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