

CONSUMERS GAS COMPANY

1-800-322-4158

ALBION, ILLINOIS

CARMI, ILLINOIS

618-445-3012

618-382-4158

IF YOU CANNOT PAY YOUR ENTIRE BILL NOW

READ THIS NOTICE ABOUT MAKING ARRANGEMENTS TO PAY OVER TIME

What can I do if I cannot pay my entire bill now?

If you are a residential customer of a public utility and owe for past due service, you may have the chance to make an arrangement with the company to pay over time and avoid disconnection of your utility service.

These arrangements to pay over time are called “deferred payment arrangements” or “DPAs.” A DPA will allow you to make a down payment towards the amount you owe and then make monthly payments at the same time as your regular bill payments in order to pay off the past due balance. **You must contact the utility in order to see if you can make a DPA and protect your account from disconnection.**

How much will my down payment be?

From April 1 through November 30, the utility may require 25% of the amount past due, unless you have qualified for Low Income Home Energy Assistance (LIHEAP).

LIHEAP qualified customers may be required to pay 20% of the amount past due.

From December 1 through March 31, the utility may require 10% of the amount past due to put you on a special **Winter DPA.**

How will the utility and I figure out how much I will pay each month on the DPA?

The total number of installments that you will pay will dictate how much each equal installment will be. The utility will consider the following in choosing how many installments to allow you:

1. How much you owe,
2. Your ability to pay,
3. Your payment history with the utility,
4. The reasons the amount became past due,
5. If you are LIHEAP qualified, and
6. Any other factors that relate to the situation.

From April 1 through November 30, the utility will allow from 4 to 12 months of installments, unless you are LIHEAP qualified.

From April 1 through March 31, LIHEAP qualified customers are allowed 6 to 12 months of installments.

From December 1 through March 31, the utility must allow between a minimum of 4 monthly installments and a maximum number of installments that should not last past the coming November on its Winter DPA program.

Do I have to pay my regular bills in addition to the installments?

Yes. The DPA will default if you don't pay on time or if you don't pay both the full amount of the installment and the full amount of the current bill. Your bill will tell you the total amount to pay each month in order to keep the DPA going.

Can I be on a Budget Payment Plan at the same time as a DPA?

Yes. In fact, by averaging the yearly cost of your bills, this may be a good way to help you plan how much you will likely have to pay each month. Ask us about our Budget Payment Plan.

What happens if my DPA defaults?

If you default either by paying late or failing to pay the full installment and current charges, then your account can be subject to disconnection again after we send you notice.

Can I get back on the DPA after default?

Yes. As long as you have not been disconnected, by paying the total amount of the installments and current charges that are due up to the current date, you can reinstate the DPA. **Reinstatement** puts you back on the arrangements you originally made. We may charge you a **reinstatement fee** if you have to reinstate the DPA more than once.

What if my economic situation changes and I cannot afford the original DPA?

Renegotiation allows you to extend your original DPA for a longer term. In order to renegotiate your DPA, you must:

1. Not currently be in default on the DPA,
2. Have made at least the down payment to get on the DPA, and
3. Be willing to discuss the change in your economic situation with us.

How many DPAs can one account have?

As long as your service is still on, you qualify for a DPA any time after you either:

1. Complete the last DPA you had, or
2. 12 months have passed since you failed to complete the last DPA you had.

From December 1 through March 31, if your service is used to heat or control the source of heat in your home, then you can get on a Winter DPA for a 10% down payment as long as your service is still on. Heating customers qualify for a Winter DPA whether or not they successfully completed their last DPA.

How soon should I call about a DPA?

Call right away. Do not wait. If your service is shut off, you may not be able to get back on without paying everything you owe us past due. Even if you think you may not qualify for a DPA, please call to see if something can be worked out.

GOVERNMENTAL AND PRIVATE SOCIAL SERVICE AGENCIES WHICH MAY PROVIDE ASSISTANCE IN PAYING BILLS

CARMI

CARMI TOWNSHIP SUPERVISOR
207 W. Webb Street
Carmi, IL 62821
Phone: (618) 382-7889

WABASH AREA DEVELOPMENT INC.
Rural Resource Center
110 Latham
Enfield, IL 62835
Phone: (618) 384-5541

RIDGWAY – OMAHA – NEW HAVEN JUNCTION – OLD SHAWNEETOWN

RIDGWAY TOWNSHIP SUPERVISOR
P.O. Box 248
Ridgway, IL 62979
Phone: (618) 272-7558

WABASH AREA DEVELOPMENTS, INC.
14 Veterans Dr.
Harrisburg, IL 62946
Phone: (618) 252-2680

ALBION – BROWNS – BONE GAP – WEST SALEM

WABASH AREA DEVELOPMENT, INC.
P.O. Box 116, 141 E Poplar St.
Albion, IL 62806
Phone: (618) 445-2379

Contact the agencies that are applicable to your area for assistance if needed