

Illinois

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Covered utilities: These policies pertain to electricity customers who receive their service from an investor-owned utility in the State of Illinois. Customers that receive service from a municipal utility or an electric cooperative are not covered by these policies.

220 ILCS 5/17-500; 220 ILCS 5/4-101; 220 ILCS 5/3-105

Weather Protections

For homes where electricity or gas operates as the main heat or cooling source, customers may not be disconnected from their utility service when the forecasted temperature falls below 32 degrees F or rises above 95 degrees sometime in the next 24 hours. Additionally, electric utilities with more than 100,000 customers cannot disconnect service from December 1 to March 31 for veterans or low-income individuals participating in Section 6 of the Energy Assistance Act of 1989, where income eligibility criteria are decided on an annual basis.

83 Ill. Adm. Code 280.130; 305 ILCS 20/6

Medical Protections

Disconnections will be delayed for up to 60 days if service discontinuance will aggravate an existing medical emergency or create a medical emergency for the customer or a permanent resident of the customer's household. Medical certificates may be issued by doctors or a local department of public health in Illinois who write that electric service is a medical necessity.

All public utilities shall maintain a registry of customers who depend on electrically operated life support equipment. Meters of these customers shall be specially marked. It is the customer's responsibility to notify the utility of his dependence on such equipment.

If customers receive medical condition protections, they must enter into a payment agreement with their utility.

83 Ill. Adm. Code 280.20; 83 Ill. Adm. Code 280.130; 83 Ill. Adm. Code 280.160

Other Customer Protections

Military personnel on active duty shall not have their electricity disconnected at the primary residence they inhabited immediately before their assignment to military service.

There are no specific protections for households with children, elderly residents, or individuals with disabilities.

83 Ill. Adm. Code 280.130; 83 Ill. Adm. Code 281.40

General Exemptions

Customers can request an exemption from the rules for reasons of hardship. Utilities cannot request an exemption from the rules for reasons of hardship.

83 Ill. Adm. Code 281.60; 83 Ill. Adm. Code 280.10

Notification Requirements

Written notification of at least 10 days is required from a utility before a customer may be disconnected. In-person notifications are not required, while notice by phone is required. A utility is not required to delay a disconnection if it is unable to reach a customer by a telephone call or an in-person visit.

83 Ill. Adm. Code 280.130

Payment Information, Delinquency, and Fee Information

Customers have 21 days to pay their utility bills in Illinois, and bills become past-due 2 days beyond the due date on a customer's bill.

There are no minimum arrearages before a utility may disconnect a customer.

Customer may be charged fees associated with a disconnection or a reconnection.

Utilities may provide customers with payment plans.

83 Ill. Adm. Code 280.50; 83 Ill. Adm. Code 280.20; 83 Ill. Adm. Code 280.180, 83 Ill. Adm. Code 280.170; 83 Ill. Adm. Code 280.135; 83 Ill. Adm. Code 280.160; 83 Ill. Adm. Code 281.60

Landlords and Tenants

Tenants, where the landlord is the customer, will receive the same protections as other customers in Illinois.

83 Ill. Adm. Code 280.130; 220 ILCS 5/8-205; 765 ILCS 735/3

Availability of Protection Policies

Utilities and public utility commissions are required to provide information on available sources of financial assistance. Additionally, these rules shall be posted on each utility's website, and

written notifications of these rules shall be provided to customers annually. Disconnection notices shall provide options for the customer to prevent disconnection.

83 Ill. Adm. Code 280.135; 83 Ill. Adm. Code 280.130; 83 Ill. Adm. Code 280.240