



# CITIZENS UTILITY BOARD

Fighting for Illinois Consumers

FOR IMMEDIATE RELEASE:  
Thursday, July 28, 2022

CONTACT:  
Jim Chilsen (o) 312-263-4282,  
(c) 312-513-1784

## **CUB URGES CONSUMERS TO CONTACT THEIR UTILITIES AS SOME PROTECTIONS EXPIRE JULY 31**

**JULY 28, 2022--** Amid high energy prices, the Citizens Utility Board (CUB) on Thursday urged consumers who are struggling to pay their utility bills to call their utilities immediately to learn about protections available to stay connected to service. Some of those safeguards expire July 31.

"It's been a rough year for utility customers, and it's so important that people keep the lines of communication open with their utilities," CUB Communications Director Jim Chilsen said. "Call to learn about energy assistance available and special payment plans to pay off your debt, and inquire about energy efficiency programs that can help soften the blow of these high prices."

Energy prices are at unprecedented levels for natural gas and electric customers. The ComEd and Ameren summer power prices are up by a range of 60 percent to 120 percent. Natural Gas prices offered by utilities across the state are up to 134 percent higher than last year.

CUB and other consumer advocates have negotiated with utilities to create protections to help people stay connected. But many of those end July 31. The following is a summary of the latest protections, broken down by the major utilities in the state, according to the Illinois Commerce Commission (ICC).

- **ComEd, Ameren, Nicor Gas, Peoples Gas and North Shore Gas** said they will not disconnect lower-income customers due to nonpayment, through July 31. Specifically, this covers customers who in 2022 have applied for or are receiving benefits through the Low Income Home Energy Assistance Program (LIHEAP) or the Percentage of Income Payment Plan (PIPP). Contact your utility to confirm eligibility.
- **ComEd:** LIHEAP or PIPP customers can receive Deferred Payment Arrangements (DPAs) of 12 months, with no down payment available through July 31. All other residential customers can sign up for a DPA of up to 12 months with 10 percent down until July 31.
- **Ameren:** LIHEAP or PIPP customers/applicants can receive extended deferred payment agreements for up to 18 months, with no down payment required until July 31. All other residential customers who contact Ameren can sign up for a DPA for up to 12 months with 10 percent down until July 31.

Ameren will waive reconnection fees for LIHEAP/PIPP qualified customers through July 31 and waive late fees for income-eligible gas customers.

*-more-*



# CITIZENS UTILITY BOARD

Fighting for Illinois Consumers

- **Nicor:** Any residential customer can sign up for an 18-month deferred payment arrangement (DPA) with no down payment required.
- **Peoples Gas/North Shore Gas:** LIHEAP/PIPP customers or applicants are eligible for an 18-month DPA with no down payment required through July 31.

All other residential customers may enroll in a 25 percent down, 18 month DPA through July 31. Peoples Gas/North Shore Gas will waive reconnection fees for eligible low-income customers through June 30 with repaid balance.

CUB encourages consumers to call their utilities to access these protections before they expire. Utility contact information:

- **ComEd** 800-334-7661
- **Ameren** 800-755-5000
- **Nicor** 888-642-6748
- **People's Gas** 866-556-6001 and **North Shore Gas** 866-556-6004

For more information about high energy prices, visit [CUBHelpCenter.com](http://CUBHelpCenter.com).

*CUB is Illinois' leading nonprofit utility watchdog. Created by the Illinois Legislature, CUB opened its doors in 1984 to represent the interests of residential and small-business utility customers. Since then, it has saved consumers more than \$20 billion by helping block rate hikes, secure refunds and fight for clean, low-cost energy. For more information, call CUB's Consumer Hotline, 1-800-669-5556, or visit its website, [www.CitizensUtilityBoard.org](http://www.CitizensUtilityBoard.org).*

###