



## WHAT YOU NEED TO KNOW

### Changes to billing rules

On Nov. 21, the Michigan Public Service Commission (MPSC) approved changes in rules governing billing practices and consumer standards.

## Key Changes:

- New requirements for Medical Emergency and Critical Care (see below). If you need assistance paying your bill, visit **ConsumersEnergy.com/assistance** or call us at **800-477-5050**.
- **By April 21, 2018**, Consumers Energy will submit an extreme weather condition policy to the MPSC that provides the criteria or factors the utility follows in suspending disconnection of service to residential customers during extreme hot and cold weather.
- You will receive written notification of any balance transfer.
- Backbilling or refund due to inaccuracy of meters is limited to the 12-month period immediately preceding discovery of the error.
- The interest rate is reduced from 7 percent to 5 percent and applies to deposits, billing errors, meter errors and unauthorized use.
- We will notify you on your bill if your meter is estimated due to safety concerns. Estimates will be at the lowest tiered rate for residential customers.
- You can add a second adult to your account with proper documentation.



View the complete billing rules at [Michigan.gov/mpsc](http://Michigan.gov/mpsc)

## New Rule: Critical Care Customer Shut Off Protection (R 460.130a - Rule 30a.)

1. A utility shall restore or refrain from shutting off utility service to a critical care customer due to an inability to pay a utility bill where an interruption of service would be immediately life threatening.
2. On an annual basis, a critical care customer shall provide the utility with an updated commission-approved Medical Certification Form certifying his or her continued status as a critical care customer. If the customer's status as a critical care customer ends, a customer or occupant of the household shall notify the utility of the change in status. Get the form at **ConsumersEnergy.com/lifesupport** or call **800-477-5050**.
3. A utility shall provide a critical care customer with a grace period of 3 business days during which it shall postpone the shutoff of utility service to the critical care customer to allow the customer time to obtain a completed commission-approved medical certification form.
4. Upon request, a utility shall provide and make available on its website a commission-approved medical certification form for use in obtaining a physician's or medical facility's certification demonstrating the customer's status as a critical care customer. Upon receipt of the medical certification form, the utility shall notify the customer that it has received the form.
5. A utility shall maintain a special file on critical care customers and an appropriate identification of such customers for the purpose of ensuring that utility service is provided for as long as the customer remains a critical care customer and the customer's inability to pay continues.
6. When a utility has notice of a critical care customer for whom a planned service interruption would be immediately life threatening, the utility shall notify the customer of the planned service interruption and shall not shut off service using remote shutoff capability without first initiating person-to-person contact with the customer.
7. Nothing in this rule relieves the customer of his or her obligation to pay for utility service. A utility may require that the customer enter into a reasonable payment plan.
8. Nothing in this rule shall prohibit a utility that observes an unsafe connection at a customer's location caused by unauthorized use of electric or natural gas service, from implementing measures to cure or address the unsafe connection.

# 10 Tips for STORM SAFETY

## Emergency Preparedness

### BE PREPARED:

1. Keep enough supplies for 72 hours – food, water, medication. Remember copies of prescriptions as well as a first aid kit. Don't forget food / water for pets.
2. Keep flashlights, a portable radio and extra batteries handy.
3. Install battery-operated carbon monoxide (CO) and smoke alarms to every floor of your residence, especially near areas where people sleep. Check batteries often.
4. **Never** use generators in enclosed areas (garages, breezeways) or near other air intakes for risk of CO poisoning.
5. When using a generator, make sure it is properly installed by a licensed electrician, for the safety of lineworkers and other emergency responders who may come near power lines.

6. Charge your electronics and switch to a battery saving mode if power is lost. Limit non-essential calls so your devices are available for emergency information or contacting 9-1-1.

### DURING A STORM:

7. Stay indoors for your safety and to let responders focus on addressing hazards or restoring power.
8. Stay at least 25 feet away from all downed wires and anything they might be touching, and always assume they are "live." Report downed power lines by calling 9-1-1 and 800-477-5050.
9. Never go into an area with electrical-powered equipment where there is standing water.

### AFTER A STORM:

10. When safe to leave your home, check on neighbors or family members who may have been affected by the storm.

### OUTAGE AND BILLING ALERTS

Stay connected via phone, text or email. **SIGN UP TODAY.** [ConsumersEnergy.com/alerts](https://ConsumersEnergy.com/alerts)

## PREVENT CARBON MONOXIDE POISONING

1. Install a CO alarm.
2. Never use a generator inside your home or business.
3. Inspect your furnace annually. Change air filters at least every other month.
4. Make sure your chimney and vent pipes are free of obstructions.
5. Never use gas stoves or charcoal grills to heat homes.

More tips at  
[ConsumersEnergy.com/cosafety](https://ConsumersEnergy.com/cosafety)

## SAVE ON ENERGY BILLS

Choose from a **variety of energy efficiency** programs and rebates.

► [ConsumersEnergy.com/myhome](https://ConsumersEnergy.com/myhome)



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