



# THE PEOPLES GAS AND NORTH SHORE GAS ENERGY EFFICIENCY PROGRAMS

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## IQ North Working Group Contribution

October 22nd, 2019

# Topics

- PHES
- IHWAP
- IE LIHEAP Kit Pilot



# PHES: Customer Highlight Story: CHA Steam Traps

## Multi-Year Replacement Plan

Trumbull Park Homes : 2,500+ steam traps serving 434 units

- Traps had not been serviced since 2006
- Q2 2019 Testing: 242 large steam traps in basements and mechanical rooms; 35% traps failed
- Q3 2019 Replacement: \$27,900 incentives and 51,371 therms
- 2020 Phased Replacement: 1700+ untested in-unit steam traps



2,500+ large traps

# PHES: Challenge: Customer Application Signatures

- Most Public Housing Authorities require an executive-level staff member (e.g. CEO, ED) to sign Terms & Conditions and grant project approval.
  - Larger PHAs like Chicago Housing Authority must route applications through multiple levels of staff for signature.
  - Depending on PHA internal processes, it can take over 2 weeks to obtain an application signature.
- Solution: Master Applications
  - Worked with CHA to combine multiple buildings' scopes into one Master Application and dramatically reduce the number of signatures required from customers.
- Solution: Parallel Payment Process
  - Allowing for payment processing to happen in parallel with customer signature reduces risk to contractors (especially small and/or diverse contractors) by ensuring prompt payment time.

# PHES: Challenge: Lack of Staff Available for Direct Install

- Direct Installation (DI) services offer free common area and in-unit efficiency measures including aerators, showerheads, and LED screw-in bulbs.
  - Installation of DI measures requires close coordination with PHA staff.
  - PHA staff must accompany Direct Installation staff to each unit throughout the duration of the project for resident security.
  - Many PHAs – especially small and rural PHAs – do not have enough resources to dedicate one or more days to assisting Direct Installation staff.



# PHES: Challenge: Condensed and Delayed Timelines

- A condensed program timeline in 2018 made full scope delivery challenging but resulted in a more robust 2019 program.
  - Time needed to familiarize PHA customers with new program offering and update utility documentation.
  - Time needed to train contractors to understand utility requirements and documentation.
- Contractor selection and setup
  - When PHAs leverage funds, they must follow federal procurement rules.
  - PHAs often request contractors that they have worked with previously over the years.
  - In these cases, additional time is needed for contractor vetting to ensure meeting project requirements, including ICC certification.



# Other Programs

- IHWAP:
  - Customer feedback not measured in 2018
    - 2019: A program Wide Customer Feedback Survey has been created and is planned for distribution in October
  - Many program offerings – Agency Confusion
    - CEDA has experience / townhall meetings / trains building managers on installed measures



# IE LIHEAP Kit Pilot

## Purpose:

- To provide Income Eligible customers with self-installed energy efficiency measures
- The measures are focused on gas and water savings

## Kit Distribution method:

- The kits will be distributed to customers that have been verified as LIHEAP grant recipients and therefore validated as Income Eligible
- The kit will have an introduction letter, a referral to the Home Energy Jumpstart program and detailed bi-lingual installation instructions