

IMPORTANT NOTICE - Please Contact Us Immediately

CONSUMERS ENERGY
1 ENERGY PLAZA DR
JACKSON MI 49201-2357

Account Number: 1030 0000 0000
Issue Date: August 20, 2020

SEE REVERSE SIDE for more information, including **your rights as a utility customer** under the Michigan Public Service Commission Consumer Standards and Billing Practices.

 *Count on Us*

You were recently mailed a shut off notice for non-payment of Energy Service. Our record shows this bill has not been paid.

Consumers Energy has not been able to reach you by telephone to notify you that your energy service of **1 ENERGY PLAZA DR, JACKSON, MI, 49201-2357** is scheduled to be turned off due to nonpayment. **If you have made a recent payment by pay station or mail, please contact us immediately at 800-371-9811 to report it.**

To avoid interruption of services, please pay the Past Due Amount in full before the Shut Off Date. If the Past Due Amount remains unpaid, your credit rating will be affected.

Please note: Consumers Energy field employees can no longer accept payment to prevent service disconnection.

Past Due Amount - Pay this amount to avoid a service interruption \$403.28

The following will be required if your service is turned off for nonpayment:

Past Due Amount	\$403.28
Security Deposit	\$1,750.00
Minimum reconnect Fee ¹	\$11.00

Total Due to Reconnect: **\$2,164.28**

Call **Consumers Energy 800-371-9811** today regarding your account. A customer service representative can help you with the following:

- **Report recent payments**
 - Allow five days for your pay station or mailed payment to reach us.
- **Need help paying your bill?**
 - Assistance may be available through non-profit agencies in your area. **Call 2-1-1** or visit **mi211.org** immediately for details and inform Consumers Energy of any efforts being made to obtain assistance.
 - Assistance may be available through the Department of Health and Human Services. Please contact your local office or visit **Michigan.gov/mibridges** to apply online.
 - To learn about available payment plans and assistance options offered through Consumers Energy please visit **ConsumersEnergy.com/assistance**
- **To make payment arrangements**
 - Schedule regular payments for the amount owed. Customers have the option of choosing to retain natural gas or electric service with appropriate payment.
 - To pay today by Visa®, MasterCard®, Discover® or eCheck, call **1-866-329-9593**.
 - To pay in person, bring this form with you to an authorized payment center. A current list of payment locations is available at **ConsumersEnergy.com**.
 - Consumers Energy will postpone the shut off of service if a certified medical emergency exists at the customers' residence and the customer informs and provides documentation of the medical emergency.
- **To restore interrupted service after your account is paid**
 - Requests completed by 2 p.m. will be reconnected the same day by 10:30 p.m. Those completed after this time will be reconnected the next day between 8 a.m. and 4 p.m. Emergencies and storm restoration may affect this schedule.

¹ If the meter is located indoors, it may be necessary to disconnect service at the street. This could cause a delay in restoring your service and an additional reconnection expense.

More information on back, including rights as a utility customer under the Michigan Public Service Commission Consumer Standards and Billing Practices.

Consumers Energy, PO Box 740309, Cincinnati, OH 45274-0309 • 800-371-9811 • ConsumersEnergy.com

Form 2008 8-2020
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Fold, detach and mail this stub with your check made payable to Consumers Energy. Please write your account number on your check.

 *Count on Us*

Account: 1030 0000 0000

CONSUMERS ENERGY
1 ENERGY PLAZA DR
JACKSON MI 49201-2357

CONSUMERS ENERGY
PO BOX 740309
CINCINNATI OH 45274-0309

Past Due Amount: \$403.28

▶ Amount Enclosed: \$

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IMPORTANT NOTICE

As part of allowing Consumers Energy to serve your utility needs and collect any amounts owed, we (meaning Consumers Energy and all of its related corporate entities, agents, servicers, debt collectors, independent contractors and assigns) may contact you by telephone (including use of a dialer, automatic telephone dialing system, and/or interactive voice recognition system) at any telephone number associated with your account whether provided by you or obtained by us), including wireless telephone numbers, which could result in charges to you.

The disconnection of your service may be done remotely; a utility representative may not return to the premises before disconnection.

Utility customers have the following rights in accordance with the Michigan Public Service Commission Billing Practice Rules:

1. To enter into a payment plan with the utility for monies not in dispute but which you are unable to pay in full by the scheduled shut off date.
2. To enter into a settlement agreement with the utility if the claim is for an amount that is in dispute.
3. To file a complaint prior to the scheduled date of shut off disputing the past due amount for your utility service.
4. To request a hearing before a hearing officer if customer disputes reasonableness of the payment plan or settlement agreement offered by the utility or if a complaint cannot be otherwise resolved. The portion of the bill not in dispute must be paid to the utility within ten (10) days after the hearing is requested.
5. To represent yourself, be represented by counsel, or be assisted by another person of your choice during the complaint process.
6. Service will not be shut off pending the resolution of a complaint filed with the utility in accordance with these rules.
7. To have shut off of service postponed if you are actively seeking assistance from a government funded agency, if a certified medical emergency exists, or if you or your spouse are on active military duty. A social service agency should be contacted if you believe you might be eligible for emergency assistance before entering into a settlement agreement as agencies may be unable to assist if you have agreed to a payment arrangement.

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Non-Residential Security Deposit Policy

A security deposit will be required from a customer:

1. Who has used service for six (6) months or less and has an unfavorable credit rating with a credit reporting agency or an unpaid delinquent bill for utility service. The amount of the deposit will be three (3) times the estimated average billing, or
2. Who has used service for more than six (6) months and has two (2) shut-off notices in their monthly credit history, service is shut off for nonpayment, or the customer exhibited an unsatisfactory record of bill payment within the first six (6) months after service commenced. The amount of the deposit will be three (3) times the average monthly billing. Deposits for small commercial customers will be two (2) times the average monthly billing.

Deposits may be retained for a minimum of twelve (12) months and then refunded if acceptable credit has been established. Interest shall be paid on deposits at a rate approved by the Michigan Public Service Commission.

Should this amount remain unpaid your credit rating will be affected.
Prompt payment of bills by the due date will eliminate the security deposit requirement.

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To enter into a settlement agreement or payment plan, get an accounting of your current natural gas and/or electric charges, discuss retaining one service, make an inquiry or to file a complaint, contact Consumers Energy by the due date at **800-477-5050**.

Customers shut off for nonpayment may be required to pay a security deposit and reconnect fee as a condition of reconnection or for unauthorized use.