

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 consumption and 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 (electric and natural gas) or the domestic partner 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

2. Program Benefits:

- 24 months of affordable monthly payment based on consumption and income.
- Past due balance is frozen in a CARE Installment Plan (IP) at the time of enrollment and will be paid off over time as long as the customer is actively enrolled in CARE.
 - Payments are made on the 15th of each month after enrollment and will continue as long as the customer is actively enrolled in CARE.
 - The monthly CARE credit is only applied towards energy charges. Non-energy charges (e.g. Appliance Service Plan) are still your responsibility in addition to your monthly CARE bill.
- The electric and/or natural 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.
- CARE payment amount may change based on energy use history at new address.

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

CARE is an easy way to manage your monthly energy bills. Once enrolled, all you have to do is pay your portion of the bill on time each month!