

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?

All of your utilities are safe and will not be disconnected until **May 31, 2020**, or as long as the Governor's shelter-in-place order remains in effect.

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 OR I CANNOT PAY?

COMED is willing to restore electricity in households, and they will not disconnect any service until **June 1, 2020**. Call ComEd at **800-334-7661** or visit **ComEd.com/DPA**.

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**.

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**.

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



Apply Online

www.legalaidchicago.org