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## **Citizens' Guide to the Illinois Commerce Commission Now Available on Website**

Chicago, IL... Illinois Commerce Commission (ICC) Chairman Carrie Zalewski today announced the release of a Citizens' Guide on the ICC website to help the public gain a greater understanding of the work that the ICC performs, and how members of the public may request information or assistance from the state agency.

"I am pleased the Citizens' Guide to the Illinois Commerce Commission is ready and available on the website. The ICC is a complicated state agency with many different facets. The guide will improve transparency by making it easier to navigate the agency, and better inform the public about how we can assist them," said Zalewski.

The ICC is a quasi-judicial body made up of 5 Commissioners. The Commission is responsible for regulating large public utilities (electric, gas, water, sewer, telecommunications) and administering consumer protection programs with regards 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.

"Whether you are interested in filing a consumer complaint against a utility or alternative retail energy supplier, looking for tips to follow before hiring a household goods mover, or information on rail safety, you will find it all in the guide," said Zalewski. "I encourage all Illinoisans to take a few minutes to visit our website and download a copy."

The 32-page Citizens' Guide to the Illinois Commerce Commission can be found on the consumer page of the ICC website at <https://www.icc.illinois.gov/consumer/>.

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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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