



**For Immediate Release**  
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## ICC Takes Emergency Action to Halt ARES/AGS from In-Person, Door-to-Door Solicitations

Chicago, IL...In Emergency Special Session on Wednesday, the Illinois Commerce Commission issued Emergency Orders placing an immediate moratorium on in-person or door-to-door marketing of services by Alternative Retail Electric Suppliers (ARES) and Alternative Gas Suppliers (AGS) for the duration of the Coronavirus (COVID-19) pandemic. The action is in response to Governor Pritzker's public health emergency declaration.

"This step is being taken for the protection of both consumers and the ARES and AGS sales agents. In-person and door-to-door solicitations, being physically present with a customer, are contrary to the physical distancing being suggested by state and federal health and government officials to curb the spread of COVID-19 – which is our top priority right now," said Illinois Commerce Commission Chairman Carrie Zalewski.

The Commission is authorized by the General Assembly to oversee the operations of public utilities in the State of Illinois under the Illinois Public Utilities Act, including ARES Sections 16-115A(a) and AGS 19-115(a) of the Act. Further, Section 4-301 ensures that the entities by which the ICC has regulatory authority, must conduct their business in a manner which first and foremost protects the health and safety of the public, and ARES, AGS employees, agents and representatives.

Customers who wish to begin taking service from ARES and AGS are able to complete such transactions online, by mail or by telephone. In addition, ARES and AGS are free to continue marketing activities online, by mail or by telemarketing, provided that such activities are conducted lawfully and consistent with the Commission's Part 412 rules.

A copy of the Emergency Order for Docket No. 20-0310 can be found [here](#) and [here](#) for Docket No. 20-0311 on the ICC website.

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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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