



# We know you are concerned about your bill. We're here to help.

We understand that our natural gas members are stressed and frustrated with their latest natural gas bill. We recognize many members were already financially strained over the past 12 months due to the Covid-19 pandemic. Know that we also are concerned about these high amounts.

***Rest assured we are not expecting members to pay the full bill in one installment.***

We chose to include the impact of this extreme weather event on one bill instead of spreading it across multiple months to clearly show this extreme event and, primarily, so those who are eligible for assistance funds can apply while they are still available.

Once you receive your bill, call Jo-Carroll Energy at 800-858-5522 and speak with one of our Member Services Representatives who can discuss the best assistance or payment plan option for you. We are working with members on an individual, case-by-case basis.

## Payment plan options

### Budget billing

Because of the extreme events in February, we are enrolling members in Budget Billing, essentially creating a deferred payment plan, even if a member has a past due balance from prior months. This program is available for both residential and business accounts at this time.

If you already are on Budget Billing, we want to remind you that your budget billing amount will recalculate in May. It will most likely increase due to a colder than average winter, and the Purchased Gas Adjustment

pass-thru. If you would like us to re-evaluate your budget installment amount early, please contact us.

### Auto-draft/Auto-pay

We encourage members on auto-draft or auto-pay who are interested in a payment plan to please call ahead of your bill due date or scheduled pay date, to ensure the full balance does not draft at one time.

If you are waiting for energy assistance, call us to help with removal of your draft profile to ensure the payment will not draft.

## Energy assistance programs for residential members

### LIHEAP

Area agencies have funding available through the Low-Income Heating Energy Assistance Program (LIHEAP) to assist income-eligible residents with energy costs. LIHEAP is a state and federally funded energy assistance program in which energy bill payments can be made on behalf of qualifying households.

### JCE Neighbor to Neighbor Care Fund

Help paying your energy bill may be available through our Neighbor to Neighbor Care fund. This program works in tandem with LIHEAP.

A grant may be available through this program.

***Three agencies handle the assistance application process for JCE members. They are:***

**Carroll & Whiteside Counties**  
Tri-County Opportunities Council  
800-323-5434

**Henry County**  
Project Now  
309-852-4565

**Jo Daviess County**  
Northwestern Illinois Community  
Action Agency (NICAA)

**CALL 800-858-5522 TO SPEAK WITH A JCE MEMBER SERVICES REPRESENTATIVE**