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December 31, 2025

Via Electronic Filing

Matthew L. Homsher, Secretary
PA Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17105-3265

Re: Petition of Philadelphia Gas Works for Approval of Demand-Side Management Plan for FY 2016-2020 and Philadelphia Gas Works Universal Service and Energy Conservation Plan for 2014-2016; 52 Pa. Code § 62.4 – Request for Waivers –
Docket No. P-2014-2459362

Dear Secretary Homsher:

On behalf of Philadelphia Gas Works enclosed please find its Demand Side Management (“DSM”) Program Annual Report for Fiscal Year 2025 Results with regard to the above referenced matter. This document is being submitted consistent with the Commission’s Final Opinion and Order entered May 6, 2021, and PGW’s Revised DSM Portfolio Implementation Plan filed June 4, 2021 in this docket. Copies to be served in accordance with the attached Certificate of Service.

Sincerely,

Lauren M. Burge

Lauren M. Burge

LMB/jls
Enclosure

cc: Hon. F. Joseph Brady w/enc.
Certificate of Service w/enc.

CERTIFICATE OF SERVICE

I hereby certify that this day I served a copy of PGW's FY 2025 Annual DSM Report upon the persons listed below in the manner indicated in accordance with the requirements of 52

Pa. Code Section 1.54.

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Dated: December 31, 2025

/s/ Lauren M. Burge
Lauren M. Burge, Esq.



Demand Side Management Program Annual Report

FY 2025 Results

December 2025

Prepared by Philadelphia Gas Works (PGW) with assistance from Green Energy Economics Group, Inc. (GEEG)

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1. Portfolio Overview

1.1. Introduction

This report presents and discusses the results from PGW’s implementation of its Demand Side Management (“DSM”) portfolio of energy-efficiency programs in Fiscal Year 2025 (September 1, 2024 – August 31, 2025)(“FY 2025”).¹

PGW’s FY 2025 DSM program budget was approved by Commission Order entered on April 25, 2024, at Docket Number P-2014-2459362. The programs were implemented in accordance with the Further Revised EnergySense Demand Side Management Portfolio Implementation Plan for Fiscal Years 2025-2027 (“FY 2025-2027 Implementation Plan”) filed on July 24, 2024, at Docket Number P-2014-2459362.

PGW committed to filing its annual report four months after the end of the program year to report on program outcomes to date. This report provides quantitative tables of portfolio operations and outcomes for FY 2025 for seven DSM programs:

- Residential Equipment Rebates (“RER”);
- Commercial Equipment Rebates (“CER”);
- Residential Construction Grants (“RCG”);
- Smart Thermostat Marketplace (“Marketplace”);
- Low Income Smart Thermostat (“LIST”);
- EnergySense Kits (“ESK”); and
- Small Business Energy Check (“SBEC”).

1.2. Portfolio-Level Updates

Beginning in FY 2025, PGW expanded its rebate offerings, updated existing rebate amounts, and added new efficiency programs, as described in the FY 2025-2027 Implementation Plan. Among the changes outlined in the Plan were:

- PGW adjusted some incentive amounts for the residential and commercial rebate programs, and increased efficiency requirements for some equipment. PGW instituted a grandfathering policy for these programs to ensure that customers did not become ineligible between the time they purchased the equipment and submitted a rebate application.
- PGW launched new prescriptive offerings for residential and commercial measures. These included incentives for Residential Roof Insulation and Air Sealing, and a pilot program for Commercial Variable Refrigerant Flow (VRF) Natural Gas Heat Pumps.
- PGW launched an efficiency incentive for new residential multifamily construction projects as part of the Residential Construction Grants (RCG) program.

¹ September 1, 2024 through August 31, 2025.

- PGW launched a new EnergySense Kits (ESK) program and a Small Business Energy Check (SBEC) program to fill crucial gaps in providing energy savings to residential and commercial customers.
- Per the Plan Settlement, PGW's Revised Plan allocated administrative budgets to individual programs as opposed to a portfolio-wide category as it had done historically. Any Administrative and Marketing costs that could not be directly assigned to specific programs were allocated commensurate with customer incentive expenditures among the programs, which is aligned with the methods used to recover costs from customers via the ECR surcharge.

In FY2025, the program's management, administration, rebate processing, marketing, and technical review were administered with the assistance of one vendor (herein called the "program administrator").

1.3. Summary of Results

In FY 2025, PGW spent \$1,341,960 on DSM programming, approximately 54 percent of the FY 2025 budget filed by PGW in its FY 2025-2027 Implementation Plan. PGW achieved estimated first year gas savings of 22.6 Billion Btu (“BBtu”) and 448 BBtu over the lifetime of the measures installed. The FY 2025 DSM activities have resulted in present value total resource net benefits of \$2,420,136(2023\$).

TABLE 1. DSM COSTS AND BUDGETS BY PROGRAM (NOMINAL)²

Program	FY 2025		
	Actual	Goal	%
Residential Equipment Rebates (RER)	\$626,183	\$1,116,978	56%
Commercial Equipment Rebates (CER)	\$161,741	\$460,531	35%
Residential Construction Grants (RCG)	\$263,058	\$328,221	80%
Smart Thermostat Marketplace	\$59,010	\$117,059	50%
Low Income Smart Thermostat (LIST)	\$142,823	\$110,000	130%
EnergySense Kits (ESK)	\$77,155	\$221,929	35%
Small Business Energy Check (SBEC)	\$11,990	\$140,563	9%
Utility Total	\$1,341,960	\$2,495,280	54%
Participant Costs	\$555,489		
Total	\$1,897,449		

TABLE 2. DSM COSTS AND BUDGETS BY CATEGORY (NOMINAL)

Category	FY 2025		
	Actual	Goal	%
Customer Incentives	\$722,146	\$1,524,298	47%
Administration	\$428,436	\$451,382	95%
Marketing	\$183,387	\$447,000	41%
Inspection	\$7,990	\$72,600	11%
Evaluation	-	-	
Utility Total	\$1,341,960	\$2,495,280	54%
Participant Costs	\$555,489		
Total	\$1,897,449		

² All PGW Efficiency Cost Recovery Surcharge collections are shown in Appendix A.

TABLE 3. PORTFOLIO-WIDE INCREMENTAL FIRST YEAR GAS SAVINGS (MMBTU)

Program	FY 2025		
	Actual	Goal	%
Residential Equipment Rebates (RER)	7,449	14,246	52%
Commercial Equipment Rebates (CER)	6,197	16,519	38%
Residential Construction Grants (RCG)	1,787	2,572	69%
Smart Thermostat Marketplace	1,988	3,675	54%
Low Income Smart Thermostat (LIST)	1,515	1,250	121%
EnergySense Kits (ESK)	3,712	6,675	56%
Small Business Energy Check (SBEC)	-	1,250	0%
Portfolio Total	22,648	45,482	50%

TABLE 4. PORTFOLIO-WIDE INCREMENTAL LIFETIME GAS SAVINGS (MMBTU)

Program	FY 2025		
	Actual	Goal	%
Residential Equipment Rebates (RER)	151,570	330,263	46%
Commercial Equipment Rebates (CER)	140,046	319,699	44%
Residential Construction Grants (RCG)	35,742	51,433	69%
Smart Thermostat Marketplace	21,868	40,425	54%
Low Income Smart Thermostat (LIST)	16,661	13,750	121%
EnergySense Kits (ESK)	81,963	100,558	82%
Small Business Energy Check (SBEC)	-	10,902	0%
Portfolio Total	447,850	867,030	52%

TABLE 5. NON-GAS BENEFITS

Category	FY 2025		
	Actual	Goal	%
First Year Energy Savings Installed (kWh)	171,154	71,698	239%
Lifetime Energy Savings Installed (kWh)	3,059,861	780,990	392%
First Year Water Savings Installed (million gallons)	1.4		
Lifetime Water Savings Installed (million gallons)	17.4		

TABLE 6. TOTAL ANNUAL SAVINGS FY 2011 THROUGH FY 2025

Cumulative EnergySense Portfolio Savings³	
Natural Gas (MMBtu)	661,540
Energy Savings (kWh)	5,209,896
Summer Peak Demand Savings (kW)	2,021
Water Savings (million gallons)	53

TABLE 7. TOTAL RESOURCE COST (TRC) TEST RESULTS FOR FY 2025 (2023\$) BASE AVOIDED COST SCENARIO

Program	FY 2025			
	PV of Benefits	PV of Costs	PV of Net Benefits	BCR
Residential Equipment Rebates (RER)	\$1,372,341	\$866,153	\$506,188	1.58
Commercial Equipment Rebates (CER)	\$1,300,489	\$312,535	\$987,954	4.16
Residential Construction Grants (RCG)	\$466,754	\$287,831	\$178,923	1.62
Smart Thermostat Marketplace	\$271,554	\$70,059	\$201,495	3.88
Low Income Smart Thermostat (LIST)	\$186,093	\$130,944	\$55,148	1.42
EnergySense Kits (ESK)	\$571,795	\$70,468	\$501,328	8.11
Small Business Energy Check (SBEC)	-	\$10,900	\$(10,900)	-
Portfolio Total	\$4,169,026	\$1,748,890	\$2,420,136	2.38

³ Total savings include DSM portfolio savings from January 1, 2011 through August 31, 2024. These figures include savings for PGW's LIURP from January 1, 2011 through August 31, 2016, at which point LIURP was moved to PGW's USECP pursuant to PUC Order.

2. Residential Equipment Rebate Program

The Residential Equipment Rebate program offers prescriptive rebates on premium efficiency heating and hot water equipment to increase the penetration of these efficient technologies in the homes of PGW's customers. Beginning in FY2025, the program also began incentivizing roof/attic insulation and air sealing. The program has the following objectives:

- Promote the selection of premium efficiency furnaces, boilers, combination boilers, and tankless water heaters at the time of purchase of residential-sized gas heating and hot water equipment.
- Incentivize customers who seek to lower their gas usage by installing roof/attic insulation and air sealing.
- Increase consumers' awareness of the breadth of energy efficiency opportunities in their homes.
- Strengthen PGW's relationship with customers as a partner in energy efficiency.
- Encourage market actors throughout the supply chain to provide and promote high efficiency options.
- Align incentives with other programs.
- Aid in market transformation towards highest-efficiency options.

TABLE 8. RESIDENTIAL EQUIPMENT REBATES RESULTS FOR FY 2025

	FY 2025		
	Actual	Goal	%
PARTICIPATION			
Completed Applications	664	1,095	61%
COSTS (Nominal)			
Non-Incentive Spending	\$289,213	\$409,693	71%
Administration	\$198,212		
Marketing & Business Development	\$85,573		
Inspections	\$5,427		
Customer Incentives	\$336,971	\$707,285	48%
Total Program Spending	\$626,183	\$1,116,978	56%
Participant Costs	\$305,779		
Total Costs	\$931,962		
SAVINGS			
First Year MMBtus	7,449	14,246	52%
Lifetime MMBtus	151,570	330,263	46%
Measures			
Furnaces	390		
Boilers	25		
Combi Boilers	55		
Tankless Water Heaters	191		
Roof Insulation & Air Sealing (R-49)	2		
Roof Insulation & Air Sealing (R-38)	1		
Participation by Customer Segment			
Low Income Rebates	6		
Non-Low Income Rebates	658		

TABLE 9. TRC TEST COST-EFFECTIVENESS RESULTS FOR RESIDENTIAL EQUIPMENT REBATES FOR FY 2025 (2023\$)

Metric	Result
PV of Benefits	\$1,372,341
PV of Costs	\$866,153
PV of Net Benefits	\$506,188
BCR	1.58

2.1. Notable Program Activities in FY 2025

In FY 2025, there were three hundred ninety (390) residential furnaces, twenty-five (25) residential boilers, and fifty-five (55) combi-boilers installed. PGW also incentivized the installation of one hundred ninety-one (191) residential tankless water heaters, as well as three (3) residential roof insulation and air sealing projects. PGW also issued six rebates to low-income customers at the Affordable EnergySense rebate rates. Customers are eligible for larger rebate amounts through Affordable EnergySense rebates if, within the last year, they have been enrolled in CRP, have received a Hardship Fund⁴ grant, or have received LIHEAP and assigned it to PGW. Overall, the program continued to be cost-effective.

In FY2025, PGW contacted or held meetings with representatives from PECO's Act 129 and LIURP programs, Philadelphia Energy Authority's Built to Last Program, Weatherization Assistance Program, Philadelphia Basic Systems Repair Program, Philadelphia Energy Authority's Built to Last Program, Philadelphia's Whole Home Repair Fund, and Habitat for Humanity. PGW provided these groups with information about our rebates, including the Affordable EnergySense rebates.

PGW updated its Residential Equipment Rebates application to include a checkbox that would allow customers applying for Affordable EnergySense rebates to opt-in to information sharing with other low-income energy efficiency and home repair programs in PGW's service territory; however, no customers consented to PGW sharing information about their projects. Regardless, PGW has developed a process by which customer information can be shared with partner agencies.

PGW designed the new insulation rebate so that customers could have the work performed by any contractor with a BPI (Building Performance Institute) certification and apply for the rebate. PGW also allowed contractors to establish themselves as participating contractors and are listed on the EnergySense website. Participating contractors submit insulation rebates on behalf of the customer and can offer customers "instant" rebates by reducing the cost charged to the customer, and then PGW pays the participating contractor. PGW established this process to make it easier for the customer to find a contractor and participate in the program.

Per the Plan settlement, PGW notified customers of its low income insulation and air sealing rebate through messaging in bills in April 2025 and provided an additional mailing and emails to low-income customers. The letters and emails were sent between August and September 2025 and also provided information on other assistance programs.

In accordance with the FY 2025-2027 Implementation Plan, PGW held meetings in January, June, and September 2025 with representatives from the Pennsylvania Department of Environmental Protection (PA DEP) to discuss how to best leverage federal funding and incentives available through the Inflation Reduction Act and other sources to expand and/or improve PGW's DSM program. The parties to the Plan settlement agreement were

⁴ Hardship Fund grants were previously referred to as "UESF grants", including in PGW's FY2025-2027 DSM Implementation Plan.

invited to the meeting held on June 23, 2025, regarding coordination with the DEP’s Penn Energy Savers Program (PESP), which offers rebates of up to \$1,600 for insulating homes, and also offers rebates for electric energy efficiency measures. Customers who utilize the program must first have an energy assessment performed by a PESP program contractor, and have the measures installed by approved contractors. PGW sent a letter to DEP outlining recommendations for how DEP could align its program with EnergySense and allow customers to easily benefit from both programs. As of December 2025, the PESP program has not yet made applications available to residential customers, and as such, and by request of the PESP program team, PGW has not yet notified its customers of the opportunities that will eventually be made available to customers. As PGW agreed in its Implementation Plan to notify its customers in three billing cycles about the funding opportunities, PGW has maintained communications with the PESP team and plans to notify customers when the program is open for residential applications. Additionally, PGW included messaging about PESP recruiting contractors in its August EnergySense trade ally newsletter.

In FY 2025, the greatest sources of applications continued to be HVAC contractors and supply houses, as shown in Table 10. PGW continued its outreach to these trade allies through activities similar to those conducted in previous program years, and as a result nearly three-quarters of applications were referrals from this source.

TABLE 10. SOURCE OF RESIDENTIAL EQUIPMENT REBATES REFERRALS IN FY 2025

Source	Percent
Family / Friend	3%
Contractor / Supply House	39%
Website	47%
Gas Bill	4%
Other	6%

Quality Assurance and Verifications

There were 35 rebate verifications performed in FY 2025, accounting for nine percent (9%) of all rebate projects. Projects were selected at random for verification, with verifications performed prior to issuing the rebate check. All projects selected for verification were verified and passed the process.

3. Commercial Equipment Rebates

The Commercial Equipment Rebates program issues prescriptive rebates on premium efficiency gas appliances, heating and hot water equipment, and other building improvements, to increase the penetration of these measures in the facilities of PGW's commercial, industrial, and multifamily customers. The program has the following objectives:

- Promote the selection of premium efficiency models at the time of purchase of commercial- and industrial-sized gas heating and hot water equipment; as well as other gas appliances, building control and distribution upgrades, and building envelope improvements.
- Strengthen PGW's relationship with customers as a partner in energy efficiency.
- Encourage market actors throughout the supply chain to provide and promote high efficiency options.
- Aid in market transformation towards highest-efficiency options.

Eligible customers use certified contractors to install the premium efficiency equipment and other building improvements and receive cash rebates to offset most of the incremental cost of the higher efficiency equipment and building improvements.

TABLE 11. COMMERCIAL EQUIPMENT REBATES RESULTS FOR FY 2025

	FY 2025		
	Actual	Goal	%
PARTICIPATION			
Completed Applications	27	228	12%
COSTS (Nominal)			
Non-Incentive Spending	\$72,814	\$170,133	43%
Administration	\$48,856		
Marketing & Business Development	\$22,583		
Inspections	\$1,375		
Customer Incentives	\$88,927	\$290,397	31%
Total Program Spending	\$161,741	\$460,531	35%
Participant Costs	\$181,077		
Total Costs	\$342,818		
SAVINGS			
First Year MMBtus	6,197	16,519	38%
Lifetime MMBtus	140,046	319,699	44%
First Year Water (Gallons)	371,152		
Lifetime Water (Gallons)	3,550,459		
Measures			
Commercial Boilers	11		
Commercial Water Heaters	9		
Low-Flow Faucet Aerators	144		
Low-Flow Showerheads	144		
Gas Fryers (Standard)	5		
Participation by Classification			
Small Business	14		
Non-Small Business	13		
Small business % of all participation	52%		

TABLE 12. TRC TEST COST-EFFECTIVENESS RESULTS FOR COMMERCIAL EQUIPMENT REBATES FOR FY 2025 (2023\$)

Metric	Result
PV of Benefits	\$1,300,489
PV of Costs	\$312,535
PV of Net Benefits	\$987,954
BCR	4.16

TABLE 13. CUSTOMER INCENTIVES AS PERCENTAGE OF TOTAL COSTS

Metric	FY 2025
Customer Incentives	\$ 88,927
PV of Total Costs	\$ 312,535
Customer Incentives % of Total Costs	28.4%

3.1. Notable Program Activities in FY 2025

The Commercial Equipment Rebates program successfully issued rebates to 27 customers for 313 pieces of equipment in FY 2025. Spending on customer incentives totaled \$88,927, which accounted for 31% of the program incentive budget. The program also achieved 44% of its lifetime savings goal.

PGW issued eight rebates to multifamily residential properties, and fourteen rebates to small businesses, which is defined under the Gas Service Tariff as a person, sole proprietorship, partnership, corporation, association or other business whose annual gas consumption does not exceed 300 Mcf. The remaining rebates were issued to restaurants, offices, educational, and other facilities. Overall, CER continues to be a highly cost-effective program for PGW ratepayers.

PGW launched the VRF heat pump incentive under CER, but had no applicants in FY 2025. PGW developed a questionnaire for VRF rebate participants with input from the Office of the Small Business Advocate, per the settlement, which it will provide to future participants.

Pursuant to the FY 2025-2027 Implementation Plan, incentive spending for CER is required to be below 55% of the TRC costs for the 2025-2027 period. For FY 2025, incentive spending represented 28.4% of TRC present value costs. PGW conducted several outreach activities, which included canvassing businesses on seven commercial corridors, sending emails, and making calls to over 70 community development corporations or business improvement districts to request that they share program information with their members. PGW's approach was to provide businesses with information about both the CER and the Small Business Energy Check programs. PGW also maintained engagement with architects, engineers and HVAC technicians through its email newsletter.

Quality Assurance and Verifications

There were 16 rebate verifications performed in FY 2025, accounting for 56% of rebate projects. Projects were selected at random for verification, with verifications performed prior to issuing the rebate check. All projects selected for verification were verified and passed the process.

4. Residential Construction Grants

The Residential Construction Grants program promotes natural gas energy efficiency in the new construction and gut rehab markets for single-family and multifamily residential projects. The program provides financial incentives for projects that exceed energy code design requirements. Program participants demonstrate the savings by completing an energy model and also submitting a Home Energy Rating System (HERS) report. The program has the following objectives:

- Save natural gas through cost-effective energy efficiency new construction and gut rehabilitation projects.
- Promote a better understanding of energy efficiency options available in the new construction and gut rehabilitation markets.

TABLE 14. RESIDENTIAL CONSTRUCTION GRANTS PROGRAM RESULTS FOR FY 2025

	FY 2025		
	Actual	Goal	%
PARTICIPATION			
Completed Projects	91	230	40%
COSTS (Nominal)			
Non-Incentive Spending	\$117,458	\$101,971	115%
Administration	\$80,483		
Marketing & Business Development	\$36,975		
Customer Incentives	\$145,600	\$226,250	64%
Total Program Spending	\$263,058	\$328,221	80%
Participant Costs	\$52,228		
Total Costs	\$315,286		
SAVINGS			
First Year MMBtus	1,787	2,572	69%
Lifetime MMBtus	35,952	51,433	70%
First Year kWh	130,796		
Lifetime kWh	2,615,920		
First Year Peak Demand kW	662		

TABLE 15. TRC TEST COST-EFFECTIVENESS RESULTS FOR RESIDENTIAL CONSTRUCTION GRANTS FOR FY 2025 (2023\$)

Metric	Result
PV of Benefits	\$466,754
PV of Costs	\$287,831
PV of Net Benefits	\$178,923
BC	1.62

4.1. Notable Program Activities in FY 2025

The Residential Construction Grants program issued \$145,600 in grants for 91 homes across two development projects during FY 2025.

Quality Assurance and Verifications

A HERS rating completed by a certified third-party rater was submitted and reviewed for each of the 91 projects incentivized in FY 2025, and PGW performed its own HERS rating on one home in each of the two development projects, which verified the fidelity of the third-party rating.

Per the Plan Settlement, PGW has agreed to reallocate 25% of unspent funds from RCG to LIST in the following program year, each program year. Accordingly, the FY 2026 budget for LIST will be increased by \$16,291, allowing for an additional 30-40 customers to participate in the program.

5. Smart Thermostat Marketplace

The Smart Thermostat Marketplace program provides instant rebates on ENERGY STAR® certified smart thermostats to eligible PGW customers. The program promotes natural gas energy efficiency in the retrofit market by offering rebate-discounted thermostats to PGW firm-rate residential and commercial customers seeking to retrofit an existing heating system with a smart thermostat. Thermostats must be purchased from the PGW Marketplace. The program has the following objectives:

- Provide PGW customers access to a low-cost efficiency measure that can be installed in most properties.
- Promote a better understanding of energy efficiency options available in the retrofit market.

TABLE 16. SMART THERMOSTAT MARKETPLACE PROGRAM RESULTS FOR FY 2025

	FY 2025		
	Actual	Goal	%
PARTICIPATION			
Completed Projects	379	700	54%
COSTS (Nominal)			
Non-Incentive Spending	\$27,540	\$68,059	40%
Administration	\$18,361		
Marketing & Business Development	\$7,992		
Inspections	\$1,187		
Customer Incentives	\$31,470	\$49,000	64%
Total Program Spending	\$59,010	\$117,059	50%
Participant Costs	\$16,405		
Total Costs	\$75,414		
SAVINGS			
First Year MMBtus	1,988	3,675	54%
Lifetime MMBtus	21,867	40,425	54%
First Year kWh	24,200		
Lifetime kWh	266,205		

TABLE 17. TRC TEST COST-EFFECTIVENESS RESULTS FOR SMART THERMOSTAT MARKETPLACE FOR FY 2025 (2023\$)

Metric	Result
PV of Benefits	\$271,554
PV of Costs	\$70,059
PV of Net Benefits	\$201,495
BCR	3.88

5.1. Notable Program Activities in FY 2025

The Smart Thermostat Marketplace program issued \$31,470 in instant rebates for 379 thermostats purchased on PGW's Marketplace platform during FY 2025. As in previous years, PGW implemented marketing campaigns over the course of the year that resulted in increased participation relative to the monthly average of the program. Notably, a limited time offer was available from Thanksgiving Eve through the end of January, during which the instant rebate was increased from \$70 to \$90. A similar promotion scheduled during the month of April in celebration of Earth Day was also effective for stimulating participation. Social media, postcard, and email marketing campaigns were conducted simultaneously, resulting in an increase in participation.

Quality Assurance and Verifications

There were nine (9) rebate verifications performed in FY 2025, accounting for 2% of rebate projects. All projects selected for verification were verified and passed the process.

6. Low Income Smart Thermostat

The Low Income Smart Thermostat program provides and installs ENERGY STAR certified smart thermostats in the homes of income-qualified PGW customers. The program promotes natural gas energy efficiency by offering free thermostats to PGW firm-rate low-income residential customers seeking to retrofit an existing heating system with a smart thermostat. For eligibility purposes, PGW customers on a residential firm-rate who are at or below 150% of the Federal Poverty Level (“FPL”) are considered low income. Customers must apply for the program and meet its requirements in order to qualify for a free installation. The program has the following objectives:

- Provide PGW customers access to an efficiency measure that can be installed in most properties.
- Promote a better understanding of energy efficiency options available to this customer segment.

TABLE 18. LOW INCOME SMART THERMOSTAT PROGRAM RESULTS FOR FY 2025

	FY 2025		
	Actual	Goal	%
PARTICIPATION			
Completed Projects	187	217	86%
COSTS (Nominal)			
Non-Incentive Spending	\$63,484	\$34,175	186%
Administration	\$43,336		
Marketing & Business Development	\$20,148		
Customer Incentives ⁵	\$79,339	\$75,825	105%
Total Program Spending ⁶	\$142,823	\$110,000	130%
Participant Costs	\$0		
Total Costs	\$142,823		
SAVINGS			
First Year MMBtus	1,515	1,250	121%
Lifetime MMBtus	16,661	13,750	121%
First Year kWh	16,158		
Lifetime kWh	177,735		
INSTALLATION SCENARIO			
Vendor-Installed Thermostats	187		
Customer Installed Thermostats	0		

⁵ Includes all costs from program vendor.

⁶ The program exceeded its spending goal, but did not achieve its participation goal, due to the allocation of \$63,484 of portfolio-wide costs into the individual program budget, per the Plan Settlement. In the Plan, only \$34,175 in portfolio-wide costs were allocated to the LIST individual program budget, based on a projection that LIST would comprise 5% of the incentive budget. The actual allocation of LIST activity was 11% of the incentive budget.

TABLE 19. TRC TEST COST-EFFECTIVENESS RESULTS FOR LOW INCOME SMART THERMOSTAT FOR FY 2025 (2023\$)

Metric	Result
PV of Benefits	\$186,093
PV of Costs	\$130,944
PV of Net Benefits	\$55,148
BCR	1.42

6.1. Notable Program Activities in FY 2025

The Low Income Smart Thermostat program installed 187 thermostats in the homes of eligible PGW customers in FY 2025. All installations were performed by the program vendor. Overall, the vendor completed 244 site visits in FY25; however, 57 visits did not result in installation due to system incompatibility issues. Nonetheless, the program remained cost-effective.

Per the Plan Settlement, PGW has agreed to reallocate 25% of unspent funds from RCG and ESK to LIST in the following program year. Accordingly, the FY 2026 budget for LIST will be increased by a total of \$52,485, which will allow an additional 115-135 customers to participate. PGW plans to be able to serve the additional customers and generate leads for the program through bill messages, social media, and targeted email campaigns.

7. EnergySense Kits

The EnergySense Kits program offers free energy efficiency kits to all PGW residential customers at no cost. The kits are shipped directly to customers for self-installation and include installation instructions and contact information for further assistance, if needed. The program provides three types of kits with a predetermined number of energy efficiency measures. Customers with natural gas water heating receive equipment such as faucet aerators and low-flow showerheads, while customers with gas space heating receive measures such as caulk and weatherstripping. Customers who use natural gas for both purposes receive a single (combination) kit with measures from both the space heating and water heating kits. The program has the following objectives:

- Provide PGW customers access to efficiency measures that can be installed in most residential properties.
- Providing energy savings to the customers that do not qualify for PGW's Home Comfort weatherization program (which is its PUC-required Low Income Usage Reduction Program (LIURP)) but may not be making large purchases that would allow them to take advantage of the Residential Equipment Rebates program.
- Providing renters with a free energy efficiency solution that does not require authorization of the property owner.

TABLE 20. ENERGYSENSE KITS PROGRAM RESULTS FOR FY 2025

	FY 2025		
	Actual	Goal	%
PARTICIPATION			
Completed Projects	1,021	1,750	58%
COSTS (Nominal)			
Non-Incentive Spending	\$38,640	\$136,389	28%
Administration	\$28,859		
Marketing & Business Development	\$9,781		
Customer Incentives	\$38,515	\$85,540	45%
Total Program Spending	\$77,155	\$221,929	35%
Participant Costs	\$0		
Total Costs	\$77,155		
SAVINGS			
First Year MMBtus	3,712	6,675	56%
Lifetime MMBtus	81,963	100,558	82%
First Year Water Savings	989,243		
Lifetime Water Savings	13,801,021		
INSTALLATION SCENARIO			
Space Heating Kit	60		
Water Heating Kit	47		
Combination Kit	914		

TABLE 21. TRC TEST COST-EFFECTIVENESS RESULTS FOR ENERGYSENSE KITS FOR FY 2025 (2023\$)

Metric	Result
PV of Benefits	\$571,795
PV of Costs	\$70,468
PV of Net Benefits	\$501,328
BCR	8.11

7.1. Notable Program Activities in FY 2025

The EnergySense Kits program shipped 1,021 kits to the homes of eligible PGW customers in FY 2025, and was highly cost-effective. The program implementation was delayed due mainly to unexpected vendor retention and program launch issues.

PGW has conducted online surveys with all customers who have ordered a kit. The invitations to take the survey are emailed one to two months after the customer orders their kit, giving them time to receive the kit and install the items before responding to the survey. For customers who ordered their kit in FY 2025, they report high satisfaction with the program. From 87 survey responses received:

- Average of 4.4 out of 5 for overall satisfaction
- 92% of customers received kit either faster than expected or in about as much time as they expected
- 95% described items as either “very easy” or “easy” to install
- 100% said they had installed or planned to install at least some of the items
- 79% said they installed or planned to install all the items
- 100% would recommend EnergySense Kits to a friend, family, or neighbor who is also a PGW customer

Per the Plan Settlement, PGW has agreed to reallocate 25% of unspent funds from ESK to LIST in the following program year. Accordingly, the FY 2026 budget for LIST will be increased by \$36,194, which will allow for an additional 85-95 customers to participate in the program.

8. Small Business Energy Check

The Small Business Energy Check (“SBEC”) program provides eligible PGW commercial customers with free walk-through energy assessments from a PGW-contracted technician to identify energy saving opportunities in their properties. The program also provides a limited number of no-cost or low-cost measures (i.e., Faucet aerators, temperature setbacks, basic air sealing, etc.) installed by an installation vendor. The energy assessments also include recommendations for incentives from PGW’s other EnergySense programs for which the customer may be eligible (i.e., Residential/Commercial Equipment Rebates). The program targets PGW commercial customers whose annual gas usage is less than 300 MCF and have buildings under 50,000 square feet. The program has the following objectives:

- Offer small business customers a free program to help them manage and understand their natural gas usage.
- Generate leads and direct customers to PGW’s prescriptive rebate programs, namely CER, while also achieving energy savings through no-cost and low-cost opportunities.
- Promote a better understanding of energy efficiency options available to this customer segment.

TABLE 22. SMALL BUSINESS ENERGY CHECK PROGRAM RESULTS FOR FY 2025

	FY 2025		
	Actual	Goal	%
PARTICIPATION			
Completed Projects ⁷	3	30	10%
COSTS (Nominal)			
Non-Incentive Spending	\$10,665	\$50,563	21%
Administration	\$10,329		
Marketing & Business Development	\$336		
Customer Incentives⁸	\$1,325	\$90,000	1%
Total Program Spending	\$11,990	\$140,563	9%
Participant Costs	\$0		
Total Costs	\$11,990		
SAVINGS			
First Year MMBtus		545	0%
Lifetime MMBtus		10,902	0%
First Year kWh		3,840	
Lifetime kWh		76,800	

⁷ Three small business customers had energy assessments completed in FY 2025, but their measure installations occurred in FY 2026, hence the lack of savings being reported for these projects.

⁸ Includes costs from energy assessment vendor directly related to energy assessments performed (excludes vendor’s administrative costs).

TABLE 23. TRC TEST COST-EFFECTIVENESS RESULTS FOR SMALL BUSINESS ENERGY CHECK FOR FY 2025 (2023\$)

Metric	Result
PV of Benefits	\$0
PV of Costs	\$10,900
PV of Net Benefits	\$(10,900)
BCR	-

8.1. Notable Program Activities in FY 2025

The Small Business Energy Check program completed three (3) energy assessments for small businesses in FY25. Any measure installations recommended by the Energy Assessor were performed in FY 2026.

The Small Business Energy Check program’s launch was delayed during FY 2025 due to a lack of responses received during PGW’s Request for Proposals (RFP) process, and other related delays with identifying and onboarding vendors. PGW conducted several outreach activities, which included canvassing businesses on 7 commercial corridors, sending emails or making calls to over 70 community development corporations or business improvement districts to request them to share with their members, and communicating about the program through PGW’s Commercial Resource Center. PGW’s approach was to provide businesses with information about both the Small Business Energy Check program and Commercial Equipment Rebates programs.

Administrative costs reported for FY 2025 include the costs for developing an Excel-based assessment and customer reporting tool and the development of a program flyer. Despite the delayed launch and low participation, the program maintains a pipeline of potential projects for FY26 and marketing plans that include eblasts, presentations to community and business groups, and door-to-door campaigning.

9. Appendix A. Cost Recovery Reconciliation

TABLE 24. EFFICIENCY COST RECOVERY SURCHARGE RESIDENTIAL AND PHA GS CUSTOMERS (SEPTEMBER 2024 THROUGH AUGUST 2025)

Residential & PHA GS

RESIDENTIAL & PHA GS FY 2024 Under-Collection	Actual Sep-24	Actual Oct-24	Actual Nov-24	Actual Dec-24	Actual Jan-25	Actual Feb-25	Actual Mar-25	Actual Apr-25	Actual May-25	Actual Jun-25	Actual Jul-25	Actual Aug-25
\$ (339,783)												
Volume Billed*	635,979	738,220	1,605,814	4,311,431	7,202,912	6,723,994	4,827,356	2,685,064	1,291,528	857,564	610,128	557,115
ECR Surcharge	\$ 0.0306	\$ 0.0357	\$ 0.0357	\$ 0.0494	\$ 0.0630	\$ 0.0630	\$ 0.0699	\$ 0.0768	\$ 0.0768	\$ 0.0532	\$ 0.0295	\$ 0.0295
Revenue Billed	\$ 19,461	\$ 26,354	\$ 57,328	\$ 212,769	\$ 453,783	\$ 423,612	\$ 337,432	\$ 206,213	\$ 99,189	\$ 45,580	\$ 17,999	\$ 16,435
RER Expense	\$ 78	\$ 130,862	\$ 65,390	\$ 40,203	\$ 26,045	\$ (171,961)	\$ 80,272	\$ 32,706	\$ 7,625	\$ 25,903	\$ 36,904	\$ 72,132
RER Labor	\$ 4,046	\$ 4,017	\$ 5,681	\$ 4,082	\$ 5,378	\$ (15,246)	\$ 4,302	\$ 4,240	\$ 2,667	\$ 4,302	\$ 4,302	\$ 4,373
CER Expense	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
CER Labor	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
RCG Expense	\$ 24	\$ 561	\$ 285	\$ 4,034	\$ 3,727	\$ (14,686)	\$ 46,178	\$ 7,594	\$ 21,222	\$ 55,294	\$ 30,796	\$ 73,055
RCG Labor	\$ 1,240	\$ 1,231	\$ 1,597	\$ 1,251	\$ 1,648	\$ 1,318	\$ 1,318	\$ 1,299	\$ 1,648	\$ 1,318	\$ 1,318	\$ 1,648
TSTAT Expense	\$ 10	\$ 982	\$ 2,350	\$ 9,164	\$ 2,163	\$ (305)	\$ 20,440	\$ 3,546	\$ 10,296	\$ 4,683	\$ 2,692	\$ 2,557
TSTAT Labor	\$ 495	\$ 492	\$ 648	\$ 500	\$ 658	\$ 537	\$ 527	\$ 519	\$ 635	\$ 527	\$ 527	\$ 663
LIST Expense	\$ 11	\$ 261	\$ 5,920	\$ 4,147	\$ 4,396	\$ 4,554	\$ 4,997	\$ 13,813	\$ 23,618	\$ 1,761	\$ 10,419	\$ 62,925
LIST Labor	\$ 577	\$ 573	\$ 744	\$ 582	\$ 767	\$ 614	\$ 614	\$ 605	\$ 767	\$ 614	\$ 614	\$ 767
ESK Expense	\$ 19	\$ 435	\$ 221	\$ 3,131	\$ 2,893	\$ (11,399)	\$ 8,331	\$ 3,429	\$ (5,370)	\$ 2,935	\$ 3,904	\$ 34,474
ESK Labor	\$ 962	\$ 956	\$ 1,240	\$ 971	\$ 1,279	\$ 1,023	\$ 1,023	\$ 1,009	\$ 1,279	\$ 1,023	\$ 1,023	\$ 1,279
SBA Expense	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
SBA Labor	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Total	\$ 7,462	\$ 140,370	\$ 84,075	\$ 68,066	\$ 48,954	\$ (205,550)	\$ 168,003	\$ 68,760	\$ 64,388	\$ 98,360	\$ 92,500	\$ 253,874
Monthly Over/(Under)	\$ 11,999	\$ (114,016)	\$ (26,747)	\$ 144,703	\$ 404,830	\$ 629,161	\$ 169,429	\$ 137,453	\$ 34,802	\$ (52,781)	\$ (74,501)	\$ (237,440)
Cumulative Over/(Under)	\$ (327,784)	\$ (441,800)	\$ (468,547)	\$ (323,844)	\$ 80,985	\$ 710,146	\$ 879,576	\$ 1,017,029	\$ 1,051,831	\$ 999,050	\$ 924,549	\$ 687,110

TABLE 25. EFFICIENCY COST RECOVERY SURCHARGE COMMERCIAL AND PHA CUSTOMERS (SEPTEMBER 2024 THROUGH AUGUST 2025)

Commercial & PHA

COMMERCIAL & PHA		Actual											
FY 2024 Under-Collection		Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25
	\$ (108,885)												
Volume Billed*		361,159	468,760	723,380	1,463,549	2,181,636	1,932,529	1,406,865	969,022	547,779	411,012	361,169	360,709
ECR Surcharge		\$ 0.0357	\$ 0.0316	\$ 0.0316	\$ 0.0390	\$ 0.0464	\$ 0.0464	\$ 0.0403	\$ 0.0341	\$ 0.0341	\$ 0.0365	\$ 0.0389	\$ 0.0389
Revenue Billed		\$ 12,875	\$ 14,813	\$ 22,859	\$ 57,078	\$ 101,228	\$ 89,669	\$ 56,626	\$ 33,044	\$ 18,679	\$ 15,002	\$ 14,049	\$ 14,032
RER	Expense	\$ 3	\$ 4,634	\$ (4,637)	\$ 1,424	\$ 922	\$ 225,775	\$ 2,843	\$ 1,158	\$ 23,960	\$ 917	\$ 1,307	\$ 8,098
RER	Labor	\$ 143	\$ 142	\$ (286)	\$ 145	\$ 190	\$ 19,701	\$ 152	\$ 150	\$ 2,901	\$ 152	\$ 152	\$ 1,195
CER	Expense	\$ 33	\$ 783	\$ 22,797	\$ 6,684	\$ 5,200	\$ (10,436)	\$ 14,976	\$ 6,165	\$ 23,828	\$ 7,020	\$ 9,613	\$ 60,635
CER	Labor	\$ 1,730	\$ 1,718	\$ 2,228	\$ 1,746	\$ 2,300	\$ 1,840	\$ 1,840	\$ 1,813	\$ 2,300	\$ 1,840	\$ 1,840	\$ 2,300
RCG	Expense	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
RCG	Labor	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
TSTAT	Expense	\$ 0	\$ 6	\$ (6)	\$ 58	\$ 14	\$ (72)	\$ 130	\$ 22	\$ 176	\$ 30	\$ 17	\$ (27)
TSTAT	Labor	\$ 3	\$ 3	\$ (6)	\$ 3	\$ 4	\$ (7)	\$ 3	\$ 3	\$ 27	\$ 3	\$ 3	\$ (1)
LIST	Expense	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
LIST	Labor	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
ESK	Expense	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
ESK	Labor	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
SBA	Expense	\$ 10	\$ 237	\$ 121	\$ 1,708	\$ 1,577	\$ (6,216)	\$ 4,543	\$ 1,870	\$ (2,929)	\$ 1,601	\$ 4,004	\$ (7,749)
SBA	Labor	\$ 525	\$ 521	\$ 676	\$ 530	\$ 698	\$ 558	\$ 558	\$ 550	\$ 698	\$ 558	\$ 558	\$ 698
Total		\$ 2,448	\$ 8,045	\$ 20,887	\$ 12,296	\$ 10,905	\$ 231,142	\$ 25,045	\$ 11,732	\$ 50,961	\$ 12,121	\$ 17,494	\$ 65,149
Monthly Over/(Under)		\$ 10,428	\$ 6,768	\$ 1,972	\$ 44,783	\$ 90,323	\$ (141,473)	\$ 31,582	\$ 21,312	\$ (32,282)	\$ 2,881	\$ (3,444)	\$ (51,118)
Cumulative Over/(Under)		\$ (98,457)	\$ (91,689)	\$ (89,718)	\$ (44,935)	\$ 45,388	\$ (96,085)	\$ (64,504)	\$ (43,192)	\$ (75,474)	\$ (72,593)	\$ (76,037)	\$ (127,155)

TABLE 26. EFFICIENCY COST RECOVERY SURCHARGE INDUSTRIAL CUSTOMERS (SEPTEMBER 2024 THROUGH AUGUST 2025)

Industrial

INDUSTRIAL		Actual											
FY 2024 Under-Collection	\$ (16,981)	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25
Volume Billed**		1,028,666	1,155,498	1,227,333	1,466,896	1,678,632	1,439,126	1,244,250	535,163	938,579	1,071,068	1,076,357	1,176,660
ECR Surcharge		\$ 0.0014	\$ 0.0013	\$ 0.0013	\$ 0.0006	\$ (0.0001)	\$ (0.0001)	\$ (0.0001)	\$ -	\$ -	\$ 0.0006	\$ 0.0011	\$ 0.0011
Revenue Billed		\$ 1,440	\$ 1,502	\$ 1,596	\$ 880	\$ (168)	\$ (144)	\$ (62)	\$ -	\$ -	\$ 589	\$ 1,184	\$ 1,294
RER	Expense	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
RER	Labor	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
CER	Expense	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
CER	Labor	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
RCG	Expense	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
RCG	Labor	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
TSTAT	Expense	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
TSTAT	Labor	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
LIST	Expense	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
LIST	Labor	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
ESK	Expense	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
ESK	Labor	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
SBA	Expense	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
SBA	Labor	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Total		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Monthly Over/(Under)		\$ 1,440	\$ 1,502	\$ 1,596	\$ 880	\$ (168)	\$ (144)	\$ (62)	\$ -	\$ -	\$ 589	\$ 1,184	\$ 1,294
Cumulative Over/(Under)		\$ (15,541)	\$ (14,039)	\$ (12,443)	\$ (11,563)	\$ (11,731)	\$ (11,875)	\$ (11,937)	\$ (11,937)	\$ (11,937)	\$ (11,348)	\$ (10,164)	\$ (8,870)