

Rules pertaining to eligibility for service, deposits, billing, payment, refunds and disconnection of service

ILLINOIS COMMERCE COMMISSION
83 Ill. Adm. Code 280



Part 280, the rules and regulations of the Illinois Commerce Commission prescribing procedures governing eligibility for service, deposits, billing, payment, refunds and disconnection of service, is on file in the Commission offices and open to public inspection.

Copies of Part 280 in the Spanish language are available for inspection at the offices and online.

Any employee will direct you to the place where you may inspect a copy of Part 280 and will direct you to personnel assigned the duty of providing information about Part 280.

Copies of Part 280 may also be reviewed and/or obtained at the Commission's offices at 160 North LaSalle Street, Suite C-800, Chicago, Illinois 60601 or 527 East Capitol Avenue, Springfield, Illinois 62701 or at:

<http://www.ilga.gov/commission/jcar/admincode/083/08300280sections.html>.

A free copy of our customer information handbook that includes the following is available upon request

Please email
customerservicemidstates@libertyutilities.com
or call 1.855.872.3242



- A brief description of billing information such as frequency of billing, due dates, and electronic billing and other billing options;
- A description of the estimated bill process;
- Payment options, including budget payment plan and deferred payment arrangements;
- Payment methods and locations;
- Late fees;
- Deposit requirements;
- Disconnection and reconnection procedures;
- Utility dispute procedures and escalation procedures if a dispute is not resolved;
- Contact information for the utility;
- Commission's Consumer Services Division's informal complaint procedures;
- Contact information for the Commission's Consumer Services Division;
- A statement that the Commission's rules apply to service standards and reliability;
- Notice of the availability of the Commission's rules; and
- That special rights are available to low income customers, and how to qualify for low income customer status.