

EITC Offers Tax Relief for Low- and Moderate-Income Households

North Shore Gas urges all eligible customers to take full advantage of tax relief when they file their tax returns this year.

Thousands of Illinois residents who are eligible for the federal Earned Income Tax Credit (EITC) are not receiving it, either because they haven't heard about it or don't know how to apply. Eligible taxpayers can receive up to \$5,657 back.

Taxpayers in northeast Illinois, except Chicago, should call **312-409-1555** or **312-630-0273** to find out how to apply for the EITC.



North Shore Gas Launches Redesigned Web Site

Customers who visit northshoregasdelivery.com will find a redesigned Web site that will help them find information faster and manage their accounts easier.

Created with customer input, the changes include many navigation, terminology and content improvements, such as:

- A streamlined home page with links to commonly sought information and functions offered in a simple, user-friendly format;
- A rotating banner connecting visitors directly to timely information and current promotions; and
- Prominently featured links to three of our most-used online tools – **View and Pay My Bill**, **Start or Stop Service**, and **Update My Billing Address**.

From The Source

New Web Site

“Our totally redesigned Web site makes it easier than ever to find important information and manage your account online. Visit us today at northshoregasdelivery.com.”



Patrick Keane
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



NORTH SHORE GAS
NATURAL GAS DELIVERY

customer connection

Ideas, Advice and News from North Shore Gas



New Delivery Rates Approved By ICC

Beginning in February, customers of North Shore Gas will see an increase in the charges on their monthly bill for the delivery of natural gas. The increase was approved by the Illinois Commerce Commission and went into effect on January 28, 2010.

For a typical residential heating customer, the increase will be about

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\$5.50 a month. For business customers, the increase will vary, depending on service classification and the amount of gas used.

The rate changes apply only to charges for the delivery of natural gas. The actual cost of natural gas, which makes up about 65 percent of the typical residential heating customer's bill, will not be affected by these rate changes.

Although it's never a good time to increase rates, the changes were needed to maintain the high level of service and reliability customers expect from North Shore Gas. Like all companies, North Shore Gas faces increasing capital costs, rising employee health care expenses and other growing expenditures.

We realize energy costs can make up a sizeable portion of your monthly bills and that the difficult economy has strained many household budgets. That's why we offer: a **Budget Billing** option, so you can spread your natural gas costs over an entire year; payment plans if you need more time to pay your bills; and information and resources to help you reduce your use of natural gas.

We also will continue to encourage customers who are struggling to pay their bills to apply for assistance through the federal **Low Income Home Energy Assistance Program (LIHEAP)** and North Shore Gas **Share the Warmth** program. To find out if you're eligible for **LIHEAP** and **Share the Warmth**, call the Community Action Partnership of Lake County at **847-249-4330** or visit **capolc.org**.

Learn more at northshoregasdelivery.com.



Rate Changes Effective January 28, 2010

Service Classification 1				
Monthly Customer Charge*		Old	New	
Sales Customers		\$14.03	\$18.53	
Choices For You Customers		\$14.03	\$18.03	
Distribution Charge				
A per therm charge for all gas delivered in any month.				
Therms	Sales Customers		Choices For You Customers	
	Old Per Therm Charge	New Per Therm Charge	Old Per Therm Charge	New Per Therm Charge
First 50	\$0.23803	\$0.26610	\$0.23352	\$0.26610
Over 50	\$0.06356	\$0.07480	\$0.05905	\$0.07480

Service Classification 2				
(customers who consume an average of 41,000 therms or less per month)				
Monthly Customer Charge*		Old	New	
(based on meter class)				
1 - (Up to 700 cubic feet per hour)				
Sales Customers		\$21.50	\$24.80	
Transportation Customers		\$21.50	\$23.60	
2 - (Between 700 and 2,300 cubic feet per hour)				
Sales Customers		\$64.50	\$65.40	
Transportation Customers		\$64.50	\$64.30	
3 - (Over 2,300 cubic feet per hour)				
Sales Customers		\$64.50	\$173.30	
Transportation Customers		\$64.50	\$172.10	

Distribution Charge				
A per therm charge for all gas delivered in any month.				
Therms	Sales Customers		Transportation Customers	
	Old Per Therm Charge	New Per Therm Charge	Old Per Therm Charge	New Per Therm Charge
First 100	\$0.20995	\$0.13857	\$0.20506	\$0.13857
Next 2,900	\$0.08072	\$0.07144	\$0.07583	\$0.07144
Over 3,000	\$0.02752	\$0.05740	\$0.02263	\$0.05740

*Includes charges set by the State of Illinois to fund weatherization, energy assistance and renewable energy grants.

Choices For You Customers

A new monthly per-therm Storage Credit (\$0.05190) based on a customer's Maximum Daily Quantity will apply.

All Customers

Beginning in May 2010, your bill may also include the new Franchise Cost Adjustment charge (FCA). The FCA funds the natural gas expenditures of your local municipal government at public facilities such as village halls.

Your bill also may include the new Governmental Agency Compensation Adjustment charge (GCA), which will only be applied in cases where municipal governments request special projects.



Reading This Month's Bill

Your new natural gas delivery rates became effective on January 28, 2010. Your current bill has been calculated using a combination of the old and new delivery rates and a prorated customer charge.

You may have just a few days billed using the new rates on your current bill, depending on what time of the month you typically receive your statement. By next month, however, your bill will reflect the new rates entirely.