



For Immediate Release
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ICC Continue Essential Operations, Impose Limitations to Protect Public and Employees from COVID-19

Chicago, IL- Chairman Carrie Zalewski announced on Monday that the Illinois Commerce Commission (ICC) will continue to operate during the Coronavirus (COVID-19) public health emergency, while taking precautionary measures at the direction of Governor JB Pritzker to protect the health and safety of the public and its employees.

“The health and safety of Illinois residents and our employees is of utmost importance. I applaud the Governor for taking some of the most proactive steps in the country and we will follow his lead. The ICC is continuing to operate, and we are here to serve, but have put remote-work initiatives and other limitations in place to help prevent the spread of COVID-19. We appreciate your cooperation and patience during these difficult times,” said Zalewski.

Until further notice, there is no walk-in access to the Illinois Commerce Commission Transportation Bureau’s Springfield and Des Plaines Offices. Applications with original signatures should be mailed with appropriate fees to:

Illinois Commerce Commission
527 E. Capitol Avenue
Springfield, IL 62701

Any questions should be directed to 217-782-4654.

In addition, there is no walk-in access to the Illinois Commerce Commission Public Utility Division, Chief Clerk’s Office. Applications with original signatures should be mailed to the address noted above. Please note, the post office rule applies, and filings will be accepted, if properly filed, based on the postmark date. Any public utility related questions should be directed to 217-782-7434.

Until further notice, direct access to the Illinois Commerce Commission’s Consumer Services Division (CSD) utility dispute line will be available, but with limitations. We ask for your patience during this time. If you are a consumer with a utility complaint, you are encouraged to file complaints online at <https://www.icc.illinois.gov/complaints/> or by mail to the ICC address above.

If you are interested in listening to the Commission's Regular Open Meeting scheduled for Wednesday, March 18, 2020, you may do so through the ICC website by clicking [here](#).

Additional information about the ICC and the services we provide are available through our website at <https://www.icc.illinois.gov/>. In addition, we are partnering with the Illinois Department of Public Health to share information about the Coronavirus Disease 2019 (COVID-19) which you can access by following the link at the top of our home page.

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About the Illinois Commerce Commission

The Illinois Commerce Commission (ICC) is a quasi-judicial body made up of five Commissioners. Through its Public Utility Program, the Commission oversees the provision of adequate, reliable, efficient and safe utility services at the least possible cost to Illinois citizens served by electric, natural gas, telecommunications, water and sewer public utility companies. Through its Transportation Regulatory Program, the Commission oversees public safety and consumer protection programs with regard to intrastate commercial motor carriers of general freight, household goods movers, relocation towers, safety towers, personal property warehouses and repossession agencies. The Commission's Rail Safety Program also inspects and regulates the general safety of railroad tracks, facilities and equipment in the state.

To learn more about the Commission, its offices and bureaus, click [here](#). If you are a consumer who needs help resolving a utility dispute call 800-524-0795 or file an online complaint [here](#). For a complaint related to transportation, call 217-782-6448.

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