

## **Consumer's Energy Payment Assistance**

If you or someone you know will have difficulty paying your energy bill, call Consumer's Energy toll-free at 800-477-5050 for information about payment options and assistance programs.

Another resource that is available for people seeking assistance is to call 2-1-1 . This service is available in most counties in Michigan. Spearheaded by the United Way, 2-1-1 is a free phone service that links people with information or agencies that can help with utility assistance and other needs. Calls are confidential and answered 24 hours a day, 7 days a week, 365 days a year. Translation service is available. For more information, visit [uwmich.org/2-1-1](http://uwmich.org/2-1-1)

There are also special programs for customers who are 65 and older and the head of the household. This group of customers may qualify for shut-off protection, no late payment charges and automatic eligibility for payment plans regardless of income. If you or someone you know are in this category, call Consumer's Energy at 800-477-5050 or e-mail [customer@consumersenergy.com](mailto:customer@consumersenergy.com).

Links to various payment options are listed below.

### **Emergency Programs**

[Call 2-1-1. Get Help](#)

[Medical Emergency Protection](#)

[PeopleCare](#)

[State Emergency Relief \(SER\) Program](#)

[The Heat and Warmth Fund \(THAW\)](#)

### **Military Program**

[Military: Shut-off Protection on Active Duty](#)

### **General Energy Assistance Programs**

[Budget Plan](#)

[Payment Arrangements](#)

[Third Party Notification](#)

[State of Michigan Programs](#)

### **Tax Credits**

[Earned Income Tax Credit \(EIC\)](#)

[State Earned Income Tax Credit \(SEIC\)](#)

### **Income Qualified Programs**

[Affordable Rental Housing](#)

[Consolidated Vendoring Warrant Program](#)

[Home Heating Credit](#)

[Link-Up/Lifeline](#)

[Low Income Home Interest Loans](#)

[Low Income Weatherization](#)

[Shut-off Protection Plan \(SPP\)](#) – 65+ (65 and over eligible regardless of income)

[Winter Protection Plan \(WPP\)](#) – 65+(65 and over eligible regardless of income)