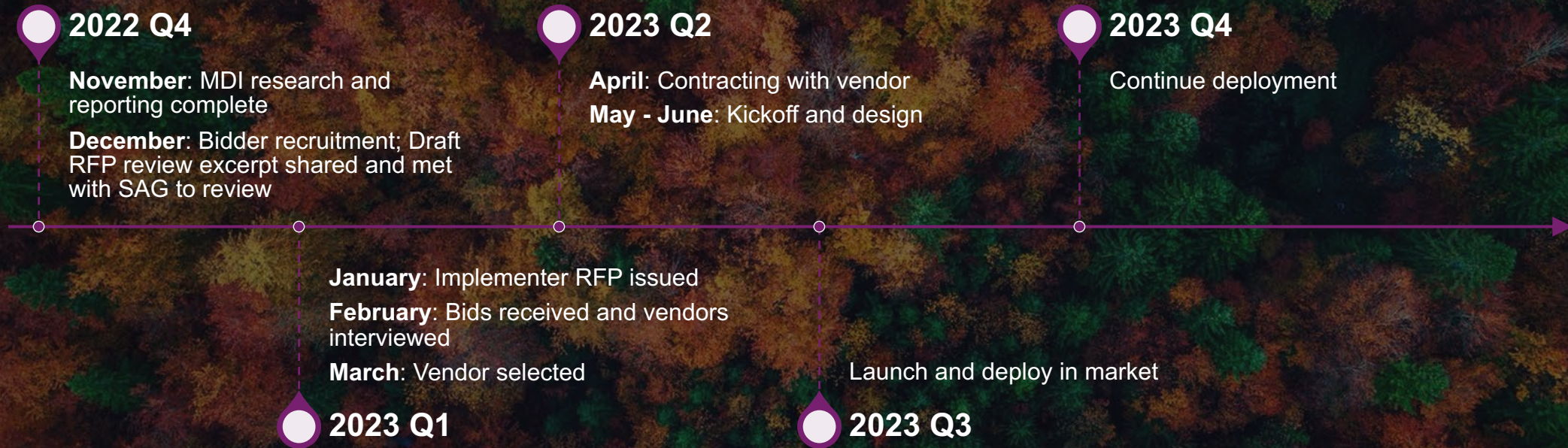
**22%**

Overall Current Diversity Spend



# Market Development Initiative (MDI)

- RFP process complete and vendor selected as of Q1 2023
- Currently in contracting and on target to kick off in May

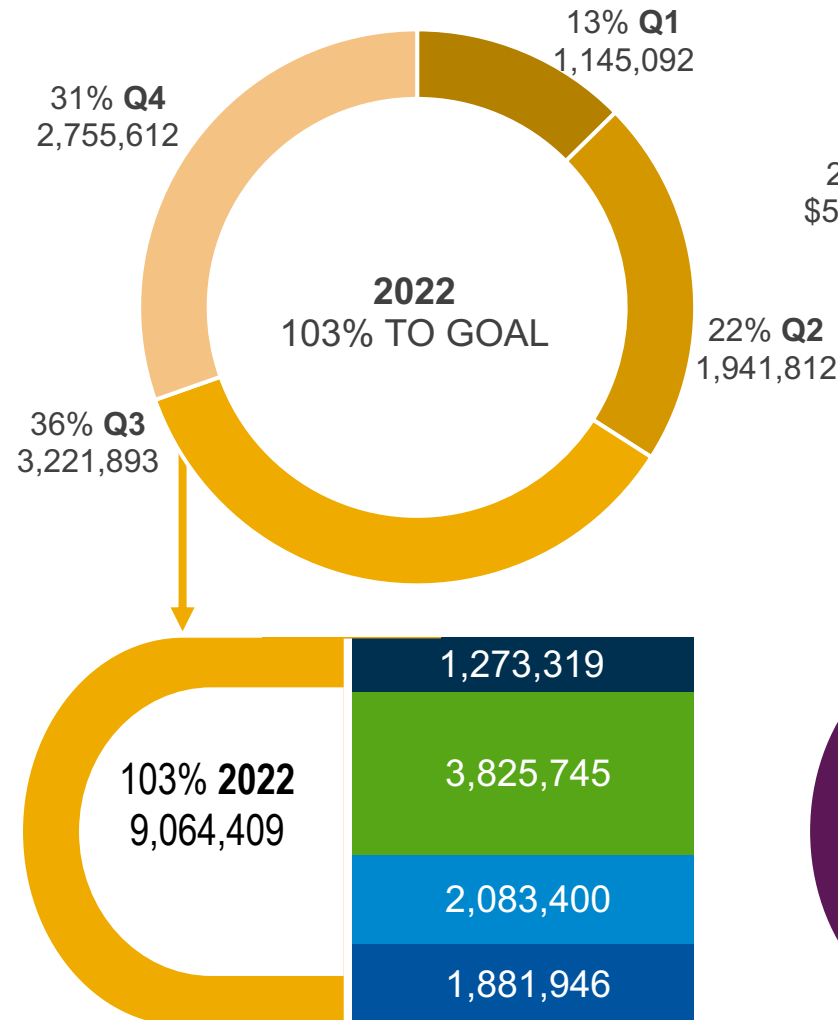




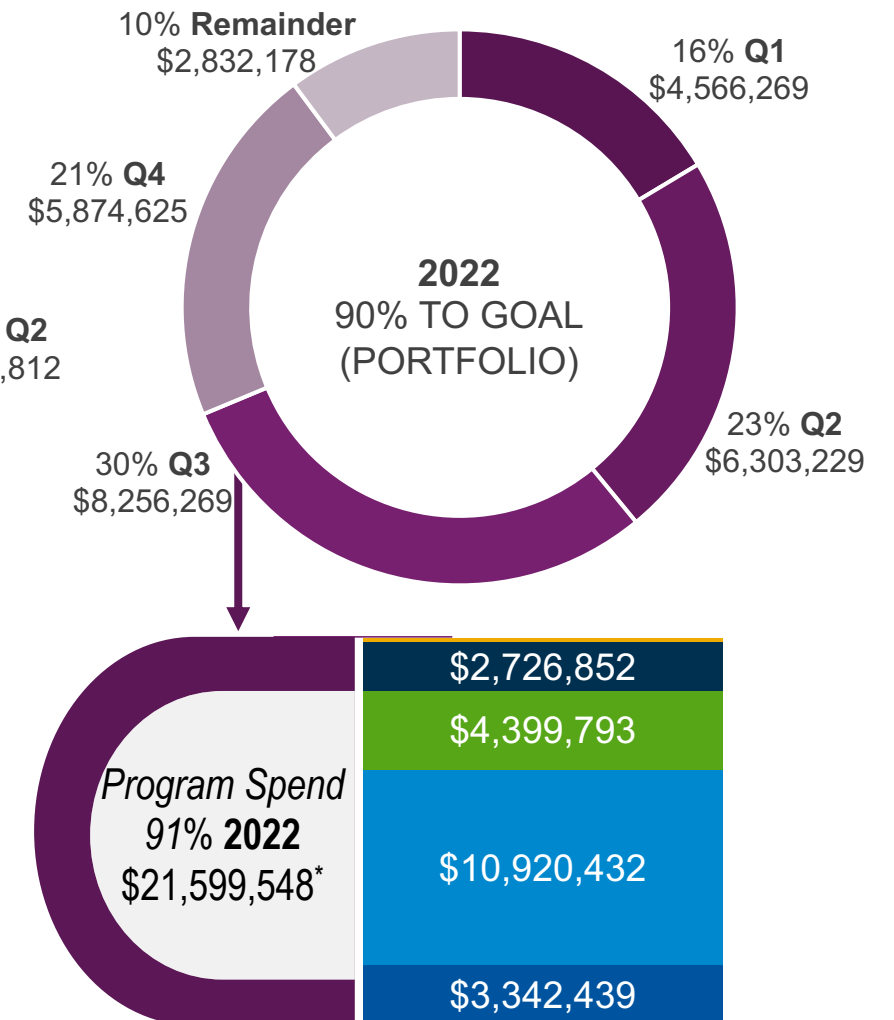
## SAVINGS

**In 2022**, the Peoples Gas portfolio achieved 103% of the savings goal of 8,840,915 therms, spent 91% of the \$23,725,279 program budget, and spent 90% of the \$27,832,571 portfolio budget.

- Public Sector Program achieved 245% of the savings goal, spending 111% of the budget.
- Business Program achieved 102% of the savings goal, spending 77% of the budget.
- Income Eligible Program achieved 93% of the savings goal, spending 94% of the budget.
- Residential Program achieved 80% of the savings goal, spending 90% of the budget.



## SPEND



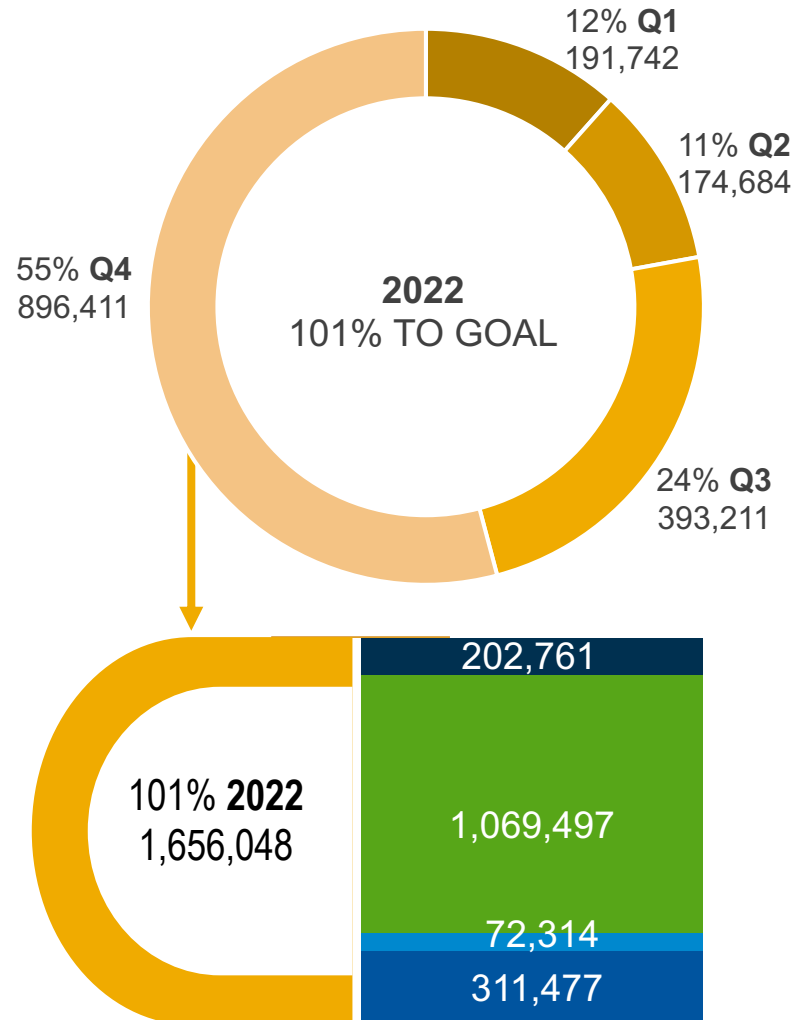
\*Includes \$210,032 in MDI Research

\*Program spend does not include portfolio costs

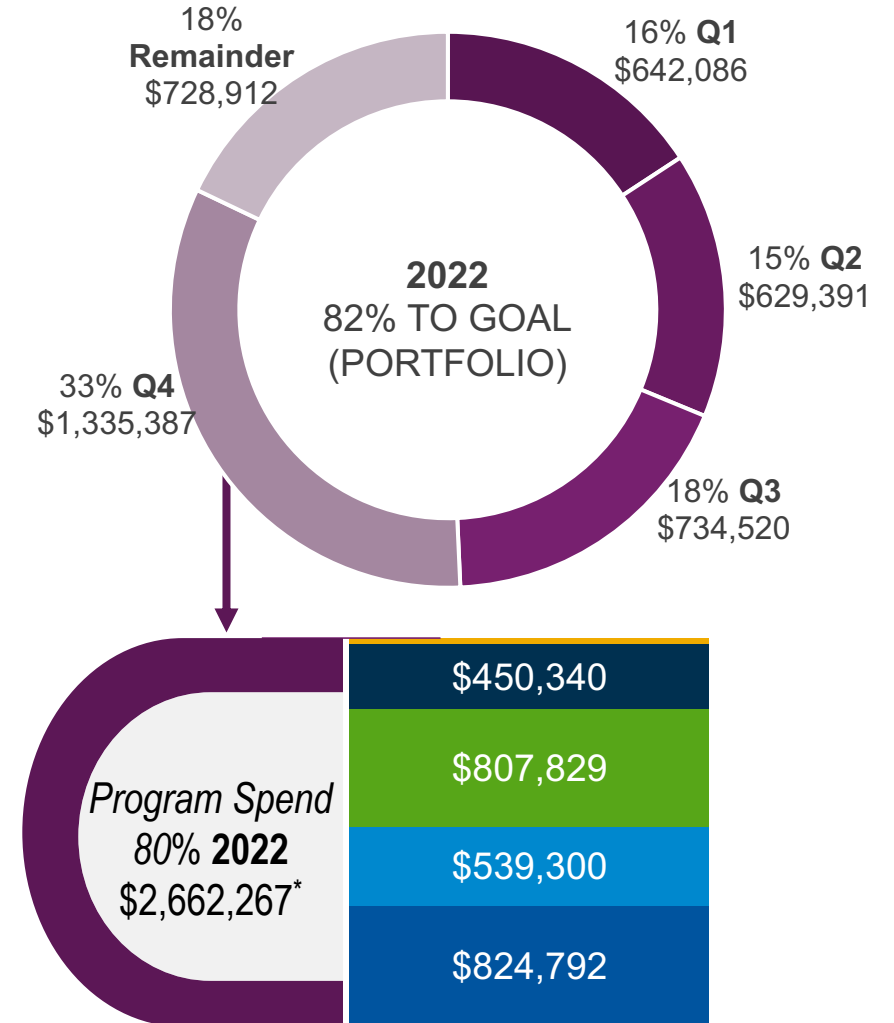
## SAVINGS

In **2022**, the North Shore Gas portfolio achieved 101% of the savings goal of 1,636,436 therms, spent 80% of the \$3,327,561 program budget, and spent 82% of the \$4,070,296 portfolio budget.

- Public Sector Program achieved 161% of the savings goal, spending 132% of the budget.
- Business Program achieved 127% of the savings goal, spending 66% of the budget.
- Income Eligible Program achieved 60% of the savings goal, spending 73% of the budget.
- Residential Program achieved 57% of the savings goal, spending 84% of the budget.



## SPEND



\*Includes \$40,006 in MDI Research

\*Program spend does not include portfolio costs



# 2023 Program Updates

## Residential Programs

- ✓ Introduction of a self enrollment tool for Home Energy Saving (HES)
- ✓ Self Assessment Pilot will be launched in Q3 for HES program
- ✓ Home Energy Assessment: Removal of leave behind kits, moved to energy advisor install and added shower flow reducer

## Business Programs

- ✓ Commercial Food Service Program moved from Pilot to full programs
- ✓ Increased incentives and support for Public Sector Program

Residential Programs	
Programs	Ways to Participate
Home Energy Savings (Joint)	Self Assessment (NEW)
	Home Energy Assessment
	IWHAP
	Retrofits
Multi-Family Energy Savings (Joint)	Market Rate
	Income Eligible
	Public Housing
Kits (Joint)	Market Rate Education Kits
	Income Eligible Education Kits
	Income Eligible Community Kits
Home Energy Rebates	HVAC Upgrades
	Weatherization
	Smart Stats
Multi-Family	Prescriptive
	Partner Trade Ally
	Income Eligible Partner Trade Ally
	Custom
Business Programs	
Programs	Ways to Participate
Small and Midsize	Prescriptive
	Custom
	Partner Trade Ally
Commercial & Industrial	Prescriptive
	Custom
Commercial Food Service (Joint)	Prescriptive
Public Sector	Prescriptive
	Custom



A low-angle, upward-looking photograph of several tall skyscrapers in a city. The buildings are made of glass and steel, with some reflecting the sky and others showing their structural details. The sky is bright blue with scattered white clouds. A semi-transparent blue rectangular box is overlaid on the left side of the image, containing white text.

# Business Programs

*C&I, Small Business, and Public Sector*



# Commercial and Industrial

## PERFORMANCE

**102% / 77%**

PGL Savings / Spend

**127% / 66%**

NSG Savings / Spend

**56%**

PGL Prescriptive Savings

**100%**

NSG Prescriptive Savings

## HIGHLIGHTS

**Substantial Hospital  
Participation**

**Continues  
Participation**

**Cost-Effectiveness  
Enabled Gas  
Optimization  
Studies**

**Cost-Effectiveness Impacts**







## C&I Spotlights: U.S. Navy and Veterans Hospital

### **Proactive and regular program outreach helped kick off participation**

- ✓ The Great Lakes Naval Base started their first project in 2021 after multiple years of program outreach effort
- ✓ In 2022, seven projects were completed at the Naval Base and one project at James A. Lovell VA Hospital for a total of over 235,000 therm savings and over \$74,000 in incentives
- ✓ The Naval Base completed a gas optimization study, boiler tune-ups, hot water heater replacements, and steam trap replacements and plans to complete projects at their housing facilities in 2023



# Small Business

## PERFORMANCE

**81% / 79%**

PGL Savings / Spend

**106% / 80%**

NSG Savings / Spend

**93%**

PGL Prescriptive Savings

**85%**

NSG Prescriptive Savings

## HIGHLIGHTS

**Retail Accounts for  
74% of Participation**

**Sponsored and  
Spread Awareness  
at Illinois Hispanic  
Chamber of  
Commerce Event**

Community Impacts



# Public Sector

## PERFORMANCE

**245% / 111%**

PGL Savings / Spend

**161% / 132%**

NSG Savings / Spend

**72%**

PGL Prescriptive Savings

**59%**

NSG Prescriptive Savings

## HIGHLIGHTS

**CPS, North Shore,  
and Waukegan  
Schools  
Participation Strong**  
Participation

**Cost-Effectiveness  
Drove Increased  
Service Ability**  
Cost-Effectiveness Impacts





## Public Sector Spotlight: Cook County

### Partnership with Peoples Gas helps Cook County achieve their 2030 Clean Energy Plan goals

- ✓ Cook County completed projects saving over 900,000 therms across multiple buildings
- ✓ County Board President Toni Preckwinkle and the Cook County Bureau of Asset Management held a press conference on September 30<sup>th</sup> to recognize the partnership and successful project completion
- ✓ The therm savings is equivalent to the energy usage of 600 homes for one year







*Picture Courtesy of Cook County*

## Public Sector Spotlight: Cook County Jail

**Cook County and Peoples Gas coordination and Trade Ally planning enabled project completion in under 24 hours**

- ✓ Cook County Jail recently completed the largest single facility therm savings project in 2022 in under 24 hours
- ✓ Trade Ally planning and coordination enabled completion of pipe insulation, valve insulation, and high-pressure steam trap replacements





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ENERGY FORUM  
WELCOME

## C&I and Public Sector Spotlights: 2022 Energy Forum

**Peoples Gas, North Shore Gas, and the Energy Efficiency Program hosted an Energy Forum for C&I and Public Sector customers**

- ✓ Topics included:
  - Gas Supply
  - Regulatory
  - Emerging Gas Technology
  - Energy Efficiency Program updates
  - Energy Efficiency Awards presentation
- ✓ Energy Forum rated *excellent* and *very good* by attendees who responded to survey

*"I hope the energy program continues and that there will be continued rebates for projects. We are just scratching the surface for energy savings."*

-Event Attendee



# Research and Development and Market Transformation

---

Gas heat pumps – residential and commercial units

---

Gas cooking

---

Hydrogen compatibility

---

Self-powered gas appliances for resiliency

---

Integrated renewable energy systems

---

Combined heat and power

---

Low carbon fuels

---

Energy stretch code advancement and building performance standards

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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.

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## R&D Spotlight: The Art Institute of Chicago

### **Research and Development project being piloted at The Art Institute**

- ✓ The Art Institute continues to complete projects and be a collaborator in trying new technologies
- ✓ They agreed to participate in an AI machine-learning project to control humidity in their second-floor galleries
- ✓ This project is a successful transition from ideation through the R&D program to realization in C&I Custom
- ✓ Phase 1 was completed in September 2021 for a portion of the galleries and Phase 2 was rescheduled to start May 2023



A photograph of a man and a young girl sitting on a couch, interacting with a beagle dog. The man, with a beard and wearing a light blue button-down shirt over a white t-shirt, is smiling and petting the dog's head. The girl, with curly hair and wearing a dark blue sweater over a striped shirt, is also smiling and reaching out towards the dog. The dog is a beagle with brown and white fur, wearing a red collar. The background is a bright, out-of-focus indoor setting.

# Residential and Income Qualified Programs



# Residential

## PERFORMANCE

**80% / 90%**

PGL Savings / Spend

**57% / 84%**

NSG Savings / Spend

**58%**

PGL Multi-Family PTA Savings

**44%**

NSG Home Energy Rebate Savings

## HIGHLIGHTS

**Elementary  
Education Kits and  
Home Energy  
Assessments  
Overachieved  
Forecast**

Participation

**Adjusted Offering  
Mix to Increase  
Cost-Effectiveness**

Cost-Effectiveness Impacts







## Residential Multi-Family Spotlight: Multi-Family Partner Trade Ally

### Repeat customer continues to find value in participation

- ✓ The condo association for 4300 North Marine Drive has been participating in the Residential Multi-Family offering since 2014
- ✓ Completing measures such as boiler tune-ups, pipe insulation, and steam traps
- ✓ In 2022 they completed steam trap replacements in 90 units, steam pipe insulation, and steam trap testing. Saving over 48,000 therms and receiving over \$49,000 in incentives



# Income Qualified Single Family

## PERFORMANCE

**102% / 94%**

PGL Savings / Spend

**45% / 33%**

NSG Savings / Spend

**54%**

PGL Community Kits Savings

**64%**

NSG Community Kits Savings

## HIGHLIGHTS

**Strong IHWAP and  
Weatherization  
Participation**

PGL Participation

**Home Energy  
Rebates Complete  
First Year in NSG**

NSG Participation

**Community Kits  
Drove Cost-  
Effectiveness**

Cost-Effectiveness Impacts





# Income Qualified Multi-Family

## PERFORMANCE

**84% / 95%**

PGL Savings / Spend

**141% / 203%**

NSG Savings / Spend

**688 / 19,456**

PGL Buildings / Units

**307 / 2,207**

NSG Buildings / Units

## HIGHLIGHTS

**Strong Participation  
in Joint MFES,  
Varied from  
Forecast**

Participation

**Adjusted Offering  
Mix to Increase  
Cost-Effectiveness**

Cost-Effectiveness Impacts





A photograph of a multi-story brick building, likely a multi-family property, with a green fence and trees in the foreground. The building has multiple windows and a small balcony. The scene is set in a lush, green environment with large trees and a well-maintained lawn.

## Income Eligible Multi-Family Customer Spotlight

**Repeat customer continues to improve Multi-Family Properties through participation**

- ✓ Energy advisors have worked with this multi-year repeat customer on multiple projects. Continuing to assess additional buildings and plan projects, including Weatherization.
- ✓ In 2022 steam traps were replaced in 142 units. Saving over 22,500 therms and receiving over \$78,000 in incentives



## Income Eligible Spotlight: Elementary Education Kits

### James Ward Elementary School

- ✓ Was constructed in 1875 and is the oldest public school still in use in Chicago
- ✓ 65 kits were provided and will help the students' families save 517 therms, 12,621 kWh, and 92,010 gallons of water





A man in a grey suit jacket is leaning over a desk, pointing at a laptop screen. Two women are seated at the desk; one is looking at the laptop while the other rests her chin on her hand. The desk is cluttered with a laptop, a tablet, notebooks, and a pair of headphones. A windowsill in the background is crowded with numerous potted plants of various sizes and types. A dark blue banner is overlaid on the left side of the image, containing white text.

# Marketing and Outreach

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# Marketing Recap

## CAMPAIGN METRICS

**Over 18M |  
50k Clicks**

Awareness (Digital Nov-Feb)

**Over 760**

Residential Assessment  
Follow-up Emails Sent

**Over 33% |**

**370 Opens**

SMB Prep for Winter

## HIGHLIGHTS

**Refreshed Collateral  
Increases Visibility  
and Customer  
Connection**

2022

**Website Refresh  
Enables Customer  
Engagement Ease**

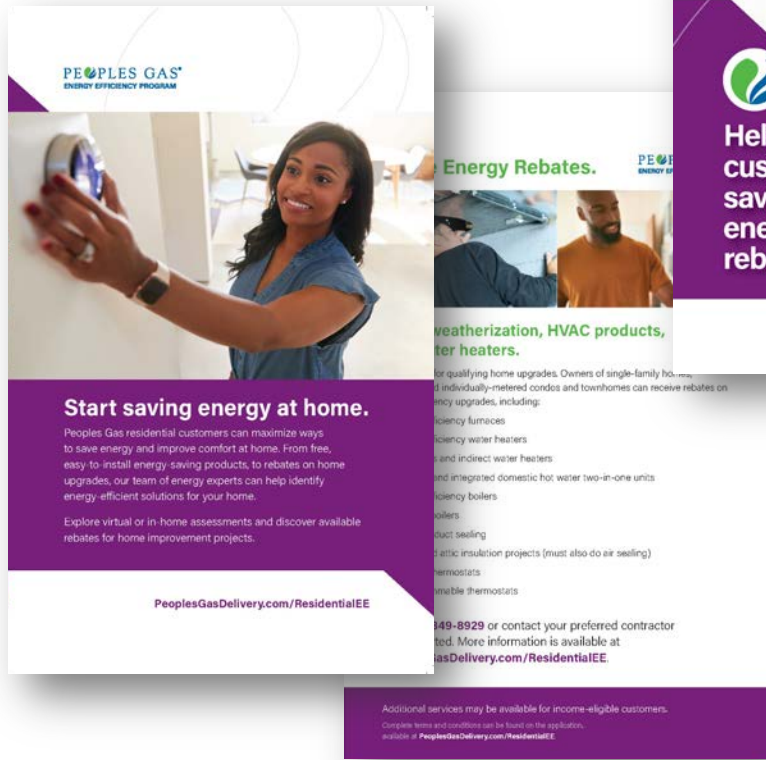
2023



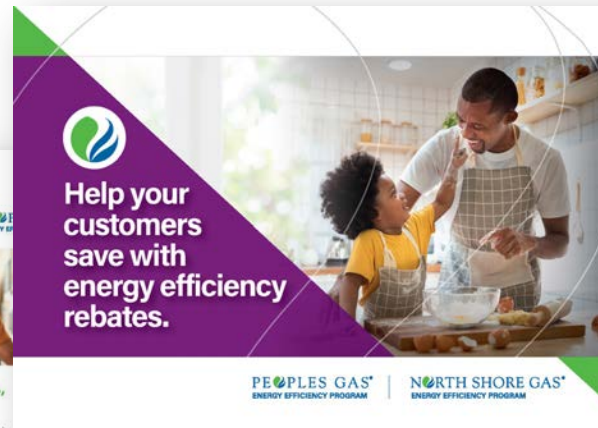


# Additional Newly Branded Collateral Examples

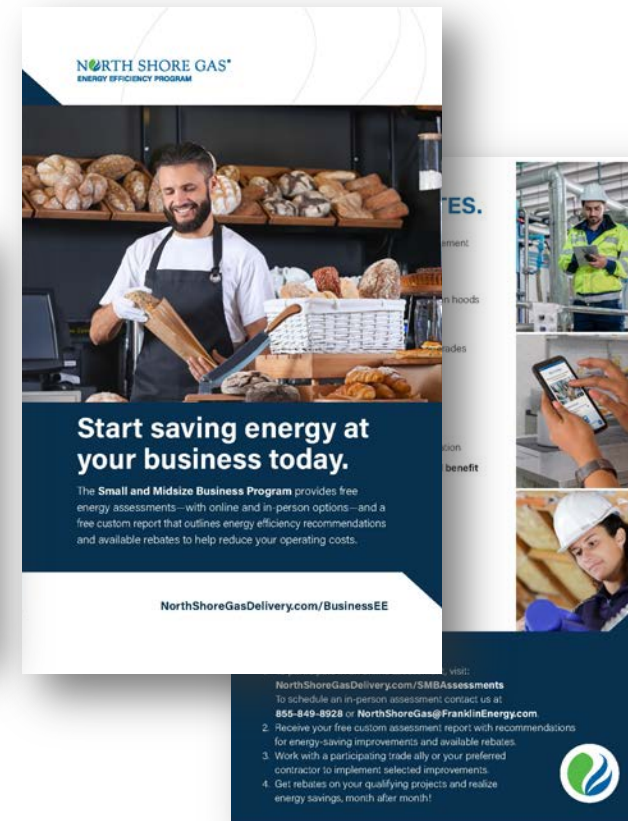
Offering-specific Example:  
Residential Brochure



Program Outreach Support Example: HER  
Leave Behind



Offering-specific Example:  
SMB Brochure




Offering-specific  
Content Example: SMB Ad





# Campaign and Ad Examples

Waukegan Winter/Spring Brochure Ad

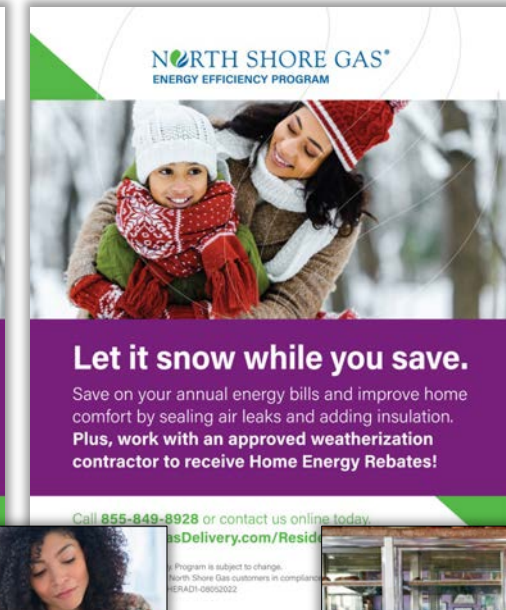


**NORTH SHORE GAS\***  
PROGRAMA DE EFICIENCIA ENERGÉTICA

**Deja que nieve mientras ahorras.**

Ahorre en sus facturas anuales de energía y mejore la comodidad de su hogar sellando las fugas de aire y agregando aislamiento. ¡Además, trabaje con un contratista de climatización aprobado para recibir reembolsos de energía para el hogar!

Llame al 855-849-8928 o contáctenos en línea hoy.  
NorthShoreGasDelivery.com



**NORTH SHORE GAS\***  
ENERGY EFFICIENCY PROGRAM

**Let it snow while you save.**

Save on your annual energy bills and improve home comfort by sealing air leaks and adding insulation. **Plus, work with an approved weatherization contractor to receive Home Energy Rebates!**

Call 855-849-8928 or contact us online today.  
NorthShoreGasDelivery.com/Residents

Digital Ad Campaign



**Warm up to energy savings with Home Energy Rebates**

**PEOPLES GAS\***  
ENERGY EFFICIENCY PROGRAM



**Prepárate para ahorrar con reembolsos de energía para el hogar**

**NORTH SHORE GAS\***  
ENERGY EFFICIENCY PROGRAM

**Encuentra Reembolsos**



**para ahorrar energía CON CERTIFICACIÓN DE ENERGÍA**

**PEOPLES GAS\***  
ENERGY EFFICIENCY PROGRAM

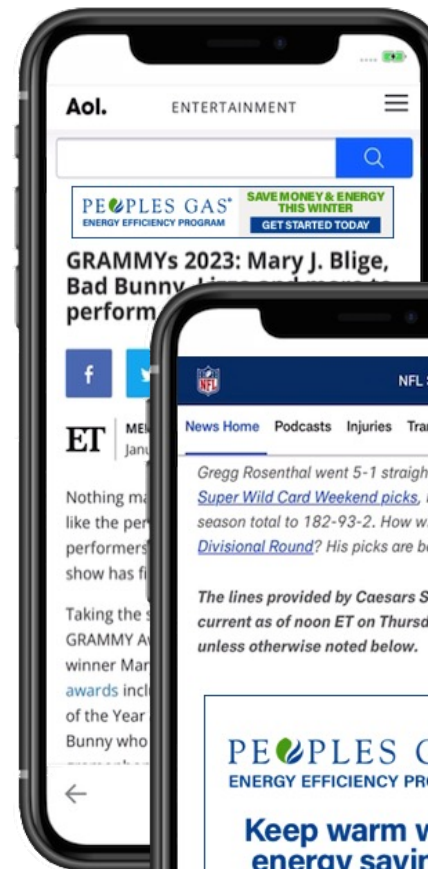


**Warm up to energy savings with a FREE ENERGY ASSESSMENT**

**NORTH SHORE GAS\***  
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**Get Started Today**

Winter Digital Ads

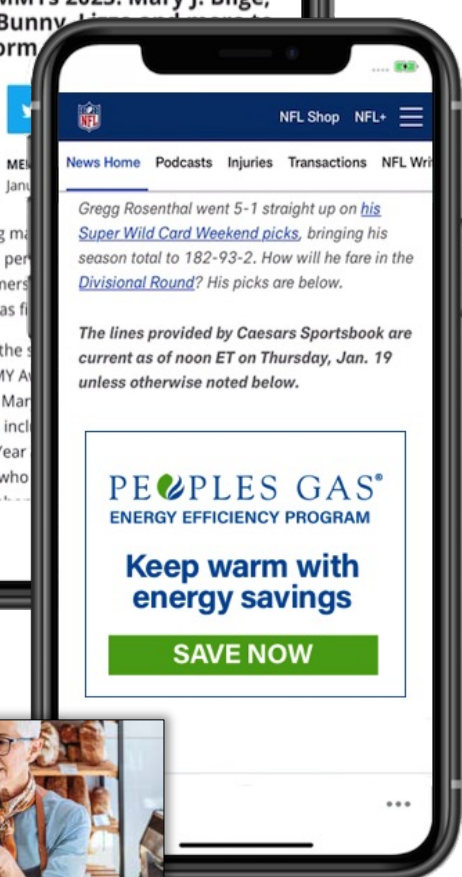


**Aol. ENTERTAINMENT**

**PEOPLES GAS\***  
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**SAVE MONEY & ENERGY THIS WINTER**

**GET STARTED TODAY**

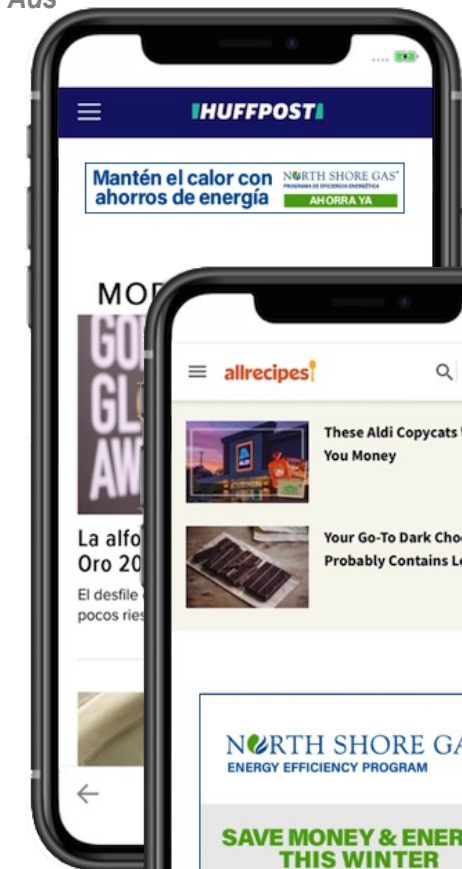


**NFL Shop NFL+**

**PEOPLES GAS\***  
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**Keep warm with energy savings**

**SAVE NOW**

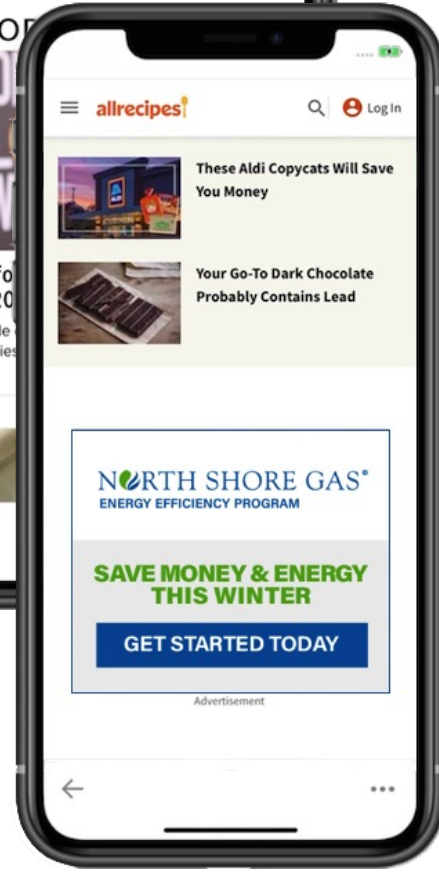


**HUFFPOST**

**Mantén el calor con ahorros de energía**

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PROGRAMA DE EFICIENCIA ENERGÉTICA

**AHORRA YA**



**allrecipes**

**NORTH SHORE GAS\***  
ENERGY EFFICIENCY PROGRAM

**SAVE MONEY & ENERGY THIS WINTER**

**GET STARTED TODAY**



# Community Events

## PERFORMANCE

**26 / 28%**

PGL Events / % of Total

**13 / 14%**

NSG Events / % of Total

**53 / 58%**

Joint Utilities / % of Total

**7**

2023 Events to Date

## HIGHLIGHTS

**Customers  
Welcomed In-  
Person Learning  
about Energy  
Efficiency**

From the Field

**Community  
Highlights**

Community Engagement Highlights  
Reel





# Community Event Highlights





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Thank You



# Appendix

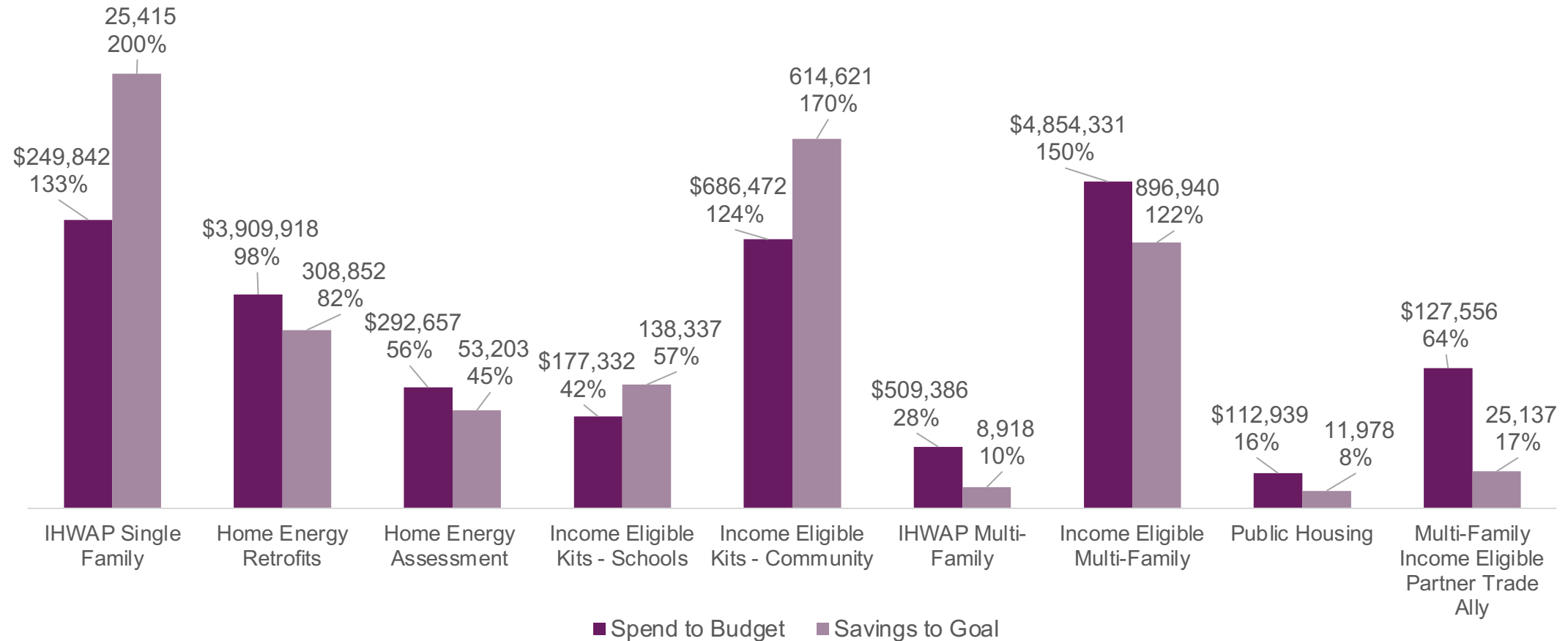


# Income Eligible Metrics



# Income Eligible Program: Peoples Gas

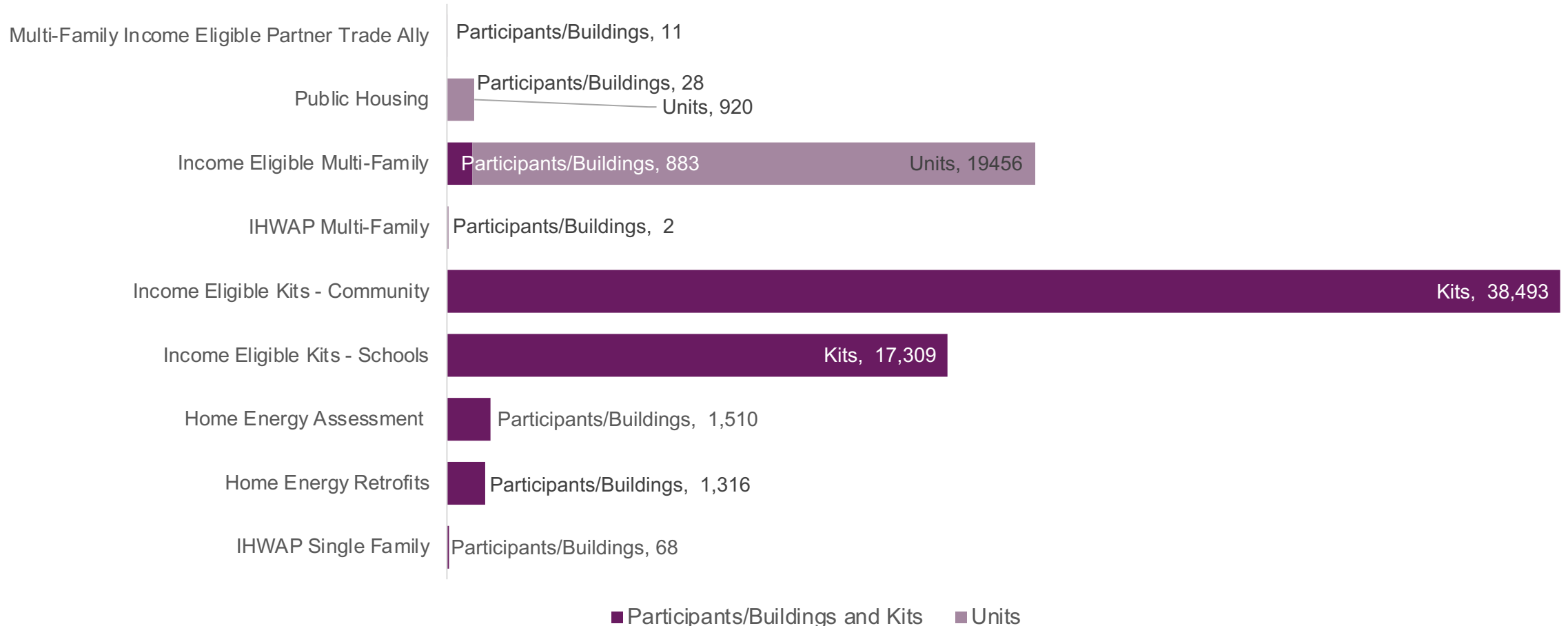
## 2022 Program Offerings Savings and Spend





# Income Eligible Program: Peoples Gas

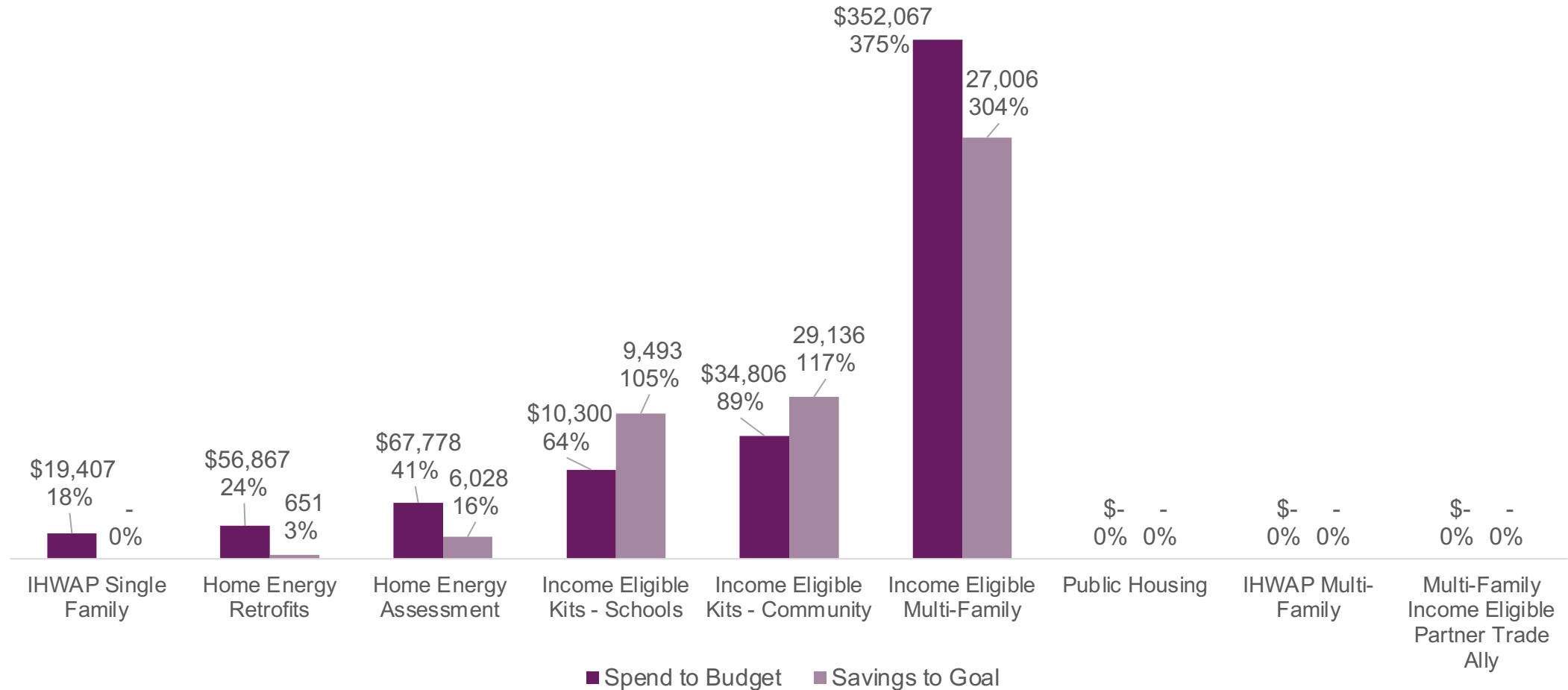
## 2022 Program Offering Participants





# Income Eligible Program: North Shore Gas

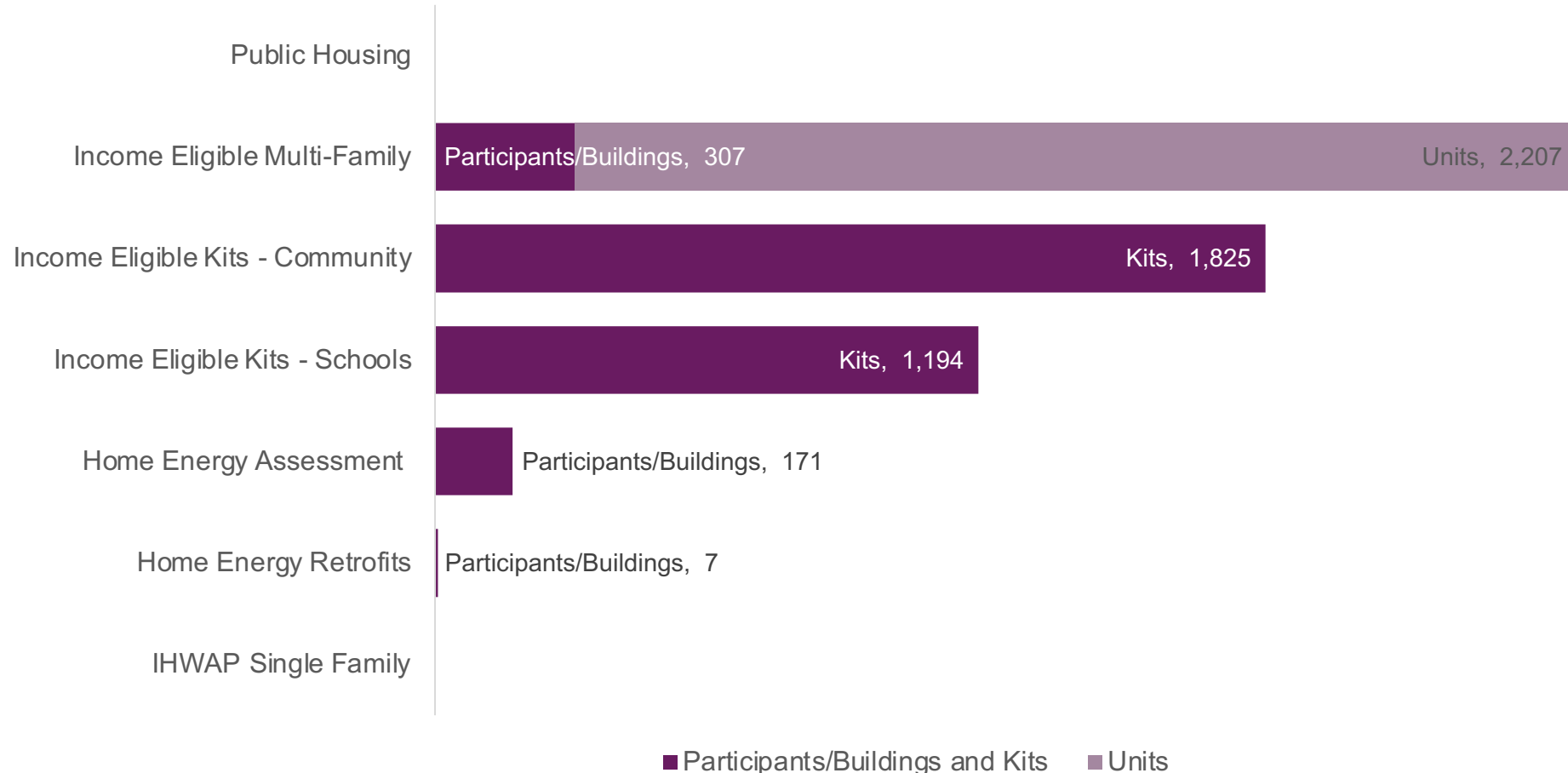
## 2022 Program Offerings Savings and Spend





# Income Eligible Program: North Shore Gas

## 2022 Program Offering Participants





The background is a collage of seven images, all with a blue tint. The top-left image shows a large, multi-story building with a sign that reads 'PEOPLES GAS'. The top-middle image shows a classical building with a large lion statue in front. The top-right image shows a family (a man, a woman, and a child) standing outdoors. The bottom-left image shows a small, single-story house. The bottom-middle image shows a tall, modern skyscraper. The bottom-right image shows a city street with several buildings and cars. The text 'PEOPLES GAS' is in a large, serif font, and 'ENERGY EFFICIENCY PROGRAM' is in a smaller, sans-serif font below it.

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# Program Descriptions

# 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.

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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.



# Small and Midsize Business

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.

# Business Program

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# 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.

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# Business Program

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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.



## Single Family and Multi-Family

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.

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# Residential Program

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### 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.

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### Smart Thermostats

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

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### 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.

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### 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.

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### 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.

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### 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.

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# 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.

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## 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.

### 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.

### 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.