

North Shore Gas Supports Lambs Farm

Many people know Lambs Farm for its petting zoo and other fun attractions for children. But that's just a small part of what makes the place so special.

Founded in 1961, Lambs Farm is a non-profit organization providing a wide range of programs for more than 250 men and women with developmental disabilities that live on its 72-acre campus located along Route 176 at the Tri-State Tollway in Libertyville.

North Shore Gas is proud to support Lambs Farm, which helps clients build the determination to lead full, satisfying lives with dignity and as much independence as possible. In addition to providing apartments, group homes, community residences and an intermediate care facility, Lambs Farm has extensive vocational, social and recreational services that enrich the lives of the people it serves.

For the general public, Lambs Farm runs a restaurant, pet shop, country store and bakery, in addition to the petting zoo. It also hosts corporate events, picnics, weddings, parties, family reunions and field trips for schoolchildren. To learn more, including how to donate, visit lambsfarm.org.



From The Source

Incentives for Energy Upgrades

“With the rebates and tax credits currently offered, there’s never been a better time to install new energy-efficient products in your home or business.”



Patrick Michalkiewicz
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



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Ideas, Advice and News from North Shore Gas



Rebates, Tax Credits For Energy-Saving Products

Thinking of purchasing a new furnace or making some other energy-saving improvement before winter? If so, rebates and tax credits can ease your cost.

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The *Chicagoland Natural Gas Savings Program* offers rebates to North Shore Gas customers for certain types of high-efficiency products that help reduce natural gas use. And some of those products are among items that qualify for *Federal Tax Credits for Energy Efficiency* as well.

Chicagoland Natural Gas Savings Program

The program currently offers rebates of up to \$750 on insulation, \$600 on boilers, \$450 on furnaces, \$400 on water heaters and \$100 on clothes washers. To learn more, visit northshoregasdelivery.com or call **866-964-7345**.



Federal Tax Credits for Energy Efficiency

Taxpayers who make energy-efficient home improvements in 2009 and 2010 can claim a 30 percent credit on the first \$5,000 they spend, for a maximum credit of \$1,500. Unlike a tax deduction, a tax credit reduces your tax burden dollar for dollar. Items covered include windows, doors, insulation, roofs, water heaters and heating/air conditioning systems. For more information, visit energystar.gov.



Natural Gas Safety Is Something To Raise A Stink About

You can't miss that "rotten egg" odor of leaking natural gas. If there is a natural gas leak in your home, a few smart steps will help keep you and others safe.

If you smell natural gas, get everyone outdoors right away. Don't use telephones, flashlights or electrical switches. Call **866-556-6005** from your cell phone or a neighbor's home immediately. It only takes a moment and could save lives.

Reading Your Bill

Need help understanding your monthly bill? Here are the line items you'll typically see.

Bill Date	Account Number	Payment Due Date	Amount Due
08/14/2009	9 9999 9999 9999	09/05/2009	\$164.85
Name	John Q. Customer		
Service Address	123 Main ST Waukegan IL 60085-2320		
Service Classification	Rate 1 - Small Residential Service - Heating		
Delivery Charge	2		
Customer Charge	\$13.95		
First 50 Therms	\$0.23803 x 50.00 Therms =	\$11.90	
Over 50 Therms	\$0.06356 x 94.71 Therms =	\$6.02	\$31.87
Gas Charge	3		
Efficiency Program	\$0.02700 x 144.71 Therms =	\$3.91	
Environmental Charge	\$0.00950 x 144.71 Therms =	\$1.39	
Volume Balancing Adj.	\$0.00033 x 144.71 Therms =	\$0.05	
Taxes	4		
Municipal Utility Tax	\$153.33 x 4.15 % =	\$6.30	

- 1 Amount Due**
The amount due is listed near the top of your billing statement and on the payment stub. You are responsible for paying this amount by the due date.
- 2 Delivery Charge**
This charge is for delivering natural gas to your home or business. It varies with the volume of gas used, but typically accounts for about 20 percent of your bill.
- 3 Gas Charge**
This is what North Shore Gas paid for your natural gas on the open market, with no additional fees. The gas charge can be volatile, given the swings in prices in recent years. It currently averages about 73 percent of your monthly bill.
- 4 Taxes**
Taxes and fees imposed by local and state governments typically represent about 7 percent of your bill.