



Dear Valued Customers:

We committed to keep you informed of important updates throughout the evolving coronavirus (COVID-19) outbreak, and we want to inform you of a change that may impact some of our customers.

#### Update

Following ICC guidelines, we suspended late fees until May 1, and chose to continue that suspension for several more months for our Illinois Energy Solutions® (IES) customers. Throughout that time, we continued to provide reminders to help customers manage their gas bill.

Effective with any bill generated on or after October 1, 2020, we will be reinstating late fees on IES past-due amounts.

#### Bill Payment Options

We are committed to helping customers and encourage you to call us at 1-888-636-1789 if you are experiencing health and financial challenges. Given the impact of COVID-19, it is possible you may experience higher than normal wait times when calling us. Throughout this time, we will work with customers to handle past-due obligations in a manageable way.

Be sure to check [illenergysolutions.com](http://illenergysolutions.com) for up-to-date information and hours of operation.

We want to assure you we will continue to deliver the same reliable service our customers depend on every day. As always, we are committed to:

- The safety, health and protection of our customers, employees, partners and community
- High-quality customer service and responsiveness throughout this event
- Continued communication with our customers, including regular website updates

#### Avoid Gas Supply Scams

As a reminder, please be aware that criminals may try to take advantage of the situation surrounding COVID-19. If you have any questions or concerns about your gas bill, we encourage you contact our Customer Care Center or use our online resources to validate the status of your account.

For up to date information from your utility, below is contact information:

- Nicor Gas: 1.888.642.6748 / [nicorgas.com](http://nicorgas.com)

We value you as a customer and appreciate the opportunity to serve you. If you have further questions for Illinois Energy Solutions regarding this letter, please contact our Customer Care Center at 1-888-636-1789. Also, be sure to check [illenergysolutions.com](http://illenergysolutions.com) for up-to-date information and hours of operation.

Thank you for allowing us to serve you with clean, safe, reliable and affordable natural gas.