

Energy Assistance Programs for Income-Eligible Residential Customers



	Low Income Home Energy Assistance Program (LIHEAP)	Percentage of Income Payment Plan (PIPP)	Nicor Gas Sharing Program	Nicor Gas Energy Aide Program	New! Nicor Gas Shield of Caring Program
Program Period	September 1, 2021 — May 31, 2022 or until funds are exhausted	September 1, 2021 — March 31, 2022	Ongoing	Ongoing	September 1, 2021 — May 31, 2022 or until funds are exhausted
Program Description	A federally funded program that provides qualifying households with monetary relief for their energy bills.	A state funded program that allows qualifying customers to pay a percentage of their monthly gross income to maintain their natural gas service.	A Nicor Gas program funded by direct contributions from Nicor Gas employees and customers to provide qualifying households with monetary relief for their natural gas bills.	A Nicor Gas program that provides qualifying households with monetary relief for their natural gas bills.	A Nicor Gas and Salvation Army partnership program that provides qualifying households experiencing financial hardship with monetary relief for their gas bill.
Eligibility Requirements	Customers must have a combined household gross income at or below 200% of the Federal Poverty Level* within the last 30 days when applying for program.	Customers must be LIHEAP approved and at or below 200% of the Federal Poverty Level*.	Customers must have a gas bill in their name and gross income between 201 — 250% of the Federal Poverty Level*, which is above LIHEAP and PIPP eligibility.	<ul style="list-style-type: none"> Customers must be at or below 300% of the Federal Poverty Level*. For the COVID-19 special assistance program component, customers must show unemployment filing documentation or letter from employer to be eligible for benefits. 	Customers must have a gas bill in their name, a past-due balance and a household gross income less than 400% of the Federal Poverty Level* in the last 30 days when applying for a grant.
Customer Benefits	<ul style="list-style-type: none"> Provides one lump-sum grant per program year that does not need to be paid back. Customers who have been disconnected or have received a disconnection notice, can receive a Reconnect Assistance grant up to \$1,000 per year to use for both electric and gas utilities in addition to their regular LIHEAP grant. 	<ul style="list-style-type: none"> Allows customers to set up a level payment plan to help eliminate past-due balances. Payment plans require a minimum monthly payment of 6% of a customer's monthly gross income. The program will pay for the difference between the customer payment and the monthly bill amount up to \$75 excluding any non-gas service-related charges. Any utility balance owing at the start of the program will be put into an Arrears Forgiveness Program. If the monthly customer payment is received on or before the due date, the customer will a credit up to a maximum monthly amount of \$83.33. 	<ul style="list-style-type: none"> Provides grants up to \$400 with a minimum of \$150 per program year that do not need to be paid back. Customers with a gross income between 251 – 300% of Federal Poverty Level* who have experienced a hardship are eligible for a Crisis grant up to \$400 with a minimum grant of \$150. 	<ul style="list-style-type: none"> Provides grants up to \$250 to go toward past-due account balances that do not need to be paid back. For balances less than \$250, the total amount of the past-due balance will be paid. Customers impacted by COVID-19 can receive a COVID-19 Energy Aide grant of up to \$300 but cannot also receive a regular Energy Aide grant. Customers with non-heat accounts are eligible for this program. 	<ul style="list-style-type: none"> Provides one grant up to \$250 once every two years to go toward a past-due account balance that does not need to be paid back. Customers who may be eligible for additional assistance through other energy assistance programs such as LIHEAP or Sharing should apply for those programs before applying for this program to maximize the benefits available to them. A component of this program supports families with basic needs such as emergency housing and rental assistance, food assistance and case management.
How to apply?	Contact local Community Action Agencies via 877.411.9276 (WARM) .	Contact local Community Action Agencies via 877.411.9276 (WARM) .	Contact your local Salvation Army office by calling 773.205.3520 . Or visit this page for a list of locations.	Contact the selected local area agencies listed on this page .	Complete an online application by visiting shieldofcaring.org . You also can contact your local Salvation Army office by calling 773.205.3520 . Or visit this page for a list of locations.

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** or **866.559.8198** for Spanish or visit **credability.org**.
(Usted puede visitar la versión del español Idioma del sitio haciendo clic aquí) Visit **this page** for more information.

Nicor Gas Energy Efficiency Program

Income-eligible households can receive additional assistance to help save money and energy. Nicor Gas partners with community organizations to help our customers access affordable energy services and increase comfort in their homes. Free energy services may include air sealing, attic and wall insulation, and furnace repair/replacement for qualifying customers. Call **877.886.4239** or visit **this page** for more information.

Maximize the benefits available to you! Check out the [Energy Assistance Worksheet](#) on the next page to determine your eligibility for one or more of the above programs.

Energy assistance programs worksheet



Step 1: Provide Household Information

Number of members in your household:

Step 2: Provide Household Income

Total household gross income for the past 30 days:

\$ _____

(Tip: Must include all income received for persons 18 years and older. Gross income is total income before taxes)

Step 3: Determine Eligibility

Column 1	Column 2	Column 3	Column 4	Column 5
Family Size	LIHEAP (200% Max)	Sharing (250% Max)	Energy Aide/Sharing Crisis (300% Max)	Shield of Caring (400% Max)
1	\$2,147	\$2,683	\$3,220	\$4,293
2	\$2,904	\$3,629	\$4,355	\$5,807
3	\$3,660	\$4,575	\$5,490	\$7,320
4	\$4,417	\$5,521	\$6,625	\$8,833
5	\$5,173	\$6,467	\$7,760	\$10,347
6	\$5,930	\$7,413	\$8,895	\$11,860
7	\$6,590	\$8,358	\$10,030	\$13,373
8	\$6,737	\$9,304	\$11,165	\$14,887

For households with more than 8 members, please contact the program administrator directly

- Under Column 1, find the row that matches the total members in your household
- Using Column 1 row selection, find which columns the total household gross income for the past 30 days falls within

Income Less than Column 2	Income Between Columns 2 & 3	Income between Columns 3 & 4	Income between Columns 4 & 5
You may qualify for: <ul style="list-style-type: none"> LIHEAP Energy Aide Shield of Caring Program 	You may qualify for: <ul style="list-style-type: none"> Sharing Energy Aide Shield of Caring Program 	You may qualify for: <ul style="list-style-type: none"> Sharing Crisis Energy Aide Shield of Caring Program 	You may qualify for: <ul style="list-style-type: none"> Shield of Caring Program

Example: If you have a family of 5 and the total household income is \$5,450, your income falls between columns 2 & 3. This means you may qualify for Sharing, Energy Aide and Shield of Caring.

Step 4: Apply for Energy Assistance Programs

To maximize funding that may be available to you, please apply for LIHEAP or Sharing first, based on your eligibility.

Locations/phone numbers to apply for each program:

LIHEAP/PIPP: Illinois LIHEAP Hotline: **877.411.9276** or **LIHEAP | Nicor Gas**

Sharing: Salvation Army General Hotline: **773.205.3520** or **Sharing Program | Nicor Gas**

Energy Aide: **Energy Aide Program | Nicor Gas**

Shield of Caring: **shieldofcaring.com**

Upon approval of your application, your grant will post to your account within 30–45 days.

Step 5: Secure Required Documentation

When applying for energy assistance programs, please have the following documents ready:

- A copy of your current gas bill
- A copy of your current lease/proof of residence
- A valid driver's license
- Social Security card/numbers for all household members
- Proof of 30-day income for all household members
- Medical eligibility card for any household member who receives TANF

If you have a remaining balance after receiving a LIHEAP or Sharing grant, it is recommended you apply for Energy Aide or Shield of Caring, as you can apply for these programs any time during the program year if there is an owing balance.