

Information about Consumers Energy Return to Full-Service

Customers may return to Consumers Energy Full service at any time, however if proper notice is not provided you may be subject to Market based rates.

Returning to Full Service

Customers intending to return to Consumers Energy Full-Service during the following summer period (June 1 – September 30), must provide written notice by December 1st of the preceding year.

- For example, if you are you are planning to return to Consumers Energy in June of 2024 you will need to take specific action by December 1, 2023, as explained below:
 - A ROA non-residential customer who provides notice of return to Full-Service is obligated to **remain on Full-Service for a minimum of twelve months.**
 - Notification of return to Full-Service is irrevocable after December 1st.
 - If written notice is not provided by December 1st and the Customer returns to Full-Service during the following summer, the Customer will be billed at a market-based rate until such time as the December 1st written notice requirement has been met.
 - Once the return takes place, the Customers Category status as defined in Michigan Public Service Commission's Order in Case No. U-15801 is revoked.

Market based Rate

The market-based rate is defined as the **greater of:**

- The returning ROA Customer's applicable Company Full-Service Rate Schedule (plus a 10% adder for power supply costs from June 1 through September 30) computed on a monthly basis **or**
- The returning ROA Customer's applicable Company Full-Service Rate Schedule but with the Power Supply Charges modified to include MISO's Real Time Locational Marginal Price for its CONS.CETR node (plus a 10% adder for power supply costs from June 1 through September 30), plus allocated capacity costs associated with capacity purchases required to meet the returning ROA Customer's peak load, plus applicable transmission charges, computed on a monthly basis.

Action Required

1. The Return to Full-Service Notice Provision is governed by the Consumers Energy Retail Open Access (ROA) rules, specifically, tariff section E.2.5. (make this a link)
2. Use of the provided form for notification of return is strongly encouraged to ensure accurate information received.
3. Incomplete forms will be rejected and returned via email or U.S. Mail
4. Instruction for Filling out the Notice of Intent to Return to Full Service Form
 - a. **Part 1 – Customer Information** – Each active ROA account will require its own form. Depending on the number of active ROA accounts your Company has, you may need to fill out multiple copies.

- b. **Part 2 – Customer Authorization** – Please be sure to include the return month, and other information as shown. Each form must be completed, signed and dated by an individual authorized to make changes to your account.
5. Return to Consumers Energy Full-Service will occur on the regular meter reading date of the month you specify, and you **must remain on Full-Service for a minimum of twelve months.**
 6. Your Notice of Intent to Return to Full-Service is binding and may not be changed or rescinded for any reason.
 - o **We encourage you to review your alternate electric supplier contract terms and conditions as you consider your decision. Consumers Energy has no obligation to verify that a ROA Customer is eligible to terminate service under the terms of a contract with a Retailer.**
 7. Notice forms must be emailed or postmarked by December 1st, for you to return to Consumers Energy Full-Service without additional cost.
 8. We recommend keeping a copy of this documentation for your records.
 9. Consumers Energy will acknowledge receipt of your submitted notice form
 10. Upon satisfactory completion of the notification of return to full-service requirements, the customer shall select one of the following two billing options

Option 1 – 12 Month Service Commitment

If the returning ROA Customer commits to Company full service for a minimum of 12 months, then the Customer may take and pay for such service under any Company Full-Service rate for which the Customer qualifies. Any returning ROA Customer that commits to remain on Company Full Service for the subsequent 12 months and then fails to do so will be back billed at the market-based rate as defined below

Option 2 – Short-Term Service

If the returning ROA Customer chooses not to commit to the Company full service for a minimum of 12 months, then the Customer may take service under any Company Full-Service rate for which the Customer qualifies and shall pay the market-based rate as defined below

The market-based rate is the **greater of**:

- (1) The returning ROA Customer's applicable Full-Service Rate Schedule (plus a 10% adder for power supply costs from June 1 through September 30) computed on a monthly basis **or**
- (2) The returning ROA Customer's applicable Company Full-Service Rate Schedule but with the Power Supply Charges modified to include the Company's highest hourly incremental cost of any generation or purchases of Power (plus a 10% adder for June 1 through September 30), plus allocated capacity costs associated with capacity purchases required to meet the ROA Customer's peak load, plus applicable transmission charges, computed on a monthly basis.