

The logo for Consumers Energy, featuring the company name in a bold, italicized sans-serif font, enclosed within a dark, horizontal oval shape that tapers at both ends.

Consumers Energy

A Guide to Our Services *for Residential Customers*

This brochure contains a summary of your rights and responsibilities and is provided in accordance with the rules of the Michigan Public Service Commission (MPSC). The complete rules are on file at the MPSC and also are accessible through our Web site, www.consumersenergy.com.

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Welcome

■ Thank you for choosing Consumers Energy to supply your energy needs. This guide has important information about your energy service, including convenient ways you may pay your bill. We also describe many of our programs and services and your rights as a customer.

If you have any questions, please call our toll-free Customer Service Center number, (800) 477-5050, or visit us any time day or night at www.consumersenergy.com.

Contact Us:

See inside back cover for more options.

Español?

Para comunicarse en español con nuestros representantes del servicio de cliente, llame a (800) 477-5050. Después de nuestras respuestas automatizadas de sistema de teléfono, oprima la opción 8.

Do you speak Spanish?

You may reach our Spanish-speaking customer service representatives at (800) 477-5050.

After our automated phone system answers, please press 8.

Are you 65 or older?

Let us know if you are 65 or older and the head of the household. You may qualify for shut-off protection, no late payment charges or security deposits, and automatic eligibility for payment plans regardless of income. Call (800) 477-5050 or e-mail customer@consumersenergy.com. Please have your account number handy.

For Your Safety

If You Smell Natural Gas

■ Call us immediately at (800) 477-5050. If the “rotten egg” odor of gas is apparent inside a building or outdoors, leave the area right away and call from a safe location. We’ll respond day or night and tell you when it’s safe to return.

Stay Clear of Downed Power Lines

Call us immediately at (800) 477-5050 if you see downed or sagging electric lines. We’ll respond right away. Stay away. Stay alive.

Ask for Identification

Our employees and others working for us carry identification cards. When someone claiming to represent Consumers Energy visits your home, please ask to see an identification card. If none is shown, or if you have any doubts about the visitor, call your local police right away.

Call 811 Before You Dig

Three working days before you or a contractor dig on your property or work near overhead wires, please call 811 toll-free to reach MISS DIG and have service lines marked for your safety. This is a free service.

Display House Numbers Clearly

A visible house address can help us serve you quicker. Homes should have a clearly marked number on the house and along the road if the home is at the end of a long driveway.

Watch for Overhead Electric Lines

Watch for and stay clear of overhead lines when trimming trees, raising antennas, working with a ladder, trailering or launching boats, or using long-handled tools (painting, pool cleaning, etc.). Teach your children to stay away from overhead lines when climbing trees and flying kites.

Fires and Carbon Monoxide Poisoning

Please don’t use gas grills, ovens or range tops for heating. These items can cause a fire or result in deadly carbon monoxide poisoning.

Simplify Your Life with eServices

■ Do business with us when it’s most convenient for you. Whether at home, work or on the road, you may access your Consumers Energy account 24 hours a day, seven days a week at www.consumersenergy.com. Just complete an online profile so you can access your secure account information and these services. It’s fast, free, safe and secure!

- **Receive and Pay Your Bill Online:** Tired of getting bills in the mail? Sign up to receive and pay your bill electronically. We’ll e-mail you when your electronic bill is ready for your review
- **Report Power Outages and Get Restoration Updates:** Have access to the Internet at work, a coffee shop or other location? Now you can report an outage you may be experiencing at your home and get updates on when power will be restored
- **Report a Meter Read:** Is our meter reader unable to read the meter on occasion? We’ll show you how to read the meter and report your energy use online. We’ll base your bill on the reading you provide
- **Start, Stop or Transfer:** Moving? Tell us when to turn off or turn on your service. Please provide 10 days’ notice so we can get an actual meter read if necessary
- **Make Payment Arrangements:** Fallen behind in your payments? You can set up a payment plan online from the privacy of your home
- **Report a Payment:** Late making your payment? Let us know when you’ve sent us a late payment or are about to send one

Billing Information

Your Account Number

■ Your account number is in a box on the front of your bill. When you call us about your account, we can serve you faster if you have this number handy. Each month, we'll send a bill for the energy you've used. It shows the date your payment is due and your rate category.

If your Consumers Energy account number changes and you pay your bill each month using a third-party online bill payment service such as a bank, credit union, savings and loan or credit card, contact the institution and provide them with your new Consumers Energy account number. This will help ensure payment is applied correctly.

Rates and Rules

■ Please compare the rate category shown on the front of your bill with its description on the back. If it appears that you should be billed at a different rate, please contact us at (800) 477-5050 or www.consumersenergy.com.

Electric and Gas Service

- **Electric Charges:** The amount we charge for electric service includes a Power Supply Cost Recovery (PSCR) charge. The PSCR partially covers the cost of fuel we use to generate electricity and the cost of electricity we purchase to serve you and other customers. Normally, the PSCR varies from month to month, which may cause your electricity bill to vary. For our current electric prices, contact us at (800) 477-5050 or visit www.consumersenergy.com/tariffs
- **Electric Service Credits:** Qualifying customers may choose only one credit provision and may save up to \$72 on their annual electric bill. Call (800) 477-5050 to apply

- Income Assistance (\$6 monthly credit):

To qualify for this provision, you must have received a Michigan Home Heating Credit (HHC) or ensure your total household income does not exceed 110 percent of the federal poverty level (150 percent after November 2009). Consumers Energy automatically will qualify electric customers for the income assistance provision upon notification of a customer's eligibility from a qualifying agency. You will be responsible for providing documentation every year to maintain enrollment in the income assistance provision

- Life Support (\$6 monthly credit):

To qualify, you must contact Consumers Energy when a primary member in your household is on life support equipment and provide a physician's confirmation on a company form. For emergency response reasons, customers who notify us they are on life support will be identified in our system whether or not they choose to receive the credit

- Small Farm (\$6 monthly credit):

Customers who operate their farm for commercial use and home through the same meter may be eligible

- Electric Outage Credits:

Consumers Energy electric customers, who meet any of the following criteria, may qualify for a \$25 customer outage credit:

- Service interrupted for more than 120 hours (five days) during catastrophic conditions (10 percent or more of a utility's customers affected)
- Service interrupted for more than 16 hours during normal conditions
- Service interrupted more than seven times in a 12-month period
- To request an electric outage credit application call (800) 477-5050, select option 6, then press 4. Please have your account number ready. Select the option

that fits your outage. An application will be mailed to you the next business day

- **Natural Gas Charges:** The amount we charge for natural gas service includes a Gas Cost Recovery (GCR) charge to cover the cost of gas we buy. Because these prices fluctuate, the GCR charge on your bill may change from month to month

Renewable Energy Programs

• **Experimental Advanced Renewable Program:**

Through this pilot program, a limited number of customers may sell electricity from solar generating units to Consumers Energy at a set price. This program is part of the Renewable Energy Plan. For more information, please e-mail ar_tariff_inquiries@cmsenergy.com

- **Net Metering:** Net metering allows retail electric utility customers who generate a portion or all of their own electricity using renewable energy sources to be billed only for their net energy use during each billing period. For more information, please visit www.consumersenergy.com, e-mail net_metering@consumersenergy.com or call us at (800) 530-4472

• **Renewable Resources Portfolio (Green Generation):**

Customers may participate in the Green Generation Program, which adds environmentally friendly energy sources such as wind and biomass to the overall energy mix supplied by Consumers Energy beyond levels required by state law. Participating customers help preserve natural resources and reduce dependence on traditional energy sources. Program costs are in addition to normal monthly electric charges. For more information, please visit www.green-generation.com

Receiving Your Energy Bill

- We offer two options for you to receive your monthly energy bill.

- **Online:** To reduce paper and clutter, you may receive a printable version of your utility bill online each month. You will be notified by e-mail that your bill is ready to view. With our eBill you may select the payment method that best suits your needs, including sending your payment by mail
- **Mail:** If you prefer the traditional billing method, you may receive your monthly energy bill by mail

Paying Your Energy Bill

■ We offer many convenient ways to pay your energy bill. Just select the one that works best for you. If you have any questions about your energy bill or these services, please visit www.consumersenergy.com or call us at (800) 477-5050.

eServices

- **Direct Pay:** Have the amount you owe deducted automatically from your financial account. Choose to receive an eBill or paper bill. *This service is free*
- **No-fee Monthly Visa:** Have your bill charged automatically to your Visa® card on the date your bill is presented. This service may be used only for recurring charges, not one-time monthly payments (requires eBill). *This service is free*
- **Pay Over the Net (PON):** Authorize the amount of your payment and the date the payment is to be made each month (requires eBill). *This service is free*

Internet Bill Payment Services

If you choose not to use eServices, there are other services you may use to pay your Consumers Energy bill over the Internet. Check with your financial institution to see if it offers online bill payment services. *A third-party may charge a convenience fee for this service.*

Pay by Mail

Please be sure to include your 12-digit account number on your check or money order. DO NOT SEND CASH. Allow five business days for U.S. Postal Service delivery to ensure your payment reaches us before the due date. You may mail your payment along with the top portion of your bill to:

Consumers Energy
Lansing, MI 48937-0001

Credit/Debit Card or Check

To make a one-time payment online or over the phone by check or with your Visa® or MasterCard® credit/debit card, call (866) 329-9593 seven days a week, 24 hours a day or visit www.consumersenergy.com/eservices and choose EDS ePay. Please have your 12-digit account number and the amount due available. *A third party charges a convenience fee for this service.*

Pay in Person

For authorized bill payment locations, visit www.consumersenergy.com or call (800) 477-5050, option 3.

- **Consumers Energy Bill Payment Office:** You may pay your energy bill at one of our bill payment offices. Visit www.consumersenergy.com for locations
- **Authorized Payment Locations:** You may pay your energy bill at a convenient local retailer and have your payment sent to us the same day. Please call us if you are making a payment to avoid service shut-off. *There is a convenience fee for this service*

Moving? Your Final Bill

■ When you are moving and want to disconnect your service, contact us at least 10 working days before you move. This allows us time to schedule a service person to disconnect your service and read your meter to prepare your final bill. If we are unable to access the meter, we will

schedule a four-hour time frame for you or an authorized representative to provide access. You also may provide a meter reading online or by phone. Until the final meter reading is made, you are responsible for the energy used.

Moving Within Service Territory

■ Residential customers requesting new energy service or moving within the company's territory must provide identity validating information. This complies with the federal Fair and Accurate Credit Transactions Act (FACTA) and helps strengthen the protections that Consumers Energy has in place to safeguard the information of its customers. The primary source of validating information is a driver's license or Social Security card. Customers also may provide a Michigan state ID number, U.S. military card, military dependent's ID card, Native American tribal document or passport.

Late Payments

■ Your monthly payment is due within 21 days of the date we mail your bill. After the due date, we add a late payment charge of 2 percent of the unpaid current charges, not including sales tax. You may mail your late payment or pay it at one of our authorized payment locations. You also may pay your energy bill at a Consumers Energy bill payment office near you. When you need more time to make your payment, call us right away at (800) 477-5050 or visit www.consumersenergy.com to make payment arrangements.

Security Deposits

■ We don't normally require a security deposit from customers before providing or continuing service, but in some instances a deposit may be requested.

New Customers — A deposit may be requested for new service if:

- you have not had utility service from us or another energy provider within the past six years

- you have misrepresented your identity or payment history or you failed to provide identification when applying for service
- you requested service at a residence where you don't live
- you have engaged in unauthorized energy use within the past six years
- you have been a household member when another current household member has an unpaid, undisputed bill within the past three years

Current or Previous Customers — Before providing, restoring or continuing energy service, we may ask you to make a security deposit for any of the following reasons:

- there is an unpaid and undisputed past-due bill in your name with any utility within the past six years
- you have misrepresented your identity or payment history or you failed to provide identification when applying for service
- you engaged in unauthorized energy use within the past six years
- your service was shut off for nonpayment of an undisputed, past-due utility bill
- you have written an insufficient funds or “no account” check or have had one or more payments denied within the past 12 months
- you filed for bankruptcy or had a receiver appointed in a state court within the past six years
- you have been a household member when another current household member has an unpaid, undisputed bill within the past three years

Exceptions — Deposits are not required if:

- you secure a guarantor with a satisfactory payment history
- the full amount of your energy bills are

regularly paid directly to us by the Michigan Department of Human Services

- you are age 65 or older and have a satisfactory payment history with any gas or electric provider for the past three years

Deposit Amounts — The amount of the security deposit depends on how much energy the customer uses and their payment history. When a deposit is required because of an unpaid bill, the customer must pay the bill plus the security deposit before we can provide or continue service.

Interest and Refunds — Interest earned on the security deposit will be credited semiannually to the customer's account, or upon return of the deposit, whichever comes first. Your deposit will be returned assuming satisfactory payment of bills in that time within 12 months with any applicable interest. Deposits for unauthorized energy use may be held for up to 36 months and will be refunded only if the customer has made payment for the last 12 months' charges without a shut-off notice.

Special Programs and Services

■ For more information or to enroll in these programs or services, visit www.consumersenergy.com or call us at (800) 477-5050.

Payment Assistance

Medical Emergency Protection

■ If you have a qualifying, documented medical emergency, you could be protected from service shut-off for nonpayment of your energy bill for up to 21 days. You must provide written proof from a doctor or a notice from a public health official that service shut-off will aggravate an existing medical condition. Additional notices may qualify for extensions of protection from service shut-off up to 63 days (not to exceed 126 days per year per household).

Military: Shut-off Protection on Active Duty

■ If you or your spouse is the customer of record and is called to full-time active military service by the president of the United States or the governor of Michigan during a time of declared national or state emergency or war, you may apply for shut-off protection for up to 90 days and you may request an extension of this protection by re-applying.

You must provide verification of active duty status. At the end of active duty, you must notify us of your status.

You still will be required to pay for the energy you used during your participation in this program. We will set up a payment plan for all past-due amounts to be paid within one year.

Shut-off Protection Plan (SPP)

■ The Shut-off Protection Plan provides year-round protection from shut-off and is available to senior citizens aged 65 and older regardless of income, as well as customers with a household income at or below 200 percent of the federal income eligibility guidelines. If you are 65 or older and the head of the household, please contact us so we can update your account.

The plan requires:

- Initial down payment of 10 percent of your total bill, including any past-due balance
- Participating in a budget plan that allows for equal monthly payments that include:
 - 1/12 of your estimated annual energy costs
 - 1/18 of your total past-due balance

Winter Protection Plan (WPP)

■ The Winter Protection Plan may protect low-income customers and seniors age 65 and older from service shut-off and high payments during the winter (Nov. 1 through March 31).

If you qualify, you'll pay a percentage of your estimated annual bill along with a portion of your past-due amount.

When the plan ends March 31, your payment amount will change. You must pay your full monthly bill, plus part of the amount you owe from the winter months when you did not pay the full bill.

You qualify for the plan if you meet at least one of the following requirements:

- you have a household income at or below 150 percent of poverty level
- you are age 65 or older
- you receive Michigan Department of Human Services cash assistance (including State Disability Assistance)
- you receive food stamps
- you receive Medicaid or Supplemental Security Income

General Services

Budget Plan

■ While you can't always predict Michigan weather, you can count on our Budget Plan to help keep your energy costs steady year-round.

Our Budget Plan normally spreads your annual energy costs over 11 months and uses the 12th month to balance your account. If you used more or less energy than you paid for, your 12th-month bill will reflect the difference.

Customer Choice

■ Traditionally, electricity and natural gas companies such as Consumers Energy have provided all of the services needed to bring energy to your home. We take care of buying natural gas and buying electricity or producing electricity in our own generating plants. We deliver the energy to your home and charge you for this service. We make sure our gas pipelines

and electric power lines are well maintained and operate safely.

If there are problems, we'll fix them, including restoring service following a storm.

With customer choice, you may shop around for your best deal, and buy your natural gas and electricity from another supplier. We still deliver the energy to your home or business, make sure our delivery systems are maintained and fix problems that might occur with our system.

For more information about our electric and gas choice programs, visit www.consumersenergy.com or call (800) 477-5050 for electric choice and (800) 418-2263 for natural gas choice.

Life Support Needs: American Red Cross Identification Program

■ If someone in your home depends on electric powered life-support equipment prescribed by a doctor, such as a respirator, apnea monitor or kidney dialysis machine, the American Red Cross Identification Program may help. It is available to Consumers Energy electric customers.

The American Red Cross provides materials to help you prepare a personal emergency plan to follow in the event of a power outage. The information describes how to arrange for backup equipment and identifies actions to take during a power outage or other emergency. Call us toll-free at (800) 477-5050 to request an enrollment form.

Telecommunications Device for the Deaf (TDD)

■ Our Telecommunications Device for the Deaf (TDD) service enables us to communicate with hearing-impaired customers who have TDD equipment in their homes. To access this service, call the Michigan Relay Center toll-free at (800) 649-3777. It is open 24 hours a day.

Third-party Notification

■ With your written authorization, we can send a copy of any shut-off notice you receive to a third party. This may include a consenting friend, relative or agency. Your third-party contact is not responsible for paying the bill, but can act as a liaison between you and Consumers Energy.

Reading the Meter

Our Process

■ We normally read our meters each month to determine the amount of energy used, and then prepare your monthly bill. However, a locked entrance, a menacing dog, unsafe access, blocked meter and similar situations may prevent us from reading the meter.

If this happens, where practical, we'll leave a postcard asking that you read the meter and return the postcard to us or call us at (800) 477-5050.

You also may report the meter read online at www.consumersenergy.com. If we receive your response in time, we'll use your meter reading to prepare your bill. Periodically, we will require access to our meter to read it.

Estimated Meter Readings

■ If we haven't been able to read the meter or don't receive meter reading information from you before the bill is prepared, we'll estimate your energy use for the month. If your estimated use seems too low or too high, or if you'd prefer to read the meter each month, call us at (800) 477-5050.

How to Read the Meter

■ Information about how to read the meter is explained on the back of your monthly bill and online at www.consumersenergy.com.

Shut-off of Service

■ You have 21 days to pay your energy bill from the date the bill is issued. If you think you will have difficulty paying your energy bill, please visit www.consumersenergy.com/energy answers or call us toll-free at (800) 477-5050 for information about payment options and assistance programs.

Our Policies

Nov. 1 through March 31

■ A deposit from Nov. 1 through March 31 will be calculated as the amount equal to the average monthly bill for the premise. All other months are twice the average monthly bill. We will not shut off energy service to customers who notify us they are seniors age 65 or older.

Service may be shut off for any of the following reasons:

- unpaid past-due utility bill that accrued in the past six years
- failure to pay a requested security deposit or provide a guarantor
- unauthorized energy use that includes tampering with a meter
- not keeping the terms of a settlement agreement
- refusing our representatives access to our meter or other equipment located on the customer's property
- customer misrepresenting their identity when applying for service or changing service
- customer requesting the service be terminated
- customer has been a household member when another current household member incurred an undisputed past-due bill that remains unpaid

- endangering anyone's personal safety or the operation of our utility system through misuse of their utility service

Service cannot be shut off if a customer:

- fails to pay for merchandise, appliances or other services that are not part of basic utility service
- fails to pay for utility service used by another person, such as a tenant. However, service may be shut off if the customer provides a written statement, made under oath, that the premises are unoccupied; or the tenant agrees in writing to shut off of service; or service cannot be provided to the tenant as a customer without a major change of existing distribution facilities
- is enrolled in the Winter Protection Plan or Shut-off Protection Plan
- has notified us of a qualifying medical emergency in the home
- has advised us that an unpaid bill is in dispute
- has not paid for concurrent service at another location
- has not paid for a different class of service at the same or another location. The classes of service are residential and nonresidential (commercial and industrial)

Before Service Is Shut Off

■ Before we shut off service, we send a shut-off notice 10 days in advance. The notice indicates the earliest date that service may be shut off and how to avoid it.

If a landlord is responsible for paying a utility bill for a single-metered building that serves as a home for three or more families, each tenant will be notified of its pending shut off at least 30 days in advance.

If your service is scheduled to be shut off, we'll visit your home between 8 a.m. and 4 p.m. to explain the reason for the shut off and ask for payment.

To Avoid Being Shut Off

■ When we visit your home to explain the reason for the shut off, you may avoid shut off by paying what you owe plus a collection fee or by showing proof that you've paid the past-due amount or that the amount is in dispute.

If you receive a shut-off notice, you may contact us before the notice expires to pay what you owe or enter into a settlement agreement.

Under the agreement, you make a down payment on the amount you owe, and pay the balance in installments. We'll provide a copy of the agreement to you. If you don't meet the terms of the agreement, your service may be shut off.

We are not required to enter into a settlement agreement with you if one is in progress or if you didn't keep the terms of a previous settlement agreement. When you sign the agreement, you give up your right to go before a hearing officer to dispute the amount covered in the agreement.

After Service Has Been Shut Off

■ We'll leave a notice at your home advising you that service has been shut off. You may arrange to have service restored by contacting us at the address or toll-free phone number on the notice.

You must pay what you owe plus a reconnect fee and a security deposit, if one is requested, before we restore service.

If You Disagree

■ If you disagree with us about your bill or a service we provide, please call (800) 477-5050. Our customer service representative will work with you to resolve the problem.

Registering a Complaint

■ If the problem can't be resolved, we'll notify you that the complaint has been referred to our consumer affairs specialists, who will share their findings and try to resolve your complaint. If your complaint concerns a past-due bill and you have received a shut-off notice, you must register your complaint with us before the expiration date shown on the shut-off notice.

Requesting a Hearing

■ If you aren't satisfied with the findings of our consumer affairs specialist, you may request a hearing before a hearing officer. The hearing officer is an impartial person who hears and resolves disputes. Actions taken by the hearing officer are subject to review by the Michigan Public Service Commission.

Before the Hearing

■ We'll contact you to arrange a date, time and place for the hearing. Hearings normally are held during regular business hours at the Consumers Energy office nearest you. We'll provide you confirming details of the hearing at least 10 days in advance. Both you and our representative have the right to review each other's evidence at least two days before the hearing.

If the hearing concerns a billing amount, you must pay any amount you owe us that isn't in dispute. If we can't agree on that amount, we'll ask you to pay one-half of the bill in question, but not more than \$100 per billing period. The payment must be made on time or you will lose your right to a hearing. If the hearing officer decides in your favor, we'll refund any amount we owe you, with interest.

At the Hearing

■ You may represent yourself or have an attorney or other individual represent you. You or your representative must appear at the appointed time or you forfeit your right to the hearing.

All testimony is given under oath. Both parties may present evidence, question witnesses and give testimony. After hearing both sides of the issue and collecting copies of all evidence presented, the hearing officer will issue a written decision, called a Dispute Determination. This decision is binding unless appealed within seven days.

After the Hearing

■ If either party disagrees with the hearing officer's decision, an informal appeal may be filed with the Michigan Public Service Commission. The appeal must be made within seven days of the decision, and may be requested by telephone, mail or in person. See the back cover of this brochure for Michigan Public Service Commission contact information.

Hearing-impaired customers who have Telecommunications Device for the Deaf equipment in their homes should call the Michigan Relay Center at (800) 649-3777, then provide the Relay Operator this number: (800) 292-9555.

The informal appeal will be submitted to the appropriate division to review the hearing record and investigate further, if necessary.

Within 30 days of the receipt of the hearing by the division, a written informal appeal decision will be issued. You and Consumers Energy will receive a copy and will have 10 days to comply with the decision. If either party still disagrees, a formal hearing may be requested before the Michigan Public Service Commission.

A complete copy of the rules is on file at the Michigan Public Service Commission. The complete rules also are accessible through our Web site, www.consumersenergy.com.

Contact Us

Choose the most convenient method to do business with us and get the answers you need.

Visit Us Online

www.consumersenergy.com

Frequently Asked Questions

Visit the Web site. Choose Contact Us, and then select Answers at Your Fingertips to choose from among nearly 150 frequently asked questions:

- What if I can't pay my bill?
- Why is my bill estimated?
- What payment options do you offer?
- What can I do to reduce the amount of gas I use?
- Many more

Customer Service

e-mail: Visit www.consumersenergy.com
Choose Contact Us and then select
Send us an e-mail.

Phone: (800) 477-5050 (Se habla Español)

- **Emergencies:** gas leak, wire down, fire, carbon monoxide emergency – **Option 1**
- **Electricity:** power outages, power restoration updates, blinking lights – **Option 2**
- **Bill information:** payment options, payment arrangements, payment locations – **Option 3**
- **Meter reads,** appliance repair, new construction, start, stop or transfer service – **Option 4**
- **Energy efficiency** programs – **Option 5**
- **All other inquiries** or to speak with a representative – **Option 6**

TDD/Hearing Impaired: (800) 649-3777

Fax: (800) 363-4806

General Correspondence

Consumers Energy
Customer Service
2400 Weiss St.
Saginaw, MI 48602

Save Energy. Save Money.

Energy efficiency programs offer incentives to stretch your energy dollar.

Consumers Energy has rebates and instant savings on energy efficient products that can reduce your electric and natural gas utility bills year after year. For a complete list of tips, tools and simple steps to help you use energy more efficiently at home or in business, visit: www.consumersenergy.com.

You also may call: (800) 477-5050, press 5, to speak to a representative about energy efficiency programs.

Consumers Energy Saving Solutions
Everyone has the power to save.

Michigan Public Service Commission Executive Secretary Division

6545 Mercantile Way
PO Box 30221
Lansing, MI 48909

Telephone: (517) 241-6180

Toll-free: (800) 292-9555 (in-state only)

Web site: www.michigan.gov/mpsc

Consumers Energy

One Energy Plaza
Jackson, MI 49201-2276

(800) 477-5050

Visit us on the Internet at:
www.consumersenergy.com