



**For Immediate Release
March 17, 2020**

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ICC Asks Consumers to Minimize Contact with Utility Workers amid COVID-19 Concerns

Chicago, IL...In an effort to avoid the spread of COVID-19, the Illinois Commerce Commission (ICC) is asking consumers to minimize contact with utility workers who are working in their neighborhoods.

“As a means to protect yourself and others from the spread of COVID-19, please minimize any contact with utility workers who might come to your home or the home of a neighbor while attempting to service meters,” said ICC Chairman Carrie Zalewski. “Governor Pritzker and the ICC have asked the utilities to stop disconnections at this time. Utility workers may need access to ensure that citizens receive continuous services throughout the Public Health Emergency. Rather than confront the utility worker with your questions or concerns, it would be safer to call the utility or contact the utility through mail or electronic means. If you are a consumer who needs help resolving a utility dispute, you may also call the ICC or file an online complaint.”

We urge everyone to observe the social distancing protocols recommended by the CDC when interaction is necessary.

The ICC is in daily contact with representatives from each of the electric, natural gas, water and wastewater utilities regulated by the agency in order to keep abreast of issues that may arise during the COVID-19 outbreak. A re-occurring concern heard on the calls by the utilities is with so many people staying home, there has been unusually high engagement and close contact with consumers outside the affected customer (e.g., family members, neighbors, etc.) while attempting to install services, service meters or perform other essential work at customer homes.

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 Illinois Commerce Commission, 527 E. Capitol Ave., Springfield, IL 62701. Until further notice, direct access to the Illinois Commerce Commission’s Consumer Services Division (CSD) utility dispute line 1-800-524-0795 will be available, but with limitations. We ask for your patience during this time.

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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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