

## RESIDENTIAL

**Delivering Energy Value**

■ Michigan's Electric Customer Choice initiative has opened the doors for alternative suppliers to compete with utilities for electric customers — including residential customers.

There may be alternative suppliers operating in your neighborhood, and you may be interested in making price and service comparisons. From the beginning, Consumers Energy has supported the concept of choice for all customers large and small.

Whatever choice you ultimately make about a supplier, please know that Consumers Energy will still deliver the electricity to your home, respond to power outages and maintain and repair our lines. We'll also respond to emergencies, just as we always have.

Since navigating the world of electric customer choice (also known as retail open access) can be confusing, we're providing answers to some frequently asked questions. We hope you find this information helpful.

**How do I choose an electric supplier?**

■ Visit the Michigan Public Service Commission Web site at [www.michigan.gov/mpsc](http://www.michigan.gov/mpsc) for an up-to-date list of suppliers licensed to sell electricity in Michigan. Before making your choice, talk with suppliers. For practical questions you can ask suppliers to help make a decision that's best for you, visit our Web site, [www.consumersenergy.com](http://www.consumersenergy.com). Select "For Home" for helpful information about electric customer choice.

**How do I compare prices?**

■ Ask the supplier what price you will pay for electricity. The price you currently pay for electricity can be found on your most recent Consumers Energy bill. In addition, the bill will tell you how much electricity you used during the past 12 months, so that you can compare prices for an entire year.

**How do I enroll?**

■ Once you've made your decision, the electricity supplier you've selected will enroll you in electric customer choice with Consumers Energy. You also may be required to sign a contract and pay a security deposit.

**If I decide to return to Consumers Energy, how do I cancel my enrollment with my supplier?**

■ Upon taking service under Electric Customer Choice, you may return to Consumers Energy full service upon proper notice. Once you have returned to full service, you must remain for 12 months. You should also check the

contract you signed with your alternative supplier to see if there is a penalty for early termination. However, you may be able to work with your supplier if you want to cancel your enrollment early.

**Is there a fee to switch suppliers?**

■ There is no fee the first time you switch to another energy supplier from Consumers Energy. Each additional time you switch energy suppliers, we include a \$5 switching fee on your energy bill. Before switching, be sure to check any contract you sign with a supplier to see if there are penalties for early termination. Please be advised that you are responsible for notifying your existing supplier of the switch to another supplier.

**Does Consumers Energy share information about my account?**

■ No. It is Consumers Energy's policy to only release residential customer information to the end-use customer. It is your responsibility to then provide that information to another supplier or third party.

**How will my energy bill change?**

■ Once on Electric Customer Choice, the format of your bill and your account number may change. You also may receive multiple bills.

**Who do I contact if I have questions?**

■ For questions about the price you're charged for electricity, contact your supplier.

For questions about charges on your Consumers Energy bill, call us at (800) 477-5050 or e-mail us at [ecc@cmsenergy.com](mailto:ecc@cmsenergy.com). You also can visit our Web site at [www.consumersenergy.com](http://www.consumersenergy.com) for more information, including a list of our rates (tariffs) and program rules.