

SNG RESIDENTIAL NATURAL GAS ENERGY EFFICIENCY INCENTIVE PROGRAM EVALUATION, MEASUREMENT AND VERIFICATION PLAN (“EM&V PLAN”) (AS REQUIRED BY 4 CSR 240-3.225(2)(B)2.

The primary goal of the evaluation is to document the energy savings attributable to the Residential Natural Gas Energy Efficiency Incentive Program.

The impact evaluation will focus primarily on validating installed measures, estimating actual energy and demand savings and determining persistence of measure impacts. The impact assessment will have two major components, as outlined below.

1. Sample-based verification of installed measures. The verification element of the evaluation will serve several objectives, including:
 - o Quantifying and verifying the type, specification and frequency of measures installed and operating.
 - o Determining the reasons for any discrepancies in measure counts.
2. Individual measure savings and realization rates will be estimated through engineering calculations based on the verification studies or through secondary research adjusted for differences in Summit Natural Gas of Missouri, Inc. customer characteristics and Heating Degree Days.

The process evaluation will identify any operational or performance issues with the program as identified by Summit Natural Gas of Missouri, Inc. staff and make recommendations for how the program design can be improved for better performance.

Surveys of program participants may also be administered. Surveys and interviews will focus on the opportunities for and barriers to participation and adoption of efficiency measures. Evaluators will assess the program processes that are effective, those that are not working, and ways the process can be improved.

The process and impact evaluations will be completed no later than four years after the energy efficiency incentive program effective date.