

# CITIZENS' GUIDE TO THE ILLINOIS COMMERCE COMMISSION



2022 UPDATE



# CONTENTS

<b>Introduction</b> .....	<b>1</b>
How to Contact Us.....	1
Mission.....	1
About the ICC .....	1
<b>Overview of the ICC</b> .....	<b>2</b>
Agency Purpose .....	2
1. Public Utility and Related Services .....	2
2. Transportation.....	3
Agency Structure.....	3
<b>Public Access To Meetings Of The Illinois Commerce Commission</b> .....	<b>4</b>
Open Meetings of the Commission .....	4
Public Attendance at Commission Meetings.....	4
Public Participation in Commission Meetings.....	5
How to Make A General Comment to the Commission.....	5
<b>Public Information on Proceedings of the Illinois Commerce Commission</b> .....	<b>6</b>
Commission Proceedings or “Dockets” .....	6
Submitting a Comment in a Commission Proceeding .....	7
Intervening in a Commission Proceeding.....	8
<b>Freedom of Information Act (FOIA) Requests</b> .....	<b>8</b>
<b>Social Media</b> .....	<b>9</b>
<b>Get Help with Utility Questions or Concerns</b> .....	<b>9</b>
How to Make A Complaint Regarding Utility Services.....	9
Consumer Education Resource.....	11
Supplier Diversity .....	12
Financial Assistance and Energy Efficiency Programs .....	12
<b>GET HELP WITH TRANSPORTATION QUESTIONS OR CONCERNS</b> .....	<b>13</b>
Entity Search .....	13
How to Make a Complaint Regarding Household Goods Moving or Relocation Towing .....	14
How to Make a Complaint Regarding Rail Safety.....	15
Consumers Education Resources .....	17
Supplier Diversity .....	17
<b>APPENDIX A: ADDITIONAL RESOURCES</b> .....	<b>18</b>
<b>APPENDIX B: HOW THE ILLINOIS COMMERCE COMMISSION SETS UTILITY RATES</b> .....	<b>19</b>
<b>APPENDIX C: COMMISSION ORGANIZATION</b> .....	<b>23</b>

## INTRODUCTION

This guide is designed to give citizens a basic understanding of the work that the Illinois Commerce Commission (ICC) performs, including how members of the public may request information or assistance from the ICC. Much of the information included in this guide may also be found on the [ICC website](#). If you would like to explore a topic in greater depth, please follow the links and references included within this guide.

### How to Contact Us

ILLINOIS COMMERCE COMMISSION		
<b>Chicago Office</b> 160 N. LaSalle, Suite C-800 Chicago, IL 60601 312-814-2850	<b>Springfield Office</b> 527 E. Capitol Avenue Springfield, IL 60701 217-782-7907	<b>ICC Police Department</b> 9511 West Harrison Des Plaines, IL 60016 847-294-4326
Hours: 8:30-5:00 (M-F)	Hours: 8:30-5:00 (M-F)	Hours: 8:30-5:00 (M-F)
<b>For More Information about ICC Offices and Bureaus click <a href="#">here</a></b>		

### Mission

The ICC's mission is to balance the interests of consumers and public utilities to ensure adequate, efficient, reliable, safe, and least-cost utility services, while promoting the development of an effectively competitive energy supplier market.

In addition, the ICC ensures public safety and administers consumer protection programs with regard to intrastate commercial motor carriers of general freight, household goods movers, relocation towers, safety towers, personal property warehouses, repossession agencies and personnel, and general safety of railroad tracks, facilities and equipment in the State.

### About the ICC

The Illinois Commerce Commission (ICC) was created by the Illinois General Assembly in 1921 to administer the Public Utilities Act (220 ILCS 5/1-101 – 5/22-503) as well as related utility and transportation laws. The ICC is a quasi-judicial body made up of 5 Commissioners, each appointed to a 5-year term by the Governor and confirmed by the Senate. The Governor selects one Commissioner to serve as the Chairman. No more than 3 Commissioners are permitted to be members of the same political party.

The Commission generally meets twice per month. Meetings of the ICC are open to the public and located in either the ICC's Chicago or Springfield main hearing room. Decisions of the ICC, whether they concern a major utility rate case, an approval for a certification, an enforcement action against a utility or transportation business, or a formal consumer complaint, are typically made by the Commission by a majority vote.

The Commission is supported by staff who provide technical and legal expertise. Many Commission employees have advanced degrees in law, engineering, economics, finance, and law enforcement. The Commission staff often participates as an independent party in formal proceedings, submitting evidence, usually in the form of testimony, and briefs containing legal arguments. The Commission staff also provides traditional support services to the Commission, including review of proposed legislation, development of draft policy positions, and preparing proposed comments on behalf of the Commission for submission to federal regulatory bodies such as the Federal Communications Commission and the Federal Energy Regulatory Commission.

Administrative law judges (ALJs) serve as judges in formal proceedings at the Commission. ALJs are responsible for setting a case schedule, presiding over quasi-judicial hearings (including evidentiary hearings), making written and oral rulings on evidentiary and procedural matters, and preparing recommended decisions (orders) for the Commission's consideration. ALJs also conduct consumer mediations under Sections 13-713 and 10-101.1 of the Public Utilities Act.

**For Information about the ICC's Commissioners, click [here](#):**

## OVERVIEW OF THE ICC

### Agency Purpose

The ICC has two main areas of focus: Public Utilities and Transportation

#### **1. PUBLIC UTILITY AND RELATED SERVICES**

The Commission oversees the provision of adequate, reliable, efficient and safe utility services at the least possible cost to Illinois consumers. Such oversight includes:

- Regulation of investor-owned (i.e., not municipal or cooperative) utility companies including:
  - Electric distribution companies
  - Natural gas distribution companies
  - Water and sewer utilities
- Certification, Licensing and, in some instances, exercise oversight over:
  - Telecommunications providers
  - Alternative Retail Electric Suppliers
  - Alternative Gas Suppliers
  - Agents, Brokers, and Consultants involved in retail electric service
  - Installers of distributed generation
  - Installers of energy efficiency measures
  - Installers of utility scale photovoltaic projects
  - Installers of electric vehicle charging stations
- Issuance of operating authority to cable and video service providers
- Enforcement of pipeline and underground utility safety laws
- Approval, in some cases, the siting of or the exercise of eminent domain with respect

to:

- Electric transmission lines
- Natural gas pipelines
- Petroleum pipelines

## 2. TRANSPORTATION

The Commission oversees public safety and consumer protection programs regarding:

- Railroad safety & movement of hazardous materials
- Insurance and licensing of intrastate commercial motor carriers of general freight
- Household goods movers licensing and operations
- Towing companies operating in Cook, DuPage, Kane, Will and Winnebago Counties
- Personal property warehouses
- Collateral recovery companies

### Agency Structure

Pursuant to the Public Utilities Act, the 5 Commissioners hire an Executive Director to supervise the ICC's staff of approximately 235 employees. The Executive Director also oversees the Commission's budget and other administrative activities.

The Commission's staff is organized into several bureaus, divisions and other offices to handle the Commission's day-to-day activities, including:

- Executive Director's Office
- Deputy Executive Director's Office – Administration:
  - Division of Administrative Services
  - Division of Information Technology
  - Office of Human Resources
  - Office of Governmental Affairs
  - Consumer Services Division
- Deputy Executive Director's Office – Policy:
  - [Office of Diversity and Community Affairs](#)
  - [Office of Retail Market Development](#)
  - [Office of Cybersecurity and Risk Assessment](#)
- Office of General Counsel
- Public Utilities Bureau:
  - Financial Analysis Division
  - Integrated Distribution Planning Division
  - Policy Division
  - Safety & Reliability Division
  - Utility Research and Analytics Division
- Bureau of Administrative Law Judges:

- Administrative Law Judges
- [Office of the Chief Clerk](#)
- Bureau of Transportation:
  - Office of Transportation Counsel
  - Processing & Information Section
  - Police Section
  - Railroad Section
  - Review & Examination Section
- Office of Accountability and Ethics
- Office of Communications

Detailed information about Commission offices, bureaus and divisions is included in the Appendix, and available at this [page](#) on the ICC website. An organization chart is also available at this [link](#).

## PUBLIC ACCESS TO MEETINGS OF THE ILLINOIS COMMERCE COMMISSION

### Open Meetings of the Commission

Meetings of the Commission are held pursuant to the provisions of the [Illinois Open Meetings Act](#). In addition, section 2-107 of the Public Utilities Act [states](#): “The Commission shall hold stated meetings at least once a month and may hold such special meetings as it may deem necessary at any place within the State.” These meetings are open to members of the public.

Dates and times of all Commission meetings, including any changes to the annual schedule, may be found as follows:

- **PUBLIC POSTINGS:** The annual schedule is posted in public areas of the Commission’s Springfield and Chicago offices
- **ONLINE:** Visit the “Event Calendar” on the ICC’s homepage. In order to narrow down the items shown on the calendar, select the checkboxes for the types of events of interest within the ‘Items to Show’.

Agendas for Commission meetings are also posted at ICC offices and available on the [ICC website](#) at least 48 hours before the meeting.

### Public Attendance at Commission Meetings

**IN-PERSON:** Members of the public may attend Commission open meetings in the main hearing room of either the Chicago or Springfield office; the offices are connected via a live-streaming video connection.

**LIVE-STREAM:** In light of the current public health emergency, members of the public are encouraged to watch the Commission Open Meetings via live steaming video link on the [ICC home page](#) as well as the website’s [Event Calendar](#) section.

## Public Participation in Commission Meetings

Members of the public wishing to address the Illinois Commerce Commission are afforded time, subject to reasonable constraints, to do so at open meetings.

By [rule](#), members of the public must request approval at least 24 hours in advance to address the Commission at an open meeting. Here's how:

1. **DOWNLOAD** the [Public Participation Request Form](#);
2. **COMPLETE** the form to include the speaker's name and address, group affiliation (if applicable), address and a summary of what you want to say;
3. **SUBMIT** the written request to the Chief Clerk **AT LEAST 24 HOURS** prior to the Commission meeting at which you wish to speak. Requests to speak may be submitted to the Chief Clerk's Office through one of the below methods:

<b>Mail:</b> 527 E. Capitol Avenue Springfield, IL 60701	<b>Fax:</b> 217-524-0673	<b>Email:</b> ICC.Public.Requests@Illinois.gov
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4. **NOTIFICATION** will be provided by the Chief Clerk's Office as to whether your request has been granted or denied. Members of the public are encouraged to comment on any subject germane to the Commission's authority. However, they should be aware that, due to the Commission's [ex parte rules](#), Commissioners cannot respond to statements regarding a matter that is pending before the Commission. Also, in any formal proceeding, the Commission may accord public comments whatever weight it deems appropriate.

## How to Make A General Comment to the Commission

Members of the public who wish to provide a general comment without addressing the Commission at an open meeting have other options:

<b>Mail:</b> 527 E. Capitol Avenue Springfield, IL 60701	<b>ICC Website:</b> Submit a comment with the <a href="#">online form</a>	<b>Phone:</b> 800-524-0795 during regular business hours Monday-Friday, 8:30 AM-5:00 PM. (Counselors fluent in Spanish are available.)
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## PUBLIC INFORMATION ON PROCEEDINGS OF THE ILLINOIS COMMERCE COMMISSION

### Commission Proceedings or “Dockets”

A docket is a formal record that contains transcripts of all hearings and other proceedings, Commission orders and submissions by parties in a case handled by the Commission. Generally, dockets are maintained for both Public Utilities and Transportation cases. The ICC uses these formal records as the basis for its decisions.

e-Docket is the ICC’s web based electronic filing system, which allows electronic filing, management, and access to electronic records in a case file. All public utilities cases are managed using e-Docket. For Transportation matters, currently only railroad cases are available on e-Docket. To obtain a copy of records in other types of Transportation proceedings, please submit a Freedom of Information Act ([FOIA](#)) request to the Transportation Bureau.

If you are interested in learning more about a particular public utilities or railroad case, you may search e-Docket, which is found on our [home page](#) as shown in the image below. If you already know the docket number for the particular case you would like to explore, enter the docket number and then click ‘Go’.



If you do not know the docket number, you can conduct a full-text search for a particular proceeding (image below) at this [link](#).

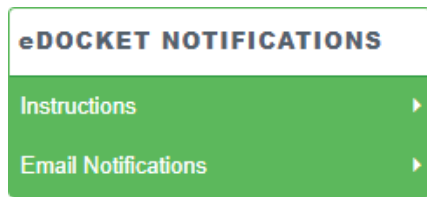


Advanced search options are available at the e-Docket [main page](#).

Once you are at the page for a particular Commission proceeding, you may view case details such as the docket sheet, the Commission staff assigned, the service list, and the case schedule, as well as case documents.



You may also sign up to receive email notifications when a document is accepted on a case you are following. To get started, look for this image on the Public Comments page of a docket and fill out the form fields:



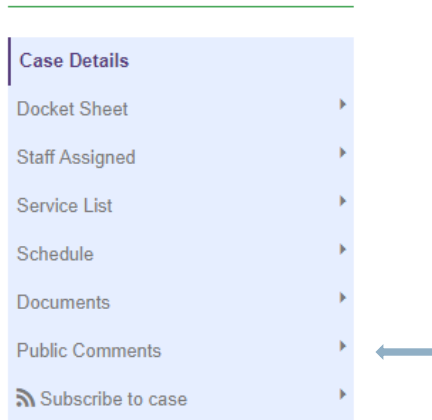
## Submitting a Comment in a Commission Proceeding

Members of the public who wish to do so may submit a written comment on a specific Commission proceeding either online or by phone, as follows.

### a) *ONLINE*

- Go to e-Docket from the [ICC homepage](#);
- Enter the specific docket number that you would like to address, click 'Go';
- Select 'Public Comments' from the menu on the left of the webpage:

#### DOCKET SEARCH



- Select 'File a Comment'; and
- Fill out the form fields and click 'Submit'.
- If you are unsure of the docket number you can perform a full-text search at this [link](#).

### b) *PHONE*

Call 800-524-0795 during regular business hours, 8:30 AM – 5:00 PM, Monday-Friday.

**\*\*Note that public comments generally may not be used to resolve disputed issues of fact in formal proceedings.**

## Intervening in a Commission Proceeding

Under certain circumstances, individual citizens, community groups or other stakeholders who are not already named as a party to a Commission proceeding may choose to become a formal party to the proceeding by filing a petition to intervene according to the Commission's [rules](#).

If permission to intervene is granted, the intervenor can comment in briefs and oral arguments on any matter addressed in the proceeding, and also submit testimony and other evidence. An intervenor is bound by the ruling and orders entered at the time s/he intervenes.

## FREEDOM OF INFORMATION ACT (FOIA) REQUESTS

In addition to accessing information available on the Illinois Commerce Commission website, members of the public may also request information that is available through the [Illinois Freedom of Information Act](#).

Requests may be submitted as follows:

FREEDOM OF INFORMATION ACT REQUESTS	
Public Utility and Other Non-Transportation Matters	Transportation Matters
Illinois Commerce Commission Chief Clerk Attention: FOIA Request 527 East Capitol Avenue Springfield, Illinois 62701  <b>Fax: (217) 524-0673</b> <b>Email: <a href="mailto:ICC.FOIARequests@illinois.gov">ICC.FOIARequests@illinois.gov</a></b>	Illinois Commerce Commission Transportation Bureau Processing & Information Section 527 East Capitol Avenue Springfield, Illinois 62701  <b>Fax: (217) 782-9244</b> <b>Email: <a href="mailto:ICC.TransportationFOIARequest@illinois.gov">ICC.TransportationFOIARequest@illinois.gov</a></b>

The ICC will respond to a non-commercial request within 5 business days after receiving it and will attempt to provide the requested records at that time. If additional time is needed to process the request, we will inform the requester in our initial response. Sometimes we will ask that a request be clarified, or that it be narrowed in scope. If requested documents or records are already publicly available on our website, we will inform the requester how to gain access to those records. Occasionally, the ICC is unable to provide requested records; in that event, we will provide an explanation of why we are unable to do so.

If a request is for a commercial purpose, we will respond within 21 business days.

## SOCIAL MEDIA

When you follow the ICC on Twitter, Facebook, Instagram and LinkedIn you will find relevant and timely news, details about upcoming Commission meetings, employment opportunities, as well as educational and public safety information. We often share or promote important items from our stakeholders as well. Find us on [Twitter](#), [Facebook](#), [Instagram](#) @ILCommerceComm and on [LinkedIn](#) at Illinois Commerce Commission.

## GET HELP WITH UTILITY QUESTIONS OR CONCERNS

Our **CONSUMER SERVICES DIVISION (CSD)** is a group of consumer counselors prepared to assist with questions or concerns you have related to your electric, gas, water/sewer, and telecommunications public utility services, including services from Alternative Retail Electric Suppliers (ARES) and Alternative Gas Suppliers (AGS). Counselors fluent in Spanish are available.

CONSUMER SERVICES DIVISION		
<b>Phone:</b> 800-524-0795 217-782-2024	<b>TTY</b> 800-858-9277	<a href="#">7-1-1 relay information for hearing impaired</a>
During regular business hours Monday-Friday, 8:30am-5:00pm. Spanish-speaking counselors are available by request		

### How to Make A Complaint Regarding Utility Services

#### *a) Informal Complaints*

Should you have a service, billing, or other issue that you cannot resolve directly with a provider of utility services (not including a municipal or cooperatively-owned utility or a cable television provider), a CSD counselor can help you through the informal complaint process, which aims to resolve the matter without costly and time-consuming litigation.

HOW TO FILE AN INFORMAL COMPLAINT
<b>Timing:</b> These complaints are resolved or explained typically within 1 to 14 days
<b>Phone:</b> During regular business hours Monday-Friday, 8:30 a.m. -5:00 p.m. Spanish-speaking counselors are available by request 800-524-0795 217-782-2024 TTY 800-858-9277 <a href="#">7-1-1 relay information for hearing impaired</a>

**Online:**

[File an informal complaint online](#)

**Mail:**

Illinois Commerce Commission  
527 East Capitol Ave  
Springfield, IL 62701

*b) Formal Complaints*

If a dispute is not resolved through the informal complaint process, Consumer Services Division (CSD) requests the Chief Clerk's office send the necessary forms to submit a [formal complaint](#). CSD does not handle formal complaints. Rather, such complaints are subject to [Section 200.170](#) of the Commission's Rules of Practice.

Once filed with the Commission, the formal complaint will be given a docket number and assigned to an Administrative Law Judge. If the formal complaint proceeds to a hearing, the process is similar to a court hearing. Consumers may use a lawyer's service, though it is not required. This [Reference Guide](#) link offers information on how to prepare for a formal hearing.

After the hearing, the Administrative Law Judge will consider the testimony presented; review the evidence; and recommend a decision on the case to the Commission.

## HOW TO FILE A FORMAL COMPLAINT

**Timing:**

In accordance with Section 9-252 of the Public Utilities Act, a formal complaint must be filed with the Commission **within two years** from the time the product, commodity or service as to which the complaint is made was furnished or performed.

In accordance with 9-252.1 of the Public Utilities Act, a formal complaint related to an incorrect billing must be filed with the Commission **no more than two years** after the date the customer first has knowledge of the incorrect billing.

**Mail or In Person:**

**CHIEF CLERK'S OFFICE**

Illinois Commerce Commission  
527 East Capitol Ave  
Springfield, IL 62701

If you have any questions about the process for filing a formal complaint, please contact the ICC's Consumer Services Division at (800) 524-0795.

## Consumer Education Resource

### 1. Electric Choice:

Most Illinois consumers can choose who provides the supply portion of their electric service. You may choose to purchase your electricity from either the public utility—such as ComEd, Ameren, or MidAmerican— or an Alternative Retail Electric Supplier (ARES). Regardless of your choice of supply, the public utilities continue to manage your billing, respond to service outages, provide emergency services, and answer questions about electric service. Staff of the ICC’s [Office of Retail Market Development](#) (ORMD) also provides an [annual report](#) to the General Assembly and the Governor to identify specific accomplishments in promoting retail electric competition in Illinois.

#### LEARN MORE ABOUT ELECTRIC CHOICE

##### Plug In Illinois ([PluginIllinois.org](http://PluginIllinois.org))

Is a website maintained by the ICC’s [Office of Retail Market Development](#) as a resource for Illinois consumers who want to know more about electric competition and may want to choose an electric supplier other than ComEd or Ameren. You will find basic information about your choices and tools to make informed decisions as you consider switching suppliers. Here you will find a list of suppliers, available offers, definitions, historical pricing, your utility’s current price to compare and much more.

### 2. NATURAL GAS CHOICE

Many Illinois consumers can choose who provides the supply portion of their natural gas service. You may choose to purchase your natural gas supply from either the public utility— Peoples Gas, North Shore Gas, or Nicor Gas—or an Alternative Gas Supplier (AGS). Regardless of your choice of supply, the public utilities continue to maintain utility facilities and systems, provide emergency services, and answer questions about gas service.

Staff of the ICC’s [Office of Retail Market Development](#) (ORMD) provides an [annual report](#) to the General Assembly and the Governor. The report includes an analysis of the status and development of the retail natural gas market in the State of Illinois, a discussion of barriers to the development of competitive retail natural gas markets in Illinois, and any other significant information in assessing the development of natural gas markets in the State of Illinois.

#### LEARN MORE ABOUT GAS CHOICE

The [ICC website](#) provides an online resource for Illinois natural gas customers who want to know more about natural gas choice and may want to choose a supplier other than their public utility. You will find basic information about your choices and tools to make informed decisions as you consider switching suppliers. Here you will find offers, definitions, historical pricing, your utility’s current price to compare and much more.

## Supplier Diversity

The Office of Diversity and Community Affairs assists Illinois communities, local governments, and businesses in understanding energy/telecommunications and procurement issues through outreach and awareness activities. Large public utilities and suppliers of energy in Illinois submit an annual report to the ICC on their procurement goals and spending on female, minority, veteran, and small business enterprises.

### LEARN MORE ABOUT SUPPLIER DIVERSITY

If you are a minority-owned, women-owned, veteran-owned business interested in learning about opportunities to do business with utilities, or other energy suppliers, see the entity's annual reports for information about its supplier diversity initiatives, opportunities, and contacts:

- [Annual Utility Supplier Diversity Reports](#)
- [Supplier Diversity Points of Contact with Certifications](#)

Each year the ICC hosts **Utility Policy Sessions**, that are open to the public, to review progress in achieving supplier diversity goals. The executives of Illinois' six largest public utilities meet annually in these policy sessions to discuss their companies' reports, including information about outreach, training efforts, overall economic impact, challenges faced and plans for improvement. Panels are held to discuss methods diverse companies can use to become more competitive, financially stronger contributors to Illinois communities. More information can be found [here](#).

For dates of and additional information about the Policy Sessions, [click here](#).

## Financial Assistance and Energy Efficiency Programs

The ICC works collaboratively with regulated utilities and other government agencies to promote [financial assistance programs](#) available to those who qualify, as well as [energy efficiency](#) offerings to Illinois residents who wish to find help in reducing their energy bills by eliminating energy loss. Those programs include:

- [LIHEAP \(Low Income Energy Assistance Program\)](#)
- [Ameren Illinois Energy Assistance](#)
- [ComEd Energy Assistance](#)
- [Nicor Gas Energy Assistance](#)
- [Peoples Gas Energy Assistance](#)
- [Illinois American Water payment assistance](#)
- [North Shore Gas Energy Assistance](#)
- [Smart Thermostat Rebate information](#)
- [Illinois EPA green tips](#)
- [KeepCool.Illinois.gov](#)
- [KeepWarm.Illinois.gov](#)
- [US EPA water conservation tips](#)

## GET HELP WITH TRANSPORTATION QUESTIONS OR CONCERNS

The **ICC Processing & Information Section** is responsible for processing applications and issuing licenses, registrations, permits and certificates under Illinois Commercial Transportation Law, Illinois Commercial Relocation of Trespassing Vehicles Law, Illinois Commercial Safety Towing Law, Personal Property Storage Act and the Collateral Recovery Act. Staff also processes payments for civil penalties and administrative citations, maintains all Transportation Bureau records, and services the general public on daily basis in a Walk-In Center located in the Commission's Springfield office:

ICC WALK-IN CENTER		
527 E. Capitol Avenue (1 <sup>st</sup> Floor) Springfield, IL 60701	<b>Phone:</b> 217-782-4654	<a href="mailto:ICC.TransportationProcessing@Illinois.gov">ICC.TransportationProcessing@Illinois.gov</a>

The **ICC Police Department** is responsible for public safety in the transportation industry and protects Illinois consumers by enforcing the Illinois Commercial Transportation Law, the Illinois Commercial Relocation of Trespassing Vehicles Law, the Illinois Commercial Safety Towing Law, the Personal Property Storage Act and the Collateral Recovery Act.

ICC POLICE OFFICES AND CONTACT INFORMATION	
<b>Des Plaines Office</b> 9511 West Harrison Des Plaines, IL 60016 <b>Phone:</b> 847-294-4326/ <b>Fax:</b> 847-294-4332	<b>Springfield Office</b> 527 E. Capitol Avenue Springfield, IL 60701 <b>Phone:</b> 217-782-6171/ <b>Fax:</b> 217-524-4637
<a href="#">Frequently Asked Questions for the ICC Police Department</a>	

### Entity Search

The best way to find licensing information about motor carriers is by using the entity search function on the ICC home page.

#### Motor Carrier Information System

Find an entity with a transportation authority at the ICC, including Motor Carriers, Household Good Movers, Towers and Collateral Recovery.

<input type="text" value="Transportation entity name"/>	<input type="button" value="Go"/>
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## How to Make a Complaint Regarding Household Goods Moving or Relocation Towing

### HOW TO INITIATE AN INFORMAL COMPLAINT

#### Online:

[File an online informal complaint](#) (available only for Household Goods Moving and Relocation Towing complaints)

#### Via Mail/Fax:

Print and complete the appropriate informal complaint form using the direct links below and submit it to the ICC Police:

#### [Relocation Towing](#)

Relocation Towing Complaint Report located towards the bottom of the page

**ICC Police**  
9511 West Harrison  
Des Plaines, IL 60016

**Phone:**  
847-294-4326

**Fax:**  
847-294-4332

#### [Safety Towing](#)

Safety Towing Complaint Form located under Safety Relocator Forms

#### [Household Goods Movers](#)

Collateral Recovery Informal Complaint Form located under Miscellaneous Applications and Forms

**ICC Police**  
527 E. Capitol Ave.  
Springfield, IL 60701

**Phone:**  
217-782-6448

**Fax:**  
217-524-4637

#### [Collateral Recovery](#)

Collateral Recovery Informal Complaint Form located under Miscellaneous Applications and Forms

**ICC Police**  
527 E. Capitol Ave.  
Springfield, IL 60701

**Phone:**  
217-782-6171

**Fax:**  
217-524-4637

#### [Motor Carriers](#)

Informal Complaint Form located under Forms

### HAVE A COMPLAINT ABOUT A HOUSEHOLD GOODS MOVER?

ICC Police protect the public against two types of illegal household goods movers:

- Movers who are licensed but violate the Illinois Commercial Transportation Law or the Commission's administrative rules
- Movers that have not been issued a license by the Commission

If you have a complaint about a household goods mover, you are encouraged to contact the ICC Police. If a complaint is not resolved through the informal complaint process, the Transportation Bureau utilizes a dispute resolution process that includes mediation and arbitration. **Contact the ICC Police via Phone 217-782-6448 or Fax 217-524-4637.**



Get Help with Relocation or Safety Towing Questions or Concerns:

#### HOW TO INITIATE AN INFORMAL TOWING COMPLAINT

Print and complete the appropriate informal complaint form from the [ICC Transportation webpage](#) and submit it to the ICC Police:

- [Safety Towing Complaint Form](#)
- [Relocation Towing Complaint Report](#)

**ICC Police**

9511 West Harrison  
Des Plaines, IL 60016

**Online:**

[File an online informal complaint](#) (available for Relocation Towing only)

**Phone:**

847-294-4326

**Fax:**

847-294-4332

#### How to Make a Complaint Regarding Rail Safety

The Commercial Transportation Law establishes general safety requirements for track, facilities and equipment belonging to rail carriers within Illinois, and gives the Commission jurisdiction to administer and enforce those requirements. Functions of the Commission's Rail Safety Section include:

- Managing crossing safety projects paid, in part, by the Grade Crossing Protection Fund;
- Engineering oversight of all safety improvements and/or modifications to the State's public highway/rail crossings;
- Inspection of all Railroad track in the State for defects which could cause train derailments;
- Oversight of all Railroad hazardous material shipments through the State, including radioactive waste and spent nuclear fuel;
- Engineering oversight of all improvements/modifications to highway traffic signal systems interconnected with Railroad warning devices;
- Implementation of Illinois' Operation Lifesaver public education campaign; and
- Investigation of highway/rail collisions and other rail related incidents that occur in Illinois.

The [Rail Safety Section](#) of the Transportation Bureau administers ICC programs.

## HOW TO FILE A RAIL SAFETY COMPLAINT

**Online:**

[File a complaint concerning a rail crossing here](#)

**Phone:**

217-782-7660

**Mail:**

Rail Safety Section  
Illinois Commerce Commission  
527 East Capitol Ave  
Springfield, IL 62701

## Consumers Education Resources

### INTERESTED IN BECOMING A HOUSEHOLD GOODS MOVER?

Get started with [forms and information](#):

- [Applicant's Handbook for Household Goods Moving Services Within Illinois](#)
- [Illinois Movers' and Warehousemen's' Association](#)
- [Mileage Guide](#)

### LOOKING TO HIRE A MOVER?

Resources to review before hiring a mover:

- [Brochure: Before Hiring A Mover](#)
- [Find a Licensed Household Goods Mover](#)
- [The Consumer Guide to Household Goods Movers in Illinois](#)
- [Top 10 Recommendations to Consumers](#)

### LEARN MORE ABOUT RAIL SAFETY

Learn more about Rail Safety

- [Railroad Safety Overview/Presentation Requests](#)
- [Rail Safety Fact Sheet](#)
- [Crossing Collision Statistics in Illinois](#)
- [Illinois Grade Crossing Map](#)
- [Become an Operation Lifesaver Authorized Volunteer](#)

## Supplier Diversity

### LEARN MORE ABOUT SUPPLIER DIVERSITY

If you are a minority-owned, women-owned, veteran-owned business interested in learning about opportunities to do business with railroads, see an entity's annual reports for information about its supplier diversity initiatives, opportunities, and contacts:

- [Annual Railroad Supplier Diversity Reports](#)

Each year the representatives of Class I railroad companies submit an annual report summarizing their supplier diversity programs. The Commission also conducts an annual workshop, open to the public, to engage with railroads, advocates, and the public about solutions to improve value and competition in supplier diversity. For dates of and additional information about the Policy Sessions, [click here](#).

## APPENDIX A: ADDITIONAL RESOURCES



Click on links below for more information

### Public Utility Act References:

1. [220 ILCS 5/1-102](#) Title and Purpose
2. [220 ILCS 5/2-101](#) Appointment of Commissioners and information regarding their terms
3. [220 ILCS 5/2-105](#) Organization; executive director; assistants to Commissioners
4. [220 ILCS 5/2-107](#) Locations, business hours, meetings, website/toll-free numbers, residents' testimony, etc.
5. [220 ILCS 5/5-117](#) Supplier Diversity Reports
6. [220 ILCS 5/16-101](#) Electric Service Customer Choice and Rate Relief Law of 1997
7. [220 ILCS 5/20-101](#) Retail Electric Competition
8. [220 ILCS 5/20-110](#) ORMD office responsibilities
9. [220 ILCS 5/19-130](#) ORMD Annual Report
10. [220 ILCS 20/1 et seq.](#) Illinois Gas Pipeline Safety Act

### Transportation Bureau's Statutory References:

1. [225 ILCS 422/1 et seq.](#) Collateral Recovery Act
2. [240 ILCS 10/0.01 et seq.](#) Personal Property Storage Act
3. [625 ILCS 5/18a-100 et seq.](#) Illinois Commercial Relocation of Trespassing Vehicles Law
4. [625 ILCS 5/18d-101 et seq.](#) Illinois Commercial Safety Towing Law
5. [625 ILCS 5/18c-1101 et seq.](#) Illinois Commercial Transportation Law

### Public Acts

1. [Public Act 094-1095](#) ORMD
2. [Public Act 100-0423](#) Section 10: Railroad Supplier Diversity Act

### Administrative Code Title 2: Governmental Organization

1. [Section 1700.10](#) Procedure for accepting testimony from Illinois residents

### Administrative Code Title 83: Public Utilities

1. [Section 200.520](#) Interlocutory Review of Hearing Examiner's Ruling
2. [Section 200.200](#) How to petition to intervene in a docket

### Administrative Code Title 92: Transportation

1. [Section 1457](#) Household Goods Carriers
2. [Section 1458](#) Personal Property Warehouses
3. [Section 1480](#) Collateral Recovery
4. [Section 1710](#) Relocation Towing
5. [Section 1715](#) Safety Relocation Towing
6. [92 Ill. Adm. Code Chapter III](#) Illinois Commercial Transportation

### General Information

1. [ICC Legal Authority and Administrative Rules](#)

## APPENDIX B: HOW THE ILLINOIS COMMERCE COMMISSION SETS UTILITY RATES

*The following is a summary of how rate cases are typically conducted before the Commission. It is not intended to offer a legal opinion regarding how the proceedings are or should be conducted, or regarding how any party should conduct a case before the Commission. People, organizations and municipalities that want to participate in Commission proceedings should consult the applicable statutes and the Commission's Rules of Practice, both of which can be found on the Commission's website under "[Legal Authority and Administrative Rules](#)." Since failure to comply with legal and regulatory requirements and deadlines may have significant adverse consequences, it is highly advisable to consult a lawyer.*

### RATEMAKING PRINCIPLES AND COMMON ISSUES

#### A. Ratemaking Objectives

According to [Section 1-102](#) of the Public Utilities Act, the goals and objectives of utility regulation shall be to ensure:

- Efficiency: reliable energy services at the least possible cost to Illinois citizens
  - Environmental Equality: protection of the environment from the adverse external cost of public utility services
  - Reliability: the ability for utilities to provide services under varying demands and conditions
- Equity: the fair treatment of consumers and investors.

#### B. Common Issues in Rate Cases

Following are some typical disputes occurring in a rate case involving a large utility:

- The utility's rate base: the amount of money the utility has invested in facilities to serve its customers
- The utility's expenses: the amount of the utility's operating expenses that were necessary to provide service to its customers
- The rate of return: the fair rate a utility may earn on its rate base (its investments)
- The rate design: in designing rates, the Commission must determine how much of the utility's total revenue will come from each class of customers such as residential, business and industrial.

#### C. General Things to Know about Rate Increases:

- By law, the Commission can't tell a utility not to request a rate increase. Utilities seek rate increases when they determine an increase is necessary.
- There's no specific legal limit on how large of an increase a utility can seek. That said, the Commission is bound by the Public Utilities Act to determine rates that take into account the necessary and prudent expenses the utilities have incurred and allow them to make a just and reasonable return on their investment.

- A utility can request a rate increase as often as it believes is necessary. However, since the preparation of a request for a rate increase is a lengthy and difficult process, and the Commission process takes nearly a year, utilities historically seek increases no more often than once every two to three years, and some far less often.
- Not all of the charges on a customer's bill are Commission-set rates.
- A utility may recover the cost for the gas, electricity or water it supplies to customers through what's called a purchased gas, purchased electricity or purchased water adjustment, depending on the type of utility. These adjustments are pass-through surcharges reflecting the price the utility itself paid to obtain the gas, electricity or water. Often, the utility has little or no control over the price it pays. Especially with water, this charge can be a significant part of a customer's bill, although the adjustment can sometimes be in the customer's favor (i.e., negative).
- Gas and water utilities may seek to recover investments in qualifying infrastructure plant between rate cases, through a surcharge on customer bills that is set outside of rates. Generally, this surcharge reflects the costs of investments in infrastructure – gas or water mains, service lines to houses and businesses, meters, fire hydrants – that require replacement to keep the system working properly and safely.

## ILLUSTRATION OF HOW THE RATE-SETTING PROCESS TYPICALLY WORKS:

### A. A Utility Requests an Increase

When the owners of a public utility believe that an increase in its rates is required, the utility files tariffs with the Commission describing the increase that the utility is seeking. These tariffs are public documents that set the rates, terms and conditions under which the utility will make its service available to customers. The purpose of tariffs is to make certain that utilities offer service to similar customers (such as, for example, residential customers) at the same rates and on the same terms. While tariffs aren't legally binding contracts, it's useful to think of them as such. Tariffs describe what customers will pay the utility, and what they'll get in return.

When a utility seeks a rate increase of more than 2%, it's required to file with the Commission a large amount of detailed supporting information, such as financial documents, expense reports, summaries of investments, and accounting information.

### B. Notice is Given to Customers and Municipalities

After a utility files its tariffs, it must notify the customers affected by the increase, by including in their next bill a detailed description of the proposed increase, how to contact the utility and how to intervene in a proceeding before the Commission.

By law, municipalities whose residents are likely to be affected by the increase must also receive notice.

### C. The Commission Suspends the Tariffs and Orders an Investigation of the Proposed Rate Increase

By law, tariffs filed by a utility generally go into effect 45 days after the utility files them. The Commission, however, can suspend tariffs – prevent them from going into effect – so that it can investigate whether they should be allowed to go into effect, or be changed before they do. For many years, the Commission has always suspended tariffs of major utilities seeking general rate increases so that it can investigate whether or to what extent the increases should be allowed. By law, the Commission must complete this investigation within 11 months from the date the tariffs are filed. Otherwise, the tariffs go into effect as filed.

If a water utility seeks a rate increase, customers, groups of customers or municipalities may request a public forum at which customers can give their views regarding the rate increase. Customers or interested citizens may also comment on the increase through the Commission’s website or by contacting the Commission’s Consumer Services Division.

### D. There is an Investigation of the Tariffs in a Formal Commission Proceeding

The Chief Clerk of the Commission assigns a docket (case) number to the investigation, and one or more of the Commission’s Administrative Law Judges are assigned to preside over the matter. Members of Commission Staff – accountants, financial analysts, engineers, economists, lawyers, consumer affairs specialists and safety analysts – investigate the company’s proposed increase. Other parties with an interest in the outcome – large customers, the Citizens Utility Board, the Attorney General, municipalities, and individual ratepayers – may intervene in the proceeding and offer their own opinion regarding the proposed increase.

The proceeding resembles a legal trial. There is discovery, in which the utility, other parties and Commission Staff request information from one another regarding specifics of the increase, such as the proposed rate of return and proposed expenses to be recovered in rates. Expert witnesses for the utility, parties and Commission Staff offer testimony, and are subject to cross-examination. Other evidence is submitted. The testimony and evidence forms the record on which the Commission ultimately bases its decision, aided by briefs prepared and submitted by the utility, parties and Commission Staff that state their respective positions on the case based on the law and the facts presented.

After the Administrative Law Judges have considered the evidence and briefs of the utility, the parties and Commission Staff, they prepare a Proposed Order, to which parties may take exception – i.e., state any objections they have, and how they would like the Order to change. In some cases, the Commission entertains oral argument on certain disputed issues, either if a party requests argument, or if the Commission considers it advisable.

### E. The Commission Issues a Final Order

The Commission receives the Proposed Order prepared by the Administrative Law Judges and considers the exceptions and the evidence offered by the utility, the parties and Commission Staff. The utility, the parties and Commission Staff may at this time request to make oral presentations to the Commission; the Commission may also direct them to do so.

After consideration of all the evidence, the Proposed Order, and the positions of all parties involved, the Commission holds an open meeting, at which Commissioners may consider and, if necessary, discuss the proposed Order. The Commission then votes. When a majority of the Commissioners agree on the wording of a decision, the Commission issues its Final Order, setting rates. The Commission can grant the proposed rate increase, grant it in part, or deny it.

The Commission can lower rates if it believes this is called for by the evidence. The Commission's Final Order may in some cases significantly change the Proposed Order or reject it. However, the Commission must base its Final Order on the law and evidence from the proceeding and must make findings of fact and conclusions of law that support the ultimate decision it reaches. In rate cases, the Commission's Final Order is often hundreds of pages long.

#### F. The Utility or Any Other Party May Seek Rehearing

If the utility or other party believes the Commission didn't decide the matter correctly, it can seek rehearing. In doing so, the utility or party must specifically identify what, in its opinion, the Commission didn't decide correctly, and why the Commission's decision is incorrect. If the Commission, having reviewed any requests for rehearing, decides that it may have made an error, it can grant rehearing. If not, it will deny rehearing.

#### G. The Commission-Approved Rates Go into Effect

Within five days after the Commission issues its Final Order, and even if the utility or other party seeks rehearing, the utility must file tariffs that conform to the Commission's Final Order. Commission staff carefully review the filing to assure complete compliance. These tariffs, generally containing new rates, go into effect.

#### H. If an Appeal is Taken, the Appellate Court Reviews the Commission's Final Order

If the utility or another party believes the Commission didn't decide the matter correctly, it can request that the Illinois Appellate Court review the Commission's decision. The utility or party can only ask the Court to consider the issues that the utility or party identified in its request for rehearing. The Appellate Court limits its review of the Commission's decision to whether the Commission followed the law, and whether there is evidence to support the decision. The Appellate Court doesn't reconsider the evidence itself to decide whether its decision would be the same as the Commission's. Rather, it determines whether, based on the evidence, the Commission reasonably could have reached the decision it reached. Appellate review of Commission decisions can sometimes take as long as one to two years.

If the Appellate Court finds that the Commission's decision was lawful and supported by evidence, it affirms the decision. If it finds that the Commission didn't follow the law, or that the Commission's decision wasn't supported by evidence, it sends the case back to the Commission for additional proceedings.



## APPENDIX C: COMMISSION ORGANIZATION

### EXECUTIVE DIRECTOR

The Public Utilities Act requires the five Commissioners to hire an Executive Director. The Executive Director supervises all the Commission Staff (except for the assistants each Commissioner is permitted to hire, and internal auditors). This arrangement was established in 1985 following an extensive rewrite of the Public Utilities Act. Prior to 1986, the ICC Chairman was responsible for supervision of staff.

### DEPUTY EXECUTIVE DIRECTOR'S OFFICE - POLICY

The Deputy Executive Director for Policy supports the Executive Director to ensure the agency fulfills statutory obligations related to regulating Illinois' electric, natural gas, water, and sewer utilities; assist in developing policy proposals, ensuring personnel guidelines are adhered to in a fair and equitable manner, and planning, defending, and administering the agency's budget; and facilitate strategic communications and ongoing engagement with internal and external stakeholders to explore energy issues affecting Illinois, the Midwest, and the nation.

#### 1. OFFICE OF DIVERSITY AND COMMUNITY AFFAIRS

The Office of Diversity and Community Affairs assists Illinois communities, local governments, and businesses in understanding energy/telecommunications and procurement issues through outreach and awareness activities. The ICC hosts two policy sessions each year to review progress in achieving supplier diversity goals, including:

##### *a) Utility Policy Session*

Pursuant to [Section 5-117 of the Public Utilities Act](#), large public utilities and suppliers of energy in Illinois are required to submit annual reports on procurement goals and spending on female-owned, minority-owned, veteran-owned, and small business enterprises. In addition, the executives of Illinois' five largest public utilities appear annually in a policy session, conducted by the Commission and open to the public, to discuss their companies' reports, including information about outreach, training efforts, overall economic impact, challenges faced and plans for improvement. Panels are held to discuss methods diverse companies can use to become more competitive, financially stronger contributors to Illinois communities. More information can be found [here](#).

##### *b) Annual Railroad Diversity Reports and Workshop*

Pursuant to the [Railroad Supplier Diversity Act](#), each year the representatives of Class I railroad companies submit an annual report summarizing their supplier diversity programs. The Commission also conducts an annual workshop, open to the public, to engage with railroads, advocates, and the public about solutions to improve value and competition in supplier diversity. More information can be found [here](#).

For dates of and additional information about the Policy Sessions, [click here](#).

If you are a minority-owned, women-owned, veteran-owned business interested in learning about opportunities to do business with utilities, railroads, or other energy suppliers, see an entity's annual reports for information about its supplier diversity initiatives, opportunities, and contacts:

- [Annual Utility Supplier Diversity Reports](#)
- [Annual Railroad Supplier Diversity Reports](#)
- [Supplier Diversity Points of Contact with Certifications](#)

## **2. OFFICE OF CYBERSECURITY & RISK MANAGEMENT**

This division is responsible for developing policy and supporting ongoing efforts of Illinois utilities to protect critical infrastructure and prevent unauthorized access to data. Working closely with utilities, staff promotes utilities' cybersecurity defense programs to manage existing and evolving risks, while preventing or limiting any resulting service disruptions. Staff focuses on helping utilities to be continuously aware of threats, adopt best practices, secure data and systems, integrate standards, manage their supply chain, and practice response readiness.

## **3. OFFICE OF RETAIL MARKET DEVELOPMENT**

The Office of Retail Market Development (ORMD) works with electric utilities, alternative retail electric and natural gas suppliers, relevant governmental agencies and consumer groups to promote retail electric competition and to educate residential and small business customers about electric and natural gas choice programs throughout the state.

## **OFFICE OF GENERAL COUNSEL**

The Office of General Counsel (OGC) provides legal advice to the Executive Director, Commissioners and all Divisions of the Commerce Commission. Staff attorneys are located in both Springfield and Chicago and offer legal counsel on a wide range of issues including proposed legislation, procurement, contract review, federal and appellate matters, and rulemaking matters, as well as representing the Commission in court. Additionally, the OGC represents Commission staff in matters coming before Administrative Law Judges and the Commission and defends decisions of the Commission in state and federal court.

## **OFFICE OF ETHICS AND ACCOUNTABILITY**

ICC Ethics and Accountability attorneys and analysts ensure that the members and staff of the ICC as well as the public utilities we regulate adhere to the highest standards of ethical conduct. The Commission's Office of Ethics and Accountability advises and trains agency personnel regarding issues such as gift ban, revolving door restrictions, conflicts of interest and ex parte communications.

## **BUREAU OF ADMINISTRATIVE LAW JUDGES**

This Bureau consists of the Commission's Administrative Law Judges (ALJs) (except for the transportation ALJs), their support staff and the Chief Clerk's Office. The bureau also maintains

primary responsibility for preparation of the agendas for Commission Regular and Special Open Meetings.

## 1. ADMINISTRATIVE LAW JUDGES

An ALJ serves as a judge in formal proceedings at the Commission. ALJs are responsible for setting a case schedule, presiding over quasi-judicial hearings (including evidentiary hearing), making written and oral rulings on evidentiary and procedural matters, and preparing recommended decisions for the Commission's consideration.

In contested proceedings, the ALJ serves a proposed order which reflects the ALJ's recommended decision and gives all parties to the case the opportunity to submit briefs on exception and replies to briefs on exception. The ALJ then prepares and submits a post-exceptions proposed order, which is a recommended decision that reflects consideration of any exceptions filed by the parties, with an accompanying memorandum to the Commissioners, explains the post-exceptions proposed order and responds to specific questions regarding the proceeding at a Commission open meeting. The ALJ maintains responsibility for any additional hearings necessary if the Commission approves a request by a party pursuant to Section 200.880 of the Commission's Rules of Practice to rehear a matter after an order on the merits has been issued by the Commission. ALJs also conduct consumer mediations under Sections 13-713 and 10-101.1 of the [Public Utilities Act](#).

## 2. CHIEF CLERK'S OFFICE

The Chief Clerk is the official custodian for all Commission records relating to public utilities and other non-transportation matters. Docketed proceedings are accessible to the public and may be viewed through the ICC's [electronic docket system](#), the "e-Docket." Documents are also viewable in the Clerk's Office in Springfield; there is a per-page fee for obtaining copies of some documents. The records typically consist of case files, rates and tariffs, hearing schedules, documents submitted, annual reports, and any other documents admitted into the record of each case. Other officially filed documents are available on the ICC website. Rates and tariffs can be found on the ICC's Home page under Tariff Filings. The Chief Clerk's Office also maintains and updates utilities' Chief Executive Officer and designated agent information. In addition, Orders of the Commission in public utility rulemaking and special proceedings will be posted to the Chief Clerk's webpage. The Chief Clerk is also the Freedom of Information Act ([FOIA](#)) officer for public utility and other non-transportation matters.

## PUBLIC UTILITIES BUREAU

The professional experts in the Bureau of Public Utilities are responsible for investigating and making recommendations with regard to rate-setting and rate design, reliability assurance, field inspections, pipeline safety, tracking state and federal policy issues, and oversight of 9-1-1 system providers.

## 1. FINANCIAL ANALYSIS DIVISION

The professionals within the Financial Analysis Division specialize in accounting, financial analysis, and economics. The primary function of this group is to review and analyze:

- Financial matters for energy, water, sewer, and telecommunications entities
- Various requests by public utilities, such as proposed affiliate transactions and consolidations (mergers)
- Public utilities' rates and tariff filings

## 2. INTEGRATED DISTRIBUTION PLANNING DIVISION

The professionals within the Integrated Distribution Planning Division specialize in accounting, financial analysis, engineering, and economics. The primary function of this group is to review and analyze:

- Utility baseline grid audits
- Utility integrated distribution planning
- Utility performance based rate design

## 3. POLICY DIVISION

The Policy Division provides general economic policy research and analysis to the Commission regarding state, regional, and national energy issues. Additionally, Policy staff reviews and investigates tariffs, petitions, and other utility filings as well as monitors compliance with Commission rules and orders. Examples of issues supported by this team are:

### *a) Energy and Capacity Procurement*

This department works with the Illinois Power Agency with respect to the design and implementation of procurement plans to purchase energy on behalf of customers who take their supply service from Ameren, Commonwealth Edison, and MidAmerican Energy, and to procure capacity on behalf of Ameren customers, as well as to procure renewable energy credits on behalf of the Illinois customers.

### *b) Energy Efficiency*

Policy Staff participates in the development, evaluation, and general implementation of electric and gas utility energy efficiency plans.

### *c) Federal Programs*

Federal Policy Program Staff monitors the activities of PJM and MISO—the two regional transmission organizations that include Illinois—and the Federal Energy Regulatory Commission (FERC), which is responsible for regulating the transmission and sale of wholesale energy throughout the United States. Staff of this division also drafts comments and pleadings sent to the FERC, the United States Department of Energy (DOE), PJM, MISO and others on behalf of the ICC.

#### 4. SAFETY & RELIABILITY DIVISION

Engineering Staff provides technical expertise on various utility and telecommunications operations, including review of the deployment of new facilities and review of maintenance and upgrade activities. Engineering Staff also reviews utility reliability reports and performs inspections of utility equipment. Other responsibilities include:

*a) One-Call/JULIE*

This department enforces the Underground Utility Facilities Damage Prevention Act, which establishes responsibilities of underground utility facility operators and excavators for JULIE (Joint Utility Locating Information for Excavators) notification, marking underground utility facilities and excavating near underground utility facilities.

*b) Pipeline Safety*

Under the [Illinois Gas Pipeline Safety Act](#), the Commission is responsible for ensuring the safe construction, maintenance, and operation of all natural gas distribution and transmission pipelines in the state. This program is partially funded by the Federal government. The Commission employs trained inspectors to review the pipeline operator's plans, procedures, records, and facilities to fulfill this responsibility. Information regarding inspections and regulation enforcement concerning interstate gas and hazardous liquid facilities is located on the [Pipeline and Hazardous Materials Safety Administration web page](#). For more information click [here](#).

#### 5. UTILITY RESEARCH AND ANALYTICS DIVISION

The Utility Research and Analytics Division is currently staffed by an individual with an advanced degree in business administration and over three decades experience in public utility financial and information analysis. Utility Research and Analytics staff are assigned to a variety of cases and projects including:

- Notice of Inquiry proceedings
- Data information collection, analysis, and reporting
- Legislative bill reviews and analyses

#### BUREAU OF TRANSPORTATION

The Transportation Bureau is charged with protecting the public in matters that include:

- Unlicensed for-hire intrastate motor carriers of general freight
- Railroad safety (i.e., unsafe grade crossings and rail operations)
- Illegal household goods carriers
- Unlawful relocation towing
- Unlawful collateral recovery operations
- Proper storage of personal property in warehouses

## **1. OFFICE OF TRANSPORTATION COUNSEL**

The Office of Transportation Counsel (OTC) is comprised of staff attorneys who administer and enforce the Illinois Commercial Transportation Law, Illinois Commercial Relocation of Trespassing Vehicles Law, Illinois Commercial Safety Towing Law, Personal Property Storage Act and the Collateral Recovery Act. OTC prosecutes administrative citations issued by the ICC Police, represents Staff of the Commission in administrative licensing hearings, negotiates civil penalties and enters into stipulated settlement agreements regarding civil penalties with regulated persons and entities. In addition, OTC provides legal advice to Commission staff on transportation matters, performs administrative rulemakings, and reviews responses to [Freedom of Information Act \("FOIA"\) requests](#).

## **2. PROCESSING & INFORMATION SECTION**

This section is responsible for processing applications and issuing licenses, registrations, permits and certificates under Illinois Commercial Transportation Law, Illinois Commercial Relocation of Trespassing Vehicles Law, Illinois Commercial Safety Towing Law, Personal Property Storage Act and the Collateral Recovery Act. Staff also processes payments for civil penalties and administrative citations, maintains all Transportation Bureau records, and services the general public on daily basis in a Walk-In Center located in the Commission's Springfield office.

## **3. OFFICE OF REVIEW & EXAMINATION**

The Administrative Law Judges supporting the Bureau of Transportation preside over hearings in relevant docketed matters including such as railroad matters, administrative citations, complaints for civil penalties and licensing cases.

## **4. ICC POLICE DEPARTMENT**

The mission of the ICC Police Department is to ensure the safety of the public and protect Illinois consumers by enforcing Illinois Commercial Transportation Law, Illinois Commercial Relocation of Trespassing Vehicles Law, Illinois Commercial Safety Towing Law, Personal Property Storage Act and the Collateral Recovery Act. To that end, officers issue written warnings and administrative citations, perform audits, inspections and investigations. They are also responsible for assistance and training of other law enforcement agencies in the laws and regulations that they enforce daily. The Police Department is comprised of sworn police officers, investigators, a household goods industry specialist and administrative support staff.

## **5. TRUCKING, TOWING, COLLATERAL RECOVERY AND WAREHOUSING**

The ICC's Transportation Bureau handles the following matters:

a) *Motor Carriers*

Any person or entity engaged in for-hire transportation of property (other than household goods) over the public roads in *intrastate commerce*—within the state of Illinois—must obtain from the ICC a [Public Carrier Certificate](#) and must operate in compliance with the Illinois Commercial Transportation Law and its Administrative Rules. ICC police officers perform roadside stops of commercial trucks and investigations into motor carriers' operations to ensure that for-hire motor carriers are properly licensed with the ICC and maintain the proper insurance. For more information click [here](#).

b) *Household Goods Movers*

Any business entity or individual engaged in the transportation of household goods on a for-hire basis in intrastate commerce in the State of Illinois must obtain a [Household Goods License](#) from the Commission and must conduct their operations in compliance with the Illinois Commercial Transportation Law, [625 ILCS 5/18c-1101 et seq.](#), and the Household Goods Administrative Rules, [92 Ill. Adm. Code 1457.10 et seq.](#) The Commission licenses all *intrastate* (moving within the State of Illinois) household goods moving companies. [NOTE: *interstate* household goods movers, who move goods from one state to the other, are licensed and regulated by the [Federal Motor Carrier Safety Administration](#).]

c) *Relocation Towing*

In Illinois, private property owners have the right to have unauthorized vehicles removed from their premises. Ordinarily these actions are regulated by, and subject to, local ordinances.

However, under the [Illinois Commercial Relocation of Trespassing Vehicles Law](#) any county may opt to provide that the towing of vehicles from private property be regulated by the ICC.

This law does not affect the towing of vehicles parked on public streets, the activities of towing companies who tow damaged or disabled vehicles, companies engaged in the repossession of motor vehicles, or vehicles that are towed at the direction of the police.

If you desire to provide towing service for the removal of trespass vehicles from private property, or if your vehicle has been towed from private property, and the property is NOT located in Cook, DuPage, Kane, Will and Winnebago counties, you should contact your local authorities for licensing and public protection information. Relocation towing companies, tow truck operators, and dispatchers are licensed by the ICC for two-year periods. Information concerning criminal records and driving records are carefully checked before licenses are issued or renewed.

For more information, review the [Consumer's Guide to Relocation Towing Regulations](#).

d) *Safety Relocator*

The ICC regulates the towing of damaged and disabled vehicles from public and private property through the [Illinois Commercial Safety Towing Law](#). The ICC Police investigates consumer complaints of illegal practices. The Safety Towing Law applies to the counties that are also subject to the [Illinois Commercial Relocation of Trespassing Vehicles Law](#), such as, Cook, DuPage, Will,

Kane, and Winnebago. Safety towers must register with the Commission annually as the registrations expire on July 31st of each year.

*e) Personal Property Warehouses*

The ICC has regulatory responsibility over personal property warehouses operating in the State. These responsibilities include licensing, inspection, and protection of the public's goods through insurance and safety standards. The ICC Police enforces the [Personal Property Storage Act](#) by performing inspections of the warehouses and investigating noncompliance which may result in issuance of fines through administrative citations.

*f) Collateral Recovery*

The ICC has regulatory responsibility over the repossession industry operating in the State pursuant to the [Collateral Recovery Act](#). The Commission has state-wide authority to regulate individuals and entities engaged in the business of collateral recovery. The ICC Police enforces the Act by investigating informal consumer complaints and inspecting remote storage locations, and main and branch offices with secured storage facilities.

*g) Unified Carrier Registration*

Unified Carrier Registration (UCR) is authorized under a federal statute, the Unified Carrier Registration Act, 49 U.S.C. 14504a, that was enacted by Congress in 2005. The UCR is a base-state program; that is, every for-hire and private interstate motor carrier, broker, freight forwarder, or leasing company subject to UCR requirements deals for UCR purposes with the state in which it is based. Each entity subject to UCR is required to register annually and to pay an annual fee. The primary purpose of UCR is to protect the public from unfit and illegal trucking companies, and to maintain accurate motor carrier demographic and enforcement records. All the revenue collected under the UCR program must be used for motor carrier safety and fitness.

The ICC's Transportation Bureau offers [online registration](#) through its website. The ICC Police enforces the UCR by patrolling for unregistered for-hire and private interstate motor carriers, brokers, freight forwarders, and leasing companies and issuing administrative citations for noncompliance.

**6. RAILROAD SAFETY**

The ICC has jurisdiction to administer and enforce general safety requirements for track, facilities, and equipment belonging to rail carriers within Illinois through the [Illinois Commercial Transportation Law](#). The Rail Safety Section of the Transportation Bureau administers three programs designed to administer and enforce requirements of the ICTL.

*a) Crossing Safety Improvement Program*

The Commission has the responsibility to improve safety at public highway-rail crossings in the State of Illinois with the cost of such improvements paid by the state, the railroads, and local governments. On state roads, the Illinois Department of Transportation (IDOT) pays the majority of



the costs through the State Road Fund. For local roads, the Illinois General Assembly created the [Grade Crossing Protection Fund](#) (GCPF) to bear the majority of the costs of improvements.

For more information click [here](#).

*b) Inspection Program*

The Commission has federally certified inspectors to enforce state and federal regulations in the following rail disciplines:

- Track Safety;
- Rail Transportation of Hazardous Materials;
- Railroad Operating Practices; and
- Grade Crossing Signaling system.
- For more information click [here](#).

*c) Public Education & Outreach*

[Operation Lifesaver](#) is a national public education program designed to heighten the motoring public's awareness of the laws governing rail and highway crossings and the dangers associated with disobeying those laws. Commission Staff coordinates Operation Lifesaver activities in Illinois, which often includes thousands of presentations annually. The primary target audience is school children, particularly new drivers. Other target audience include senior citizens, schoolbus companies and companies that employ professional drivers.