



Help is Here

One-time and long-term help is at your fingertips.

Michigan 2-1-1 offers free and confidential support 24 hours a day.

Visit mi211.org or call 2-1-1 to get assistance with bills, food banks, shelter and more. A specialist will connect you to a local organization that will help identify the best solutions for you, including programs in this guide. Translation services are also available.

Don't wait for the worst-case scenario.

Options are available for almost everyone. Even if you did not qualify for help in the past, you may be eligible for one or more programs today.

State and Federal Programs

Eligibility may be based on Federal Poverty Levels. View the latest guidelines at ConsumersEnergy.com/Assistance

STEP 1: Apply for State Emergency Relief (SER) to get help with energy-related bills such as heating fuel and electricity at Michigan.gov/MIBridges or at your local Department of Health and Human Services. You must have an income at or below 150% of the Federal Poverty Level, be past-due on an energy bill or facing service shut-off.

STEP 2: Contact a Michigan Energy Assistance Program agency (below) for bill payment assistance, including help with enrolling in Consumers Affordable Resource for Energy (CARE). Learn more about the consistent monthly bill and past-due balance forgiveness program at ConsumersEnergy.com/CARE

Barry County United Way: 269-945-4010
BCUnitedWay.org

Michigan Community Action: MiCommunityAction.org

St. Vincent de Paul Society: 313-393-2855
SSVPusa.org/Assistance-Services

Superior Watershed Partnership: 906-273-2742
SuperiorWatersheds.org/Energy-Conservation

The Heat and Warmth Fund: 800-866-8429
ThawFund.org/Assistance

The Salvation Army: 616-929-1640 • salarmy.us/energy

TrueNorth Community Services: 231-355-5880
HelpForHeat.com

United Way for South Central Michigan: 517-741-0202
UWEnergyHelp.org

United Way of Southeastern Michigan: 844-211-4994
UnitedWaySEM.org/Utility-Assistance

Weatherization Assistance Programs: If income is at or below 200% of the Federal Poverty Level, call 2-1-1 to see if you qualify for home projects that can help lower your energy use and bills.

Home Heating Credit: If your income is at or below 110% of the Federal Poverty Level, apply Jan. 1 – Sept. 30 each year through Michigan.gov/Treasury. You do not need to file taxes to qualify.

Michigan Veterans Trust Fund: Eligible veterans and their families can receive temporary hardship assistance, including energy bill help. MichiganVeterans.com • 800-642-4838



Our Programs

We're here to help:
ConsumersEnergy.com/Assistance
800-477-5050
Telecommunication Relay Services: 7-1-1

Energy Savings Tips:
ConsumersEnergy.com/Save

Plan and Save

Budget Plan: Pay the same amount each month based on your past use. We review your actual energy use every four months and adjust future bill amounts, if needed.

Home Energy Savings: We assess your energy use, install energy efficient upgrades and customize a report with more ways to save. Schedule at ConsumersEnergy.com/HEA

If your income is at or below 200% of the Federal Poverty Level, extra options are available at:
ConsumersEnergy.com/HelpingNeighbors • 877-448-9433

Payment Arrangement Plan: With a down payment, your balance is split evenly and then paid weekly, bi-weekly or monthly.

Third-Party Release: Allow a trusted and willing friend, relative or agency to contact us on your behalf. They are not responsible for your payments.

MORE PROGRAMS ON BACK PAGE



Service Credits: Those who receive state or federal energy assistance or are age 65 or older are eligible for Electric and Natural Gas Assistance credits.

Shut-Off Protection Plan: Available to income-qualified customers and anyone 65 or older. After a down payment, pay the same amount each month based on your past use with year-round protection from service shut-off.

Winter Protection Plan: Available to income-qualified customers and anyone 65 or older. After a down payment, from Nov. 1-March 31 you receive shut-off protection and pay only 7% of your estimated annual bill plus any portion of a past-due balance. In April, your bill is updated based on actual energy used and you pay 9% of the updated amount until Oct. 31.

Military Active Duty: For account holders serving verified full-time, active military service during a declared state of emergency or war deployment. You still make monthly payments for energy used while enrolled. Complete a Third-Party Release for others to manage your account or call us to temporarily disconnect service.

Medical: If a member of your residence needs medical equipment that can't operate without electricity, your account may be eligible for Medical Emergency or Critical Care shut-off protection. Submit a Medical Certification Form with a physician or Public Health Official signature for this option. Learn more at ConsumersEnergy.com/LifeSupport

For additional information on safety and customer rights, visit ConsumersEnergy.com/CustomerGuides

Consumers Energy *Count on Us*[®]