

Consumers Energy CARE

Terms and Conditions

Consumers Energy

Count on Us®

CARE is an affordable payment plan for income qualified families. CARE allows customers to make affordable monthly payments based on their income, with the remaining portion of their energy bill being paid with energy assistance funds.

1. Federal and State Eligibility Criteria:

- Customer must be an active residential Consumers Energy account holder or the spouse of an account holder.
 - CARE enrollment in conjunction with a State Emergency Relief (SER) can be used for customers to establish service in their name.
- Customer must NOT have unaddressed theft/fraud on the account. If theft or fraud is identified while on the program, the participant may be removed.
- Customer must have household income between 20%-150% Federal Poverty Level (FPL).
 - Income validated by receiving SER assistance
- Customer's past due account balance:
 - *For all applicants:* past due balance shall not exceed \$4,000. This amount will be frozen in a CARE Installment Plan (IP) upon enrollment.
 - MEAP payments are made on the CARE IP balance on the 15th of each month after enrollment and will be forgiven by the time of graduation as long as the customer is actively enrolled in CARE.
 - Customers will successfully complete the program 24 months from enrollment.

2. Program Benefits:

- Affordable monthly payment and bill credit based on income.
- Past due balance is frozen in a CARE IP at the time of enrollment and will be paid off over time as long as the customer is actively enrolled in CARE.
- The electric and/or gas services are protected from shutoff while enrolled in the plan.

3. Moving while enrolled in CARE:

- No deposit or reconnect fees
- Notify Consumers Energy at 800-477-5050
- No need to reapply for CARE if new service is established within 30 days

If you have any questions or concerns, please do not hesitate to contact your enrolling agency.

CARE is hassle free! Once enrolled, all you have to do is pay your portion of the bill on time each month!