



## OUR MISSION

To balance the interests of consumers and utilities to ensure adequate, efficient, reliable, safe and least-cost public utility services.

## ABOUT THE ICC

### CHAIRMAN AND COMMISSIONERS

The ICC is a quasi-judicial tribunal comprised of five members, one of whom is designated as Chairman by the Governor. Within the agency, several departments work together to accomplish our mission.



Commissioner  
Miguel del Valle



Commissioner  
Ann McCabe



Chairman  
Brien J. Sheahan



Commissioner  
Sherina Maye Edwards



Commissioner  
John R. Rosales

[Bureau of Administrative Law Judges](#) | [Office of General Counsel](#) | [Bureau of Public Utilities](#) | [Transportation Bureau](#) | [Office of the Executive Director](#)  
[Bureau of Planning and Operations](#) | [Bureau of External Affairs](#)

## OUR WORK

### FOR CONSUMERS



We serve the people of Illinois by:

- Mediating and resolving disputes that arise with utility, telecommunication and transportation service providers
- Developing rules for consumer protection and safety
- Educating and disseminating information on utility issues

How to reach us:



ICC Operator (312) 814-2850 | [Consumer Complaint Hotline](#) (800) 524-0795 | [Towing Complaints](#) (847) 294-4326

### REGULATION OF PUBLIC UTILITY AND TRANSPORTATION INDUSTRIES



We regulate electric, natural gas, water/sewer utilities, and some transportation industries by:

- Holding rulemaking hearings and special proceedings
- Convening industry experts in policy sessions
- Analyzing and approving/disapproving service rates
- Developing and informing legislative policy
- Providing programs, initiatives, certifications and registration
- Enforcing compliance with relevant statutes and regulations

