

Illinois Patriot Plan Notification Form



North Shore Gas understands the financial challenges families face when a primary occupant is deployed for military service. To help customers, we follow the Illinois Patriot Plan. Under the Plan, for a residence where the primary occupant is on deployment, and having difficulty paying their gas bill, North Shore Gas will not disconnect gas service or charge any late fees for non-payment during the deployment period. However, the customer is still responsible for the full balance on the account when the deployed primary occupant returns home. This rule only applies to bills incurred during the time period when the service personnel is deployed and not to previous balances.

In order to be eligible for this program, you must notify the company about your Active Duty status by using this form. If an extension of active duty is given, the company must be notified again. The instructions are below:

1. Complete this form.
2. Attach a copy of the primary occupant's Activation Orders.
3. If you are the primary resident and you are not the customer of record on the gas account, you must also attach a State issued I.D. as proof of residency.
4. Send this original form and the above mentioned documents to: North Shore Gas, Customer Care Center Support, Attn: Illinois Patriot Plan Registration, 200 East Randolph St., Chicago, IL 60601-9404. Or fax to (312) 240-3991.
5. Upon return from deployment, it is your responsibility to notify the company. If there is an unpaid balance on the account, you must make payment arrangements for the balance. You are encouraged to continue to pay your bill while the primary occupant is on active duty.

Customer Name: _____

Customer Social Security #: _____

Name of Primary Occupant on Active Duty: (if different than name on the account) _____

His/Her Social Security #: _____

Address of Account: _____

City, State, Zip: _____

Telephone Number: _____ Account Number: _____

I certify that the information provided to North Shore Gas is true and accurate. I understand that while the company will not turn off my gas service or charge late fees during active duty, that I am still responsible for the full balance on the account. I will continue to make reasonable attempts to pay my bill and understand that I may be eligible for financial assistance through LIHEAP or other sources. Once the primary occupant returns from active duty, if necessary the company will make payment arrangements for the full balance on the account spread over the number of months that the primary occupant was on active duty. After the deployment period has ended, missed payment arrangement installments will result in cancellation of the arrangement and regular collection activities will resume. If I am unable to pay the past due balance, I must file for a waiver to extend payment arrangements with the Illinois Commerce Commission.

Customer Signature _____

PLEASE RETAIN A COPY FOR YOUR RECORDS