



# 2015 ANNUAL REPORT

PREPARED FOR:  
The Michigan Public Service Commission  
4300 West Saginaw Highway  
Lansing, MI 48917





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For the fourth consecutive year, Efficiency UNITED achieved program savings targets for each collaborative member.

During program year 2015, Efficiency UNITED:

- Emphasized focus on long-term customer solutions through continued completion of Joint Energy Efficiency Plans and installation of long-term measures
- Continued program collaboration with Indiana Michigan Power and SEMCO ENERGY Gas Company
- Tested new technologies and new customer approaches through core and special pilot programs
- Adjusted and improved the retail and member contractor approach by dedicating local full-time specialists in the Lower (3) and Upper Peninsulas (2)
- Enhanced the online energy audit to provide a simpler and more user friendly tool to improve the customer experience

#### AMONG THE HIGHLIGHTS OF EFFICIENCY UNITED:

- Served 28,015 customers participants
  - Income Qualified: 2,429
  - Residential: 24,795
  - Commercial & Industrial: 791
- Issued \$4,488,637 in incentives
  - Income Qualified: \$524,832
  - Residential: \$2,182,175
  - Commercial: \$1,781,630
- Achieved electric savings of 48,764,878 kWh
  - Income Qualified: 2,205,992 kWh
  - Residential: 11,999,700 kWh
  - Commercial & Industrial: 34,559,186 kWh
- Achieved natural gas savings of 3,006,295 therms
  - Income Qualified: 99,721 therms
  - Residential: 1,361,408 therms
  - Commercial & Industrial: 1,545,167 therms
- Provided individualized bi-annual cycle time reports to members including customer participation data and rebate payment times
- Implemented individual Annual Meetings with members receiving positive feedback across the collaborative
- Completed 21,503 calls to customers through the Customer for Life Pilot
- Installed 401 Nest Smart Thermostats through the SmartStat Pilot Program
- Completed 258 Home Energy Scores through the Residential Technology Demonstration Pilot
- Increased rapport and trust with tribal communities leading to completion of work with the Ojibwa, Lac Vieux Desert, Pokagon Band of Potawatomi Indians tribes, Keweenaw Bay Indian and Hannahville tribes. Work will continue in program year 2016.
- Facilitated measure approval of T8 LED bulbs for use within income qualified multifamily facilities
- Continued partnership with the non-profit, New Power Tour, to provide incentives to Income Qualified customers. New Power Tour helped qualify customers for installation of more than 1,600 LEDs, 34 refrigerators and additional weatherization measures while continuing to mentor high school students and train Michigan Technological University students on weatherization installs practices.
- Hosted the 2015 Michigan Commercial and Industrial Energy Conferences, which were held in Harris, MI and Battle Creek, MI drawing a combined attendance of nearly 500 vendors, trade allies and customers. Energy provider sponsors included Indiana Michigan Power, SEMCO ENERGY Gas Company, DTE Energy, Consumers Energy and energy providers under Energy Optimization.
- Program Management and Marketing Outreach Specialists visited program contractors and retailers 3,008 and 1,594 times respectively throughout the year to continue to enhance and grow Efficiency UNITED's contractor and retailer presence.
- Attended more than 30 Days of Energy Savings events, 10 community events and 21 house of worship program education and awareness events through the Commercial & Industrial Non-profit Pilot.
- Educated and provided energy kits to 3,674 students and teachers through the Think! Energy Program.







Efficiency UNITED is the brand name for energy optimization programs offered on behalf of participating providers of retail electric and natural gas services pursuant to 2008 PA 295, Section 91(1). Section 91 allows interested providers to comply with PA 295 EO requirements by making annual payments to a qualified, independent non-profit organization selected by the Michigan Public Service Commission. These payments are derived from surcharges collected from customers via their utility bills.

After competitive bid processes in July 2009 and November 2013, the MPSC selected Michigan Community Action (MCA, formerly Michigan Community Action Agency Association), with CLEAResult as its primary implementation contractor, to administer the Efficiency UNITED programs. MCA is a non-profit state association of 29 Michigan Community Action Agencies which provide programs and services, such as weatherization, to help income-qualified individuals and families throughout the state achieve greater economic self-sufficiency and stability. MCA has extensive experience with administering grant-funded weatherization and energy efficiency programs. The contract between the State of Michigan and MCA includes energy savings targets for each participating provider.

Initial program services began late in the fourth quarter of 2009. 2010 was the first full year of programming. Because of the limited programming period in 2009, the MPSC staff combined energy savings targets for 2009 and 2010. Energy savings targets were achieved for both 2009 and 2010 by December 31, 2010 for all but one provider, whose target was accounted for in 2011.

In 2011, all but one electric and one natural gas provider met energy savings targets through the Efficiency UNITED program.

In 2012, Efficiency UNITED achieved savings targets for all electric and natural gas providers while accounting for program year 2011's minor shortfall.

In 2013, Efficiency UNITED welcomed two additional municipal electric providers to the collaborative (The City of Dowagiac and The City of Harbor Springs Electric Department), bringing the total to 20 providers. Efficiency UNITED achieved all classes combined savings targets for each participating member.

In 2014, Efficiency UNITED achieved and exceeded savings targets for each participating member. Both Indiana Michigan Power and SEMCO ENERGY Gas Company began contracting directly with CLEAResult and both continued to collaborate with Efficiency UNITED programs.

Efficiency UNITED was once again successful in achieving program savings targets for all members in 2015. Indiana Michigan Power and SEMCO ENERGY Gas Company continued to collaborate with Efficiency UNITED programs.



Members included:

#### Electric Providers

- Alpena Power Company
- Baraga Electric Utility
- Bayfield Electric Cooperative
- The City of Crystal Falls
- Daggett Electric Company
- The City of Dowagiac
- The City of Gladstone Department of Power & Light
- The City of Harbor Springs Electric Department
- Hillsdale Board of Public Utilities
- L'Anse Electric Utility
- The City of Negaunee Electric Department
- The City of Norway Department of Power & Light
- The City of South Haven Public Works
- Upper Peninsula Power Company
- We Energies
- Wisconsin Public Service
- Xcel Energy

#### Natural Gas Providers

- Michigan Gas Utilities
- Wisconsin Public Service
- Xcel Energy

#### Collaborating Providers

- Indiana Michigan Power
- SEMCO ENERGY Gas Company

2015 Efficiency UNITED programs are broken into three classes and programs offered included.

- Income Qualified
  - Energy Efficiency Assistance
- Residential
  - Appliance Recycling
  - ENERGY STAR®
  - Home Performance
  - Core and Special Pilot
  - Education
- Commercial & Industrial
  - Prescriptive and Custom
  - Core and Special Pilot
  - Education

#### CUSTOMER SATISFACTION

For each energy efficiency program and in each program year, DNV GL asked participants about their level of overall satisfaction with the program. In every case, respondents used a five-point satisfaction scale in which five meant “very satisfied” and one meant “very dissatisfied.” The following figures show the percentage of respondents who gave each program a rating of four or five.

High participant satisfaction with Efficiency UNITED’s programs, which remained strong through the last four evaluation cycles, continued with 92 percent satisfaction in the 2015 program year.

The following partnering organizations assisted Michigan Community Action (MCA) with design, implementation, administration and marketing of Efficiency UNITED in 2015:

| ORGANIZATION                                       | ROLE                                               |
|----------------------------------------------------|----------------------------------------------------|
| Morgan Marketing Partners                          | Program Design                                     |
| MCA                                                | General Contract/Financial Management              |
| CLEAResult                                         | Implementation Contractor                          |
| JACO Environmental, Inc.                           | Appliance Recycling Program Delivery               |
| Apogee                                             | Online Audit Software Development                  |
| MCA/Statewide CAA network                          | Income Qualified Program Delivery                  |
| DNV GL – Energy                                    | Program Evaluation Contractor                      |
| National Energy Foundation                         | Residential Education – School Program Delivery    |
| Inspired Green                                     | Manufactured Home Initiative                       |
| ES Contracting                                     | Manufactured Home Initiative                       |
| Global Systems Group, LLC                          | HVAC Tune-ups, Direct Installation Service, JEEPs  |
| Mayberry Power & Light                             | Joint Energy Efficiency Plans, Pilot               |
| Green Team Coalition, LLC                          | Contractor Training Content Development & Delivery |
| New Power Tour                                     | Direct Installation Services                       |
| Michigan Energy Efficiency Contractors Association | Trade Ally Outreach                                |
| Michigan Saves                                     | Customer Funding                                   |



## A CONTINUED EMPHASIS ON THE CUSTOMER FOR LIFE APPROACH

Efficiency UNITED continued emphasis on generating repeat program participants. This was mostly demonstrated through the completion of Joint Energy Efficiency Plans (JEEP) and pilot programs that continued to test customer receptance of ongoing energy advising.

Efficiency UNITED Energy Advisors and program experts completed 270 residential and 119 C&I JEEPs with provider customers. Energy Advisors also conducted calls to more than 7,979 past program participants to discuss energy advising services. Efficiency UNITED continued focusing on enhancing existing relationships while fostering new ones to generate repeat program participants.

### Activities:

- Commercial and Industrial Energy Advisors continued to complete and work from past JEEP participants, further building trust and relationships with customers.
- The Commercial and Industrial Continuous Improvement Pilot focused on short and long-term areas of focus for commercial and industrial customers by coaching and guiding participants through the process of creating an energy management program.
- The Income Qualified Program continued to develop new opportunities with community landlords and further leveraged relationships with community action agencies, multifamily management groups, New Power Tour and the tribal communities throughout the state. Multi-year plans were utilized and developed with many of these groups.
- The market outreach team visited contractors and retailers 3,008 and 1,594 times, respectively. Their goal was to solicit feedback, provide updates on program changes and drive participation and buy-in of the programs.
- New program participants, such as those generated through JEEP completions and pilot programs, are now significantly more aware of Efficiency UNITED's programs.

## COLLABORATION WITH EFFICIENCY UNITED PARTICIPATING MEMBERS & PROGRAM COMMUNICATION

Efficiency UNITED continued to prioritize proactive communication, collaboration and solicit feedback from members on program activities.

Several enhancements were completed in 2015 to improve the collaborative member experience:

- Individual Annual Meeting format. Lasting between one and two hours, this format not only provided easier access and ensured member attendance, but spent time more efficiently and effectively on specific member customer's activities. Strong positive feedback was provided on this format.
- Bi-annual Cycle Time Reports providing incentive level detail and incentive payment times
- Individualized member communication plans outlining program stakeholders, chains of communication and communication activities were provided.
- Outlook event calendars were created for each member to provide easier access to public events in member specific territories.

## COLLABORATION WITH MPSC AND DNV GL

Collaborative energy efficiency activities continued. During 2015, Efficiency UNITED:

- Participated in the MPSC EO Collaborative Design, Implementation and Evaluation Work Groups.
- Solicited input and provided feedback on the Michigan Energy Measures Database.
- Provided updates on contractor and retail network efforts.
- Worked closely with the Michigan Energy Efficiency Contractors Association to solicit contractor feedback.

Efficiency UNITED continued proactively working with program evaluator DNV GL. In doing so, real time adjustments can be made as necessary throughout the year.

Efforts included:

- Weekly communication on evaluation activities planned
- Review of engineer savings calculations for select Commercial and Industrial Custom projects
- Working to provide program data as needed

Efficiency UNITED continued to build on lessons learned through program delivery and feedback provided by DNV GL and participating members. Efficiency UNITED continually seeks ways to enhance our:

- Innovative energy optimization program offerings
- Outstanding customer service
- Robust educational tools (including online residential and small business energy audits)
- Partnerships with local retailers and contractors
- Cooperative working relationship with our participating members.



For each energy efficiency program and in each program year, DNV GL asked participants about their level of overall satisfaction with the program. In every case, respondents used a five-point satisfaction scale in which five meant “very satisfied” and one meant “very dissatisfied.” The following figures show the percentage of respondents who gave each program a rating of four or five.

High participant satisfaction with Efficiency UNITED’s programs, which remained strong through the last four evaluation cycles, continued with 92 percent satisfaction in the 2015 program year.

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28,015

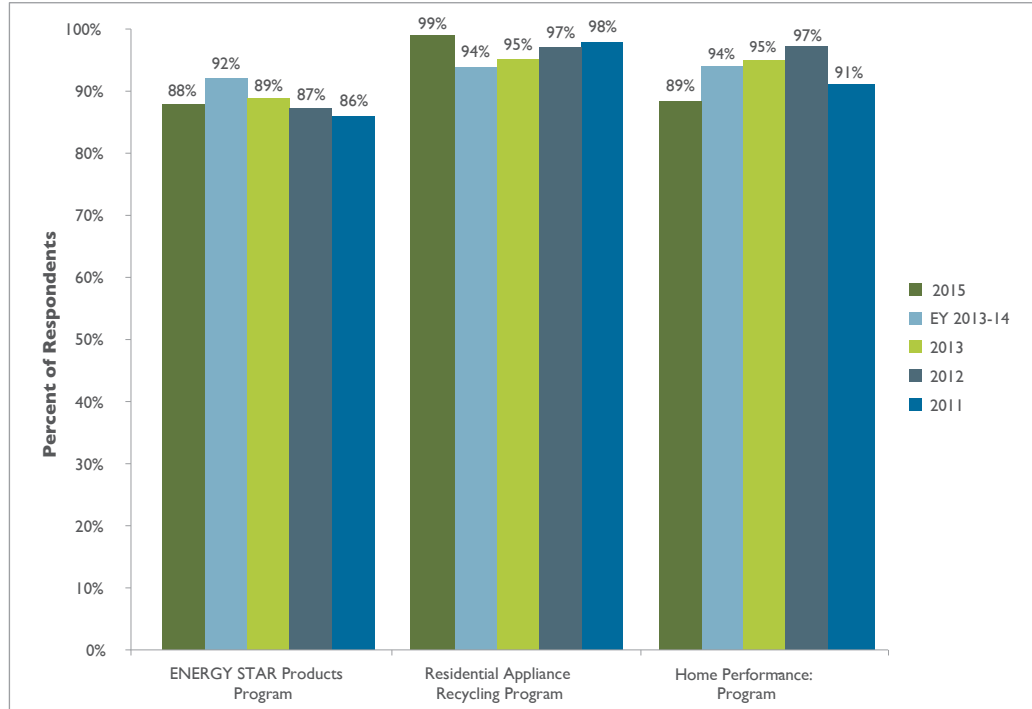
PROGRAM PARTICIPANTS

92%

OVERALL SATISFACTION

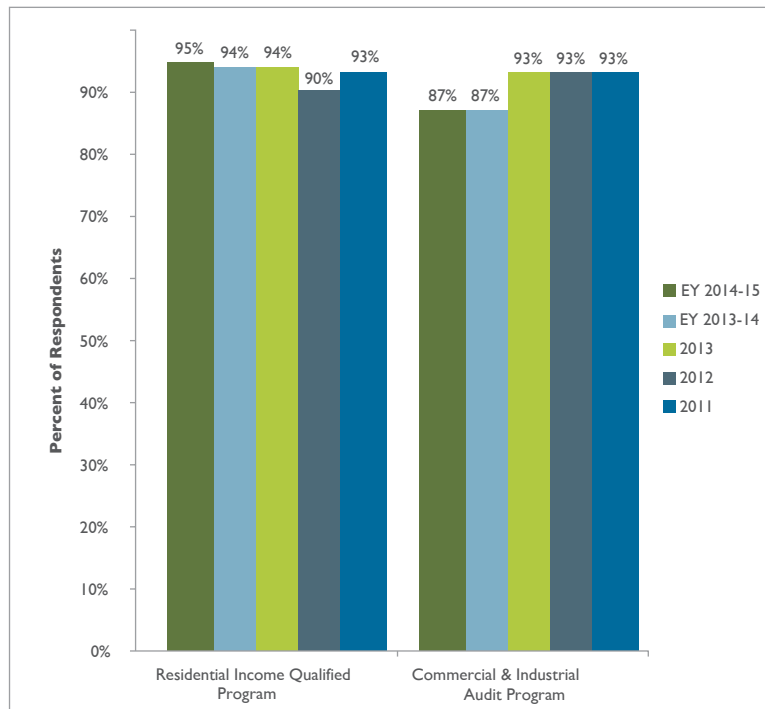
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Figure 1: Participant Satisfaction with the ENERGY STAR® Products, Residential Appliance Recycling and Residential Home Performance Programs



Note: The bars represent the percentage of program participants who gave satisfaction ratings of 4 or 5 on a 5-point scale.

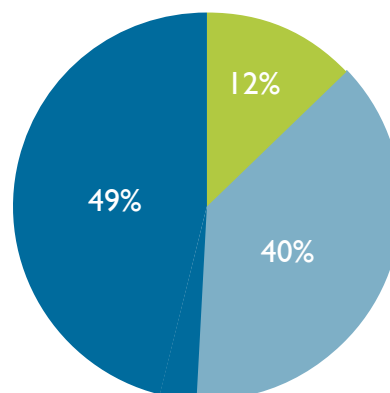
Figure 2: Participant Satisfaction with the Income Qualified and C&I Programs



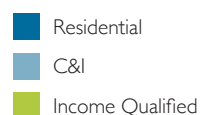


In 2015, Efficiency UNITED issued \$4,488,637 in total incentives. Of that, \$524,832 was issued to income-qualified customers, \$2,182,175 to residential customers and \$1,781,630 to commercial and industrial customers.

For both electric and natural gas programs, the Income Qualified Program continued to be the most costly program to service, followed by Residential and Commercial and Industrial.



**\$4,488,637**  
in total incentives



| CLASS                   | COST PER KWH ACHIEVED | COST PER THERM ACHIEVED |
|-------------------------|-----------------------|-------------------------|
| Commercial & Industrial | \$0.04                | \$0.20                  |
| Income Qualified        | \$0.15                | \$1.88                  |
| Residential             | \$0.08                | \$0.87                  |

### 2015 Electric Incentives by Class

|                         |             |       |
|-------------------------|-------------|-------|
| Commercial & Industrial | \$1,471,815 | 52.5% |
| Income Qualified        | \$336,880   | 12.0% |
| Residential             | \$997,115   | 35.5% |
| Electric                | \$2,805,810 |       |

### 2015 Electric Savings by Class

|                         |            |       |
|-------------------------|------------|-------|
| Commercial & Industrial | 34,559,186 | 70.9% |
| Income Qualified        | 2,205,992  | 4.5%  |
| Residential             | 11,999,700 | 24.6% |
| Electric                | 48,764,877 |       |

### 2015 Natural Gas Incentives by Class

|                         |             |       |
|-------------------------|-------------|-------|
| Commercial & Industrial | \$309,815   | 18.4% |
| Income Qualified        | \$187,952   | 11.2% |
| Residential             | \$1,185,060 | 70.4% |
| Gas                     | \$1,682,827 |       |

### 2015 Natural Gas Savings by Class

|                         |           |       |
|-------------------------|-----------|-------|
| Commercial & Industrial | 1,545,167 | 51.4% |
| Income Qualified        | 99,721    | 3.3%  |
| Residential             | 1,361,408 | 45.3% |
| Gas                     | 3,006,295 |       |

**\$4,488,637** IN TOTAL INCENTIVES

The Efficiency UNITED Income Qualified Program provided Michigan's most vulnerable residents with **\$524,832** in rebates in 2015.

**\$336,880**

in incentives for electric customers

**\$187,952**

in incentives for natural gas customers

**2,205,992 kWh**

in electric savings

**99,721 ccf**

in natural gas savings

The Efficiency UNITED Income Qualified Program provided Michigan's most vulnerable residents with energy efficient equipment and upgrades in 2015. Spend and savings achieved can be found on pages 16 through 18.

The community action agencies utilized Efficiency UNITED funds to leverage with other weatherization programs to meet the demand for income-qualified customers. To reach more single family residents Efficiency UNITED also networked with local private landlords, food banks and faith based organizations. More than 2,425 homes of low income residents received the benefits of energy efficiency measures.



## MEASURES

The goal to increase the installation of long-life savings measures continued through 2015, accomplished through rebates on LEDs along with replacement of high-energy-using appliances. The added measure of the T8 LED bulbs to replace T12 fluorescent bulbs for residential units provided an energy savings benefit for many of the income qualified multifamily complexes. Efficiency UNITED established working relationships with other non-profit agencies to deliver energy saving measures.

Community action agencies submitted rebates for air sealing reduction, insulation, refrigerator replacement, furnace or boiler replacement measures to assist clients and stretch their other funding sources.

## OUTREACH

Income qualified service providers are a source of leads for the program. Efficiency UNITED provided rebates for furnaces, refrigerators and LED bulbs. Efficiency UNITED continued to foster relationships with the following service providers:

- Tribal communities
- Continuum of Care
- Area Agency on Aging offices
- Housing commissions
- Veterans associations
- Department of Human Services
- United Way
- Habitat for Humanity
- Upper Peninsula Commission for Area Progress (UPCAP)
- United States Department of Housing and Urban Development
- St. Vincent DePaul
- New Power Tour
- Interfaith Power and Light

Community events Efficiency UNITED participated in include:

- Michigan Chapter of the National Association of Housing and Redevelopment Officials
- Michigan Community Action Summer Quarterly Conference
- Walk for Warmth: A monetary donation was made and Efficiency UNITED team members participated in the walk with the Central Michigan Community Action Agency. In addition, three additional community action agencies received monetary support for their Walk for Warmth program.
- Coalition to Keep Michigan Warm
- Affordable Comfort, Inc. conference
- Building Michigan Communities Conference
- Habitat Green Building Summit
- Upper Peninsula Housing Conference
- Michigan Rural Development Conference



## Income Qualified Program Overview

| Provider                                          | # OF CAA PARTICIPANTS | # OF OTHER PARTICIPANTS | 2014 CARRYOVER | YTD KWH/CCF ACHIEVED | TOTAL KWH/CCF ACHIEVED | 2015 ANNUAL KWH/CCF GOAL | % OF GOAL ACHIEVED |
|---------------------------------------------------|-----------------------|-------------------------|----------------|----------------------|------------------------|--------------------------|--------------------|
| <b>ELECTRIC UTILITIES</b>                         |                       |                         |                |                      |                        |                          |                    |
| Alpena Power Company                              | -                     | 229                     | 52,838         | 256,630              | 309,468                | 160,115                  | 193%               |
| Baraga Electric Utility                           | -                     | 6                       | 1,343          | 9,063                | 10,406                 | 4,071                    | 256%               |
| Bayfield Electric Cooperative                     | -                     | -                       | 32             | 383                  | 415                    | 305                      | 136%               |
| The City of Crystal Falls                         | -                     | 56                      | 4,439          | 44,737               | 49,176                 | 13,451                   | 366%               |
| Daggett Electric Company                          | -                     | 2                       | 224            | 766                  | 990                    | 762                      | 130%               |
| The City of Dowagiac                              | -                     | 32                      | 5,347          | 25,743               | 31,090                 | 16,203                   | 192%               |
| The City of Gladstone Department of Power & Light | 1                     | 103                     | 7,605          | 98,171               | 105,777                | 30,727                   | 344%               |
| The City of Harbor Springs Electric Department    | -                     | 18                      | 3,787          | 30,561               | 34,348                 | 11,475                   | 299%               |
| Hillsdale Board of Public Utilities               | -                     | 148                     | 16,029         | 111,790              | 127,818                | 53,194                   | 240%               |
| L'Anse Electric Utility                           | -                     | 32                      | 2,499          | 9,651                | 12,150                 | 7,573                    | 160%               |
| The City of Negaunee Electric Department          | -                     | 124                     | 2,175          | 31,247               | 33,423                 | 9,843                    | 340%               |
| The City of Norway Department of Power & Light    | -                     | 32                      | 5,197          | 15,684               | 20,881                 | 15,749                   | 133%               |
| City of South Haven Public Works                  | -                     | 133                     | 28,412         | 115,043              | 143,455                | 86,097                   | 167%               |
| Upper Peninsula Power Company                     | 7                     | 562                     | 90,544         | 512,083              | 602,627                | 314,473                  | 192%               |
| We Energies                                       | 2                     | 228                     | 42,686         | 263,104              | 305,790                | 129,356                  | 236%               |
| Wisconsin Public Service                          | 1                     | 135                     | 19,854         | 139,304              | 159,158                | 99,267                   | 160%               |
| Xcel Energy                                       | -                     | 71                      | 54,031         | 204,988              | 259,019                | 210,681                  | 123%               |
| <b>Electric Utility Total</b>                     | <b>11</b>             | <b>1,911</b>            | <b>337,043</b> | <b>1,868,949</b>     | <b>2,205,992</b>       | <b>1,163,342</b>         | <b>190%</b>        |
| <b>NATURAL GAS UTILITIES</b>                      |                       |                         |                |                      |                        |                          |                    |
| Michigan Gas Utilities                            | 45                    | 278                     | 24,095         | 62,204               | 86,299                 | 73,016                   | 118%               |
| Wisconsin Public Service                          | -                     | 128                     | 1,153          | 5,935                | 7,088                  | 6,219                    | 114%               |
| Xcel Energy                                       | 2                     | 54                      | 2,724          | 3,610                | 6,334                  | 8,255                    | 77%                |
| <b>Natural Gas Utility Total</b>                  | <b>47</b>             | <b>460</b>              | <b>27,972</b>  | <b>71,749</b>        | <b>99,721</b>          | <b>87,490</b>            | <b>114%</b>        |

## Income Qualified Participation/Energy Savings

| PROVIDER                                          | # OF CAA PARTICIPANTS | # OF OTHER PARTICIPANTS | 2015 ANNUAL KWH/CCF GOAL | KWH/CCF ACHIEVED | % OF GOAL ACHIEVED |
|---------------------------------------------------|-----------------------|-------------------------|--------------------------|------------------|--------------------|
| <b>ELECTRIC UTILITIES</b>                         |                       |                         |                          |                  |                    |
| Alpena Power Company                              |                       | 229                     | 160,115                  | 309,468          | 193%               |
| Baraga Electric Utility                           |                       | 6                       | 4,071                    | 10,406           | 256%               |
| Bayfield Electric Cooperative                     |                       | -                       | 305                      | 415              | 136%               |
| The City of Crystal Falls                         |                       | 56                      | 13,451                   | 49,176           | 366%               |
| Daggett Electric Company                          |                       | 2                       | 762                      | 990              | 130%               |
| The City of Dowagiac                              |                       | 32                      | 16,203                   | 31,090           | 192%               |
| The City of Gladstone Department of Power & Light | 1                     | 103                     | 30,727                   | 105,777          | 344%               |
| The City of Harbor Springs Electric Department    |                       | 18                      | 11,475                   | 34,348           | 299%               |
| Hillsdale Board of Public Utilities               |                       | 148                     | 53,194                   | 127,818          | 240%               |
| L'Anse Electric Utility                           |                       | 32                      | 7,573                    | 12,150           | 160%               |
| The City of Negaunee Electric Department          |                       | 124                     | 9,843                    | 33,423           | 340%               |
| The City of Norway Department of Power & Light    |                       | 32                      | 15,749                   | 20,881           | 133%               |
| City of South Haven Public Works                  |                       | 133                     | 86,097                   | 143,455          | 167%               |
| Upper Peninsula Power Company                     | 7                     | 562                     | 314,473                  | 602,627          | 192%               |
| We Energies                                       | 2                     | 228                     | 129,356                  | 305,790          | 236%               |
| Wisconsin Public Service                          | 1                     | 135                     | 99,267                   | 159,158          | 160%               |
| Xcel Energy                                       |                       | 71                      | 210,681                  | 259,019          | 123%               |
| <b>Electric Utility Total</b>                     |                       | <b>1,922</b>            | <b>1,163,342</b>         | <b>2,205,992</b> | <b>190%</b>        |
| <b>NATURAL GAS UTILITIES</b>                      |                       |                         |                          |                  |                    |
| Michigan Gas Utilities                            | 45                    | 278                     | 73,016                   | 86,299           | 118%               |
| Wisconsin Public Service                          |                       | 128                     | 6,219                    | 7,088            | 114%               |
| Xcel Energy                                       | 2                     | 54                      | 8,255                    | 6,334            | 77%                |
| <b>Natural Gas Utility Total</b>                  |                       | <b>507</b>              | <b>87,490</b>            | <b>99,721</b>    | <b>114%</b>        |

## Income Qualified Budget &amp; Expenses

| PROVIDER                     | 2015<br>IMPLEMENTATION &<br>INCENTIVE BUDGET | 2014 INCENTIVE<br>CARRY FORWARD | 2015 ADJUSTED<br>BUDGET WITH<br>CARRYOVER | TOTAL<br>IMPLEMENTATION &<br>INCENTIVE SPENT | 2015 INCENTIVE<br>CARRY FORWARD | % OF 2015<br>BUDGET SPENT |
|------------------------------|----------------------------------------------|---------------------------------|-------------------------------------------|----------------------------------------------|---------------------------------|---------------------------|
| <b>ELECTRIC UTILITIES</b>    |                                              |                                 |                                           |                                              |                                 |                           |
| Alpena                       | \$53,302                                     | \$0                             | \$53,302                                  | \$53,302                                     | \$0                             | 100.0%                    |
| Baraga                       | \$4,954                                      | (\$48)                          | \$4,906                                   | \$4,954                                      | (\$48)                          | 100.0%                    |
| Bayfield                     | \$98                                         | (\$1)                           | \$97                                      | \$96                                         | \$0                             | 98.7%                     |
| Crystal Falls                | \$5,195                                      | \$29                            | \$5,224                                   | \$5,195                                      | \$29                            | 100.0%                    |
| Daggett                      | \$246                                        | (\$2)                           | \$244                                     | \$246                                        | (\$2)                           | 99.8%                     |
| Dowagiac                     | \$13,830                                     | \$77                            | \$13,907                                  | \$13,830                                     | \$77                            | 100.0%                    |
| Gladstone                    | \$11,987                                     | (\$78)                          | \$11,909                                  | \$11,987                                     | (\$78)                          | 100.0%                    |
| Harbor Springs               | \$7,852                                      | \$400                           | \$8,252                                   | \$7,852                                      | \$400                           | 100.0%                    |
| Hillsdale                    | \$28,458                                     | (\$542)                         | \$27,916                                  | \$28,182                                     | (\$266)                         | 99.0%                     |
| L'Anse                       | \$3,148                                      | \$0                             | \$3,148                                   | \$3,148                                      | \$0                             | 100.0%                    |
| Negaunee                     | \$6,354                                      | \$0                             | \$6,354                                   | \$6,354                                      | \$0                             | 100.0%                    |
| Norway                       | \$7,437                                      | \$0                             | \$7,437                                   | \$7,437                                      | \$0                             | 100.0%                    |
| South Haven                  | \$27,758                                     | (\$65)                          | \$27,693                                  | \$27,758                                     | (\$65)                          | 100.0%                    |
| UPPCO                        | \$218,253                                    | \$31,883                        | \$250,136                                 | \$218,573                                    | \$31,563                        | 100.1%                    |
| We Energies                  | \$98,951                                     | \$2,863                         | \$101,814                                 | \$98,955                                     | \$2,859                         | 100.0%                    |
| WPS Corp - Electric          | \$40,857                                     | \$0                             | \$40,857                                  | \$40,857                                     | (\$0)                           | 100.0%                    |
| XCEL Energy - Electric       | \$26,707                                     | \$802                           | \$27,509                                  | \$26,707                                     | \$802                           | 100.0%                    |
| <b>TOTAL ELECTRIC</b>        | <b>\$555,389</b>                             | <b>\$35,318</b>                 | <b>\$590,707</b>                          | <b>\$555,435</b>                             | <b>\$35,272</b>                 | <b>100.0%</b>             |
| <b>Natural Gas Utilities</b> |                                              |                                 |                                           |                                              |                                 |                           |
| MGU                          | \$291,538                                    | \$23,958                        | \$315,496                                 | \$292,103                                    | \$23,393                        | 100.2%                    |
| WPS Corp - Gas               | \$9,210                                      | (\$421)                         | \$8,789                                   | \$9,218                                      | (\$429)                         | 100.1%                    |
| Xcel Energy - Gas            | \$11,596                                     | (\$204)                         | \$11,392                                  | \$11,596                                     | (\$204)                         | 100.0%                    |
| <b>TOTAL GAS</b>             | <b>\$312,343</b>                             | <b>\$23,333</b>                 | <b>\$335,676</b>                          | <b>\$312,917</b>                             | <b>\$22,760</b>                 | <b>100.2%</b>             |



The ENERGY STAR Program provides multiple paths for residential electric and natural gas customers to participate in Efficiency UNITED's energy-saving programs. These paths include:

- Retail direct-markdown programs
- Educational and sales events where customers can learn more and purchase high-efficiency products
- Mail-in rebate promotions for appliances

The Program offers rebates and incentives on a variety of energy saving products, such as LED and CFL light bulbs and light fixtures, home appliances like dishwashers and clothes dryers, as well as showerheads and faucet aerators. These energy efficient products are offered through multiple delivery methods which require various levels of customer engagement for participation.

## RETAIL

Efficiency UNITED encourages customers to purchase energy efficient CFL and LED bulbs and fixtures through “instant rebates” available where they shop. Our ENERGY STAR field staff educates retail employees and customers throughout our utility territories by visiting retail locations throughout the year. Our field staff speaks to customers and employees while at the stores, using the opportunity to cross-promote Efficiency UNITED's portfolio. The field staff also places promotional signage in the stores, highlighting products that are sold through the retail markdown program. Our direct markdown program provides instant incentives on energy efficient lighting for customers without requiring an application or wait time.

## PARTICIPATING RETAILERS

The following is a list of retailers and manufacturers that are partners of Efficiency UNITED.

| RETAILER             | MANUFACTURER            |
|----------------------|-------------------------|
| Ace Hardware         | Feit                    |
| Batteries Plus       | Various                 |
| Big Lots             | Feit                    |
| Dollar Tree          | Feit                    |
| Dollar Tree          | Globe Electric          |
| Dollar Tree          | Greenlite               |
| Family Dollar        | Maxlite                 |
| Habitat for Humanity | Maxlite                 |
| Home Depot           | Bright Industries       |
| Home Depot           | Cooper Lighting         |
| Home Depot           | Cordelia                |
| Home Depot           | Cree                    |
| Home Depot           | Feit                    |
| Home Depot           | GE                      |
| Home Depot           | Leederson America, Inc. |
| Home Depot           | Lighting Science Group  |
| Home Depot           | Lithonia Lighting       |
| Home Depot           | Philips                 |
| Home Depot           | TCP                     |
| Meijers              | GE                      |
| Meijers              | EarthTronics            |
| Menards              | Feit                    |
| Menards              | TCP                     |
| Small Hardware       | TCP                     |
| Walmart              | GE                      |
| Walmart              | TCP                     |

## EVENTS

Our Efficiency UNITED Market Outreach Specialists attend public events and host stand-alone events throughout our territory. At these events, the ENERGY STAR Market Outreach Specialists cross promote all Efficiency UNITED programs, using the opportunity to educate customers about saving energy and how Efficiency UNITED can help them do so. The Efficiency UNITED Market Outreach Specialists also sell low-cost energy-saving products to qualifying customers. These events provide an important opportunity to interact with customers face-to-face and educate them about the benefits of energy efficiency programs and the various Efficiency UNITED programs available to them.

In 2015, our Efficiency UNITED Market Specialists attended more than 30 Day of Energy Savings events, 10 community events and sold more than 4,300 products.

## APPLIANCE REBATE PROGRAM

Customers receive rebates on a variety of energy efficient appliances through the ENERGY STAR Appliance Rebate Program. We work with appliance retailers throughout the state to educate customers on the rebates available, as well as the benefits of using energy efficient products. We provide educational material, marketing material and rebate applications to these retail locations for program promotion.

While in the store, we interact with customers and sales associates to promote the program, place marketing materials on qualifying products and answers questions regarding eligibility and appliance qualifications.

In 2015, 444 appliance rebate applications were processed.

### Energy Saving Products Purchased at ENERGY STAR Events

| LED BULB | SHOWER WAND | SHOWERHEAD | KITCHEN/BATH<br>AERATOR | TOTAL |
|----------|-------------|------------|-------------------------|-------|
| 3,972    | 164         | 75         | 163                     | 4,374 |

### ENERGY STAR Appliance Rebates

| WASHER | DRYER | DEHUMIDIFIER | DISHWASHER | ROOM A/C | TELEVISION | TOTAL |
|--------|-------|--------------|------------|----------|------------|-------|
| 122    | 112   | 47           | 111        | 8        | 44         | 444   |

## ENERGY STAR Appliance Rebates

| PROVIDER                                          | WASHER     | DRYER      | DEHUMIDIFIER | DISHWASHER | REFRIGERATOR | ROOM A/C | TV        | LIGHT FIXTURE | CEILING FAN | LED BULBS | CFLS      | LED NIGHT LIGHT | LOW FLOW SHOWERHEAD | TOTAL      |
|---------------------------------------------------|------------|------------|--------------|------------|--------------|----------|-----------|---------------|-------------|-----------|-----------|-----------------|---------------------|------------|
| ELECTRIC UTILITIES                                |            |            |              |            |              |          |           |               |             |           |           |                 |                     |            |
| Alpena Power Company                              | 6          | 9          | 4            | 6          | 1            | 13       |           |               |             | 8         |           |                 |                     | 47         |
| Baraga Electric Utility                           |            |            |              |            |              |          |           |               |             |           |           |                 |                     | -          |
| Bayfield Electric Cooperative                     |            |            |              |            |              |          |           |               |             |           |           |                 |                     | -          |
| The City of Crystal Falls                         |            |            |              |            |              |          |           |               |             |           |           |                 |                     | -          |
| Daggett Electric Company                          |            |            |              |            |              |          |           |               |             |           |           |                 |                     | -          |
| The City of Dowagiac                              |            |            |              |            |              |          |           |               |             |           |           |                 |                     | -          |
| The City of Gladstone Department of Power & Light | 1          | 3          | 3            | 1          |              | 2        |           |               |             |           |           |                 |                     | 10         |
| The City of Harbor Springs Electric Department    | 1          | 2          | 2            | 1          |              |          | 2         |               |             | 5         |           |                 |                     | 11         |
| Hillsdale Board of Public Utilities               | 1          |            |              |            | 1            | 1        |           |               |             |           |           |                 |                     | 3          |
| L'Anse Electric Utility                           | 1          | 2          |              |            |              |          |           |               |             |           |           |                 |                     | 3          |
| The City of Negaunee Electric Department          |            | 1          | 1            | 1          |              | 2        |           |               |             | 3         |           |                 |                     | 8          |
| The City of Norway Department of Power & Light    | 1          |            | 1            | 1          |              |          |           |               |             | 8         |           |                 |                     | 11         |
| City of South Haven Public Works                  | 2          | 2          | 2            | 1          |              | 1        |           |               |             |           |           |                 |                     | 8          |
| Upper Peninsula Power Company                     | 14         | 15         | 16           | 16         | 4            | 13       | 1         | 1             | 52          | 44        |           |                 | 2                   | 177        |
| We Energies                                       | 9          | 20         | 14           | 5          | 1            | 6        | 2         | 2             | 16          | 12        |           |                 |                     | 85         |
| Wisconsin Public Service                          | 5          | 7          | 3            | 1          | 1            | 6        |           |               |             | 3         |           |                 |                     | 26         |
| Xcel Energy                                       | 4          | 4          | 1            | 3          |              |          |           |               |             |           |           |                 |                     | 12         |
| NATURAL GAS UTILITIES                             |            |            |              |            |              |          |           |               |             |           |           |                 |                     |            |
| Michigan Gas Utilities                            | 73         | 48         |              | 73         |              |          |           |               |             |           |           |                 | 1                   | 195        |
| Wisconsin Public Service                          | 2          |            |              | 2          |              |          |           |               |             |           |           |                 |                     | 4          |
| Xcel Energy                                       | 2          | 1          |              |            |              |          |           |               |             |           |           |                 |                     | 3          |
| <b>Total</b>                                      | <b>122</b> | <b>112</b> | <b>47</b>    | <b>111</b> | <b>-</b>     | <b>8</b> | <b>44</b> | <b>5</b>      | <b>-</b>    | <b>95</b> | <b>56</b> | <b>-</b>        | <b>3</b>            | <b>603</b> |

## ENERGY STAR Program Overview

| Provider                                          | # OF PARTICIPANTS | YTD INCENTIVE SPENT | 2014 CARRYOVER   | YTD KWH/CCF ACHIEVED | TOTAL KWH/CCF ACHIEVED | 2015 ANNUAL KWH/CCF GOAL | % OF GOAL ACHIEVED |
|---------------------------------------------------|-------------------|---------------------|------------------|----------------------|------------------------|--------------------------|--------------------|
| <b>ELECTRIC UTILITIES</b>                         |                   |                     |                  |                      |                        |                          |                    |
| Alpena Power Company                              | 1,809             | \$33,062            | 156,976          | 904,691              | 1,061,667              | 429,079                  | 247%               |
| Baraga Electric Utility                           | 54                | \$3,719             | 5,194            | 60,106               | 65,300                 | 14,277                   | 457%               |
| Bayfield Electric Cooperative                     | 4                 | \$70                | 68               | 1,013                | 1,081                  | 649                      | 167%               |
| The City of Crystal Falls                         | 213               | \$3,810             | 11,579           | 55,297               | 66,876                 | 31,669                   | 211%               |
| Daggett Electric Company                          | 19                | \$510               | 2,611            | 29,404               | 32,015                 | 8,386                    | 382%               |
| The City of Dowagiac                              | 293               | \$2,509             | 32,534           | 50,934               | 83,468                 | 89,911                   | 93%                |
| The City of Gladstone Department of Power & Light | 100               | \$1,350             | 20,613           | 15,493               | 36,106                 | 75,269                   | 48%                |
| The City of Harbor Springs Electric Department    | 201               | \$2,543             | 40,059           | 37,927               | 77,986                 | 111,050                  | 70%                |
| Hillsdale Board of Public Utilities               | 40                | \$1,020             | 66,336           | 14,637               | 80,973                 | 199,768                  | 41%                |
| L'Anse Electric Utility                           | 122               | \$1,896             | 9,751            | 69,205               | 78,956                 | 26,796                   | 295%               |
| The City of Negaunee Electric Department          | 64                | \$1,707             | 12,634           | 172,287              | 184,921                | 52,159                   | 355%               |
| The City of Norway Department of Power & Light    | 390               | \$10,233            | 39,055           | 120,428              | 159,483                | 107,903                  | 148%               |
| City of South Haven Public Works                  | 2,619             | \$17,676            | 81,839           | 246,560              | 328,399                | 223,944                  | 147%               |
| Upper Peninsula Power Company                     | 2,849             | \$83,053            | 250,540          | 1,122,595            | 1,373,135              | 791,132                  | 174%               |
| We Energies                                       | 6,396             | \$124,726           | 329,862          | 2,033,343            | 2,363,205              | 912,987                  | 259%               |
| Wisconsin Public Service                          | 1,215             | \$28,674            | 85,365           | 456,760              | 542,125                | 386,668                  | 140%               |
| Xcel Energy                                       | 41                | \$42,298            | 53,763           | 763,238              | 817,001                | 183,218                  | 446%               |
| <b>Electric Utility Total</b>                     | <b>16,429</b>     | <b>\$358,854</b>    | <b>1,198,780</b> | <b>6,153,917</b>     | <b>7,352,696</b>       | <b>3,644,865</b>         | <b>202%</b>        |
| <b>NATURAL GAS UTILITIES</b>                      |                   |                     |                  |                      |                        |                          |                    |
| Michigan Gas Utilities                            | 182               | \$7,126             | 957              | 1,152                | 2,109                  | 2,649                    | 80%                |
| Wisconsin Public Service                          | 30                | \$397               | 229              | 634                  | 863                    | 1,114                    | 77%                |
| Xcel Energy                                       | 2,299             | \$80                | 10               | 11                   | 21                     | 28                       | 75%                |
| <b>Natural Gas Utility Total</b>                  | <b>2,511</b>      | <b>\$7,603</b>      | <b>1,196</b>     | <b>1,797</b>         | <b>2,993</b>           | <b>3,791</b>             | <b>79%</b>         |



Efficiency UNITED delivered an Appliance Recycling Program which provided in-home pickup of refrigerators, freezers, room air conditioners and dehumidifiers. The in-home pick-ups were subcontracted through JACO Environmental.

Efficiency UNITED used a variety of channels to draw participation to the programs. These included bill inserts, newspaper advertisements, cross-promotion at events, retail point of purchase materials and website advertisements.

Efficiency UNITED’s Appliance Recycling program was not without its challenges in 2015. The prime subcontractor, JACO Environmental, unexpectedly closed its doors in early November. This left many customers unpaid, scheduled for pick-ups or possessing invalid checks. Efficiency UNITED quickly took action. Each customer was contacted directly and provided information regarding their specific situation. Where necessary, rebate checks were reissued and customer concerns were resolved within a few weeks.



Efficiency UNITED participated in an energy saving event in the Houghton area, where more than 80 appliances were collected in approximately six hours.

Appliance Recycling Collected Appliances

| PROVIDER                    | REFRIGERATORS | FREEZERS | ROOM AIR CONDITIONERS | DEHUMIDIFIERS | TOTALS |
|-----------------------------|---------------|----------|-----------------------|---------------|--------|
| Efficiency UNITED Utilities | 323           | 107      | 49                    | 38            | 517    |

## Appliance Recycling Program Overview

| Provider                                          | # OF PARTICIPANTS | YTD INCENTIVES SPENT | 2014 CARRYOVER | YTD KWH/CCF ACHIEVED | TOTAL KWH/CCF ACHIEVED | 2015 ANNUAL KWH/CCF GOAL | % OF GOAL ACHIEVED |
|---------------------------------------------------|-------------------|----------------------|----------------|----------------------|------------------------|--------------------------|--------------------|
| <b>ELECTRIC UTILITIES</b>                         |                   |                      |                |                      |                        |                          |                    |
| Alpena Power Company                              | 21                | \$2,900              | 10,834         | 17,800               | 28,634                 | 29,614                   | 97%                |
| Baraga Electric Utility                           | -                 | -                    | -              | -                    | -                      | -                        | 0%                 |
| Bayfield Electric Cooperative                     | -                 | -                    | -              | -                    | -                      | -                        | 0%                 |
| The City of Crystal Falls                         | 7                 | \$891                | 1,721          | 5,447                | 7,168                  | 4,707                    | 152%               |
| Daggett Electric Company                          | -                 | -                    | -              | -                    | -                      | -                        | 0%                 |
| The City of Dowagiac                              | 2                 | \$141                | 3,611          | 908                  | 4,519                  | 9,979                    | 45%                |
| The City of Gladstone Department of Power & Light | 14                | \$2,066              | 2,801          | 11,526               | 14,327                 | 10,229                   | 140%               |
| The City of Harbor Springs Electric Department    | 2                 | \$141                | 933            | 908                  | 1,841                  | 2,587                    | 71%                |
| Hillsdale Board of Public Utilities               | 13                | \$1,911              | 8,198          | 11,268               | 19,466                 | 24,687                   | 79%                |
| L'Anse Electric Utility                           | 1                 | -                    | 892            | -                    | 892                    | 2,452                    | 36%                |
| The City of Negaunee Electric Department          | 12                | \$1,827              | 2,544          | 10,779               | 13,323                 | 10,501                   | 127%               |
| The City of Norway Department of Power & Light    | 2                 | \$297                | 1,431          | 1,708                | 3,139                  | 3,953                    | 79%                |
| City of South Haven Public Works                  | 19                | \$2,508              | 6,567          | 16,308               | 22,875                 | 17,969                   | 127%               |
| Upper Peninsula Power Company                     | 207               | \$32,232             | 108,585        | 194,779              | 303,364                | 342,881                  | 88%                |
| We Energies                                       | 52                | \$9,005              | 44,327         | 53,226               | 97,553                 | 122,688                  | 80%                |
| Wisconsin Public Service                          | 55                | \$10,224             | 13,272         | 57,451               | 70,723                 | 60,119                   | 118%               |
| Xcel Energy                                       | 6                 | \$788                | 16,070         | 4,532                | 20,602                 | 54,765                   | 38%                |
| <b>Electric Utility Total</b>                     | <b>413</b>        | <b>\$64,929</b>      | <b>221,787</b> | <b>386,640</b>       | <b>608,426</b>         | <b>697,131</b>           | <b>87%</b>         |

Home Performance continued to promote previously successful programs as well as implement additional specifically targeted campaigns to generate additional program participation.

### CONTRACTOR NETWORK

In early 2015 Efficiency UNITED redesigned its contractor approach. Formerly known as the “Trade Ally Coordinator” team, the new “Market Outreach” team increased from two full-time employees to six. Other significant investments were incorporated: Each employee received a new fleet vehicle with tracking system, presentation materials, apparel, field technology and reporting solutions.

As a result of these improvements, our network of participating contractors increased by 291 contractors since 2015. Contractors continued to serve as the horsepower behind the Efficiency UNITED Home Performance Program.

The additional network contractors coupled with direct marketing campaigns gave significant rise to some of the Home Performance measures within the Efficiency UNITED customer base.

In 2015 there was a true focus on increasing participation in weatherization measures utilizing both the JEEP assessments and direct campaigns.

### Home Performance Increase in Uptake

|                        |                           |
|------------------------|---------------------------|
| Insulation             | 41%                       |
| Windows                | 71%                       |
| Duct Sealing           | 17 installs [new measure] |
| Air Sealing            | 55%                       |
| Mini Split Heat Pump   | 33%                       |
| ECM                    | 43%                       |
| Heat Pump Water Heater | 83%                       |

### JOINT ENERGY EFFICIENCY PLAN INSTALLATIONS

Joint Energy Efficiency Plans leveraged long-term relationships with customers to promote efficiency upgrades. During the complimentary service, a qualified program representative provided an assessment of the home’s appliances, envelope and mechanical systems, and installed energy-saving upgrades including LEDs and high efficient aerators. The JEEP recommendations developed a collaborative action plan to improve comfort and energy efficiency. Energy Coaches made follow-up calls after the completion of a JEEP to offer continued assistance in navigating the efficiency upgrade process.

#### JEEP Outreach Overview

|             | TOTAL COMPLETED | NUMBER OF UPGRADES |
|-------------|-----------------|--------------------|
| Residential | 252             | 47                 |

#### JEEP Pilot Overview

|             | YTD INCETIVE SPENT | YTD MCF ACHIEVED | YTD KWH ACHIEVED |
|-------------|--------------------|------------------|------------------|
| Residential | \$64,424.00        | 2,840            | 73,809           |



Compared to self-installers, contractors submitted approximately 94 percent of all applications, 97 percent of all measures and 92 percent of all energy savings.

## Home Performance Program Overview

| PROVIDER                                          | # OF PARTICIPANTS | YTD INCENTIVE SPENT | 2014 CARRYOVER | YTD KWH/CCF ACHIEVED | TOTAL KWH/CCF ACHIEVED | 2015 ANNUAL KWH/CCF GOAL | % OF GOAL ACHIEVED |
|---------------------------------------------------|-------------------|---------------------|----------------|----------------------|------------------------|--------------------------|--------------------|
| <b>ELECTRIC UTILITIES</b>                         |                   |                     |                |                      |                        |                          |                    |
| Alpena Power Company                              | 4                 | \$1,373             | 67,305         | 5,793                | 73,098                 | 183,970                  | 40%                |
| Baraga Electric Utility                           | 2                 | \$150               | 3,090          | 694                  | 3,784                  | 8,494                    | 45%                |
| Bayfield Electric Cooperative                     | 2                 | \$246               | 86             | 104                  | 191                    | 823                      | 23%                |
| The City of Crystal Falls                         | 2                 | \$290               | 7,095          | 1,141                | 8,236                  | 19,406                   | 42%                |
| Daggett Electric Company                          | -                 | -                   | -              | -                    | -                      | -                        | -                  |
| The City of Dowagiac                              | 26                | \$19,850            | 17,177         | 85,655               | 102,833                | 47,471                   | 217%               |
| The City of Gladstone Department of Power & Light | 10                | \$1,975             | 14,081         | 4,134                | 18,215                 | 51,416                   | 35%                |
| The City of Harbor Springs Electric Department    | 1                 | -                   | 17,326         | -                    | 17,326                 | 48,030                   | 36%                |
| Hillsdale Board of Public Utilities               | 13                | \$8,153             | 27,425         | 36,958               | 64,383                 | 82,589                   | 78%                |
| L'Anse Electric Utility                           | 1                 | -                   | 4,564          | -                    | 4,564                  | 12,541                   | 36%                |
| The City of Negaunee Electric Department          | 13                | \$3,296             | 7,847          | 14,187               | 22,034                 | 32,397                   | 68%                |
| The City of Norway Department of Power & Light    | 18                | \$4,438             | 9,791          | 11,289               | 21,081                 | 27,052                   | 78%                |
| City of South Haven Public Works                  | 35                | \$7,200             | 45,383         | 24,000               | 69,383                 | 124,185                  | 56%                |
| Upper Peninsula Power Company                     | 169               | \$43,668            | 310,179        | 148,266              | 458,444                | 979,454                  | 47%                |
| We Energies                                       | 62                | \$20,438            | 141,066        | 85,176               | 226,243                | 390,442                  | 58%                |
| Wisconsin Public Service                          | 48                | \$7,042             | 14,433         | 29,540               | 43,973                 | 65,375                   | 67%                |
| Xcel Energy                                       | 11                | \$2,600             | 24,085         | 6,431                | 30,516                 | 82,079                   | 37%                |
| <b>Electric Utility Total</b>                     | <b>417</b>        | <b>\$120,717</b>    | <b>710,933</b> | <b>453,370</b>       | <b>1,164,303</b>       | <b>2,155,724</b>         | <b>54%</b>         |
| <b>NATURAL GAS UTILITIES</b>                      |                   |                     |                |                      |                        |                          |                    |
| Michigan Gas Utilities                            | 1,706             | \$698,566           | 304,257        | 593,006              | 897,263                | 842,411                  | 107%               |
| Wisconsin Public Service                          | 84                | \$28,562            | 4,528          | 25,798               | 30,326                 | 21,994                   | 138%               |
| Xcel Energy                                       | 40                | \$27,810            | 8,481          | 30,123               | 38,604                 | 22,984                   | 168%               |
| <b>Natural Gas Utility Total</b>                  | <b>1,830</b>      | <b>\$754,938</b>    | <b>317,266</b> | <b>648,927</b>       | <b>966,193</b>         | <b>887,389</b>           | <b>109%</b>        |

The Residential Education program is delivered primarily through a partnership with the National Energy Foundation. The NEF “Think! Energy” program refines a curriculum approved by the Michigan Department of Education and delivers energy efficiency education at a grade-appropriate level to fourth and sixth grade students. Through the interactive presentation, students learn how energy works and how they and their families can develop and practice more energy efficient habits. Students received hands-on experience with energy and how it is generated through the “How Energy is Made” power plant demonstration and the “Let’s Make a Circuit” game.

Each participating student received a “Take Action!” kit with energy-saving items to help them and their parents save energy at home. The students were asked to “Talk!” energy with their families and “Take Action!” by installing the kit items. They had a homework assignment with the kit, a home energy worksheet which questioned what they learned and whether they installed the kit items. Once students returned their home energy worksheets, teachers receive a mini-grant. This was a great incentive to both teachers and students.

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Think! Energy Participation Results

1,973

TOTAL PARTICIPATION

55

# OF SCHOOLS

140

# OF TEACHERS

3,674

TOTAL KITS DISTRIBUTED



The program was provided to 55 schools in the service territories of 18 participating utilities. Utilities included Alpena Power Company, Xcel Energy, Michigan Gas Utilities, Upper Peninsula Power Company, We Energies, Wisconsin Public Service, L'Anse Electric Utility, The City of Gladstone Department of Power & Light, The City of Harbor Springs Electric Department, Hillsdale Board of Public Utilities, City of South Haven

Public Works, Baraga Electric Utility, The City of Dowagiac, The City of Negaunee Department of Power & Light, The City of Norway Department of Power & Light, The City of Crystal Falls, plus DTE Energy, Marquette Board of Light & Power and Consumers Energy.

Two additional utilities, Daggett Electric Company and Bayfield Electric Cooperative, had budgets too small to accommodate a kit-based program and were not included. Some customers were served by the inclusion of the school that serves Daggett with funding provided by DTE Energy.

### Residential Education Program Overview

| PROVIDER                                          | # OF PARTICIPANTS | YTD INCENTIVE SPENT | TOTAL KWH/CCF ACHIEVED | 2015 ANNUAL KWH/CCF GOAL | % OF GOAL ACHIEVED |
|---------------------------------------------------|-------------------|---------------------|------------------------|--------------------------|--------------------|
| <b>ELECTRIC UTILITIES</b>                         |                   |                     |                        |                          |                    |
| Alpena Power Company                              | 139               | \$3,774             | 26,178                 | 26,178                   | 100%               |
| Baraga Electric Utility                           | 42                | \$116               | 875                    | 875                      | 100%               |
| Bayfield Electric Cooperative                     | 4                 | -                   | -                      | -                        | -                  |
| The City of Crystal Falls                         | 27                | \$348               | 2,257                  | 2,258                    | 100%               |
| Daggett Electric Company                          | 4                 | -                   | -                      | -                        | -                  |
| The City of Dowagiac                              | 58                | \$626               | 5,334                  | 5,334                    | 100%               |
| The City of Gladstone Department of Power & Light | 105               | \$681               | 5,467                  | 5,467                    | 100%               |
| The City of Harbor Springs Electric Department    | 48                | \$517               | 5,646                  | 5,646                    | 100%               |
| Hillsdale Board of Public Utilities               | 50                | \$1,385             | 11,747                 | 11,747                   | 100%               |
| L'Anse Electric Utility                           | 45                | \$213               | 1,610                  | 1,610                    | 100%               |
| The City of Negaunee Electric Department          | 22                | \$554               | 3,421                  | 3,421                    | 100%               |
| The City of Norway Department of Power & Light    | 55                | \$670               | 5,043                  | 5,043                    | 100%               |
| City of South Haven Public Works                  | 61                | \$1,670             | 14,746                 | 14,745                   | 100%               |
| Upper Peninsula Power Company                     | 278               | \$16,514            | 79,171                 | 79,172                   | 100%               |
| We Energies                                       | 102               | \$8,155             | 50,722                 | 50,772                   | 100%               |
| Wisconsin Public Service                          | 112               | \$1,994             | 19,938                 | 19,938                   | 100%               |
| Xcel Energy                                       | 39                | \$2,022             | 18,667                 | 17,307                   | 108%               |
| <b>Electric Utility Total</b>                     | <b>1,191</b>      | <b>\$39,240</b>     | <b>250,820</b>         | <b>249,513</b>           | <b>101%</b>        |
| <b>NATURAL GAS UTILITIES</b>                      |                   |                     |                        |                          |                    |
| Michigan Gas Utilities                            | 717               | \$32,306            | 29,938                 | 29,937                   | 100%               |
| Wisconsin Public Service                          | 26                | \$858               | 956                    | 956                      | 100%               |
| Xcel Energy                                       | 39                | \$870               | 872                    | 1,020                    | 85%                |
| <b>Natural Gas Utility Total</b>                  | <b>782</b>        | <b>\$34,034</b>     | <b>31,766</b>          | <b>31,913</b>            | <b>100%</b>        |

## CONTRACTOR TRAINING PROGRAM

Trade allies and other contractors who work with homeowners have the potential to have considerable influence on customers' decisions to invest in energy efficiency. This pilot was developed to test opportunities to provide specific training and support on growing contractors' businesses with an emphasis on energy efficiency. The "Business Enhancement Series for Contractors" assists contractors marketing, prospecting, selling, financing to close more deals and in-turn, process more rebates.

The Business Enhancement Series consists of six residential programs developed in 2014 and presented throughout the Efficiency UNITED service territories in 2015. Additional training was developed in response to contractors' specific interests including Home Energy Score Assessor and Weatherization training. The training series were aimed at helping trade allies to ultimately win more business and drive more energy efficiency upgrades through enhancing their business practices and processes.

1. Sales Development For Energy Efficiency
2. Business Development For Energy Efficiency
3. Sales Development – Financing
4. Value of Energy Efficiency to Your Business
5. Business Development With Energy Optimization Programs for Residential HVAC Contractors
6. Emerging Technologies For The Home
7. Home Energy Score Assessor Training

The pilot also assessed factors that influenced or incentivized contractors to participate in the training programs. The Business Development Series hosted 19 different training events at a variety of venues and locations. The Business Enhancement Series was also professionally video produced and is available to contractors in the Trade Ally Toolkit on [efficiencyunited.com](http://efficiencyunited.com).

Surveys were sent to attendees to capture qualitative feedback. Among other comments, contractors expressed interest in training that was directly applicable to their day-to-day business. As such, the pilot implemented one-with-one training in the field where 11 contractors were trained on blower door, duct testing, duct sealing and other weatherization practices. Contractors responded that field based training had distinct advantages over classroom based training.

### Contractor Training Program Results

126

PARTICIPATING CONTRACTORS

6,150

APPLICATION SUBMISSIONS IN 2014

6,401

APPLICATION SUBMISSION IN 2015

## CUSTOMER FOR LIFE PILOT

Efficiency UNITED delivered the Customer For Life Pilot Program. Trained Energy Advisors made personal contact with individual residential customers to discuss their respective energy savings interests and goals. Energy Advisors worked with homeowners to understand their primary concerns and motivators for energy efficiency upgrades and guided them toward comprehensive energy efficiency savings. Through comprehensive and informed advising sessions, customers gain better insight into potential energy efficiency upgrades that addressed their primary concerns and alleviated the barriers.

The desired outcome of the pilot was to increase participation in residential programming. Additional benefits of the program include enhancing customer satisfaction, raise awareness of efficiency programs and increased satisfaction with the utility company.

Six Energy Advisors and one Supervisor initiated high volume outbound calling to initiate contacts with a significant number of potential customers concerning energy efficiency, who otherwise were not already engaging in energy efficiency planning. One Efficiency Outreach Specialist also attended various events and programs to generate leads for Energy Advisors to follow up for advising services.

Energy Advisors initiated contact and engaged in energy advising counseling sessions with eligible customers, through 2015, as shown in the table below.

### Customer For Life Participation

|                                         | QUANTITY |
|-----------------------------------------|----------|
| Unique Outbound Calls                   | 7,979    |
| Customers Enrolled in Advising Sessions | 424      |
| Customers Completed an Upgrade          | 7        |
| Total Measure Upgrades                  | 8        |

During the advising sessions, the Energy Advisors and Outreach Specialists offered Joint Energy Efficiency Plans and DOE Home Energy Scores to eligible customers. The Energy Advisors would follow up with customers after completion of the JEEP and Score to advise the homeowner based on specific in-home information from the assessments.

## SMARTSTAT NEST THERMOSTAT PILOT

The Efficiency UNITED SmartStat Nest Thermostat pilot intended to prove:

- Energy savings are attributed to the installation and adoption of smart thermostats;
- Smart thermostat may be an effective incentive program to implement
- Identify potential demographic and behavioral data to influence future program designs.

Smart thermostats are intended to help customers lower their natural gas and electric consumption by automatically adjusting HVAC settings based on advanced thermostat technologies. The pilot program offers customers a very personalized and interactive experience, allowing them the freedom to explore the advantages and benefits of their new thermostat, including both in-home climate control features as well as smartphone app driven features.

Thermostats were installed through the end of 2014 and into early 2015.

Pilot participants were asked to respond to three surveys staggered throughout 2015 addressing seasonal topics and their experiences with the technology. The Pilot also hosted three focus groups led by Capitol Research Services to assess a more in-depth understanding of the motivational factors influencing consumers and of their experiences with the technology.

Overall, participants have favorably evaluated the NEST and expressed much greater satisfaction compared to their previous thermostats. Participants also note that their home's temperature is more consistent and that the thermostat does not require as much readjustment compared to their previous thermostats. According to participants, one of the favorite features is the ability to control it from remote locations, which allows them to adjust the temperature, prior to arrival.

Historical utility consumption data from prior to installation of the Smart thermostat was collected and will be assessed against 2015-2016 data normalized for weather data.

## TECHNOLOGY DEMONSTRATION (SPECIAL PILOT)

Emerging and innovative technologies and programs that have not gained broad-market adoption provide opportunities to capture energy efficiency gains when they are accepted and implemented in the market. The Technology Demonstration Pilot Program promoted adoption and installation of innovative and under-utilized technologies and programs, through targeted introduction, demonstration and training to Home Performance Contractors.

Four under-utilized technologies were selected based on the prospective energy savings attributed to each and the viability of transferring the technologies and program to either an existing or potentially future incentive program.

1. **IManifold:** A technology designed to quickly and accurately retro-commission air conditioner systems with unprecedented accuracy, speed and accountability. Proper tune-ups improve energy efficiency of the systems and accurate and accountable tune-ups can lead to validated energy savings and potential future incentives. The pilot trained contractors on the technology and worked with contractors to complete tune ups using the technology.
2. **Hybrid Heat Pump Water Heater:** Contractors familiar with heat pump water heaters have the mistaken belief that heat pump water heaters are not a viable option in colder climates such as northern Michigan. Contractors are not typically familiar with hybrid heat pump water heaters which change to conventional electric resistance heating on colder days to ensure uninterrupted supply of hot water regardless of the outside air temperature. The pilot installed heat pump water heaters to demonstrate their effectiveness and to accumulate testimonial data to transform the contractor's perception and to increase heat pump water heater conversions.
3. **Duct Testing:** Duct sealing rebates have historically been fairly low which is attributed in part to the contractors not having access to duct testing equipment. The pilot trained contractors on the duct testing technology to accurately identify performance of duct and air distribution systems and to use the technology on requisite duct sealing projects.
4. **High Efficiency Natural Gas Water Heating:** Advanced technology water heaters provide significantly greater thermal efficiency than conventional alternatives. The lower upfront cost of the lesser-efficient alternatives stifles contractor promotion of the more efficient alternatives. The pilot demonstrated the technology in customer homes and is using the energy savings data tracked over time with qualitative customer experiences to promote market adoption.

**Department of Energy – Home Energy Score (HES)** is an emerging program intended to help homeowners understand opportunities for improving energy efficiency. Efficiency UNITED entered into a Partnership Agreement with the Department of Energy's Home Energy Score Program which provides Efficiency UNITED the opportunity to score homes. There have been relatively few scores completed in Michigan and the pilot implemented the program as a credible, objective and standardized rating system to facilitate homeowners in making energy efficiency upgrades.

The Pilot Team recruited, enrolled, and trained contractors to be qualified Home Energy Assessors in accordance with DOE standards. The program completed more than 530 Home Energy Scores, including 266 in collaboration with SEMCO ENERGY Gas Company.

## Residential Pilot Program Overview

| PROVIDER                                          | # OF PARTICIPANTS | YTD INCENTIVE SPENT | TOTAL KWH/CCF ACHIEVED | 2015 ANNUAL KWH/CCF GOAL | % OF GOAL ACHIEVED | # OF SPECIAL PILOT PARTICIPANTS | SPECIAL PILOTS SAVINGS | % TO GOAL W SPECIAL PILOTS |
|---------------------------------------------------|-------------------|---------------------|------------------------|--------------------------|--------------------|---------------------------------|------------------------|----------------------------|
| <b>ELECTRIC UTILITIES</b>                         |                   |                     |                        |                          |                    |                                 |                        |                            |
| Alpena Power Company                              | 10                | \$6,290             | 43,629                 | 43,629                   | 100%               | -                               | -                      | 100%                       |
| Baraga Electric Utility                           | 1                 | \$193               | 1,459                  | 1,459                    | 100%               | -                               | -                      | 100%                       |
| Bayfield Electric Cooperative                     | -                 | \$-                 | -                      | -                        | -                  | -                               | -                      | -                          |
| The City of Crystal Falls                         | 5                 | \$581               | 3,763                  | 3,763                    | 100%               | -                               | -                      | 100%                       |
| Daggett Electric Company                          | 1                 | \$48                | 481                    | 481                      | 100%               | 5                               | 6,938                  | 1542%                      |
| The City of Dowagiac                              | 3                 | \$1,044             | 8,889                  | 8,889                    | 100%               | 23                              | 51,107                 | 675%                       |
| The City of Gladstone Department of Power & Light | 8                 | \$1,135             | 9,111                  | 9,111                    | 100%               | -                               | -                      | 100%                       |
| The City of Harbor Springs Electric Department    | 10                | \$862               | 9,410                  | 9,410                    | 100%               | 2                               | 22,717                 | 341%                       |
| Hillsdale Board of Public Utilities               | 14                | \$2,308             | 19,578                 | 19,578                   | 100%               | 22                              | 116,451                | 695%                       |
| L'Anse Electric Utility                           | 1                 | \$356               | 2,683                  | 2,683                    | 100%               | -                               | -                      | 100%                       |
| The City of Negaunee Electric Department          | 7                 | \$924               | 5,701                  | 5,701                    | 100%               | -                               | -                      | 100%                       |
| The City of Norway Department of Power & Light    | 9                 | \$1,116             | 8,405                  | 8,405                    | 100%               | -                               | -                      | 100%                       |
| City of South Haven Public Works                  | 8                 | \$2,784             | 24,576                 | 24,576                   | 100%               | 25                              | 168,140                | 784%                       |
| Upper Peninsula Power Company                     | 146               | \$27,523            | 131,952                | 131,953                  | 100%               | 296                             | 706,314                | 635%                       |
| We Energies                                       | 46                | \$13,592            | 84,536                 | 84,537                   | 100%               | 112                             | 730,260                | 964%                       |
| Wisconsin Public Service                          | 27                | \$3,324             | 33,230                 | 33,230                   | 100%               | 42                              | 243,126                | 832%                       |
| Xcel Energy                                       | 23                | \$3,125             | 28,845                 | 28,845                   | 100%               | 32                              | 162,153                | 662%                       |
| <b>Electric Utility Total</b>                     | <b>319</b>        | <b>\$65,202</b>     | <b>416,248</b>         | <b>416,250</b>           | <b>100%</b>        | <b>559</b>                      | <b>2,207,207</b>       | <b>630%</b>                |
| <b>NATURAL GAS UTILITIES</b>                      |                   |                     |                        |                          |                    |                                 |                        |                            |
| Michigan Gas Utilities                            | 132               | \$53,843            | 49,897                 | 49,895                   | 100%               | 176                             | 306,604                | 715%                       |
| Wisconsin Public Service                          | 7                 | \$1,430             | 1,594                  | 1,594                    | 100%               | -                               | -                      | 100%                       |
| Xcel Energy                                       | 21                | \$1,696             | 1,699                  | 1,699                    | 100%               | 8                               | 661                    | 139%                       |
| <b>Natural Gas Utility Total</b>                  | <b>160</b>        | <b>\$56,969</b>     | <b>53,190</b>          | <b>53,188</b>            | <b>100%</b>        | <b>184</b>                      | <b>307,265</b>         | <b>678%</b>                |



### Electric Savings Table by Program

| PROGRAM                      | # OF TOTAL PROGRAM PARTICIPANTS | INCENTIVES PAID | KWH SAVINGS ACHIEVED | % OF RESIDENTIAL KWH SAVINGS ACHIEVED |
|------------------------------|---------------------------------|-----------------|----------------------|---------------------------------------|
| Appliance Recycling          | 413                             | \$64,929        | 608,426              | 6.2%                                  |
| ENERGY STAR                  | 16,429                          | \$358,854       | 7,352,696            | 75.1%                                 |
| Home Performance             | 417                             | \$120,717       | 1,164,303            | 11.9%                                 |
| Education                    | 1,191                           | \$39,240        | 250,820              | 2.6%                                  |
| Pilot                        | 319                             | \$65,202        | 416,248              | 4.3%                                  |
| Total without Special Pilots | 18,769                          | \$648,942       | 9,792,493            | 100.0%                                |
| Special Pilots               | 559                             | \$348,172       | 2,207,207            | 18.4%                                 |
| Total with Special Pilots    | 19,328                          | \$997,114       | 11,999,700           | 100.0%                                |

### Natural Gas Savings Table by Program

| PROGRAM                      | # OF TOTAL PROGRAM PARTICIPANTS | INCENTIVES PAID | THERM SAVINGS ACHIEVED | % OF RESIDENTIAL THERM SAVINGS ACHIEVED |
|------------------------------|---------------------------------|-----------------|------------------------|-----------------------------------------|
| ENERGY Star                  | 2,511                           | \$7,603         | 2,993                  | 0.3%                                    |
| Home Performance             | 1,830                           | \$754,938       | 966,193                | 91.7%                                   |
| Education                    | 782                             | \$34,034        | 31,766                 | 3.0%                                    |
| Pilot                        | 160                             | \$56,969        | 53,190                 | 5.0%                                    |
| Total without Special Pilots | 5,283                           | \$853,544       | 1,054,142              | 100.0%                                  |
| Special Pilots               | 184                             | \$331,516       | 307,265                | 22.6%                                   |
| Total with Special Pilots    | 5,467                           | \$1,185,060     | 1,361,407              | 100.0%                                  |

## Residential Budget &amp; Expenses

| PROVIDER                                             | 2015<br>IMPLEMENTATION<br>& INCENTIVE<br>BUDGET | 2014 INCENTIVE<br>CARRY<br>FORWARD | 2015 ADJUSTED<br>BUDGET WITH<br>CARRYOVER | TOTAL<br>IMPLEMENTATION &<br>INCENTIVE SPENT | 2015 INCENTIVE<br>CARRY FORWARD | % OF 2015<br>BUDGET SPENT |
|------------------------------------------------------|-------------------------------------------------|------------------------------------|-------------------------------------------|----------------------------------------------|---------------------------------|---------------------------|
| <b>ELECTRIC UTILITIES</b>                            |                                                 |                                    |                                           |                                              |                                 |                           |
| Alpena Power Company                                 | \$196,016                                       | (\$1,648)                          | \$194,368                                 | \$127,815                                    | \$66,869                        | 65.1%                     |
| Baraga Electric Utility                              | \$6,174                                         | \$5,671                            | \$11,845                                  | \$6,710                                      | \$5,028                         | 110.6%                    |
| Bayfield Electric Cooperative                        | \$747                                           | \$499                              | \$1,246                                   | \$622                                        | \$629                           | 82.7%                     |
| The City of Crystal Falls                            | \$18,057                                        | \$208                              | \$18,265                                  | \$13,327                                     | \$4,316                         | 76.4%                     |
| Daggett Electric Company                             | \$1,494                                         | \$602                              | \$2,096                                   | \$1,171                                      | \$918                           | 78.8%                     |
| The City of Dowagiac                                 | \$32,362                                        | \$14,577                           | \$46,939                                  | \$37,446                                     | \$9,616                         | 115.3%                    |
| The City of Gladstone Department of<br>Power & Light | \$35,189                                        | \$38,320                           | \$73,509                                  | \$21,642                                     | \$48,062                        | 69.0%                     |
| The City of Harbor Springs Electric<br>Department    | \$26,882                                        | \$14,117                           | \$40,999                                  | \$15,091                                     | \$24,823                        | 58.5%                     |
| Hillsdale Board of Public Utilities                  | \$72,807                                        | \$37,845                           | \$110,652                                 | \$44,647                                     | \$62,315                        | 64.6%                     |
| L'Anse Electric Utility                              | \$11,038                                        | \$7,582                            | \$18,620                                  | \$6,993                                      | \$7,157                         | 106.5%                    |
| The City of Negaunee Electric Department             | \$28,726                                        | \$27,208                           | \$55,934                                  | \$20,093                                     | \$35,900                        | 69.8%                     |
| The City of Norway Department of Power<br>& Light    | \$35,015                                        | \$3,605                            | \$38,620                                  | \$31,119                                     | \$7,434                         | 89.0%                     |
| City of South Haven Public Works                     | \$85,929                                        | \$23,468                           | \$109,397                                 | \$67,090                                     | \$42,641                        | 77.8%                     |
| Upper Peninsula Power Company                        | \$851,374                                       | \$467,446                          | \$1,318,820                               | \$552,270                                    | \$771,008                       | 64.5%                     |
| We Energies                                          | \$424,608                                       | \$93,721                           | \$518,329                                 | \$350,113                                    | \$167,965                       | 82.5%                     |
| Wisconsin Public Service                             | \$105,191                                       | \$19,606                           | \$124,797                                 | \$94,412                                     | \$29,517                        | 90.5%                     |
| Xcel Energy                                          | \$97,901                                        | \$9,585                            | \$107,486                                 | \$90,997                                     | \$16,255                        | 93.2%                     |
| <b>Electric Utility Total</b>                        | <b>\$2,029,509</b>                              | <b>\$762,409</b>                   | <b>\$2,791,918</b>                        | <b>\$1,481,556</b>                           | <b>\$1,300,452</b>              | <b>73.4%</b>              |
| <b>NATURAL GAS UTILITIES</b>                         |                                                 |                                    |                                           |                                              |                                 |                           |
| Michigan Gas Utilities                               | \$1,683,188                                     | \$263,767                          | \$1,946,955                               | \$1,482,376                                  | \$462,903                       | 88.2%                     |
| Wisconsin Public Service                             | \$44,550                                        | \$23,121                           | \$67,671                                  | \$49,524                                     | \$18,191                        | 111.1%                    |
| Xcel Energy                                          | \$52,781                                        | \$10,064                           | \$62,845                                  | \$52,110                                     | \$10,894                        | 98.4%                     |
| <b>Natural Gas Utility Total</b>                     | <b>\$1,780,519</b>                              | <b>\$296,951</b>                   | <b>\$2,077,470</b>                        | <b>\$1,584,009</b>                           | <b>\$491,987</b>                | <b>89.0%</b>              |

## Residential Participation/Energy Savings

| PROVIDER                                          | # OF PARTICIPANTS | 2015 ANNUAL KWH/CCF GOAL | KWH/CCF ACHIEVED | % OF GOAL ACHIEVED | SPECIAL PILOTS SAVINGS | % TO GOAL W SPECIAL PILOTS |
|---------------------------------------------------|-------------------|--------------------------|------------------|--------------------|------------------------|----------------------------|
| <b>ELECTRIC UTILITIES</b>                         |                   |                          |                  |                    |                        |                            |
| Alpena Power Company                              | 1,983             | 712,470                  | 1,233,205        | 173%               | -                      | 173%                       |
| Baraga Electric Utility                           | 99                | 25,105                   | 71,419           | 284%               | -                      | 284%                       |
| Bayfield Electric Cooperative                     | 10                | 1,472                    | 1,271            | 86%                | -                      | 86%                        |
| The City of Crystal Falls                         | 254               | 61,803                   | 88,301           | 143%               | -                      | 143%                       |
| Daggett Electric Company                          | 29                | 8,867                    | 32,496           | 366%               | 6,938                  | 445%                       |
| The City of Dowagiac                              | 405               | 161,584                  | 205,042          | 127%               | 51,107                 | 159%                       |
| The City of Gladstone Department of Power & Light | 237               | 151,492                  | 83,225           | 55%                | -                      | 55%                        |
| The City of Harbor Springs Electric Department    | 264               | 176,723                  | 112,209          | 63%                | 22,717                 | 76%                        |
| Hillsdale Board of Public Utilities               | 152               | 338,369                  | 196,147          | 58%                | 116,451                | 92%                        |
| L'Anse Electric Utility                           | 170               | 46,082                   | 88,704           | 192%               | -                      | 192%                       |
| The City of Negaunee Electric Department          | 118               | 104,179                  | 229,400          | 220%               | -                      | 220%                       |
| The City of Norway Department of Power & Light    | 474               | 152,356                  | 197,151          | 129%               | -                      | 129%                       |
| City of South Haven Public Works                  | 2,767             | 405,419                  | 459,978          | 113%               | 168,140                | 155%                       |
| Upper Peninsula Power Company                     | 3,945             | 2,324,592                | 2,346,067        | 101%               | 706,314                | 131%                       |
| We Energies                                       | 6,770             | 1,561,426                | 2,822,258        | 181%               | 730,260                | 228%                       |
| Wisconsin Public Service                          | 1,499             | 565,330                  | 709,988          | 126%               | 243,126                | 169%                       |
| Xcel Energy                                       | 152               | 366,214                  | 915,631          | 250%               | 162,153                | 294%                       |
| <b>Electric Utility Total</b>                     | <b>19,328</b>     | <b>7,163,483</b>         | <b>9,792,493</b> | <b>137%</b>        | <b>2,207,207</b>       | <b>168%</b>                |
| <b>NATURAL GAS UTILITIES</b>                      |                   |                          |                  |                    |                        |                            |
| Michigan Gas Utilities                            | 2,913             | 924,892                  | 979,207          | 106%               | 306,604                | 139%                       |
| Wisconsin Public Service                          | 147               | 25,658                   | 33,739           | 131%               | -                      | 131%                       |
| Xcel Energy                                       | 2,407             | 25,731                   | 41,196           | 160%               | 660,6532               | 163%                       |
| <b>Natural Gas Utility Total</b>                  | <b>5,467</b>      | <b>976,281</b>           | <b>1,054,143</b> | <b>108%</b>        | <b>307,265</b>         | <b>139%</b>                |

The Efficiency UNITED Commercial & Industrial Prescriptive & Custom Program provides incentives for high-efficiency equipment upgrades in non-residential facilities. The program is separated into two main parts, prescriptive and custom. The prescriptive portion offers pre-determined rebates often associated with one-for-one retrofits. The custom portion allows customers to take a more unique and innovative look at energy efficiency and customize it to their specific needs.

| OPPORTUNITIES RECEIVED | APPLICATIONS ACHIEVED | APPLICATIONS FOR 2016 |
|------------------------|-----------------------|-----------------------|
| 382                    | 330                   | 52                    |

As in past years, Efficiency UNITED utilized an Energy Advisor outreach model for the 2015 program year, which provides direct contact with end-use customers and trade allies. This model once again proved its success by producing many opportunities, most of which completed in 2015. The remaining applications will be considered for the 2016 Program Year.

In addition, Commercial & Industrial Program participants were encouraged to work with their Energy Advisor to develop or update a Joint Energy Efficiency Plan. These plans are designed to provide customers a starting point for long-term energy planning and establishing a strategic energy plan.

| CONTINUED JEEPS | NEW JEEPS |
|-----------------|-----------|
| 21              | 145       |

The 2015 Program Year as a whole was comparable to previous years for the Efficiency UNITED Commercial & Industrial Program. However, the year started with unusually low participation in quarter one and quarter two despite continued high levels of Energy Advisor outreach activities. Throughout the year, the Efficiency UNITED Program(s) struggled due to the uneven economy, especially in select areas of the Upper Peninsula. The year started strong with many opportunities, which ultimately dropped-off in the middle of the year due to customers' internal financial struggles.

To increase participation, bonuses were initiated for lighting, controls and refrigeration at the end of the second quarter. Additionally, increased outreach was focused on utility service territories which could not afford specials given budget constraints. As a result, participation levels and interest increased during quarter three. Despite the economic struggles, the Prescriptive & Custom Program exceeded its objectives in all but one utility, where goal was achieved in other areas of the portfolio to compensate.

### MARKET TRANSFORMATION

The Commercial & Industrial Program experienced a couple of transformations in the market place in the areas of lighting and controls.

- Since 2013, the Efficiency UNITED service territories have seen exterior lighting projects transform utilizing LEDs for retrofit options. Following suit in 2015, a majority of interior lighting was retrofitted with LEDs rather than high performance T8s. Given the large shift in the marketplace, many vendors experienced a lack of inventory due to the high market demand.
- The commercial and industrial sector showed and increase is integrating digital controls for lighting and HVAC to capture energy savings.

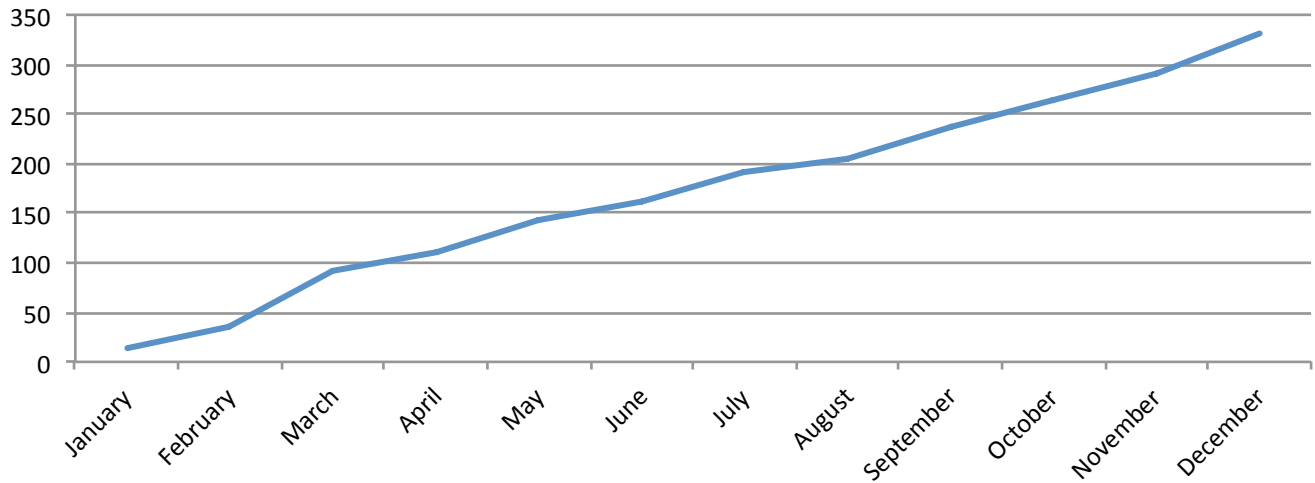
### OUTREACH EFFORTS

As mentioned, the main source of outreach is performed through one-on-one relationships developed by the C&I Energy Advisor staff. In addition, the team participated in multiple events to assist in marketing the program. These events included, but were not limited to:

- Trade Ally Roll Out event
- UP Builders Show
- Michigan C&I Energy Conference
- Wittcock Trade Show
- UP State Fair
- Michigan Advanced Lighting Conference



## Commercial &amp; Industrial Core Applications Received



## Commercial &amp; Industrial: Prescriptive &amp; Custom Program Overview

| PROVIDER                                          | # OF PARTICIPANTS | YTD INCENTIVE SPENT | 2014 CARRYOVER   | YTD KWH/CCF ACHIEVED | TOTAL KWH/CCF ACHIEVED | 2015 ANNUAL KWH/CCF GOAL | % OF GOAL ACHIEVED |
|---------------------------------------------------|-------------------|---------------------|------------------|----------------------|------------------------|--------------------------|--------------------|
| <b>ELECTRIC UTILITIES</b>                         |                   |                     |                  |                      |                        |                          |                    |
| Alpena Power Company                              | 41                | \$137,599           | 375,348          | 3,799,235            | 4,174,583              | 1,046,425                | 399%               |
| Baraga Electric Utility                           | 5                 | \$10,834            | 52,240           | 172,530              | 224,771                | 145,640                  | 154%               |
| Bayfield Electric Cooperative                     | -                 | -                   | -                | -                    | -                      | -                        | -                  |
| The City of Crystal Falls                         | 6                 | \$6,480             | 28,844           | 85,281               | 114,126                | 80,415                   | 142%               |
| Daggett Electric Company                          | 2                 | \$263               | 753              | 5,161                | 5,914                  | 2,353                    | 251%               |
| The City of Dowagiac                              | 8                 | \$35,065            | 155,287          | 493,883              | 649,170                | 432,921                  | 150%               |
| The City of Gladstone Department of Power & Light | 9                 | \$8,448             | 35,435           | 143,034              | 178,469                | 131,715                  | 135%               |
| The City of Harbor Springs Electric Department    | 5                 | \$12,334            | 62,970           | 174,132              | 237,102                | 175,551                  | 135%               |
| Hillsdale Board of Public Utilities               | 16                | \$61,554            | 241,503          | 1,013,409            | 1,254,912              | 737,356                  | 170%               |
| L'Anse Electric Utility                           | 5                 | \$11,988            | 22,645           | 472,043              | 494,688                | 63,132                   | 784%               |
| The City of Negaunee Electric Department          | 6                 | \$4,777             | 24,670           | 101,685              | 126,355                | 102,694                  | 123%               |
| The City of Norway Department of Power & Light    | 7                 | \$5,928             | 40,845           | 92,713               | 133,558                | 113,870                  | 117%               |
| City of South Haven Public Works                  | 22                | \$71,726            | 280,808          | 1,167,782            | 1,448,590              | 782,859                  | 185%               |
| Upper Peninsula Power Company                     | 57                | \$332,115           | 1,632,300        | 12,203,895           | 13,836,196             | 5,215,683                | 265%               |
| We Energies                                       | 52                | \$118,076           | 623,129          | 2,699,581            | 3,322,709              | 1,737,207                | 191%               |
| Wisconsin Public Service                          | 16                | \$75,766            | 438,087          | 1,270,792            | 1,708,879              | 2,015,131                | 85%                |
| Xcel Energy                                       | 19                | \$62,717            | 211,615          | 1,008,301            | 1,219,916              | 759,134                  | 161%               |
| <b>Electric Utility Total</b>                     | <b>276</b>        | <b>\$955,671</b>    | <b>4,226,479</b> | <b>24,903,460</b>    | <b>29,129,939</b>      | <b>13,542,086</b>        | <b>215%</b>        |
| <b>NATURAL GAS UTILITIES</b>                      |                   |                     |                  |                      |                        |                          |                    |
| Michigan Gas Utilities                            | 55                | \$222,647           | 393,857          | 776,996              | 1,170,853              | 1,098,026                | 107%               |
| Wisconsin Public Service                          | 8                 | \$7,464             | 16,838           | 154,217              | 171,055                | 83,561                   | 205%               |
| Xcel Energy                                       | 10                | \$20,305            | 10,050           | 51,879               | 61,929                 | 28,017                   | 221%               |
| <b>Natural Gas Utility Total</b>                  | <b>73</b>         | <b>\$250,416</b>    | <b>420,745</b>   | <b>983,092</b>       | <b>1,403,837</b>       | <b>1,209,604</b>         | <b>116%</b>        |

The 2015 Efficiency UNITED Commercial & Industrial Education Program focused primarily on the continuation of previous years' education initiatives, featuring the Michigan Commercial & Industrial Energy Conference, a Commercial Online Audit and a Grocery Store Virtual Tour. Additionally, AEE Webinars were offered to customers at no charge through the portfolio.

### MICHIGAN COMMERCIAL & INDUSTRIAL ENERGY CONFERENCE

The Michigan Commercial & Industrial Energy Conference was held in Battle Creek and Harris, MI. The 2015 conference again set record attendance at both venues. Efficiency UNITED collaborated with Indiana Michigan Power, SEMCO ENERGY Gas Company, Consumers Energy, DTE Energy and Energy Optimization, all as utility sponsors. These sponsorships allowed their respective customers to attend the educational event at no-cost. The two one-day events consisted of exhibitors, breakout sessions and multiple networking opportunities for customers to learn about energy use and energy efficiency.

|                        | BATTLE CREEK (LP) | HARRIS (UP) |
|------------------------|-------------------|-------------|
| Number of Participants | 335               | 125         |

### COMMERCIAL ONLINE AUDIT

The Commercial Online Audit offers customers a quick and simplified "audit report" based on information provided and questions answered to online software.

### GROCERY STORE VIRTUAL TOUR

The Grocery Store Virtual Tour offers customers a new, interactive view to common grocery store energy efficiency measures. Much like the Online Audit, customers are provided a summary of potential energy savings based on information submitted to the online software.

### ASSOCIATION OF ENERGY ENGINEERS WEBINARS

AEE Webinars were offered to customers through an agreement with the Association of Energy Engineers, providing real-time online webinars on various topics involving commercial and industrial energy usage and savings as well as management practices to lower energy consumption. Participation was not as high as expected across the portfolio due to lack of interest and time from customers.

### TOOL LIBRARY

The Tool Library program was offered to customers on as needed basis. The tools which were purchased through the 2014 Program were made available to customers in 2015. These were loaded out to help customers understand how and where they use energy and help them quantify their usage along with pre- and/or post- metering to help establish baselines for potential energy efficiency projects.

## Commercial &amp; Industrial: Education Program Overview

| PROVIDER                                          | # OF PARTICIPANTS | YTD INCENTIVE SPENT | TOTAL KWH/CCF ACHIEVED | 2015 ANNUAL KWH/CCF GOAL | % OF GOAL ACHIEVED |
|---------------------------------------------------|-------------------|---------------------|------------------------|--------------------------|--------------------|
| <b>ELECTRIC UTILITIES</b>                         |                   |                     |                        |                          |                    |
| Alpena Power Company                              | 7                 | \$4,055             | 32,603                 | 34,123                   | 96%                |
| Baraga Electric Utility                           | 6                 | \$626               | 4,749                  | 4,749                    | 100%               |
| Bayfield Electric Cooperative                     | -                 | -                   | -                      | -                        | -                  |
| The City of Crystal Falls                         | 6                 | \$332               | 2,622                  | 2,622                    | 100%               |
| Daggett Electric Company                          | 6                 | \$7                 | 77                     | 77                       | 100%               |
| The City of Dowagiac                              | 6                 | \$1,448             | 14,117                 | 14,117                   | 100%               |
| The City of Gladstone Department of Power & Light | 6                 | \$527               | 4,295                  | 4,295                    | 100%               |
| The City of Harbor Springs Electric Department    | 6                 | \$496               | 5,725                  | 5,725                    | 100%               |
| Hillsdale Board of Public Utilities               | 6                 | \$2,398             | 24,044                 | 24,044                   | 100%               |
| L'Anse Electric Utility                           | 6                 | \$258               | 2,059                  | 2,059                    | 100%               |
| The City of Negaunee Electric Department          | 6                 | \$398               | 3,349                  | 3,349                    | 100%               |
| The City of Norway Department of Power & Light    | 6                 | \$452               | 3,713                  | 3,713                    | 100%               |
| City of South Haven Public Works                  | 6                 | \$2,460             | 25,528                 | 25,528                   | 100%               |
| Upper Peninsula Power Company                     | 7                 | \$12,161            | 127,494                | 170,077                  | 75%                |
| We Energies                                       | 6                 | \$6,687             | 56,648                 | 56,648                   | 100%               |
| Wisconsin Public Service                          | 7                 | \$3,643             | 57,896                 | 65,711                   | 88%                |
| Xcel Energy                                       | 7                 | \$1,331             | 15,470                 | 24,754                   | 62%                |
| <b>Electric Utility Total</b>                     | <b>100</b>        | <b>\$37,281</b>     | <b>380,388</b>         | <b>441,590</b>           | <b>86%</b>         |
| <b>NATURAL GAS UTILITIES</b>                      |                   |                     |                        |                          |                    |
| Michigan Gas Utilities                            | 7                 | \$10,820            | 33,910                 | 35,805                   | 95%                |
| Wisconsin Public Service                          | 6                 | \$524               | 2,725                  | 2,725                    | 100%               |
| Xcel Energy                                       | 7                 | \$732               | 914                    | 914                      | 100%               |
| <b>Natural Gas Utility Total</b>                  | <b>20</b>         | <b>\$12,075</b>     | <b>37,549</b>          | <b>39,443</b>            | <b>95%</b>         |

The 2015 Efficiency UNITED Commercial & Industrial Pilot Programs were designed to run between the 2014 and 2015 Program Years, allowing for increased design and implementation time. Longer running pilots also allow for data gathering throughout a complete heating and cooling season.

Six pilots were designed and implemented in 2015:

- Continuous Energy Improvement
- Comprehensive Compressed Air Assessments
- Non-Profit Spillover
- Contractor Training
- Technology Demonstration
- Small Business Direct Install

Results of the pilots will be available in mid-2015.

### CONTINUOUS ENERGY IMPROVEMENT

Taking the Best Energy Assessments results, this pilot was developed to introduce an energy management program to those companies that have not managed energy beyond an occasional project. These companies do not have a management structure or policies in place with designated personnel and resources for energy management or a formalized energy plan. Continuous Energy Improvement introduces an energy management program developed by the U.S. Department of Energy (DOE) to participating customers. The pilot included working with these companies to complete milestones set forth by the DOE and includes up-to 60 hours of onsite time by Certified Energy Managers.

### COMPREHENSIVE COMPRESSED AIR ASSESSMENTS

The Comprehensive Compressed Air Pilot Program is designed to help participants take a deeper look at compressed air systems, which can be one of the largest uses of electricity at a facility. A target customer base and qualified auditing companies were identified. Outreach commenced in the fourth quarter of 2014 and three participants were able to start the data logging portion.

### NON-PROFIT SPILLOVER

This pilot is unique in that it brings together commercial non-profit customers and the residential customers they interact with or serve. This approach will assist underserved commercial customers, i.e. non-profit organizations, to identify and install energy saving measures and then use that as a platform to educate and engage residential customers in participation of residential programs. Fifteen religious facilities were identified, underwent facility assessments and set up Portfolio Manager for energy benchmarking and tracking during 2014. The remaining work - installation of measures, residential education and outreach events - completed in 2015.

The residential events highlighted what was done on the commercial facility and demonstrate how this approach can be successful at the residential level. The intent of the pilot was to drive participation in Efficiency UNITED's residential programs through this community-based approach.



## CONTRACTOR TRAINING

The Contractor Training Pilot Program was designed to improve contractor performance, sales and profitability in energy efficiency related projects through utilization of the Efficiency UNITED program. Program content was developed for half-day live seminar events including a three part series of business enhancement and a stand-alone seminar for variable frequency drives.

The business enhancement series guided contractors on improvements in operations, sales, marketing and financing for energy efficiency projects. The variable frequency drive training teaches the proper applications for variable frequency drives including how to remove barriers to implementation and coordinate resources.

## TECHNOLOGY DEMONSTRATION

The Technology Demonstration Pilot Program is designed to quantify energy savings of emerging technologies for evaluation and possible introduction into the traditional Efficiency UNITED program. Multiple technologies were tested throughout the length of the program consisting of but not limited to advanced rooftop unit controls and TPC controls.

## SMALL BUSINESS DIRECT INSTALL

The Small Business Direct Install Pilot Program targeted small businesses that collectively use a substantial amount of energy, yet are challenged to participate in core programs. This pilot developed a tablet based solution for trade allies to simplify outreach efforts and make it easier for small business customers to participate.

## Commercial &amp; Industrial: Pilot Program Overview

| PROVIDER                                          | # OF PARTICIPANTS | YTD INCENTIVE SPENT | TOTAL KWH/CCF ACHIEVED | 2015 ANNUAL KWH/CCF GOAL | % OF GOAL ACHIEVED | # OF SPECIAL PILOT PARTICIPANTS | SPECIAL PILOTS SAVINGS | % TO GOAL W SPECIAL PILOTS |
|---------------------------------------------------|-------------------|---------------------|------------------------|--------------------------|--------------------|---------------------------------|------------------------|----------------------------|
| <b>ELECTRIC UTILITIES</b>                         |                   |                     |                        |                          |                    |                                 |                        |                            |
| Alpena Power Company                              | 14                | \$7,074             | 56,871                 | 56,871                   | 100%               | 8                               | 223,277                | 493%                       |
| Baraga Electric Utility                           | 13                | \$1,044             | 7,915                  | 7,915                    | 100%               | -                               | -                      | 100%                       |
| Bayfield Electric Cooperative                     | -                 | -                   | -                      | -                        | -                  | -                               | -                      | -                          |
| The City of Crystal Falls                         | 13                | \$554               | 4,370                  | 4,370                    | 100%               | -                               | -                      | 100%                       |
| Daggett Electric Company                          | 13                | \$12                | 128                    | 128                      | 100%               | -                               | -                      | 100%                       |
| The City of Dowagiac                              | 1                 | \$2,413             | 23,528                 | 23,528                   | 100%               | 1                               | 31,520                 | 234%                       |
| The City of Gladstone Department of Power & Light | 13                | \$879               | 7,158                  | 7,158                    | 100%               | -                               | -                      | 100%                       |
| The City of Harbor Springs Electric Department    | 12                | \$827               | 9,541                  | 9,541                    | 100%               | 1                               | 5,731                  | 160%                       |
| Hillsdale Board of Public Utilities               | 15                | \$3,997             | 40,074                 | 40,074                   | 100%               | 1                               | 30,662                 | 177%                       |
| L'Anse Electric Utility                           | 13                | \$431               | 3,431                  | 3,431                    | 100%               | -                               | -                      | 100%                       |
| The City of Negaunee Electric Department          | 13                | \$663               | 5,581                  | 5,581                    | 100%               | -                               | -                      | 100%                       |
| The City of Norway Department of Power & Light    | 13                | \$754               | 6,189                  | 6,189                    | 100%               | -                               | -                      | 100%                       |
| City of South Haven Public Works                  | 14                | \$4,100             | 42,547                 | 42,547                   | 100%               | 7                               | 237,264                | 658%                       |
| Upper Peninsula Power Company                     | 17                | \$27,038            | 283,461                | 283,461                  | 100%               | 38                              | 1,774,357              | 726%                       |
| We Energies                                       | 8                 | \$11,146            | 94,413                 | 94,413                   | 100%               | 20                              | 739,769                | 884%                       |
| Wisconsin Public Service                          | 4                 | \$6,891             | 109,518                | 109,518                  | 100%               | 8                               | 683,466                | 724%                       |
| Xcel Energy                                       | 15                | \$3,550             | 41,257                 | 41,257                   | 100%               | 10                              | 586,830                | 1522%                      |
| <b>Electric Utility Total</b>                     | <b>191</b>        | <b>\$71,371</b>     | <b>735,983</b>         | <b>735,983</b>           | <b>100%</b>        | <b>94</b>                       | <b>4,312,876</b>       | <b>686%</b>                |
| <b>NATURAL GAS UTILITIES</b>                      |                   |                     |                        |                          |                    |                                 |                        |                            |
| Michigan Gas Utilities                            | 14                | \$19,041            | 59,675                 | 59,675                   | 100%               | 1                               | 8,890                  | 115%                       |
| Wisconsin Public Service                          | 2                 | \$873               | 4,541                  | 4,541                    | 100%               | -                               | -                      | 100%                       |
| Xcel Energy                                       | 15                | \$1,219             | 1,522                  | 1,523                    | 100%               | 5                               | 29,153                 | 2014%                      |
| <b>Natural Gas Utility Total</b>                  | <b>31</b>         | <b>\$21,133</b>     | <b>65,738</b>          | <b>65,739</b>            | <b>100%</b>        | <b>6</b>                        | <b>38,044</b>          | <b>158%</b>                |

## Commercial &amp; Industrial Budget and Expenses

| PROVIDER                                             | 2015<br>IMPLEMENTATION<br>& INCENTIVE<br>BUDGET | 2014 INCENTIVE<br>CARRY FORWARD | 2015 ADJUSTED<br>BUDGET WITH<br>CARRYOVER | TOTAL<br>IMPLEMENTATION<br>& INCENTIVE<br>SPENT | 2015 INCENTIVE<br>CARRY FORWARD | % OF 2015 BUDGET<br>SPENT |
|------------------------------------------------------|-------------------------------------------------|---------------------------------|-------------------------------------------|-------------------------------------------------|---------------------------------|---------------------------|
| <b>ELECTRIC UTILITIES</b>                            |                                                 |                                 |                                           |                                                 |                                 |                           |
| Alpena Power Company                                 | \$220,877                                       | \$48,798                        | \$269,675                                 | \$239,411                                       | \$30,264                        | 108.4%                    |
| Baraga Electric Utility                              | \$32,513                                        | \$19,167                        | \$51,680                                  | \$25,802                                        | \$25,877                        | 79.4%                     |
| The City of Crystal Falls                            | \$0                                             | \$0                             | \$0                                       | \$0                                             | \$0                             |                           |
| Daggett Electric Company                             | \$17,314                                        | \$21                            | \$17,335                                  | \$14,484                                        | \$2,850                         | 83.7%                     |
| The City of Dowagiac                                 | \$374                                           | \$53                            | \$427                                     | \$435                                           | (\$8)                           | 116.3%                    |
| The City of Gladstone Department<br>of Power & Light | \$75,383                                        | \$10,921                        | \$86,304                                  | \$69,904                                        | \$16,400                        | 92.7%                     |
| The City of Harbor Springs<br>Electric Department    | \$27,521                                        | \$14,291                        | \$41,812                                  | \$21,197                                        | \$20,615                        | 77.0%                     |
| Hillsdale Board of Public Utilities                  | \$25,817                                        | \$528                           | \$26,345                                  | \$24,254                                        | \$2,091                         | 93.9%                     |
| L'Anse Electric Utility                              | \$124,422                                       | \$5,508                         | \$129,930                                 | \$118,808                                       | \$11,122                        | 95.5%                     |
| The City of Negaunee<br>Electric Department          | \$17,958                                        | \$8,214                         | \$26,172                                  | \$18,212                                        | \$7,960                         | 101.4%                    |
| The City of Norway<br>Department of Power & Light    | \$20,736                                        | \$16,558                        | \$37,294                                  | \$14,371                                        | \$22,923                        | 69.3%                     |
| City of South Haven Public Works                     | \$23,454                                        | \$7,001                         | \$30,455                                  | \$16,711                                        | \$13,744                        | 71.3%                     |
| Upper Peninsula Power Company                        | \$128,335                                       | \$12,358                        | \$140,693                                 | \$131,165                                       | \$9,528                         | 102.2%                    |
| We Energies                                          | \$846,908                                       | \$236,905                       | \$1,083,813                               | \$720,594                                       | \$363,219                       | 85.1%                     |
| Wisconsin Public Service                             | \$347,657                                       | \$117,544                       | \$465,201                                 | \$278,433                                       | \$186,767                       | 80.1%                     |
| Xcel Energy                                          | \$214,436                                       | \$14,733                        | \$229,169                                 | \$173,917                                       | \$55,252                        | 81.1%                     |
| <b>Electric Utility Total</b>                        | <b>\$2,234,328</b>                              | <b>\$544,866</b>                | <b>\$2,779,194</b>                        | <b>\$1,980,587</b>                              | <b>\$798,606</b>                | <b>88.6%</b>              |
| <b>NATURAL GAS UTILITIES</b>                         |                                                 |                                 |                                           |                                                 |                                 |                           |
| Michigan Gas Utilities                               | \$593,067                                       | \$134,110                       | \$727,177                                 | \$495,129                                       | \$232,049                       | 83.5%                     |
| Wisconsin Public Service                             | \$27,260                                        | (\$3,585)                       | \$23,675                                  | \$20,062                                        | \$3,614                         | 73.6%                     |
| Xcel Energy                                          | \$38,131                                        | \$214                           | \$38,345                                  | \$37,936                                        | \$409                           | 99.5%                     |
| <b>Natural Gas Utility Total</b>                     | <b>\$658,459</b>                                | <b>\$130,739</b>                | <b>\$789,198</b>                          | <b>\$553,126</b>                                | <b>\$236,071</b>                | <b>84.0%</b>              |

## Commercial &amp; Industrial Participation/Energy Savings

| PROVIDER                         | 2015 INCENTIVE BUDGET | 2014 INCENTIVE CARRY FORWARD | 2015 ADJUSTED BUDGET WITH CARRYOVER | TOTAL INCENTIVE SPENT | 2015 CARRY FORWARD | % OF DOLLARS SPENT |
|----------------------------------|-----------------------|------------------------------|-------------------------------------|-----------------------|--------------------|--------------------|
| <b>ELECTRIC UTILITIES</b>        |                       |                              |                                     |                       |                    |                    |
| Alpena                           | 62                    | 2,432,135                    | 4,264,057                           | 175%                  | 223,277            | 185%               |
| Baraga                           | 24                    | 158,304                      | 237,435                             | 150%                  | 0                  | 150%               |
| Crystal Falls                    | 25                    | 87,407                       | 121,118                             | 139%                  | 0                  | 139%               |
| Daggett                          | 21                    | 2,558                        | 6,119                               | 239%                  | 0                  | 239%               |
| Dowagiac                         | 15                    | 470,567                      | 686,815                             | 146%                  | 31,520             | 153%               |
| Gladstone                        | 28                    | 143,168                      | 189,923                             | 133%                  | 0                  | 133%               |
| Harbor Springs                   | 23                    | 190,817                      | 252,368                             | 132%                  | 5,731              | 135%               |
| Hillsdale                        | 37                    | 801,474                      | 1,319,030                           | 165%                  | 30,662             | 168%               |
| L'Anse                           | 24                    | 68,622                       | 500,178                             | 729%                  | 0                  | 729%               |
| Negaunee                         | 25                    | 111,623                      | 135,285                             | 121%                  | 0                  | 121%               |
| Norway                           | 26                    | 123,772                      | 143,459                             | 116%                  | 0                  | 116%               |
| South Haven                      | 42                    | 850,934                      | 1,516,665                           | 178%                  | 237,264            | 206%               |
| UPPCO                            | 81                    | 5,669,220                    | 14,247,151                          | 251%                  | 1,774,357          | 283%               |
| We Energies                      | 66                    | 2,745,194                    | 3,473,771                           | 127%                  | 739,769            | 153%               |
| WPS Corp - Electric              | 27                    | 2,190,360                    | 1,876,293                           | 86%                   | 683,466            | 117%               |
| XCEL Energy - Electric           | 41                    | 825,146                      | 1,276,644                           | 155%                  | 586,830            | 226%               |
| Xcel Energy                      | \$138,863             | \$42,652                     | \$181,515                           | \$134,458             | \$115,113          | 74.1%              |
| <b>Electric Utility Total</b>    | <b>567</b>            | <b>16,871,301</b>            | <b>30,246,310</b>                   | <b>179%</b>           | <b>4,312,876</b>   | <b>205%</b>        |
| <b>NATURAL GAS UTILITIES</b>     |                       |                              |                                     |                       |                    |                    |
| MGU                              | 76                    | 1,193,506                    | 1,264,438                           | 106%                  | 8,890              | 107%               |
| WPS Corp - Gas                   | 16                    | 90,828                       | 178,321                             | 196%                  | 0                  | 196%               |
| Xcel Energy - Gas                | 32                    | 30,453                       | 64,364                              | 211%                  | 29,153             | 307%               |
| <b>Natural Gas Utility Total</b> | <b>124</b>            | <b>1,314,787</b>             | <b>1,507,123</b>                    | <b>115%</b>           | <b>38,044</b>      | <b>118%</b>        |

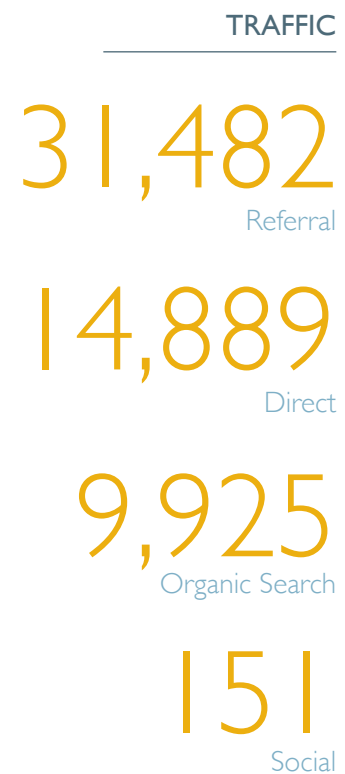
\*Savings goal achieved via Special Pilot Program delivery. Total achieved with Special Pilot is 29,195,919 kWh.

Efficiency UNITED marketing focused on establishing a larger presence in the retail arena as well as with trade allies throughout the state. The creation of a cohesive collection of point of purchase materials, including the expansion of products included, aided in achieving additional savings for multiple programs.

Other program specific highlights include:

- **Appliance Recycling:** The addition of POP materials included a tear-pad, shelf talkers and stand-up sign. These materials advertised the availability of the program to recycle a secondary, working refrigerator, freezer, dehumidifier or room air conditioner.
- **Home Performance:** A greater emphasis was placed on the development of Trade Ally relationships and program participation. Regular communication, expanded co-branding opportunities and additional outreach through the Market Outreach Specialist team all added to the development efforts.
- **ENERGY STAR®:** The introduction of the Online Store provided the opportunity for Indiana Michgian Power customers to purchase energy efficient lighting products from the comfort of home. Marketing of this new initiative included traditional advertisements, direct mail and cross-promotion at events.
- **Commercial & Industrial Education:** The 2015 C&I Energy Conference experienced tremendous growth with the addition of energy providers throughout Michigan. The collaboration with the Consumers Energy, DTE Energy, Efficiency UNITED, Energy Optimization and SEMCO ENERGY Gas Company allowed for the inclusion of customers throughout Michigan, furthering energy efficiency education and outreach.

The Efficiency UNITED website continued as a primary focus on all marketing materials across all programs. In total approximately 34,000 users visited the website, an increase of 12 percent over 2014 figures; approximately 53.6 percent were first time users. Referral traffic was the greatest driving force, representing 55 percent of the total, while 26 percent of traffic was direct users (typed in the website address) and 18 percent searched for the site.




In total approximately 34,000 users visited the website, an increase of 12 percent over 2014 figures

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Compared to 2014, the number of first time (or unique) visitors increased slightly. Based on this data, we know Efficiency UNITED continues to reach new customers. Additionally, referral traffic from collaborative member websites increased by approximately 15 percent, reaching nearly 6,000 visits. The number of direct users increased by approximately five percent, supporting the brand recognition of Efficiency UNITED with our customers.

Collateral Material



**Residential Programs and Rebates**

### ENERGY STAR PROGRAM

Our ENERGY STAR Program offers rebates for high-efficiency appliances, discount pricing on lighting products at participating retailers and hosts energy saving events to help customers consume less energy to save more money.

New in 2015: Customers can purchase reduced-cost ENERGY STAR LED lighting products at [efficiencyunited.com/shop](http://efficiencyunited.com/shop).

| ELECTRIC APPLIANCE | REQUIREMENT                          | INDIANA PROGRAM REBATE | EFFICIENCY UNITED REBATE |
|--------------------|--------------------------------------|------------------------|--------------------------|
| Clothes Dryer      | ENERGY STAR                          | \$50                   | \$50                     |
| Clothes Washer     | ENERGY STAR rating                   | \$35                   | \$50                     |
| Dehumidifier       | ENERGY STAR rating                   | \$35                   | \$35                     |
| Dehumidifier       | ENERGY STAR rating                   | \$30                   | \$30                     |
| Room A/C           | ENERGY STAR rating                   | \$10                   | \$35                     |
| Television         | ENERGY STAR rating, 47" or greater   | \$35                   | \$50                     |
| Ceiling Fan        | ENERGY STAR rating, lighting fixture | \$10                   | \$10                     |

\*Money saving system must be electric.

### APPLIANCE RECYCLING PROGRAM

When customers participate in Efficiency UNITED's Appliance Recycling Program, we do the heavy lifting. Efficiency UNITED will pick up and recycle secondary, working refrigerators and/or freezers at no cost and deliver a rebate in its place. We will pick up room A/C units and dehumidifiers when we pick up your secondary working refrigerator or freezer, or be on the lookout for one of our many appliance recycling events!

**\$50** refrigerator rebate      **\$50** freezer rebate  
**\$15** room A/C rebate      **\$15** dehumidifier rebate

### ENERGY EFFICIENCY ASSISTANCE PROGRAM

The no-cost Energy Efficiency Assistance Program provides energy-efficient products and installation services to income-qualified residential customers. Services include insulation, high efficiency heating systems, LED lighting and ENERGY STAR® appliances to help reduce energy use while improving overall comfort.

Participants must meet the household income levels established below which are based on federal income guidelines (at or below 200 percent of poverty level).

≤ \$23,340  
 ≤ \$31,460  
 ≤ \$39,580  
 ≤ \$47,700  
 ≤ \$55,820  
 ≤ \$63,940  
 ≤ \$72,060  
 ≤ \$80,180


\*Add \$1,120 for each additional household member.

### Get Started Today!

Contact your personal Energy Advisor today! Your personal Energy Advisor will develop an energy plan that best fits your needs and will help you through the entire upgrade process.\* To learn more about the energy saving programs and rebates available to Michigan residential customers of participating utilities of Efficiency UNITED call **866.569.0298**, visit [efficiencyunited.com](http://efficiencyunited.com), or email [info@efficiencyunited.com](mailto:info@efficiencyunited.com).

\*Subject to availability





[efficiencyunited.com](http://efficiencyunited.com) • 877.367.3191



### HOME PERFORMANCE PROGRAM

The Home Performance Program improves a home's energy efficiency and comfort by providing rebates on upgrades to heating and cooling systems to help customers save money. Rebates are available for HVAC equipment, water heating equipment, air and duct sealing and insulation.





#### EFFICIENCY UNITED REBATES (INDIANA GAS UTILITIES)

| INSTALLED MEASURE                  | EXISTING MEASURE REQ               | INSTALLED MEASURE REQ | REBATE  |
|------------------------------------|------------------------------------|-----------------------|---------|
| Natural Gas Boiler                 | Replace natural gas heating system | 90 AFUE boiler        | \$1,000 |
| Natural Gas Furnace                | Replace natural gas heating system | 90 AFUE furnace       | \$400   |
| Programmable Thermostat            | Install by contractor              | Install by contractor | \$30    |
| Boiler Reset Control               | -                                  | Install by contractor | \$15    |
| Natural Gas Water Heater           | 0.81" EF water heater              | 0.81" EF water heater | \$40    |
| Water Heater                       | 0.81" EF or ≥ 90% TE water heater  | 0.81" EF water heater | \$100   |
| Waterless Natural Gas Water Heater | 0.81" EF water heater              | 0.81" EF water heater | \$300   |
| Air Sealing                        | ≥ 20% change                       | ≥ 15% change          | \$150   |
| Duct Sealing                       | ≥ 15% change                       | ≥ 15% change          | \$75    |
| Window                             | ≥ 0.3 U-factor or SHGC rating      | SHGC rating           | \$70    |

#### EFFICIENCY UNITED REBATES (ELECTRIC UTILITIES)

| INSTALLED MEASURE                   | EXISTING MEASURE REQ                                        | INSTALLED MEASURE REQ                    | REBATE  |
|-------------------------------------|-------------------------------------------------------------|------------------------------------------|---------|
| Electrically Controlled Motor (ECM) | -                                                           | -                                        | \$150   |
| Air Source Heat Pump (ASHP)         | Replace existing ≥ 14 SEER ASHP or electric furnace         | 15+ SEER ASHP                            | \$300   |
| Central Air Conditioner (CAC)       | Replace existing ≥ 14 SEER CAC                              | 15+ SEER CAC                             | \$300   |
| Heat Pump Water Heater (HPWH)       | Replace existing ≥ 14 SEER ASHP or electric resistance heat | 21+ SEER HPWH                            | \$1,500 |
| Heat Pump Water Heater (HPWH)       | Replace electric water heater                               | 21+ SEER HPWH                            | \$600   |
| Duct Sealing                        | ≥ 20% change                                                | ≥ 15% change                             | \$75    |
| Pool Pump                           | Variable or multi-speed w/ auto controls                    | Variable or multi-speed w/ auto controls | \$30    |
| Electric Water Heater               | 0.81" EF electric water heater                              | 0.81" EF electric water heater           | \$315   |
| Window*                             | ≥ 0.3 U-factor or SHGC rating                               | SHGC rating                              | \$70    |

#### INDIANA MICHIGAN POWER REBATES

| INSTALLED EQUIPMENT                 | EXISTING MEASURE REQ                                        | INSTALLED MEASURE REQ                    | REBATE  |
|-------------------------------------|-------------------------------------------------------------|------------------------------------------|---------|
| Electrically Controlled Motor (ECM) | -                                                           | -                                        | \$150   |
| Air Source Heat Pump (ASHP)         | Replace existing ≥ 14 SEER ASHP or electric furnace         | 15 SEER ASHP                             | \$300   |
| Central Air Conditioner (CAC)       | Replace existing ≥ 14 SEER CAC                              | 15 SEER CAC                              | \$300   |
| Control Air Conditioner (CAC)       | Replace existing ≥ 14 SEER CAC                              | ≥ 15 SEER CAC                            | \$400   |
| Heat Pump Water Heater (HPWH)       | Replace existing ≥ 14 SEER ASHP or electric resistance heat | 21 SEER HPWH                             | \$1,500 |
| Heat Pump Water Heater (HPWH)       | Replace electric water heater                               | 21+ SEER HPWH                            | \$900   |
| Air Sealing                         | ≥ 15% change                                                | ≥ 15% change                             | \$150   |
| Duct Sealing                        | ≥ 15% change                                                | ≥ 15% change                             | \$100   |
| Pool Pump                           | Variable or multi-speed w/ auto controls                    | Variable or multi-speed w/ auto controls | \$300   |
| Programmable Thermostat*            | -                                                           | Install by contractor                    | \$30    |
| Window*                             | ≥ 0.3 U-factor or SHGC rating                               | SHGC rating                              | \$70    |

#### SEMCO ENERGY GAS COMPANY REBATES

| INSTALLED MEASURE                  | EXISTING MEASURE REQ               | INSTALLED MEASURE REQ             | REBATE  |
|------------------------------------|------------------------------------|-----------------------------------|---------|
| Natural Gas Boiler                 | Replace natural gas heating system | 90 AFUE boiler                    | \$1,000 |
| Natural Gas Furnace                | Replace natural gas heating system | 90 AFUE furnace                   | \$450   |
| Programmable Thermostat            | Install by contractor              | Install by contractor             | \$30    |
| Boiler Reset Control               | Install by contractor              | Install by contractor             | \$15    |
| Natural Gas Water Heater           | 0.81" EF water heater              | 0.81" EF water heater             | \$50    |
| Water Heater                       | 0.81" EF or ≥ 90% TE water heater  | 0.81" EF or ≥ 90% TE water heater | \$200   |
| Waterless Natural Gas Water Heater | 0.81" EF water heater              | 0.81" EF water heater             | \$450   |
| Air Sealing                        | ≥ 20% change                       | ≥ 15% change                      | \$150   |
| Duct Sealing                       | ≥ 15% change                       | ≥ 15% change                      | \$100   |
| Window                             | ≥ 0.3 U-factor or SHGC rating      | SHGC rating                       | \$70    |

#### EFFICIENCY UNITED REBATES (INDIANA GAS UTILITIES)

| INSTALLED MEASURE | EXISTING MEASURE REQ         | INSTALLED MEASURE REQ        | REBATE |
|-------------------|------------------------------|------------------------------|--------|
| Air Seal          | Must add at least 10 R-value | Must add at least 10 R-value | \$300  |
| Attic Insulation  | Must add at least 10 R-value | Must add at least 10 R-value | \$300  |
| Basement Wall     | Must add at least 10 R-value | Must add at least 10 R-value | \$250  |
| CrawlSpace Wall   | Must add at least 10 R-value | Must add at least 10 R-value | \$250  |
| Foundation        | Must add at least 10 R-value | Must add at least 10 R-value | \$100  |
| Wall              | Must add at least 10 R-value | Must add at least 10 R-value | \$100  |
| Roof Joist        | Must add at least 10 R-value | Must add at least 10 R-value | \$100  |

#### EFFICIENCY UNITED REBATES (ELECTRIC UTILITIES)

| INSTALLED MEASURE | EXISTING MEASURE REQ         | INSTALLED MEASURE REQ        | REBATE |
|-------------------|------------------------------|------------------------------|--------|
| Attic Insulation  | Must add at least 10 R-value | Must add at least 10 R-value | \$300  |
| Attic Insulation  | Must add at least 10 R-value | Must add at least 10 R-value | \$300  |
| Basement Wall     | Must add at least 10 R-value | Must add at least 10 R-value | \$250  |
| Foundation        | Must add at least 10 R-value | Must add at least 10 R-value | \$100  |
| Wall              | Must add at least 10 R-value | Must add at least 10 R-value | \$100  |
| Roof Joist        | Must add at least 10 R-value | Must add at least 10 R-value | \$100  |

#### INDIANA MICHIGAN POWER REBATES

| INSTALLED MEASURE | EXISTING MEASURE REQ         | INSTALLED MEASURE REQ        | REBATE |
|-------------------|------------------------------|------------------------------|--------|
| Attic Insulation  | Must add at least 10 R-value | Must add at least 10 R-value | \$300  |
| Attic Insulation  | Must add at least 10 R-value | Must add at least 10 R-value | \$300  |
| Basement Wall     | Must add at least 10 R-value | Must add at least 10 R-value | \$250  |
| Foundation        | Must add at least 10 R-value | Must add at least 10 R-value | \$100  |
| Wall              | Must add at least 10 R-value | Must add at least 10 R-value | \$100  |
| Roof Joist        | Must add at least 10 R-value | Must add at least 10 R-value | \$100  |

#### SEMCO ENERGY GAS COMPANY REBATES

| INSTALLED MEASURE | EXISTING MEASURE REQ         | INSTALLED MEASURE REQ        | REBATE |
|-------------------|------------------------------|------------------------------|--------|
| Attic Insulation  | Must add at least 10 R-value | Must add at least 10 R-value | \$300  |
| Attic Insulation  | Must add at least 10 R-value | Must add at least 10 R-value | \$300  |
| Basement Wall     | Must add at least 10 R-value | Must add at least 10 R-value | \$250  |
| Foundation        | Must add at least 10 R-value | Must add at least 10 R-value | \$100  |
| Wall              | Must add at least 10 R-value | Must add at least 10 R-value | \$100  |
| Roof Joist        | Must add at least 10 R-value | Must add at least 10 R-value | \$100  |

\*Money saving system must be natural gas for all measures.

Elliptical

# Save More with Efficiency UNITED



SAVINGS FOR A STRONG MICHIGAN

Look for special pricing labels on ENERGY STAR® certified lighting.



Find out about other rebates available to you at [efficiencyunited.com](http://efficiencyunited.com)



\*Must meet qualification requirements. See application.



Table Tent

# UNITED We Save!



Rebates\* available on these ENERGY STAR® certified appliances:

- ceiling fans
- clothing washers and dryers
- dishwashers
- televisions
- air conditioners
- dehumidifiers

Visit [efficiencyunited.com](http://efficiencyunited.com) for more information or ask for an application at the appliance counter.

SAVINGS FOR A STRONG MICHIGAN

\*Must meet qualification requirements. See application.



CLEAResult continued its dedication to excellence in program design, implementation and evaluation through its quality check process. An internal inspection team regularly investigated customer satisfaction, confirmed rebate eligibility and assessed reported energy savings integrity through on-site verification or phone interviews with recent program participants.

To ensure consistency across the Efficiency UNITED service territory, CLEAResult sampled applications of varying contractors and measure mixes whenever possible. Results were shared regularly with program teams to assess areas of excellence and identify opportunities for improvement.

Participation with the quality process is voluntary; however, CLEAResult surpassed its five percent inspection target of approved projects annually across the Efficiency UNITED service territory.

Measure Inspection Results - Residential Programs



**PARTICIPANT FEEDBACK - Residential Programs**

Prior to participation, were you aware Efficiency UNITED provided rebate programs for its residential customers?

| YES   | NO    |
|-------|-------|
| 55.3% | 44.7% |

What prompted you to participate with this rebate program?

| OTHER  | SAVE MONEY | SAVE ENERGY | INCREASE YOUR HOME'S VALUE | PRESERVE THE ENVIRONMENT | INCREASE YOUR HOME'S COMFORT | ALL OF THE ABOVE |
|--------|------------|-------------|----------------------------|--------------------------|------------------------------|------------------|
| 21.79% | 35.5%      | 31.0%       | 1.5%                       | 0.0%                     | 2.0%                         | 8.3%             |

How did you first hear about this rebate program?

| COMMUNITY ACTION AGENCY | UTILITY BILL INSERT | CONTRACTOR | INTERNET SEARCH | ADVERTISING | FRIEND/FAMILY | MAILER | SOCIAL MEDIA | OTHER |
|-------------------------|---------------------|------------|-----------------|-------------|---------------|--------|--------------|-------|
| 1.5%                    | 5.4%                | 29.8%      | 6.2%            | 1.9%        | 13.4%         | 14.7%  | 2.6%         | 24.5% |

Did this program change the way you think about energy?

| YES   | NO    |
|-------|-------|
| 55.6% | 44.4% |

Do you plan on installing any other energy saving items?

| YES   | NO    |
|-------|-------|
| 57.8% | 42.2% |

How likely are you to recommend this program to your family and friends?

| HIGHLY LIKELY | LIKELY | NOT LIKELY |
|---------------|--------|------------|
| 74.8%         | 22.1%  | 3.0%       |

Customers may obtain program information, place orders or download rebate applications for mail-in rebates on items purchased by visiting the Efficiency UNITED website at [efficiencyunited.com](http://efficiencyunited.com) or by calling the Efficiency UNITED Customer Service Center at 877.367.3191. The Customer Service Center is open 8 a.m. to 8 p.m., Monday through Friday and 9 a.m. to 1 p.m. Saturdays.

#### Key Efficiency UNITED Contacts:

| CONTACT NAME          | TITLE                              | PROGRAM ROLE                                                  | PHONE        | EMAIL                                                                                          |
|-----------------------|------------------------------------|---------------------------------------------------------------|--------------|------------------------------------------------------------------------------------------------|
| Chere Coleman         | Program & Policy Director          | Project Manager                                               | 517.679.6405 | <a href="mailto:ccoleman@mcaaa.org">ccoleman@mcaaa.org</a>                                     |
| Brett Garver          | Program Manager; CLEAResult        | ENERGY STAR/<br>Appliance Recycling/<br>Residential Education | 517.999.2341 | <a href="mailto:brett.garver@clearesult.com">brett.garver@clearesult.com</a>                   |
| Justin Hardesty       | Account Manager                    |                                                               | 517.999.2311 | <a href="mailto:jhardesty@clearesult.com">jhardesty@clearesult.com</a>                         |
| Tim Mahler            | Senior Director                    |                                                               | 517.999.2321 | <a href="mailto:tim_mahler@clearesult.com">tim_mahler@clearesult.com</a>                       |
| Michael Nelson        | Program Manager; CLEAResult        | Home Performance/<br>Residential Pilots/<br>Income Qualified  | 517.999.2310 | <a href="mailto:michael.nelson@clearesult.com">michael.nelson@clearesult.com</a>               |
| Amanda Pawloski       | Senior Program Manager             | Residential Portfolio                                         | 517.999.2327 | <a href="mailto:apawloski@clearesult.com">apawloski@clearesult.com</a>                         |
| Stephanie Rockafellow | Marketing Manager; CLEAResult      | Marketing                                                     | 517.999.2366 | <a href="mailto:stephanie.rockafellow@clearesult.com">stephanie.rockafellow@clearesult.com</a> |
| Sean Williams         | Senior Program Manager; CLEAResult | C&I Portfolio                                                 | 517.999.2325 | <a href="mailto:swilliams@clearesult.com">swilliams@clearesult.com</a>                         |

| CUSTOMER SERVICE CENTER | MAILING ADDRESS                                               | PHONE        | WEBSITE                                                        |
|-------------------------|---------------------------------------------------------------|--------------|----------------------------------------------------------------|
| Efficiency UNITED       | 3100 West Rd., Bldg. 3<br>Suite 200<br>East Lansing, MI 48823 | 877.367.3191 | <a href="http://efficiencyunited.com">efficiencyunited.com</a> |

**ccf (therm)**

The therm is a unit of heat energy equal to 100,000 British thermal units (BTU). It is approximately the energy equivalent of burning 100 cubic feet (often referred to as 1 ccf) of natural gas.

**Financial Audit**

The process of reviewing information in the contract year and ensuring its accuracy. This is usually performed by an independent third party.

**Holdback**

The amount of money held back from the Implementation Contractor until goals have been achieved or exceeded.

**Implementation**

The amount of dollars set aside in the budget, which are used toward the implementation and administration of the program(s). Examples of items included in Implementation are staffing expenses, program design expenses and systems support.

**Incentive**

The amount of dollars set aside in the budget that are used towards the payment of incentives for the specific program(s). Examples of items included in incentive are rebate amounts paid to customers/members.

**kWh**

The kilowatt-hour is a unit of energy equivalent to one kilowatt (1 kW) of power expended for one hour (1 h) of time.

**Participants**

The number of customers or members that have participated in the program.

**Pipeline**

The amount of work that has arrived for processing but has not yet been entered into tracking system or paid to client.

**Prime/Fiduciary Mgt.**

The fee paid to the administrator for program operations, management and independent third party contracts.

**Re-Commissioning**

A type of Commercial & Industrial program that focuses on updating/upgrading existing equipment and improving operating controls and practices.

**Reserved Percentage**

The percentage of completed applications that have been approved but not yet paid to client.

**Self-Directed**

A utility customer who chooses to implement their own energy savings program. The savings generated by self-directed programs count toward Efficiency United savings achieved.

**Third Party Evaluation**

The process of reviewing the work done during the previous year and validating the information obtained throughout the year. This process is completed by an independent third party contractor.

**Total Collection**

The total amount of funds that have been collected from the utility provider.

## Total Budget &amp; Expenses: Includes All Classes

| TOTAL BUDGET & EXPENSES                              | 2015 IMPLEMENTATION & INCENTIVE BUDGET | 2014 INCENTIVE CARRY FORWARD | TOTAL IMPLEMENTATION & INCENTIVE SPENT | 2015 INCENTIVE CARRY FORWARD | % OF 2015 BUDGET SPENT |
|------------------------------------------------------|----------------------------------------|------------------------------|----------------------------------------|------------------------------|------------------------|
| <b>ELECTRIC UTILITIES</b>                            |                                        |                              |                                        |                              |                        |
| Alpena Power Company                                 | \$470,510                              | \$47,150                     | \$420,528                              | \$97,133                     | 89.4%                  |
| Baraga Electric Utility                              | \$43,535                               | \$24,790                     | \$37,467                               | \$30,858                     | 86.1%                  |
| Bayfield Electric Cooperative                        | \$842                                  | \$497                        | \$719                                  | \$621                        | 85.3%                  |
| The City of Crystal Falls                            | \$39,943                               | \$257                        | \$33,006                               | \$7,194                      | 82.6%                  |
| Daggett Electric Company                             | \$2,107                                | \$653                        | \$1,852                                | \$908                        | 87.9%                  |
| The City of Dowagiac                                 | \$121,698                              | \$25,576                     | \$121,180                              | \$26,094                     | 99.6%                  |
| The City of Gladstone<br>Department of Power & Light | \$70,891                               | \$52,532                     | \$54,825                               | \$68,598                     | 77.3%                  |
| The City of Harbor Springs<br>Electric Department    | \$59,466                               | \$15,046                     | \$47,197                               | \$27,315                     | 79.4%                  |
| Hillsdale Board of Public Utilities                  | \$221,997                              | \$42,811                     | \$191,637                              | \$73,171                     | 86.3%                  |
| L'Anse Electric Utility                              | \$27,673                               | \$15,795                     | \$28,353                               | \$15,116                     | 102.5%                 |
| The City of Negaunee Electric<br>Department          | \$55,875                               | \$43,766                     | \$40,818                               | \$58,823                     | 73.1%                  |
| The City of Norway Department<br>of Power & Light    | \$65,839                               | \$10,605                     | \$55,267                               | \$21,177                     | 83.9%                  |
| City of South Haven Public Works                     | \$242,356                              | \$35,761                     | \$226,012                              | \$52,105                     | 93.3%                  |
| Upper Peninsula Power Company                        | \$1,920,993                            | \$736,234                    | \$1,491,437                            | \$1,165,790                  | 77.6%                  |
| We Energies                                          | \$870,965                              | \$214,129                    | \$727,502                              | \$357,592                    | 83.5%                  |
| Wisconsin Public Service                             | \$359,615                              | \$34,338                     | \$309,185                              | \$84,768                     | 86.0%                  |
| Xcel Energy                                          | \$234,998                              | \$42,652                     | \$230,593                              | \$47,056                     | 98.1%                  |
| <b>Electric Utility Total</b>                        | <b>\$4,809,305</b>                     | <b>\$1,342,592</b>           | <b>\$4,017,579</b>                     | <b>\$2,134,319</b>           | <b>83.5%</b>           |
| <b>NATURAL GAS UTILITIES</b>                         |                                        |                              |                                        |                              |                        |
| Michigan Gas Utilities                               | \$2,566,117                            | \$421,835                    | \$2,269,607                            | \$718,344                    | 88.4%                  |
| Wisconsin Public Service                             | \$81,064                               | \$19,114                     | \$78,803                               | \$21,374                     | 97.2%                  |
| Xcel Energy                                          | \$102,667                              | \$10,073                     | \$101,642                              | \$11,098                     | 99.0%                  |
| <b>Natural Gas Utility Total</b>                     | <b>\$2,749,847</b>                     | <b>\$451,022</b>             | <b>\$2,450,052</b>                     | <b>\$750,817</b>             | <b>89.1%</b>           |



### Total Energy Savings Achieved: Includes All Classes

| PROVIDER                                          | TOTAL PARTICIPANTS | 2015 SAVINGS GOAL | SELF-DIRECTED    | TOTAL GOAL        | TOTAL SAVINGS ACHIEVED | % OF ACHIEVED GOAL | SPECIAL PILOTS SAVINGS | % TO GOAL W SPECIAL PILOTS |
|---------------------------------------------------|--------------------|-------------------|------------------|-------------------|------------------------|--------------------|------------------------|----------------------------|
| <b>ELECTRIC UTILITIES</b>                         |                    |                   |                  |                   |                        |                    |                        |                            |
| Alpena Power Company                              | 2,282              | 2,010,003         | 1,294,717        | 3,304,720         | 5,806,731              | 175.7%             | 223,277                | 182.5%                     |
| Baraga Electric Utility                           | 129                | 187,480           |                  | 187,480           | 319,260                | 170.3%             | 0                      | 170.3%                     |
| Bayfield Electric Cooperative                     | 10                 | 1,777             |                  | 1,777             | 1,686                  | 94.9%              | 0                      | 94.9%                      |
| The City of Crystal Falls                         | 335                | 162,661           |                  | 162,661           | 258,595                | 159.0%             | 0                      | 159.0%                     |
| Daggett Electric Company                          | 52                 | 12,187            |                  | 12,187            | 39,606                 | 325.0%             | 6,938                  | 381.9%                     |
| The City of Dowagiac                              | 453                | 648,354           |                  | 648,354           | 922,947                | 142.4%             | 82,627                 | 155.1%                     |
| The City of Gladstone Department of Power & Light | 369                | 325,387           |                  | 325,387           | 378,924                | 116.5%             | 0                      | 116.5%                     |
| The City of Harbor Springs Electric Department    | 306                | 379,015           |                  | 379,015           | 398,925                | 105.3%             | 28,448                 | 112.8%                     |
| Hillsdale Board of Public Utilities               | 338                | 1,193,037         |                  | 1,193,037         | 1,642,995              | 137.7%             | 147,113                | 150.0%                     |
| L'Anse Electric Utility                           | 226                | 122,277           |                  | 122,277           | 601,032                | 491.5%             | 0                      | 491.5%                     |
| The City of Negaunee Electric Department          | 267                | 225,645           |                  | 225,645           | 398,107                | 176.4%             | 0                      | 176.4%                     |
| The City of Norway Department of Power & Light    | 532                | 291,877           |                  | 291,877           | 361,492                | 123.9%             | 0                      | 123.9%                     |
| City of South Haven Public Works                  | 2,949              | 1,342,450         |                  | 1,342,450         | 2,120,098              | 157.9%             | 405,404                | 188.1%                     |
| Upper Peninsula Power Company                     | 4,633              | 8,308,285         |                  | 8,308,285         | 17,195,845             | 207.0%             | 2,480,671              | 236.8%                     |
| We Energies                                       | 7,086              | 3,579,050         | 856,926          | 4,435,976         | 6,601,819              | 148.8%             | 1,470,029              | 182.0%                     |
| Wisconsin Public Service                          | 1,670              | 2,854,957         |                  | 2,854,957         | 2,745,439              | 96.2%              | 926,592                | 128.6%                     |
| Xcel Energy                                       | 274                | 1,402,041         |                  | 1,402,041         | 2,451,294              | 174.8%             | 748,983                | 228.3%                     |
| <b>Electric Utility Total</b>                     | <b>21,911</b>      | <b>23,046,483</b> | <b>2,151,643</b> | <b>25,198,126</b> | <b>42,244,796</b>      | <b>167.7%</b>      | <b>6,520,082</b>       | <b>193.5%</b>              |
| <b>NATURAL GAS UTILITIES</b>                      |                    |                   |                  |                   |                        |                    |                        |                            |
| Michigan Gas Utilities                            | 3,313              | 2,191,414         |                  | 2,191,414         | 2,336,622              | 106.6%             | 315,495                | 120.7%                     |
| Wisconsin Public Service                          | 291                | 122,705           |                  | 122,705           | 218,444                | 178.0%             | 0                      | 178.6%                     |
| Xcel Energy                                       | 2,500              | 64,439            |                  | 64,439            | 140,295                | 217.7%             | 29,814                 | 219.9%                     |
| <b>Natural Gas Utility Total</b>                  | <b>6,104</b>       | <b>2,378,558</b>  |                  | <b>2,378,558</b>  | <b>2,695,361</b>       | <b>113.3%</b>      | <b>345,309</b>         | <b>126.4%</b>              |

\*Savings goal achieved via Special Pilot Program delivery. Total achieved with Special Pilot is 31,706,398 kWh.

### Total Incentive Budget & Expenses: Includes All Classes

| PROVIDER                                             | 2015 INCENTIVE BUDGET | 2014 INCENTIVE CARRY FORWARD | 2015 ADJUSTED BUDGET WITH CARRYOVER | TOTAL INCENTIVE SPENT | 2015 CARRY FORWARD | % OF DOLLARS SPENT |
|------------------------------------------------------|-----------------------|------------------------------|-------------------------------------|-----------------------|--------------------|--------------------|
| <b>ELECTRIC UTILITIES</b>                            |                       |                              |                                     |                       |                    |                    |
| Alpena Power Company                                 | \$278,030             | \$47,150                     | \$325,180                           | \$228,047             | \$97,133           | 82.0%              |
| Baraga Electric Utility                              | \$25,725              | \$24,790                     | \$50,515                            | \$19,657              | \$30,858           | 76.4%              |
| Bayfield Electric Cooperative                        | \$498                 | \$497                        | \$995                               | \$374                 | \$621              | 75.1%              |
| The City of Crystal Falls                            | \$23,603              | \$257                        | \$23,860                            | \$16,666              | \$7,194            | 70.6%              |
| Daggett Electric Company                             | \$1,245               | \$653                        | \$1,898                             | \$990                 | \$908              | 79.5%              |
| The City of Dowagiac                                 | \$71,913              | \$25,576                     | \$97,489                            | \$71,395              | \$26,094           | 99.3%              |
| The City of Gladstone<br>Department of Power & Light | \$41,890              | \$52,532                     | \$94,422                            | \$25,825              | \$68,598           | 61.6%              |
| The City of Harbor Springs<br>Electric Department    | \$35,139              | \$15,046                     | \$50,185                            | \$22,870              | \$27,315           | 65.1%              |
| Hillsdale Board of Public Utilities                  | \$131,181             | \$42,811                     | \$173,992                           | \$100,820             | \$73,171           | 76.9%              |
| L'Anse Electric Utility                              | \$16,353              | \$15,795                     | \$32,148                            | \$17,032              | \$15,116           | 104.2%             |
| The City of Negaunee<br>Electric Department          | \$33,017              | \$43,766                     | \$76,783                            | \$17,960              | \$58,823           | 54.4%              |
| The City of Norway<br>Department of Power & Light    | \$38,905              | \$10,605                     | \$49,510                            | \$28,333              | \$21,177           | 72.8%              |
| City of South Haven Public Works                     | \$143,211             | \$35,761                     | \$178,972                           | \$126,867             | \$52,105           | 88.6%              |
| Upper Peninsula Power Company                        | \$1,135,136           | \$736,234                    | \$1,871,370                         | \$705,580             | \$1,165,790        | 62.2%              |
| We Energies                                          | \$514,663             | \$214,129                    | \$728,792                           | \$371,200             | \$357,592          | 72.1%              |
| Wisconsin Public Service                             | \$212,501             | \$34,338                     | \$246,839                           | \$162,071             | \$84,768           | 76.3%              |
| Xcel Energy                                          | \$138,863             | \$42,652                     | \$181,515                           | \$134,458             | \$47,056           | 96.8%              |
| <b>Electric Utility Total</b>                        | <b>\$2,841,872</b>    | <b>\$1,342,592</b>           | <b>\$4,184,464</b>                  | <b>\$2,050,145</b>    | <b>\$2,134,319</b> | <b>72.1%</b>       |
| <b>NATURAL GAS UTILITIES</b>                         |                       |                              |                                     |                       |                    |                    |
| Michigan Gas Utilities                               | \$1,516,347           | \$421,835                    | \$1,938,182                         | \$1,219,838           | \$718,344          | 80.4%              |
| Wisconsin Public Service                             | \$47,901              | \$19,114                     | \$67,015                            | \$45,641              | \$21,374           | 95.3%              |
| Xcel Energy                                          | \$60,667              | \$10,073                     | \$70,740                            | \$59,642              | \$11,098           | 98.3%              |
| <b>Natural Gas Utility Total</b>                     | <b>\$1,624,915</b>    | <b>\$451,022</b>             | <b>\$2,075,937</b>                  | <b>\$1,325,121</b>    | <b>\$750,817</b>   | <b>81.6%</b>       |

## Efficiency UNITED Design &amp; Analysis Budget Summary

| PROVIDER                                             | TOTAL EU COLLECTION FOR PROGRAM<br>YEAR 2015 | ADMINISTRATION 3.98% | COLLECTED 2015 EVALUATION |
|------------------------------------------------------|----------------------------------------------|----------------------|---------------------------|
| <b>ELECTRIC UTILITIES</b>                            |                                              |                      |                           |
| Alpena Power Company                                 | \$534,549.00                                 | \$21,275.05          | \$42,763.92               |
| Baraga Electric Utility                              | \$49,460.00                                  | \$1,968.51           | \$3,956.80                |
| Bayfield Electric Cooperative                        | \$957.00                                     | \$38.09              | \$76.56                   |
| The City of Crystal Falls                            | \$45,380.00                                  | \$1,806.12           | \$3,630.40                |
| Daggett Electric Company                             | \$2,394.00                                   | \$95.28              | \$191.52                  |
| The City of Dowagiac                                 | \$138,262.00                                 | \$5,502.83           | \$11,060.96               |
| The City of Gladstone Department of Power<br>& Light | \$80,540.00                                  | \$3,205.49           | \$6,443.20                |
| The City of Harbor Springs Electric<br>Department    | \$67,560.00                                  | \$2,688.89           | \$5,404.80                |
| Hillsdale Board of Public Utilities                  | \$252,212.00                                 | \$10,038.04          | \$20,176.96               |
| L'Anse Electric Utility                              | \$31,440.00                                  | \$1,251.31           | \$2,515.20                |
| The City of Negaunee Electric Department             | \$63,480.00                                  | \$2,526.50           | \$5,078.40                |
| The City of Norway Department of Power<br>& Light    | \$74,800.00                                  | \$10,625.88          | \$21,358.56               |
| City of South Haven Public Works                     | \$275,342.00                                 | \$2,977.04           | \$5,984.00                |
| Upper Peninsula Power Company                        | \$2,182,451.00                               | \$10,958.61          | \$22,027.36               |
| We Energies                                          | \$989,508.00                                 | \$86,861.54          | \$174,596.08              |
| Wisconsin Public Service                             | \$408,561.00                                 | \$39,382.42          | \$79,160.64               |
| Xcel Energy                                          | \$266,982.00                                 | \$16,260.73          | \$32,684.88               |
| <b>Electric Utility Total</b>                        | <b>\$5,463,878.00</b>                        | <b>\$217,462.33</b>  | <b>\$437,110.24</b>       |
| <b>NATURAL GAS UTILITIES</b>                         |                                              |                      |                           |
| Michigan Gas Utilities                               | \$2,915,379.00                               | \$116,032.08         | \$233,230.32              |
| Wisconsin Public Service                             | \$92,097.00                                  | \$3,665.46           | \$7,367.76                |
| Xcel Energy                                          | \$116,640.00                                 | \$4,642.27           | \$9,331.20                |
| <b>Natural Gas Utility Total</b>                     | <b>\$3,124,116.00</b>                        | <b>\$124,339.81</b>  | <b>\$249,929.28</b>       |

Program Implementation Budget Summary

| PROVIDER                                          | TOTAL EU COLLECTION FOR PROGRAM YEAR 2015 | PROGRAM ALLOCATION TO CLEAR RESULT | LOW INCOME PROGRAM INCENTIVE | LOW INCOME PROGRAM IMPLEMENTATION | LOW INCOME IMPLEMENTATION HOLDBACK (10%) | RESIDENTIAL C&I PROGRAM INCENTIVE | RESIDENTIAL C&I PROGRAM IMPLEMENTATION | NON-LOW INCOME IMPLEMENTATION HOLDBACK (10%) |
|---------------------------------------------------|-------------------------------------------|------------------------------------|------------------------------|-----------------------------------|------------------------------------------|-----------------------------------|----------------------------------------|----------------------------------------------|
| <b>ELECTRIC UTILITIES</b>                         |                                           |                                    |                              |                                   |                                          |                                   |                                        |                                              |
| Alpena Power Company                              | \$534,549                                 | \$470,510                          | \$32,073                     | \$21,382                          | \$2,138                                  | \$245,957                         | \$171,098                              | \$17,110                                     |
| Baraga Electric Utility                           | \$49,460                                  | \$43,535                           | \$2,968                      | \$1,978                           | \$198                                    | \$22,758                          | \$15,831                               | \$1,583                                      |
| Bayfield Electric Cooperative                     | \$957                                     | \$842                              | \$57                         | \$38                              | \$4                                      | \$440                             | \$306                                  | \$31                                         |
| The City of Crystal Falls                         | \$45,380                                  | \$39,943                           | \$2,723                      | \$1,815                           | \$182                                    | \$20,880                          | \$14,525                               | \$1,453                                      |
| Daggett Electric Company                          | \$2,394                                   | \$2,107                            | \$144                        | \$96                              | \$10                                     | \$1,102                           | \$766                                  | \$77                                         |
| The City of Dowagiac                              | \$138,262                                 | \$121,698                          | \$8,296                      | \$5,530                           | \$553                                    | \$63,617                          | \$44,255                               | \$4,425                                      |
| The City of Gladstone Department of Power & Light | \$80,540                                  | \$70,891                           | \$4,832                      | \$3,222                           | \$322                                    | \$37,058                          | \$25,779                               | \$2,578                                      |
| The City of Harbor Springs Electric Department    | \$67,560                                  | \$59,466                           | \$4,054                      | \$2,702                           | \$270                                    | \$31,086                          | \$21,625                               | \$2,162                                      |
| Hillsdale Board of Public Utilities               | \$252,212                                 | \$221,997                          | \$15,133                     | \$10,088                          | \$1,009                                  | \$116,048                         | \$80,728                               | \$8,073                                      |
| L'Anse Electric Utility                           | \$31,440                                  | \$27,673                           | \$1,886                      | \$1,258                           | \$126                                    | \$14,466                          | \$10,063                               | \$1,006                                      |
| The City of Negaunee Electric Department          | \$63,480                                  | \$55,875                           | \$3,809                      | \$2,539                           | \$254                                    | \$29,208                          | \$20,319                               | \$2,032                                      |
| The City of Norway Department of Power & Light    | \$266,982                                 | \$234,998                          | \$4,488                      | \$2,992                           | \$299                                    | \$34,417                          | \$23,942                               | \$2,394                                      |
| City of South Haven Public Works                  | \$74,800                                  | \$65,839                           | \$16,521                     | \$11,014                          | \$1,101                                  | \$126,690                         | \$88,131                               | \$8,813                                      |
| Upper Peninsula Power Company                     | \$275,342                                 | \$242,356                          | \$130,947                    | \$87,298                          | \$8,730                                  | \$1,004,189                       | \$698,559                              | \$69,856                                     |
| We Energies                                       | \$2,182,451                               | \$1,920,993                        | \$59,370                     | \$39,580                          | \$3,958                                  | \$455,292                         | \$316,722                              | \$31,672                                     |
| Wisconsin Public Service                          | \$989,508                                 | \$870,965                          | \$24,514                     | \$16,342                          | \$1,634                                  | \$187,987                         | \$130,772                              | \$13,077                                     |
| Xcel Energy                                       | \$408,561                                 | \$359,615                          | \$16,019                     | \$10,679                          | \$1,068                                  | \$122,844                         | \$85,456                               | \$8,546                                      |
| <b>Electric Utility Total</b>                     | <b>\$5,463,878</b>                        | <b>\$4,809,303</b>                 | <b>\$327,833</b>             | <b>\$218,555</b>                  | <b>\$21,856</b>                          | <b>\$2,514,040</b>                | <b>\$1,748,878</b>                     | <b>\$174,888</b>                             |
| <b>NATURAL GAS UTILITIES</b>                      |                                           |                                    |                              |                                   |                                          |                                   |                                        |                                              |
| Michigan Gas Utilities                            | \$2,915,379                               | \$2,566,117                        | \$174,923                    | \$116,615                         | \$11,662                                 | \$1,341,424                       | \$933,155                              | \$93,315                                     |
| Wisconsin Public Service                          | \$92,097                                  | \$81,064                           | \$5,526                      | \$3,684                           | \$368                                    | \$42,376                          | \$29,478                               | \$2,948                                      |
| Xcel Energy                                       | \$116,640                                 | \$102,667                          | \$6,998                      | \$4,666                           | \$467                                    | \$53,668                          | \$37,334                               | \$3,733                                      |
| <b>Natural Gas Utility Total</b>                  | <b>\$3,124,116</b>                        | <b>\$2,749,848</b>                 | <b>\$187,447</b>             | <b>\$124,965</b>                  | <b>\$12,496</b>                          | <b>\$1,437,468</b>                | <b>\$999,967</b>                       | <b>\$99,997</b>                              |

## Class Transfers

| PROVIDER                                          | IQ INCENTIVE BUDGET | RES INCENTIVE BUDGET | CI INCENTIVE BUDGET |
|---------------------------------------------------|---------------------|----------------------|---------------------|
| <b>ELECTRIC UTILITIES</b>                         |                     |                      |                     |
| Alpena Power Company                              | \$153               | \$(153)              | -                   |
| Baraga Electric Utility                           | \$(8)               | \$8                  | -                   |
| Bayfield Electric Cooperative                     | \$2                 | \$(2)                | -                   |
| The City of Crystal Falls                         | \$(657)             | \$657                | -                   |
| Daggett Electric Company                          | \$(7)               | \$7                  | -                   |
| The City of Dowagiac                              | \$(4)               | \$4                  | -                   |
| The City of Gladstone Department of Power & Light | \$(3,933)           | \$3,933              | -                   |
| The City of Harbor Springs Electric Department    | \$(1,096)           | \$1,096              | -                   |
| Hillsdale Board of Public Utilities               | \$(3,237)           | \$3,237              | -                   |
| L'Anse Electric Utility                           | \$(4)               | \$4,504              | \$(4,500)           |
| The City of Negaunee Electric Department          | \$(6)               | \$6                  | -                   |
| The City of Norway Department of Power & Light    | \$43                | \$(43)               | -                   |
| City of South Haven Public Works                  | \$(224)             | \$224                | -                   |
| Upper Peninsula Power Company                     | \$(9)               | \$9                  | -                   |
| We Energies                                       | -                   | -                    | -                   |
| Wisconsin Public Service                          | \$(1)               | \$1                  | -                   |
| Xcel Energy                                       | \$(9)               | \$9                  | -                   |
| <b>Electric Utility Total</b>                     | <b>\$(8,997)</b>    | <b>\$13,497</b>      | <b>\$(4,500)</b>    |
| <b>NATURAL GAS UTILITIES</b>                      |                     |                      |                     |
| Michigan Gas Utilities                            | -                   | -                    | -                   |
| Wisconsin Public Service                          | -                   | -                    | -                   |
| Xcel Energy                                       | \$68                | \$(68)               | -                   |
| <b>Natural Gas Utility Total</b>                  | <b>\$68</b>         | <b>\$(68)</b>        | <b>-</b>            |

\* Positive numbers reflect transfers in, negative reflects transfers out

Lined area for taking notes, consisting of two columns of horizontal lines.













Baraga  
Electric Utility



The City of  
Crystal Falls



The City of Gladstone  
Department of Power & Light

Harbor Springs  
Electric Department



L'Anse  
Electric Utility



Negaunee  
Electric Department

The City of Norway  
Department of Power & Light



Xcel Energy  
RESPONSIBLE BY NATURE