

Consumers Energy CARE Program 7.0

Consumers Energy

Count on Us®

FOR AGENCY INTERNAL USE ONLY

Program Benefit

- **All customers enrolled will be on a 2 fiscal year cycle**
- **Monthly Benefit**
 - 50% bill credit (FPL 20% - 75%)
 - 40% bill credit (FPL 76% – 110%)
 - 30% bill credit (FPL 111% - 150%)
- **Account Balance Forgiveness:** Upon enrollment, past arrears are frozen and gradually forgiven as a reward for on-time monthly payments through graduation on 9/30/21
 - Arrears are split evenly over the remaining months of the program
 - Installments are credited on the 15th of each month
- **No late payment charges**
- **Shut off protection**
- **Holds:** 30 day Eligibility Determination hold. If approved, receive another 30 day hold to submit SER payment (get co-pay assistance, UCL County letter issues)

Eligibility Criteria

- Income falls between 20%-150% Federal Poverty Level (FPL) guidelines
- Account balance less than \$4,000
- No unaddressed theft, fraud, or bankruptcy
- Residential electric, gas, or combination customer

New vs Rollover

New Enrollments:

- Must have DHHS SER after 10/1/19
- 3 tiered bill credit (30-50%)
- Monthly arrears forgiveness (15th of each month)

Rollover Customers:

- Automatically rolled into their 2nd year.
- 2 tiered bill credits (30-40%)
- Arrears forgiven on a quarterly basis (Dec., Feb., May, Aug.)

Default Process

Customers will receive two communications prior to de-enrollment:

- 1st Warning notice at \$75 program balance
- 2nd Warning notice at \$200 with 11 days to pay
- De-Enrollment letter after failure to pay by 2nd warning due date

****All past due is owed upon program default****

Communications

Customers will receive multiple communications:

- Welcome Letter
- Default Letters (if applicable)
- Graduation Letter