POWER OUTAGE CREDIT
ARE YOU ELIGIBLE?

Have you experienced lengthy or frequent power outages? If so, you may qualify for an outage credit of $44 or more. If you qualify for the credit, your utility will automatically apply it to your account.

These credits are a penalty for utility companies that do not meet required service standards and create an incentive to improve reliability and restore power more quickly.

When a utility fails to meet these standards, instead of directing the penalty payment to the State's General Fund, the utility provides credits directly to customers who were affected by the utility's service performance.

LENGTHY OUTAGES

You will receive a **$44** outage credit if you lose power for

- 16 hours when 1% or less of your utility's customers have an outage.
- 48 hours when more than 1% but less than 10% of your utility's customers have an outage.
- 96 hours when 10% or more of your utility's customers have an outage.

Once your outage qualifies for a credit, you will receive an additional **$44** per day that the outage continues.

FREQUENT OUTAGES

You will receive a **$44** outage credit if you have 6 or more interruptions in 12 months. The interruptions must last at least 5 minutes to qualify. Once the credit is paid, the number of interruptions resets to zero.

DISABILITY REQUEST

People with disabilities may request this material in an alternate format by emailing

LARA-MPSC-ADA-Requests@Michigan.gov or calling 517-284-8090.

If you have questions about these credits, call your utility or the MPSC at 800-292-9555.