

HOW CAN PERSONS VOICE CONCERNS?

Interested persons are encouraged to submit written comments on the Commission's website here: <https://www.icc.illinois.gov/consumer/CommentOnACase.aspx>.

If you have a complaint about your utility service, you can contact the Commission's Consumer Services Division: <https://www.icc.illinois.gov/complaints/>.

Persons who do not wish to use the internet may also submit their comments or complaints about utility service in the following manner:

By Phone: You can reach us between 8:30 AM and 5:00 PM, Monday through Friday, by calling 1-800-524-0795, 1-217-782-2024, or TTY at 1-800-858-9277.

By Mail: Illinois Commerce Commission, 527 East Capitol Avenue, Springfield, IL 62701. The Illinois Commerce Commission's Consumer Services Division (CSD) can also assist utility customers who have concerns about billing, disconnect orders, meter measuring or other issues: <https://www.icc.illinois.gov/consumer/>

Under Section 8-306(n), customers of water or sewer utilities may request a public forum, at which they can offer comments that a court reporter will transcribe and that will be reported to the Commission. The Commission, however, is not required to convene a forum.

Under Section 2-107, members of the public are permitted to speak at Commission open meetings, a schedule of which can be found in the Commission's website under "Events Calendar": <https://www.icc.illinois.gov/meetings/>. However, persons who wish to speak must appear in person in either Chicago or Springfield, and must submit a formal request to speak to the Commission's Chief Clerk no less than 24 hours before the meeting. Each public speaker is asked to generally confine his or her remarks to 3 minutes. Please note that the Commission cannot respond to public comments. Request forms and further instructions are available on the Commission's website here:

<https://www.icc.illinois.gov/chiefclerk/publicparticipationrequest.aspx>

It is important to note that while all comments are considered and taken seriously, the Commission is required to base its decisions – including decisions of rate cases– on evidence in the administrative record. The most effective way to be heard regarding rate increases is to intervene in the rate case and offer expert testimony that explains your opinion on the legal and factual merits of the case. Municipalities have in the past intervened and offered such testimony. Offering expert testimony is by far the most effective way to influence the Commission's decision in a rate case.