Bill Payment Assistance Programs for Income-Eligible Residential Customers

Nicor Gas

Nicor Gas Low-Income Discount Program (Ongoing)
Offering total bill discounts between 5% and 74% for customers receiving LIHEAP and PIPP 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	Nicor Gas Shield of Caring Program.
Program Period	10/01/2026 – 08/15/2027 or until funds are exhausted. ↗ Oct. 1 – Seniors, families with children 5 or younger, disabled or disconnected. ↗ Nov. 1 – Open enrollment	Closed for new applicants.	Sharing: 09/01/2026 - 08/31/2027 MobileX Connect Sharing: Select times throughout the year	08/01/2026-06/30/2027, or until funds are exhausted.	01/20/2027 – 09/30/2027 or until funds are exhausted
Eligibility Requirements When Applying for Programs	↗ Combined household gross income at or below 300% of the Federal Poverty Level Income within the last 30 days. ↗ Past-due balance not required. ↗ LIHEAP approved customers are not eligible for PIPP.	↗ Combined household gross income at or below 300% of the Federal Poverty Level Income within the last 30 days. ↗ Past-due balance not required. ↗ PIPP approved customers are not eligible for LIHEAP.	↗ Combined household gross income between 301% - 350% of the Federal Poverty Level Income within the last 30 days. ↗ Past-due balance required. ↗ Senior, veteran and MobileX Connect grants are available for customers with a combined household gross income between 0 – 350% of the Federal Poverty Level. ↗ Customers not currently receiving LIHEAP and Sharing Program benefits are eligible for MobileX Connect grant.	↗ Combined household gross income at or below 400% of the Federal Poverty Level* within the last 30 days. ↗ Past-due balance required. ↗ Non-heat account customers are eligible for this program.	↗ Combined household gross income at or below 450% of the Federal Poverty Level* within the last 30 days. ↗ Past-due balance required. ↗ Customers without heat service account customers are eligible for this program.
Customer Benefits	↗ One lump-sum grant per program year. ↗ Reconnect Assistance grant up to $2,000 per program year for electric and gas utilities for customers with disconnected services or disconnection notices. ↗ Approved customers are automatically enrolled in the Nicor Gas Low-Income Discount Program.	↗ Budget Plan to help eliminate past-due balances, requiring a 3% monthly customer payment based on combined household gross income. ↗ Program pays difference between customer payment and monthly bill amount up to $50, excluding non-gas service-related charges. ↗ Approved customers are automatically enrolled in the Nicor Gas Low-Income Discount Program.	Sharing: ↗ One grant between $250 and $500 per program year. $150 senior grants for customers 65 and older and $150 veteran grants are available to customers receiving LIHEAP, PIPP or Sharing grants. MobileX Connect Sharing: ↗ One $250 grant	↗ One grant up to $250 per program year. ↗ Total past-due balance will be paid for balances less than $250.	↗ One grant up to $250 per program year. ↗ Customers who may be eligible for other programs listed on this flier, should apply for those programs first to maximize benefits available to them. ↗ This program also supports families with basic needs such as for emergency housing, rental and food assistance and includes case management.
How to apply?	Connect with local Community Action Agencies by calling **833.711.0374.**	Connect with local Community Action Agencies by calling **833.711.0374.**	Sharing: Connect with local Salvation Army offices by calling **773.205.3570** or visit **nicorgas.com/energyassistance** for a list of locations. MobileX Connect: Complete an application at MobileX Connect events or online at **nicorgas.com/billpayassistance**	Connect with local agencies listed in Energy Aide Program section via **nicorgas.com/energyassistance.**	Complete an application at **shieldofcaring.com** or contact your local Salvation Army office by calling **773.205.3570.**

Nicor Gas Supplemental Arrearage Reduction Program (SARP)	Payment Arrangements and The Budget Plan	Nicor Gas Community Connection Center (C3)	Nicor Gas Energy Efficiency Program
↗ Only available to LIHEAP customers who meet past-due balance and other criteria. ↗ Eligible customers are solicited by Nicor Gas to enroll in the program. ↗ Eligible customers who accept program participation offer are required to make on-time monthly Budget Plan payments to receive a credit up to $83.33 per month. To check your eligibility, call the SARP hotline at **630.388.3154** or email **G2NICORSP@southernco.com**	↗ **Have a past-due bill?** Check your eligibility for a payment arrangement via **nicorgas.com/myaccount**, even if planning to apply for any of the above programs. ↗ **Have a current bill?** Consider enrolling in the Budget Plan to help avoid unpredictable bills from month to month. Learn more at **nicorgas.com/budgetplan.**	If you need help navigating available resources, our Community Connection Center (C3) can be your first stop to learn more about bill payment assistance, energy-saving offerings and additional support options from community organizations. You can use our anonymous online Community Assistance Navigator (CAN) tool or speak one-on-one with a C3 team member. Visit nicorgas.com/C3.	Save money and energy with free home assessments, energy-saving products and available rebates. Qualifying households may be eligible for additional free services and improvements. For more information call **877.886.4239** or visit **nicorgas.com/saveathome**.

Maximize the benefits available to you! Use the online tool at nicorgas.com/CAN or complete the Bill Payment Assistance Programs Worksheet on the back of this page to determine your eligibility for one or more above programs.

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

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Bill Payment Assistance Programs Worksheet

Nicor Gas

Para ver una versión en español, visite **nicorgas.com/asistenciadeenergia**

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: See 2026-27 income guidelines

Column 1	Column 2	Column 3	Column 4	Column 5
Family Size	LIHEAP Maximum Monthly Income 300% FPL	Sharing Maximum Monthly Income 350% FPL	Energy Aide Maximum Monthly Income 0-400%	Shield of Caring Monthly Income 0-450%
1	$3,990	$4,655	$5,320	$5,985
2	$5,410	$6,312	$7,213	$8,115
3	$6,830	$7,968	$9,107	$10,245
4	$8,250	$9,625	$11,000	$12,375
5	$9,670	$11,282	$12,893	$14,505
6	$11,090	$12,938	$14,787	$16,635
7	$12,510	$14,595	$16,680	$18,765
8	$13,930	$16,252	$18,573	$20,895
9	$15,350	$17,908	$20,467	$23,025
10	$16,770	$19,565	$22,360	$25,155

For households with more than 10 people please contact your local area agency.

1. Under Column 1, find the row that matches the total members in your household
2. 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 $9675, 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.