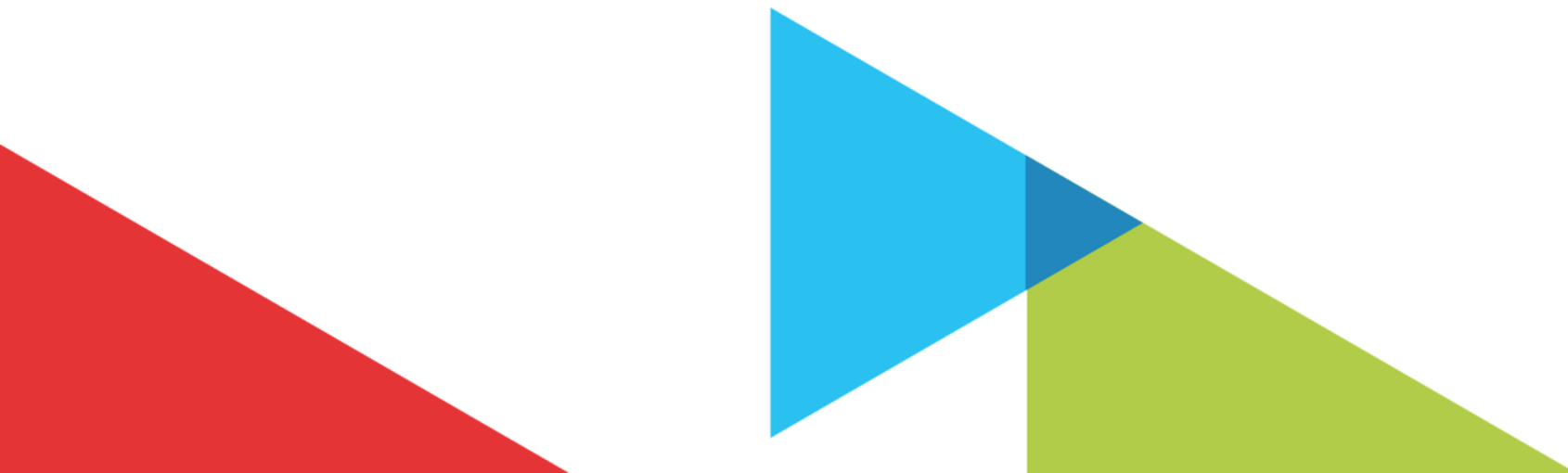


# Nicor Gas Income Qualified Contractor Channel

Presented by Mike King

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# Program creation and launch



- The Nicor Gas Income Qualified Contractor Channel program was established in November 2018
- The program gives Nicor Gas the opportunity to help income qualified customers quickly and efficiently using Nicor Gas-only funds
- The program was launched with DBE certified contractors:
  - Urban Efficiency (single-family)
  - Anura Energy (multi-family)
- Field activity for the program launched in December 2018

# Income qualified programs comparison



<b>IQ Program</b>	<b>Single / Multi Family</b>	<b>\$ per Therm (2019 Forecast)</b>
<b>Contractor Channel (Combined)</b>	Both	\$5.93
<b>Contractor Channel - Single Family</b>	Single Family	\$12.54
<b>Contractor Channel - Multi-Family</b>	Multi-Family	\$4.78
<b>Community Action Agency Channel</b>	Both	\$13.49
<b>Public Housing Authority</b>	Multi-Family	\$10.48
<b>Affordable Housing New Construction</b>	Both	\$2.16

# Single-family program services



- Nicor Gas customers must be below 80% of the area median income to participate
- Single-family customers are found through community outreach efforts led by Urban Efficiency
  - Initial outreach targeted: Calumet City, Maywood, East Chicago, Evanston
- Typical participants are high energy use customers in Nicor Gas service territory who have not received services through other programs
- Customer applications are run through Urban Efficiency's in-take process
  - Customers self-certify their income level
  - Urban Efficiency requests recent paystubs as income verification and a copy of a recent Nicor Gas bill
  - After approval, customers are scheduled for assessments and subsequent retrofits

# Single-family retrofits offered



- The program offers the following services for single-family customers:
  - Home assessments
  - No-cost energy savings products:
    - Thermostats, faucet aerators, showerheads, pipe insulation
  - Building shell envelope:
    - Air-sealing and attic insulation
  - Mechanicals:
    - Furnace tune-ups, repairs, and replacements (as needed)
    - Boiler and water heater repair and replacements (as needed)
  - Health and safety:
    - Exhaust fans, smoke detectors, CO detectors, 9-volt battery replacements, gas mechanical repairs

# Multi-family program services



- Anura nurtures relationships with property owners and management groups to unlock opportunities of 100-1000 units at once
  - Initial outreach targeted multi-family properties with significant savings opportunities in: Naperville, Westmont, Addison, Evanston
- Typical participants reside in underserved communities
  - Nicor Gas funds can serve communities that are underserved by IQ programs
    - These customers historically have not been targeted or have not had the ability to participate
    - Multi-family properties typically do not have many services outside of utility programs
- Eligibility Verification Process
  - Starts with Anura's approach for lead generation: government databases and customer referrals
  - The vetting process continues during relationship nurturing
  - Property owners/managers submit income verification forms
  - Once approved, buildings are scheduled for assessments and subsequent retrofit work

# Multi-family retrofits offered



- The program offers the following services to multi-family customers:
  - Home assessments
  - No-cost energy savings products:
    - Thermostats, faucet aerators, showerheads, pipe insulation
  - Building shell envelope:
    - Air-sealing and attic insulation
  - Mechanicals:
    - Furnace tune-ups, repairs, and replacements (as needed)
    - Boiler and water heater repair and replacements (as needed)
  - Health and safety:
    - Exhaust fans, smoke detectors, CO detectors, 9-volt battery replacements, gas mechanical repairs

# Community based organizations



- The program works with local community-based organizations to provide services to their beneficiaries
- Partners include: 360 Youth Services, Little Friends, Rebuilding Together, BeaksCo, Naperville Response for Veterans, Almost-Home Kids, Will County Seniors, Shore Community Services.
- Highlighted Partners:
  - **Rebuilding Together - Chicago Heights, IL**
    - Retrofits received: Direct install products, boiler replacements, health and safety products
    - Homes serviced: 13 unique homes
    - Incentive spent: \$14,000.00
  - **Shore Community Services – Evanston, IL**
    - Retrofits received: Direct install products, air-sealing, attic insulations, HVAC replacements
    - Homes serviced: 5 unique homes
    - Incentive spent: 11,878.10
  - **Will County Seniors – Crete, IL and Almost Home Kids – Palatine, IL**
    - Retrofits received: Direct install products
    - Homes serviced: 2 unique homes
    - Incentive spent: \$982.00



# Sandra Taylor – Broadview, IL



- Retrofits received: DIs and Furnace Replacement
- Incentive amount: \$4,695
- Pre-install:
  - Mrs. Taylor had an old and inefficient furnace that has a cracked heat exchanger. She indicated experiencing symptoms consistent with indoor air quality compromises.
- Customer Testimonial:
  - The customer was pleased with the service provided by UE. They explained the program offerings and benefits in simple and easy-to-understand terms.
  - She has a “greater appreciation for Nicor Gas because she knew her furnace needed replacement, but she lacked the additional income to cover the associated cost.”
  - Receiving a high efficiency furnace that remediated health *and* efficiency concerns indicates that Nicor Gas is more concerned about customer safety than she originally thought.

# Roy Canada – Bellwood, IL



- Retrofits Received: Direct install products, air sealing, duct sealing, attic insulation, furnace replacement
- Incentive Spent: \$7,821.25
- Pre-Install:
  - Mr. Canada's CO detector would routinely sound throughout the day resulting in him opening the windows for ventilation. It was later discovered that his furnace was the cause of high PPM levels
- Customer Testimonial:
  - Mr. Canada was pleased with the program and timely manner of the furnace replacement.
  - He struggles to pay for his cancer medication and did not have additional income to pay for the furnace replacement
  - He is thankful for UE's outreach efforts in his community, otherwise he would not have known about the program.

# Weatherization kits



- The free weatherization kit includes the following items:



Self-adhesive  
door sweep



Cell foam tape  
weatherstripping



Rope caulk



Outlet and switch  
foam gasket draft  
sealers



V-seal type  
weatherstripping



**Nicor Gas**

Energy  
Efficiency  
Program