

CITIZENS UTILITY BOARD (CUB)

Represents utility ratepayers:

- Illinois Commerce Commission, IL General Assembly, Courts

Helps individuals:

- 1-800-669-5556 (hotline)
- citizensutilityboard.org

Advocates for affordable and sustainable energy policies in IL



Bill Payment Assistance (BPAs)

ComEd : Up to \$500 in assistance

Income up to 300% FPL, 18 months 0% down payment

All residential customers , 18 months 10% down payment

Nicor Gas: Up to \$300

All residential customers who need assistance, 24 months with 0% down payment

Peoples Gas/ Northshore: Up to \$500

Income up to 300% FPL, 18 months, 0% down payment

All residential customers, 18 months 10% down payment



Bill Payment Assistance (BPA)

Illinois American Water : H2O (Help to Others) program

Up to \$200 in assistance

Income up to 300% FPL, 18 months 0% down payment

All residential customers , 18 months 10% down payment

Aqua: Aqua Aid Up to \$250

Income up to 300% FPL, 18 months 0% down payment

All residential customers , 18 months 10% down payment

Call your utility to ask about these programs, available until funds deplete



Deferred Payment Arrangements (DPAs)

ComEd, People's Gas and North Shore Gas:

Any customer who calls their utility can get on a 18 month DPA for the amount owed and not covered by other financial assistance.

Customers income up to 300% FPL, 18 months DPA, 0% down payment
All other customers , 18 months DPA, 10% down payment

Available until June 30th

Customers can self-certify income level and will not need to provide documentation to get those protections

Nicor: All customers, 24 months DPAs **available until July 31st**



Reconnection Assistance

Customer who calls their utility before July 10, up to 300% FPL, can receive reconnection assistance by paying 25% of their arrearage (what they owe).

Customers above 300% FPL will be required to pay their entire balance to get reconnected.



Federal Poverty Level (FPL)

2021 Federal Poverty Level - MONTHLY Income

Family Size	125% FPL	150% FPL	175% FPL	200% FPL	250% FPL	300% FPL	400% FPL
1	\$1,342	1,610	1,878	2,147	2,683	3,220	4,293
2	\$1,815	2,178	2,540	2,903	3,629	4,355	5,807
3	\$2,288	2,745	3,203	3,660	4,575	5,490	7,320
4	\$2,760	3,313	3,865	4,417	5,521	6,625	8,833
5	\$3,233	3,880	4,527	5,173	6,467	7,760	10,347
6	\$3,706	4,448	5,189	5,930	7,413	8,895	11,860
7	\$4,179	5,015	5,851	6,687	8,358	10,030	13,373
8	\$4,652	5,583	6,513	7,443	9,304	11,165	14,887
Add amount for each additional person	\$473	568	662	757	946	1,135	1,513

Chicago's Utility Billing Relief Program

What is it?

- Provides low-income Chicago residents with a reduced rate on their water, sewer, and water-sewer tax, as well as debt relief for those who demonstrate they can manage the reduced rate bills for one year.

Benefits:

- 50 percent reduction on water and sewer rates and water-sewer tax
- No late payment penalties or debt collection activity including Debt forgiveness after successfully completing one year with no past due balance
- water shut-off



Chicago's Utility Billing Relief Program

Requirements

- Owners of owner-occupied – own and live in the property
- Single family, and two flat properties in the City of Chicago (with or without Social Security Numbers),
- 200% FPL Example: Family of 4 monthly(30 days) income of \$4,367.
- More information :
- https://chicago.docugateway.com/main/guest/billing_relief/faqs/



Chicago's Utility Billing Relief Program

Family Size (total number in household)	30-Day Gross Income Total to Meet Eligibility
1	\$2,127
2	\$2,873
3	\$3,620
4	\$4,367

Add \$747 monthly income per person above 4 people



What Should I Do?

Be proactive!

- If you need financial assistance contact your utility
- Sign up for BPAs and/or DPAs
- If you qualify for LIHEAP reach out to CEDA or your local LIHEAP site
- Have the documents you need ready
- If you having trouble accessing assistance reach out to CUB
- Reminder: funds run out quickly So **BE PROACTIVE**



Numbers to remember



CUB Hotline: 1-800-669-5556
Mon-Fri 9AM- 4PM

ICC Consumer Hotline: 1-800-524-0795

Website: <https://www.icc.illinois.gov/about/contact-us>

For a free analysis, send pictures of bills to:
ubc@citizensutilityboard.org

Citizens Utility Board

THANKS for tuning in!



Foluke Akanni

Sustainable Communities Liaison

fakanni@citizensutilityboard.org