

Putting Customers First: Updated Policy Unlocks More Energy Bill Assistance for Those in Need

Consumers Energy reinforces its commitment to affordability by helping income-qualified customers access additional State Emergency Relief funds – providing up to \$500 in support per utility service

JACKSON, Mich., July 14, 2025 – Consumers Energy's electric and natural gas customers who qualify for State Emergency Relief (SER) funds and haven't received the full \$500 annual payment credit may now qualify for additional assistance under a new Michigan Department of Health and Human Services policy in effect immediately.

State Emergency Relief dollars help certain income-qualified customers take control of their past due energy bills up to a maximum of \$500. The one-time federal funds disbursed at the state level are distributed to customers who apply and whose household income is 150% of the [federal poverty level](#) or below.

Beginning July 7, new customer applicants who haven't received relief in Fiscal Year 2025, which ends Sept. 30, are eligible to receive the \$500 per commodity cap, regardless of their past-due balance.

Previous SER recipients who have already received funding since October 1, 2024—but haven't reached the \$500 per commodity cap—can apply for the remaining amount starting July 11 through Sept. 30. These payments may result in a credit on the customer's account.

"We're dedicated to equity, accessibility and affordability for Michiganders who count on us for reliable electricity and natural gas," said Lauren Snyder, Consumers Energy's senior vice president, chief customer and growth officer. "Through our various energy savings programs, energy assistance offerings and partnering with the Michigan Department of Health and Human Services, we support the growing needs of our customers who experience challenges paying their bills."

Under the former policy, for example, a customer who owes \$250 to keep their account active could apply, and, if approved, get a credit paid back in that amount but would not have been eligible for additional relief in the same fiscal year. Under the new policy, however, that customer could now receive an additional \$250 to meet the maximum annual allocation allowed of \$500 if they have accumulated additional arrears.

Last year, 540,000 customers received \$38.4M in State Emergency Relief funding. In total, 137,000 families across 30 Michigan counties received some type of energy assistance.

In addition to State Emergency Relief funds, there is additional help available for anyone who needs assistance with their energy bills by calling 2-1-1, a free resource that connects people with nonprofit organizations. Customers can also visit ConsumersEnergy.com/Assistance.

To make it easier for customers to find the help they need based on their situation, Consumers Energy recently launched "[My Personalized Offerings](#)," an easy-to-use tool that empowers customers to identify and enroll in custom payment assistance and energy management programs. The optional tool is free and available to all customers at ConsumersEnergy.com/Offers

More resources:

[My Bridges – State Emergency Relief - see if you qualify or to apply](#)

[Contact your local DHHS office here](#)

[Federal poverty level guidelines](#)

Consumers Energy is Michigan's largest energy provider, providing natural gas and/or electricity to 6.8 million of the state's 10 million residents in all 68 Lower Peninsula counties. We are committed to delivering reliable and affordable energy to our customers 24/7.

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