

A Friendly Reminder

North Shore Gas kindly asks its customers to restrain dogs whenever they're outdoors. This ensures the safety of our meter readers and service technicians, allowing them to read meters and service gas lines safely and efficiently. Thanks for your cooperation.



MINIMUM PAYMENT OPTION CAN PREVENT DISCONNECTION

We understand the economy has made it difficult for some customers to keep up with their bills.

That's why we created a new payment option to help customers who are significantly behind on their bills maintain their natural gas service.

The new **Minimum Payment Option** was specifically designed for customers facing service disconnection. Customers receiving a disconnect notice should look on the notice for the amount to pay under the **Minimum Payment Option**.

Customers who are struggling to pay their bills also may be eligible to participate in a **Short Term Payment Plan**. To learn more about the **Short Term Payment Plan**, visit the "My Account" section of northshoregasdelivery.com.

From The Source

Budget Payment Plan

When you enroll in the **Budget Payment Plan**, you'll know about how much your gas bill will be each month. That makes it easier to budget for other expenses around your home or business.



Joanne McGee
Customer Relations

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

customer connection

Ideas, Advice and News from North Shore Gas



Budget Payment Plan Evens Out Gas Bills

With the cold weather finally over, it's a great time to enroll in the North Shore Gas **Budget Payment Plan**.

The **Budget Payment Plan** can help you avoid the impact of next winter's heating bills by spreading

continued on next page...

INSIDE

- Pipeline Upgrade Ensures Long-Term Reliability
- Yellow Flags Mark Location of Gas Pipes
- Flex Connector Safety
- A Friendly Reminder: Pet Safety
- Minimum Payment Option Can Prevent Disconnection
- From The Source



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continued from cover...

your total costs for natural gas more-or-less evenly over the entire year. And avoiding seasonal swings in gas bills can help you plan for other household expenses.

Here's how the Budget Payment Plan works:

- North Shore Gas will estimate how much natural gas you'll use and what it will cost over the next year, then divide that total into 12 monthly installments.
- Halfway through your budget year, we will adjust your monthly installment based on gas prices, your usage and the weather to keep your total budget on track. Your installment also could increase any month when those factors would cause a 25 percent rise in your bill.
- After 12 months, you'll be enrolled for a new budget year, with credit or debit balances rolled into your next month's installment.

There are three easy ways to enroll:

- Pay the amount listed in the Message section of your natural gas bill
- Sign on to the **My Account** section of northshoregasdelivery.com or
- Call us at **866-556-6004**.



PIPELINE UPGRADE ENSURES LONG-TERM RELIABILITY

North Shore Gas recently replaced and upgraded more than one mile of high-pressure natural gas main along U.S. Hwy. 45 in Libertyville to ensure the long-term safety and reliability of its delivery system.

The project included replacing an existing 24-inch diameter gas main and upgrading a lengthy section of 10-inch main to 16-inch main, allowing for improved gas flow to the North Shore Gas service area. As part of the project, about 2,500 feet of medium pressure lines, which serve customers directly, were also replaced.

The upgrades were done in conjunction with a road repair project scheduled to begin soon.

Yellow Flags and Paint Mark Location of Gas Pipes

Daffodils and tulips aren't the only colorful things that show up in the spring.

Each year about this time, you may also notice yellow flags and paint marks popping up in your neighborhood.

These locator flags and paint markings show the location of underground natural gas lines, and they usually mean some type of excavation or construction work is planned for the area. The flags and markings are required so workers don't strike gas lines while digging.



Flex Connector Safety

You might not think much about how your kitchen stove or clothes dryer receives natural gas, but you should check the condition of the connectors to these appliances if your home was built before 1980.



Bad

Natural gas travels from your home's supply pipes to stoves and dryers via flexible, corrugated metal tubes. Prior to 1980, these tubes were made of uncoated brass. Over time, the tubing in uncoated brass connectors can separate from the ends, causing a leak that could lead to a fire or explosion. Although no longer manufactured, uncoated brass connectors are still in use in some homes and should be replaced.



Good

If you think you may have uncoated brass connectors, call a qualified professional to replace them with today's safer, sturdier stainless steel or plastic-coated brass flex connectors. Don't try to move your stove or dryer yourself because the connector may break.

For a fee, North Shore Gas can inspect and replace your connectors. To learn more about natural gas safety or to schedule an inspection by a North Shore Gas technician, visit the "**My Account**" section of northshoregasdelivery.com.