

Veterans Services

Michigan Public Service Commission

Veterans may be eligible for these programs

Protection for Customers on Active Military Duty - Utility customers or their spouses, called to full-time active military duty by the President or the Governor during a time of declared national or state emergency or war, may apply for shut-off protection for electric or natural gas service for up to 90 days. These customers can reapply for extensions. Customers will still be responsible to pay for all services used during the time of protection. Contact your utility company.

Home Heating Credit - You may apply for the Home Heating Credit (HHC) until September 30th of each tax year. You must meet the income guidelines but you do not have to file an income tax return. Forms are available from the Michigan Department of Treasury.

Shut off Protection Programs (SPP) from the utility companies such as Consumers Energy and DTE Energy - The Shut-Off Protection Plan is available to all residential customers regardless of income, and can provide year-round protection from shut off if payments are maintained. This plan is designed to help you manage your energy use by setting up a monthly payment plan.

Lifeline Program (telephone service) - If you are low-income and currently have telephone service you may be eligible for a discount on basic local service.

Medical Emergency - An energy bill that is subject to shut off due to non-payment may be postponed up to 21 days because of a medical emergency. Additional extensions may also be available. Provide your gas or electric company with a written statement from a doctor or public health official indicating that your condition will be made worse if utility service is shut off. A postponement for a medical emergency cannot exceed 63 days for the same individual or more than 126 days per household.

Double Notice Protection Program – Utility will send a duplicate shut-off notice to a friend, relative, or agency. Your designate is not responsible for paying the overdue bill; the duplicate notice simply alerts them to take some action on your behalf.

State Emergency Relief Program - Contact the Department of Human Services (DHS), if you are low-income and receive a shutoff notice, to get help paying your utility bills. Help is also available for fuel oil, wood, or propane. You do not have to be a client of DHS to apply for the SER, which runs from November 1st through May 31st.

Residential Income Assistance Credit - Low income **DTE Energy** customers may qualify for a \$6 per month credit on their electric account and/or a \$10.50 per month credit on their natural gas account. Low income **Consumers Energy** Customers may qualify for a \$3 credit on their gas or electric or \$6 if they have both gas and electric.