



Get **ALERTS** about your **OUTAGE**

STAY UP-TO-DATE on the status of your outage with alerts via text, email or phone call. Enroll at ConsumersEnergy.com/alerts or text REG to 232273. Standard text charges may apply.

REPORT and **TRACK** Outages Online

THE **OUTAGE CENTER** is the easiest way to report an outage, check the status of an existing outage or get helpful outage preparation tips. You also can access our Outage Map.

 ConsumersEnergy.com/outagecenter

2/19 1.3MM187560 (710)



WHAT YOU NEED TO KNOW **ELECTRIC OUTAGE CREDITS**

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 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.**

Consumers Energy

Count on Us®

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
Search "Outage Credit"



DO NOT MAIL WITH YOUR BILL PAYMENT

ELECTRIC OUTAGE CREDIT APPLICATION

PHOTOCOPY AS NEEDED

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

*All fields required.

*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

*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?

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).

Visit **ConsumersEnergy.com** and search "Outage Credit"