



## Identity Theft Reporting Instructions

Identity Theft may occur when someone wrongfully obtains and uses your identification information such as your name, social security number (SSN) and/or your state/driver's license identification card to obtain utility services with Consumers Energy. For Consumers Energy to investigate a claim of ID Theft, the following documentation will be required:

1. A submitted Federal Trade Commission (FTC) Identity Theft Report Form, which can be obtained at <https://www.identitytheft.gov>.
  2. Copy (front and back) of a valid government-issued photo-identification card. Examples: Current driver's license, state identification card or passport.
  3. Proof of residency for the timeframe in dispute. Examples: Rental/lease agreements, utility bills, paystubs, insurance documents, tax forms, bank statements.
  4. Filed police report of Identity Theft. If you are not able to obtain a copy of the report, please provide report number, date and location claim was filed, and officers name and contact information.
- If you have access to a fax machine, fax the required documentation to 1-866-703-8115.
  - If you do not have access to fax machine, please call Customer Service at 1-800-477-5050 for a list of Consumers Energy payment office locations where you can bring the information in person. We have payment offices in Adrian, Cadillac, Flint, Grand Rapids, Kalamazoo, Lansing, Royal Oak, or Saginaw.

**PLEASE NOTE:** We are unable to accept this information at our offices in Jackson, Michigan.

Once all required documentation has been received, a Consumers Energy investigator will contact you within 5-7 business days to confirm receipt and provide further instructions if needed. Please note that the investigation time frame may vary depending on the possibility of criminal prosecution.