

State of Illinois Utility Disconnection Avoidance Program (UDAP) Frequently Asked Questions



What is the UDAP program?

- To help address the ongoing needs facing low-income residents during the pandemic, the State of Illinois is leveraging \$80 million in state and federal emergency assistance to assist residents at risk for imminent utilities shutoff.

Who will receive utility disconnection avoidance assistance?

- All current customers on a utility's disconnection list who received LIHEAP between July 27, 2020 through May 31, 2021.
- Customers who received LIHEAP or PIPP assistance between October 1, 2018 through May 31, 2021 and are on the six largest utility companies – ComEd, Ameren, Peoples Gas, North Shore Gas, Nicor Gas, and MidAmerican Energy - disconnection list.
- This program will support an estimated 80,000 customers who have received these services over the past three years.

What happens if I qualify?

- For customers who have received LIHEAP or PIPP in the past three years and who are currently on a disconnect list – no action is required.
- Your utility and local agency will work together to determine that you are eligible for UDAP.
- For those who qualify, you will receive a credit between \$250 and \$5,000 on your account to clear out your arrearage amount to prevent shut-off. Your utility company will then notify you when a UDAP credit has been applied to your account and will remove you from the shut-off list.

How much in credits am I eligible to receive?

- The amount of the UDAP payment will vary depending on the total owed by the customer in arrears and will be a one-time credit between \$250 and \$5,000 for each eligible utility account.

How can I determine if I am on the disconnect list?

- The utility will notify you if you're on the disconnection list and will also notify you when a UDAP payment has been credited to your account, removing you from the disconnect list.

How will the State determine who benefits from this newly available relief?

- The State of Illinois will work with the six largest utility companies – ComEd, Ameren, Peoples Gas, North Shore Gas, Nicor Gas, and MidAmerican Energy - to compile a list of customers who are on their list to be disconnected and who have received LIHEAP or PIPP over the past three years ((October 1, 2018 through May 31, 2021).
- For customers outside of service areas of these six companies, local agencies will work with the smaller utilities to determine other eligible customers who received LIHEAP between July 27, 2020 through May 31, 2021 and who are facing disconnection.

What if the credit doesn't cover my total account overage/balance?

- UDAP aims to help a large share of eligible households that are on a utility's shut-off list by providing a one-time credit to clear their arrearage amount between \$250 and \$5,000 to prevent shut-off.
- DCEO encourages customers who qualify for LIHEAP to continue participating in the Help Illinois Families program, which will be replenished even after the current program year ends May 31, 2021.

What type of support is the State offering for residents who are on the disconnect list yet who haven't previously received LIHEAP benefits?

- New customers who have not received state energy assistance previously and who are in threat of imminent disconnection may be eligible for LIHEAP through their local agency.
- To find your local agency, please visit helpillinoisfamilies.com.
- DCEO is encouraging residents to apply for Help Illinois Families, a program launched last year to expand benefits for families in need of assistance with utilities and other household costs. This program is accepting applications for current year LIHEAP now through May 31, 2021, and a new program will resume in September 2021.

What are the eligibility requirements for LIHEAP currently?

- To be eligible to receive these services a person must be a resident of Illinois and have a household income at or below 200 percent of the federal poverty level. This is the equivalent of no more than a combined monthly income of \$4,367 for a household of four.
- Applicants must also prove they pay their own utility bills or, if applicants are renters, must show that utility is included in their rent.
- More information on eligibility can be found on helpillinoisfamilies.com.



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