

# Welcome

to North Shore Gas



Your guide to natural gas delivery services

NORTH SHORE GAS®

*We Keep Life Moving®*



# Questions?

*We're here to help.*

This booklet provides information about the services and billing options offered by North Shore Gas, as well as some basic tips regarding safety and energy conservation. You'll find more information online at **northshoregasdelivery.com** and on our North Shore Gas app available through the App Store and Google Play.

If you have specific questions or concerns regarding your natural gas service, please fill out the Contact Us form on our website or call our Customer Service office during business hours. We look forward to serving you.

## On the web

**northshoregasdelivery.com**

- Click on "Contact Us" and enter your question. We answer all inquiries within two business days.

## Customer Service

**866-556-6004**

- Monday through Friday, from 7 a.m. to 7 p.m.  
Saturday, from 7 a.m. to 3 p.m.
- Email: [customerservice@northshoregasdelivery.com](mailto:customerservice@northshoregasdelivery.com)



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North Shore Gas was established in 1900.

Today, we keep life moving by delivering natural gas to more than 163,000 homes and businesses in 54 communities via more than 2,300 miles of underground pipes running throughout the northern suburbs.

North Shore Gas is a subsidiary of WEC Energy Group, a leading energy company with regulated utilities in Illinois, Wisconsin, Michigan and Minnesota.

**NORTH SHORE GAS®**

*We Keep Life Moving®*

# About natural gas



Using natural gas is one of the most efficient and convenient ways to warm your home or business in the winter and heat your water, cook your meals and dry your clothes all year long.

Natural gas is naturally occurring and abundant in North America. In its native form, it is odorless and colorless.

North Shore Gas and other gas utilities add a harmless odorant called Mercaptan to natural gas to give it a distinct smell, similar to rotten eggs, that is easily identifiable in the event of a gas leak.



# Staying safe around natural gas

When used properly, natural gas is a very safe fuel. But natural gas also can be dangerous. So take a few moments to learn how to stay safe around natural gas. More information about natural gas safety is available at [northshoregasdelivery.com](http://northshoregasdelivery.com).

## If you smell gas

The natural gas delivered to your home or business has a distinctively unpleasant odor, similar to the smell of rotten eggs.

Whenever you smell a natural gas odor, something is not right. We recommend you evacuate the building immediately for your safety. Please remember the following steps:

- Do not light matches or turn on flashlights.
- Do not turn on or off lights or appliances.
- Do not use your phone — landline or cell — while inside. Take your cellphone with you.
- Get everyone out of the building.
- Once off the premises, call the North Shore Gas emergency line at **866-556-6005**.
- Stay out until North Shore Gas makes it safe to re-enter.

North Shore Gas investigates natural gas leaks 24 hours a day, free of charge.

## Carbon monoxide safety

Gas appliances that are malfunctioning or improperly vented can lead to a dangerous buildup of carbon monoxide (CO).

Illinois law requires all homes to have a CO alarm within 15 feet of sleeping areas. Make sure to change the batteries in CO alarms before winter and replace units older than five years.

Be alert for symptoms of CO poisoning: sudden flu-like illness, dizziness, headaches, weakness or fatigue, sleepiness, nausea or vomiting. If you suspect CO poisoning, get everyone out of your home immediately and call **911**.



*What should I do if  
I smell natural gas?*

Leave the building  
**IMMEDIATELY** and  
call 866-556-6005 from  
another location.

## Call before you dig

The natural gas, water and sewer lines serving your neighborhood run underground. In some neighborhoods, even the electric, telephone and cable TV lines run underground.

If you're planning a landscaping or home improvement project that involves digging, always call **811** at least two business days before you plan to begin. A technician will come to your home at no charge to mark the buried utilities on your property so you or your contractor can avoid striking them.

It's one phone call that can save time, money and your life. It's also the law.

## Corrugated stainless steel tubing (CSST)

If your home or business was built after 1987, or if work on your natural gas piping system has been performed since then, CSST may have been installed. CSST is flexible steel piping used in place of rigid, black steel pipe to supply natural gas within your home or business. CSST often is covered with a yellow or black plastic coating. Don't confuse CSST with the flexible natural gas connectors linking an appliance, such as a clothes dryer, to your natural gas supply line. CSST usually is routed beneath, through and alongside floor joists in your basement, within interior wall cavities and on top of ceiling joists in attic spaces.

### How CSST can affect your home or business

If lightning strikes a building with CSST, the lightning could travel through the structure's natural gas piping and cause a leak. In some cases, a fire or explosion may occur if the CSST isn't properly grounded. If you have CSST, we recommend contacting a licensed electrician or the installer of the CSST for an inspection.

## Sewer line safety

If your sewer line is clogged or backed up, call North Shore Gas at **866-573-6867** before anyone attempts to clear it.

We will send a technician to determine whether any potential conflict exists between our natural gas pipes and your sewer line and to make sure it's safe for you or a contractor to use mechanical equipment to clear the sewer blockage. The service is free and available 24 hours a day.

**Stay safe. Always call before clearing a blocked sewer line — 866-573-6867.**

## Flood safety

Heavy rains can cause basement flooding. A few simple steps can keep you safe if your basement floods.

- Don't step in floodwater. Before entering your basement, call the North Shore Gas emergency number at **866-556-6005** and ComEd at **800-334-7661** to turn off your natural gas and electricity.
- Drain the area using either a gasoline powered water pump located outside your home or an electric pump connected to an outside line.
- If you smell natural gas, leave immediately. Open doors and windows and do not operate natural gas or electric appliances. Call the North Shore Gas emergency number at **866-556-6005**.
- Hire a contractor to inspect natural gas furnaces, water heaters and dryers exposed to floodwater. We can inspect your meter, regulator and service pipe, and turn off equipment that may be unsafe.

## Flexible connector safety

Natural gas travels from your home's supply pipes to stoves and dryers via flexible, corrugated metal tubes.

Before 1980, these tubes were made of uncoated brass. Over time, the tubing in uncoated brass connectors can separate from the ends, causing a leak that could lead to a fire or explosion. Although no longer manufactured, uncoated brass connectors are still in use in some homes and should be replaced. Don't try to move your stove or dryer yourself because the connector may break.

If you think you have uncoated brass connectors, call a qualified professional to replace them with today's safer, sturdier stainless steel or plastic-coated brass flex connectors.



Uncoated brass flexible connector



Stainless steel flexible connector



## Natural gas safety basics

Staying safe around natural gas is mostly common sense, but it's always good to review the basics. Please take a few moments to remind yourself of the following safety steps to take in your home.

- Never use a stove or oven to heat your home.
- To prevent scalding, set your water heater's temperature no higher than 120 degrees.
- Have your furnace inspected annually and replace or clean the filter as needed.
- Don't store flammable liquids (such as gasoline) near your furnace or water heater.
- Check gas appliances regularly to be sure they are properly vented.
- Keep the area around your water heater free of clutter, allowing air for proper combustion.
- Never hang things from utility pipes in your basement — additional weight could cause damage.
- If you use a space heater, follow the manufacturer's instructions carefully and ensure proper ventilation.

## Inside safety inspections

We are required by federal law to conduct periodic inspections of any natural gas meters and service pipes located inside your home.

If you receive a notice that you are due for an inside safety inspection, schedule an appointment immediately by calling the number on the notice or by visiting [service.northshoregasdelivery.com](http://service.northshoregasdelivery.com).

**Renters may need to coordinate with the building owner or management company to provide access to the meter location so we can complete the inspection.**

If you do not schedule an appointment when notified, your natural gas service could be disconnected for safety reasons.

Inside safety inspections are:

- Critical to ensuring your safety
- Free
- Conducted on company-owned equipment inside your home
- Offered Monday through Saturday
- Completed in approximately 15 minutes. (In instances in which additional maintenance on the meter is required, the inspection may take longer.)

**Please note: LIHEAP recipients who fail to respond to requests to schedule an Inside Safety Inspection risk disruption to their LIHEAP assistance.**

# Customer-owned buried piping

## Questions about natural gas piping?

You probably don't think about it much, but your home is served by a network of natural gas pipes that run underground. Most of those pipes are owned by North Shore Gas, but there is a portion of pipes that are customers' responsibility.

## What's our responsibility?

North Shore Gas owns and is responsible for maintaining the natural gas lines that deliver natural gas to the meter at your building, whether the meter is located outside or inside your building. If your building has more than one natural gas meter, North Shore Gas also is responsible for maintaining the pipes between the meters. North Shore Gas periodically performs inside safety inspections to check for leaks in the connections of its service pipes and meters.

## What's your responsibility?

Customers are responsible for the pipes that exit the meter and serve the natural gas-fueled appliances throughout their property. This includes appliances inside and outside the building. Besides the usual boilers and furnaces, stoves and water heaters, customers may have natural gas lamps, grills or pool heaters that are all located outside the building.

### **For residential customers only:**

In cases where meters are located three feet or more from the building, North Shore Gas is responsible for monitoring for corrosion and leaks of piping from the meter to the outside wall of the building. The pipes are still the property of the residence and any repairs that need to be made are the responsibility of the owner.

## How do I locate buried piping?

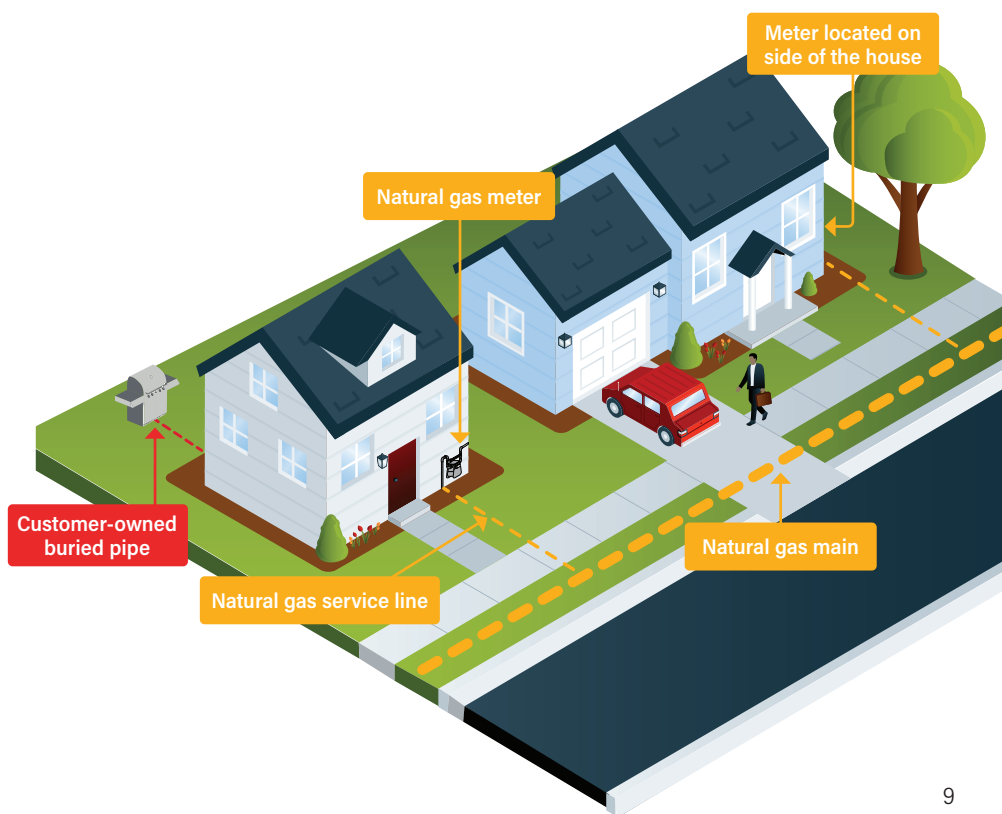
If you are planning a landscaping or home improvement project that involves digging, always call **811** at least two business days prior to digging for assistance in locating North Shore Gas service lines and other underground utilities on your property. If you have underground natural gas lines leading from your meter to outdoor appliances such as a pool heater, gas grill or gas lamp, have a qualified contractor locate and mark the locations of those customer-owned natural gas lines. Always dig by hand near buried natural gas piping or any other underground facility.

## Who is responsible for the cost of maintenance and repair?

Buried piping is subject to corrosion or deterioration, which could lead to leaks over time. All customer-owned buried natural gas piping should be inspected periodically by a qualified contractor. If repairs need to be made, all costs associated with the maintenance and repair of customers' piping are the responsibility of the customer or property owner, and we recommend inspections be done annually.

## Who can do the maintenance for me?

Customers may choose to have repairs, replacements or maintenance performed by any qualified contractor. Proper construction of buried piping is also critical for operational safety. Only approved installation practices and materials should be used in accordance with local building or other jurisdictional codes.



# Energy conservation

Whether you're embarking on a full-scale home renovation or just trying to become more energy conscious, North Shore Gas has information to help you better manage your use of natural gas. Visit **[northshoregasdelivery.com](http://northshoregasdelivery.com)** for the following information:

## Energy-saving tips

Learn ways to save energy at little or no cost.

## Rebates for energy efficiency

The North Shore Gas Energy Efficiency Program offers free products and rebates for certain types of energy-saving upgrades to your home or business.

## Loans for furnaces and boilers

Eligible customers can receive a loan to purchase a high-efficiency furnace or boiler through the Illinois Energy Efficiency Loan Program, and then make monthly installment payments on their gas bill.

## Natural gas appliance calculator

Determine how much energy is used by the appliances in your home or business.

## Energy audits

Where does your home or business use – and waste – the most energy? How does it compare to others like it? An energy audit can provide the answers.



## REBATES FOR ENERGY-SAVING UPGRADES

The North Shore Gas Energy Efficiency Program offers free energy-saving products and rebates to North Shore Gas customers when they make certain types of improvements to their properties.

For more information, visit [northshoregasrebates.com](http://northshoregasrebates.com) or call 855-849-8928.

**NORTH SHORE GAS®**  
ENERGY EFFICIENCY PROGRAM



## 10 ways to start saving today

Here are 10 ideas to get you on the road to energy savings.

Find more energy-saving tips at **[northshoregasdelivery.com](http://northshoregasdelivery.com)**.

1. Caulk around window frames, install plastic sheeting over leaky windows and weatherstrip doors.
2. Set your thermostat as low as is comfortable in the winter.
3. Install a programmable thermostat to automatically lower the temperature overnight and when no one is home.
4. Clean or replace furnace filters as needed during the heating season.
5. In winter, open curtains and blinds during the daytime to take advantage of the sun's warmth and close them at night to retain heat.
6. Close doors and vents in rooms you don't regularly use, such as an extra bedroom.
7. Replace an older water heater with an energy star-certified model.
8. Set your hot water heater's temperature no higher than 120 degrees F.
9. Wash clothes in cold water.
10. Run your dishwasher only when you have a full load.

# Understanding your bill

We've designed your monthly bill to be clear and easy-to-read. Take a moment to read through the sample bill below and the descriptions of its different parts.

NORTH SHORE GAS

www.northshoregasdelivery.com

Customer Service  
24-Hour Gas Emergencies  
En Español  
TDD Line

866-556-6004  
866-556-6005  
866-556-6003  
866-556-6007

Bill Date	Account Number	Next Meter Read Date	Amount Due	Payment Due Date
10/16/2021	1234567890-00001	11/15/2021	\$64.53	11/7/2021

**Customer Name** JOHN CUSTOMER  
**Service Address** 123 MAIN ST  
GRAYSLAKE IL 60030-3319

**Activity Since Last Bill**

09/18/2021	Previous Balance	\$75.04
10/15/2021	Payment	-\$75.04
	Balance	\$0.00
	Total Current Charges	\$64.53
	Total Current Balance	\$64.53

**Gas Service**

**Rate 1 - Small Residential Heating**

<b>Meter N123456</b>	Actual Reading 10/15/2021	4851
	Actual Reading 09/16/2021	-4804
	Total Gas Use	47 CCF
	47 CCF x 1.05 BTU = 49.4 Therms	

**Delivery Charges**

Fixed Charge	29 Days at \$0.83586	\$24.24
Distribution Charge	49.4 Therms at \$0.12896	\$6.37
Storage Service Charge	49.4 Therms at \$0.00572	\$0.28
Gas Charge	49.4 Therms at \$0.57940	\$28.62
Energy Efficiency Program	49.4 Therms at \$0.00540	\$0.27
Environmental Charge	49.4 Therms at \$0.00720	\$0.36
Franchise Cost Adjustment	29 Days at \$0.38	\$0.38
UEA - Gas Cost Adjustment	1.21% of \$28.62	\$0.35
Volume Balancing Adjustment	49.4 Therms at -\$0.00920	-\$0.45
Tax Cost Adjustment		-\$0.24

<b>Taxes</b>		
Municipal Utility Tax	5.15% of \$60.17	\$3.10
State Tax	0.1% of \$60.17	\$0.06
State Gas Revenue Tax	49.4 Therms at \$0.024000	\$1.19
	<b>Subtotal:</b>	<b>\$64.53</b>
	<b>Gas Service Total:</b>	<b>\$64.53</b>

**Messages**

View your bill online anytime in My Account. Visit our website to sign up.

Quickly pay your bill and manage your account with our mobile app. Text "NSG bill" to 91924 to download. Standard messaging rates may apply.

We continue to closely monitor the situation surrounding COVID-19. As an essential service provider, we are committed to the safety of our employees and customers while providing the energy you depend on. Visit northshoregasdelivery.com to learn more.

Account Summary			
Bill Period: 09/17/2021 to 10/15/2021			
	Oct 2021	Sep 2021	Oct 2020
Billing Days	29	30	28
Avg Temp	61°F	74°F	60°F
Heating Deg Days	151	11	194
Cooling Deg Days	35	273	59
Therms Used	49.4	34.78	44.94
Avg Therms / Day	1.7	1.2	1.6
Utility Gas Cost	\$0.35	\$0.31	\$0.32

Graphs	
Usage by Month	Therms
Charges by Month	

ACCOUNT NUMBER: 1234567890-00001 INVOICE: 2012397102 Page 1 of 1 WEC\_PDF\_Out 1438 (12)

Please return this stub with your payment.

**NORTH SHORE GAS**  
NATURAL GAS DELIVERY

ACCOUNT NUMBER: 1234567890-00001

JOHN CUSTOMER  
123 MAIN ST  
GRAYSLAKE IL 60030-3319

**Amount Due By 11/7/2021 \$64.53**

A 1.5% late fee may be charged on any unpaid balance

Please write your account number on your check

Amount Enclosed

☐ I want to pledge \$1 per month to the Share the Warmth program, which helps pay energy expenses for those in need. I've added \$1 to my payment.

North Shore Gas  
PO Box 6050  
Carol Stream IL 60197-6050

0210010005006000004 0000002031



- 1 Contact and emergency information.
- 2 Your bill date, account number, next meter read date, amount due and payment due date.
- 3 Account Summary section with at-a-glance usage and cost-comparison graphs.
- 4 Your name and service address.
- 5 Activity Since Last Bill section showing your previous balance and payment, plus current charges and balance.
- 6 Your gas usage information.
- 7 Convenient payment stub to include with your payment.
- 8 Easy-to-find amount due and due date on payment stub.
- 9 Payment mailing address.

Your monthly natural gas bill may vary from month to month or year to year. Many factors can affect your bill, including:

**Seasonal changes.** In winter, cold weather and reduced sunlight mean more energy is needed for heating, not only for the furnace but also for the water heater.

**Appliance efficiency.** Older, less efficient appliances use more energy. Replacing them with high-efficiency units can significantly reduce your natural gas costs.

**Changes in living habits.** Did keeping guests comfortable during an extended winter stay mean turning up the thermostat? Have you been washing more clothes or taking more baths or showers lately? Did that new gourmet cooking show you've been watching get you cooking more with natural gas? These kinds of lifestyle changes can increase your natural gas use.

**Gas cost adjustment.** Natural gas rates are adjusted monthly because of increases and decreases in the prices charged by the companies that supply the gas we deliver to you. This charge is reflected on your bill as Gas Charge. We do not mark up the prices we pay these suppliers for the gas.

When your amount due differs from your neighbor's, compare home sizes, layouts and insulation factors. Family size, thermostat settings and the hours spent at home can also cause variations. If you suspect an error on your bill, please call us at 866-556-6004.

# Managing your account

Easily manage your energy account online with **My Account** at **northshoregasdelivery.com**.

## Account summary

View your latest bill, amount due and monthly energy use. Manage account notifications and enroll in billing options.

## Start, stop or move service

Complete our convenient online application to start, stop or move your service.

## Make a payment

Make an online payment from your bank account.

## View bill history

Review up to 24 months of bill history, including energy use and detailed charges.

## View payment history

View and sort up to 24 months of your past payments.

## Compare your bills

Analyze changes to your energy bills and learn how they may have been affected by weather, living habits and more.

## Update account information

Easily update your contact information and make changes to your email address and password.

## Monthly bill inserts

View our monthly bill inserts to get energy-saving tips, important safety reminders and information about our products and services.

For more flexibility, download our app. Your My Account sign in will work seamlessly across both convenient options.

**Download our app today.**



# Billing and payment

## Choose the way you pay

When it comes to managing your bills, you have options to make it easier. Whether you prefer to pay your bills online or through the mail, the choice is yours.

For more information, or to enroll in one or more of the following options, visit **northshoregasdelivery.com**, download our app, or call Customer Service at **866-556-6004**.

### Paper-free billing

Stop receiving paper bills and view your bills online anytime. You'll receive a monthly email reminder when your bill is ready for review and payment.

### My Account

Make an online payment from your bank account.

### Quick Payment

Pay your North Shore Gas bill instantly with your credit card, debit card or checking account by phone.

### Automatic Payment

Have your monthly payments automatically withdrawn from your bank account each month. No more checks, no more stamps, no more late payments.

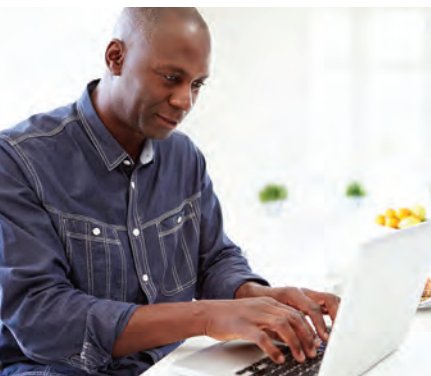
### Budget Billing

Even out your natural gas bill. North Shore Gas will take your estimated natural gas costs for the coming year and divide it into 12 equal monthly payments. During the course of the year, your account will be reviewed and your **Budget Billing** amount may be recalculated to account for the difference between what you paid and the actual cost. Depending on your natural gas use, there may be an adjustment.

### Payment by mail

If you misplaced the envelope included in your monthly statement, you can mail your payment to:

**North Shore Gas**  
**P.O. Box 6050**  
**Carol Stream, IL 60197-6050**



Sign up online at

**northshoregasdelivery.com** or  
download our app, to choose  
the billing and payment options  
that fit your needs.

## Payment locations

For your convenience, North Shore Gas offers many authorized payment locations throughout the northern suburbs where you can pay your bill. Call **866-556-6004** or visit **northshoregasdelivery.com** to find the payment location nearest you.

## Braille billing

Braille billing is a free service that can help our visually impaired customers manage their North Shore Gas bills more easily. If you or someone you know would benefit from receiving monthly statements in Braille, we would be happy to accommodate.

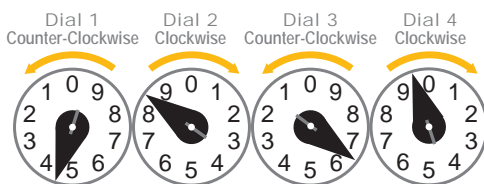
## Estimated bills

There are times when we may be unable to read your meter. At these times, we need to estimate your bill, based on past use and recent weather conditions. Any differences between the estimated reading and your actual use will be accounted for with your next actual meter read.

If you prefer, you can also submit a meter reading online at **northshoregasdelivery.com**. If one of our technicians hasn't read your meter for two or more consecutive months, this option may not be available, and you will need to schedule an appointment.

## How to read your meter

- Start from the left. If the hand on the dial points between two numbers, enter the lower number, unless the hand is between 9 and 0 in which case use the 9. **The reading for the example below is 4869.**



- Call our toll-free automated meter-reading line at **866-556-6004**. Please have your account number and reading date available when you call. Follow the prompts to enter your phone or account number, and those to enter your meter reading.

## Late payments

Your North Shore Gas bill is due 21 days after the "bill date" shown on your bill. Your bill is considered late when it has not been received by North Shore Gas by the "payment due date" on the bill. If it remains unpaid more than two days after the due date a 1.5 percent late charge is added to the unpaid balance. We may be able to help you avoid this late charge if you call us early. If your bill is late four or more times in a 12-month period and you have past due arrears of 30 days or more you will be billed a deposit. Customers who have been qualified as "Low-Income Customers" have special rights regarding late payments. See, *Rights of Low-Income Customers*, on page 19.

## Disconnection

Disconnection is a last resort and only happens when a customer:

- Fails to pay or make arrangements to pay an overdue account.
- Fails to comply with a deferred payment agreement or deposit arrangement.
- Fails to provide access to North Shore Gas-owned equipment for a meter reading, an inside safety inspection, meter change or other maintenance required to ensure public safety.
- Fails to grant access to the fire department or any other civil authority seeking access to a property to ensure public safety.
- Fails to comply with any rules or orders of the Illinois Commerce Commission or
- Engages in theft of natural gas or tampers with a natural gas meter.

North Shore Gas also may disconnect service if an unsafe condition exists or if natural gas is being used at an address without a valid account.

Customers faced with a service disconnection and who have special conditions in their households (illness, elderly, infants, medical or life support equipment) should contact North Shore Gas immediately.

## Reconnection

To resume service after being disconnected for non-payment, you will need to pay a reconnection charge and the past-due bill.

## Deposits

You may be required to pay a deposit. If so, the first installment of the deposit will be included on your first bill statement. The remaining installments will appear on your subsequent bill statements until the balance is paid in its entirety. A deposit may be issued upon application for service or at any time a customer has service. Deposits are required based on a customer's late payment history, past-due amounts, credit scores and other factors affecting the potential for unpaid debt.

Customers who have been qualified as "Low-Income Customers" have special rights regarding deposits. See, *Rights of Low-Income Customers*, on page 19.

## Third-party notification

For customers facing disconnection who cannot act on their own, we will send a copy of the advance disconnection notice to any third party you select — a relative, clergy member, physician or government agency, who will act on your behalf, though they are not obligated to pay your bill.

For more information, call Customer Service at **866-556-6004** or visit **[northshoregasdelivery.com](http://northshoregasdelivery.com)**.

# Financial and energy assistance

Anyone can get into a situation in which it becomes difficult to pay their natural gas bill. If you call us early enough, we can help you find a way to resolve the situation.

Call North Shore Gas at **866-556-6004** to discuss your circumstances, establish a payment agreement, make an initial, partial payment and find out about energy assistance programs.

Customers who have been qualified as “Low-Income Customers” have special rights regarding payment arrangements. See, *Rights of Low-Income Customers*, on page 19.

- **Short-Term Payment Plan** – You can sign up for a Short-Term Payment Plan online at **northshoregasdelivery.com** or by calling Customer Service at **866-556-6004**. The plans allow you to catch up on your bills over several months by paying a portion of your past-due balance with your current bill.
- **Minimum Payment Option** – If you are not eligible for a Short-Term Payment Plan and are facing disconnection, you can maintain service by making a payment under the Minimum Payment Option outlined on your disconnection notice.
- **Medical Certificate Program** – If you are having trouble paying your bills due to an illness, you may be eligible for a medical certificate allowing you to maintain service for up to 60 days.
- **Low-Income Home Energy Assistance Program (LIHEAP)** – LIHEAP provides grants to households at or below 150% of the federal poverty level to help customers pay outstanding bills, reconnect service and keep their natural gas service on. To learn how to apply, call the Community Action Partnership of Lake County at **847-249-4330**.
- **Share the Warmth** – Funded by North Shore Gas and customer donations, Share the Warmth provides grants of up to \$200 to eligible customers. For information about applying, call the Community Action Partnership of Lake County at **847-249-4330** or visit **northshoregasdelivery.com**.





## Rights of Low-Income Customers

Customers who have been qualified as “Low-Income Customers” have special rights regarding the following:

- **Deposits; Late Payment Charges; and Payment Arrangements**, including the North Shore Gas Short-Term Payment Plan.

These special rights were designed to allow Low-Income Customers to maintain their natural gas service.

A customer becomes qualified as a Low-Income Customer when the Community Action Partnership of Lake County notifies us of the customer's eligibility for financial assistance through the **Low-Income Home Energy Assistance Program (LIHEAP)**. To learn how to apply for a LIHEAP grant, call the Community Action Partnership at **847-249-4330** or visit **[caplakecounty.org](http://caplakecounty.org)**.

# General information

## Change of address

If you're moving to a new address, please notify us as soon as possible.

Visit the **My Account** section of **northshoregasdelivery.com** and complete the online application under **Start, stop or move service**, or call Customer Service at **866-556-6004**.

## Telephone Consumer Protection Act

We include the phone number you gave us with your account information so we can contact you when necessary. This allows us to communicate important information with you about outages, service appointments and your account. As always, your information is kept strictly confidential.

## Illinois Commerce Commission

As a natural gas utility, North Shore Gas is regulated by the Illinois Commerce Commission (ICC).

The ICC approves the delivery rates charged by North Shore Gas. The ICC also establishes standards for service, reliability and safety that North Shore Gas must meet or exceed. Those standards include rules and regulations regarding eligibility for service, deposits, billing, payment, refunds and disconnection of service (83 Illinois Administrative Code 280, also known as Part 280). You can review Part 280 in the ICC offices or at **northshoregasdelivery.com** under **Customer Rights and Responsibilities**.

You can learn more about the ICC and its role in regulating utility companies at **icc.illinois.gov**.

## Complaint process

If you have a complaint or dispute, please begin by speaking with a Customer Service representative at **866-556-6004**. If your complaint is not resolved by our Customer Service representative, you may request a referral to and response by a company supervisor. You also may contact us online (*see contact information on next page*). We will do everything we can to resolve your complaint promptly and fairly.

If we are unable to resolve your complaint, you may make an informal complaint to the Illinois Commerce Commission's Consumer Services Division by phone, online, mail or in person.

## ICC Consumer Services Division

Phone: **800-524-0795**  
(TTY: 800-858-9277)

Online: **www.icc.illinois.gov/consumer/complaint/**

Mail: **527 E. Capitol Ave.,  
Springfield, IL 62701**

If the Consumer Services Division cannot resolve your complaint informally with input from you and North Shore Gas, you have the right to file a formal complaint with the ICC.

# Important contact information

We look forward to serving you

We hope this booklet and our online tools help you manage your energy use and bills. Please contact us if you need help or have questions.

Phone: **Customer Service**

Monday through Friday, 7 a.m. to 7 p.m.

Saturday, 7 a.m. to 3 p.m.

**866-556-6004**

**Servicio al Cliente**

Lunes a Viernes, 7 a.m. to 7 p.m.

Sabado, 7 a.m. to 3 p.m.

**866-556-6003**

**TDD Line**

**866-556-6007**

Email: **customerservice@northshoregasdelivery.com**

Website: **northshoregasdelivery.com**



@NorthShoreGas



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## Important contact information

*Please remove this card and keep it for future reference.*

### Connecting with us **NORTH SHORE GAS®**

- Customer Service: **866-556-6004**
- 24-Hour Natural Gas Emergency: **866-556-6005**
- Call Before You Dig: **811**
- Email: **customerservice@northshoregasdelivery.com**
- Web: **northshoregasdelivery.com**



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The North Shore Gas app



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Le proporcionamos esta informacion como cliente.  
Si desea recibir una traduccion, llame al 866-556-6003.

**North Shore Gas**

200 E. Randolph St.  
Chicago, Illinois 60601  
866-556-6004

**northshoregasdelivery.com**

**NORTH SHORE GAS®**

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