

## 2021 Predictable Billing Pilot Terms and Conditions

This is a 12-month, limited time program available to a limited number of customers. Consumers Energy will optimize your thermostat performance to align with a predictable, monthly bill amount so your household is comfortable while still saving energy. To be in this program, you must be an active Consumers Energy electric-only customer and enrolled in our Smart Thermostat Program, which also requires you to have central air conditioning connected to a smart (Wi-Fi connected) thermostat.

Near the end of the 12-month period, we will contact you to determine if the program will continue or if your bill will return to your actual monthly use going forward. If your energy charges are less than what was predicted, you will receive a credit for the difference that will be automatically applied to your next billing statement after the 12-month cycle is completed. If you exceed the predicted energy charges over the 12-month period, Consumers Energy will waive the excess charges.

Consumers Energy has the option to stop enrollment in this offering at any time or remove accounts from the pilot if their energy use greatly exceeds the projected amount as identified earlier. Customers may leave the program at any time but will be required to cover any additional charges for actual use exceeding your predicted bill amount at the time of your exit.

### **Email/Direct Mail Terms and Conditions**

This is a 12-month pilot program available to a limited number of customers. Customers will be enrolled on a first-come, first-served basis until we meet our target pilot number. At the end of the program, customers will return to regular monthly billing.

### **Mastercard incentive TCs, included on website, direct mail, and email. Picked up from STP.**

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