

The COVID-19 pandemic has impacted most areas of our work and leisure, leaving some of the residents of our state to face challenging economic concerns. As always, Nicor Gas is committed to providing a safe and reliable source of energy to both residential and commercial customers—that has not changed during this trying time.

Undoubtedly, your offices will receive calls from many seeking resources and information. We're here to help you provide that information to callers seeking help with their energy needs.

Nicor Gas wants to remind you and our customers of energy assistance options available to support those impacted by the COVID-19 emergency. These include:

- A moratorium on disconnections until April 30th for residential and commercial customers.
- The [Nicor Gas Sharing Program](#) provides one-time grants to qualified residential customers. The program is administered by the [Salvation Army](#) and funded through direct contributions from Nicor Gas employees and customers who can make donations via their monthly gas bill payment.
- The [Nicor Gas Budget Plan](#) provides a convenient way for customers to plan for and pay their monthly natural gas bill. Customers pay a more consistent amount by estimating natural gas usage and natural gas prices for the next year and adjusting quarterly to allow a credit balance to build up and help offset bills that may be higher during the winter heating season. For more information visit: <https://www.nicorgas.com/business/billing-payment-info/payment-assistance.html>
- [Nicor Gas' Energy Efficiency Program](#) helps customers manage their costs by lowering out-of-pocket expenses for energy efficiency improvements through rebates for energy efficient equipment, energy assessments and free energy-saving products. For more energy-saving tips, visit [nicorgas.com/residential/ways-to-save.html](https://www.nicorgas.com/residential/ways-to-save.html).

Additionally, the application deadline for federally funded and state administered [Low-Income Energy Assistance Program](#) (LIHEAP) has been extended to May 31st. Customers may also ask to enroll in the Percentage of Income Payment Plan, which allows eligible customers to pay a percentage of their monthly income to maintain their utility service. The program is designed to provide customers with an affordable, level payment plan and a chance to eliminate past due balances.