

**Consumers Energy Company  
2016 MEAP Grant**

**Grant Award:** \$13,177,000

**Service Area:** **Consumers Energy’s Michigan Service Territory:** Alcona, Allegan, Alpena, Antrim, Arenac, Barry, Bay, Benzie, Branch, Calhoun, Cass, Charlevoix, Cheboygan, Clare, Clinton, Crawford, Eaton, Emmet, Genesee, Gladwin, Grand Traverse, Gratiot, Hillsdale, Huron, Ingham, Ionia, Iosco, Isabella, Jackson, Kalamazoo, Kalkaska, Kent, Lake, Lapeer, Leelanau, Lenawee, Livingston, Macomb, Manistee, Mason, Mecosta, Midland, Missaukee, Monroe, Montcalm, Montmorency, Muskegon, Newaygo, Oakland, Oceana, Ogemaw, Osceola, Oscoda, Otsego, Ottawa, Presque Isle, Roscommon, Saginaw, St. Clair, St. Joseph, Sanilac, Shiawassee, Tuscola, Van Buren, Washtenaw, Wayne and Wexford Counties.

**Anticipated Reach:** 12,000 Households, including an estimated 10,000 prior year participants and 2,000 new participants\*

Consumers Energy Company (Consumers) is continuing a third year of its Consumers Affordable Resource for Energy (CARE) program. The goal of CARE 3.0 is to demonstrate that shared efforts between the utility account holder, Consumers Energy, the State, and partnering intake organizations can prevent repeat crises and promote improved accountability for energy account management. CARE will assist income-qualified customers with *meaningful* bill assistance through an affordable payment plan that includes the benefits of (1) a monthly credit on energy charges, (2) forgiveness of past-due arrears as an incentive for on-time, monthly payment, and (3) invitation to receive free in-home energy efficiency services.

**Program Details**

- Seasonally adjusted, affordable monthly payment with a CARE credit on monthly energy charges of 50% (November-March) and 30% (April-October). Fresh start arrearage forgiveness on past due balance; outstanding past due balance is frozen at the time of enrollment and will be reduced if participant makes regular monthly payments. A new arrears cap of \$3,000 will be implemented for the 2016 Grant Year (exceptions may be considered for special circumstances).
- Partnering intake organizations will screen new applicants for eligibility, communicate the status, and enroll those that meet requirements, including new and re-enrolling participants. Where available and applicable to the case, partner agencies may offer additional helping services.
- Energy efficiency opportunities will be offered through Consumers Energy’s existing energy optimization program “Helping Neighbors”. In-home services will be funded by Consumers Energy and coordinated for CARE customers that voluntarily participate. For additional information and program details visit the Helping Neighbors website at: [www.ConsumersHelpingNeighbors.com](http://www.ConsumersHelpingNeighbors.com).

**2015-16 Intake Organizations\***

- TrueNorth Community Services – handling re-enrollments
- CLEAResult – handling re-enrollments
- United Way of Jackson – handling new customers only

**Locations/Hours/Contact Information**

**See attached service locations, hours and contact information.**

\***Note** the program has very limited availability for enrollment; therefore, the program is not being widely promoted. Applicants should be aware that CARE will fill fast due to high demand, and there are no guarantees for assistance once the program is fully enrolled.

	By Mail	Hours of Operation	By Phone	By Fax	By Email
<b>TrueNorth Community Services</b>	TrueNorth Community Services Attn: CARE Program, P.O. Box 149, Fremont, MI 49412	M-F, 8:00 am - 5:00 pm	231-355-5880	231-924-3667	<a href="mailto:CareApps@tncmpower.org">CareApps@tncmpower.org</a>
<b>CLEARResult</b>	Consumers Energy CARE 3.0 Program P.O. Box 26067, Lansing, MI 48909- 6067	M-F, 8:00 am - 6:00 pm	1-844-648-4217	N/A	N/A
<b>United Way of Jackson County</b> (MI Benefits Access Network partner orgs - select counties)	Consumers Energy CARE 3.0 Program P.O. Box 987, Jackson, MI 49204-0987	M-F, 8:30 am - 5:00 pm	1-844-249-0763	N/A	<a href="mailto:CAREprogram@uwjackson.org">CAREprogram@uwjackson.org</a>

**Michigan Energy Assistance Program - Consumers**