



Income Qualified Advisory Committee

COVID-19 Program Impact Summary

April 14, 2020

Income Eligible Program Overview

Program	Partner	Description
Single Family	Chicago Bungalow Association	Provides 100% funded weatherization, direct install, and health and safety measures to vintage homeowners
Single Family & Multi-Family	IHWAP - Resource Innovations	Leverages state/federal funds and supplements incentives with utility dollars
Multi-Family	Elevate Energy	Provides comprehensive energy efficiency services to any residential buildings 3 units or more with affordable rents
Public Housing	Elevate Energy	Provides outreach, education and incentives management to eligible PHAs to upgrade old inefficient measures
Affordable New Construction	Slipstream	Program works with affordable housing developers to integrate energy efficiency building practices into the rehab and new construction of multi-family and single-family buildings
IE Gas Kits Pilot	Franklin Energy	Pilot dedicated to providing income qualified customers with self-installed energy efficiency measures

IHWAP: Income Eligible Retrofits

IHWAP Program Overview

Local community action agency partners:

- Community Economic Development Association (CEDA)
- Community Action Partnership of Lake County

Agency staff facilitate:

- Outreach, intake, and income verification (<80% AMI)
- Assessments
- Installation of measures in partnership with subcontractors
 - Mechanical
 - Architectural
 - Health and safety
 - Final inspection

Braided with IHWAP for customers <200% FPL:

- Peoples Gas and ComEd provide funding to customers with over 200% income and less than 80% AMI.
- The program serves IE customers with retrofits similar to what other customers receive through IHWAP

COVID-19 Impacts

Agencies are bringing forward emergency measures (e.g., furnaces, water heaters) on a case-by-case basis. All non-essential, in-field work has been suspended since March 16, 2020.

- Weekly meetings with DCEO discussing strategy in place
- Statewide agency weatherization call every Thursday:
 - Collective brainstorming and idea sharing
 - Sharing guidance with agencies

At present, maintaining agency budgets with expectation to resume production in mid-Q3. Resource Innovations will continue to work with agencies to determine mid-year reallocations across the network, pursuant to existing policy.



CBA: Energy Savers

Energy Savers Program Overview

Community Partner:

- Chicago Bungalow Association (CBA)

Program Offering:

- Offers direct install products and no-cost weatherization services for income-eligible single-family home customers.
- Installation of measures in partnership with subcontractors
 - Targeted Air Sealing
 - Attic, Wall, and Foundation Insulation
 - Health and Safety Measures
 - Programmable and Nest E Thermostats
 - Hot water saving measures (Aerators, Showerheads, etc.)

Eligibility Requirements:

- Vintage single-family home built at least 50 years ago
- Owner occupied
- Located in the City of Chicago
- Household income of 80% Area Median Income (AMI)

COVID-19 Impacts

All in-field work has been suspended since March 16, 2020.

There will be no in person contact with residential customers until at least April 30th. All previously scheduled in-person audits and installations were postponed.



IEMS and PHES

AHNC Program Overview

Provides custom incentives for affordable housing new construction projects, jointly delivered with ComEd.

- Offering provides technical guidance and incentives for developers of single-family and multi-family new construction and renovation projects to improve comfort and reduce energy use for income eligible households.

Eligibility Requirements:

- Incentive eligibility based on GSF serving individuals <80% AMI
- Designed & constructed to meet ComEd Multi-family Standard
 - Prescriptive Standard with 13 measures; ~15-25% beyond code

COVID-19 Impacts

The energy efficiency programs are continuing operations while staff work remotely, although most field work has been reduced to avoid contact and comply with safety guidelines.

Staff are focused on tasks such as: staying in close contact with customers and EESPs; rescheduling field work; finalizing energy assessment reports in which the site visit has already been completed; virtual inspections for completed projects and updating protocols and processes.

In some cases, emergency services are continuing, such as emergency boiler replacements. We developed COVID-19 worker protection procedures to minimize any potential risk posed by proceeding with this type of emergency work.

Currently completing virtual inspections for projects that are already completed and all outreach is occurring virtually through phone or web.



AHNC - Affordable Housing New Construction

AHNC Program Overview

AHNC provides custom incentives for affordable housing in new construction projects jointly delivered with ComEd.

- Offering provides technical guidance and incentives for developers of single-family and multi-family
- New construction and renovation projects to improve comfort and reduce energy use for income eligible households.

Eligibility Requirements:

- Incentive eligibility based on GSF serving individuals <80% AMI
- Designed & constructed to meet ComEd Multi-family Standard
 - Prescriptive Standard with 13 measures; ~15-25% beyond code



COVID-19 Impacts

There will be no in person contact with residential customers till at least April 30th. All previously scheduled in-person outreach meetings are being transitioned to conference calls.

Subcontractors have been able to transition into remote work and the Slipstream team is working with evaluation team to develop virtual verification options.

IE Gas Kit Pilot

Gas Kits Program Overview

The IE kits provide income eligible customers tools to self-install energy efficiency measures at home. A follow-up survey to collect customer feedback has been mailed and will be used to apply learnings in 2020.

The measures in each kit are focused on gas and water savings. **5,000 kits sent to income eligible customers in 2019.** The goal in 2020 is to send 20,000 gas kits by end of year.

Items per kit:

- Showerhead
- Kitchen aerator
- Bath aerator
- Weather stripping
- Switch and outlet gaskets
- Water heater thermometer
- Shower timer
- Window kit
- Water heater pipe insulation

COVID-19 Impacts

Currently, no impacts expected for this program.

Energy and money saving kit
Your feedback is important to us!
You recently received an **Energy and Money Saving Kit** from the Peoples Gas Energy Efficiency Program. Help us better understand your experience and earn \$10* as our gift of appreciation for completing a brief survey!

Your \$10* gift card is a couple steps away:

1. Either open your smartphone camera to scan this QR code or go to this website: bit.ly/pgkits
2. Complete a short survey*

*To be eligible for the \$10 gift card, you must be a Peoples Gas customer and at least 18 years old. Please provide your email address and a valid billing address to receive the gift card. We will contact you for more information. The \$10 gift card is subject to availability. The program is funded by Peoples Gas customers in compliance with Illinois law.

PEOPLES GAS ENERGY EFFICIENCY PROGRAM

Paquete para ahorrar energía y dinero
¡Su opinión es importante para nosotros!
Recientemente recibí un **Paquete de Ahorro de Energía y Dinero** de parte del Programa de Eficiencia Energética de Peoples Gas. Ayúdenos a comprender mejor su experiencia y gane \$10* como nuestro regalo de agradecimiento por completar una breve encuesta.

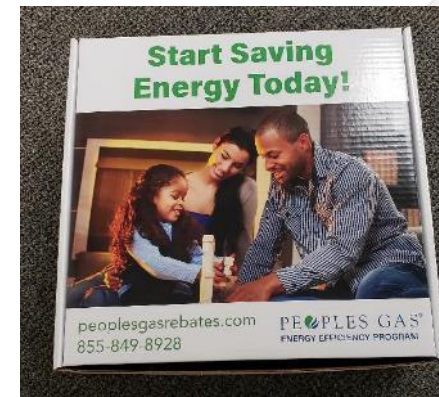
Su tarjeta de \$10* está a solo 2 pasos:

1. Navegue a este enlace de web: bit.ly/pgkits o use la cámara de su teléfono móvil para escanear este código
2. Complete una breve encuesta*

*Para ser elegible para la tarjeta de regalo de \$10, debe ser cliente de Peoples Gas y tener al menos 18 años de edad. Por favor, proporcione su dirección de correo electrónico y una dirección de facturación válida para recibir la tarjeta de regalo. La tarjeta de regalo de \$10 está sujeta a disponibilidad. El programa es financiado por los clientes de Peoples Gas de conformidad con la ley estatal.

PEOPLES GAS PROGRAMA DE EFICIENCIA ENERGÉTICA

101 N. Racine Ave., Suite 220
Chicago, IL 60607



Update

- **Safety comes first** – Our natural gas workers and other critical team members will continue to deliver the service you expect while following the Centers for Disease Control and Prevention’s guidelines for safety:
 - We are utilizing technology to enable many of our employees to work from home — limiting exposure to peers while continuing to serve our customers.
 - We are limiting work requiring access inside customer homes and businesses to emergencies and essential infrastructure projects.
 - You may see our employees in your neighborhood performing work to improve our natural gas delivery system. For everyone’s safety, please refrain from approaching us while we perform this work and practice social distancing.
- **Disconnections suspended** – We understand some of our customers will face financial hardships due to the spread of COVID-19. We have suspended disconnections for all customers, except in the case of natural gas leaks or unsafe conditions. This is effective until this health crisis is behind us. We are also waiving late payment charges.
- **Bill payment arrangement options and financial assistance** – We are committed to working with all of our customers, and have payment plans available including for those who are impacted or otherwise experiencing a hardship due to COVID-19. Customers can find additional information on our websites or by calling 866-556-6001, or 6004..
- Please visit our website www.peoplesgasdelivery.com for updates or call us at 866-556-6001 with any questions
- Please visit our website www.northshoregasdelivery.com for updates or call us at 866-556-6004 with any questions.