



**Beginning January 1, 2020, no alternative retail energy supplier can enter into a new contract with a LIHEAP or PIPP participant.**

- Alternative energy suppliers are private companies that may try to sell you natural gas or electricity supply or services. Marketers may come to your door, call you on the phone, approach you at retail stores, or send you direct mail or electronic mail.
- Unlike a public utility, alternative energy suppliers can profit from the sale of natural gas or electricity. Alternative suppliers usually charge consumers higher prices than the regular public utility prices. Free gift cards or other incentives from suppliers generally do not offset their overall higher costs.
- The Home Energy Affordability and Transparency (HEAT) Act is a new law that protects LIHEAP and PIPP participants from the high prices charged by alternative energy suppliers. The HEAT Act became effective on January 1, 2020.

- **On or after January 1, 2020, alternative energy suppliers should not try to get current PIPP participants or anyone who has received a LIHEAP benefit within the past 12 months to sign a contract for their services.** If you currently participate and an alternative energy supplier gets you to sign a contract, your public utility will reject the enrollment. That contract is null and void. Your public utility will continue to deliver energy (gas or electricity) to your home.
- **Beginning January 1, 2020, you may cancel your contract with an alternative supplier and cannot be charged a cancellation fee.**
- **Signing up with a supplier will not affect your LIHEAP or PIPP benefits.** Those benefits will not be reduced or cut off even if you previously enrolled with an alternative retail energy supplier.
- **If you signed up with an alternative retail energy supplier prior to January 1, 2020, you will remain a customer of that supplier unless you ask the supplier to cancel your contract.** If you cancel your contract with a supplier, your public utility will begin to deliver your natural gas or electricity to your home without any disruption of service.
- **You may receive energy from an alternative supplier if your city or town has signed up for municipal aggregation, which means that your local government has negotiated one rate for all residents.** Even if your city or town has municipal aggregation, you are not obligated to participate and you may choose to opt-out of service from that alternative supplier.
- **Stay informed about alternative retail energy suppliers and be aware of misleading marketing.** If someone asks to see your utility bill, say no. Ask them to leave materials for you to review later on your own time. No alternative energy supplier is affiliated with or endorsed by your utility or the state of Illinois.

**To learn more information or file a complaint:**

The Illinois Attorney General's Office  
[www.IllinoisAttorneyGeneral.gov](http://www.IllinoisAttorneyGeneral.gov)  
Consumer Fraud Hotline: 1-800-386-5438  
Spanish Hotline: 1-866-310-8398

Illinois Commerce Commission  
[www.icc.illinois.gov/consumer/complaint/](http://www.icc.illinois.gov/consumer/complaint/)  
1-800-524-0795