

Helping You Manage Your Energy Bills

Your wellbeing is central to every decision we make at Nicor Gas. As the impacts of the coronavirus (COVID-19) continue to unfold, we are assessing the needs of our customers and communities to make sure we're providing all the support we can. If you're facing financial hardship due to COVID-19, we're here to help by connecting you to energy assistance, offering extended payment options and providing energy-saving measures.

LIHEAP Energy Assistance Funding (CARES Act)

The federal Low Income Home Energy Assistance Program (LIHEAP) helps those in need pay their heating expenses. The federally funded assistance helps manage costs associated with home energy bills, weatherization and more. Open enrollment for the 2020-2021 Low Income Energy Assistance Program (LIHEAP) year begins July 27 for all eligible customers. Additional funds may be available through the CARES Act.

For updates and additional information, call **877.411.9276** or visit liheapillinois.com.

Extended Payment Arrangements

To further assist our customers through the current effects of the COVID-19 pandemic, Nicor Gas is offering extended payment plan options up to 24 months for customers in need with no down payments.

These measures are designed to help customers avoid service disconnections and lower monthly payments by spreading out costs over time. Visit nicorgas.com to establish a payment arrangement online.

Energy Aide Program

The Nicor Gas Energy Aide program is administered by select local agencies. Eligible residential customers can receive an Energy Aide Grant up to \$250 toward their past due balance. This grant does not need to be paid back.

COVID-19 Special Assistance

A special program component is available for customers who were impacted by the COVID-19 pandemic. This program will run until December 31, 2020. If eligible, customer can receive a grant up to \$300 toward their past due balance.

To find an office near you, please visit nicorgas.com/energyassistance for a list of agencies.

Energy Assistance Resources

Sharing Program



Nicor Gas and our customers donate funding each year for the Nicor Gas Sharing Program, which is administered by the Salvation Army and offers bill payment assistance to residential customers in need.

Since the crisis began, Nicor Gas has worked with the Salvation Army to modify the eligibility criteria in order to assist more customers who may be experiencing

economic hardship during this time.

Eligible customers can receive a Sharing Grant up to \$350 or \$400, based on the account balance. To apply, contact a Salvation Army listed at nicorgas.com/energyassistance or call **773.205.3520**

211 Illinois

211 Illinois helps to connect customers to energy assistance resources in their local area to help them pay their bills. Contact 211 Illinois (dial 2-1-1) for a list of local resources and funding available for emergency assistance. Help is available 24/7. Visit Illinois211.org

Free Weatherization

Income-qualified households can receive weatherization assistance to save energy and money. Nicor Gas partners with Community Action Agencies and Community-Based Organizations to help income-qualified customers access affordable energy services and increase comfort in their homes. Free measures and upgrades may include:

- Air sealing
- Attic and wall insulation
- Furnace repair and replacement

Call **877.886.4239** or visit nicorgas.com/freeweatherization for more information.

Credit Counseling Assistance

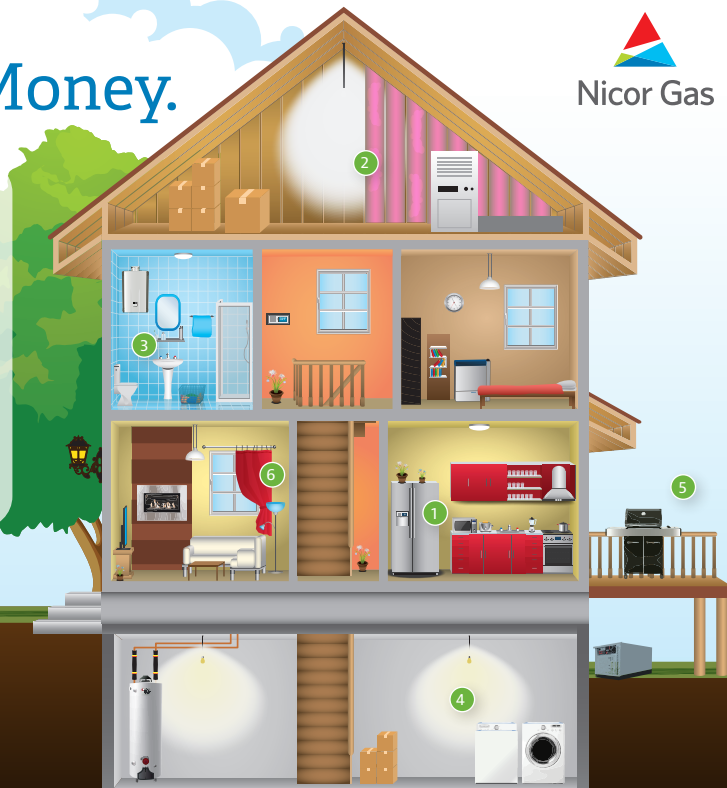
If you or someone you know is having trouble paying bills, reach out to ClearPoint, a national, nonprofit credit counseling agency at **800.251.2227 (866.559.8198 for Spanish)** or visit credability.org. (Usted puede visitar la versión del español Idioma del sitio haciendo clic aquí.) nicorgas.com/energyassistance

Save Energy. Save Money.



Energy
Efficiency
Program

With the family spending more time at home these days, you're probably using more energy than normal. Now is the time to take control of your energy bills by taking these simple, convenient steps to maximize your savings without sacrificing comfort, style or convenience.



Tips for a More Energy-Efficient Home:

1. In the Kitchen

- Install a faucet aerator to conserve water
- Use the short wash cycle on your dishwasher, and wait to wash until you have a full load
- Keep the oven door closed while baking, and put lids on pans when cooking
- Use cold water with the garbage disposal. You'll save the energy used to heat the water, and it will keep grease and fats in solid form so they move more easily through the system

2. In the Attic and Basement

- Check the insulation levels in your attic. Consider adding more if you have less than 14 inches of insulation
- Clean or replace air filters for your furnace regularly
- Insulate your ducts and pipes with low cost fireproof insulation
- Install a water heater jacket to reduce up to 15% off of the costs of heating water by preventing energy loss
- Most families can safely lower the water heater temperature to 120 degrees Fahrenheit

3. In the Bathroom

- Use a low flow showerhead or get a shower timer to minimize your shower time to 4-5 minutes
- Take showers instead of baths
- Fix leaky faucets
- Install faucet aerators to conserve water

4. In the Laundry Room

- Wash clothes in cold water as much as possible
- Avoid overloading your dryer, or hang your clothes outside to dry
- Clean the lint filter after each use

5. Outside

- Consider a natural gas grill for convenience; there's no mess and no tank exchange
- Grill outside to reduce the heat in the kitchen
- Cover your pool and spa when not in use

6. Other Areas Throughout Your Home

- Install a smart or programmable thermostat to help regulate your home's temperature throughout the day
- Keep shades on the sunny side of the house open during the winter and closed during the summer
- Use weatherstripping around windows and doors to prevent air leaks
- Have appliances professionally installed and serviced according to the manufacturer's maintenance schedule

Free home assessments and energy-saving kits!

Our free home assessment includes installation of energy-saving products and a comprehensive report of efficiency recommendations tailored to your home. You can also order free water-saving and weatherization kits to be delivered to your door so that you can see even more savings.

For more ways to save, visit nicorgas.com/waystosave