



PRESERVING OPEN LANDS FOR FUTURE GENERATIONS

North Shore Gas is proud to support the Lake Forest Open Lands Association, a locally-based organization dedicated to conserving and restoring open lands for area residents to enjoy.

Lake Forest Open Lands currently maintains more than 800 acres of prairies, savannas, woodlands and wetlands. The organization has 12 miles of walking trails open year-round in eight nature preserves located between the Lake Forest lakefront and the more rural section of the county west of Waukegan Road.

In addition to providing educational programming for area public schools during the academic year, Lake Forest Open Lands offers after-school, summer camp and internship opportunities for area schoolchildren.

The Lake Forest Open Lands Association is supported solely by individual donations, membership dues and corporate contributions. For more information, visit lfola.org.

From The Source

Winter Heating Grants

“ If you need help paying your heating bill this winter, you may be eligible for assistance through **LIHEAP** and **Share the Warmth**. ”



Andrea Danks
Public Affairs

Contact Us

Visit Us Online

www.northshoregasdelivery.com

24-Hour Emergency Service

866-556-6005

TDD Line

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



Two Assistance Programs Now Available In One-Stop Shop

North Shore Gas customers who are eligible for two types of heating grants can now apply for both programs at a single location.

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Previously, customers applying for the federal **Low Income Home Energy Assistance Program (LIHEAP)** and the North Shore Gas **Share the Warmth** program had to file applications through two separate organizations.

Beginning this winter, the Community Action Partnership of Lake County will process applications for both programs at their two Waukegan locations.

LIHEAP helps limited-income customers pay outstanding gas bills, reconnect service and keep gas turned on while they catch up on their bills. **Share the Warmth** provides matching grants to customers through donations from other customers and support from North Shore Gas and its employees.

Eligibility for both programs depends on household size and income. For information about program guidelines and how to apply, call **847-249-4330**.

Carbon Monoxide Alarms Save Lives

Illinois law requires every house and apartment to have a carbon monoxide (CO) alarm within 15 feet of sleeping areas.

Make sure your home is equipped with working CO alarms and follow these tips:

- For added safety, consider installing a CO alarm in each bedroom.
- In two-story homes, install at least one CO alarm on each level.
- If your home has a basement, install a CO alarm at the top of the basement stairs.
- Change the batteries in CO alarms every six months.
- Replace CO alarms older than five years.

Keep Meters Clear Of Ice And Snow

Your outdoor natural gas meter was designed to withstand winter weather conditions, but it's still important to keep it clear of ice and snow.

Snow, ice and water dripping from eaves can build up on your meter, making access difficult for North Shore Gas crews during emergencies and service calls. Excessive snow and ice also can place stress on gas meter pipes. If your gas meter is outside, follow these tips to stay safe this winter:

- Make sure your meter is visible and accessible for North Shore Gas crews and emergency responders, such as firefighters.
- Never shovel snow up against your meter or let excessive snow cover it.
- Remove snow and ice from your meter and regulator by hand or with a broom. Shovels and other tools can damage the equipment.
 - Prevent dripping water from refreezing on your meter by removing icicles hanging from your eaves and gutters.



Discounts From First Alert And 3M

North Shore Gas has partnered with First Alert and 3M to offer discounts on items to help keep you safe and warm this winter.

First Alert CO Alarms

First Alert is offering North Shore Gas customers a 20 percent discount on all of its Carbon Monoxide (CO) alarms.

To take advantage of this offer, visit **FirstAlertStore.com** and purchase products using the coupon code "FirstAlert" when you check out.

First Alert will provide the discount through March 2010.

3M Window Insulator Kits

3M is offering customers a \$2 rebate toward any of its Window Insulator Kits.

To print out your rebate application, visit **northshoregasdelivery.com** and click on the "Special Offers" link on our home page.

3M will provide the rebate through April 2010.

