

Keeping Utilities On During the COVID-19 crisis

(Updated 09/03/2020)



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

On September 2nd, 2020, several of the state's electric, natural gas, water and sewer utility providers said they will continue to delay turning off residential customers' utilities temporarily.

How long will I be protected from shutoffs?

Nicor Gas, Northshore/Peoples Gas, Illinois American Water, Aqua Illinois, and Utility Services of Illinois will not shut off utilities until **September 30, 2020**.

Ameren Illinois and ComEd have stopped shut-offs through **September 10, 2020**.

Consumer Gas and Liberty Utilities will not disconnect customers until at least **December 26, 2020**.

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 September 10, 2020. 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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