



Serving Communities in Lawrence, Richland and Jasper Counties

COVID-19 Relief and Recovery

On June 26, 2020 Illinois moved to Phase 4 of the Restore Illinois plan addressing the COVID-19 pandemic. Illinois Gas Company recognizes that everyone has been affected differently by the pandemic. For those customers experiencing greater hardship, Illinois Gas Company has established with the approval of the Illinois Commerce Commission more flexible payment terms. If you have experienced trouble paying your natural gas bill, here is what you should know:

- Through July 31, 2020, Illinois Gas Company has suspended disconnection for nonpayment and the imposition of new late fees for nonpayment.
- Through December 31, 2020, previously disconnected residential customers, customers eligible for the Low-Income Home Energy Assistance Program (“LIHEAP”), and those residential customers verbally declaring financial hardship will not be charged reconnection fees for reconnection at the same service address.
- Through December 31, 2020, residential customers desiring to reconnect gas service at the same service address can enter into a Deferred Payment Arrangement (“DPA”) with a term of at least eight billing cycles and up to twelve billing cycles with a down payment of only 10% of the past amount due.
 - Illinois Gas Company will consider the ability of a residential customer to successfully complete a DPA when determining whether to extend a DPA beyond twelve billing cycles.
 - Before August 1, 2021, if a residential customer’s financial condition changes during the term of a DPA, or they default for the first time on a DPA entered into prior to December 26, 2020, and want to reestablish a DPA, the residential customer may do so one time with the same down payment and duration terms.
- Illinois Gas Company will monitor customer account balances on a case-by-case basis and work with customers to accommodate their specific situations.
- Illinois Gas Company will continue working with local public aid agencies to obtain bill payment assistance for its customers.

As always, Illinois Gas Company’s primary goal is to work with customers to avoid unmanageable bills, service disconnection, or additional fees. If you have previously been disconnected for non-payment and you have not reconnected your gas service, please contact us to discuss your reconnection options. Illinois Gas Company customer service representatives are available to assist you at 618-395-8588 or 800-633-6250.

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