Are you 65 or older, the Consumers Energy account holder and head of your household? You may qualify for shut-off protection and help paying your bill. Call 800-477-5050 or visit ConsumersEnergy.com/assistance.

PUBLIC ASSISTANCE

CALL 2-1-1 OR VISIT MI211.ORG
Links people with information or agencies that can help with energy assistance and other emergency needs.

ELDER LAW OF MICHIGAN
Helps with important basic needs: food, medicine, health care, utilities, housing and taxes. Contact elderlawofmi.org or 866-400-9164

PEOPLECARE
Helps with emergency needs such as food, clothing, transportation, shelter, home heating and medicine. Contact your local Salvation Army.

THE HEAT AND WARMTH FUND (THAW)
Provides low-income individuals and families in Michigan with emergency energy assistance. Contact 800-866-8429.

CONSUMERS ENERGY PROGRAMS

BUDGET PLAN
Spreads your energy costs into equal monthly payments.

SHUT-OFF PROTECTION PLAN
Provides senior customers of record year-round protection from shut-off. The payment plan spreads annual energy costs into equal monthly payments that include expected monthly energy use plus monthly portions of any past-due balance.

SPECIAL PROTECTIONS FOR SENIORS
Seniors, who are customers of record, will not be shut off for nonpayment from Nov. 1 to March 31.

Third-party notifications: With your written authorization, we can send a copy of your shut-off notice to a third party. This may include a consenting friend, relative or agency. Your third-party contact is not responsible for paying your bill, but may act as a liaison between you and Consumers Energy.

SPECIAL RATE PROVISIONS
Electric Senior Citizen ($3.50 monthly credit): A residential customer 65 years or older and head of the household qualifies. If you qualify for the income assistance provision, you will be removed from the senior citizen provision.

Electric and Natural Gas Income Assistance ($7 for electric/$11.75 for gas): To qualify you must have received a Michigan Home Heating Credit (HHC) or another recognized agency assistance payment that ensures your total household income does not exceed 150 percent of the federal poverty level. Consumers Energy will automatically enroll you for the income assistance provision upon notification of your eligibility from a qualifying agency. Annual re-enrollment is required.
IDENTIFYING A CONSUMERS ENERGY EMPLOYEE

To help protect yourself and your home from scam artists or imposters, follow these precautions:

- If someone comes to your door when you have not requested a specified service, such as a furnace inspection, ask for company photo identification.
- Never open your door to a suspicious person.
- Do not give cash to anyone for work you have not requested.
- Call your local police if you feel threatened.
- Report any suspicious activity to local police.
- Note the description of the person(s), but do so from a safe distance.
- Get a description of any vehicles that were used; again, do this from a safe distance.
- To verify an individual is a Consumers Energy employee, ask to see an ID or call 800-477-5050.

For your safety:

- All of our employees carry photo identification.
- Some employees use their own vehicles with a magnetic sign of the Consumers Energy logo.
- Meter readers use a small, handheld device to read meters and record energy use.
- Contractors authorized to perform work for Consumers Energy also carry photo identification.
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