

Will Consumers Energy reimburse me when I lose power?

- The process for customer outage credits is set and managed by the Michigan Public Service Commission.
- If your food spoils because of a power outage, your losses may be covered by your homeowner's or renter's insurance. Check with your insurance company for more information.
- It's important to remember as a Consumers Energy customer, you're only charged for the electricity your home uses. During a power outage, no electricity is used.

Consumers Energy electric customers who meet any of the following criteria may qualify for a \$25* customer outage credit:

*** Each of the three service interruptions below may qualify for ONE \$25 credit.**

- Power outage was more than five days and 10 percent or more of customers were affected.
- Power outage was more than 16 hours during normal conditions.
- Power outage occurred more than seven times in a 12-month period.

To apply for an outage credit, please complete the Electric Outage Credit form online (first link below) or call 800-477-5050.

<https://www.consumersenergy.com/outages/outage-credit>

https://www.consumersenergy.com/_/media/CE/Documents/company/media/bill-inserts/february-2022/electric-outage-credit.ashx