

Bill Payment Assistance Programs for Income-Eligible Residential Customers



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Nicor Gas Low-Income Discount Program (Ongoing)

Offering total bill discounts between 5% and 75% for customers receiving LIHEAP, PIPP and Nicor Gas Sharing Program benefits. All other customers can apply online for a 5% total bill discount by visiting nicorgas.com/LIDP or by calling 888.642.6748.

| | Low Income Home Energy Assistance Program (LIHEAP) | Percentage of Income Payment Plan (PIPP) | Nicor Gas Sharing Program (funded by employees & customers) | Nicor Gas Energy Aide Program <i>Energy Aide is now closed and will reopen on Aug. 1, 2025.</i> | Nicor Gas Shield of Caring Program <i>Shield of Caring is now closed and will reopen on Jan. 20, 2026.</i> |
|--------------------------|---|---|---|---|--|
| Program Period | Oct.1,2024 — August 15, 2025 or until funds are exhausted. | Closed for new PIPP applicants. | September 1, 2024 — August 31, 2025. | July 1, 2024 — June 30, 2025, or until funds are exhausted. | January 20, 2025 — September 30, 2025 or until funds are exhausted. |
| 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. If approved for LIHEAP, you will not be eligible for PIPP. | 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. If approved for PIPP, you will not be eligible for LIHEAP. | ➤ Customers must have a gas bill in their name and a household gross income between 201 — 300% of the Federal Poverty Level*, which is above LIHEAP and PIPP eligibility, within the last 30 days when applying for this program. ➤ Customers applying for a senior or veteran grant must have a household gross income between 0 — 300% of Federal Poverty Level*. | ➤ Customers must be at or below 350% of the Federal Poverty Level* within the last 30 days when applying for this program. | 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* within the last 30 days when applying for this program. |
| Customer Benefits | ➤ 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 \$1,500 per program year to use for both electric and gas utilities in addition to their regular LIHEAP grant. ➤ Customers who receive LIHEAP benefits are automatically enrolled in the Nicor Gas Low-Income Discount Program. | ➤ 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 \$50 excluding any non-gas service-related charges. ➤ Customers who receive PIPP benefits are automatically enrolled in the Nicor Gas Low-Income Discount Program. | ➤ Provides one grant between \$150 and \$400 per program year that does not need to be paid back. ➤ For balances less than \$150 the grant amount will be \$150. ➤ Veteran grants of up to \$150 are provided for customers receiving LIHEAP, PIPP or Sharing grants. ➤ Senior grants for customers 65 and older of up to \$150 grant per year. ➤ Customers who receive Sharing benefits are automatically enrolled in the Nicor Gas Low-Income Discount Program. | ➤ Provides one grant up to \$250 per program year 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 with non-heat accounts are eligible for this program. | ➤ Provides one grant up to \$250 per program year toward a past-due account balance that does not need to be paid back. ➤ Customers who may be eligible for additional assistance through other bill payment 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 773.205.3570 . Or visit nicorgas.com/energyassistance for a list of locations. | Visit the Energy Aide Program section via nicorgas.com/energyassistance to access the selected local area agencies. | Complete an application at shieldofcaring.com , or contact your local Salvation Army office at 773.205.3570 , or visit nicorgas.com/energyassistance . |

| Payment Arrangements and The Budget Plan | Community Assistance Navigator (CAN) | Nicor Gas Energy Efficiency Program |
|--|--|--|
| If you have a past-due bill, a payment arrangement gives you more time to pay your outstanding balance, brings your bill current and helps you avoid a possible service disconnection, even if applying for a bill payment assistance program grant. Check your eligibility via nicorgas.com/myaccount . If eligible and you set one up, then you can enroll in the Budget Plan , if desired, to help you avoid unpredictable bills from month to month. Learn more at nicorgas.com/budgetplan . | If you're facing financial difficulties and can't pay your bill, the Nicor Gas Community Assistance Navigator (CAN) tool can help you find bill payment assistance programs and other resources based on your eligibility. The tool will also suggest assistance for basic needs support and energy efficiency products/services. For further assistance in understanding your options or your bill, please call 888.642.6748 . | Provides free home assessments, energy-saving products and incentives to help you save money and energy. Eligible income-qualified households may receive additional free services and equipment upgrades. Call 877.886.4239 or visit nicorgas.com/saveathome for more information. |

Maximize the benefits available to you!

Check out the [Bill Payment Assistance Worksheet](#) on the back of this page to determine your eligibility for one or more of the above programs.

*Based on the Federal Poverty guidelines published in the US Department of Health and Human Services Federal Register.

Bill Payment Assistance Programs Worksheet



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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 Income Eligibility

| Column 1 | Column 2 | Column 3 | Column 4 | Column 5 |
|-------------|---------------------|------------------------|--------------------------|-------------------------------|
| Family Size | LIHEAP (0–200% Max) | Sharing (201–300% Max) | Energy Aide (0–350% Max) | Shield of Caring (0–400% Max) |
| 1 | \$2,510 | \$3,765 | \$4,393 | \$5,020 |
| 2 | \$3,407 | \$5,110 | \$5,962 | \$6,813 |
| 3 | \$4,303 | \$6,455 | \$7,531 | \$8,607 |
| 4 | \$5,200 | \$7,800 | \$9,100 | \$10,400 |
| 5 | \$6,097 | \$9,145 | \$10,669 | \$12,193 |
| 6 | \$6,993 | \$10,490 | \$12,238 | \$13,987 |
| 7 | \$7,890 | \$11,835 | \$13,808 | \$15,780 |
| 8 | \$8,427 | \$13,180 | \$15,377 | \$17,573 |
| 9 | \$8,611 | \$14,525 | \$16,946 | \$19,367 |
| 10 | \$8,794 | \$15,870 | \$18,515 | \$21,160 |

For each additional household member under 18 add \$673.

- 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: ➤ LIHEAP/PIPP ➤ Energy Aide ➤ Shield of Caring Program ➤ Low-Income Discount Program | You may qualify for: ➤ Sharing ➤ Energy Aide ➤ Shield of Caring Program ➤ Low-Income Discount Program | You may qualify for: ➤ Energy Aide ➤ Shield of Caring Program | You may qualify for: ➤ Shield of Caring Program |

Example: If you have a family of 5 and the total household income is \$6097, your income falls between columns 2 & 3. This means you may qualify for Sharing, Energy Aide, Shield of Caring and the Low-Income Discount Program.

Step 4: Apply for Bill Payment Assistance Programs

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

View the other side of this page for phone numbers or locations to apply for programs.

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

Step 5: Secure Required Documentation

When applying for bill payment 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.