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State Officials, Commission on Aging Honor Consumers Energy Employee for Helping Grand Rapids Senior

LANSING, Mich. – The Michigan Office of Services to the Aging (OSA) and the Commission on Services to the Aging (CSA) named Patrick Pillars as Consumers Energy's 2012 Gatekeeper of the Year, in recognition of his special efforts to assist an older adult in need.

"I want to thank Patrick Pillars for his commitment and dedication to help older adults in our state," said OSA Director Kari Sederburg. "His quick actions helped someone in desperate need of assistance and his actions are a great example of how the Gatekeeper program can make a difference."

Each year Consumers Energy and DTE Energy employees are nominated for their efforts to identify and assist at-risk older adult customers age 60 and older. OSA and the CSA then select one employee each month to be named Gatekeeper of the Month, and from those employees they select a Gatekeeper of the Year – one from each organization.

Pillars was honored with a plaque and letter from Governor Rick Snyder along with DTE Energy's 2012 Gatekeeper of the Year, Cordell Green.

Pillars, a customer service representative, spoke with an older adult in Grand Rapids over the phone and during the conversation determined she was in need of assistance. He made a Gatekeeper referral to a local agency and a caseworker made a home visit shortly after. The caseworker was able to provide her with meal delivery and chore services, and provided her with a SafeLink phone.

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The Gatekeeper Program is made possible through a partnership between Consumers Energy, DTE Energy and Michigan's aging network. The program identifies older adults in need through the utility company's employees who have frequent and direct contact with natural gas and electric customers. Contact OSA at 517-373-8230 or visit the [OSA website](#) for more information.