

1 BEFORE THE
2 ILLINOIS COMMERCE COMMISSION
3 PUBLIC UTILITIES REGULAR OPEN MEETING
4 THURSDAY, JUNE 10, 2021
5 Chicago, Illinois

6
7 Met pursuant to notice via videoconference
8 at 11:30 a.m. at 160 North LaSalle Street, Chicago,
9 Illinois.

10
11 PRESENT:

- 12 CARRIE ZALEWSKI, Chairwoman
 (via videoconference)
13 D. ETHAN KIMBREL, Commissioner
 (via Springfield Office)
14 MARIA S. BOCANEGRA, Commissioner
 (via Springfield Office)
15 MICHAEL T. CARRIGAN, Commissioner
 (via Springfield Office)

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21 BRIDGES COURT REPORTING
BY: Jennifer Orozco
22 Notary Public

1 CHAIR ZALEWSKI: Good morning. Under the
2 Open Meetings Act and in accordance with the
3 Governor's Executive Orders, I call the June 10,
4 2021, Regular Open Meeting to order.

5 Before we proceed and for clarity
6 of the record, I would ask everyone to state their
7 name before speaking and to speak slowly and
8 clearly so that the Court Reporter can capture
9 everything that is said.

10 I already checked that all four
11 commissioners are with us; we have a quorum.

12 Today, we have three requests to
13 speak, and going in the order that we have received
14 the requests to speak, we will be hearing from the
15 following three people. First: Allan Max Axelrod.
16 Second: Beau Barber. Third: Benjamin Theobald.

17 Under 2 Illinois Administrative
18 Code Section 1700.10, any person desiring to
19 address the Commission shall be allowed up to three
20 minutes. My advisor, Tetyana Rabczak, will have
21 the timer on the screen. Only one person may speak
22 on behalf of the organization. Please note that

1 the Commission will not respond directly to any
2 comments. Any person wishing to provide any
3 further comments may submit a written statement to
4 the Commission. The written comments may be
5 submitted by going to the ICC's website at
6 icc.illinois.gov. Go to the e-Docket system, then
7 look for the related docket, and in that docket
8 click the "File A Comment" link. You can also call
9 the ICC Consumer Services Division at (800)
10 524-0795 and they can assist in helping you submit
11 the comment.

12 First, Mr. Allan Max Axelrod. Are
13 you on?

14 MR. AXELROD: Yes. I'm on. Can you hear
15 me?

16 CHAIR ZALEWSKI: We can hear you.
17 Mr. Axelrod, please state and spell your name, and
18 then we will begin the timer.

19 MR. AXELROD: My name is Allan Max Axelrod,
20 A-L-L-A-N, M-A-X, A-X-E-L-R-O-D. I'm the campaign
21 lead of No Ameren Shutoffs, a zero-dollar
22 all-volunteer coalition of 48 member organizations

1 and counting, spanning the State of Illinois, north
2 and south, east and west. We've won four utility
3 shutoff moratoria, and you've heard from us a lot.

4 This is going to be more of a
5 personal comment today because one of the things
6 that may not have been explicitly stated is we know
7 the political ecosystem that you are in. We know
8 that some of you, or rather all of you, signed an
9 open letter back in September of last year showing
10 that you clearly understood the need to advocate.
11 And so the reasonable assumption is, then, that
12 there are systemic pressures that, whether they are
13 professional or political, mean that you fear the
14 sacrifice of speaking.

15 So allow me to illustrate why I
16 cannot empathize with that, by outlining just some
17 of the sacrifices that I have made. I've endured
18 professional retaliation before, it's possible to
19 outmaneuver. During the Graduate Employee's
20 Organization strike in 2018 at the University of
21 Illinois, Urbana-Champaign, my advisor tried to
22 retaliate against me by saying I was withholding

1 research labor. I was able to outmaneuver that
2 because I was not withholding my research labor and
3 I stuck to the receipts. I endured retaliation.

4 When I was a county employee at
5 the Champaign County Treasurer's Office, during the
6 pandemic, before my health insurance kicked in, to
7 do right by other people when it comes to their
8 rights in the workplace. Why have you not
9 sacrificed?

10 I have sacrificed my health during
11 this. I even was reported on being in the hospital
12 with a hernia in large connection due to the trauma
13 that this has been causing me. What have you
14 sacrificed?

15 I had been targeted by my state
16 representative and my township supervisor during
17 this. What have you sacrificed?

18 Amongst all the things that we
19 have been telling you, what factual errors were
20 there? The answer is, there were none. When you
21 look at your loved ones and you think to
22 yourselves, "You are good people," there are

1 receipts, frankly, to the contrary, and that can
2 change.

3 We haven't been asking you to
4 spend more money, we've been asking you to speak.
5 Legitimize the suffering of all the folks who have
6 been shut off during this pandemic and continue to
7 be shutoff. Thank you.

8 CHAIR ZALEWSKI: Thank you, Mr. Axelrod.

9 Next, Beau Barber.

10 Mr. Barber, are you there?

11 MR. BARBER: (No verbal response.)

12 CHAIR ZALEWSKI: I do not see you and I'll
13 do a second call for Mr. Beau Barber?

14 I still don't see you online.

15 Okay.

16 Mr. Benjamin Theobald, are you
17 there?

18 MR. THEOBALD: Yes. I am here. Am I coming
19 in clearly?

20 CHAIR ZALEWSKI: You are. If you could just
21 state and spell your name again. We will start the
22 timer after you've stated your name.

1 MR. THEOBALD: Sure. My name is Benjamin
2 Theobald, B-E-N-J-A-M-I-N, last name Theobald,
3 T-H-E-O-B-A-L-D. I am a member of the
4 Champaign-Urbana Democratic Socialists of America,
5 I am also a member of the No Ameren Shutoffs
6 movement as you've heard of us. I am again
7 requesting that you put in a moratorium on utility
8 protections here in Illinois, preferably a
9 permanent one, or mandatory one.

10 Obviously, the pandemic has -- we
11 have improved our vaccinations numbers. Right now,
12 I'm getting -- pulling that up. More than 68
13 percent of Illinois adults have received at least
14 one vaccine dose, 51 percent of Illinois adults are
15 fully vaccinated, but keep in mind, we still now
16 have to worry about children and teenagers and as
17 was -- I believe it was Beau who said, that his
18 niece got COVID, at the last ICC meeting. We've
19 had a seven-day average of just a little over 460
20 COVID cases and as I've said before, other states
21 such as Rhode Island, New York, and Texas have a --
22 have put in moratoriums on utility protections, so

1 I don't see why Illinois can't do that.

2 The Illinois -- the U. S. --
3 United States Department of Labor estimated that
4 29,013 new unemployment claims were filed during
5 the week of May 31st. So people are still
6 struggling with unemployment which means they'll be
7 struggling paying their, you know, bills -- utility
8 bills.

9 We -- I -- came in contact,
10 recently, with a man who said that he was notified
11 that he would -- his -- American Water had a --
12 didn't have any assistance options available for
13 him and that he was notified of a disconnection
14 notice for -- that would be upcoming on June 14th.
15 Now, he apparently has been having trouble with
16 American Water, and they haven't exactly been very
17 cooperative or transparent, and he said that he
18 received no assistance and I know we have the UDAP
19 program that J.B. Pritzker -- I believe it was
20 like 1.5 billion. But he said that as of now, they
21 have refused both -- a -- the -- this man in
22 Peoria, refused to delay the disconnection date and

1 that the Peoria Sewer District had -- didn't offer
2 anything except he said a few church helpline phone
3 numbers. So he was -- this man was,
4 understandably, very frustrated.

5 So there seems to be a lack of
6 transparency and communication now with what's been
7 -- you know, despite the UDAP program. So I,
8 again, ask you to -- I think we should put in the
9 mandatory moratorium here in Illinois. Thank you
10 very much.

11 CHAIR ZALEWSKI: Thank you, Mr. Theobald.
12 This concludes our public comments, so we're going
13 to move on to our agenda.

14 May 10th, 2021 Regular -- excuse me, the May 10th,
15 2021, Public Utility Special Open Meeting Minutes.
16 There are edits to the May 13th, 2021, Public
17 Utilities Regular Open Meeting Minutes. Are there
18 any objections to approving the minutes as edited?

19 (No verbal response.)

20 CHAIR ZALEWSKI: Hearing none, the minutes
21 are approved.

22 Under the Electric Items: Item E-1

1 concerns ERM21-060, which is Ameren Illinois'
2 filing to update its supplier terms and conditions
3 to incorporate and revise selling methods for its
4 customers that take supplies from retail electric
5 suppliers. Under the revisions, Ameren will
6 perform netting and billing calculations for retail
7 electric supplier customers enrolled in that
8 metering program. Ameren will include the results
9 of the calculations on retail electric supplier
10 customers' bills, which reflects the energy charges
11 delivered by the retail electric supplier and
12 Ameren still agrees to those charges.

13 Ameren proposed the changes to
14 address its ongoing concern about weak electric
15 suppliers incorrectly calculating that metering
16 credit for the customer bills, which Ameren states
17 has caused frustration among customers. Staff
18 recommends not suspending the filing. Are there
19 any objections to not suspending the filing?

20 (No verbal response.)

21 CHAIR ZALEWSKI: Hearing none, the filing is
22 not suspended.

1 E-2 concerns Regional Resources
2 Energy Group's motions to withdraw its application
3 seeking authority to operate as a retail
4 electricity supply agent, broker, or consultant in
5 Illinois. The applicant decided not to proceed
6 with this application and motioned to withdraw it
7 without prejudice. Are there any objections to
8 granting the motion to withdraw?

9 (No verbal response.)

10 CHAIR ZALEWSKI: Hearing none, the motion is
11 granted.

12 Items E-3 and E-4 concern
13 applications for Certificates of Authority to
14 Install, Maintain, or Repair Electric Vehicle
15 Charging Station Facilities in Illinois. The
16 orders grant the licensees, finding the applicants
17 meet the requirements. Are there any objections to
18 considering these items together and approving the
19 orders?

20 (No verbal response.)

21 CHAIR ZALEWSKI: Hearing none, the orders
22 are approved.

1 Item E-5 concerns an application
2 for a Certificate of Service Authority to Operate
3 as an Installer of Distributed Generation
4 Facilities in Illinois. The order grants the
5 certificate, finding that the applicant meets the
6 requirements. Are there any objections to
7 approving the order?

8 (No verbal response.)

9 CHAIR ZALEWSKI: Hearing none, the order is
10 approved.

11 Items E-6 through E-11 concern
12 applications for Certifications to Install Energy
13 Efficiency Measures in Illinois. The orders grant
14 the certificates, finding that the applicants meet
15 the requirements. Are there any objections to
16 considering these items together and approving the
17 orders?

18 (No verbal response.)

19 CHAIR ZALEWSKI: Hearing none, the orders
20 are approved.

21 Under our Gas Items: Item G-1
22 concerns Docket 19-0294, in which Nicor Gas seeks

1 to review the accuracy and the prudence of the
2 company's qualifying infrastructure of planned
3 expenses and to reconcile the costs of revenues for
4 the 2018 calendar year. The order approves the
5 reconciliation, finding Nicor's investment to be
6 prudent and reasonable.

7 We do have substantive edits that
8 require Nicor Gas, in future Rider QIP
9 reconciliation filings, to file a report detailing
10 each project that Nicor chose not to bid
11 competitively, and a detailed explanation of Nicor
12 Gas's decision to do so. The order also directs
13 Nicor and Commission Staff to work collaboratively
14 to agree upon the spoken format of the report. I
15 believe there may be edits. Is there any second?

16 MS. BOCANEGRA: Second.

17 CHAIR ZALEWSKI: Any objection to approving
18 the edits to the order?

19 (No verbal response.)

20 CHAIR ZALEWSKI: Hearing none, the edits are
21 approved. Are there any objections to approving
22 the order as edited?

1 (No verbal response.)

2 CHAIR ZALEWSKI: Hearing none, the order is
3 approved.

4 Item G-2 concerns Docket 21-0233,
5 in which Ameren requests to reconcile revenues
6 under Supplemental Customer Public Utility
7 Assessment Charge for the company's fiscal year of
8 2020. The order approves the reconciliation as set
9 in the appendix to the order, finding that the
10 costs during the reconciliation periods are
11 accurate and consistent with the terms of the
12 natural gas supplemental customer charge tariff.
13 Therefore, the costs are reasonable. Are there any
14 objections to approving the order?

15 (No verbal response.)

16 CHAIR ZALEWSKI: Hearing none, the order is
17 approved.

18 Moving on to our
19 Telecommunications Items: Item T-1 concerns MCI
20 Communications Services' request to cancel
21 Certificates of Service Authority under the
22 company's past name and re-issue them to the

1 company under its new name. The order grants the
2 request, withdrawing the Certificate from MCI
3 Communications Services, Inc. and reissues them to
4 MCI Communications Services, LLC. Are there any
5 objections to approving the order?

6 (No verbal response.)

7 CHAIR ZALEWSKI: Hearing none, the order is
8 approved.

9 Item T-2 concerns Earthlink's
10 application for a Certificate of Service Authority
11 to Operate as a Re-seller of Telecommunications
12 Services in Illinois. The order grants the
13 certificate, finding that the applicant meets the
14 requirements. Are there any objections to
15 approving the order?

16 (No verbal response.)

17 CHAIR ZALEWSKI: Hearing none, the order is
18 approved.

19 Item T-3 concerns Wide Voice's
20 request for proprietary treatment of information in
21 the petitioner's report. The order grants the
22 protection, finding that the information is highly

1 proprietary and confidential. Are there any
2 objections to approving the order?

3 (No verbal response.)

4 CHAIR ZALEWSKI: Hearing none, the order is
5 approved.

6 Moving on to Other Business: Items
7 O-1 and O-2 concern approval of batches, contracts,
8 and confirmations under the Illinois Adjustable
9 Block Program and Solar For All program.

10 Are there any objections to
11 considering these items together and approving the
12 Program Administrator's submission?

13 (No verbal response.)

14 CHAIR ZALEWSKI: Hearing none, the
15 submissions are approved.

16 Item O-3 concerns the Annual
17 Report on Cable and Video Service Deployment by
18 Providers Granted State-issued Cable and Video
19 Service Authorization. As required by the Cable
20 and Video Law, the Commission provides the support
21 summarizing deployment information supplied to it
22 by holders of State-issued video and cable services

1 authorization. The Commission will, consistent
2 with its statutory obligations, continue to monitor
3 and annually report on cable and video deployment
4 efforts pursuant to Section 21-1101K of the
5 Illinois Public Utilities Act. We have Jim
6 Zolnierek, who is the chief of the Commission's
7 Public Utility Bureau, here to speak on the item
8 and to answer any commissioner questions.

9 Jim, I see you on the screen, you
10 may proceed.

11 MR. ZOLNIEREC: Thank you. Good morning,
12 Chairman.

13 Good morning, Commissioners.

14 The cable and video competition
15 law of 2007 permits cable and video providers to
16 obtain from the Commission a state-authorized
17 authorization to offer or provide cable and video
18 services. Entities don't need to get this
19 authorization in order to provide services. They
20 may also elect to provide services through
21 traditional franchise agreements with local
22 franchising authorities.

1 The Commission has authorized 26
2 providers to provide cable and video services to
3 date. There are two classes of holders that have
4 state-issued authorizations. The first: Holders
5 with one million telecommunications access lines in
6 the state, and then there are all other holders.
7 So those two classes there.

8 As conditions of State-issued
9 authorization, holders with more than a million
10 telecommunications access lines must provide access
11 to their video service to at least 35 percent of
12 households in the telecommunication service area
13 within three years of receiving authority, or
14 authorization, and to 50 percent of households
15 within five years of receiving authorization.
16 Within three years of receiving authorization,
17 ensure that at least 30 percent of households have
18 access to video services below income.

19 And finally, in each exchange,
20 they must provide access to a percentage of
21 low-income customers that is at least equal to the
22 percentage of low-income customers residing in that

1 exchange. As a condition of State authorization,
2 all other holders, the other class of holders, must
3 provide access to cable and video services to at
4 least 35 percent of households in each exchange, or
5 local unit of government, in which they are
6 authorized to provide service and 50 percent within
7 five years of receiving authorization.

8 I note here that included in the
9 other class of holders are incoming cable providers
10 that provide a service under a franchise's
11 authority as of June 30th, 2007, and then
12 eventually came to the Commission for an
13 authorization to provide service later, when their
14 franchise expired or they terminated it. Those
15 incumbent providers are instead obligated to
16 provide access to cable services within their
17 jurisdictions that match the requirements under
18 their cable franchise as of June 30th, 2007, so the
19 requirements are a bit different.

20 The other class of holders is also
21 within three years of receiving authorization
22 required to ensure at least 30 percent of

1 households have access to their cable and video
2 services below income. And again, they have an
3 obligation that within each exchange, or local unit
4 of government, the percentage of low-income
5 customers that they provide service to must equal
6 the percentage of low-income customers that reside
7 in that exchange or local area of government --
8 local unit of government.

9 As a condition of the State-issued
10 authorization, providers are required by April 1st
11 each year. They will submit a report to the
12 Commission on their deployment status in each of
13 their service areas. All companies submitted to
14 the Commission report, summarizing their status
15 issue.

16 The ICC's authority to administer
17 the article is expressly limited to the powers and
18 duties explicitly provided under the act. And one
19 of those powers is not enforcement of the
20 requirements that we just talked about. The
21 Attorney General and not the Commission is the
22 entity responsible for administering and ensuring

1 holder's compliance with the Cable and Video
2 Services Act of 2007 and has the discretion to
3 address violation by holders stated to use
4 authorizations.

5 Each year, staff apprises the
6 Attorney General if there are violations that are
7 included in their reports to the Commission. The
8 Commission is required by July 1st each year to
9 submit the information reported by providers to the
10 General Assembly. Thanks to Sam McClerren and
11 staff who compiled the information this year and
12 put this report together. And with your approval,
13 the Office of Governmental Affairs will format and
14 print the report and submit it to the General
15 Assembly.

16 And I do ask leave to make one
17 change in the report. It was discovered that
18 there's a typo in the conclusion of the report, in
19 particular, on page 19. This is essentially trail
20 off and then yes, the -- then we will be able to
21 make a non-segment -- substantive edit to revise
22 the sentence so it reads, "Information supplied to

1 it by holders of State-issued Cable and Video
2 Service Authority." That sentence had just trailed
3 off and we had not completed that sentence. So I
4 request leave to make that change before we submit
5 it.

6 And I'm available if you have any
7 questions. Thank you.

8 CHAIR ZALEWSKI: Do any commissioners have
9 any questions for Jim?

10 MR. CARRIGAN: Can I ask a couple of
11 questions if you have the report?

12 MR. ZOLNIEREK: Yes. I do. I do have.

13 MR. CARRIGAN: Like page 8. And we can do
14 this just kind of briefly. It talks about one of
15 the providers at the very bottom of the page, Jim.
16 It says -- it talks about their -- it's comparing
17 their video services from 2019 to 2020. And in
18 this particular line item, it goes from a 104,516
19 to 116,787, a build-out of 47 percent. I don't
20 understand the 47 percent.

21 MR. ZOLNIEREK: Oh. I believe that's total
22 of customers in that area. So it's 47 percent of

1 customers, it was an increase 45 -- 47 percent out
2 of 47 percent of customers.

3 MR. CARRIGAN: That kind of -- in the
4 report, it does that many, many times and it's -- I
5 found that just a little bit confusing. But this
6 is my first time through this report.

7 MR. ZOLNIEREK: Yeah. My apologies. That
8 goes -- because of the requirement as -- as I was
9 kind of going through it. The requirement is to
10 build out to a certain percentage of your
11 customers. So like -- and this is AT&T we're
12 talking about, here. AT&T has their
13 telecommunications footprint, so they've so many
14 customers in that area and they need to build-out.
15 They did need to build out to 30 percent and then
16 50 percent within three and five years and they met
17 those requirements, but that build-out is a
18 percentage of that customer base. And then if you
19 move to the other holders, it would be a
20 percentage, for example, in a local unit of
21 government, so you know, city or something like
22 that.

1 MR. CARRIGAN: So that explains that. Thank
2 you. When you were providing the overview of this
3 annual report, you talked about the Attorney
4 General's Office is the ones that deal with
5 compliance?

6 MR. ZOLNIEREK: Correct.

7 MR. CARRIGAN: Because a -- in a few places
8 in this report, it talks about they're not in
9 compliance, not in whole, but in certain parts. So
10 that would be -- the AG's office would deal with
11 that?

12 MR. ZOLNIEREK: Correct. The way this law
13 is written, the ICC has very limited authority. We
14 -- the ICC approves applications. And then there's
15 a couple of filing -- this report is the other --
16 another requirement. And then there's also some
17 service quality information they report to the
18 clerk's office that we cannot act on, but we
19 compile that information, or we just keep that
20 information in the clerk's office. But compliance
21 with the act is either through the courts or
22 through the AG explicitly and -- the ICC is

1 explicitly not permitted to take compliance action
2 on those type of things.

3 MR. CARRIGAN: Well, thank you. That you
4 answered my concern in your overview, so I'm
5 satisfied with the report. Thank you.

6 MR. ZOLNIEREK: Thank you.

7 CHAIR ZALEWSKI: Do we, I know this will be
8 a public report when filed with the General
9 Assembly, but do you -- do we send a courtesy copy
10 to the Attorney General's Office as well?

11 MR. ZOLNIEREK: Yeah. I don't know if we
12 have, but we certainly will this time.

13 CHAIR ZALEWSKI: Do other commissioners have
14 questions?

15 (No verbal response.)

16 CHAIR ZALEWSKI: Okay. Well, hearing no
17 other questions, then if there is no objection to
18 approving the annual report with the
19 non-substantive change on page 19 that
20 Mr. Zolnierек read into the record, I guess I'll
21 follow to see if there is an objection to moving
22 the report?

1 (No verbal response.)

2 CHAIR ZALEWSKI: Hearing none, the annual
3 report is approved with the non-substantive change
4 on page 19. Thank you, Dr. Zolnierek, for
5 presenting to us today.

6 This concludes our Public
7 Utilities Agenda.

8 Judge Teague-Kingsley, do we have any other
9 matters that come before the Commission today?

10 THE COURT: No, Madam Chairman.

11 CHAIR ZALEWSKI: Do other commissioners have
12 any business to discuss?

13 MS. BOCANEGRA: Chairman, this is
14 Commissioner Bocanegra. I have a brief comment I'd
15 like to share. I just wanted to extend a sincere
16 congratulations to our policy fellow, Kealie Vogel,
17 who actually joined my office following
18 Commissioner Oliva's departure from the Illinois
19 Commerce Commission. And we were happy to have her
20 on board. Kealie will be a senior scientific
21 specialist with the sustainability at the Illinois
22 Sustainable Technology Center in Champaign,

1 Illinois. So much congrats to Ms. Vogel and good
2 luck in your endeavors.

3 CHAIR ZALEWSKI: Thank you. Kealie did a
4 great job. The ICC -- we're lucky to have her, and
5 we do wish her the best. Any other comments from
6 Commissioners?

7 (No verbal response.)

8 CHAIR ZALEWSKI: I have few comments then.
9 First, I'd like to welcome my two new summer
10 interns to the Commission, Hannah Bucher and
11 Mehrdad Alvandi. Hannah Bucher is a rising 3L at
12 Chicago-Kent College of Law, and Mehrdad Alvandi is
13 a rising 2L at the Northwestern Pritzker School of
14 Law. They come with incredible resumes and we are
15 very excited to have them both in our team. We've
16 already given them a lot of work to do, so we
17 appreciate their help.

18 And then second, I would like to
19 remind customers at risk of service disconnection
20 about the State's Utilities Disconnection Avoidance
21 Program, or UDAP created by Governor J.B. Pritzker
22 that allocates about \$80 million to help households

1 in crisis. Through UDAP, eligible customers that
2 are LIHEAP or PIPP recipients and are at risk of
3 disconnection may receive a one-time credit of at
4 least \$250 up to a maximum of \$5,000 for each
5 eligible utility account.

6 LIHEAP is the Low Income Home
7 Energy Assistance Program and PIPP is the
8 Percentage of Income Payment Plan. Both programs
9 are designed to help low-income households pay for
10 home energy services.

11 If you believe you are eligible
12 for LIHEAP and PIPP and not currently signed up for
13 the program, please call your LIHEAP agency to see
14 if you qualify. To find your local agency, please
15 call DCEO's dedicated Help Illinois Families
16 hotline at 1 (833) 711-0374, or visit the website
17 www.helpillinoisfamilies.com.

18 I want to remind customers that if
19 you receive a disconnection notice that you can
20 avoid being shut off from service if you act
21 quickly. Call your utility and work out a deferred
22 payment arrangement. The utility can also tell you

1 whether you qualify for low payment assistance to
2 reduce what you owe in arrearages.

3 And finally, I'd like to remind
4 everyone of a few other resources currently
5 available to customers. First, eligible
6 Illinoisans can enroll in the Low-Income Home
7 Energy Assistance Program by calling 1 (877)
8 411-WARM, or 9276. Second, the Illinois Commerce
9 Commission stands ready to assist customers
10 navigate their options. The ICC has both English
11 and Spanish-speaking consumer counselors who can
12 help you file a complaint Monday through Friday,
13 8:30 to 5:00. The number to call is 1 (800)
14 524-0795. There is also additional information on
15 our ICC website at icc.illinois.gov, under the
16 "Consumer's" tab.

17 Are there any other comments?

18 (No verbal response.)

19 CHAIR ZALEWSKI: Hearing nothing and without
20 objections, the meeting is now adjourned. Thank
21 you.

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(Whereupon, the above-entitled
matter was adjourned at
12:01 p.m.)