



March 2018

Electric outage service credits

Customers may be eligible for a credit on their electric bill if they experience lengthy or frequent service outages. Residential customers may qualify for the greater of a \$25.00 credit or their monthly customer charge.¹ For commercial and other classes of service, the credit is determined based on a customer's minimum bill. To request an electric outage service credit, customers should contact their electric utility.

Credit under catastrophic conditions

A customer is eligible for a credit under **catastrophic conditions** if the utility fails to restore service within **120 hours**.²

A catastrophic condition is defined as an event that results in an official state of emergency or an event that results in an interruption, of 10 percent or more, of a utility's customers. Customers need to notify their electric utilities of the outage.

Credit under normal conditions

A customer is eligible for a credit under **normal conditions** if the utility fails to restore service within **16 hours** after an outage resulting from conditions other than catastrophic conditions.³ Customers need to notify their electric utility of the outage.

Credit for frequent repetitive interruptions

A customer is eligible for a credit for repetitive interruptions if experiencing more than seven interruptions in a 12-month period.⁴ Customers need to notify their electric utility of all service outages.

As a customer you should:

- record the date and time of each outage.
- record when the company was notified of the outage, and how the company was notified.
- document when the service was restored.

Eligible customers should contact their utility to request an electric outage service credit. Customers can contact the Michigan Public Service Commission (MPSC) if a credit request is denied by the utility.

Rules regarding outage service credits and eligibility requirements, can be found in the MPSC's Service Quality and Reliability Standards.

[DTE Outage Credit Form](#)

[Consumers Energy Outage Credit Form](#)

¹Mich Admin Code R 460.745

²Mich Admin Code R 460.744

³Mich Admin Code R 460.745

⁴Mich Admin Code R 460.746