



What You Need to Know

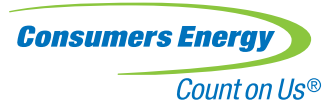
Electric Outage Credits

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 our customers affected)
2. Service interrupted for more than 16 hours during normal conditions
3. Service interruption 8 or more 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:
Consumers Energy
Electric Outage Credit Program
4000 Clay Ave AW, Rm 007
Grand Rapids, MI 49548

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 believe is eligible for an outage credit.

*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 *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 800-477-5050 to request a Repetitive Outage form.

If approved, Consumers Energy will respond by mail and a credit will be applied to your energy bill within 60 days. If you have questions, please contact us at **800-477-5050**

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 our customers affected).

For more details, visit ConsumersEnergy.com and search "Outage Credit"



Get alerts about your outage and more

Our New Mobile App

Quickly pay your bill, report outages and customize your alerts, all from your mobile device.

Get Outage Status

Report a power outage, check the status of your outage and sign up for outage alerts.

View and Pay Your Bill

View your monthly bill, make a payment and access your payment history.

Personalize Your Settings

Sign up for eBill and enroll in text, voice or email notifications.

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