

Nicor Gas Energy Assistance

Contact Information

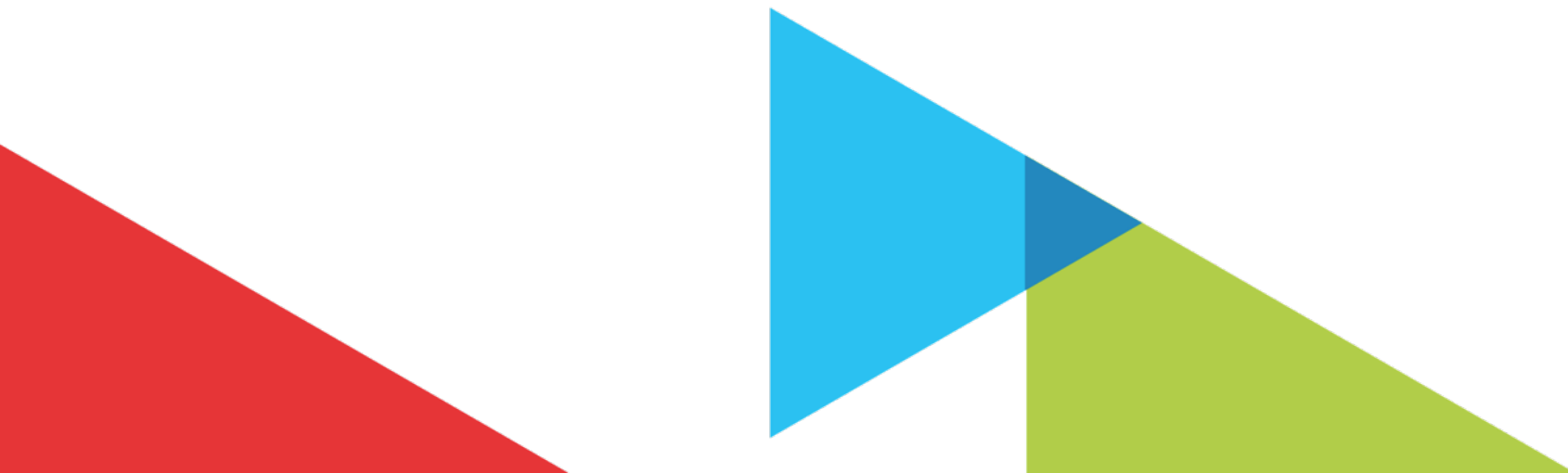
Office Hours:

Monday – Friday 7:00 am – 4:30 pm

Phone Number – 630-388-2667

Email – LIHEAPCorrespondence@aglresources.com

Website – www.nicorgas.com/energyassistance



Energy Assistance Programs

LIHEAP and PIPP Programs



Low Income Heating Energy Assistance Program (LIHEAP)

- Qualifying households at or below 200% FPL can receive assistance in one annual payment
- Grant amount is determined by number of members of the household and income
- Availability of emergency funds for customers in danger of being disconnected
- LIHEAP assistance does not need to be paid back

Additional Information for LIHEAP and PIPP

- Enrollment for programs are currently open for 2021
- Enrollment for LIHEAP will end on 6/30/21
- Enrollment for PIPP will end on 3/31/21

Percentage of Income Payment Plan (PIPP)

- Eligible Nicor Gas customers at or below 200% FPL pay a percentage of their monthly income to maintain utility service.
- PIPP offers an affordable payment plan for a year and a chance to eliminate past-due balances through the Arrearage Reduction Program
- Monthly grant amounts will not exceed \$100 for the monthly budget amount
- The Arrearage Reduction Program offers a monthly grant of 1/12th of the outstanding balance with each on time customer payment (maximum \$83.33)

Sharing Programs



Regular Sharing

- Income must fall between 201% - 250% of poverty level
- **TEMPORARILY SUSPENDED:** A good faith payment of \$25 must have been paid within the past 60 days

Customers aged 65 & older

- This includes disabled customers 65 and older only
- Grant of their total account balance up to \$400 with a minimum of \$125

Customers under the age of 65

- Grant of their total account balance up to \$350.
- There is no minimum pledge amount.
- Disabled customers under the age of 65 will receive a minimum grant of \$125 with a maximum grant of \$350
- Customers are eligible for a grant once per calendar year

Crisis Assistance

- Income must fall between 251% - 300% of poverty level
- Rules and payment amounts are the same as Regular Sharing
- Cannot have received regular Sharing or LIHEAP in the same program year
- Crisis situations include (but not limited to)
 - Increase in medical expenses
 - Loss of a full-time income
- Customers are eligible for a grant once per calendar year.

Veteran's Assistance

- Income must be less than 300% of poverty level
- Grant of \$200
- No good faith payment required
- Cannot have received regular Sharing in the same program year
- Eligible if received regular LIHEAP in the same program year
- Must provide military papers
- Gas bill must be in applicant's name and have a picture ID
- Customers are eligible for a grant once per calendar year

Energy Aide Program



Qualifications:

- Nicor Gas Residential customers who are **at or below 300%** of the Federal Poverty Level (FPL)
- Can be a Residential NON-HEAT Account
- Must be an active account or recently disconnected. Grant must be enough to have the services reconnected

Program Benefits:

- Eligible customers can receive a grant of \$250 towards their past due balance
- Customers who have less than \$250 past due will only receive the total past due amount

Additional Information:

- Customers are eligible for a grant once per calendar year
- Customers can have previously received federal LIHEAP dollars or a Sharing grant. This includes customers currently enrolled on PIPP
- Customers can apply for this grant at the same time they apply for LIHEAP, PIPP or Sharing if there is still a remaining balance owing
- Customers who have lost their job or has been furloughed due to COVID can receive a grant of up to \$300.

Steps to Apply for Assistance

Step One – Review Income Guidelines



Find the Program that fits your Household

Family Size	LIHEAP & PIPP Monthly Income 200%	Sharing Monthly Income 250%	Energy Aide & Sharing Crisis Monthly Income 300%
1	\$ 2,128	\$ 2,658	\$ 3,190
2	\$ 2,874	\$ 3,592	\$ 4,310
3	\$ 3,621	\$ 4,525	\$ 5,430
4	\$ 4,368	\$ 5,458	\$ 6,550
5	\$ 5,114	\$ 6,392	\$ 7,670
6	\$ 5,861	\$ 7,325	\$ 8,790
7	\$ 6,608	\$ 8,258	\$ 9,910
8	\$ 7,354	\$ 9,192	\$ 11,030

Step Two – Applying for Assistance



Based on the program, contact the agency below to apply

Program	How to Apply
Low Income Heating Energy Assistance Program (LIHEAP)	Contact your Local Area Agency or call 877-411-9276 (warm)
Percentage of Income Payment Plan (PIPP)	Contact your Local Area Agency or call 877-411-9276 (warm)
Sharing	Contact your local Salvation Army or call 773-205-3520
Nicor Gas Energy Aide Program	Offered by many local area agencies and Salvation Army locations. Please visit our website at www.nicorgas.com for specific locations
Nicor Gas COVID Bill Payment Assist Program (temporary)	Automatically applied to account within 30 days of a LIHEAP or Sharing grant is applied

Step Three – Preparing for your Appointment



Information Needed to Apply for Assistance

- A copy of your current gas bill (and electric bill)
- Applicants that have their utilities included in the rent must bring proof of rental agreement stating monthly rental amount, that utilities are included, and landlord contract information. (Rent costs must be greater than 30% of current household 30-day income)
- A copy of your current lease/proof of residence
- A valid driver's license
- Social Security card/numbers for all household members (Hard-copy Social Security cards, print-out from the Social Security Administration)
- Proof of 30-day income from all household members.
- If a member of your household receives TANF, you must bring their Medical Eligibility Card.



Step Four – What's Next



What to Expect After Approval

- Assistance is typically applied to your account within 30-60 days from the agency
- Emergency assistance is applied typically within 1-2 days of being processed at the agency
- There is no need to call to let us know you were approved unless it is after the 60 days
- Please contact customer service at 888-642-6748 to discuss payment arrangements for any remaining balance after the grant is applied.
- **If approved for LIHEAP or Sharing and still have an outstanding balance, the Nicor Gas COVID-19 Bill Assistance grant will automatically be applied up to \$300 (this program is temporary and can only be applied once)**





Questions?

