

CARE Modified Budget Terms and Conditions

CARE Modified Budget (CARE MB) is an affordable payment plan for income qualified households. CARE MB allows customers to make affordable monthly payments based on their consumption history, with a portion of their energy bill being paid with energy assistance funds.

1. Federal and State Eligibility Criteria:

- Income falls between 0% - 60% State Median Income (SMI) guidelines.
- There is no unaddressed theft or fraud on account.
- Are a residential electric, natural gas, or combination customer.
- Prior application for State Emergency Relief (SER) is no longer required for all MEAP applicants. However, households experiencing crisis (past-due notices, a fuel tank below 25% full, and/or a stated need for combustible fuel) who are at or below 150% FPL may be asked to apply for SER prior to applying for MEAP.

2. Program Benefits:

- 24 months of affordable monthly payments.
- Past due balance is frozen in a CARE MB Installment Plan (IP) at the time of enrollment and will be paid off over time, up to \$3,000, as long as the customer is actively enrolled in CARE MB.
 - Payments up to \$600, as needed, are made at enrollment, up to an additional \$600, as needed, at the 12-month mark and a final payment, if needed, up to \$1,800.
 - The monthly CARE MB credit is only applied towards energy charges. Non-energy charges (e.g. Appliance Service Plan) are still your responsibility in addition to your monthly CARE bill.
- The electric and/or natural gas services are protected from shutoff and no late payment charges while enrolled in the plan.

3. Moving while enrolled in CARE MB :

- No deposit or reconnect fees.
- Notify Consumers Energy at 800-477-5050.
- No need to reapply for CARE if new service is established within 30 days.
- CARE payment amount may change based on energy use history at new address.

If you have any questions or concerns, please do not hesitate to contact your enrolling agency.

If you have a CARE MB BILLING questions, please contact 800-477-5050.

CARE MB is an easy way to manage your monthly energy bills. Once enrolled, all you have to do is pay your bill on time each month!