

STATE OF INDIANA  
INDIANA UTILITY REGULATORY COMMISSION

PETITION OF THE BOARD OF DIRECTORS )  
FOR UTILITIES OF THE DEPARTMENT OF )  
PUBLIC UTILITIES OF THE CITY OF )  
INDIANAPOLIS, AS SUCCESSOR TRUSTEE )  
OF A PUBLIC CHARITABLE TRUST, D/B/A )  
CITIZENS GAS & COKE UTILITY FOR )  
AUTHORITY TO INCREASE ITS RATES AND )  
CHARGES FOR GAS UTILITY SERVICE AND )  
FOR APPROVAL OF A NEW SCHEDULE OF )  
RATES AND CHARGES APPLICABLE )  
THERETO, APPROVAL UNDER IC 8-1-2.5 OF AN )  
ALTERNATIVE REGULATORY PLAN )  
IMPLEMENTING AN UNCOLLECTIBLE EXPENSE )  
ADJUSTMENT MECHANISM, A DEMAND SIDE )  
MANAGEMENT AND RATE DECOUPLING )  
MECHANISM AND APPROVAL OF OTHER )  
CHANGES TO ITS GENERAL TERMS AND )  
CONDITIONS FOR GAS SERVICE )

CAUSE NO. 42767

**SUBMISSION OF QUARTERLY PERFORMANCE UPDATE**  
**THROUGH NOVEMBER 30, 2011**

Pursuant to the Commission's May 24, 2011 Docket Entry in this Cause, the Board of Directors for Utilities of the Department of Public Utilities of the City of Indianapolis, as successor trustee of a public charitable trust, d/b/a Citizens Gas, hereby submits the Quarterly Performance Update Through November 30, 2011.

Respectfully submitted,

/s/ Korlon L. Kilpatrick, II  
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**CERTIFICATE OF SERVICE**

I hereby certify that a copy of the foregoing "Submission of Quarterly Performance Update Through November 30, 2011" was served upon the Office of the Utility Consumer Counselor via electronic mail on January 31, 2012 to the following:

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A member of Citizens Energy Group

Citizens Gas

Quarterly Performance Update - Program Results through November 30, 2011\*\*

Program Year 4 September 1, 2011 - August 31, 2012	End Notes (page 2)	Gross Therm Savings			Net Therm Savings			Program Budget		
		Actual Thru 11/30/11	PY4 Goal	YTD % to Goal	Actual Thru 11/30/11	PY4 Goal	YTD % to Goal	Actual Thru 10/31/11*	PY4 Budget	YTD % to Budget
Residential Prescriptive	1	42,925	245,696	17.5%	28,803	165,610	17.4%	\$56,579	\$638,997	8.9%
Residential New Construction	2	0	12,875	0.0%	0	10,712	0.0%	\$4,066	\$46,996	8.7%
Residential Low Income Wx	3	4,720	18,290	25.8%	4,720	18,290	25.8%	\$47,257	\$459,122	10.3%
Residential Low Income/Working Poor Wx	4	0	N/A	0.0%	0	N/A	0.0%	\$0	\$100,000	0.0%
Residential Online Assessment & Kits	5	107,136	216,000	49.6%	85,709	172,800	49.6%	\$22,131	\$104,509	21.2%
Residential Home Retrofit	6	0	99,000	0.0%	0	94,050	0.0%	\$50	\$711,512	0.0%
Better Buildings Program (EcoHouse & Sweeps)	7	11,047	91,100	12.1%	11,047	91,100	12.1%	\$5,884	\$235,392	2.5%
Multi-Family Direct Install	8	45,075	407,925	11.0%	45,075	407,925	11.0%	\$11,089	\$198,585	5.6%
Multi-Family Equipment Pilot	9	0	66,750	0.0%	0	66,750	0.0%	\$200	\$189,750	0.1%
General Service Prescriptive	10	3,109	485,541	0.6%	1,805	386,478	0.5%	\$13,927	\$334,983	4.2%
General Service Custom	11	34,390	307,487	11.2%	25,793	230,615	11.2%	\$26,237	\$509,758	5.1%
Elementary Education (National Energy Foundation)	12	0	N/A	0.0%	0	N/A	0.0%	\$116,000	\$134,000	86.6%
Unallocated Funds	13	N/A	N/A	N/A	N/A	N/A	N/A	\$0	\$575,302	0.0%
<b>Programs Subtotal</b>		<b>248,402</b>	<b>1,950,664</b>	<b>12.7%</b>	<b>202,952</b>	<b>1,644,330</b>	<b>12.3%</b>	<b>\$303,420</b>	<b>\$4,238,906</b>	<b>7.2%</b>
<b>SUPPORT SERVICES</b>										
Support Services	14	N/A	N/A	N/A	N/A	N/A	N/A	\$58,925	\$812,346	7.3%
<b>Citizens Gas Portfolio Totals - Program Year 4</b>		<b>248,402</b>	<b>1,950,664</b>	<b>12.7%</b>	<b>202,952</b>	<b>1,644,330</b>	<b>12.3%</b>	<b>\$362,345</b>	<b>\$5,051,252</b>	<b>7.2%</b>

\*Financial data reported on a one month lag

\*\*The numbers in the table reflect planning goals and budgets that were used in the preliminary Operating Plan. The Oversight Board recommended changes in program design prior to plan approval. The next quarterly update will reflect planning goals for budget and therm savings as approved by the Oversight Board.

End Note	Description
1	Prescriptive program with incentives for residential customers installing energy efficient furnaces, boilers, water heaters and thermostats. Participation is slightly below goal for the first quarter of PY4 but typically increases during winter months.
2	Program targeting residential homebuilders whereby incentives are offered for energy efficient home construction. Program is implemented jointly with Indianapolis Power & Light. The oversight board decided to phase this program out during PY4 due to new home building guidelines, low participation and the programs was not cost effective as a stand alone program.
3	Program provides weatherization services to residential low income customers in Marion County. This program was previously implemented jointly with Indianapolis Power & Light and done in partnership with IHCD utilizing ARRA funds. ARRA funds are almost exhausted and IPL funding for low income weatherization is part of the statewide electric core programs. Participation in the first quarter is on target to meet goals.
4	Program provides weatherization services to residential low income and working poor customers in Marion County. This program will be implemented by Indiana Community Action Association (INCAA) and will begin in quarter 2. Due to the size and scope of the program, savings goals were not established prior to implementation.
5	Customer utilizes on-line tools to learn how to conserve energy. In addition to the education component, the customer receives an energy savings kit which includes energy efficient fixtures and CFLs. This is a joint program with Indianapolis Power & Light. This program is performing well and is on target to meet goal.
6	This program is designed to complement the statewide electric core walk thru audit program. The oversight board would like to work with the statewide electric third party administrator to include recommendations for natural gas measures in the current audit program. The home retrofit program will provide incentives to help offset the cost of insulation and air sealing measures up to 50% of the cost with a maximum incentive of \$1,250.
7	This program includes a partnership with the City of Indianapolis and the Indianapolis Neighborhood Housing Partnership (INHP). The city was selected to receive a Department of Energy (DOE) grant of which a portion will be used for loans to complete energy efficiency improvements in the homes of Marion County residents with low to moderate income. Through an energy audit, projected energy savings from improvements is determined. The Citizens program incentives help offset the cost of insulation and air sealing measures up to 50% of the cost with a maximum incentive of \$1,600. A slow start up of the loan program has delayed participation but we anticipate the program to continue to ramp up and meet goal. The remainder of the DOE grant will be used in the Near Eastside Neighborhood Sweeps program which includes up to \$1,500 in energy efficiency improvements at no cost to the participating resident. Direct install measures (low flow fixtures and CFLs) for the sweeps program are co-funded by Indianapolis Power & Light.
8	Energy efficient showerheads, bathroom and kitchen aerators as well as CFLs installed in rental units to reduce hot water consumption and electric usage. Program is jointly delivered with Indianapolis Power & Light. Participation in this program is expected to meet goal.
9	Pilot program that targets multi-family developers and property managers offering prescriptive incentives for the installation of energy efficient furnaces, water heaters, thermostats and low flow fixtures. This program is gaining traction in the market and participation is expected to meet goal.
10	Prescriptive program with incentives for general service customers installing energy efficient furnaces, boilers, boiler tune-ups and controls, water heaters and thermostats. Program participation was low for quarter 1 and we have increased outreach to trade contractors. Participation typically increases during the heating season.
11	Offers incentives up to \$25,000 per project for the installation of efficient technologies or implementation of process improvements that do not fit the parameters of the prescriptive rebate program. Although several projects have been delayed, we anticipate meeting goals for this program.
12	Educational outreach programs include the Think! Energy Indiana kit program, Energy Action in Schools and a student poster contest. The kit program aims to help 6th grade students learn the importance of energy efficiency and how it helps to protect our natural resources and the environment. The program is implemented in the fall and includes classroom education and a take home energy efficiency kit. Specific program goals for therm savings were not established due to the fluctuation year over year in the number of gas and electric home participants. Participation results will be available in the 2nd or 3rd quarter. Energy Action in Schools utilizes student patrols to identify opportunities for energy savings in IPS school facilities. The program provides energy management training for custodial staff and teachers on how to use energy more efficiently. Specific program goals were not established due to the wide array of school facilities. Participation results will not be available until the end of the school year. Both of these program are implemented in partnership with Indianapolis Power and Light. For program year 4, Citizens introduced a student poster contest to expand the reach of our energy education. Students in grades K-8 are challenged to create a poster that illustrates how to save energy in their home or community. Prizes will be awarded and students will be recognized for their illustrations.
13	Unallocated funds have not been attributed to specific programs. These funds can be moved into specific programs per Oversight Board discretion.
14	Support services include expenses associated with services that support multiple programs such as program administration, evaluation and consumer outreach and education.