



Even though you can choose which company supplies your natural gas and electricity, in order to make a well-informed decision, you should compare all offers from alternative suppliers to your utility's price to make sure that you are paying the lowest rate.

- Illinois law allows consumers to choose whether to buy their natural gas and electricity supply from their utility or an alternative supplier.
- You do not need to enroll with an alternative supplier to receive your LIHEAP benefits.
- No one helping you with your LIHEAP benefits should try to enroll you with an alternative supplier.
- Do not sign up with an alternative supplier until you compare their offer to the price charged by your utility.
- *Compared to utilities, alternative suppliers can charge higher prices and more fees.*

Know Your Options

- Check your utility bill to determine the source of your supply.**
 - Are you purchasing natural gas or electricity supply from your utility company or an alternative supplier?
- Find out how much you are paying by locating your supply rate on your utility bill.**
 - How much is the rate for supply?
 - What type of rate is it? (A fixed rate charges one price during a certain period of time. A variable rate charges a different rate each month based on market conditions.)
 - Is it a temporary introductory rate? If so, how long will it last?
 - Is there a monthly fee or other additional charge?
- Compare your rate.** You can compare utility and alternative supplier prices online.
 - Electricity prices: <http://www.pluginillinois.org/offersbegin.aspx>
 - Natural gas prices: <http://www.icc.illinois.gov/ags/products.aspx>
- Decide if you should switch.** If the utility is cheaper, consider switching back to the utility company. You may be charged a fee of up to a maximum of \$50 for cancelling with the alternative supplier, but it may save you money in the long run.
- Be careful when shopping around.** If you are considering switching, do not share your account information unless you are ready to enroll. Take a couple of days to consider every offer.

To learn more information or file a complaint, please contact:

The Illinois Attorney General's Office
<http://www.IllinoisAttorneyGeneral.gov>

1-800-386-5438

The Illinois Commerce Commission
<http://www.icc.illinois.gov/consumer/complaint/>

1-800-524-0795

For detailed guidance on *Choosing a Natural Gas or Electricity Supplier*, visit:

http://www.illinoisattorneygeneral.gov/consumers/Choosing_a_Natural_Gas_orElectricitySupplier.pdf