

NEWS FROM THE ILLINOIS COMMERCE COMMISSION

ICC Formalizes Order to Stop Utility Disconnections and Late Payment Fees

The ICC voted unanimously to formalize Governor Pritzker and the ICC's request of Illinois electric, natural gas, water and wastewater utilities to cease disconnections and the threat of disconnections during the Coronavirus (COVID-19) public health emergency. The order also calls on the utilities to suspend late payment fees until May 1, or the crisis has passed, and to implement flexible utility credit and collection procedures to ensure customers remain connected to essential utility services when the emergency status ends.

ICC Takes Emergency Action to Halt ARES/AGS from In-Person, Door-to-Door Solicitations

The action is in response to Governor Pritzker's public health emergency declaration. Customers who wish to begin taking service from alternative energy suppliers are able to complete such transactions online, by mail or by telephone. In addition, suppliers are free to continue marketing activities online, by mail or by telemarketing, provided that such activities are conducted lawfully and consistent with ICC rules.

ICC Reminds Consumers that Utility Workers Will Maintain Safe Distances

In an effort to avoid the spread of COVID-19, the ICC is asking consumers to minimize contact with utility workers who are working in their neighborhoods. Utility workers may need access to ensure that citizens receive continuous services throughout the Public Health Emergency. Rather than confront the utility worker with your questions or concerns, it would be safer to call the utility or contact the utility through mail or electronic means. We urge everyone to observe the social distancing protocols recommended by the CDC when interaction is necessary.

COVID-19 NEWS AND CONTACT INFORMATION FROM OUR UTILITY COMPANIES



News from Ameren Illinois: [COVID-19 Update](#)

Contact Information: <https://www.ameren.com/illinois/csc>

Emergency 24/7: 1-800-755-5000 | Hearing Impaired Phone: 711

Customer Service for Business: 1-800-232-2477 (Hours 7:00am-7:00pm, Monday through Friday)

Additional Contact Information: <https://www.ameren.com/illinois/contact-us>



News from ComEd: [ComEd Taking Steps to Support Customers](#) and [How Will COVID-19 Impact My Electric Service?](#)

Contact Information: <https://www.comed.com>

Emergency 24/7: 1-800-334-7661 | Hearing Impaired TTY: 1-800-572-5789

Customer Service for Business: 1-877-426-6331 (Hours 7:00am-7:00pm, Monday through Friday)



News from Nicor Gas: [NicorGas Provides Energy Assistance Resources](#)

Contact Information: <https://www.nicorgas.com/business>

24/7 Customer Service: 888-642-6748 | Hearing Impaired TTY: 1-800-942-9727



News from North Shore: <https://www.wecenergygroup.com/home/message/nsg-safety-message.htm>

Contact Information: northshoregasdelivery.com/business

Gas Emergencies 24/7: 1-866-566-6005 | Hearing Impaired TDD: 866-566-6007

Customer Service for Business: 1-844-889-3502 Hours 7:00am-7:00pm, Monday through Friday



News from Peoples Gas: <https://www.wecenergygroup.com/home/message/pgl-safety-message.htm>

Contact Information: peoplesgasdelivery.com/business

Gas Emergencies 24/7: 1-866-556-6002 | Hearing Impaired TDD: 1-866-556-6007

Customer Service for Business: 1-844-889-3501 (Hours 7:00am-7:00pm, Monday through Friday)

FOR IRMA MEMBERS WHO HAVE SIGNIFICANT CHANGES IN ENERGY USAGE

IRMA is working with electricity and gas suppliers to determine when it is appropriate for Members to notify their power and gas suppliers of changes in their energy usage as a result of COVID-19. For example, should Members notify their suppliers if they have suspended operations temporarily, or shortened hours of operations? IRMA is working to determine what constitutes a change that is "significant enough" for suppliers to adjust load forecasts. We are also trying to determine when changes in usage could result in supplier penalties and if suppliers will waive the penalties. There will be more information to come on this topic.

FOR MORE INFORMATION OR ASSISTANCE WITH UTILITY SERVICES, CONTACT THE IRMA ENERGY TEAM

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Energy Program Coordinator Maggie Murphy: O (773) 871-1110 | C (312) 622-0053