

Citizens Utility Board

Aimee Gendusa-English
Lead Service Liaison
Citizens Utility Board
November 12, 2020

CUB?

- Citizens Utility Board (CUB)
- Consumer watchdog group
- 1983 CUB Act
- Challenge utility rate hikes
- Fight for consumer protection laws
- Educational seminars
- Consumer complaint hotline:
- 1 (800) 669-5556



Programs CUB Recommends

- o Free Home Energy Assessment

 - o 1-855-433-2700

- o Peak Time Savings - \$2-\$12 /month in summer

 - o 1-844-852-0347

- o Hourly Pricing – save at least 15% on supply

 - o 1-888-202-7787

- o <https://www.comed.com/WaysToSave/ForYourHome/Pages/ManageMyEnergy.aspx>

Additional Programs

o Central AC Cycling

- o \$5-\$10 /month in summer
- o 1-800-986-0070
- o Not compatible with Hourly Pricing or PTS

o Time of Day Pricing – pilot!

- o Peak/Off Peak/Super Peak

o IFTTT Apps for smart home

- o “If this then that” connections to smart devices
- o Hourly Pricing and PTS triggers
- o Access within dashboards for these programs

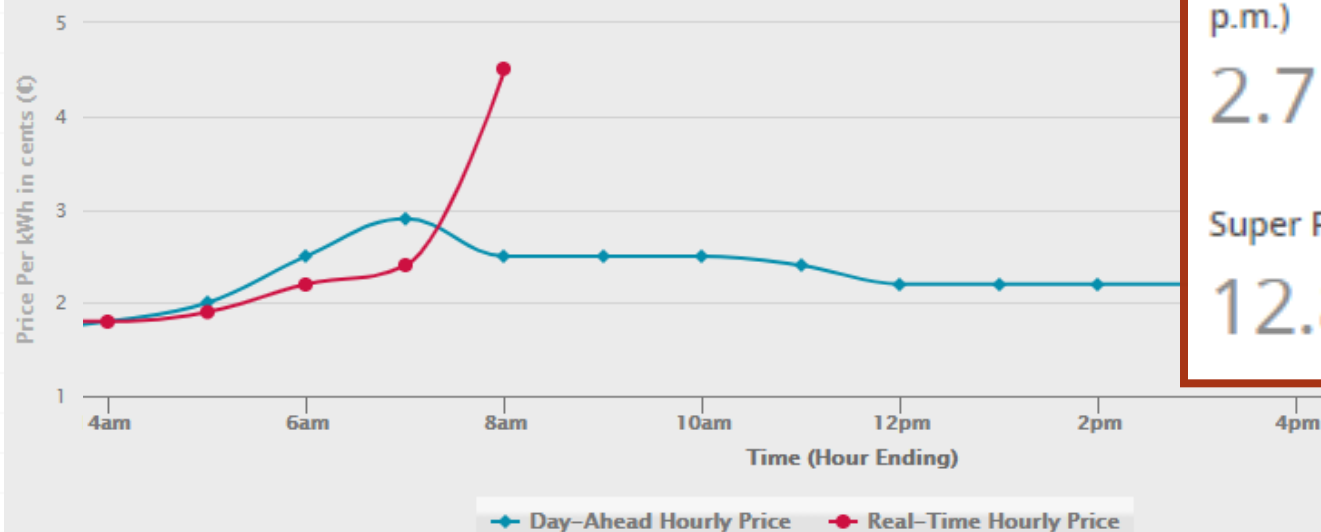


Price to Compare (in cents per kWh)

Non-Summer (October 1, 2020 - May 31, 2021)

7.067 cents per kWh

REAL-TIME HOURLY PRICES FOR NOVEMBER 17TH, 2020



TIME-OF-DAY PRICING NON-SUMMER
RATE (EFFECTIVE OCT 1 2020)

Off-Peak (10 p.m. – 6 a.m.)

1.779 ¢ per kWh

Peak (6 a.m. – 2 p.m. & 7 p.m. – 10 p.m.)

2.710 ¢ per kWh

Super Peak (2 p.m. – 7 p.m.)

12.867 ¢ per kWh

Energy Suppliers

- o Usually make your bill go UP
- o Can “eat up” LIHEAP grants
- o Slamming, teaser rates, lawsuits, investigations
- o TPV recording required
- o 30 days from first bill to cancel
- o No solicitation inside buildings
- o No more exit fees!
- o Cannot switch LIHEAP accounts!

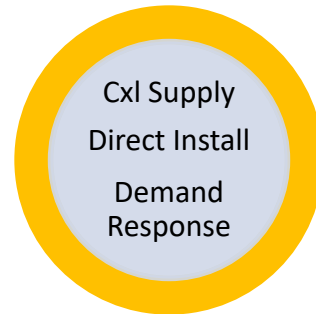
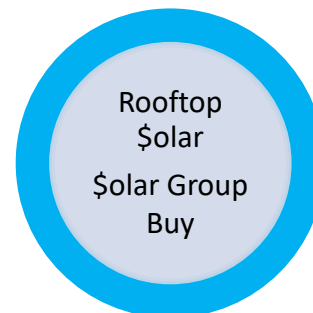
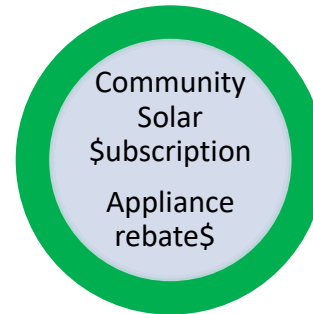
NO IN PERSON SALES DURING COVID 19

Financial Assistance on Bills

Rev 7/29/20

		Poverty Level	Max Grant	SSN?	Number to call
	LIHEAP	<200%	Varies	No	1-833-711-0374
	PIPP	<150%	\$1,800	?	1-833-711-0374
ComEd	Hardship	<250%	\$ 500	No	1-800-334-7661
	COVID	<150%	\$ 500	No	1-800-334-7661
Nicor	Sharing	<300%	\$ 400	No	1-888-642-6748
	COVID	<300%	\$ 300	No	1-888-642-6748
Peoples Gas	Share the Warmth	<200%	\$ 200	No	1-800-571-2332
	COVID	<200%	\$ 500	No	1-866-556-6001
Chicago Water	Utility Billing Relief	<200%	No max	No	1-312-744-4426

The Utility Affordability “Continuum of Care”

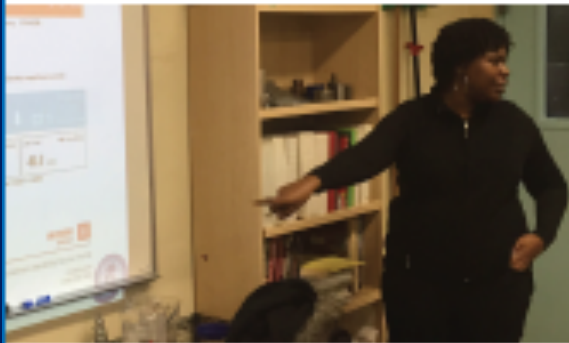


Put CUB to Work For You

- **Utility-bill clinics**—Attendees can bring their utility bills for a free one-on-one consultation with CUB's trained staff. We'll help people cancel overpriced plans, sign up for energy saving programs, and file complaints if needed. These are our most popular events--for good reason!



- **Speaking engagements**—CUB staff are available to speak to your group about a wide variety of utility issues, including: how to navigate the gas and electric markets, common scams to avoid, clean energy policies & programs, and your options for phone service.



- **Energy-savings seminars**—We'll explain how to cut costs by making your home more energy efficient. Hear how to take advantage of free and reduced-cost products and services, and get the facts on programs designed to make solar energy more affordable.

- **Service provider workshops**—

Designed for those who work directly with the community, these sessions teach your team how to identify common client problems and help resolve them. Learn about financial assistance programs, medical certificates, and best practices for bill disputes.

Thank You!

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o www.citizensutilityboard.org

o aenglish@citizensutilityboard.org