

Illinois EE Stakeholder Advisory Group Large Group Meeting – Day 2

Thursday, May 5, 2022

10:00 am – 12:00 pm

Teleconference

Attendees and Meeting Notes

Meeting Materials

- Posted on the [May 5 meeting page](#):
 - [Thursday, May 5 SAG Agenda](#)
 - [Nicor Gas Presentation: EE Portfolio 2021 Results](#)
 - [Peoples Gas & North Shore Gas Presentation: EE Portfolio 2021 Results](#)
 - [ComEd Presentation: EE Portfolio 2021 Results](#)

Attendees (by webinar)

Celia Johnson, SAG Facilitator
Greg Ehrendreich, Midwest Energy Efficiency Alliance (MEEA) – Meeting Support
Abigail Miner, IL Attorney General's Office
Allen Dusault, Franklin Energy
Alvyn Walker, Leave No Veteran Behind
Amy Jewel, Elevate Energy
Andrea Salazar, Michaels Energy
Andrew Cottrell, Applied Energy Group
Andrey Gribovich, DNV
Andy Vaughn, Leidos
Angie Ostaszewski, Ameren Illinois
Anna Selgert, Erthe Energy Solutions
Anthony Brown, Ameren Illinois
Arvind Singh, DNV
Billy Davis, Bronzeville Community Development Partnership
Bob Baumgartner, Leidos
Carlotta Ruiz-Smith, Ameren Illinois
Chester Kolodziej, Rockford EE and Solar System Advisor
Chris Neme, Energy Futures Group, on behalf of NRDC
Christina Pagnusat, Peoples Gas & North Shore Gas
Christopher Vaughn, Nicor Gas
Claire Flaherty, Cascade Energy
Clayton Schroeder, Resource Innovations
Cynthia Segura, Citizens Utility Board
Deb Dynako, Slipstream
Demi Charalab, Franklin Energy
Dena Jefferson, Franklin Energy
Dheeraj Kodi, Resource Innovations
Diana Fuller, Walker-Miller Energy Services
Erin Stitz, Applied Energy Group
Fernando Morales, Ameren Illinois
Fred Wu, Aiqueous

Gabriel Duarte, CLEAResult
Gregory Norris, ACES 4 Youth
Haley Keegan, Resource Innovations
Hannah Collins, Leidos
Jan Jacobs-Brown, Ameren Illinois
Jason Fegley, Ameren Illinois
Jean Gibson, Peoples Gas & North Shore Gas
Jeff Erickson, Guidehouse
Jennifer Alvarado, Franklin Energy
Jennifer Morris, ICC Staff
Jenny George, Ameren Illinois
Jim Dillon, Ameren Illinois
Jim Fay, ComEd
Jim Jerozal, Nicor Gas
Jimmy Faggett, Ameren Illinois
John Carroll, Ameren Illinois
John Lavallee, Leidos
Jordan Losiak, ComEd
Julia Friedman, Oracle
Kalee Whitehouse, VEIC
Katherine Elmore, Community Investment Corp.
Keith Goerss, Ameren Illinois
Kelly Mulder, Mulder Consulting
Ken Woolcutt, Ameren Illinois
Kevin Grabner, Guidehouse
Kristol Simms, Ameren Illinois
Larry Dawson, IL Association of Community Action Agencies
Laura Goldberg, NRDC
Lawrence Kotewa, Elevate
LaJuana Garret, Nicor Gas
Lorelei Obermeyer, CLEAResult
Martha White, Nicor Gas
Mary Ellen Guest, Chicago Bungalow Association
Matt Armstrong, Ameren Illinois
Michael Pittman, Ameren Illinois
Michael Brandt, No Organization Identified
Mike King, Nicor Gas
Molly Graham, MEEA
Molly Lunn, ComEd
Monique Leonard, Ameren Illinois
Nate Yemm, Leidos
Nick Lovier, Ameren Illinois
Omayra Garcia, Peoples Gas & North Shore Gas
Patricia Plympton, Guidehouse
Philip Mosenthal, Optimal Energy, on behalf of IL AG and NCLC
Randy Opdyke, Nicor Gas
Rebecca McNish, ComEd
Ryan Kroll, Driftless Energy
Samarth Medakkar, MEEA
Selena Worster Walde, Erthe Energy Solutions
Stu Slote, Guidehouse

Susan Buck, ComEd
Tamika Cole, Walker-Miller Energy Services
Tara Cunningham, Rinnai
Thomas Manjarres, Peoples Gas & North Shore Gas
Tina Grebner, Ameren Illinois
Travis Hinck, GDS Associates
Victor Mendez, Walker-Miller Energy Services
Wade Morehead, Morehead Energy
Wael El-Sharif, 360 Energy Group
Zach Ross, Opinion Dynamics

Opening & Introductions

Celia Johnson, SAG Facilitator

Purpose of May 5th meeting:

- For ComEd, Nicor Gas and Peoples Gas & North Shore Gas to report out on 2021 EE portfolio progress.

Nicor Gas 2021 Report-Out Presentation

Chris Vaughn, Nicor Gas

- Portfolio summary: achieved 90% of savings target. Adjustments due to adjustable savings goal. Data shown on slide may still go up a little as more data filters in. Close to spending target (101%). Key thing to note for 2021 is that trade allies were very key partnerships – they were able to provide comfort and assistance to customers for homes and businesses. Virtual home assessment was a good bridge between COVID shut down and the latter part of the year where we were able to do in-person again. Business customers, particularly small business, were hurt by COVID and didn't have capital funding available. We were still able to pivot and increase production in some areas in latter part of the year.
- Therm savings: Residential was successful given the challenges in operations, achieved 94%. IQ was very successful with numerous key partnerships and overachieved (111%). Business sector, key was even though programs were impacted still almost hit target (99%).
- Portfolio achievements – 4 year: Eclipsed 4 year goal by a couple of million therms. Maintained 14.32 weighted average measure life (WAML).

[Chris Neme] On measure life, the minimum was 11.91. 12.91 was the forecast. Why did you end so above? More whole building envelope work, or other reason?

[Chris Vaughn] We have keyed in on a lot of weatherization and income qualified components and also public sector.

[Jim Jerozal] WAML number doesn't include all the numbers for the home energy reports program, so it might go down a little bit. There are a couple of million therms associated with that. Will probably come closer to the target.

[Jennifer Morris] Thought the stipulated minimum of 11.91, thought there was an adjustable WAML?

[Chris Vaughn] Yes, and latest figures on that was 11.99, I think. I am comparing against where we started from here with the stipulation.

- EEP 3.1 Cycle Stipulation Achievements: Achieved IQ minimum spend in the middle of 2021, spent \$6M over the stipulation. Public sector spend was eclipsed by \$1.5M. Eclipsed savings goal by over 3M therms. Everything we forecast in that stipulation, we hit the targets despite COVID and economic challenges at the customer level.
- Residential Programs: Last year at the same time, programs were having issues getting into certain markets. We developed the virtual assessments to help with that. Direct installs were also an issue. Even with those challenges, we were able to hit 4-year goal for the residential component. Some programs that were most challenged still hit 80% of their targets. Market conditions for new construction allowed that program to reach 311% of target. Without going much over the budget. CPOP offering achieved 118% of target. We foresee that we can ride some of the efficiencies we have built up for dollars per therm, at about \$1.28 per therm. Trade allies really keyed in here. Multifamily prescriptive didn't quite hit the mark but still had successes – ozone laundry measure was one of the highest savings measures in the program with 3 projects and we want to offer more in the future. Starting to see strong interest in the end of 2021 and hit targets we weren't thinking we would hit mid-year.
 - ASI = Air Sealing Insulation
 - HEA = Home Energy Assessment
 - CPOP = Central Plant Optimization Program

[Chris Neme] With regard to the HES, you achieved because both the air sealing and home energy assessments both exceeded targets?

A: Yes, both of those programs exceeded targets.

[Chris Neme] You did over 10k assessments, how many for Air Sealing and Insulation?

Nicor Gas will follow-up.

[Chris Neme] What was the conversion rate – of the completed assessments, how many got recommendations for air sealing/insulation and followed through with a project?

Nicor Gas will follow-up.

- Income Qualified programs: Well ahead of the outlook we had from the challenges. Public housing authorities were facing staffing shortages and paused projects. We were able to only get about 50% of target for that program. Affordable housing new construction were hampered by supply chain issues. Only hit 80% of that goal, but were still able to do better than we benchmarked for in May-June. Otherwise, everything else was successful. Community Action Agencies hit 105% of target for Wx/retrofit targets.

Contractor channel achieved 102% with DI measures and retrofits – 1,480 units across 150 buildings.

[Q:] Can you remind us how many Community Action Agencies you worked with?

[Chris Vaughn] At least 11 completed projects in 2021; about 18 in territory.

- IQ progress 2017-2021: Main takeaway is showing where we started and where we are now. In 2017, spent about \$1M in incentives. In 2021, \$9.6M in incentive spend. Very committed to doing whatever we can to get into these communities and reach them in greater mass. The green on the 2021 map is to highlight where we are reaching the customers – much larger footprint. Reached far more customers – about 5,580 for 2021 vs 322 in 2017. Pipeline and partnerships have been very fruitful, and we are really progressing. We are still trying to make changes and tweak things to do even more.
- Business Programs: Business sector pivoted to public sector targeting. Business Energy Efficiency Rebates for public sector hit 285% of target and custom reached 125%. Concerted effort to reach the public customers and get them into the program and ensure they aren't left behind compared to the market rate businesses. Small business activity was low until the latter part of the year due to pandemic. Business Optimization Program pivoted to engage small businesses, especially low-income zip codes and dry cleaners, which proved to be key to achieving successes. Trade allies completed boiler tune ups, piping insulation and steam traps. Public schools as well needed boiler tune-ups and started showing savings as colder months came about.
- Stipulations: We achieved the minimum WAML at 14.32. Public sector spend was above target at 11.9%. Average IQ spend was \$11.5 with a stipulation of \$8.075. 46% of IQ projects were multifamily with a stipulation of 30%. Diverse spend was 75.5% of eligible spend. We look forward to working to enhance those diverse spend targets and engage more local groups. Those partnerships are as important as servicing the customers because they are intertwined in those areas.

[Chris Neme] On the 11.5M IQ spend, that would add up to \$46M over 4 years, thought it was \$32M in the stipulation? Previous slide said \$38M?

[Chris Vaughn] That was incentive spend only on the previous slide. Stipulated agreement was \$32M, ramped up mostly in years 2-4. Will reconfirm this.

- Impact: Achievements since 2011 programs started - \$217M incentives, \$191M first year terms, 1.16M customers in 643 communities, \$1.76B economic activity impact. The impacts really snowball over the years.

Peoples Gas & North Shore Gas Presentation

Jean Gibson & Omayra Garcia, Peoples Gas & North Shore Gas

- 4-year impacts: Reduced equivalent of 270 tons of carbon. Touched thousands of homes and businesses. 253 direct jobs

- 2021 Spend & Savings: In PG territory reached 112% of 4 year portfolio goal, cost-effectively. We used 99% of the budget to overachieve the therm goals. In 2021, highlights for PG are 118% of therm savings goal, 104% of portfolio budget. Public sector was key – 211% of goal. Great story there. Income eligible achieved 178% of goal at 101% of budget.
- 2021 Spend and Savings: in NSG territory. Overachieved goals cost effectively. 109% of therms at 96% of budget. 2021 NSG portfolio was at 126% of goal. Great success in public sector. Income eligible was at 84% of target, at 116% of budget.

Business Programs: Offerings include rebates, studies, staffing, and strategic energy.

- C&I for Peoples Gas: Bar charts show savings to goal each year, blue is spend to goal. C&I was cost effective across all 4 years, and reached 100% of goal with 68% of budget which was reallocated. Shifted extra C&I to programs with strong interest (public sector). Safety and trade ally engagement – aware of pandemic environment and wanted to be cautious and careful. As much as possible limited in-person. Mostly did remote inspections. Did in-person where it made sense to get better results. Trade allies were very important. Focused on streamlining and coordination and better ways of delivering payments.
- C&I for North Shore Gas: Similar slide. Similar cost effectiveness and goals achievement. Hit 80% of goal at 60% of budget. Shifted some budget to small business and public sector.
- Small & Midsize Program: Customers under 400k therms.
 - Peoples Gas: Great demand over the program years. SMB was cost effective over 4 years and reached above target. 2021 was under budget with strong performance, met quadrennial goals early in year.
 - North Shore: Significant overachievement. 350% of goal. In 2021 hit goal and delivered 49 projects. Strong performance in 2021.
- Public Sector Peoples Gas: Those bars look a lot different – 2018 we were learning and struggling. We worked with customers, especially Chicago Public Schools to change programs to overcome barriers. In 2021, we overachieved by a great deal from the momentum we built in 2020. They were 4X the amount from the previous year. Many projects covered 100% of cost.
- Public Sector North Shore: Overachieved 2021 spend and savings because of customer interest. Process improvements over 4 years. Looking specifically at 2021, achieved 177% of spend goal and 111% of therm goal. Quicker project timelines and covering 100% of cost on projects.
 - MEEA 2022 Impact Award: achieved for the Public Sector program from PG. Delivered \$3.7M in incentives to CPS, saving 2.4M therms. Went from 74 projects in 2018 to 395 in 2021. Creative ways to overcome barriers with CPS helped us work with other public sector customers in our territory.
 - Public Sector – CTA: ridership drops strained funding for maintenance and energy projects. South Shop steam pipe insulation was largest public sector project in program history.

- Public Sector – Cook County: Found projects in multiple buildings. Bi-weekly meetings with energy advisors and CC Energy Manager. Upgrades to hospitals, courthouses, office buildings and jails.
- Business Program Marketing: Social media posts to highlight CPS work. Community blitz marketing campaign. Monthly trade ally newsletter & microsite.
- Research & Development and Market Transformation: Commercial food service pilot achieved goals. Building center and controls project with a mock-up of a steam trap failure device. BOC training finished two courses. Venturi steam traps project concluded well.

Residential and Income Qualified Programs

- Single Family Res: Program offerings described on slides
 - SF Peoples Gas: Remained cost-effective and reached 83% of spend, 118% of savings goal. Customer counts and savings shown on slide. Safety has been at the forefront. Continue to support online and virtual engagement. Joint HEJ email open rate is 31% and click-through 2.7%.
 - SF North Shore: Achieved 89% of spend and 127% of savings goal.

[Chris Neme] Can you remind us what Home Energy Jumpstart does? Of the customers that participated, how many followed through with air sealing and insulation after an assessment / recommendation?

[Omy Garcia] It's a collaborative with ComEd Home Energy Assessment – jointly offered. Will follow-up on conversions.

- Residential Elementary Education – Super Savers: distributed 60k kits over the 4 years, was a struggle when kids weren't in school.
- Multifamily Residential: Program offerings described on slides
 - MF Peoples Gas: Spending was 135% over 4 years, achieving 114% of savings goals. Safety self-install DI process was less popular, but 2021 got technicians back in the field and that helped. First program staffing grant was used, helped complete 27 projects.
 - MF North Shore: Spend was 255% over 4 years, achieving 211% of savings goal. Self install DI wasn't as popular but stabilized once we were able to return to the field. Good pipeline moving into 2022.
- Income Eligible Programs: Program offerings described on slides
 - Income Eligible Peoples Gas: 100% spend over 4 years, 107% savings goal. Refined guidelines for IHWAP improved performance and cost-effectiveness. IE Wx closed well and has a robust pipeline for 2022. Gas kits were distributed by ground mail to vetted customers.
 - Income Eligible North Shore: Over 4 years, 87% of spend and 123% of savings goal. Refined implementation of IHWAP as with Peoples. Distributed 1,500 gas kits.

- Income Eligible Spotlight – Wx: Chicago Bungalow Association partnership was very strong. 3,245 customers. High customer satisfaction (9.9-10.0) and lots of word of mouth. Expanding to Latino community.
- Income Eligible Spotlight – gas kits: Strong interest from LIHEAP since 2019. Over 1.5M therms saved.

[Chris Neme] Of the 46k customers for IQ SF, how many were either SF whole building weatherization or other whole building measures? Besides the whole buildings and kits, what other programs are included in the 46k number?

PG-NSG will follow-up.

[Chris Neme] Interested in why the spending and savings in 2019 were small for North Shore but for Peoples they were quite substantial. Why the difference?

[Omy Garcia] NSG has struggled a bit, the Agency that we worked with had staffing challenges, took longer to come to fruition. In Peoples territory, larger agencies with more bandwidth. Trying to get more agencies in the NSG territory to participate in 2022.

- IQ MF Peoples Gas: Achieved 100% of spend and 171% of savings. Significant increase in cost-effectiveness in 2020 and 2021 from addition of trade ally offering. Virtual assessments helped. Q4 had an increase in production and helped achieve goals. Public housing savings saw an increase as CHA allowed more on-site work. New construction saw continued growth and closed out many projects. Trade ally program was also strong.
- IQ MF North Shore: Over 4 years achieved 121% of spend but 34% of savings goal. Coordination and collaboration with agency is of the utmost importance. A little short on staffing but working with them in the new quadrennial to help them and onboard additional partners for better results.

[Chris Neme] Interested in the difference between Peoples and North Shore. For Peoples % of spending was under % of savings. For NSG, spending over budget but only getting a third of savings.

PG/NSG will follow-up.

- IQ MF Spotlight – New City Neighborhood: Customer family has owned building since 1984, collaborated to improve the legacy building.
- Public Housing Spotlight – Chicago Housing Authority: Collaboration with ComEd. Altgeld Gardens project over 6k therms and 1.3M kWh. Looking forward to continued partnerships for other CHA properties.
- MF Income Eligible Spotlight – Trade Ally: Property manager in Austin neighborhood completed 30 projects and have identified more.

- Residential Program Marketing: Joint referral email campaign to those who completed home assessments. Also, virtual assessment survey to improve programs. Outreach events have started up again.
- Energy Efficiency Fall Campaign: Treat Yourself with Energy Savings. Pushing participation through social media and billboards in areas with low participation. Focused on several zip codes shown on slide. 6 zip codes (1 NSG, 5 PG).

ComEd 2021 Report-Out

Molly Lunn, ComEd

- 2021 Portfolio Summary: Achieved 104% of CPAS and expected shortfall of 89% of AAIG because of a large amount of expiring savings in 2021. Largely due to measures installed in 2018 when CPAS was still new and AAIG was still new and we were on a learning curve on how to optimize the offerings to achieve those goals.
 - Behavioral (home energy reports) and lighting were the biggest drivers of that. We closed the gap more than we anticipated – expected to be shorter than this – but couldn't quite overcome the size of the expired savings.
 - Significant overachievement in residential from Home Energy Reports performing better as well as Appliance Rebates.
 - Summary report from Guidehouse has the graph – of note as has been the case, business programs are a little more than half of the savings in the portfolio (including third-party programs). Voltage Optimization is also a significant part of the portfolio. Third party also includes two significant income eligible programs.
- Residential Highlights: Overall residential performance was over 400k rebates, 26k participants in direct install from assessments. For each of the sectors, detailed numbers for the programs are in the appendix of the slides.
 - Appliance rebates exceeded target by 18% because of increase in smart thermostats, advanced power strips and large appliance rebates. Home energy assessment, we saw midway through last year lower than expected savings per home because of less LED opportunities.
 - Worked with energy advisors and worked on APS and smart thermostats, increased those distribution and installs. Lighting 5.5M units through 695 retailers. Still doing virtual and in-home assessments.
 - Income Eligible Highlights: Reaching more than 79k households, not including product discounts. Exceeded stipulated spend commitments and retrofit spend and MF retrofit spend. For SF, pilot launched for two-flats in September. It was a gap in the market for us. Achieved higher savings than expected and looking forward to continuing that. CBA/CVHA channel was important. MF retrofits significant project in Dearborn Homes for multi-year braided project. Overall, almost 11k multifamily units. For public housing, reaching more public housing authorities – 7 unique PHAs in Q4 alone. Challenges with getting projects coming out of COVID. Not as good as we would have liked but working to improve those with more outreach and engaging other PHAs.

[Chris Neme] 11k housing units touched – is that total including kits or is it all whole building?

A: Not kits, all through the retrofit program. Includes assessments, Wx, common area measures and capital projects – property manager can mix and match. We are tracking now what percentage of property owners are doing which types of activities so we can provide better data on that.

[Chris Neme] With Dearborn Homes, how many units?

A: ComEd will follow up.

- Income Eligible Highlights: New Construction – 3 passive building projects after a pilot. More developers getting interested in that pathway. Added a Moderate Rehab pathway that wasn't as challenging to meet – so they can achieve some EE even if they can't go all the way to passive house. Should increase pipeline potential. Chicago has a lot of affordable housing buzz going on right now with city, state and federal funds – a lot of developers are working with us and we think the Moderate Rehab pathway will help support more of those projects. IE Kits – separate number – over 30k kits delivered to customers. Product discounts exceeded savings targets through retailers in IE neighborhoods. A lot of mom & pop local DIY stores, rather than big box.
 - Smart Assistance Manager (SAM) – not strictly EE – customer portal to allow customers to take control of their energy decisions. Helps recommend what programs are a good fit for financial assistance and EE/DR side. Over 43k customers have used the tool since launch.
- Business & Public Sector Highlights: In 2021, small business was successful – included small public customers. Doubled savings compared to 2020. Targeting distressed communities now. Over 29% of savings came from distressed communities. Streetlights, launched a new track to target in-need municipalities covering the full cost. 22 municipalities participated. 32% MBE-owned companies many based in their communities they were working in.
 - Water pilot in SEM program with R&D team. Happy with results and intending to integrate it as a standard part of the offering.
 - Industrial systems have gotten industry recognition from MEEA and AESP for the Fix It Now offering. New tablet app reduced labor for facility assessments by about 4 hours per facility. Outreach continues because there are large opportunities for customers to shift from lighting to capital projects, including project dashboards, goals for large customer reps, and trainings for account managers. 3x increase in number of assessments compared to 2020.
- Other Highlights: 19 R&D projects – launched 19 more. Research efforts in understanding electrification opportunities. Will be incorporating some of these into new custom measures for 2022 or Plan 6. Electric Homes New Construction pilot was completed and become a full program. Lots of research happening on electrification – what are the top measure opportunities and how can we maximize on the savings from those technologies.

[Chris Neme] Can you elaborate on the Smart Pressure Independent Control Valves?

A: ComEd will share the measure summary.

- Focus on our diverse supplier & service provider network. Graduated 28 companies from our incubator. 61% are in network with 117 projects underway.
 - Expanded diverse suppliers and vendors to more than \$50M – 91% increase since 2018 with aggressive goals to increase this over Plan 6. Looking to expand and support through Market Development initiative in Plan 6, with research underway. Have selected a vendor which is a diverse firm located in Atlanta and their partner. Still conducting interviews and expecting report this summer. Implementation RFP will launch in the summer, informed by that research.

[Chris Neme] I'm assuming "in network" means customers that are installing measures/services that are eligible for the programs – as opposed to firms that would be contracted by ComEd? These are private companies delivering products and services through the programs?

A: Yes, we changed terms from "trade ally" to "service provider" so that's what we mean here, the contractors out in the field. Each program has a slightly different framework for service provider networks and they can be in one or more of those.

Closing & Next Steps

Celia Johnson, SAG Facilitator

Summary of Follow-up Items

- Nicor Gas
 - Air Sealing and Insulation Initiative:
 - Number of homes that received assessments in 2021
 - Conversion rate: Of the completed assessments, how many customers received a recommendation for air sealing/insulation, and how many followed through with a project?
 - Additional detail on IQ spending – does the spend total include any admin costs/overhead? Does it include incentives?
- Peoples Gas & North Shore Gas
 - Income Qualified Single Family (SF) for Peoples Gas:
 - Of the 46k customers for IQ SF, how many participated in SF whole building weatherization or other whole building measures? Besides the whole buildings and kits, what other programs are included in the 46k number?
 - Home Energy Jumpstart Program (Peoples Gas & North Shore Gas):
 - Number of homes that received assessments in 2021

- Conversion rate: Of the completed assessments, how many customers received a recommendation for air sealing/insulation, and how many followed through with a project?
 - Income Qualified Multi-Family (MF) for Peoples Gas and North Shore Gas:
 - Provide additional information on the difference in spending and savings for Peoples Gas compared to North Shore Gas in 2021.
- ComEd
 - Number of units served in Dearborn Homes
 - Smart Pressure Independent Control Valve measure summary
 - Electrification research findings