



Consumer assistance on

Public Utility Service

Counselors in the ICC's Consumer Services Division (CSD) provide assistance to consumers who have questions or complaints about their service, including applications for service, deposits, billing, payments, discontinuance, and reconnection of service. Staff also file complaints on behalf of consumers with issues related to supply service provided by alternative retail electric suppliers and alternative gas suppliers.

GETTING HELP

Before contacting the ICC, consumers should contact their service provider directly to address the concern. If a resolution is not reached, consumers can file an informal complaint with CSD. Most complaints are resolved informally between one and 14 days; however, if it isn't satisfactorily resolved, consumers may file a formal complaint for consideration by the ICC.

PUBLIC COMMENTS

Consumers can file a public comment regarding any case being considered by the Commission.

- **Comment online** through **eDocket**.
- **Call 800 524-0795** to relay your comment to a CSD counselor over the phone.
- **Speak before the Commission** by submitting a request **HERE**

OTHER INFO FOR CONSUMERS

- **Utility energy assistance information** including financial assistance, payment options, energy efficiency savings.
- **Electric** and **natural gas** supplier choice options and consumer protection information.
- **Citizens Guide to the ICC** provides explainers on the ICC's work and mission, including how the public can request information or assistance.
- **e-Docket** instructions on how to access electronic records, details, decisions in an ICC case file, and more.

CONTACT INFORMATION

Online
Complaint Form

1-800-524-0795

TTY: 1 800-858-9277 or 711
Monday - Friday 8:30am - 5:00pm
(se habla español)

ICC Consumer Services

527 East Capitol Avenue
Springfield, IL 62701