

68° IN JANUARY? IN CHICAGO? YES, PLEASE.

Waste Watcher Tip #2:
Use a programmable thermostat to keep the temperature set between 65° and 70° when you're home this winter. And lower when you're not.

Learn more at northshoregasdelivery.com

NORTH SHORE GAS
NATURAL GAS DELIVERY

From The Source

Energy-Efficient Upgrades

“Rebates, tax credits and other assistance are available for energy-saving improvements to your home. Before making a major purchase, you should know all your options.”



Jesse Garcia
Operations

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

Rebates, Tax Credits, Assistance Available For Energy-Saving Upgrades

With the current offerings of rebates, tax credits and weatherization assistance, there's never been a better time to make energy-saving upgrades around your home.

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Before installing a new furnace or making other types of improvements, make sure you know all your options by learning about the following programs.

Chicagoland Natural Gas Savings Program

North Shore Gas customers can receive rebates of up to \$750 on insulation, \$600 on boilers, \$450 on furnaces and \$400 on water heaters. To learn more, including which products qualify, visit northshoregasdelivery.com or call **866-964-7345**.

Federal Tax Credits for Energy Efficiency

Taxpayers who make certain energy-saving 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, heating/air conditioning systems and wood stoves. For more information, visit energystar.gov.

Illinois Home Weatherization Assistance Program

Households on limited incomes can apply for free energy upgrades that may include: repairing or replacing heating systems, insulating attics, walls, basements and crawlspaces; and sealing drafty areas. For more information, call the Community Action Partnership of Lake County at **847-249-4330**.



Applications Open for LIHEAP

Applications for energy assistance through the Low Income Home Energy Assistance Program (LIHEAP) opened November 1 for all qualifying households.

LIHEAP helps limited income customers pay outstanding gas bills, reconnect service and keep gas 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.

Convenience and Security: Online Options Make Account Management Easy

Did you know you can go online to take care of almost all routine business with North Shore Gas?

You'll find quick, convenient access to almost everything you need to make the most of your natural gas service. At northshoregasdelivery.com, you can:

- Start, stop or move service
- Pay bills
- Sign up for **e-Bill Paperless Billing**, **Automatic Payment** and the **Budget Payment Plan**
- Find a location to make a payment in person
- Examine past usage and bills
- Get energy-saving and safety tips
- E-mail questions

You also can transact business 24 hours a day, 7 days a week through our automated phone system at **866-556-6004**.

SMALL CHANGES
CAN SAVE
ENERGY



You don't have to make major renovations to save energy this winter. You can reduce your energy use, and potentially save on your bill, by making a few small changes around your home or business.

- 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 an 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.