

Keeping Utilities On During the COVID-19 crisis

(Updated 10/22/2020)



I can't afford my gas, electric, and/or water bills because of COVID-19. Will my service be shut off?

On September 21st, several of the state's electric, natural gas, water and sewer utility providers said they will continue to delay turning off certain residential customers' utilities through the winter.

How long will I be protected from shutoffs?

Ameren Illinois, Aqua Illinois, Illinois American Water, ComEd, Peoples Gas, North Shore Gas, and Utility Services of Illinois will not disconnect low-income (Low Income Home Energy Assistance Program qualified) residential customers and those financially impacted by COVID-19 until **March 31, 2021**.

MidAmerican will not disconnect only Low Income Home Energy Assistance Program qualified residential customers through **March 31, 2021**.

Nicor Gas and Liberty Utilities will delay disconnection for all residential customers until **March 31, 2021**.

Note: Utility providers should not disconnect your service if you have received LIHEAP, PIPP or are experiencing a "financial hardship" that is related to COVID-19. If your utilities are off or you are at risk of having utilities turned off, you may need to emphasize that you are going through financial hardship.

Does this mean I never have to pay these utilities?

No. Please remember that, even though bills may not be due until later, all of your usage will be recorded and you will eventually need to pay in full for all utilities you used during this time.

What should I do if my service is already off or I cannot pay?

ComEd is willing to turn electricity back on in households and will not disconnect it again until March 31, 2021. Call ComEd at **800-334-7661** or visit **ComEd.com/DPA**.

Peoples Gas is allowing for payment plans and later due dates. Call **877-832-6747** or visit their website **www.peoplesgas.com**.

Nicor Gas has budget plans available, as well as some select grants. Call **888-642-6748** or email **customercare@nicorgas.com**.

Low Income Home Energy Assistance program (LIHEAP)

LIHEAP is a federally funded energy assistance program which helps low- and fixed-income families meet their energy needs during the winter heating season. The program runs from July 27, 2020 to June 30, 2021, or until funds run out.

For more information, call **877-411-9276** or visit **liheapillinois.com**.

City of Chicago Department of Water offers payment plans and has a Utility Billing Relief program (UBR). They are only accepting inquiries by email: **utilitybill@cityofchicago.org**.



Call

312.341.1070

Monday to Friday
between 8 AM and 4:30 PM

OR



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