



## Stay INFORMED with AUTOMATIC ALERTS

**B**E PREPARED DURING AN OUTAGE when you get electric outage and power restoration alerts sent to your phone by email, call or text. To enroll, visit us at [ConsumersEnergy.com/alerts](https://www.consumersenergy.com/alerts) or text **REG** to **232273**. Standard text charges may apply.

## REPORT and TRACK Outages Online

**W**HILE YOUR HOME OR BUSINESS may be out of power, the outage map may be accessed using a smartphone, tablet or at other locations that have power. You may report outages and track updates online at [ConsumersEnergy.com/outagemap](https://www.consumersenergy.com/outagemap) or call **800-477-5050** to report outages and get updates.



**Consumers Energy**  
Count on Us®

## WHAT YOU NEED TO KNOW

### ELECTRIC OUTAGE CREDITS

**At Consumers Energy**, our crews work every day to ensure your electric service is reliable. When storms and other emergencies strike, we follow strict quality and reliability standards to safely restore your power.

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

1. Service interrupted for more than 120 hours (five days) during catastrophic conditions (10 percent or more of a utility's customers affected)
2. Service interrupted for more than 16 hours during normal conditions
3. Service interrupted more than seven times in a 12-month period

\* Each of the three service interruptions above may qualify for ONE \$25 credit.

HOW TO APPLY FOR AN ELECTRIC OUTAGE CREDIT

► **Complete this form and return to:**  
Electric Outage Credit Program  
Consumers Energy  
1955 W. Parnall Road, JSC-113  
Jackson, MI 49201

OR

► **Online**  
ConsumersEnergy.com/outage  
Choose “Outage Credit”



DO NOT MAIL WITH YOUR BILL PAYMENT

ELECTRIC OUTAGE CREDIT APPLICATION

Please complete a separate request for each account you wish to apply for an outage credit.

PHOTOCOPY AS NEEDED

\*Indicates a required field

\*Account Number (12 digits)   
Your account number is shown on the front of your monthly energy bill.

\*Customer Name   
Your first and last name on your energy bill.

\*Service Address 1:

\*Service Address 2:

\*City  Michigan \*ZIP Code

\*Daytime Phone:   
If we have any questions concerning your submitted application

* Date and Estimated time power went out	* Date and Estimated time power was restored	* Estimated number of hours without power	* Was outage reported to Consumers Energy?
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

If you have eight outages within 12 months, please call 517-788-8370 to request a Repetitive Outage form.

If approved, Consumers Energy will apply the outage credit to your energy bill. If you have questions, please contact us at **517-788-8370**, Monday through Friday, 7:30 a.m. to 4 p.m.

**NOTE:** To qualify for the credit, your outage must last at least 16 hours or longer during normal conditions, or last more than 120 hours (five days) during catastrophic conditions (10 percent or more of Consumers Energy customers affected).

For more details, visit **ConsumersEnergy.com/outage** and choose “Outage Credit”