



Share the Warmth Donation Enrollment

Share the warmth this winter. Please fill out this form and return it with your bill.

I would like to make an ongoing contribution to **Share the Warmth**. I have included the additional amount in my current check. I understand that this amount will be added to my bill each month.

\$1 \$5 \$10 Other _____

I would like to make a one-time, tax-deductible donation of \$_____. I have enclosed my check payable to The Salvation Army, which administers **Share the Warmth** for North Shore Gas.

Name _____

Address _____

Account Number _____

Phone _____

E-mail _____

From the Source

Take Steps to Save Energy

This winter is almost over. But you can still save energy in the coming weeks by sealing leaky windows or doors and turning down your thermostat. To learn more about energy efficiency, visit us at northshoregasdelivery.com.



Cynthia Lukwinski
Customer Service

customer connection

Ideas, Advice and News from North Shore Gas



Contact Us

Visit Us Online
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

Gas Theft Hotline
800-228-6770



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Small Changes Can Increase Energy Efficiency

For winter-weary Illinoisans, February offers hope that spring temperatures are just around the corner. But there's still time to make small changes at home to save energy this winter.

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EITC Offers Tax Relief for Low- and Moderate-Income Households

North Shore Gas urges all eligible customers to take full advantage of tax relief when they file their tax returns this year

Thousands of Illinois residents who are eligible for the federal Earned Income Tax Credit (EITC) are not receiving it, either because they haven't heard about it or don't know how to apply. Eligible taxpayers can receive up to \$4,824 back.

Taxpayers in northeast Illinois, except Chicago, should call **312-409-1555** or **312-630-0273** to find out where to apply for the EITC.

Share the Warmth this Winter



Colder-than-normal temperatures and the economic downturn are placing additional strains on low- and fixed-income customers this winter.

For many households, that means choosing between paying heating bills and other expenses, such as prescriptions.

You can help others struggling to make ends meet by donating to the North Shore Gas **Share the Warmth** program, which provides financial assistance with heating bills. It's easy:

- Check the **Share the Warmth** box on your bill and add \$1 to your payment. On each subsequent bill, North Shore Gas will automatically add \$1 to your bill;
- Visit the **My Account** section of our Web site at northshoregasdelivery.com to sign up for a monthly or one-time donation; or
- Fill out the form on the back of this page and return it with your payment.

Get Rebates for Energy-Efficient Improvements

This winter's frigid temperatures may inspire some homeowners to make long-term improvements to boost energy efficiency, and a new program provides rebates for many types of upgrades.

From now through April, North Shore Gas customers can save up to \$750 on insulation, \$600 on boilers, \$450 on furnaces, \$400 on water heaters and \$100 on clothes washers through the **Chicagoland Natural Gas Savings Program**.

For more information, visit northshoregasdelivery.com or call **866-964-7345**.



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- Set your thermostat between 65 and 70 degrees. When you go to sleep or leave home, dial it down.
- Install a programmable thermostat to adjust the temperature automatically.
- Close heating vents and doors in unused rooms.
- Caulk around and install plastic sheeting over drafty windows.
- Install weather stripping around door frames.
- Use caulk or foam to seal gaps where pipes penetrate exterior walls.
- Install foam insulators under electrical outlet covers.

Over the long-term, consider having a home energy audit to determine a larger energy efficiency strategy, which could involve measures such as installing more insulation, upgrading to a high-efficiency furnace and replacing windows and doors.

Faces of Share the Warmth



"Even the average working person needs assistance sometimes. I believe in helping. I could be that person one day who needs help."

- LaTanya Beasley, **Share the Warmth** donor

"Every penny counts when you live on a fixed income. When the weather gets cold, **Share the Warmth** helps senior citizens and others who are struggling."

- Phyllis Centofanti, **Share the Warmth** recipient

