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## Several Illinois Electric and Gas Utilities Commit to Greater Winter Protections for Residential Customers

Chicago, IL...Over the last week, several Illinois utilities have announced that they voluntarily ceased disconnections for all residential customers through March 31, 2021. The voluntary moratorium on residential disconnections applies to customers of Ameren Illinois, ComEd, Liberty Utilities, Nicor, North Shore and Peoples Gas, providing greater protection to all residential customers than the statutory winter rules scheduled to take effect on December 1, 2020.

“Difficult times lie ahead in Illinois as we are experiencing a dangerous second wave of COVID-19 cases. The growing concerns of this virus have prompted the state’s largest gas and electric utilities to voluntarily stop disconnections for all residential customers immediately,” said Illinois Commerce Commission Chairman Carrie K. Zalewski. “We all must do as much as we can to stop the spread of COVID-19 and encourage each other to stay home and stay safe. I commend the utility companies who have stepped up to provide this needed protection for all of their residential customers.”

In a normal year, the winter rules do not apply to water utilities. This year, Aqua Illinois, Illinois American Water and Utility Services of Illinois have agreed to cease disconnections of participants in the State’s Low Income Home Energy Assistance Program (LIHEAP) or Percentage of Income Payment Plan (PIPP) and those who self-report to the utility that they are suffering financial or COVID-19 related hardship until March 31, 2021. For this protection, it is critical that LIHEAP and PIPP customers proactively contact their water utility to let them know about their status as participants in those programs. Likewise, all other water customers who are struggling with hardships during the pandemic must contact the water utility to self-report that hardship status in order to avoid disconnection.

Stipulated agreements reached between the utilities, consumer advocate groups and the ICC have also put into place bill payment assistance programs and extended deferred payment arrangements (DPAs) that vary by utility. Through December 26, 2020, residential customers can enter into longer DPAs with smaller down payments. To receive assistance benefits and to prevent disconnection, customers need to act quickly by calling the utility and verbalizing their hardship situation. Contact information for the utilities offering bill payment assistance is available on the attached document.

For more information about LIHEAP and PIPP eligibility and how to apply, visit the Illinois Department of Commerce and Economic Opportunity Utility Assistance page at <https://www2.illinois.gov/dceo/CommunityServices/UtilityBillAssistance/Pages/default.aspx/>.

For information about the ICC’s response to COVID-19, visit <https://www.icc.illinois.gov/home/covid-19>.

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# Struggling to pay your utility bills?

THE ICC WANTS YOU TO KNOW THAT HELP IS AVAILABLE.

UTILITY	BILL ASSISTANCE PROGRAM & CAP	EXTENDED DEFERRED PAYMENT ARRANGEMENTS (DPA)	PHONE & WEBSITE
	COVID-19 Economic Hardship Recovery Program Electric: \$200 Gas: \$150	Deadline to enroll January 31, 2021	1-800-755-5000 <a href="http://www.AmerenIllinois.com/Recovery">www.AmerenIllinois.com/Recovery</a>
	H2O Help to Others Program \$200	Deadline to enroll December 26, 2020	1-800-422-2782 <a href="http://www.amwater.com/ilaw/Customer-Service-Billing/customer-assistance-program">www.amwater.com/ilaw/Customer-Service-Billing/customer-assistance-program</a>
	Aqua Aid \$150-\$250	Deadline to enroll December 26, 2020	1-877-987-2782 <a href="http://www.aquaamerica.com/our-states/illinois/covid-19-relief.aspx">www.aquaamerica.com/our-states/illinois/covid-19-relief.aspx</a>
 An Exelon Company	ComEd Bill Payment Assistance \$500 Helping Hand Program \$300	Deadline to enroll December 26, 2020	1-800-Edison-1 (800-334-7661) <a href="http://www.comed.com/support">www.comed.com/support</a> <a href="http://www.comed.com/billassistance">www.comed.com/billassistance</a>
	COVID-19 Bill Payment Assistance Program \$300	Available until funds are exhausted	1-888-Nicor4U (888-642-6748) <a href="http://www.nicorgas.com/energyassistance">www.nicorgas.com/energyassistance</a>
	\$300	Deadline to enroll December 31, 2020	1-866-556-6004 <a href="http://www.wecenergygroup.com/home/message/nsg-covid-payment-relief.htm">www.wecenergygroup.com/home/message/nsg-covid-payment-relief.htm</a>
	\$500	Deadline to enroll December 31, 2020	1-866-556-6001 <a href="http://www.wecenergygroup.com/home/message/pgl-covid-payment-relief.htm">www.wecenergygroup.com/home/message/pgl-covid-payment-relief.htm</a>
	\$500	Deadline to enroll December 26, 2020	1-888-427-5632 <a href="http://www.midamericanenergy.com/coronavirus#support">www.midamericanenergy.com/coronavirus#support</a>



# ¿Tiene dificultades pagando sus facturas de servicios públicos?

## LA ICC QUIERE QUE SEPA QUE HAY AYUDA DISPONIBLE.

COMPAÑÍA DE SERVICIOS PÚBLICOS	PROGRAMA DE ASISTENCIA PARA FACTURAS Y LÍMITE	ARREGLOS EXTENDIDOS DE PAGO DIFERIDO (DPA)	TELÉFONO Y SITIO WEB
	COVID-19 Economic Hardship Recovery Program Eléctrico: \$200 Gas: \$150	Fecha límite para inscribirse 31 de Enero del 2021	1-800-755-5000 <a href="http://www.AmerenIllinois.com/Recovery">www.AmerenIllinois.com/Recovery</a>
	H2O Help to Others Program \$200	Fecha límite para inscribirse 26 de diciembre del 2020	1-800-422-2782 <a href="http://www.amwater.com/ilaw/Customer-Service-Billing/customer-assistance-program">www.amwater.com/ilaw/Customer-Service-Billing/customer-assistance-program</a>
	Aqua Aid \$150-\$250	Fecha límite para inscribirse 26 de diciembre del 2020	1-877-987-2782 <a href="http://www.aquaamerica.com/our-states/illinois/covid-19-relief.aspx">www.aquaamerica.com/our-states/illinois/covid-19-relief.aspx</a>
 An Exelon Company	ComEd Bill Payment Assistance \$500 Helping Hand Program \$300	Fecha límite para inscribirse 26 de diciembre del 2020	1-800-Edison-1 (800-334-7661) <a href="http://www.comed.com/support">www.comed.com/support</a> <a href="http://www.comed.com/billassistance">www.comed.com/billassistance</a>
	COVID-19 Bill Payment Assistance Program \$300	Disponible hasta que se agoten los fondos	1-888-Nicor4U (888-642-6748) <a href="http://www.nicorgas.com/energyassistance">www.nicorgas.com/energyassistance</a>
	\$300	Fecha límite para inscribirse 31 de diciembre del 2020	1-866-556-6004 <a href="http://www.wecenergygroup.com/home/message/nsg-covid-payment-relief.htm">www.wecenergygroup.com/home/message/nsg-covid-payment-relief.htm</a>
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	\$500	Fecha límite para inscribirse 26 de diciembre del 2020	1-888-427-5632 <a href="http://www.midamericanenergy.com/coronavirus#support">www.midamericanenergy.com/coronavirus#support</a>