

CONSUMERS GAS COMPANY
1-800-322-4158

CARMI
216 Industrial Ave
P. O. Box 486
Carmi, IL 62821
618-382-4158

ALBION
30 N. 4th
Albion, IL 62806
618-445-3012

URGENT!
THIS IS A DISCONNECTION NOTICE!

John Smith
1234 Main Street
APT 212B
CARMI IL 62821

Important - READ IMMEDIATELY

This is notice that your utility service at:

Location	Account Number	Amount
01012300	1234	\$60.79

Service Address: 1234 Main Street

is subject for DISCONNECT. To avoid DISCONNECT of service, you must pay the above balance by the Collection Date: 07-25-2016

YOUR GAS SERVICE WILL BE SHUT OFF ON
07-25-2016

Total Amount Due:
\$89.80

NOTICE PREPARED ON 07-03-2016

Consumers Gas Company customer,

This is a notice that your utility service is in danger of disconnection because the prior balance for the above location and account have not been paid. Payments on or after the above date may not be reflected.

In order to stop disconnection, you must contact us at Carmi 618-382-4158, Albion 618-445-3012, or come in to the nearest Consumers Gas Company office. Our toll-free number for outside of Carmi, IL is 1-800-322-4158. If you have recently paid, please contact us to confirm that the service will not be disconnected.

Residential customers have certain rights regarding this notice, including the right to a deferred payment arrangement and the potential to stop disconnection for 60 days and start a medical payment arrangement if a doctor of local board of health contacts us directly on behalf of a patient living in your household. Please see the reverse side of this notice for further details of your rights.

You will lose many of your rights if you wait to do something until after disconnection.

If you have questions, call us now before you are shut off.

If we are unable to assist you, you have a right to contact and review your rights with the government agency that regulates us:
The Illinois Commerce Commission's Consumer Services Division can be reached at

1-800-524-0795 (TTY 1-800-858-9277)

12/14/2016

CUSTOMER RIGHTS

Your rights and responsibilities regarding this notice:

Payment methods: (Cash, Check, Money Order) Payments can be mailed or paid at 216 Industrial Ave, P. O. Box 486, Carmi, IL 62821 or at 30 N. 4th Street, Albion, IL 62806, or payment can be dropped off at First Bank.

Deferred Payment Arrangement (DPA): You may be eligible for a payment plan known as a DPA in order to prevent disconnection unless you failed to complete a previous DPA in the past 12 months. Please contact us at (618) 382-4158 to ask about payment options to avoid disconnection.

Reinstatement: You can reinstate a previous DPA that defaulted by catching up with all the payments that were due up to now. We may charge you a reinstatement fee unless this is your first time reinstating the DPA.

Renegotiation: If you lose or change income, you may be able to renegotiate your DPA.

Financial Aid: Help with utility bills may be found in the Low Income Home Energy Assistance Program (LIHEAP). Along with the aid, LIHEAP qualification gives you extra rights. Contact LIHEAP at 618-384-5541. We may know of other aid available. To find out, contact us at Consumers Gas Company, (618) 382-4158 or stop by our office at 216 Industrial Ave, Carmi, IL 62821.

Medical Certification: If you haven't used a medical certificate in the past 12 months or you paid off a previous medical certificate, a medical certificate from a doctor or local board of health can stop disconnection for 60 days or have a service restored as long as they contact us within 14 days after shut off. The medical certificate must contain:

- 1) Name and contact information for the doctor or board of health:
- 2) Your service address and the name of the patient:
- 3) A statement that the patient lives at the address: and
- 4) A statement that disconnection of utility service will aggravate an existing medical emergency or create a medical emergency for the patient.

The doctor or local board of health can call us to certify, but they must provide a written medical certificate with the above information within 7 days after calling. The medical certificate also puts you on a **medical payment arrangement** to pay off the bill over time. **The term of the payment plan will be better if we received the certificate before your service is disconnected.**

Active Duty Military: If someone living with you is on active U.S. military duty, State law offers certain protections for your electricity and natural gas service. Please contact us if someone in your household is on active duty.

Deposits: We can demand a deposit from you if we shut you off or if you pay late 4 times and carry a past due balance older than 30 days at any time in a 12 month period. The deposit will be about twice the size of your average bill, and you can pay it in 3 installments. You can be disconnected for not paying a deposit.

Reconnection: If we shut you off, your service will be restored when you pay in full or take care of the problem if we shut you off for something other than a bill or deposit. You may be required to pay a reconnection fee.

Complaints: If you have a complaint or problem with us, do not wait until after we shut you off to try to take care of it! If you contact us to try to take care of a problem, we must try to work with you to resolve or explain the problem. If we can't help you, you can contact the Illinois Commerce Commission's Consumer Services Division at: 1-800-524-0795 (TTY 1-800-858-9277). Before calling the ICC, you must try to work things out with us first. Please call us at (618)382-4158.

Regulations: You can review the main set of rules that affect you at

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

Visit our website www.consumersgascompany.com for information, online account enrollment, and forms.

12-2016