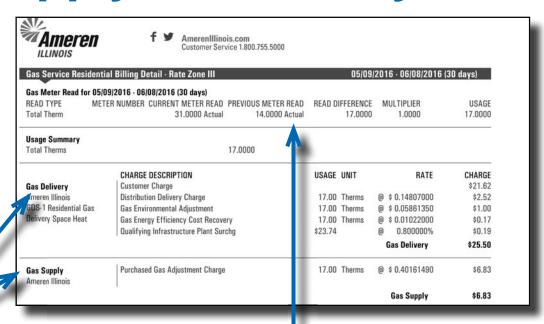
## Supply vs. Delivery



## Utilities profit off delivery charges, not supply charges

While utilities are allowed to earn a profit on the delivery part of your bill, they can't on the supply side. Under law, they are required to pass on the cost of the gas or electricity they buy with no markup.

Utilities make their money through the delivery charges. When a utility seeks a rate hike before the Illinois Commerce Commission (ICC), it impacts your delivery charges. The two biggest fees are the customer charge and a per-kilowatt-hour or per-therm distribution charge.

## Is your bill estimated?

Look in the meter section of your bill to determine if your meter was actually read or if your usage was estimated in a given month. Look for "Actual" (or "A") or "Estimated" ("E"). If a utility estimates your usage two months in a row, find out why.

