



Focus on Business

Get With the Programmed

While large companies use energy management systems to control heating and cooling, smaller businesses can manage their energy use with a programmable thermostat.

Programmable thermostats automatically adjust the temperature at specific times, so buildings remain comfortable during business hours but don't waste energy when unoccupied. There are several types:

Digital thermostats – Most digital units allow users to set different times and temperatures for each day of the week.

Electromechanical thermostats – These models feature tabs or levers to set temperatures for day and night. They typically use the same settings for each day of the week, making them most appropriate for companies with regular work schedules.

Occupancy-based thermostats – These work best in areas that are unoccupied for long periods of time. They adjust the temperature when someone enters an area.

For more information, visit the **Equipment Buying Advice** page in the **For Businesses** section of our Web site at northshoregasdelivery.com.

From The Source

Don't Forget Furnace Maintenance

“ Make sure your furnace is ready to heat your home safely and efficiently this winter by having it inspected by a licensed, qualified technician. ”



Allen H. Russell
Operations

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



Prepare for a Safe Winter

As you enjoy the fall weather, make sure you're ready to heat your home safely this winter.

Have your furnace inspected by a licensed, qualified technician and follow these safety steps throughout the heating season.

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Furnace Safety

- Clean or replace your furnace filter.
- Check the flame in the burner to make sure it is blue. A yellow flame may indicate the need for adjustment.
- Check your chimney flues for corrosion and make sure all vents are clear of any blockages or debris.
- Keep the area around your furnace and water heater clear. Do not store flammable liquids or other combustibles nearby.

CO Safety

Illinois law requires all homes to have a carbon monoxide (CO) detector within 15 feet of sleeping areas. Make sure to change the batteries in CO detectors before winter and replace units older than five years.

If you suspect CO poisoning, get outside and into fresh air immediately, then call **911**.

Symptoms include:

- Sudden flu-like illness
- Dizziness, headaches
- Weakness, fatigue, sleepiness
- Nausea, vomiting
- Fluttering or throbbing heartbeat
- Trouble breathing, tightness in chest
- Cherry-red lips, unusually pale complexion

Center Supports Latino Immigrants

North Shore Gas is proud to support Nuestro Center, which provides a wide range of resources and programs to Latino families in Highwood.

Administered by Family Service, a non-profit agency in neighboring Highland Park, Nuestro Center helps Latino immigrants assimilate to American society. Some of the Center's key initiatives focus on youth social and educational development, family health and wellness, English literacy and adult education.

Youth programs include after school homework assistance, a chess club, computer, art and cooking classes, field trips and summer day camp. Adult services include English classes, medical screening, health classes, computer training and individual counseling, including referrals for specialized services.

Last year, Nuestro Center served 713 immigrants, more than 300 of whom were children and teens. To learn more, including how to volunteer or donate, visit famservice.org.



Share the Warmth

With the arrival of colder temperatures, many people on limited incomes begin worrying about winter heating bills.

You can ease their worries by donating to the Share the Warmth fund, which provides heating grants to needy customers during the winter. North Shore Gas matches all donations and makes it easy to give.

Simply check the enrollment box on your next payment coupon and add \$1 to your payment. You can also visit **My Account** at northshoregasdelivery.com or call **866-556-6004**.



LIHEAP OPEN FOR SENIORS, PEOPLE WITH DISABILITIES

Applications for energy assistance through the Low Income Home Energy Assistance Program (LIHEAP) opened September 1 for people age 60 and older and persons with disabilities.

Households with disconnected gas service may apply for LIHEAP, beginning October 1. General enrollment starts November 1.

LIHEAP helps limited income customers pay outstanding gas bills, reconnect service and keep gas turned on while they catch up on their bills. Eligibility and the amount of grants depend on household size and income.

Customers should call the Community Action Partnership of Lake County at **847-249-4330** for more information.