

Illinois EE Stakeholder Advisory Group Large Group Q3 Meeting

Monday, August 30, 2021

9:30 am – 12:30 pm

Teleconference

Attendees and Meeting Notes

Meeting Materials

- Posted on the [August 30 meeting page](#):
 - [August 30, 2021 SAG Agenda](#)
 - SAG Facilitator Update:
 - [2021 SAG Update](#)
 - [SAG Portfolio Planning Process Feedback](#)
 - Utility Updates:
 - [Peoples Gas & North Shore Gas Report-Out Presentation](#)
 - [ComEd Report-Out Presentation](#)
 - [Nicor Gas Report-Out Presentation](#)
 - [Ameren Illinois Report-Out Presentation](#)

Attendees (by webinar)

Celia Johnson, SAG Facilitator
Samarth Medakkar, Midwest Energy Efficiency Alliance (MEEA) – Meeting Support
Brian A'Hearn, CLEAResult
Jennifer Alvarado, Franklin Energy
Matt Armstrong, Ameren Illinois
Jean Ascoli, ComEd
Nancy Barba, Frontier Energy
Bob Baumgartner, Leidos
Shonda Biddle, Walker-Miller Energy Services
Abby Brokaw, Illinois EPA
Susan Buck, ComEd
Tisha Burnside, Resource Innovations
Madeline Caldwell, CLEAResult
Tamika Cole, Walker-Miller Energy Services
Hannah Collins, Leidos
Salina Colon, CEDA
Andrew Cottrell, Applied Energy Group
Leanne DeMar, Nicor Gas
Kevin DeMaster, Mitsubishi
Thomas Drea, Ameren Illinois
Julie Drennen, Center for Energy & Environment
Gabriel Duarte, CLEAResult
Allen Dusault, Franklin Energy
Deb Dynako, Slipstream
Katherine Elmore, Community Investment Corp
Lance Escue, Ameren Illinois
Jim Fay, ComEd

Jason Fegley, Leidos
Scott Fotre, CMC Energy
Diana Fuller, IL Association of Community Action Agencies (IACAA)
Omy Garcia, Peoples Gas & North Shore Gas
LaJuana Garrett, Nicor Gas
Jenny George, Ameren Illinois
Jean Gibson, Peoples Gas & North Shore Gas
Laura Goldberg, NRDC
Heidi Gorrill, ComEd
Kevin Grabner, Guidehouse
Molly Graham, MEEA
Andrey Gribovich, DNV-GL
Walid Guerfali, ICF
Mary Ellen Guest, Chicago Bungalow Association
Randy Gunn, Tierra
Vince Gutierrez, ComEd
Amir Haghghat, CLEARResult
Mark Hamann, ComEd
Jim Heffron, Franklin Energy
Travis Hinck, GDS Associates
Michael Ihesiaba, Elevate Energy
Jim Jerozal, Nicor Gas
Amy Jewel, Elevate Energy
Mary Johnson, Resource Innovations
Katherine Johnston, Green Homes Illinois
Lloyd Kass, Franklin Energy
Haley Keegan, Resource Innovations
Paige Knutsen, Franklin Energy
Chester Kolodziej
Larry Kotewa, Elevate Energy
Chad Kruse, Illinois EPA
Wisit Kumphai, Sieben Energy Associate
Bruce Liu, Nicor Gas
Matt Ludwig, ComEd
Molly Lunn, ComEd
Karen Lusson, National Consumer Law Center
Thomas Manjarres, Peoples Gas & North Shore Gas
Rohith Mannam, Nicor Gas
Marlon McClinton, Utilivate
Brady McNall, DNV-GL
Rebecca McNish, ComEd
Abigail Miner, IL Attorney General's Office
Jennifer Morris, ICC Staff
Kelly Mulder, Mulder Consulting
Denise Munoz, ComEd
Chris Neme, Energy Futures Group, on behalf of NRDC
Rob Neumann, Guidehouse
Dantawn Nicholson, ComEd
Victoria Nielsen, Applied Energy Group
Gregory Norris, Aces 4 Youth
Lorelei Obermeyer, CLEARResult

Randy Opdyke, Nicor Gas
Antonia Ornelas, Elevate Energy
Angie Ostaszewski, Ameren Illinois
Christina Pagnusat, Peoples Gas & North Shore Gas
Stacey Paradis, MEEA
Deb Perry, Ameren Illinois
Michael Pittman, Ameren Illinois
Patricia Plympton, Guidehouse
Noah Purcell, ICF
Zach Ross, Opinion Dynamics
Emma Salustro, ComEd
Clayton Schroeder, Resource Innovations
John Schwenk, Oracle
Cynthia Segura, Citizens Utility Board
Hardik Shah, Gas Technology Institute
Pauravi Shah, Bidgely
Kristol Simms, Ameren Illinois
Arvind Singh, DNV-GL
Ramandeep Singh, ICF
Grant Snyder, IL Attorney General's Office
David South, West Monroe Partners
Jacob Stoll, ComEd
Mark Szczygiel, Nicor Gas
Stephen Taylor, The Will Group
Harsh Thakkar, Franklin Energy
Rick Tonielli, ComEd
Eric Van Orden, Copper Labs
Desiree Vasquez, Franklin Energy
Marques Vaughn, Ameren Illinois
Andy Vaughn, Leidos
Carla Walker-Miller, Walker-Miller Energy Services
Ted Weaver, First Tracks Consulting, on behalf of Nicor Gas
Jessica Williams, Green Home Experts
Ken Woolcutt, Ameren Illinois
Fred Wu, Aiqueous
Hameed Yusuf, Resource Innovations
Qianmin Zhang, ComEd
Kate Brown, Elevate Energy
Jim Dillon, Ameren Illinois
Jason Fegley, Ameren Illinois
Stacy Gloss, Indoor Climate Research & Training
John Pady, CEDA
Chris Vaughn, Nicor Gas

Meeting Notes

Action items are indicated in **red font**.

Opening and Introductions

Celia Johnson, SAG Facilitator

Purpose of meeting:

1. For the SAG Facilitator to present an update on the 2021 SAG Plan and report-out on SAG Planning Process Feedback; and
2. For Illinois utilities to report-out to SAG on 2020 EE portfolio progress, and progress to date in 2021

2021 SAG Updates

Celia Johnson, SAG Facilitator

2021 SAG Plan

- Large group meetings were on a break while EE plan dockets were open.
- Several working groups met in 2021 – fuel conversion, evaluation, and market transformation savings.
- New SAG Reporting Working Group to discuss two reporting items from 2022-2025 EE Plan stipulated agreements, requested by ComEd and Nicor Gas
 - ComEd requested SAG to meet to discuss metrics for specific customer engagement efforts for EE and financial assistance, to agree on metrics by Jan. 1, 2022
 - Nicor Gas requested clarifications on reporting metrics for Q1 2022
 - Open to all
 - Working Group expected to meet monthly
 - **Contact SAG Facilitator if you are interested in joining the new Working Group; the first meeting will be held in September.**
- Background on Utility Reporting
 - Utilities prepare quarterly and annual reports. Both filed with ICC and posted on SAG website.
 - Utility reporting requirements come from the Policy Manual (see Section 6); any changes would need to be proposed through next Policy Manual update process (anticipated in 2022)
- Shared upcoming SAG meetings, September through December

Key Feedback and Lessons Learned from 2020 SAG Portfolio Planning Process

- See Appendix slides for expanded summary of feedback.
- Shared background on SAG portfolio planning process: 2020 focused on reaching consensus on 4-year utility EE plans. Plans were approved in July/August 2021. Meetings took place from March to November 2020. Negotiations from November 2020 through February 2021. Stakeholders were able to propose new ideas for utilities to consider.
- Despite challenges due to COVID-19, virtual meetings were a successful platform.

- Consider up-front how to ensure process includes opportunity for IQ Committee participants to be included and provide meaningful input.
- EE ideas should be presented earlier, and throughout the four-year EE plans.
- Utilities should present draft EE plans
- Consider holidays and associated time crunch.
- Lessons Learned:
 1. More time needed for future SAG Planning Process, consider starting earlier
 2. More time needed for negotiations in order to finalize agreements
 3. EE ideas should be presented earlier, and throughout the four-year EE plans.
 4. Consider how to thoughtfully engage IQ committees in the process
- **If any SAG participant has additional feedback to share on the 2020 SAG Portfolio Planning Process, reach out to the SAG Facilitator.**

[Karen Lusson] In my view the actual negotiations of the plans should be done separately for each utility. It was difficult for stakeholders to negotiate all plans at the same time. Utilities may have found it challenging too. For each EE Plan, stakeholders had to separately engage within our groups.

[Ted Weaver] It may be possible to stagger, but consider that some issues are across the utilities, so a solution for one utility earlier on may not be appropriate for other utilities.

Peoples Gas & North Shore Gas Report-Out

Christina Pagnusat, Peoples Gas & North Shore Gas

2020 Recap

- Despite COVID-19 challenges, continued to see commitment to EE by customers. Shared performance for calendar year 2020.
- Residential Program Highlights (see slide)
 - COVID-19 adjustments (virtual programs elements, safety)
 - No or low-cost measure installments exceeded expectations
 - Exceeded PSG goal; 90% NSG goal
- Income-Eligible Program Highlights (see slide)
 - Focus on kits
 - Partner Trade Allies program for IE MF exceeded by 300%
 - This program includes multifamily weatherization led by trade ally outreach. It's different than the Elevate Energy weatherization program
 - Partner trade ally program includes MF buildings. Customers are recruited by trade allies to develop relationships with building owners. Channel to enter into IEMF program, for more comprehensive retrofits down the road.
- Business Program Highlights
 - Exceeded savings goal
 - Virtual awareness events for small, midsize businesses
 - Delivered kits to struggling businesses
- Public Sector Program Highlights
 - Map on the left shows active or completed projects in Chicago Public Schools

[Q] Can you elaborate on trade ally improvement statements?

[Christina Pagnusat, PGL/NSG] Heard feedback from CPS and other customers, there was a barrier in paying contractors and trade allies they were working directly with. Program paid trade allies directly, no money exchange between customer and trade ally. Reduced administrative burden for customers.

2021 YTD Performance and 2021 Outlook

- Shared figures that depict program progress on savings goal and spending goal.
- Demand for rebates and incentives is high. Need to remain under budget cap. Discussed how message to customer was crafted, to ensure they understand it's pause on project applications and waitlist is temporary.
- Income Eligible Sector 2021 Outlook: Created a call-center for customers that were not able to participate for certain seasons. So those customers not accepted in IHWAP can still receive program information.

[Karen Lusson] Interested in PG/NSG coordinating with ComEd on public sector projects. Seems like there's a lot of opportunity in the pipeline to coordinate with ComEd.

[Christina Pagnusat, PGL/NSG] We have discussed coordinating in the future portfolio. My take is that the public sector was new in this quadrennial. We are open to joint opportunities. Not something that we've done currently but agreed to for next stipulation.

[Karen Lusson] Weatherization (Wx) was on hold in 2020 due to COVID. And yet PGL/NSG met targets. Did most of savings come from kits? In terms of fewer Wx buildings, does the company in 2021 try to step up Wx efforts to try to offset 2020?

[Christina Pagnusat] Significant savings came from trade ally program. Finding ways to work with MF customers, no-touch low-touch areas. Able to continue this work safely. We have been working towards IE savings goals. We have a breakdown by program in the quarterly report.

[Karen Lusson] What is happening with Wx in 2021?

[Christina Pagnusat] My understanding is the programs are largely back up and running.

[Karen Lusson] Offsetting what didn't happen in 2020?

[Christina Pagnusat] Not that I can speak to.

[Karen Lusson] Interested in the utilities sharing challenges to EE portfolios; any insight to challenges that continue to exist (not necessarily COVID related).

[Celia Johnson] We can also ask for utilities to discuss this in November as well, at a future report-out.

Follow-up items:

- PG/NSG to share 4-year savings targets with NRDC.
- PG/NSG to follow-up with NCLC on breakdown of spend and savings by program year from quarterly report.

ComEd Report-Out

Molly Lunn, ComEd

2020 Results

- Able to recover from COVID freeze. Anticipated coming in significantly under budget but came in under \$5.6 million under budget.
- Targeted innovation to help struggling communities. Kept food bank program running through shipping.
- Diverse supplier spend. Expecting to continue this in 2021 and into plan 6.
- Vendor safety performance.

2021 Progress

- Expecting to come in under on Applicable Annual Incremental Goal (AAIG). Not because of expired savings from prior years. We are well over incremental savings, just a lot of expired savings this year. Lighting as well as home energy reports.

[Q] Can you explain AAIG briefly?

[Molly Lunn] AAIG is annual incremental goal. In order to start achieving this goal, we have to make up any savings that expire in the current year. Different measures have different measure lives. For ex, home energy reports have a shorter measure life. So those savings have begun to expire, and we need to make up those last savings before we can claim savings towards the annual incremental goal.

Appliance Rebates

- Saw 250% increase in demand for smart thermostats. Mix of factors. Increased rebate. Looking at was to moderate sales. Sales have rebounded from last year.
- Interest in bulk rebate tool. Tool allows MF building owners to submit single application for one or more products for a property.

Home Energy Assessments.

- Decreased LED and smart thermostats.

Heating and Cooling Rebates

- Demand increased for Air Source Heat Pump (ASHP); increase of 300%. Combination of factors, including transitioning to midstream. Expecting to increase budget over the remainder of this year.
- ComEd to follow-up with Ameren Illinois, Nicor Gas, ICC Staff (Jennifer Morris), and CEDA (John Pady) on the Air Source Heat Pump demand increase – questions were asked regarding how many projects; whether these are in all-electric homes; whether these are gas conversions; etc.

Income Eligible (IE) Program Highlights

- We are going to reach IE spend 4-year requirement. Underspent last year, but strong performance in 2019 and increased budgets in 2021. On track for 4-year average budget.

- Credit to CAAs and implementers, able to ramp up.
- Success in public housing. Increase in expected projects from Q3.
- 3 public housing authorities with asterisks never participated previously. Spent more time with them to get them into the program, and now moving forward with projects.
- Seeing strong mix of projects for public housing.
- For multifamily, on the IHWAP side. The team has been meetings CAA MF Cohort meetings to increase number of CAAs that are serving MF. Help facilitate sharing of best practices. Clarify processes. Enhance coordination for projects.
- Non IHWAP: Issued over 600k in incentives for weatherization; Plan 6 will have more. Continued to see high demand for Dis.

[Karen Lusson] Can you elaborate what program specifically does DI come through? Why just DI?

[Molly Lunn] Non-IHWAP is through Elevate. There are different components in the MF program. Building owner has a range of opportunities including DI. Often times owner will start with DI and eventually move on to in-depth projects. Components of retrofit program. There will be a greater breakdown of reporting projects for plan 6

[Karen Lusson] If you can see which customers are just requesting DI, you can follow up. May already be happening. If you can get that data, more opportunity for full blown weatherization.

IE Product Discounts

- Collecting point of sale data.

Business and Public Sector

- Uptick in public sector applications.
- Expand the eligibility for small business customers. Seeing limited participation for smaller customers. Included them in the program and increase in participation
- Streetlights

Shared 3rd party highlights (see slide)

Shared other highlights (see slide)

- Partnering with DOE and other implementers on buildings energy efficiency projects. Shared RFPs in March, June and August.

Nicor Gas Report-Out

Chris Vaughn, Nicor Gas

2020 Recap

- COVID-19 impacted manufacturing supply chain for furnaces. Delivering products became a bottleneck. Everyone was trying to find ways to continue maintain consistency.
- Pivoted to virtual assessments.
- Challenge – financial health on business side was a challenge for continuing projects
- Air sealing and insulation was a highlight. Increased therms savings per homes.

- Prescriptive MF program did not reach mark, but utilize CPOP to minimize impact of lower prescriptive production.
- CPOP in MF program was successful
- Had some success from new construction residential. Still able to hit 70% of participation goal.

Outlook on 2021

- Many projects in the pipeline. Going to hit marks for entire 18-21 portfolio.

Income Qualified

- Able to serve 137 SF homes. Through CAAs in contractor channel.
- Continuing to see achievements in air sealing and insulation. Able to get a robust pipeline with public sector.
- On track to exceed targeted goals. Successful with thermostats and furnaces.
- Worked in tandem with virtual and in-person home assessments

Multi-Family Success

- Improved outreach in multifamily sector.
- One challenge – energy savings kit is short on participation. Still trying to utilize different outreach channels, nothing like an in-person event that is more effective. Still finding ways to be creative.
- Energy education kits is tracking to hit participation levels.
- HEER - Home energy efficiency rebate programs
- HERS - Home energy savers program
- As mentioned before we had some issues with IQ program initially in 2020. Rebounded from that. Found ways to be engaged. Issued over 1500 savings kits to IE customers.
- Large MF projects completed, 30+ buildings.
- Overall success has been satisfying thus far and continuing on this trajectory over 2021.
- Some PHAs were conservative with on-site works. Projects scheduled through the remainder of the year. Hit over 160 units thus far. Overall, we're on target for duration of the year.

[Karen Lusson] Question on discussion of contractor MF Wx. I think you said you touched certain buildings and units. More than DI? Insulation? What kind of measures are being offered? What percentage is in each unit or each home?

[Chris Vaughn] I would have to talk to the team to see what percentage of each of the units. They might've participated in more than one offering.

[Karen Lusson] Will follow-up with Chris.

Business Program

- Customers were in limbo in 2020 due to financial challenges.
- Greater outreach, generally program bounce back in 2021
- 40% of therm savings were from public sector customers.

[Karen Lusson] Same comment about public sector as shared with ComEd, PG/NSG. It makes sense to coordinate when possible.

Follow-up item: ComEd to send forecast for savings to NRDC.

Ameren Illinois Report-Out

Matt Armstrong and Jim Dillon, Ameren Illinois

PY 2020 Results

- Able to exceed electric and gas goal.
- Call out – streetlights program
- Increased thermostats.
- Voltage optimization higher savings than anticipated. Program spending for FEJA requirements. LI electric spend exceeded minimum spend.

Residential

- Exceeded savings targets in gas and electric. IQ smart savers SF, kits were sig savings. Refining customer journey to cross promote other portfolio offerings beyond kits and smarts to get to whole home Wx.
- Highlighting Customer Services Partnerships
 - Linking credit and collections and energy efficiency
 - Highlight of transition to virtual engagement.
- Community Action Agencies – IHWAP
 - Continued coordination between DCEO and CAAs
- Smart Savers
 - Smart thermostats campaign
 - Pivoted to a smart thermostat blitz. Collab between smart savers and retail products teams. Routed customers to the proper channel. Take advantage of low no cost thermostats. Landing page.
- Residential program Highlight: Joint Utility Nicor Bloomington Normal Pilot
- Partnerships with diverse businesses
- Multifamily
 - Policy Manual revisions that expanded IQ qualifying. Increased participation.
 - Increase in ductless heat pumps; using lessons learned for the next portfolio
 - One Stop Shop Program Offerings Overview
 - Shepherd program contact through the various (EEFA) on how program should be designed

[Karen Lusson] How many smart t-stats were actually installed, from the Smart Thermostat Campaign results presented?

[Matt Armstrong] There are a few ways of verifying installation. Will follow-up.

[Abby Miner] Interested in % achieved vs. goal in 2020, for both savings and budget.

Business Program Overview

- Challenges in 2020/21 were COVID related. Projects on custom side, equipment ordered and product available, and saw results in 2020.
- Emphasis on building envelope projects on schools.
- Network Lighting Control Pilot: An area that we're trying to tweak to get proper participation. Finding customers that are willing to participate and identifying trade allies that understand the technology and want to promote it. Spending some more time and effort on additional resources for outreach and education. Goal to increase participation.
- Increase distributors for HVAS and HPWH. Increase in distributor incentive.
- Success on VFD – through training with trade allies
- Cannabis - challenge identifying smaller farms and participants, working towards this.

Market Development Initiative

- Shared metrics in 2020. Engage underserved customers and communities. Year over year growth.

New Partnerships

- Peoria Guild of black Artists
- Smart thermostat education videos for senior audience (Senior Independent Living Collab)
- SEDAC Workforce
- Place 15 qualified people

Shared Diverse Program Ally Spend

- Projected into the be 95% AAIG goal for the year, expecting to surpass projects.
- Additional slides included in the presentation. All presentations are posted on the meetings page.

Closing & Next Steps

Celia Johnson, SAG Facilitator

- Follow-up Items from SAG Update
 - If any SAG participant is interested in joining the new SAG Reporting Working Group, reach out to Celia Johnson (Celia@CeliaJohnsonConsulting.com). The first meeting is scheduled on Thursday, September 23.
 - If any SAG participant has additional feedback to share on the 2020 SAG Portfolio Planning Process, reach out to Celia Johnson (Celia@CeliaJohnsonConsulting.com).
- Follow-up Items from Utility Report-Out Presentations:
 - PG/NSG to share 4-year savings targets with NRDC.
 - PG/NSG to follow-up with NCLC on breakdown of spend and savings by program year from quarterly report.
 - ComEd to send forecast for savings to NRDC.
 - ComEd to follow-up with Ameren Illinois, Nicor Gas, ICC Staff (Jennifer Morris), and CEDA (John Pady) on the Air Source Heat Pump demand increase –

questions were asked regarding how many projects; whether these are in all-electric homes; whether these are gas conversions; etc.

- Ameren Illinois to follow-up with NCLC on how many smart t-stats were actually installed, from the Smart Thermostat Campaign results presented.
- Ameren Illinois to follow-up with IL Attorney General's Office, on % achieved vs. goal in 2020, for both savings and budget.