

# customer connection

Ideas, Advice and News from North Shore Gas



## Apply Now For Winter Heating Grants

If you're struggling to make ends meet this winter, don't hesitate to apply for two programs that could help you manage your heating bills.

### LIHEAP

The Low Income Home Energy Assistance Program (LIHEAP) assists customers with paying natural gas bills, reconnecting service and keeping the gas turned on while they catch up on their bills.

Eligibility for LIHEAP is based on household size and income. Assistance is provided in the form of a single grant, usually paid directly to a utility on behalf of the customer. For more information, call the Lake County Community Action Project at **847-249-4330**.

### Share the Warmth

Administered for North Shore Gas by The Salvation Army, **Share the Warmth** also provides heating grants to low- and fixed-income households. Eligible customers who make a payment toward their bills receive matching grants of up to \$200.

To apply for **Share the Warmth** assistance, call **773-725-1100**. To donate, see your monthly bill or visit the **My Account** section of our Web site at [northshoregasdelivery.com](http://northshoregasdelivery.com).

## From the Source

### Chicagoland Natural Gas Savings Program

If you need a new furnace, water heater, boiler or clothes washer, it's a great time to purchase one. From now through April, you can get rebates on these items, while making an investment that will pay you back in energy efficiency for years to come.



Sharon Moy  
Regulatory Affairs

## Contact Us

### Visit Us Online

[www.northshoregasdelivery.com](http://www.northshoregasdelivery.com)

**24-Hour Emergency Service**  
**866-556-6005**

### TDD Line

Mon-Fri, 7a.m. - 7p.m.  
**866-556-6007**

### Customer Service

Mon-Fri, 7a.m. - 7p.m.  
**866-556-6004**

[cusserv@northshoregasdelivery.com](mailto:cusserv@northshoregasdelivery.com)

### Gas Theft Hotline

**800-228-6770**

## Rebates Available For Energy-Efficient Upgrades

Making energy-efficient improvements to your home or business can lower natural gas use and help save on heating bills. And a new program for customers of North Shore Gas can help.

The Chicagoland Natural Gas Savings Program offers rebates on certain types

*continued on next page...*

### INSIDE

- Budget Payment Plan Can Reduce Winter Gas Bills
- Get a Discount on CO Alarms
- Apply Now For Winter Heating Grants





continued from cover...

of energy-efficient furnaces, boilers, water heaters, insulation and clothes washers purchased between December 15, 2008 and April 30, 2009.

To qualify, gas furnaces, boilers and water heaters must be installed by professional contractors. Property owners may opt to self-install insulation and clothes washers or hire a professional contractor. The rebates can save property owners up to \$750 on insulation, \$600 on boilers, \$450 on furnaces, \$400 on water heaters and \$100 on clothes washers.

North Shore Gas customers can apply online or by mail by printing out an application form. Applications must be postmarked or completed online no later than 60 days after the purchase or by May 31, 2009, whichever comes first. Rebate checks will take six to eight weeks to arrive.

To learn more about the Chicagoland Natural Gas Savings Program and how to apply, visit [northshoregasdelivery.com](http://northshoregasdelivery.com) or call **866-964-7345**.

The Chicagoland Natural Gas Savings Program is funded by customers of Peoples Gas and North Shore Gas through a line item on the bill called the *Enhanced Efficiency Program*. The Program is guided by Peoples Gas, North Shore Gas, Citizen's Utility Board, City of Chicago Department of Environment, Environmental Law & Policy Center and Illinois Attorney General's Office.

## Budget Payment Plan Can Reduce Winter Gas Bills

For many customers, their highest natural gas bills of the year arrive at the same time they're trying to pay off expenses related to the holidays.

Customers can manage the amount they pay for natural gas during the winter months by enrolling in the North Shore Gas **Budget Payment Plan**, which spreads total expenditures over the entire year. The plan doesn't lock in the cost of natural gas, but it eliminates the increases in bills normally experienced during the winter months.

Each customer enrolled in the plan pays a set amount each month, based on their past usage and the projected cost of natural gas. At the end of the budget year, any amount owed or credit due will be carried over into the new budget.

There are three convenient ways to enroll:

- Pay the amount listed in the "Message" section of your natural gas bill.
- Enroll online through the *My Account* section of our Web site at [northshoregasdelivery.com](http://northshoregasdelivery.com).
- Call North Shore Gas toll free at **866-556-6004**.



## Get a Discount on First Alert CO Alarms

It's important to keep your home safe during the heating season.

That's why we've partnered with First Alert to offer you a 10 percent discount on carbon monoxide (CO) and combination smoke/CO alarms. The offer is good through March.



To take advantage of this offer, visit our Web site at [northshoregasdelivery.com](http://northshoregasdelivery.com) and click on the CO safety message on our home page.

### About CO Alarms

Illinois law requires every house and apartment to have a CO alarm within 15 feet of sleeping areas. Make sure your home is equipped with working CO alarms and follow these tips:

- For added safety, consider installing a CO alarm in each bedroom.
- In two-story homes, install at least one CO alarm on each level.
- If your home has a basement, install a CO alarm at the top of the basement stairs.
- Change the batteries in CO alarms every six months.
- Replace CO alarms older than five years.