

**April 1, 2022**

**\*\*\*CONSUMER ALERT\*\*\***

**ATTORNEY GENERAL RAOUL URGES CONSUMERS TO CONTACT UTILITIES TO PREVENT DISCONNECTIONS AS MORATORIUM ENDS**

***Utility Consumers May be Disconnected Beginning Today; Financial Assistance is Available***

**Chicago** — Attorney General Kwame Raoul today urged Illinois utility customers to be aware that state-regulated electric, natural gas, and water utilities may begin to disconnect customers for non-payment beginning April 1. Raoul encourages residents who are struggling to pay their bills to contact their utilities now to learn about assistance and repayment options to prevent disconnection.

“My office has advocated on behalf of consumers to ensure residents have access to manageable repayment plans and bill assistance so that they stay connected to vital utility services, regardless of their financial circumstances,” Raoul said. “I urge consumers to contact their utilities to learn about bill assistance and repayment options available to them.”

The annual winter moratorium on utility disconnections expired on March 31, and utility companies may begin to send disconnection notices to customers beginning today. The Attorney General’s office worked to secure commitments from the utilities that will protect and provide relief for customers struggling with their payments. This includes offering longer repayment plans of at least 12 months for all ratepayers, with zero percent down for low-income consumers. These longer repayment plans are available to all consumers through July 31, 2022.

There are different repayment and assistance options available, so Raoul urges consumers who are struggling to pay their utility bills to contact their utility providers and request information about available options. More information for both Illinois customers and Chicago customers that detail their repayment and financial assistance options can be [found here](#).

Customers who need assistance may be eligible for the Low Income Home Energy Assistance Program (LIHEAP). Households with existing past due balances are encouraged to apply for financial assistance to avoid disconnection. Funds are available on a first-come, first-served basis and are limited. Raoul encourages customers outside of Chicago to call the Illinois LIHEAP Hotline at 1-877-411-9276, or visit the [Illinois Department of Commerce and Economic Opportunity's](#) website to determine whether they are eligible or to find an agency that can help them apply. Customers residing in the city of Chicago should call 800-571-2332 or visit [www.cedaorg.net](http://www.cedaorg.net). Chicago water customers can apply for the city of Chicago’s Utility Billing Relief program by calling the Customer Service Center at 312-744-4426 or [visiting the website](#).

Residents who have questions can contact the Attorney General’s office at 1-800-386-5438 (Chicago), 1-800-243-0618 (Springfield), 1-800-243-0607 (Carbondale), or by [filing an online complaint](#).