



COVID-19 Protections For Small Utility Customers

On June 26, 2020, the temporary public utility disconnection suspension ended. However, consumer protections, repayment plans, and financial assistance are available to customers to address hardships brought on by the COVID-19 health and economic crises.

These Protections Apply Only To:

Customers of the following small, regulated utility service providers:

- Consumers Gas Co.
- Illinois Gas Co.
- Liberty Utilities Corp.
- MidAmerican Energy Co.,
- Mt. Carmel Public Utility Co.

- **The End of the Disconnection Moratorium:**
The disconnection suspension ended on June 26, 2020. For six (6) months after this date, customers who have fallen behind paying their utility bills have the right to an extended Deferred Payment Arrangement (DPA), which allows customers to pay down their balances over a period of at least eight (8) billing cycles, and up to twelve (12) billing cycles. DPA down payments are capped at 10% of the amount past due for all customers. Reconnection fees are waived for eligible customers.

Customers who are experiencing financial hardship as a result of COVID-19 may have access to additional assistance benefits from their utility. Customers may verbally notify their utility that they are experiencing a financial hardship to obtain these accommodations. Paperwork is not required.

Customers have additional rights depending on their utility service provider.

- **Consumers Gas** will continue to suspend disconnections and refrain from collecting late fees for six (6) months after June 26, 2020.
- **Illinois Gas** will continue to suspend disconnections and refrain from collecting late fees until at least after July 26, 2020; and will work with customers on a case-by-case basis to accommodate their specific situations for six (6) months after June 26, 2020.
- **Liberty Utilities** will continue to suspend disconnections, and refrain from collecting certain deposits and fees for six (6) months after June 26, 2020; and will offer extra-extended DPAs up to twenty-four (24) months to eligible customers. Bill payment assistance benefits are available to eligible customers. Funding is limited, and benefits will be distributed until funding is gone.
- **MidAmerican Energy** will continue to suspend disconnections and refrain from collecting late fees until at least after July 26, 2020; will offer extra-extended DPAs that allow for repayment over an eighteen (18) month period; and must refrain from collecting deposits for six (6) months after June 26, 2020. Bill payment assistance benefits are available to eligible customers. Funding is limited, and benefits will be distributed until funding is gone on a first-come basis.
- **Mt. Carmel Public Utility Co.** will continue to waive certain fees for six (6) months after June 26, 2020.

If you have questions about available assistance, please contact your utility service provider or visit them online.

ADDITIONAL LIHEAP AVAILABILITY

- **Extra funding for the Low-Income Home Energy Assistance Program (LIHEAP) was secured for Illinois customers through the federal CARES Act. LIHEAP provides assistance to low-income households to offset home heating and energy expenses.**
- **LIHEAP will begin accepting new applications for the upcoming program year on July 27, 2020 (several months earlier than normal).**
- **LIHEAP eligibility is determined by your household income over the last thirty (30) days. Residents who experience COVID-19 related unemployment or loss of income may qualify. Documentation is required to determine eligibility.**
- **To inquire about eligibility or to apply for LIHEAP, contact your Local Administering Agency.**

To locate your LAA (by county), and for more information, visit:
LIHEAPIllinois.Com and select “Where to Apply”.
If you need assistance from a live agent, call 877-411-9276.



For more information call the Attorney General's Consumer Fraud Bureau
Chicago: (800) 386-5438 Springfield: (800) 243-0618
Carbondale: (800) 243-0607 Spanish: (866) 310-8398

You can also submit a complaint online at
<https://ccforms submission.ilattorneygeneral.net/>