

TERMS AND CONDITIONS

Consumers Affordable Resource for Energy (CARE) is a low and affordable payment plan for income qualified families. CARE allows customers to make affordable monthly payments based on their income, with the remaining balance of their energy bill being paid from energy assistance funds.

1. Federal and State Eligibility Criteria:

- Customer must be an active residential Consumers Energy account holder or the spouse of an account holder.
- Customer must have household income that falls between 20 -150% of the Federal Poverty Level (FPL).
 - Under 20% FPL requires grantee exception.
- Income validated by receiving State Emergency Relief (SER) assistance.
- For all applicants, customer's total account balance shall not exceed \$4,000.
- Must NOT have unaddressed theft/fraud on the account. If theft or fraud is identified while on the program, the participant will be removed.

2. Program Benefits:

- Affordable monthly payment and discounts based on income and energy use.
- Past due balance is frozen at the time of enrollment and will be paid off over time when the customer makes their regular monthly payments.
 - Payments received on past due balance are made on the 15th of each month after enrollment.
 - The electric and/or natural gas services are protected from shutoff while enrolled in the plan.

3. Moving while enrolled in CARE:

- No deposit or reconnect fees will be incurred
- Notify Consumers Energy at 800-477-5050 or go online <https://www.consumersenergy.com/residential/start-stop-service> to transfer service
- Customer does not need to reapply for CARE if new service is established within 30 days of moving

CARE is free and easy to sign up. Once enrolled, it's hassle free simply by paying your portion of the bill on time each month.

For any questions or concerns regarding CARE, please contact your enrolling agency.