

# customer connection

Ideas, Advice and News from North Shore Gas



## From The Source

### Budget Payment Plan

“With winter coming, it’s a great time to enroll in the **Budget Payment Plan**. By paying about the same amount on your bill each month, you’ll spread your heating costs over the entire year.”



Patrick Alderson  
Operations

# SPLISH, SPLASH. YOU'RE WASTING GAS.

**Waste Watcher Tip #7:**  
A short shower often uses less gas than a bath.

Learn more at [northshoregasdelivery.com](http://northshoregasdelivery.com)

**NORTH SHORE GAS**  
NATURAL GAS DELIVERY

## 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

## Budget Payment Plan Means No Surprises

When it comes to heating bills, nobody likes surprises.

Make your natural gas bills predictable this winter by enrolling in the North Shore Gas **Budget Payment Plan**. The **Budget Payment Plan** can help you avoid the impact of heating bills by spreading your

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total costs for natural gas more-or-less evenly over the entire year.

#### Here's how it works:

- North Shore Gas will estimate how much natural gas you'll use and what it will cost over the next year, then calculate a monthly installment.
- Halfway through your budget year, we will adjust your 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 new 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](http://northshoregasdelivery.com); or
- Call us at **866-556-6004**



## Winter Gas Bill Forecast

With budgets tight, many Illinois families might be wondering what to expect from their natural gas bills this winter.

Good news: The outlook is positive. In fact, natural gas bills are projected to be as much as 30 percent lower than last winter. Of course, weather and how much gas you actually use will affect your heating bill.

Even though gas prices will be lower this winter, it's always wise to improve the way you manage your heating bills. North Shore Gas can help you learn how to conserve energy and use natural gas more efficiently.

Visit [northshoregasdelivery.com](http://northshoregasdelivery.com) for:

- Tips on simple changes you can make around your home or business to conserve energy this winter; and
- Information about rebates for energy-efficient upgrades through the Chicagoland Natural Gas Savings Program.

## 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.



## Let's Get Ready for Winter Together

Days are getting shorter and temperatures cooler — two sure signs that winter's on its way.

With October being Energy Awareness Month, now's the perfect time to start thinking about ways to lower your winter heating costs — and North Shore Gas can help.

We're serious about helping all of our customers find new ways to keep their natural gas expenses as low as possible. Every day, people like you are using the energy-saving tips, products and programs found at [northshoregasdelivery.com](http://northshoregasdelivery.com) to use less natural gas without sacrificing their comfort. And it's paying off in savings.

### 5 Winter Warm-Ups

Put these energy-saving ideas to work and take greater control over your costs, all winter long.

- Set your thermostat at 65-70° and dial it down even lower when you go to sleep or leave the house.
- Open your blinds or drapes to let the sun in on sunny winter days and close them at night to insulate.
- Close the vents and shut the doors of less-used rooms and open them up only when you need them.
- Direct heating registers so they blow across the floor instead of straight up and run ceiling fans in reverse at low speeds to bring warm, heated air down where you need it.
- Make sure your water heater is set to around 120°.

