



2023 Efficiency United

Annual Report



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Executive Summary

Michigan's Energy Waste Reduction (EWR) standard was created under Public Act 295. Public Act 342, known as the Clean and Renewable Energy and Energy Waste Reduction Act, amends Michigan's 2008 energy law, Act 295. Public Acts 341 and 342 of 2016 updated portions of the gas and electric provider energy efficiency programs (formerly known as energy optimization programs) and now referred to as energy waste reduction programs) and created new requirements. Efficiency United is the brand name for EWR programs offered on behalf of participating providers or retail electric and natural gas services.

The MPSC selected Michigan Community Action (MCA) with CLEAResult as its primary implementation contractor, to administer Efficiency United EWR programs. MCA is a nonprofit state association, which provides programs and services, such as weatherization, to help income

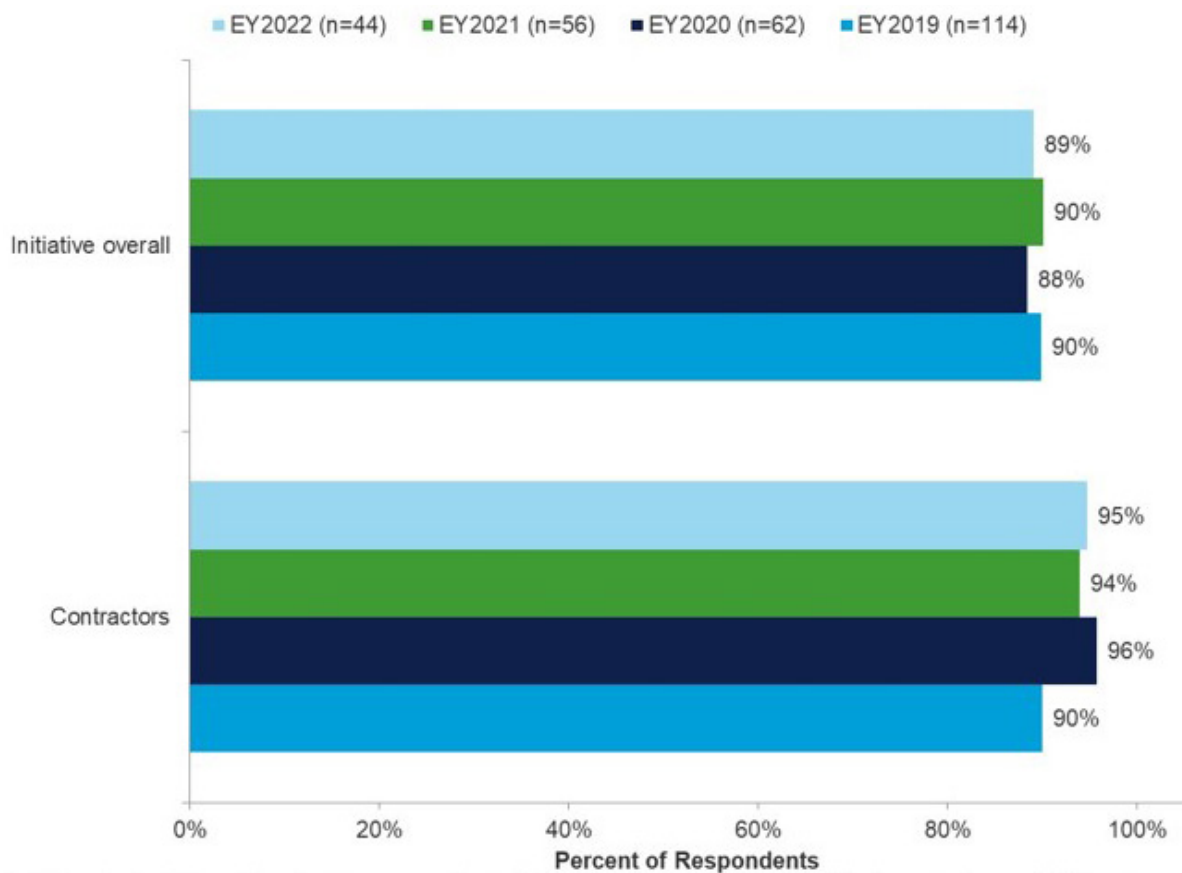
qualified individuals and families throughout the state achieve greater economic self-sufficiency and stability. MCA has extensive experience with administering grant funded weatherization and energy efficiency programs. The contract between the State of Michigan and MCA includes energy savings targets for each participating provider.

In 2023, Efficiency United delivered cost-effective energy savings garnering high levels of customer satisfaction. This was accomplished through the coordinated delivery of Income Qualified (IQ), residential and Commercial and Industrial (C&I) programs all offering multiple participation pathways for participating provider customers. Program representation maintained a strong physical presence across the various utility service territories engaging with trade allies and customers alike, participating in events to further promote Efficiency United.

Satisfaction

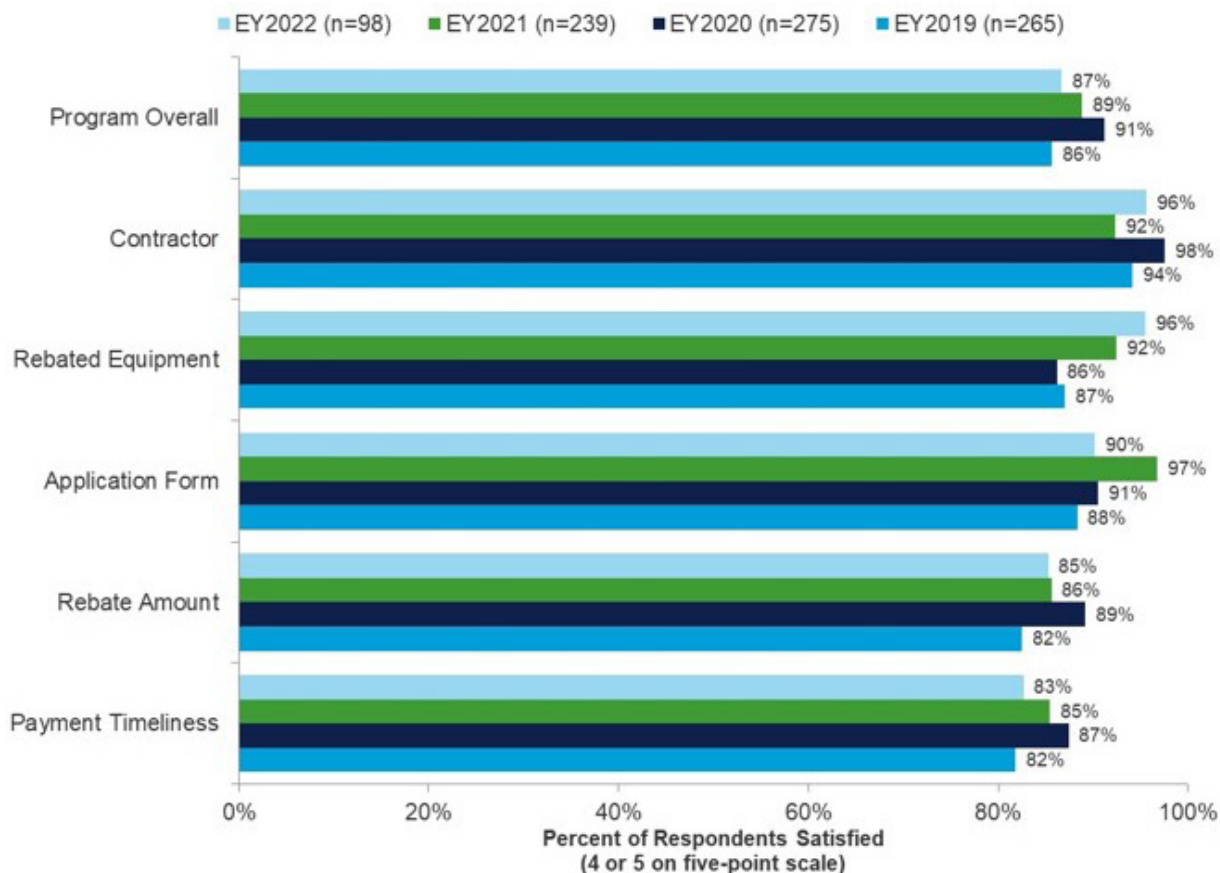
For each energy efficiency program and in each program year, DNV asked participants about their level of overall satisfaction with the program, using a five-point satisfaction scale where five meant “very satisfied” and one meant “very dissatisfied.” The following figures show the percentage of respondents who gave each program a rating of four or five. High participant satisfaction with Efficiency United’s program has remained strong through the 2023 program year.

Figure 1: Satisfaction With Contractors and the Income Qualified Program, EY 2020 to 2023



Note: Respondent satisfaction with the scheduling process and the length of time the contractors spent in participants’ residences do not appear in this figure because they were only added in EY2022.

Figure 2: Satisfaction With HP Program Characteristics, EY 2020 to 2023



Note: Satisfaction with the Application Form factors out respondents who said they did not fill out any applications or paperwork for their measure(s). Likewise, satisfaction with Payment Timeliness factors out those who said they did not know how long it took.

Gas Portfolio Achievements

Efficiency United Natural Gas Total Incentives

| Class | 2023 Incentive Budget | 2022 Incentive Unspent | Total Available 2023 Incentive Budget | Incentive Spent | Incentive Remaining* | Incentive Spent (% Portfolio) |
|---------------------------|-----------------------|------------------------|---------------------------------------|--------------------|----------------------|-------------------------------|
| Income Qualified | \$268,455 | - | \$268,455 | \$236,031 | \$32,424 | 17% |
| Residential | \$1,144,377 | \$110,170 | \$1,254,547 | \$769,409 | \$485,138 | 56% |
| Commercial and Industrial | \$548,379 | \$60,603 | \$608,982 | \$359,032 | \$249,950 | 26% |
| Total | \$1,961,210 | \$170,773 | \$2,131,983 | \$1,364,472 | \$767,511 | 100% |

*Remaining incentive funds will be carried forward into the 2023 EWR programs.

Efficiency United Natural Gas Total Implementation

| Class | 2023 Implementation Budget | Implementation Spent | Remaining | Implementation Spent (% Portfolio) |
|---------------------------|----------------------------|----------------------|-----------|------------------------------------|
| Income Qualified | \$178,970 | \$178,970 | - | 13% |
| Residential | \$796,526 | \$796,526 | - | 59% |
| Commercial and Industrial | \$381,691 | \$381,691 | - | 28% |
| Total | \$1,357,187 | \$1,357,187 | - | 100% |

Efficiency United Natural Gas First-Year Therm Savings

| Class | 2023 Therm Target | Therms Achieved | % Achieved | % Portfolio |
|---------------------------|-------------------|------------------|-------------|-------------|
| Income Qualified | 92,456 | 50,831 | 55% | 2% |
| Residential* | 650,979 | 530,773 | 82% | 25% |
| Commercial and Industrial | 1,102,675 | 1,562,597 | 142% | 73% |
| Total | 1,846,110 | 2,144,201 | 116% | 100% |

The Appendix includes a detailed Efficiency United collection breakdown by utility.

Electric Portfolio Achievements

Efficiency United Electric Total Incentives

| Class | 2023 Incentive Budget | 2022 Incentive Unspent | Total Available 2023 Incentive Budget | Incentive Spent | Incentive Remaining* | Incentive Spent (% Portfolio) |
|---------------------------|-----------------------|------------------------|---------------------------------------|--------------------|----------------------|-------------------------------|
| Income Qualified | \$168,037 | - | \$168,037 | \$136,260 | \$31,777 | 11% |
| Residential | \$512,961 | \$297,350 | \$810,311 | \$522,426 | \$287,885 | 43% |
| Commercial and Industrial | \$1,159,109 | \$856,142 | \$2,015,251 | \$568,832 | \$1,446,419 | 46% |
| Total | \$1,840,107 | \$1,153,492 | \$2,993,599 | \$1,227,518 | \$1,766,081 | 100% |

*Remaining incentive funds will be carried forward into the 2023 EWR programs.

Efficiency United Electric Total Implementation

| Class | 2023 Implementation Budget | Implementation Spent | Remaining | Implementation Spent (% Portfolio) |
|---------------------------|----------------------------|----------------------|-----------|------------------------------------|
| Income Qualified | \$112,025 | \$112,025 | - | 9% |
| Residential | \$357,039 | \$357,039 | - | 28% |
| Commercial and Industrial | \$804,319 | \$804,319 | - | 63% |
| Total | \$1,273,382 | \$1,273,382 | - | 100% |

Efficiency United Electric First-Year kWh Savings

| Class | 2023 kWh Target | kWh Achieved | % Achieved | % Portfolio |
|---------------------------|-------------------|-------------------|-------------|-------------|
| Income Qualified | 210,538 | 215,903 | 103% | 1% |
| Residential* | 3,979,290 | 7,722,881 | 194% | 38% |
| Commercial and Industrial | 13,280,172 | 12,530,596 | 94% | 61% |
| Total | 17,470,000 | 20,469,380 | 117% | 100% |

The Appendix includes a detailed Efficiency United collection breakdown by utility.



158

total participants

50,831

first-year net therm savings achieved

215,903

first-year net kWh savings achieved

\$372,291

incentives distributed

INCOME QUALIFIED

Class Overview

Program Design

The 2023 Efficiency United Income Qualified (IQ) Program was designed to provide income-constrained customers with low- to no-cost, energy-efficient equipment and home envelope upgrades. This was achieved by leveraging strategic partnerships and encouraging the braiding of multiple funding sources through a robust contractor networks, community-based organizations and public housing.

In 2023 the program was able to participate in market outreach opportunities and in-person events, including:

- In-person education
- Conferences
- Resource fairs
- Community presentations

Administered by CLEAResult, the program was able to achieve its energy savings and incentive investment objectives while creating a positive impact for income qualified customers across all Efficiency United utility territories.

Challenges and Risks

Economic and workforce impacts were felt throughout Michigan and often more severely in low-income residential communities. Rising costs of labor and materials proved a difficult challenge in balancing the level of participation while still achieving energy savings goals. In addition to material cost increases, Trade Allies experienced high turnover and labor shortages, making it difficult to complete projects and provide required documentation on a consistent and timely basis.

Manufactured Homes Initiative

The Efficiency United IQ Program continued to serve eligible customers through the Manufactured Homes Initiative (MHI) throughout the year. Energy efficiency enhancements provided to over 51 low-income residents living in manufactured homes included duct and air sealing, heating system tune-ups and direct install fixtures.

Multifamily

Through our partnership with housing commissions and local non-profit organizations, the IQ Program was able to leverage program funding with rental income and federal housing subsidies. Public housing improvements can include space- and water-heating upgrades, weatherization services and many direct installation items. By completing these cost-effective installations, multifamily properties can ensure that all residents are provided with an efficient and comfortable place to live. Multiple public housing and non-profit organizations participated in the 2023 IQ Program, including:

- Alpena Housing Commission
- Bessemer Housing Commission
- Iron Mountain and Kingsford Housing Commissions

Community Action Agency Collaboration

The 2023 IQ Program continued to work collaboratively with multiple community action agencies across the state, including Southwest Michigan CAA, Monroe County Opportunity Program, Northeast Michigan Community Services Agency, Gogebic-Ontonagon CAA among others. Through customer referrals, shared marketing and education, the program was able to provide a higher level of service to the income qualified population within Efficiency United service territories.

Income Qualified Program Incentive Budgets

| Provider | 2023 Incentive Budget | Incentive Carryforward Remaining From Previous Years | Total Available Incentive Budget | Incentive Spent | % of Budget Spent (Based on 2023 Incentive Budget) | Remaining Incentive Budget* |
|------------------------------|-----------------------|--|----------------------------------|------------------|--|-----------------------------|
| Electric Utilities | | | | | | |
| Alpena | \$45,742 | - | \$45,742 | \$2,500 | 5% | \$43,242 |
| UMERC – Electric | \$88,442 | - | \$88,442 | \$80,494 | 91% | \$7,948 |
| Xcel Energy – Electric | \$33,853 | - | \$33,853 | \$53,266 | 157% | \$(19,413) |
| Total Electric | \$168,037 | - | \$168,037 | \$136,260 | 81% | \$31,777 |
| Natural Gas Utilities | | | | | | |
| MGU | \$251,889 | - | \$251,889 | \$219,425 | 87% | \$32,464 |
| UMERC – Gas | \$6,859 | - | \$6,859 | \$6,900 | 101% | \$(41) |
| Xcel Energy – Gas | \$9,706 | - | \$9,706 | \$9,706 | 100% | \$0 |
| Total Natural Gas | \$268,455 | - | \$268,455 | \$236,031 | 88% | \$32,424 |

*Incentive funds will be transferred from the residential class where overdraws are present.

Income Qualified Energy Savings

| Provider | Number of Participants | Annual kWh/ Therms Goal | 2023 kWh/ Therms Achieved | 2022 Carryforward Savings | Total kWh/ Therms Achieved | % of Goal Achieved |
|--------------------------|------------------------|-------------------------|---------------------------|---------------------------|----------------------------|--------------------|
| Electric Utilities | | | | | | |
| Alpena | 1 | 55,102 | 2,612 | 18,367 | 20,979 | 38% |
| UMERC – Electric | 8 | 112,530 | 87,998 | 37,510 | 125,508 | 112% |
| Xcel Energy – Electric | 27 | 42,905 | 69,416 | - | 69,416 | 162% |
| Total Electric | 36 | 210,537 | 160,026 | 55,877 | 215,903 | 103% |
| Natural Gas Utilities | | | | | | |
| MGU | 116 | 91,393 | 22,510 | 27,646 | 50,156 | 55% |
| UMERC – Gas | 2 | 238 | 440 | - | 440 | 185% |
| Xcel Energy – Gas | 4 | 826 | 235 | - | 235 | 28% |
| Total Natural Gas | 122 | 92,456 | 23,184 | 27,646 | 50,831 | 55% |



Residential

ENERGY STAR® PROGRAM OVERVIEW

26,600

total participants

3,740

first-year net therm savings achieved

6,507,832

first-year net kWh savings achieved

\$436,825

incentives distributed

RESIDENTIAL

Class Overview

Class Achievements

Throughout 2023, the Efficiency United Residential Program provided various opportunities for participation in energy efficiency initiatives, encouraging investment through rebate and program opportunities.

This report will delve deeper into the following programs:

- ENERGY STAR Program
- Appliance Recycling Program
- Home Performance Initiatives
- Residential Education Program
- Residential Pilot Program

ENERGY STAR Program Overview

The ENERGY STAR Program delivered successful results and desirable customer satisfaction by way of instant rebate channels. Through partnership with retail locations across the service territory, point-of-purchase materials showcased incentive opportunities available to utility customers. These materials were supplemented with in-person engagement and education of retail store staff to ensure consistency of the offer.

The ENERGY STAR Program offered financial incentives for the purchase of the following products:

- LED light bulbs
- Handheld shower wand
- Showerheads
- Kitchen and bath aerators

The program also provided energy efficiency kits conveniently offering customers energy waste reduction opportunities without the need to leave their homes. Customers were sent direct mailers offering the energy kit and were invited to request a no-cost kit through a unique online URL. Customers were offered a choice between two different energy kits. One contained all interior measures, and the other had a mix of both interior and exterior measures. The program experienced high customer response and satisfaction through this initiative. The 2023 Residential ENERGY STAR Program delivered 5,743 kits.

**89**

total participants

239

first-year net therm savings achieved

3,989

first-year net kWh savings achieved

\$2,425

incentives distributed

RESIDENTIAL

ENERGY STAR® Appliance Rebate Program

Through the Efficiency United ENERGY STAR Appliance Rebate Program, customers accessed mail-in rebate opportunities for a variety of qualifying energy-efficient appliances. Program representatives educated retailer employees to help them understand program guidelines and how to encourage consumer purchases of high-efficiency appliances. Marketing materials were also updated and replenished to further empower retailer employees as program ambassadors.

2023 Rebated Appliances

- Clothes washer
- Clothes dryer
- Dishwasher
- Dehumidifier

ENERGY STAR Program Overview

| Provider | Number of Participants | Incentive Spent | 2022 Carryforward Savings | Bulbs From 2021 & 2022 | 2023 kWh/ Therms Achieved | Total kWh/ Therms Achieved | 2023 Annual kWh/Therms Goal | % of Savings Goal Achieved |
|--------------------------|------------------------|------------------|---------------------------|------------------------|---------------------------|----------------------------|-----------------------------|----------------------------|
| Electric Utilities | | | | | | | | |
| Alpena | 10,066 | \$124,348 | 154,368 | 419,953 | 1,454,014 | 2,028,335 | 463,104 | 438% |
| UMERC – Electric | 11,785 | \$214,898 | 24,708 | 774,187 | 2,364,532 | 3,163,427 | 2,213,513 | 143% |
| Xcel Energy – Electric | 4,683 | \$95,987 | - | 217,736 | 1,098,334 | 1,316,070 | 590,374 | 223% |
| Total Electric | 26,534 | \$435,233 | 179,076 | 1,411,876 | 4,916,880 | 6,507,832 | 3,266,991 | 199% |
| Natural Gas Utilities | | | | | | | | |
| MGU | 59 | \$1,523 | 3,396 | - | 261 | 3,656 | 11,225 | 33% |
| UMERC – Gas | 1 | \$50 | - | - | 8 | 8 | 339 | 2% |
| Xcel Energy – Gas | 6 | \$20 | - | - | 76 | 76 | 633 | 12% |
| Total Natural Gas | 66 | \$1,593 | 3,396 | - | 344 | 3,740 | 12,197 | 31% |

Appliance Recycling Program

179

total participants

894,286

first-year net kWh savings achieved

\$20,480

incentives distributed

Program Design

The 2023 Appliance Recycling Program offered two convenient ways for participating utility customers to remove older inefficient appliances off the power grid. These included drop-off events and in-home collection of refrigerators, mini-refrigerators, freezers, room air conditioners and dehumidifiers.

Participation was generated through multiple channels, including direct mail flyers, advertising through partner organizations, outreach events, the Efficiency United website, and member utility websites. The following incentives were provided per recycled unit at no cost to the customer:

- \$50 refrigerator or freezer
- \$20 room air conditioner or dehumidifier
- \$15 mini-refrigerator

Notable Activities

There were three drop-off events throughout the year in Iron Mountain, Ironwood and Alpena Michigan. The events were advertised to local customers in the weeks leading up to the events and led to very successful participation. To cross-promote additional program offerings the drop-off events were scheduled to coincide with the Day of Energy Savings events. Additionally, energy savings kits were offered to any participant that had not received one in the past two years. There was a total of 3 home pickup routes scheduled to run in a concurrent timeframe as the drop-off events. Overall, 179 eligible units were recycled during the program year.

Appliance Recycling Program Overview

| Provider | Number of Participants | Incentive Spent | 2022 Carryforward Savings | 2023 kWh/ Therms Achieved | Total kWh/ Therms Achieved | 2023 Annual kWh/Therms Goal | % of Savings Goal Achieved |
|------------------------|------------------------|-----------------|---------------------------|---------------------------|----------------------------|-----------------------------|----------------------------|
| Electric Utilities | | | | | | | |
| Alpena | 52 | \$6,120 | 20,541 | 44,323 | 64,864 | 61,624 | 105% |
| UMERC – Electric | 82 | \$9,885 | 737,838 | 62,873 | 800,711 | 74,124 | 1080% |
| Xcel Energy – Electric | 45 | \$4,475 | - | 28,711 | 28,711 | 88,040 | 33% |
| Total Electric | 179 | \$20,480 | 758,379 | 135,907 | 894,286 | 223,787 | 400% |



4,227
total participants

495,054
first-year net therm savings achieved

195,068
first-year net kWh savings achieved

\$765,672
incentives distributed

RESIDENTIAL

Home Performance Program

The Home Performance Program provides residential customers with educational resources and rebates for energy-efficient home improvements.

The 2023 program offered rebates on:

- Air and duct sealing
- ENERGY STAR® certified products (such as air purifiers, clothes dryers, room A/Cs and TVs)
- Heating and cooling systems
- Heating and cooling add-ons (such as boiler reset controls, thermostats, ECM fans and pumps)
- Insulation
- Water heaters
- Windows and doors

Additional services offered through the Home Performance Program included:

- Contractor Network
- Home Energy Assessment
- Manufactured Home Initiative

Contractor Network

The Efficiency United Energy Waste Reduction Program continued to maintain an open network of participating contractors in 2023. Utilizing an open network allows participating customers to work with familiar contractors and for applications to be submitted by customer or contractor which boosts the ease of participation.

Modifications to the Michigan Energy Measures Database (MEMD) in 2023 not only affected saving and rebate levels, it also prompted change to the contractor network and how the program interacts with the network. An emphasis was placed on engagement through the recruitment of weatherization contractors resulting in adding seventeen newly engaged insulation and air sealing contractors.

The entirety of the Efficiency United contractor network is composed of highly skilled HVAC, weatherization, plumbing and building science experts across the service territories of Efficiency United participating utilities. The team helps nurture these relationships by:

- Serving as a single point of contact for all program needs
- Training contractors on program opportunities and new energy-efficient technologies
- Providing market differentiation and energy efficiency sales training
- Providing timely updates regarding applications, rebates, and bonus opportunities
- Incorporating contractor feedback into program design

The contractor outreach team continues to be highly focused on maintaining direct and personal connections with contractors.

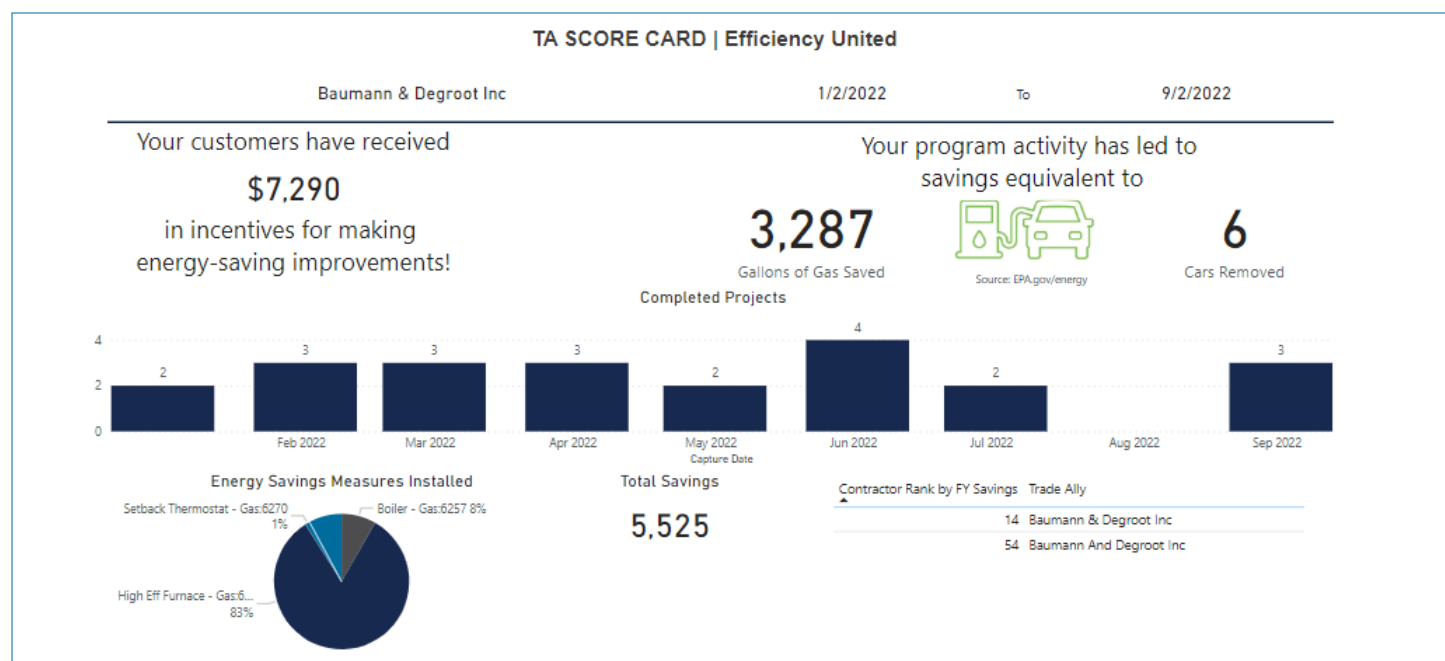
2023 Contractor Engagement

| Utility | In-Person Contractor Visits | Unique Contractor Touchpoints |
|---------|-----------------------------|-------------------------------|
| Alpena | 12 | 34 |
| MGU | 31 | 183 |
| UMERC | 87 | 132 |
| XCEL | 28 | 91 |

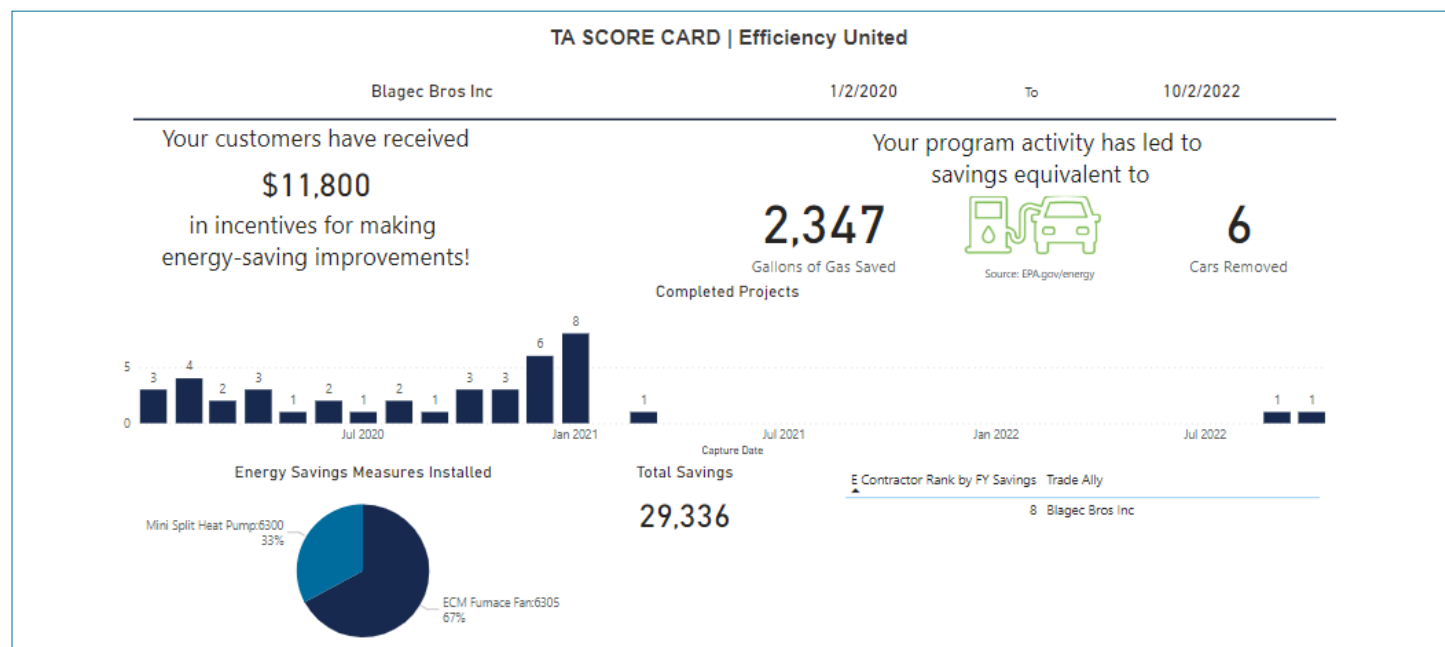
To enhance program understanding and awareness, participating contractors received quarterly newsletters highlighting measures of seasonal importance, available bonuses and measure education.

Efficiency United Gas Scorecard

The Trade Ally Scorecard continued to be utilized in 2023 to provide contractors with additional opportunities and insights into their impact on the community.



Efficiency United Electric Scorecard



Home Energy Assessments

In the framework of the 2023 Home Performance Program, we extended an invitation for Complimentary Home Energy Assessments (HEAs). This initiative serves as an initial stride towards enhancing energy efficiency and provides an excellent opportunity for homeowners to gain insights into their home's energy consumption dynamics.

During an HEA, a Building Performance Institute certified analyst conducts a comprehensive visual assessment, evaluating the home's appliances, envelope, and mechanical systems. The analyst engages in a discussion about the occupants' energy behaviors, aiming to achieve a holistic understanding of the home's current energy needs and usage patterns.

For eligible customers, the analyst installs upgrades at no charge, including high-efficiency showerheads, aerators, water heater pipe insulation, LED light bulbs, and a carbon monoxide detector. These enhancements contribute to both energy savings and improved safety.

Upon completion of the assessment, customers receive a detailed report encompassing the analyst's recommendations, along with information about available rebates and program offerings. To further incentivize the implementation of recommended improvements, the program continues to provide a one-time bonus of up to \$200 upon the completion of a qualifying improvement. This ongoing commitment underscores our dedication to supporting homeowners in their journey towards sustainable and energy-efficient living.

Manufactured Home Initiative (MHI)

Since its inception in 2015, the MHI program has been committed to providing complimentary, energy-saving upgrades to residents of manufactured homes. Manufactured homes, encompassing factory-built, prefabricated housing, mobile homes, and residences within mobile home communities have been the focus of our efforts.

In addition to employing traditional demand generation methods, the program organized and hosted community barbecues, fostering a sense of unity among community members. These events served as platforms for individuals to discover the program's benefits and share their experiences. Through collaborative efforts, the program and property managers worked seamlessly to deliver no-cost upgrades to enhance the energy efficiency of residents' homes.

Based on a customer's eligibility, they may receive:

- Air sealing
- Duct system repair and sealing
- Furnace tune-up
- High-efficiency showerheads and faucet aerators
- Water heater pipe insulation
- Carbon monoxide detectors

Marketing and Outreach

The Efficiency United Residential Program team utilizes a proactive engagement approach to build upon the current contractor and customer base. While Efficiency United's market outreach strategy is based on a strong contractor network, proactive engagement remains a priority with contractors and customers. Due to a trend in rising costs associated with supplier/distributor counter days and other contractor-facing events weighed against the benefits of such events, the outreach team opted to place additional emphasis on individual contractor outreach while remaining engaged in event opportunities to build program awareness. In 2023 the Market Outreach team attended:

- Five customer-facing program promotion and education events
- Three contractor-facing program promotion and education events
- Three Day of Energy Savings multiple-day events
- Michigan Habitat for Humanity Conference
- One educational heat pump contractor online seminar with on-demand viewing availability



| Event | Date(s) | Location |
|---|-------------------------------|-----------------------|
| Ironwood Community Development Lunch | January 25th, 2023 | Ironwood, MI |
| Monroe County Home Builders Association Home Improvement Show | February 24th - 26th, 2023 | Monroe, MI |
| Michigan Habitat for Humanity Homes Conference | February 21st - 23rd, 2023 | Roscommon, MI |
| Upper Peninsula Builders Show | March 10th - March 12th, 2023 | Marquette, MI |
| Forslund Building Supply Products Show | April 26th, 2023 | Ironwood, MI |
| Menominee Landlord Association Presentation | May 16th, 2023 | Menominee, MI |
| UMERC WE Energies Day Of Energy Savings Event | June 7th - June 8th, 2023 | Iron Mountain, MI |
| Heat Pumps for Cold Weather Climates Education Webinar | June 14th, 2023 | Virtual and On Demand |
| Xcel Energy Day Of Energy Savings Event | July 20th - 21st, 2023 | Ironwood, MI |
| Alpena Power Day Of Energy Savings Event | August 24th - 25th, 2023 | Alpena, MI |
| Lake Superior Leadership Academy Presentations | September 7, 2023 | Ishpeming, MI |

Home Performance Program Overview

| Provider | Number of Participants | Incentive Spent | 2022 Carryforward Savings | 2023 kWh/ Therms Achieved | Total kWh/ Therms Achieved | 2023 Annual kWh/Therms Goal | % of Savings Goal Achieved |
|--------------------------|------------------------|------------------|---------------------------|---------------------------|----------------------------|-----------------------------|----------------------------|
| Electric Utilities | | | | | | | |
| Alpena | 32 | \$17,843 | 32,362 | 30,491 | 62,852 | 42,933 | 146% |
| UMERC – Electric | 32 | \$16,257 | 86,877 | 23,693 | 110,570 | 47,769 | 231% |
| Xcel Energy – Electric | 27 | \$15,666 | - | 21,645 | 21,645 | 62,625 | 35% |
| Total Electric | 91 | \$49,766 | 119,239 | 75,829 | 195,068 | 153,326 | 127% |
| Natural Gas Utilities | | | | | | | |
| MGU | 3,939 | \$681,381 | 178,740 | 302,701 | 481,441 | 535,395 | 90% |
| UMERC – Gas | 50 | \$11,250 | - | 3,838 | 3,838 | 14,265 | 27% |
| Xcel Energy – Gas | 147 | \$23,275 | - | 9,776 | 9,776 | 29,646 | 33% |
| Total Natural Gas | 4,136 | \$715,906 | 178,740 | 316,314 | 495,054 | 579,306 | 85% |



1,530

kits distributed

22,303

first-year therm savings achieved

125,695

first-year kWh savings achieved

RESIDENTIAL

Education Program

Program Design

Efficiency United continued its partnership with the National Energy Foundation (NEF) to deliver its Residential Education Program in 2023. The Think! Energy® Program encouraged teachers and their students to think, talk, and take action to save energy for the future. This past year, interactive in-person and virtual classroom presentations were facilitated by a NEF presenter.

Utility collaboration continued with UPPCO, SEMCO ENERGY Gas Company, Consumers Energy and DTE Energy, enabling the program to reach a larger number of schools.

Program Offerings

The Take Action Kit distributed to students varied by program, but all contained energy-saving upgrades and activity suggestions along with installation instructions. Included through NEF offerings are a teacher portal to track grant progress and distribute downloadable materials. NEF incorporated various teacher webinars to provide tips before starting the program.

Residential Education Program Overview

| Provider | Incentive Spent | 2023 kWh/Therms Achieved |
|--------------------------|-----------------|--------------------------|
| Electric Utilities | | |
| Alpena | \$4,515 | 20,307 |
| UMERC – Electric | \$9,000 | 79,824 |
| Xcel Energy – Electric | \$3,433 | 25,563 |
| Total Electric | \$16,948 | 125,695 |
| Natural Gas Utilities | | |
| MGU | \$35,639 | 20,805 |
| UMERC – Gas | \$883 | 484 |
| Xcel Energy – Gas | \$1,288 | 1,014 |
| Total Natural Gas | \$37,810 | 22,303 |



\$14,100

total incentives spent

9,675

first-year therm savings achieved

-

first-year kWh savings achieved

RESIDENTIAL

Moderate Income Pilot Program

Moderate Income (MI) customers tend to have lower participation in efficiency programs:

- They are ineligible to participate in established income qualified programs and typically lack the disposable income to participate in residential rebate offerings.
- This represents an underserved segment with potential to achieve gas and electric savings through a combination of the right incentive values and targeted outreach.

The Moderate Income Pilot targets Efficiency United customers in 6 counties, offering smart home measures depending on a customer's fuel type. Measures may be combined with Michigan Saves financing options:

- Gas measures: Wi-Fi thermostat, high-efficiency furnace, and high efficiency water heater
- Electric measures: Wi-Fi thermostat, heat pump, and high efficiency water heater

The value of the Moderate Income Pilot is a streamlined process for Moderate Income households to upgrade to high-efficiency equipment, receive enhanced incentives, no-cost thermostat and financing options.



Commercial & Industrial



209

total participants

1,562,597

first-year net therm savings achieved

12,530,596

first-year net kWh savings achieved

\$927,864

incentives distributed

COMMERCIAL & INDUSTRIAL

Class Overview

Class Achievements

The Efficiency United Commercial & Industrial (C&I) Programs provide rebates, incentives, and technical assistance to encourage the adoption of high-efficiency equipment among commercial customers. The programs operate on an Energy Advisor model that offers customers the necessary expertise to help them develop projects and a streamlined approach to achieve rebates on completed projects. Energy Advisors are also assigned to work very closely with the Trade Allies who serve Efficiency United customers. A total of 209 customers completed Efficiency United C&I Prescriptive and Custom projects in 2023. Efficiency United continues to offer a variety of program opportunities to its diverse C&I customer base, including:

- Prescriptive and Custom Program
- Education Program
- Commercial Pilot Program

Commercial & Industrial Program Incentive Budgets

| Provider | 2023 Incentive Budget | Incentive Carry forward Remaining from Previous Years | Total Available Incentive Budget | Incentive Spent | % of Budget Spent (Based on 2023 Incentive Budget) | Remaining Incentive Budget |
|--------------------------|-----------------------|---|----------------------------------|------------------|--|----------------------------|
| Electric Utilities | | | | | | |
| Alpena | \$151,790 | - | \$151,790 | \$62,168 | 41% | \$89,622 |
| UMERC – Electric | \$897,775 | \$745,214 | \$1,642,989 | \$488,484 | 30% | \$1,154,505 |
| Xcel Energy – Electric | \$109,545 | \$110,928 | \$220,473 | \$18,180 | 8% | \$202,293 |
| Total Electric | \$1,159,109 | \$856,142 | \$2,015,251 | \$568,832 | 28% | \$1,446,419 |
| Natural Gas Utilities | | | | | | |
| MGU | \$509,631 | - | \$509,631 | \$337,752 | 66% | \$171,879 |
| UMERC – Gas | \$16,532 | \$29,978 | \$46,510 | \$10,546 | 23% | \$35,964 |
| Xcel Energy – Gas | \$22,216 | \$30,625 | \$52,841 | \$10,735 | 20% | \$42,106 |
| Total Natural Gas | \$548,379 | \$60,603 | \$608,982 | \$359,033 | 59% | \$249,949 |

Commercial & Industrial Energy Savings

| Provider | Number of Participants | Annual kWh/Therms Goal | 2023 kWh/Therms Achieved | 2022 Carryforward Savings | Total kWh/Therms Achieved | % of Goal Achieved |
|--------------------------|------------------------|------------------------|--------------------------|---------------------------|---------------------------|--------------------|
| Electric Utilities | | | | | | |
| Alpena | 28 | 3,385,085 | 2,013,520 | 1,128,362 | 3,141,882 | 93% |
| UMERC – Electric | 75 | 8,698,200 | 6,326,750 | 2,899,400 | 9,226,150 | 106% |
| Xcel Energy – Electric | 13 | 1,196,887 | 162,565 | - | 162,565 | 14% |
| Total Electric | 116 | 13,280,172 | 8,502,834 | 4,027,762 | 12,530,596 | 94% |
| Natural Gas Utilities | | | | | | |
| MGU | 78 | 1,024,837 | 937,632 | 310,014 | 1,247,646 | 122% |
| UMERC – Gas | 2 | 47,887 | 293,599 | - | 293,599 | 613% |
| Xcel Energy – Gas | 9 | 29,950 | 21,352 | - | 21,352 | 71% |
| Total Natural Gas | 89 | 1,102,675 | 1,252,583 | 310,014 | 1,562,597 | 142% |

**160**

total participants

1,479,176

first-year net therm savings achieved

11,900,466

first-year net kWh savings achieved

\$816,557

incentives distributed

COMMERCIAL & INDUSTRIAL

Prescriptive and Custom Program

Overview

Efficiency United's C&I Prescriptive and Custom Program provides incentives for high-efficiency equipment upgrades in non-residential facilities. The program offers predetermined rebates usually associated with one-for-one retrofits as well as custom offerings that allow customers to take a more unique and innovative look at energy efficiency and customize it to their specific needs.

Outreach and Customer Engagement

As in previous years, the direct-to-customer energy advisor outreach model was utilized to create and build relationships generating new opportunities identified through customers and Trade Allies. The purpose of the Energy Advisor is to:

- Elevate program awareness levels
- Build and nurture customer and Trade Ally relationships
- Educate customers utilizing extensive measure knowledge
- Assist with measure and project identification
- Drive forward projects utilizing efficient equipment

Energy Advisors also provide assistance to customers and Trade Allies to resolve engineering and technical issues. Utilizing energy efficiency and knowledge of the customer base, these advisors continued to serve as conduits between all invested parties and the Efficiency United C&I Program in 2023 ensuring that communication is flowing

between all invested parties, working towards boosting participation of large commercial and industrial managed accounts along with small and medium-size businesses.

Direct-to-customer outreach is typically performed through in-person meetings and with Energy Advisors commonly traveling to customer and Trade Ally locations several days per week. In 2023 Energy Advisors completed a total of 344 customer site visits and identified 216 opportunities with Efficiency United customers. Energy Advisors also participated in the events listed below to raise program awareness, educate customers and promote participation.

Q2 – Special initiative that provided an energy assessment and no-cost lighting upgrades to a property owned by the Menominee Housing Authority.

Q2/Q3 – Special initiative for small businesses in XCEL's service areas. "Main" street businesses received energy assessments and no-cost efficiency upgrades through coordination by a single contractor.

Commercial & Industrial Prescriptive and Custom Program Overview

| Customer Awareness & Education Events | Timeline - Start | Location | Utility Customers Supported |
|---|---------------------|------------------------|--|
| Ironwood Community Development Lunch | January 25th, 2023 | Ironwood, MI, USA | Xcel Energy - Electric, Xcel Energy - Gas |
| Forslund Building Supply Products Show | April 26th, 2023 | Ironwood, MI, USA | Xcel Energy - Electric, Xcel Energy - Gas |
| Marquette Builders Exchange Annual Meeting and Social | May 4th, 2023 | Marquette, MI, USA | UMERC (WPS) - Gas, UMERC - (We Energies) Electric, Xcel Energy - Electric, Xcel Energy - Gas |
| Lake Superior Leadership Academy Spring 2023 | May 5th, 2023 | Ishpeming, MI, USA | UMERC (WPS) - Gas, UMERC - (We Energies) Electric, Xcel Energy - Electric, Xcel Energy - Gas |
| Werner Electric Iron Mountain Counter Day | July 25th, 2023 | Iron Mountain, MI, USA | UMERC (WE Energies)- Electric |
| Lake Superior Leadership Academy Fall 2023 | September 7th, 2023 | Ishpeming, MI, USA | UMERC (WPS) - Gas, UMERC - (We Energies) Electric, Xcel Energy - Electric, Xcel Energy - Gas |

Challenges

Each year, there are expected and unexpected variables that impact project activity. We are largely past the challenges that evolved from the pandemic, though labor supply disruptions still ripple through the available workforce. For 2023, we found that despite the overall state economy being fairly strong, some community's economies continue to lose ground compared to others. In particular, those communities without a local or nearby significant industrial plant generate far fewer projects for the program and, anecdotally, appear to have much less overall economic activity. In other words, the wealth gap between urban and many rural economies is growing. With this, we find that in some communities, project activity continues to diminish despite the opportunities and very healthy rebates to provide project assistance.

In addition, like prior years, we continue to see the trend of customers foregoing large capital projects in favor of operations and maintenance (O&M) projects. This has been a multi-year trend for most Efficiency United programs. As capital has increased in cost over the last 12 months, customers are continuing to focus on O&M projects compared to capital projects.

To contend with these challenges, Efficiency United offered select bonuses and special initiatives in targeted service areas. These included bonuses for specific measures and a small business initiative offering audits and direct installation of lighting and other measures at no cost to the customer. Collectively, these bonuses and the initiative were critical for engaging customers and generating program energy savings in a cost-effective manner.

2023 Utility Achievements Overview

| Provider | Number of Participants | Incentive Spent | 2022 Carryforward Savings | 2023 kWh/ Therms Achieved | Total kWh/ Therms Achieved | 2023 Annual kWh/Therms Goal | % of Savings Goal Achieved |
|--------------------------|------------------------|------------------|---------------------------|---------------------------|----------------------------|-----------------------------|----------------------------|
| Electric Utilities | | | | | | | |
| Alpena | 13 | \$54,221 | 1,128,362 | 1,921,872 | 3,050,234 | 3,230,838 | 94% |
| UMERC – Electric | 58 | \$437,273 | 2,899,400 | 5,854,772 | 8,754,172 | 8,102,024 | 108% |
| Xcel Energy – Electric | 11 | \$11,477 | - | 96,060 | 96,060 | 1,101,136 | 9% |
| Total Electric | 82 | \$502,971 | 4,027,762 | 7,872,704 | 11,900,466 | 12,433,999 | 96% |
| Natural Gas Utilities | | | | | | | |
| MGU | 68 | \$292,851 | 310,014 | 855,647 | 1,165,661 | 942,850 | 124% |
| UMERC – Gas | 1 | \$10,000 | - | 292,163 | 292,163 | 44,056 | 663% |
| Xcel Energy – Gas | 9 | \$10,735 | - | 21,352 | 21,352 | 27,554 | 77% |
| Total Natural Gas | 78 | \$313,586 | 310,014 | 1,169,162 | 1,479,176 | 1,014,461 | 146% |

Education Program

32,181

first-year net therm savings achieved

278,942

first-year net kWh savings achieved

\$43,614

incentives distributed

The C&I Program annually allocates funds to pay for education initiatives for customers and Trade Allies. In 2023, this budget was used for technical assistance studies, in-person trainings, assessments for retro-commissioning, and to promote on-demand digital-based training.

Funds were allocated in early 2023 to provide detailed, audit-based technical assistance to customers to better understand their energy usage and to define efficiency upgrade opportunities. Four studies were completed during the year. The first was a compressed air system audit for an Upper Peninsula manufacturer; the second was a comprehensive audit for a large public education facility, also in the Upper Peninsula. The third was an investment in electric submetering capabilities at a Lower Peninsula manufacturer, and the final study was at a major medical facility to help assess their steam boiler replacement options. The audits and the submetering investment helped the respective customers by providing granular information and data to help them invest in efficiency improvements. The in-person training events offered formal and informal opportunities for customers to learn about new technologies, discuss their pain points, and find collaborative solutions. The three events held in 2023 focused on steam systems and boiler efficiency improvements and featured local subject matter experts. These smaller-scale events have proved to be a cost-effective approach due to their low cost and quality interactions. Education events that the C&I Program team developed and/or participated in are listed in the following table.

The final education initiative in 2023 was the promotion of Efficiency United's education webinar and slide deck library. These training materials cover both electric and natural gas measures and are easily accessible online.

| Education Events | Date | Location | Utility Customers Supported |
|--|------------------------|-----------------------|---|
| Armstrong Steam Training - Education | April 21st, 2023 | Three Rivers, MI, USA | MGU - Gas |
| Heat Pumps for Cold Weather Climates Webinar | June 14th, 2023 | Virtual and On Demand | Xcel Energy - Electric, UMERG (We Energies) - Electric, Alpena Power - Electric |
| Armstrong University Two Day Seminar | June 20th - 21st, 2023 | Three Rivers, MI, USA | MGU - Gas |
| Monroe Trade Ally Education Workshop | September 12th, 2023 | Monroe, MI, USA | MGU - Gas |
| Promotion of Education Webinar Library | Throughout 2023 | Targeted digital ads | MGU, XCEL, UMERG, Alpena |

Commercial & Industrial Education Program Overview

| Provider | Incentive Spent | 2023 kWh/Therms Achieved |
|------------------------------|-----------------|--------------------------|
| Electric Utilities | | |
| Alpena | \$4,196 | 48,397 |
| UMERG - Electric | \$21,330 | 223,566 |
| Xcel Energy - Electric | \$704 | 6,979 |
| Total Electric | \$26,230 | 278,942 |
| Natural Gas Utilities | | |
| MGU | \$16,838 | 30,745 |
| UMERG - Gas | \$546 | 1,436 |
| Xcel Energy - Gas | - | - |
| Total Natural Gas | \$17,384 | 32,181 |

Pilot Program

51, 240

first-year net therm savings achieved

351,188

first-year net kWh savings achieved

\$67,694

incentives distributed

Efficiency United's C&I Pilot Program has been oriented toward technology demonstration efforts to test new equipment in "real world" situations and perform verification of the energy savings. For 2023, the pilot programs for both the electric and gas portfolios continued the "new technology" path and also invested in testing retro-commissioning measures to quantify savings opportunities at customer locations and determine the steps required to achieve these savings. In early 2023, the following pilot initiatives were proposed to be undertaken during the program year:

- Compressed Air O+M (Electric Utilities)
- Gas Absorption Heat Pumps (Gas Utilities)
- Hydronic Boiler Water Additive (Gas Utilities)

Due to lack of availability by contractors, the Compressed Air O+M initiative was scaled back, and activities were limited to a customer location in Alpena. As an alternative initiative, the program invested in retro-commissioning work to better define the available opportunities and the requirements to achieve savings. Four different public education (K-12) facilities and one assisted living facility participated in this initiative, and all are in the Upper Peninsula.

Electric - Compressed Air O+M

This initiative was an extension of the 2021 and 2022 compressed air pilot, which evaluated energy savings from find-and-fix leak audits for compressed air systems under 50 horsepower. This was undertaken as the existing MEMD measure for compressed air audits for larger (greater than 50 horsepower) compressed air systems, which is relatively uncommon in the Efficiency United service areas. This 2021/2022 pilot work resulted in the submission of a modified work paper to extend the existing measure to these smaller compressed air systems, which

will be beneficial for many Efficiency United commercial customers. It is understood that the MEMD changes for this measure from the 2021/2022 pilot work will be effective for program year 2024.

For 2023, the program invested in a deeper analysis of operations and maintenance (O+M) opportunities for compressed air systems as customers rarely have good insight into the operating costs of their compressed air systems and usage. With that, they tend to undervalue opportunities to reduce compressed air usage or system leaks. This initiative struggled to recruit contractors to provide the auditing services and the ambitious scope had to be scaled back. One customer participated and the work scope included a system audit, an air study, installation of a no-loss drain system for the compressed air tank, and a leak survey. Overall, the pilot investment provided meaningful information to the customer.

Electric + Gas – Retro-Commissioning (RCx)

This initiative was focused on creating more definition on RCx opportunities at customer locations (typically with existing Building/Energy Management Systems) and defining what steps and documentation are required to achieve savings using prescriptive RCx measures. The program team does see RCx as an opportunity to deliver program savings particularly as lighting upgrade savings are phased-out due to baseline changes. Four different public education (K-12) facilities and one assisted living facility participated in this initiative, and all are in the Upper Peninsula. These customers will continue to be closely worked with to implement specific recommended RCx measures in early 2024. In addition, RCx in general offers a wide range of pathways for potential savings that could be offered on a custom basis as well.

Commercial & Industrial Pilot Program Overview

| Provider | Incentive Spent | 2023 kWh/Therms Achieved |
|--------------------------|-----------------|--------------------------|
| Electric Utilities | | |
| Alpena | \$3,750 | 43,251 |
| UMERC – Electric | \$29,881 | 248,412 |
| Xcel Energy – Electric | \$6,000 | 59,525 |
| Total Electric | \$39,631 | 351,188 |
| Natural Gas Utilities | | |
| MGU | \$28,063 | 51,240 |
| UMERC – Gas | - | - |
| Xcel Energy – Gas | - | - |
| Total Natural Gas | \$28,063 | 51,240 |

Gas – Hydronic Boiler Water Additive

This initiative began testing a boiler water additive that claims to increase the efficiency of hydronic boilers by as much as 10 percent through improved heat transfer properties. Many customer satisfaction safeguards were put in place for this initiative including a several month boiler water testing protocol to ensure the participating customer locations had quality boiler water chemistry and that no leaks were identified in the hydronic loops. This process disqualified several potential sites. Due to the complexity of coordinating the multiple contractors and the property owners, this initiative was limited to the Lower Peninsula. Sites were selected for not only their water chemistry but also their metering and verification qualities. At the end of 2023, 3 sites with 5 boilers were participating and all had the boiler water additive installed.

Gas – Gas Absorption Heat Pump

The second pilot promoted the installation and metering of natural gas absorption heat pumps (GAHP). This equipment works along the same principles of an air-source heat pump but uses a small natural gas engine to drive the heat pump. GAHP technology can provide heating, cooling, and domestic hot water for HVAC applications—all at efficiencies (in most weather conditions) higher than electric heat pumps and condensing gas-fired equipment. The program is seeing additional manufacturers entering the marketplace, which should drive further innovations and lower prices.

Outreach occurred throughout the year to customers and Trade Allies, and one Lower Peninsula customer is in the process of implementing a GAHP HVAC system.

Marketing

In 2023, Efficiency United continued to build its arsenal of content for both Residential and C&I programs. Marketing focused on creating collateral about rebates and offers in each of the programs through fact sheets, direct mail and flyers. They also tested out for the first time paid search, Meta and LinkedIn ads which were well received in order to target specific utility customers. Lastly, they continued to partner with EU utilities on customer facing newsletters and direct mail in order to better reach customers and promote cost-saving rebates.

Moving forward, marketing efforts will focus on expanding partnerships and communication efforts at the local levels to drive interest and participation.

Tax Incentive Handout

Take Advantage of Tax Credits + Available Rebates From Your Utility

The Inflation Reduction Act of 2022 provides federal tax credits* and deductions that empower Americans to make homes and buildings more energy efficient. Saving energy can help reduce energy costs while reducing demand as we transition to cleaner energy sources.

Efficiency United offers rebates on high-efficiency furnaces, ENERGY STAR® certified products, water heaters, insulation, windows and more.

*ENERGY STAR advises that tax credits for residential energy efficiency have now been extended retroactively through December 31, 2023. The tax credit information provided above and on the website is for general informational purposes only and is not intended to substitute for expert advice from a tax professional, financial planner or the Internal Revenue Service (IRS). Consult your own tax expert.



Learn More About Rebates From Efficiency United
efficiencyunited.com



Postcard

Energy Savings Are Coming to Your Neighborhood With Two Great Events

Day of Energy Savings Lightbulb Event:
July 20, 9 a.m. – 3 p.m. | July 21, 9 a.m. – 2:30 p.m.
Ironwood Memorial Building
213 S. Marquette St.
Ironwood, MI 49938

Appliance Recycling Event:
July 22, 9 a.m. – 12 p.m.
Gogebic Community College Parking Lot
E4946 Jackson Rd.
Ironwood, MI 49938

*Available for Michigan residential customers of participating Efficiency United energy providers only who must provide their electric utility bill (electronic or physical copy) at the time of event.

Commercial and Industrial Collateral

Build Your Energy Efficiency Expertise

Get started identifying opportunities to increase energy efficiency with the Efficiency United Energy Waste Reduction (EWR) Tool Library. The Tool Library has easy-to-use tools to check equipment and building envelope efficiencies, and you can **borrow the tools at no cost**.

Available tools include:

- Dent Power Meters
- Reed AC Clamp Meter
- HOBO 4-Channel Analog Data Logger
- Onset Current Transformers (CT)
- Exair Ultrasonic Leak Detector
- UE Systems Ultrasonic Leak Detector

These tools are available for short-term lending and come with instructions on how to use them, along with best practices.

How it works

To begin the borrowing process, follow these easy steps:

1. Contact your Efficiency United EWR Energy Advisor to discuss your needs and timeline.
2. Complete and sign a request form. Once we receive your request, the tool will be hand-delivered or shipped to you.
3. Once you finish using the tool, either alert your Energy Advisor so that they can pick it up or ship the tool back using the prepaid shipping label provided by the program.

Testing results

You can work with your Efficiency United EWR Energy Advisor to determine what your testing results mean and how the Efficiency United EWR Program can assist.

Questions?

Contact your Energy Advisor. Ready to request a tool now? Follow the QR code to access the request form.

Eastern Lower Peninsula
Paul Derr
248.563.8355
paul.derr@CLEARresult.com

Central Lower Peninsula
Tony Conley
517.214.4866
anthony.conley@CLEARresult.com

Western Lower Peninsula
Mark Pruchniewski
906.395.0324
mark.pruchniewski@CLEARresult.com

Upper Peninsula
Nate Nygaard*
715.781.3050
nate@nygaardsassociatesllc.com

*Nygaard Associates, LLC is an authorized representative of the Efficiency United EWR Program.

Savings brought to you by your utility provider and our Michigan energy partners.

Gas Absorption Heat Pump (GAHP) Pilot

What is GAHP?

Gas absorption heat pump (GAHP) technology combines the advantages of the two most common heating technologies: the condensing boiler and the electric heat pump. Similar to a gas boiler, the gas absorption heat pump is a device able to supply high temperature hot water (up to 140°F) both for heating and domestic hot water (DHW) production. In addition, some GAHP models can also provide simultaneous chilled water down to 40°F. Similar to an air source electric heat pump, GAHP is able to recover energy from the air or water sources which increases the system efficiencies.

Who qualifies

Commercial and Industrial customers are invited to explore this technology. GAHP equipment can be a good fit for HVAC with low temperature (less than 140°F) hydronic loop temperatures, process operations with high hot water demands, or for new construction applications.

How does it benefit the consumer?

- Low operating costs due to high efficiencies
- Lower carbon footprint compared to other electric and natural gas options
- Refrigerant used by GAHP equipment has zero Global Warming Potential (GWP)
- Only single-phase power required for operation
- Efficiencies up to 125 percent for most periods of the year

Cost/Incentive overview

The Efficiency United GAHP Pilot can pay for a significant percentage of the project costs. Specific measurement and verification requirements would be included to assess energy savings of the GAHP equipment. GAHP equipment does have a higher capital cost than conventional equipment—but has a much more attractive life-cycle cost than traditional equipment.

Participating Natural Gas Utilities

- Michigan Gas Utilities
- UMERG – WPS
- Xcel Energy

How to learn more?

Contact your Energy Advisor by scanning the QR code or email info@efficiencyunited.com for more information.

Start saving today.

Call us at 877.367.3191 or visit efficiencyunited.com to learn more.

Collateral

Meta Ads

EFFICIENCY UNITED
Sponsored

See a greener Michigan through energy-saving solutions. Increase home comfort and savings with Efficiency United.



Help reduce utility costs. [Learn More](#)

efficiencyunited.com/select-utility

20 10 Comments 250 Shares

Like Comment Share

EFFICIENCY UNITED
Sponsored

Whether you're looking to reduce energy costs or make some high-efficiency upgrades, Efficiency United has the rebates to help.



Time to upgrade and save energy. [Learn More](#)

efficiencyunited.com/select-utility

20 10 Comments 250 Shares

Like Comment Share

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Sponsored

Get energy-saving solutions, plus rebates on high-efficiency upgrades for your home.



Reduce your winter energy costs. [Learn More](#)

efficiencyunited.com/select-utility

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Sponsored

Check out the available rebates to help you make this year your most efficient and comfortable one yet.



Boost your home's efficiency. [Learn More](#)

efficiencyunited.com/select-utility

20 10 Comments 250 Shares

Like Comment Share

Multifamily Flyer



Savings brought to you by your utility provider and our Michigan energy providers.

Reduced-Cost, Energy-Efficient Upgrades for Multifamily Properties

Apartments • Senior Living Facilities • Condominiums

Efficiency United is offering low- to no-cost, energy-efficient upgrades for Multifamily Properties. Don't miss out on this great opportunity to reduce monthly utility bills. This opportunity is limited, so call now.

To be eligible:

- Individual units must be account holders of a participating Efficiency United natural gas utility: Michigan Gas Utilities, UMERG - WPS and Xcel Energy - Gas
- Additional rebates may be available to common spaces and/or commercial Michigan Gas Utilities, UMERG - WPS or Xcel Energy - Gas accounts

Measures:

- High-Efficiency Furnaces
- Furnace Tune-ups
- Boilers, Boiler Tune-ups
- Insulation

Efficiency United Multifamily Energy Efficiency Program also offers no-cost direct installation of showerheads, faucet aerators and pipe wrap based on water heater fuel type.

This opportunity is limited. Property managers and landlords should call now.

Energy-efficient upgrade benefits:


- Reduce your monthly bills
- Higher retention rates
- Increased tenant satisfaction
- Potentially prevent common issues such as:
 - Ice damming
 - Moisture/mold issues
 - Frozen pipes
 - Uneven temperatures between floors
 - Noise/odor transfer, and more

[Start saving today.](#) Call us at **877.367.3191** or visit efficiencyunited.com to learn more.

LinkedIn Ads

Efficiency United
1,200+ followers

Are you an Upper Michigan Energy Resources (UMERC) Gas Customer? As temperatures drop, see how you can benefit from a furnace or boiler tune-up.



Furnace and Boiler Bonuses Are Here [Learn More](#)


Get Your Commercial Energy Assessment

1,649 197 comments • 28 reposts

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Efficiency United
1,200+ followers

Efficiency United offers a 50% LED lighting bonus to Xcel Energy commercial customers—light up your savings today.



Light Up Your Business With LED Lighting [Learn More](#)


Efficient LED Lighting Commercial Bonus

1,649 197 comments • 28 reposts

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Efficiency United
1,200+ followers

Are you an Alpena Power Company (APC) Electric customer? Check out our 50% LED bonus, just for you.



Rebates To Help Your Bottom Line [Learn More](#)

Reward Yourself With Savings and Rebates.

1,649 197 comments • 28 reposts

Like Comment Repost Send

Quality Check Process

Efficiency United continued its focus on ensuring that energy projects are achieving the proposed energy savings through a rigorous quality assurance system for all of its programs.

For residential programs, Efficiency United performs on-site and virtual verification of equipment and upgrade installations and phone interviews with randomly selected participants. Results from this QA/QC process are regularly shared with program teams to recognize areas of excellence and identify opportunities for improvement. Participation in the quality control process is voluntary; however, Efficiency United achieved its 5 percent inspection target of approved projects annually across all of the Efficiency United service territories.

Commercial and industrial projects are visited by an Energy Advisor to confirm installation of the project. Nearly all custom projects are visited in-person or virtually, and prescriptive projects receive verification from an Energy Advisor as necessary. All projects with scale or complexity receive a pre- and post-installation inspection to ensure measure eligibility and savings accuracy. These inspection visits also provide an opportunity for the Energy Advisor to develop and/or maintain a relationship with the customer to assist them on the next steps of their energy efficiency journey. For unique or complex custom projects, the program collaborates with the evaluator, DNV, for a third-party review of the savings calculation.

Appendix

Total Available Budget: All Classes

| Provider | Total Collection for Program Year 2023 | MCA Administration Spending Cap (7%) | DNV Evaluation Spending Cap (4%) | Income Qualified Spending Requirement (12%) | Pilot Program Spending Cap (5%) | Education Program Spending Cap (3%) | Remaining Programs Spending Cap | Total Collection for Program Year 2023 |
|--------------------------|--|--------------------------------------|----------------------------------|---|---------------------------------|-------------------------------------|---------------------------------|--|
| Electric Utilities | | | | | | | | |
| Alpena | \$635,308 | \$44,472 | \$25,412 | \$76,237 | \$31,765 | \$19,059 | \$438,363 | \$635,308 |
| UMERC – Electric | \$2,392,819 | \$167,497 | \$95,713 | \$147,403 | \$119,641 | \$71,785 | \$1,790,780 | \$2,392,819 |
| Xcel Energy – Electric | \$470,175 | \$32,912 | \$18,807 | \$56,421 | \$23,509 | \$14,105 | \$324,421 | \$470,175 |
| Total Electric | \$3,498,302 | \$244,881 | \$139,932 | \$280,061 | \$174,915 | \$104,949 | \$2,553,564 | \$3,498,302 |
| Natural Gas Utilities | | | | | | | | |
| MGU | \$3,498,463 | \$244,892 | \$139,939 | \$419,816 | \$174,923 | \$104,954 | \$2,413,939 | \$3,498,463 |
| UMERC – Gas | \$95,265 | \$6,669 | \$3,811 | \$11,432 | \$4,763 | \$2,858 | \$65,733 | \$95,265 |
| Xcel Energy – Gas | \$134,809 | \$9,437 | \$5,392 | \$16,177 | \$6,740 | \$4,044 | \$93,018 | \$134,809 |
| Total Natural Gas | \$3,728,537 | \$260,998 | \$149,141 | \$447,424 | \$186,427 | \$11,856 | \$2,572,691 | \$3,728,537 |

Total Implementation Budget: By Class

| Provider | Income Qualified Implementation Budget | Residential Implementation Budget | Commercial & Industrial Implementation Budget | Total Implementation Budget | Total Implementation Collection | Total Implementation Budget Remaining |
|--------------------------|--|-----------------------------------|---|-----------------------------|---------------------------------|---------------------------------------|
| Electric Utilities | | | | | | |
| Alpena | \$30,495 | \$95,106 | \$105,651 | \$231,252 | \$231,252 | \$0 |
| UMERC – Electric | \$58,961 | \$189,604 | \$622,420 | \$870,986 | \$870,986 | \$0 |
| Xcel Energy – Electric | \$22,568 | \$72,328 | \$76,247 | \$171,144 | \$171,144 | \$0 |
| Total Electric | \$112,025 | \$357,039 | \$804,319 | \$1,273,382 | \$1,273,382 | \$0 |
| Natural Gas Utilities | | | | | | |
| MGU | \$167,926 | \$750,793 | \$354,721 | \$1,273,441 | \$1,273,441 | \$0 |
| UMERC – Gas | \$4,573 | \$18,597 | \$11,507 | \$34,676 | \$34,676 | \$0 |
| Xcel Energy – Gas | \$6,471 | \$27,136 | \$15,463 | \$49,070 | \$49,070 | \$0 |
| Total Natural Gas | \$178,970 | \$796,526 | \$381,691 | \$1,357,187 | \$1,357,187 | \$0 |

Total Energy Savings Achieved: All Classes

| Provider | Total Participants | 2023 Annual kWh/ Therm Goals | Self-Directed | Total Goal* | Total Savings Achieved* | % of Goal Achieved |
|--------------------------|--------------------|---------------------------------|------------------|-------------------|----------------------------|-----------------------|
| Electric Utilities | | | | | | |
| Alpena | 10,182 | 2,605,000 | 1,457,000 | 4,062,000 | 5,339,220 | 131% |
| UMERC – Electric | 11,985 | 10,113,000 | 1,246,000 | 11,359,000 | 13,506,190 | 119% |
| Xcel Energy – Electric | 4,798 | 2,049,000 | - | 2,049,000 | 1,623,969 | 79% |
| Total Electric | 26,965 | 14,766,999 | 2,703,000 | 17,469,999 | 20,469,380 | 117% |
| Natural Gas Utilities | | | | | | |
| MGU | 4,197 | 1,718,330 | - | 1,718,330 | 1,811,689 | 105% |
| UMERC – Gas | 58 | 64,020 | - | 64,020 | 298,369 | 466% |
| Xcel Energy – Gas | 173 | 63,760 | - | 63,760 | 34,142 | 54% |
| Total Natural Gas | 4,428 | 1,846,110 | - | 1,846,110 | 2,144,201 | 116% |

*Includes Special Pilots.

