Northern Illinois Utilities Income Qualified EE Programs

2/21/24 Large Group SAG Mtg











Agenda

- ComEd-only Income Eligible (IE) EE programs:
 - Food Bank Paul Grimyser (ComEd)
 - IE Retail Paul Grimyser (ComEd)
 - Whole Home Electric Kara Jonas (ComEd)
- Nicor-only IE EE programs:

Energy Efficiency

- Healthy Homes Kari McCue (Nicor Gas)
- Coordinated Program with ComEd & Nicor Gas:
 - Affordable Housing New Construction Paul Grimyser (ComEd)
- Joint Programs with ComEd, Nicor Gas, North Shore Gas & Peoples Gas:
 - Home Energy Savings Mike King (Nicor Gas)
 - Multi-Family Energy Savings Jarred Nordhus (Peoples Gas/North Shore Gas)
 - IE Community & School Kits Paul Grimyser (ComEd)







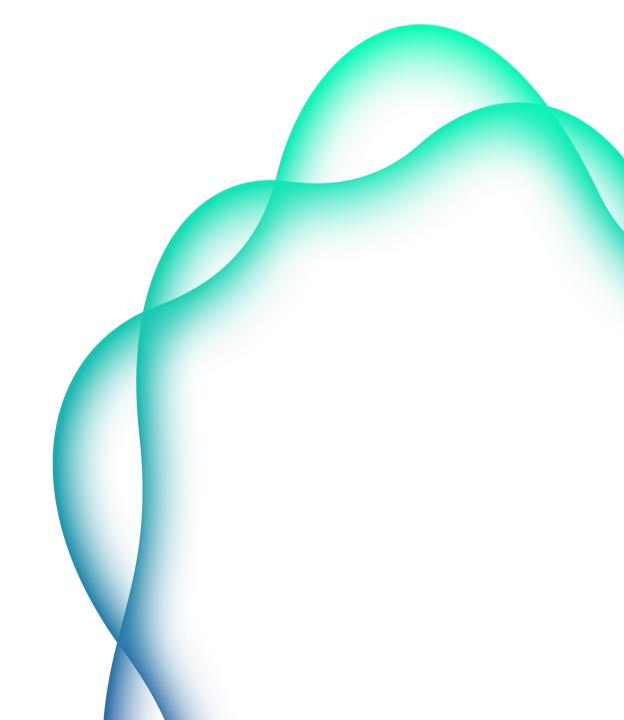






Food Bank

Paul Grimyser - ComEd



Food Bank – Program Overview

The Food Bank program distributes free energysaving products (e.g., LED light bulbs, weatherstripping, window insulation, etc.) to income-eligible customers through participating food pantries across the ComEd service territory.

Pantries are recruited to participate through various outreach emails, phone calls, newsletters and promotional mailings. Pantries who are interested can reach out directly to receive information about the program.

Food pantries order product either through their local affiliated food bank or, for independent food pantries, directly from the program.

The pantries distribute the products to their customers the same way they distribute food. Eligibility to receive free product is tied to eligibility to receive food assistance from each participating pantry.

Products are taken home and self-installed by the customers, who then enjoy the energy savings.

For more information: ComEd.com/FoodPantry



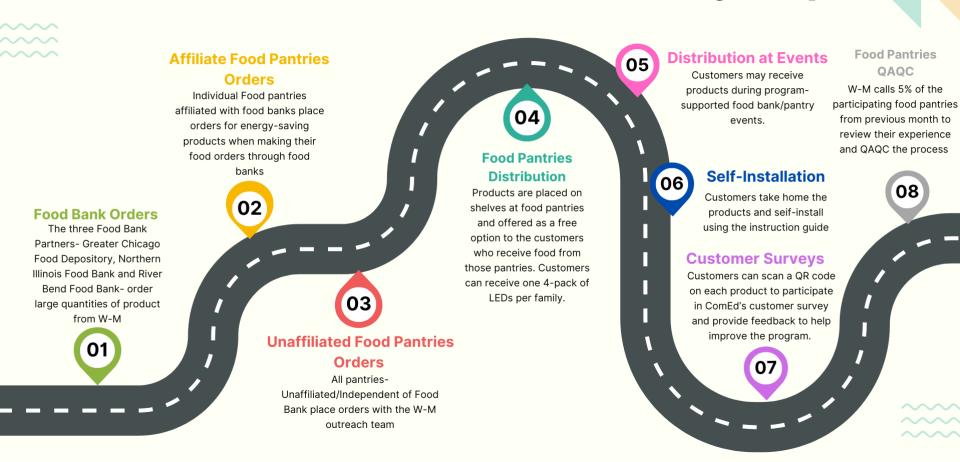
Food Bank Program Eligibility

- Eligibility for receiving product through the Food Bank program is set by each individual food pantry. In general, customers who qualify for food assistance at each pantry also qualify to receive free energy-saving products.
- Pantries must be within the ComEd service territory.
- Pantries are instructed to distribute a maximum of one 4-pack of LED light bulbs per family per month.





Food Bank - Customer Journey Map



Food Bank Implementation Team

Firm	Role	DBE/NPO
Walker Miller Energy Services	Prime Implementing Contractor	DBE
AM Conservation (AMCG)	Product supplier and coordinator for printing product boxes/designs.	
Surge Staffing	Bag-packing, bag delivery, product storage, delivery receipt, Spanish translation, misc. other support	DBE
Richards Graphic Communications	Secondary resource for printing collateral	DBE
Universal Marketing	Printing of branded apparel and other event materials (e.g., tentage).	
Northern Illinois Food Bank, Greater Chicago Food Depository, and River Bend Food Bank	Food banks responsible for distribution of product to pantries throughout northern Illinois.	NPO
Year 2022-24: 226 Unique Independent pantries	Pantries that order product directly and are not part of the 3 Food Bank networks.	NPO

Food Bank Budget & Performance

Food Bank	Total Measures Distributed		
Measures	2022	2023	2024*
LED Light Bulb - A19/BR30/Candelabra	1,891,744	3,019,284	3,140,000
LED Plug-n-Play Fixture / Socket Lamp	10,032	50,000	40,000
LED Night Light - 0.3W/0.5W	38,291	80,350	14,000
Closed-Foam Weatherstripping Roll	124,280	11,884	8,000
Battery Back-Up Bulb	56,213	38,292	20,000
7-Plug Advanced Power Strip	17990	18,992	13,000
Window Insulation Kit	10,350	9,018	0
Water-Saving Kit (2 bathroom aerators, 1 kitchen aerator, 1 showerhead)	5,500	13,250	10,000
Bathroom & Kitchen Aerator	5,024	0	0
High-Efficiency Showerhead	9,277	0	0
Pipe Wrap	1,932	0	0
Shower Timer	1,065	5,087	0
Door Sweep	0	14,600	15,000
TOTAL MEASURES DISTRIBUTED†	2,171,698	3,260,757	3,260,000
Electric MWh Savings	112,725	221,359	216,026
Gas Therm Savings	642,945	214,372	166,830
Total Incentives	\$9,899,815	\$9,926,976	\$9,840,422

^{*2024} numbers are forecasts/projections



[†]Water-saving kit considered a single measure for summation purposes

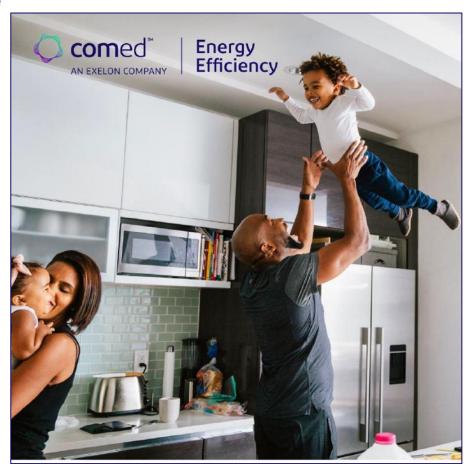


Income Eligible Retail

Paul Grimyser - ComEd

Income Eligible Retail Program

- The Retail program is designed to increase the market share of ENERGY STAR® certified lighting, appliances and other energy efficient residential products sold through retail sales channels by providing discounts and rebates that reduce the incremental cost of more efficient products.
- ComEd residential customers benefit from the Retail program by having access to affordable and efficient products.
- This program uses several different program delivery models or channels, which offers customers flexibility. Critical to the design is that income eligible (IE) customers can receive a higher incentive than noneligible customers.



Retail Implementation Team

Contractor	Role	DBE/NPO Status
SEEL, LLC	Prime Implementation Contractor	MBE
ICF	Program Operations	N/A
Crossmark	In-Store Merchandising	N/A
Techniart	Limited Time Offers	N/A
Enervee	Efficient Choice Online Tool	N/A

IE Instant Discount Overview

- Instant discount on qualifying products at the time of purchase. The purchase price at the shelf reflects the discount to the customer.
- Participating retail stores (approximately 190 locations) in zip codes with at least 60% density of IE customers (at or below 80% AMI).
- MOUs are signed by all participating retailers.
- Incentive amounts for IE customers are 20-85% higher (depending on the product).

Measure	Participating Retailers
Lighting	Ace Hardware; Independent; Dollar Tree; Family Dollar; Lowe's; Menards; Home Depot; Salvation Army; Goodwill; St. Vincent de Paul; Target; Walmart
Air Purifier	Lowe's; Home Depot
Dehumidifier	Lowe's; Home Depot
Room Air Conditioner	Lowe's; Home Depot (will be added to Markdown MOUs in the spring)
Water Dispenser	Lowe's; Home Depot
Advanced Power Strip	Dollar Tree; Family Dollar; Salvation Army; Goodwill; St. Vincent de Paul
Door Sweep	Lowe's; Home Depot; Salvation Army; Goodwill; St Vincent de Paul
Weatherstripping	Lowe's; Home Depot; Salvation Army; Goodwill; St Vincent de Paul
Spray Foam	Lowe's; Home Depot
Window Film	Lowe's; Home Depot
Caulking	Lowe's; Home Depot
Low Flow Showerhead	Lowe's; Home Depot; Salvation Army; Goodwill; St Vincent de Paul
Switch & Outlet Gasket	Salvation Army; Goodwill; St Vincent de Paul



IE Instant Discount – Customer Journey

IE Retailer

 Participating retailers have been identified as IE eligible by zip code.

Making a Purchase • The customer makes a qualifying purchase at an identifying IE retailer.

IE Incentive • The instant discount is reflected in the purchase price of the product.



Give Your Indoor Air a Good Cleaning

In the winter months, most of us spend more time indoors and sometimes the air can get a little stale. Luckity, ENERGY STAR" certified air purifiers help you manage your indoor air quality. They are very efficient at reducing pet dander, allergens, pollen, dust, and more.

Now is a great time to buy, with a \$50 instant discount at participating retailers or if you prefer to shop elsewhere, you can apply online for a \$50 rebate after your purchase of an ENERGY STAR air purifier.

The savings don't stop there – we have rebates and discounts on other energy-efficient appliances and home products like dehumidifiers, induction cooktops and ranges, clothes washers,



IE Instant Coupon Overview

- Customers purchase a qualified product from a participating retailer (approximately 9 in-store locations & 2 online retailers).
- Customers are provided with a unique coupon code that can be used real-time towards the purchase of qualifying products.
- Through a mobile-enabled website, customers validate eligibility based on their residential zip code.
- If a customer resides in a zip code with at least 60% density (at or below 80% AMI), the customer will receive a coupon with a higher incentive.
- MOUs are signed by all participating retailers.
- Incentive amounts for IE customers are 30-50% higher (depending on the product).

Measure	Participating Retailers	
Clothes Washer	Abt; Lowe's; Home Depot Online	
Electric Dryer	Abt; Lowe's; Home Depot Online	
Smart Thermostat	Abt; Ecobee; Lowe's; Home Depot Online; Home Depot In-Store	
Heat Pump Dryer	Abt; Home Depot Online	
Induction Cooktop	Abt; Lowe's; Home Depot Online; Home Depot In-Store	

IE Instant Coupon – Customer Journey

IE Retailer

Customer visits a participating retail location.

Making a purchase

- Customer selects a qualifying product to purchase.
- Customer applies for a coupon ahead of making their purchase. Customer scans a QR code to apply or visits www.ComEd.com/instant

IE Incentive Retailer scans the coupon code and the incentive amount is removed from the purchase price.



IE Rebate (post-purchase) Overview

- In September 2023, the program introduced a higher rebate offer to IE customers to encourage program participation.
- Customers can shop for qualifying products at any retailer (in-store or online).
- Customers meet product eligibility requirements, provide proof of purchase and apply for a rebate online.
- An optional self validation is used to determined eligibility by household income, household size and address against the 80% AMI thresholds. If the customer does not qualify or chooses not to self validate, they will be given the non-IE (lower) rebate amount on qualifying purchases.



Get rebates for purchasing and installing ENERGY STAR® certified appliances.

IE Rebate – Customer Journey

At time of purchase

- Customer purchases a qualifying product in store or online and retains receipt.
- Application must be submitted within 60 days from purchase date or by February 28,2025 whichever comes first.

After Purchase

- Customer submits application online in order to receive the higher rebate, by answering qualifying questions, include a copy of the entire sales receipt which includes product information, purchase price and date, and retailer information.
- An option to mail in an application is available (physical copies are in retail stores or can be downloaded from the website).

IE Incentive

- The application is received and processed for eligibility requirements. If eligible the customer receives a rebate check in the mail, in approximately 4 weeks.
- If the customer does not meet eligibility for the higher rebate, they will receive the non-IE rebate amount.

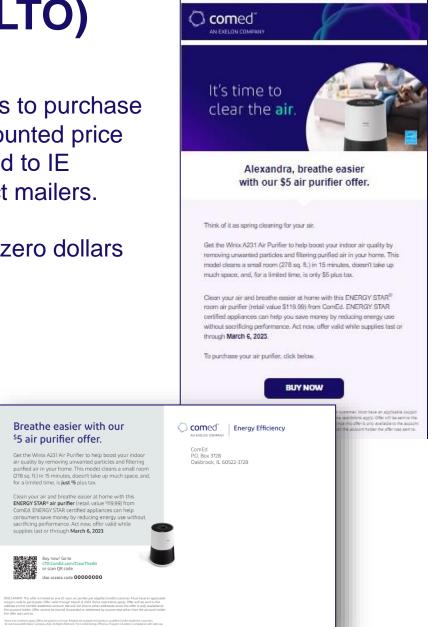
IE Limited Time Offer (LTO)

- Limited Time Offers (LTO) allow customers to purchase energy efficient products at a deeply discounted price for a short period of time. LTO's are offered to IE customers via email and periodically direct mailers.
- The co-pay for IE customers ranges from zero dollars to a nominal amount.

Limited Time Offers	2022	2023	2024
Air Purifier		Х	X
Dehumidifier	Х	Х	
Room Air Conditioner	Х	X	
Back to School Bundle	Х	X	Х
Smart Thermostat	Х	Х	
Prepare 4 Winter Bundle	Х		Х

^{*}Back to School Bundle (APS, Desk Lamp & Night Light)

^{*}Prepare 4 Winter Bundle (Switch & Outlet Gasket, Caulk, Door Sweep & Weatherization)



IE Retail Program Performance – Measures & Channels

Measures	Incentive Channel	2022	2023	2024	
Advance Power Strip	ID	x	x	х	
ENERGY STAR LED	ID	x	х	x	
ENERGY STAR LED Fixture	ID	x	x	x	
ENERGY STAR LED Night Light	ID	x	x	x	
ENERGY STAR Bathroom Exhaust Fan	ID	x	gs. y		
ENERGY STAR Clothes Washer	RB, IC		x	X	
ENERGY STAR Electric Dryer	RB, IC	8	x	х	
ENERGY STAR Heat Pump Dryer	RB, IC		x	X	
ENERGY STAR Dehumidifier	RB, ID	X	x	х	
ENERGY STAR Air Purifier	RB, ID	x	x	X	
ENERGY STAR Room Air Conditioner	RB ID (2022-2023)	x	x	x	
ENERGY STAR Water Dispenser	RB, ID	x	х	x	
ENERGY STAR Smart Thermostat	RB, IC	8		x	
Induction Cooktop/Range	RB, IC	8	x	X	
Door Sweep/Seal	ID		x	X	
Caulking	ID		x	X	
Spray Foam Insulation	ID	8	X	X	
Switch & Outlet Gasket	ID		E ^E X	х	
Weatherstripping	ID	·	X	x	
Window Film	ID		e ^c x	x	
Low Flow Shower Head	ID		x	X	

IE Retail Program Performance

IE Retail			
	2022	2023	2024*
Total Participation (# of units sold)	1,036,183	2,137,234	2,555,086
Electric MWh Savings	54,898	120,224	137,982
Total Incentives	\$10,198,845	\$10,864,914	\$14,907,740

*2024 numbers are forecasts/projections



Whole Home Electric

Kara Jonas - ComEd

Whole Home Electric Program Overview

- Whole Home Electric serves both income-eligible single family and multi-family customers that would most benefit from whole home electrification (space heating, water heating and other residential end uses).
- Strategically targets and screens for customers that will reap the most energy savings and greatest positive bill impacts.
- Upgrades are free for qualifying single family homeowners and tenants of qualifying multi-family properties. Property owners and public housing authorities may have a copay, but can take advantage of deep incentives (targeting ~70% coverage).
- Approximately 15% of the program budget is dedicated to health and safety upgrades (including panel upgrades).



Whole Home Electric Eligibility

- Multi-family properties (3 units or more) providing housing to income eligible customers at or below 80% area median income and properties owned or managed by a public housing authority. Project includes common areas, shared systems and tenant units.
 - Income eligibility determined primarily based on building location in a low–income census tract; alternative options as detailed in Version 3.0 of the Illinois Energy Efficiency Policy Manual
- Single family residential homeowners at or below 80% area median income (AMI). Targeting single family detached, townhomes, two-flats, and duplexes.
- Positive energy bill impact must be modeled for single family participants and for tenants of Multi-Family properties.



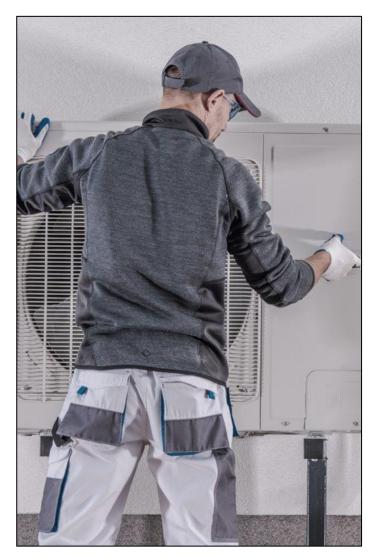


Whole Home Electric Implementation Team

Contractor	Role	DBE/NPO Status
Resource Innovations	Prime Implementation Contractor	N/A
CMC Energy Services	Assessments, Multi-Family Lead & QAQC	
Center for Energy and Environment	Technical Support	Non-Profit

Whole Home Electric Energy Efficiency Service Provider (EESP) Network

- Closed EESP network
- In 2023 there were 4 participating EESPs
 - 1 certified diverse, 1 obtaining diverse certification
- RFQ underway for to identify 2024 EESP network
 - Focus on diverse contractors serving disadvantaged and rural communities
 - EESPs with ability to provide comprehensive project execution, including the use of subcontractors
 - Project scope includes: heat pump sizing installation, heat pump water heater installation, electrical panel upgrade and electric appliance installation; some projects will include weatherization
 - ICC certification is required
 - BPI certification is required for any projects that include weatherization



Whole Home Electric Single-Family Customer Journey

Installation Customer Site Scope Customer Screening Assessment **Development Approval** and QA/QC Review of Customer Walkthrough Analysis of Measures education customer bill installed and scope, lifestyle assessment about impacts and impacts, and final inspected Customer electrification \$/savings maintenance Customer education requirements Initial intake Customized receives about customer measures audit report & Review of warranty and installation maintenance scope of work screening Customer approved timeline and information Program staff authorization contractor initial to proceed Contractor Electric and review and plans with scoping fuel service assessment updates engagement Customer signoff facilitation Customer Routed to sign-off Home Energy Savings if customer does not meet screening criteria

Whole Home Electric Multi-Family Customer Journey

Property Site Scope **Development Screening** Assessment Direct outreach Analysis of Site assessment by program staff Confirm initial customer bill intake data and impacts and Overview \$/savings of program collect data on Customized audit baseline Education mechanicals and on electrification report generated utility bills Contractor review Initial intake Property and engagement screening owner authorization Co-pay and ROI questionnaire to proceed with calculated scoping Project proposal generated including financing resources for co-pay Routed to Multi-Family **Energy Savings** if property does

not meet screening criteria

- Customer Approval
- Review of proposal scope, tenant impacts, financial resources and maintenance requirements
- Review of installation timeline and contractor plans
- Customer signoff

Measures installed

and inspected

Installation

and QA/QC

- Property owner receives warranty and maintenance information
- Tenants receive education materials
- Electric and fuel service updates facilitation
- Final walkthrough and property owner sign-off

Whole Home Electric Budget & Performance

Whole Home Electric	2022	2023	2024 (Forecast)
Projects	33	101	169
Units Served	33	260	421
Incentives	\$827,791	\$5,621,674	\$6,685,659
Health and Safety (portion of above)	\$325,307	\$1,234,905	\$1,404,677
Energy Savings* (net MWhs)	711	5,194	9,465

Measures

- Electrification
 - · Air source heat pump
 - Heat pump water heater
 - · Induction or electric stove
 - · Electric or heat pump clothes dryer
- Weatherization
- Direct Install
- Health & Safety

*Net MWh savings include fuel switch and non-fuel switch savings

Whole Home Electric Health and Safety Detail

 Nearly all projects have required some form of Health and Safety incentives, with the most common measure being electrical panel upgrades and wiring.



Measure Type	H&	S Incentives	% of Incentives	# of Measures
Electric service upgrades/electric repairs	\$	1,269,479	81.4%	169
Other	\$	99,507	6.4%	167
Exhaust fans	\$	67,188	4.3%	63
Asbestos Remediation	\$	43,975	2.8%	1
Ceiling/drywall repairs	\$	33,190	2.1%	39
Mold remediation	\$	16,225	1.0%	14
Dryer vent	\$	12,760	0.8%	33
Gas leak repair/capping of gas lines	\$	11,154	0.7%	58
Vapor barrier	\$	3,148	0.2%	3
Smoke/CO detectors	\$	2,565	0.2%	16
Sump pump cover	\$	1,020	0.1%	4
Total	\$	1,560,212	100%	567

Whole Home Electric Customer Anecdotes

January 2024: "My heat pump was running on stage 1 throughout the cold snap! The resistance heat didn't turn on at all"

Anita S. "can't believe a comprehensive project like this was available"

Callie D. – "Helped me convert my 108-year-old home to all green electric. They sealed-insulated- added a new heat pump, electric stove and then some. I now have the toastiest and most energy efficient home in the neighborhood. Drafty old house no longer applies. Their customer service was above and beyond from start to finish."

More Information on Whole Home Electric: ComEd.com/WholeHomeElectric

Healthy Homes Offering

Kari McCue - Nicor Gas









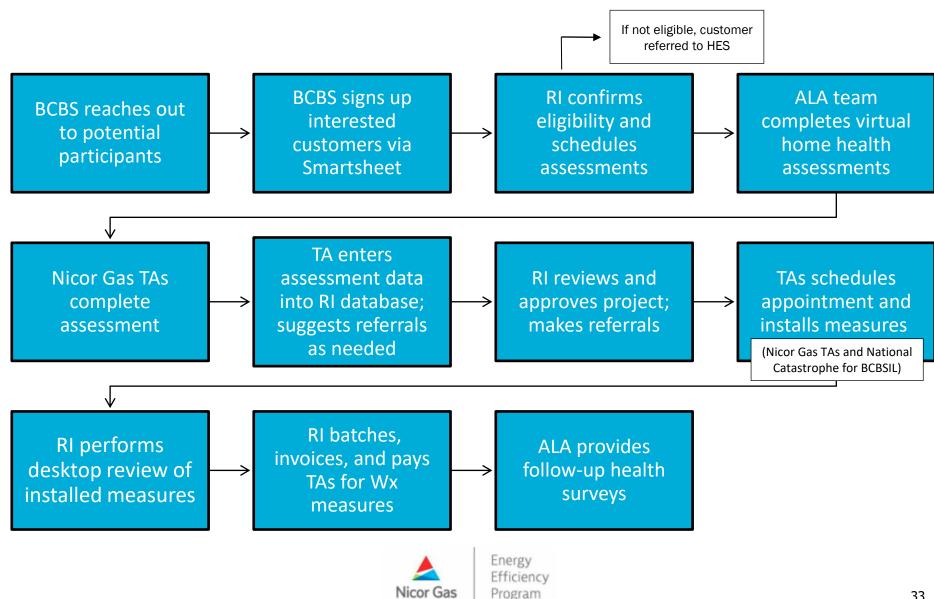


Who We Serve

- Single family customers
 - Single family detached homes
 - 2-flats
 - Townhomes
 - Manufactured homes
 - Mobile homes
 - Individually owned and metered condos
- Multi-family units
- Program participation is limited to incomeeligible customers (<80% AMI) with respiratory health needs in underserved communities
- Delivered in partnership with Blue Cross Blue Shield (BCBS) of Illinois and the American Lung Association (ALA)



Healthy Homes Customer Journey



Installation Contractor Qualifications

- How are new contractors added to the HH program?
 - Interested contractors that meet all the criteria below are recruited to participate in the Healthy Homes offering
- Requirements for contractors to qualify to work in HH:
 - BPI certified staff (BA-P & BA-T)
 - BPI Healthy Home Evaluator (HHE) Certification
 - Demonstrated experience delivering:
 - Comprehensive whole home weatherization
 - Health & Safety assessments & repairs
 - Excellent customer service and responsiveness
 - Demonstrated commitment to customer safety



Healthy Homes Installation Contractors

2024 Approved Contractors	DBE Status
ARC Insulation	No
Clean Air Pro	No
National Catastrophe (NatCat Solutions)	No



Measures Offered

	American Lung Association (ALA)	Blue Cross Blue Shield of Illinois	Nicor Gas
Virtual Assessment	X		
Direct install measures (both for indoor air quality and water efficiency)	X		Х
Installation of direct install measures	Х		Х
Customized action items, resources, and next steps for asthma management	X		
Comprehensive building science assessment			X
Air sealing and insulation			Х
HVAC upgrades			Х
Appliance upgrades		X	
Health and safety (e.g., repairs to electric, plumbing, roof, chimney, etc.)		X	Х
Average project cost	-	-	\$7,404

^{*}Limited to emergency replacement for CAC, furnaces, and boilers)

Health & Safety Measures Installed

- 80% of the homes served in 2023 received Health & Safety or Indoor Air Quality (IAQ) measures from Nicor Gas and Blue Cross Blue Shield
- 100% of the homes received mitigation products from the American Lung Association

H&S Safety/IAQ Installed in 2023	Number of Installs	Total Incentives Spent
Kitchen Exhaust Fans	1	\$565
Dryer Vent Kits	3	\$1,275
Flue Cleaning/ Repair/ Replacement	1	\$125
Vapor Barrier	1	\$885
Vent Kit for Kitchen Exhaust	1	\$150
Walk off Door mats	4	\$400
Roof Repair*	1	-

^{*}Paid by Blue Cross Blue Shield grant funding.



Healthy Homes Program Performance

	Total Incentives (Nicor Gas)	Total H&S/IAQ (Indoor Air Quality) Spend	Total Therms	Total Projects
2023	\$37,021	\$3,400	2,100	5
2024 SF (Planned)	\$258,702	\$23,759	14,692	20
2024 MF (Planned)	\$71,363	\$6,554	10,034	10







Affordable Housing New Construction

Paul Grimyser- ComEd

Affordable Housing New Construction (AHNC): Program Overview

 AHNC provides technical assistance and financial incentives for projects that serve income-eligible residents (80% AMI or lower) and exceed the Illinois energy code

 Projects can be single or multi-family new construction, major renovation, or moderate rehab and earn \$1 -\$6.25 per eligible square foot

 Projects comply with a prescriptive Standard (ComEd Multi-family Standard v4.3) addressing all building systems

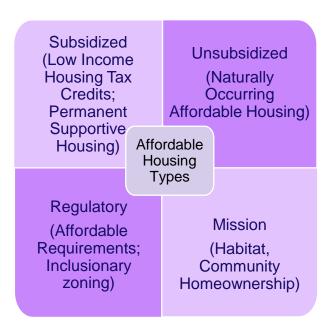
Bellwood Senior Apts, completed in 2023 with 80 IE units (Bellwood, IL).



AHNC Program Eligibility

- Buildings must include income-eligible units targeted to households at or below 80 percent area median income (AMI)
- Designed and constructed to meet the requirements of the ComEd Multi-family Standard v4.3

 Program serves 70-80% of Low-Income Housing Tax Credit (LIHTC) Projects





1376 W. 79th St. (79th & Loomis) 30 (all) income eligible housing units

AHNC Builder Journey



Average time in program: 2.87 years (based on 2022 data)

AHNC Implementation Team

Organization Name	DBE/NPO Status	Role
Slipstream	NPO	Prime Implementer
HUSArchitecture	DBE	Provides engineering and project management services
Energy Studio	DBE	Provides engineering and project management services
Eire	DBE	Provides marketing support
Shelton Solutions	DBE	Provides admin support

AHNC Technical Standard and Measure

Envelope:

- Windows
- Air tightness

HVAC:

- Efficiency
- Ventilation
- Fan efficacy

Electrical:

LED packages

Plumbing:

- Low flow fixtures,
- High-efficiency heat

Optional Measures:

- Heat pumps (space/DHW)
- Energy Recovery
- Controls
- Lighting efficiency
- Electrification



AHNC Incentives

	New Construction & Major Renovation	Moderate Rehab
Base Package	\$/Sq. Ft.	\$/Sq. Ft.
Mandatory Measures	\$3.00	\$1.00
Optional Measures		
Dwelling-Unit Heat Pump	\$0.80	\$0.80
Energy Recovery Unit	\$0.40	N/A
Advanced Controls	\$0.25	N/A
High-Efficiency Common Area Lighting	\$0.30	\$0.30
Heat Pump Water Heater	\$1.20	\$1.20
Dwelling-Unit Electrification	\$0.30	\$0.30
High Performance Windows	N/A	\$0.25
Total Incentive \$/Sq. Ft.	\$6.25	\$3.85



AHNC Budget & Performance

	2022	2023	2024 (forecasted)
Income-Eligible Projects	14	6	24
Income-Eligible Housing Units	634	269	554
Total MWhs saved	1,606	3,302	9,882
Total Therms - ComEd	44,278	35,090	145,354
Total Therms (Nicor Gas)	48,301	16,431	79,587
Incentives - ComEd	\$1,620,501	\$981,699	\$3,216,871
Incentives – Nicor Gas	\$382,072	\$50,479	\$337,695



Home Energy Savings Offering

Mike King — Nicor Gas











Who We Serve

- Single family customers
 - Single family detached homes
 - Two-flats
 - Townhomes
 - Manufactured homes
 - Mobile homes
 - Individually owned and metered condos
- Coverage across the full utility service territory for all pathways
- Customers can be served once per program cycle
 - Current cycle: 2022 2025
- The program serves both income eligible (<80% AMI) and market rate customers.
 - We will focus on the income eligible components of the program today.

Energy Efficiency











Measures Offered

	Income-Eligible Home Energy Assessment (HEA)		Retrofits	Braided IHWAP
	In-home	Virtual		
Direct install measures (see next slide)	Х	Х		Х
Installation of direct install measures	Х			X
Customized action items, resources, and next steps	X	Х		
Comprehensive building science assessment			Х	Х
Air sealing and insulation			X	X
HVAC upgrades			X*	X
Appliance upgrades				Х
Health and safety (e.g., repairs to electric, plumbing, roof, chimney, etc.)			Х	Х
Average project cost	~\$350	~\$105.84	~\$8,000	~\$12,553**

^{*}Limited to emergency replacement for CAC, furnaces, and boilers; also includes electric resistance heat upgrade to heat pumps

^{**}Includes utility portions, program support and admin.

Direct Install Measures Offered

Direct Install Measure	Income-Eligible Home Energy Assessment (HEA)	IHWAP
Advanced or Programmable Thermostat	X	X
Air Handler Filter Replacement	X	
Aerators	X	X
Showerhead	X	X
Door Sweep	X	X
Shower Flow Reducer	X	
Pipe Insulation	X	X
LEDs	X	X
Advanced Powerstrip	X	
Smart Socket	X	











Comprehensive Measures Offered

- Air sealing
- Bathroom exhaust fans
- Boilers
- Central Air Conditioning
- Duct sealing
- Health and safety
- HVAC tune ups
- HVAC replacements (furnaces, boilers, central air conditioning, room air conditioners, heat pumps)
- Insulation
- Water heaters











Health and Safety

- 5,035 customers served with H&S funds in 2022 + 2023
 - 78% of Retrofits + IHWAP customers
- Started utilizing a more granular picklist for "other*" issues mid-2023
 - For instance, the program has done far more than one home's asbestos remediation
- 23% of Retrofits + IHWAP incentives invested in H&S in 2022 + 2023

Measure	Incentives	Measure count	% of H&S spend
Exhaust fans	\$3,906,255	4,870	29.4%
Emergency HVAC replacement	\$4,028,420	2,554	30.3%
Smoke/CO detectors	\$637,439	5,735	4.8%
Asbestos remediation	\$11,520	1	0.1%
Ceiling repairs	\$20,127	25	0.2%
Chimney liners	\$23,858	36	0.2%
Dryer vent	\$210,181	1,835	1.6%
Electrical repair	\$7,823	115	0.1%
Gas leak repair	\$4,063	11	0.0%
Improper flue venting	\$13,940	70	0.1%
Mold remediation	\$18,118	12	0.1%
Plumbing repair	\$9,570	10	0.1%
Roof repair	\$13,622	9	0.1%
Sump pump cover	\$4,864	44	0.0%
Storage water heater	\$297,508	129	2.2%
Vapor barrier	\$66,179	105	0.5%
Other*	\$4,034,373	5,546	30.3%
Total	\$13,307,860	21,107	100.0%











Implementation Team

Contractor	Role	DBE Status
Resource Innovations	Prime Implementer	N/A
Utility Energy Services	In-field IE HEA	MBE
CMC	In-field QAQC	WBE
Illinois Association for Community Action Agencies	Braided IHWAP network support	Nonprofit
AIQUEOUS	Salesforce administrator	N/A
Green Home Experts	DI product procurement	WBE











Retrofits Installation Contractors

Requirements for Retrofits installation contractors:

- BPI certified staff (BA-P & BA-T)
- Proven expertise in:
 - Comprehensive whole-home weatherization
 - Health and safety assessments
 - Repairs
- Strong track record of excellent customer service and responsiveness
- Demonstrated commitment to customer safety

Current Contractors

- Contractors are recruited from a network of past participants and contractors who have strong experience working in energy-efficiency programs.
- In 2021, installation contractors from the last cycle's IE weatherization programs were enlisted to support the HES program.
- Additional Retrofits installation contractors were added in 2022 and 2023 based upon geographic coverage needs, including three new diverse contractors.











Retrofits: Installation Contractors

2024 Approved Contractors	DBE Status
Assured Insulation	Yes
Building Energy Experts	No
Comfort 1st	No
DNR	No
Greenlink	Yes
*Nick and Eddie (subcontractor to DNR)	Yes
Urban Efficiency	Yes











Braided IHWAP: Active Community Action Agencies

Eight active agencies, representing 21 counties

- Community & Economic Development Association of Cook County
- Community Contacts, Inc.
- DuPage County Department of Community Services
- McHenry County Housing Authority
- Tazwood Community Services, Inc.
- Tri-County Opportunities Council
- Western Illinois Regional Planning Commission
- Will County Center for Community Concerns











Community-Based Outreach Partners (Compensated)

Overview

- HES partners with community organizations to increase offering awareness and participation.
- Partners receive materials, templates and training.
- Referral fees and staffing grants are provided for partners who engage in outreach and direct enrollment.

Current Partners

- Rockford Habitat for Humanity
- Chicago Bungalow Association
- Rebuilding Together Aurora
- Metropolitan Mayors Caucus

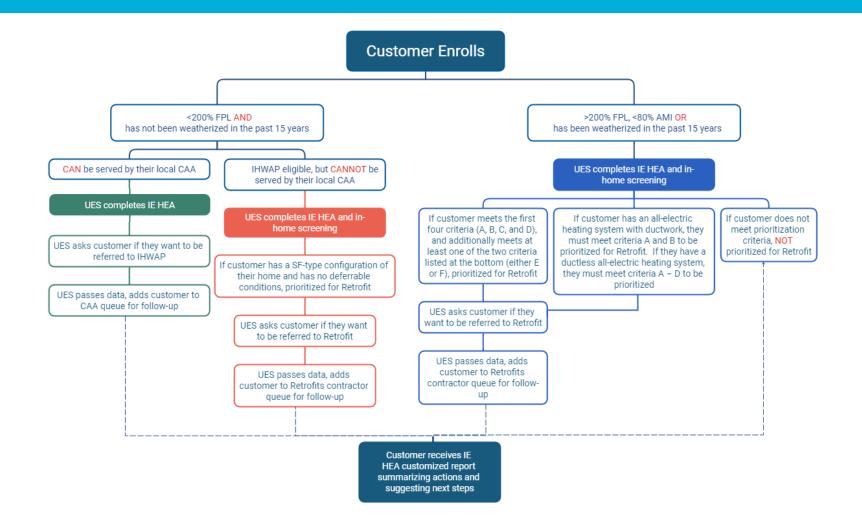








Income-Eligible Customer Journey













Post Income-Eligible Home Energy Assessment

Customers Eligible for IHWAP

- Customer information is passed to community action agencies via Salesforce.
- Resource Innovations tracks if customers are contacted and whether they are served by IHWAP.

Customers Eligible for Retrofits

- Are assigned to contractor based on zip code and/or where lead was generated.
- Hear from a contractor to schedule technical assessment of their home.
- Receive a proposed SOW from contractor (with no co-pays).
- Receive measure installation and education from contractors.
- Have opportunity to share feedback through customer satisfaction survey.











Retrofits Prioritization Criteria

Must have:

- A. SF-type configuration
 - · In-unit mechanical equipment
 - Customer has decision-making power over building envelope (building envelope can be addressed comprehensively)
- B. No obvious deferrable conditions.
 - No blatantly obvious issues that would likely exceed the per home health and safety funding available
 - Current list is roof leaks, vermiculite, hoarding, active water damage, cracked ceilings that prohibit attic insulation, or severe disrepair of access points (e.g., lack of railings, deteriorating porch).
- C. Attic air sealing and insulation opportunity.
 - · Attic insulation must be less than 4 inches on average across the entire attic
 - If the attic does not have a hatch, the program considers that an opportunity (i.e., criteria met).
 - If the home does not have an attic, this criterion is waived (marked n/a) and would not prohibit the customer from receiving
 a Retrofit.
- D. Basement air sealing opportunity.
 - At least 20% of rim joist is accessible and not air sealed.
 - If the home does not have a basement, this criterion is waived (marked n/a) and would not prohibit the customer from receiving a retrofit

And at least one of the following:

- E. Duct sealing opportunity.
 - Ducts are located in semi-or unconditioned spaces.
- F. HVAC equipment is old and inefficient.
 - Existing furnace or boiler is < or = 80% efficient and/or AC is < or = SEER 13

OR

- G. An all-electric heating system
 - If the system is ducted, customer must meet A and B
 - If the system is ductless, customer must meet A -D











Program Performance

	Total incentives	Total H&S incentives	Total kWh	Total therms	Total IHWAP projects	Total Retrofits	Total IE HEAs	Total MR HEAs/SAP
2022	\$31,140,701	\$5,871,888	17,121,008	1,339,293	383	2,816	5,439	9,108
2023	\$32,098,885	\$7,435,972	10,634,323	1,491,427	395	2,446	6,587	6,924
2024 (planned)	\$30,566,218	\$5,197,715	14,167,424	1,871,934	420	2,035	7,714	8,427











Multi-Family Energy Savings

Jarred Nordhus – Peoples Gas/North Shore Gas











Program Overview



The Multi-Family Energy Savings offering provides property owners and public housing authorities free products and incentives for energy efficiency upgrades. Incentives or free improvements for weatherization, lighting, HVAC and more are available to qualifying properties.

Eligible properties must:

Contain three or more units or any property type owned or managed by a public housing authority

Be in an area served by ComEd, Nicor Gas, Peoples Gas or North Shore Gas











Implementation Team

Contractor	Role	DBE/NPO /CBO
Franklin Energy	Prime Implementing Contractor	-
Elevate	Lead for Income Eligible and Public Housing Paths	NPO
Resource Innovations	Lead for Agency Delivered Path (IHWAP)	-
CMC Energy	Lead for Heat Pump initiative and QA/QC	DBE
Energy Infrastructure Partners (EIP)	Lead for Operation Efficiencies initiative	DBE
Shelton Solutions	QA support for Multi-Family Assessments	DBE
Green Home Experts (GHE)	Direct Install Product Procurement	DBE
Choice Digital	ACH and paper check payment provider	DBE
106 Contractors	Install energy-saving measures	28% DBE











Multi-Family Energy Savings One Stop Shop

	Multi-Family Energy Savings
Income Eligible	 Energy Assessment Direct Install Rebate Incentive Heat Pump Initiative Illinois Home Weatherization Assistance Program Strategic Energy Management/Operational Efficiency
Public Housing	 Energy Assessment Direct Install Rebate Incentive Heat Pump Initiative Illinois Home Weatherization Assistance Program
Market Rate	Energy AssessmentDirect InstallRebate Incentives

Intake process is the one stop for starting program participation. Serving residential facilities with

three or more units or buildings owned and operated by public housing authorities seeking energy efficiency improvements

Opportunities to reduce energy burden regardless of income or need for electric, natural gas and joint energy efficiency measures











Eligibility

Income Eligibility	Public Housing	IHWAP	Market Rate
Census tract median household income ≤ 80% AMI	Facility must be owned and/or managed by a public housing authority in	The household's combined income must be at or below 150% of the	For customers that do not meet the income eligibility or public housing
Tenants or the property receive any housing financial assistance	the associated utility service area.	federal poverty level using State funds, and 200% of the federal poverty level using DOE and HHS	requirements
25% of rents charged < market rate		funding.	
Senior housing			



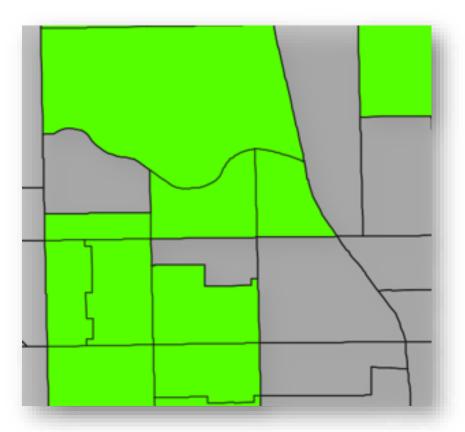








Income Qualification Process



MFES uses a geographic information system-based tool to review the income eligibility of the Census track. Green indicates eligibility. Because many buildings located outside qualifying IE Census tracts do qualify, the MFES program identifies if the tenants or property receive any housing financial assistance.

If at least 25% of rents charged for tenant units is less than the market rate, the property may qualify.



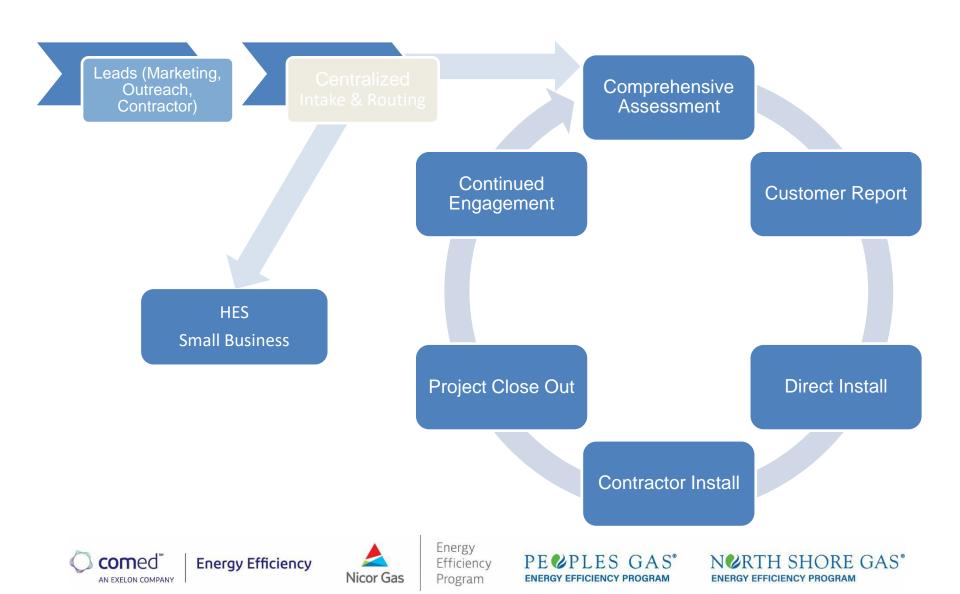








Customer Journey

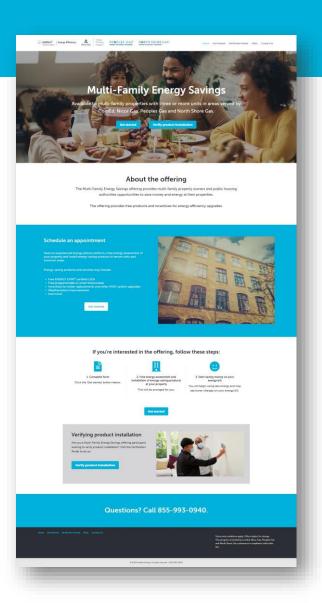


Customer Journey

Customers may become aware of MFES through direct outreach events, advertisements, word-of-mouth, or contractor referrals.

They can call the program or go to www.multifamilyportal.com.

Through the portal, customers can enter information that enables verification or redirection to the Home Energy Savings program for single family homes.













MFES Offering Incentive Levels

	2022*	2023*	2024^
Income Eligible	\$22,633,609	\$26,935,474	\$27,172,552
IHWAP (Braided)	\$1,818,397	\$2,067,590	\$1,973,605
Public Housing	\$1,616,126	\$1,534,603	\$2,186,278
Market Rate	\$3,975,562	\$2,533,620	\$2,858,141
Total	\$30,043,695	\$33,071,289	\$34,190,576
Health and Safety	\$2,422,783	\$4,259,460	\$4,986,500
True kWh	25,010,332	29,975,243	33,367,386
Therms	1,323,436	2,946,827	2,382,877
Projects	5,080	1,996	2,000
Assessments	1,148	948	1,000

[^]Estimates











^{*}Actuals

MFES Measures

Weatherization	Electric	Natural Gas	Health and Safety
 Weatherization Door Sweeps AC Covers and Gap Sealers Attic Insulation Attic Air Sealing Envelope Air Sealing Additional Insulation Pool Covers Green Door Hinges 	 Lighting Heat Pumps Heat Pump Water Heaters HVAC Air Conditioners VFDs/Motors Thermostats Vending Machine Controls Refrigerators 	 Steam Traps Pipe Insulation, Fitting, Valve Insulation Boilers Boiler Controls Boiler Tune Ups Furnaces Water Heaters Hot Water Pump Controls High Speed Commercial Washers Modulating Commercial Gas Clothes Dryers Dock Door Seals Furnace Tune-ups Tankless Water Heater Array Commercial Gas Heat Pumps Thermostats 	 Unsafe Electrical Gas Leak Combustion Application Exhaust Spillage High Carbon Monoxide in Combustion Appliance Flue Gates Improper Flue Venting Suspected Asbestos Excessive Mold Foundation/Roof Leak Exhaust Fans Not Properly Terminated CO/Smoke Detectors Infestation Other

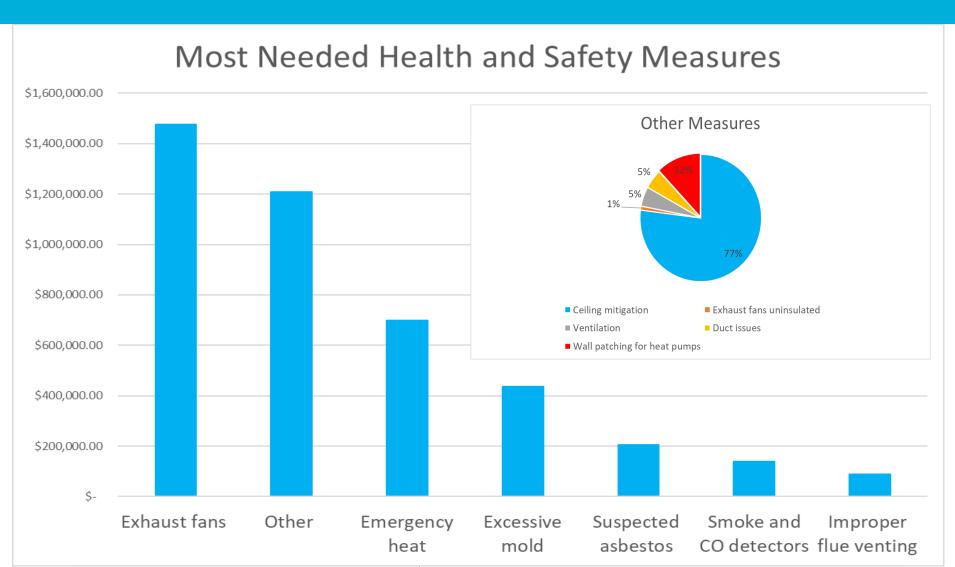








Health and Safety Measures











Income Eligible (IE) Community & School Kits Offerings

Paul Grimyser - ComEd











IE Community Kits - Program Overview



The Income Eligible kit program drop-ships **free kits of energy-saving products to IE customers** in the ComEd, Nicor Gas, Peoples Gas, and North Shore Gas utility service territories.

Products in the kits include LED light bulbs, weatherstripping rolls, outlet and switch gaskets, high-efficiency showerheads and more. Products are self-installed by the customers when they receive the kits. There are both joint-utility funded kits and ComEd-only funded kits, with different measures in each.

Customers are typically eligible when they meet the income thresholds to qualify for utility-bill assistance programs such as LIHEAP and can receive one kit every three years.

More information on kits is available at www.energysavingkits.org.











IE Community Kits Implementation Team

Contractor	Role	DBE/NPO
Walker-Miller Energy Services	Prime Implementing Contractor	DBE
AM Conservation (AMCG)	Product supplier and coordinator for printing boxes and inserts.	N/A
Green Home Experts (GHE)	Kitting and shipping functions, along with product storage.	DBE
Richards Graphic Communications	Secondary resource for printing collateral.	DBE
Illinois Association of Community Action (IACAA)	Coordinator and liaison for Joint Utility service territory Community Action Agencies: Community and Economic Development Association of Cook County, Inc. (CEDA), CAP of Lake County, Tri-County, DuPage Co., Rockford Health and Human Services, Northwestern Illinois Community Action Agency, Will County Center for Community Concerns	NPO



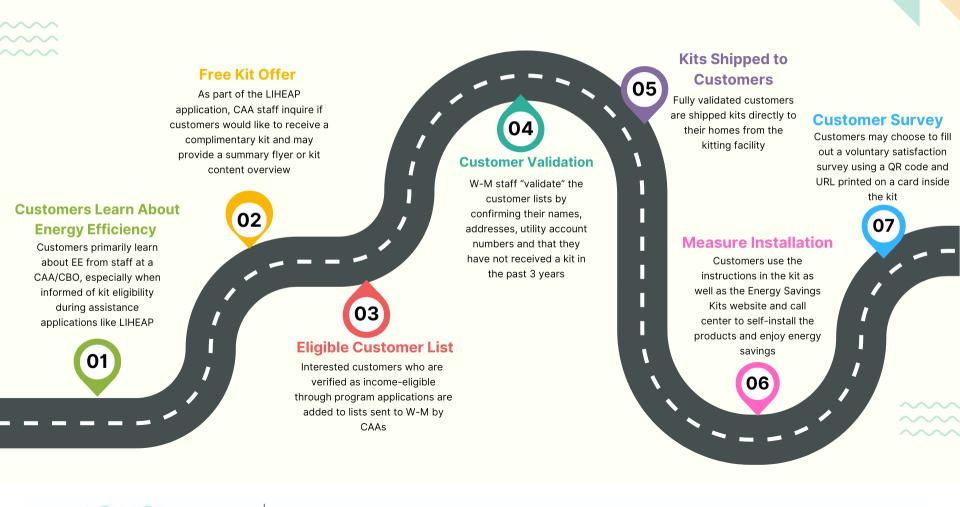








IE Community Kits- Customer Journey Map













Joint IE Community Kit Measures

Joint Income Eligible Kits		Quantity	
Measures	2022	2023	2024
LED Light Bulb - 15 W	3	4	4
LED Light Bulb - 11.4W	3	0	0
LED Light Bulb - 8W BR30	2	0	0
LED Night Light - 0.3W	1	1	1
Bathroom Faucet Aerator	1	2	2
Kitchen Faucet Aerator	1	1	1
High Efficiency Showerhead	1	1	1
Electric Outlet Gasket	4	4	4
Electric Switch Gasket	4	4	4
Closed-Cell Foam Weatherstripping Roll	1	1	1
Shower Timer	1	1	1
Plumber's Tape	1	1	1
7-Plug Advanced Power Strip	0	1	1
V-Seal Weatherstripping Roll	0	1	1
Window Insulation Kit	0	1	1
Rope Caulk	0	1	1
Door Sweep	0	1	1
LED Socket Lamp	0	2	1
Temperature Setback Card	0	0	1

^{*}ComEd-Only IE Community Kit does not include V-Seal Weatherization Roll, Window Insulation Kit, Rope Caulk, Door Sweep, LED Socket Lamp, and the Temperature Setback Card. The ComEd-Only IE Kit does include two (2) additional LED 4.5W Candelabra bulbs.













Nicor-Only IE Community Kit Measures

Nicor-Only IE Kits (Type 2 SF/MF)	Quantity		
Measures	2022	2023	2024
Bathroom Faucet Aerator	2	2	2
Kitchen Faucet Aerator	1	1	1
High Efficiency Showerhead	2	2	2
Shower Timer	1	1	1
Plumber's Tape	1	1	1

Nicor-Only IE Kits (Type 4)	Quantity			
Measures	2022	2023	2024	
Electric Outlet Gasket	8	8	8	
Electric Switch Gasket	4	4	4	
V-Seal Weatherstripping Roll	1	1	1	
Closed-Cell Foam Weatherstripping Roll	1	1	1	
Door Sweep	1	2	2	
Rope Caulk	1	1	1	
Plumber's Tape	0	1	1	
Window Insulation Kit	0	0	1	











IE Community Kit Program Performance

	2022					2	023	
	Kits	kWh Savings	Therm Savings	Budget	Kits	kWh Savings	Therm Savings	Budget
ComEd/Peoples Gas	38,511	20,626,222	614,828	\$2,917,978	21,479	17,910,135	548,595	\$2,550,371
ComEd/North Shore Gas	1,830	980,135	29,216	\$138,658	1,268	967,500	36,637	\$150,473
ComEd/Nicor Gas	6,062	3,246,765	96,667	\$500,092	10,489	8,003,243	267,228	\$1,244,729
ComEd Only	24,379	13,057,222	389,206	1,900,586	25,217	10,868,880	115,266	\$2,183,166
Total	70,782	37,910,344	1,129,917	\$5,457,314	58,453	37,749,758	967,726	\$6,128,739

2024 Projections	Kits	kWh Savings	Therm Savings	Budget
ComEd/Peoples Gas	17,004	13,191,635	521,053	\$2,032,828
ComEd/North Shore Gas	1,573	1,088,840	54,282	\$188,051
ComEd/Nicor Gas	12,071	8,355,619	416,558	\$1,528,912
ComEd Only	15,000	7,164,540	68,565	\$1,332,600
Total	45,648	29,800,634	1,060,458	\$5,082,391





Energy

Efficiency







Nicor Gas Only IE Community Kit Program Performance

	2022			2023		
	Kits	Therm Savings	Budget	Kits	Therm Savings	Budget
Nicor Gas Only Kit	216	4,850	\$9,663	1,684	31,578	\$92,556

2024 Projections	Kits	Therm Savings	Budget
Nicor Gas Only Kit	3,470	76,233	\$189,793











School Kits - Program Overview

The *Energy Action Team* is designed to educate 3rd - 5th grade students and their families about using energy wisely. It's available at no cost from ComEd, Nicor Gas, Peoples Gas and North Shore Gas. The program supports Illinois Academic State Standards and national standards with the educational content presented through various learning styles. Teachers can easily integrate these lessons into their classrooms. Online resources for teachers and students include games, classroom lessons, quizzes, assessments and other activities supporting the program's conservation-themed educational content.

Teachers receive access to the 35-minute *Energy Action Team* video which follows Proton, Pilot and Glurg as they conserve energy, electricity, natural gas and water. The video can be accessed in the classroom or at home, together in class or individually from separate devices. After completing the unit, 5th grade students receive a kit to take home. Students self-install the products with their family members.

Schools qualify as an IE School if the school's location is within a zip code predominately populated with IE (80% Area Median Income – AMI) households and/or if at least fifty percent (50%) of students attending the school qualify for the National School Lunch Program (and Commodity School Program), School Breakfast Program, Special Milk Program for Children, Child and Adult Care Food Program and Summer Food Service Program.

More information on kits is available at www.energyactionteam.org.













School Kits Collaborators

Firm	Role	DBE/NPO
Walker-Miller Energy Services	Prime Implementing Contractor	DBE
AM Conservation (AMCG)	Product supplier and coordinator for printing boxes and inserts.	N/A
Green Home Experts (GHE)	Kitting and shipping functions, along with product storage.	DBE
Richards Graphic Communications	Secondary resource for printing collateral.	DBE
National Theatre for Children (NTC)	Curriculum, materials and livestream development along with the lead role in marketing and outreach to register schools for the program.	DBE



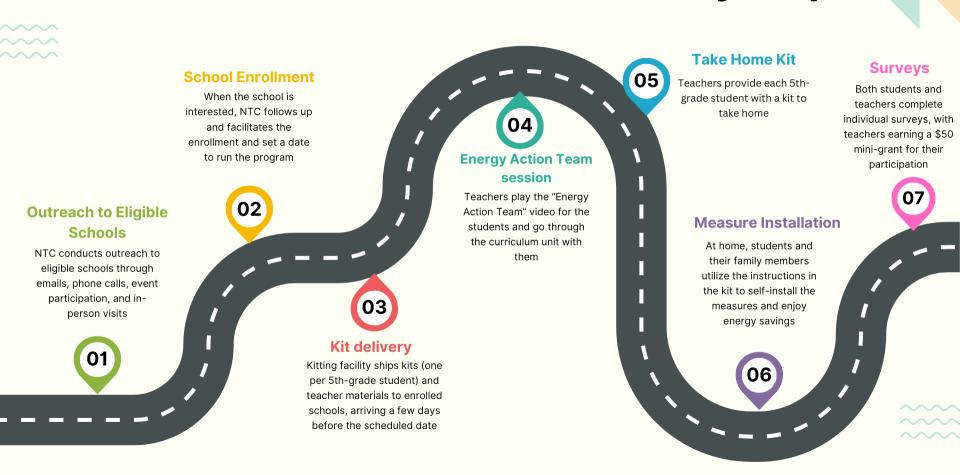








School Kits- Customer Journey Map













Joint Utility IE School Kit Measures

Joint School Kits (Income Eligible)		Quantity	
Measures	2022	2023	2024
7-Plug Advanced Power Strip	1	1	1
Electric Outlet Gasket	4	0	0
Electric Switch Gasket	4	0	0
LED Night Light - 0.3W	1	1	1
LED Globe Bulb - 6W	6	0	0
Plumber's Tape	1	1	1
Flow-Rate Test Bag	1	0	0
Digital Thermometer	1	0	0
Bathroom Faucet Aerator	1	2	2
Kitchen Faucet Aerator	1	1	1
High Efficiency Showerhead	1	1	1
Shower Timer	1	1	1
LED Light Bulb - 15W	0	4	4
Closed-Cell Foam Weatherstripping Roll	0	1	1
Smart LED Bulb - 9W	0	2	0
Door Sweep	0	1	1
Temperature Setback Card	0	1	1
Window Insulation Kit	0	0	1











IE School Kit Program Performance

	2022			2023				
	Kits	kWh Savings	Therm Savings	Budget	Kits	kWh Savings	Therm Savings	Budget
ComEd/Peoples Gas	17,492	3,396,614	139,076	\$1,040,947	14,998	7,061,763	181,175	\$1,327,172
ComEd/North Shore Gas	1,194	231,852	9,493	\$71,054	990	428,069	13,730	\$87,604
ComEd/Nicor Gas	n/a	n/a	n/a	n/a	4,943	2,137,319	68,554	\$454,359
Total	18,686	3,628,466	148,569	\$1,112,001	20,931	9,627,151	263,459	\$1,869,135

2024 Projections	Kits	kWh Savings	Therm Savings	Budget
ComEd/Peoples Gas	12,138	6,617,043	249,193	\$1,050,301
ComEd/North Shore Gas	629	302,621	14,767	\$54,011
ComEd/Nicor Gas	2,538	1,221,067	59,585	\$239,637
Total	15,305	8,140,731	323,545	\$1,343,949











Thank You

Energy Efficiency









