



For Immediate Release
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ICC Offers Tips for National Consumer Protection Week

Springfield – In observance of National Consumer Protection Week, the Illinois Commerce Commission would like to highlight the variety of consumer assistance options it provides.

Through its Transportation Bureau, the Commission licenses household goods movers operating in Illinois. To check to see if a mover is licensed in Illinois and to review complaint history of licensed movers, you may visit the ICC's website at <https://www.icc.illinois.gov/utility/defaultthhg.aspx>.

For information and assistance related to a household move, please visit the household goods consumer information section on the ICC Website at <https://www.icc.illinois.gov/householdgoodsmovers/#hhgmover>.

Through its Consumer Services Division, the Commission offers consumer education and helps utility customers resolve complaints involving natural gas, electricity, water, sewer and telecommunications services. In addition, dispute resolution through the informal complaint process is available for consumers who have chosen competitive gas and electric supply services. Consumer Counselors can be reached Monday through Friday from 8:30AM to 5:00PM at 1-800-524-0795, out of state callers 217-782-2024, and TTY 1-800-858-9277. Consumers with questions or complaints that are not immediately time sensitive can also contact the division online at <https://www.icc.illinois.gov/complaints/> or via mail addressed to 527 East Capitol Ave, Springfield, IL 62701.

Lastly, the ICC urges the public to beware scam artists posing as utilities representatives demanding payment, and offers the following reminders to utility customers:

- Never provide personal information including credit cards, debit cards, social security numbers or checking or savings account numbers to anyone who comes to the door or calls you claiming to be a representative of the utility.
- Ask the individual to show proper identification and contact the utility at the phone number listed on your bill to confirm the caller or the representative at your home is a verifiable employee of the utility. Do not call a different number suggested by the potential scammer and do not let them into your home or business.
- Utility field personnel in Illinois do not take payments from consumers. Be on guard for anyone who asks for your personal information, or says you must pay immediately and suggests a method to get the money quickly.

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If you suspect you have been scammed, have a suspicious incident to report or have questions, contact the ICC's Consumer Services Division at the number listed above. You may also contact Illinois Attorney General Lisa Madigan's Consumer Fraud Hotline at 1-800-386-5438 or file a complaint on her [website](#).

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About the Illinois Commerce Commission

The Illinois Commerce Commission's mission is to pursue an appropriate balance between the interests of consumers and existing and emerging service providers to ensure the provision of adequate, efficient, reliable, safe and least-cost public utility services. The Commission pursues this mission through three bureaus: The Bureau of External Affairs, which provides educational information on utility issues for consumers, governmental entities and communities and through its Consumer Services Division, resolves customer/utility disputes and develops rules on utility service and consumer protection; the Public Utilities Bureau, which focuses on financial and operational analysis, policy development, public safety and enforcement activities related to electric, natural gas, water, sewer and telecommunications companies; and the Transportation Bureau, which includes trucking insurance and registration, railroad safety, relocation towing, safety towing and household goods moving company enforcement activities. The ICC's five commissioners are appointed by the Governor and approved by the Illinois State Senate for five-year terms.