

I AM UNABLE TO AFFORD MY GAS, ELECTRIC, AND/OR WATER BILL DUE TO THE COVID-19 PANDEMIC. WHAT CAN I DO?

In response to the current crisis, all private water, electric, and natural gas utilities in Illinois are temporarily required to create flexible payment procedures, **NOT** charge late payment fees, and **NOT** disconnect service.

HOW LONG WILL I BE PROTECTED FROM SHUT-OFFS AND LATE FEES?

As of now, all of your utilities are safe until May 1, 2020, or until the Governor announces the end of the COVID-19 state of public health emergency.

DOES THIS MEAN THAT I NEVER HAVE TO PAY THESE UTILITY BILLS?

No. Please remember that, even though bills may not be due until later, all of your usage will be recorded and will eventually need to be paid in full!

WHAT SHOULD I DO IF MY SERVICE IS ALREADY OFF, I CANNOT PAY, AND/OR I WILL LIKELY NOT BE ABLE TO PAY BY MAY 1, 2020?

ComEd is providing flexible plans for people who are unable to make their usual payments due to coronavirus and will work with you on restorations. Call ComEd at **800-334-7661** or visit ComEd.com/DPA.

RESOURCES

PEOPLES GAS is allowing for payment plans and extension of 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

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.

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

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



Call
312.341.1070

Monday to Friday
between 8 AM and 4:30 PM

OR



Apply Online

www.legalaidchicago.org