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
New (and Old) Choices

**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

<table>
<thead>
<tr>
<th>Family Size</th>
<th>125% FPL</th>
<th>150% FPL</th>
<th>175% FPL</th>
<th>200% FPL</th>
<th>250% FPL</th>
<th>300% FPL</th>
<th>400% FPL</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>$1,342</td>
<td>1,610</td>
<td>1,878</td>
<td>2,147</td>
<td>2,683</td>
<td>3,220</td>
<td>4,293</td>
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<tr>
<td>2</td>
<td>$1,815</td>
<td>2,178</td>
<td>2,540</td>
<td>2,903</td>
<td>3,629</td>
<td>4,355</td>
<td>5,807</td>
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<tr>
<td>3</td>
<td>$2,288</td>
<td>2,745</td>
<td>3,203</td>
<td>3,660</td>
<td>4,575</td>
<td>5,490</td>
<td>7,320</td>
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<tr>
<td>4</td>
<td>$2,760</td>
<td>3,313</td>
<td>3,865</td>
<td>4,417</td>
<td>5,521</td>
<td>6,625</td>
<td>8,833</td>
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<tr>
<td>5</td>
<td>$3,233</td>
<td>3,880</td>
<td>4,527</td>
<td>5,173</td>
<td>6,467</td>
<td>7,760</td>
<td>10,347</td>
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<tr>
<td>6</td>
<td>$3,706</td>
<td>4,448</td>
<td>5,189</td>
<td>5,930</td>
<td>7,413</td>
<td>8,895</td>
<td>11,860</td>
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<tr>
<td>7</td>
<td>$4,179</td>
<td>5,015</td>
<td>5,851</td>
<td>6,687</td>
<td>8,358</td>
<td>10,030</td>
<td>13,373</td>
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<tr>
<td>8</td>
<td>$4,652</td>
<td>5,583</td>
<td>6,513</td>
<td>7,443</td>
<td>9,304</td>
<td>11,165</td>
<td>14,887</td>
</tr>
</tbody>
</table>

Add amount for each additional person:

<table>
<thead>
<tr>
<th></th>
<th>125% FPL</th>
<th>150% FPL</th>
<th>175% FPL</th>
<th>200% FPL</th>
<th>250% FPL</th>
<th>300% FPL</th>
<th>400% FPL</th>
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<tbody>
<tr>
<td>1</td>
<td>$473</td>
<td>568</td>
<td>662</td>
<td>757</td>
<td>946</td>
<td>1,135</td>
<td>1,513</td>
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</table>

Figures from: [https://aspe.hhs.gov/poverty-guidelines](https://aspe.hhs.gov/poverty-guidelines)

Illinois Supreme Court Commission on Access to Justice & Admin Office of the IL Courts UPDATED 01/21
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:
### Chicago’s Utility Billing Relief Program

<table>
<thead>
<tr>
<th>Family Size (total number in household)</th>
<th>30-Day Gross Income Total to Meet Eligibility</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>$2,127</td>
</tr>
<tr>
<td>2</td>
<td>$2,873</td>
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<tr>
<td>3</td>
<td>$3,620</td>
</tr>
<tr>
<td>4</td>
<td>$4,367</td>
</tr>
</tbody>
</table>

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
New (and Old) Choices

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