



**Community Action Partnership of Lake County
Communication Update:**



COVID-19 Policy Brief Related to Utility Issues

Important
INFORMATION

As a result of voluntary self-quarantine by many Illinoisans and mandated closures of numerous businesses due to the novel Coronavirus (COVID-19), many hourly workers are suffering significant to total loss of income. This loss of income is already starting to hamper some households' ability to pay for electricity, heat and water among other needs. The interruption of any of these services will prevent families from staying home, which is one of the key strategies for slowing the spread of COVID-19.

The Illinois Commerce Commission (ICC) has taken action to provide protections to regulated utility customers that place a moratorium on disconnections, and prohibits imposing late fees or other penalties due to non-payment. The shut off moratorium also requires utilities to devise flexible credit and collection terms to limit the negative effect of this Coronavirus-caused emergency on customer accounts. In addition, the ICC issued two orders to ban door-to-door marketing by alternative electric and gas suppliers.

Below you will find the three (3) ICC orders for reference:

Illinois Commerce Commission Utility Shut-off Moratorium

Utilities shall be immediately prohibited from shutting off utility service for Illinois residents during this state of emergency.

[Click here](#)

Illinois Commerce Commission ARES Marketing Moratorium

A moratorium on in-person solicitations of Illinois customers by ARES.

[Click here](#)

Illinois Commerce Commission ARGS Marketing Moratorium

A moratorium on in-person solicitations of Illinois customers by ARGS.

[Click here](#)

For more information, please contact Larry Dawson at ldawson@iacaanet.org

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embodies the spirit of hope,
improves communities, and makes
America a better place to live.
We care about the entire community,
and we are dedicated to helping people
help themselves and each other.



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