



March 2018

Utility help for military customers

The Michigan Public Service Commission's [Consumer Standards and Billing Practice Rules](#) provide utility shutoff protection for eligible military customers.¹

Protection Requirements

An eligible military customer means a utility customer, spouse of a customer, or customer whose spouse is in the military who meets all of the following:

- Is on full-time active duty
- Is deployed overseas in response to a declared war or undeclared hostilities or is deployed within the United States in response to a declared national or state emergency with a resulting reduction in household income
- Notifies the utility of his or her eligibility
- Provides verification of eligibility, if requested by the utility

Upon customer request, the protections include:

- Shutoff protection to an eligible military customer for a period of 90 days
- A payment schedule at the close of the last 90 days that allows the customer to pay past due bills in monthly installments over a 12-month period
- Utility also has to provide eligible military customer with information on payment assistance programs

Home Heating Credit

Utility customers may apply for the Home Heating Credit (HHC) until September 30th of each tax year, and must meet the income guidelines but are not required to file an income tax return. Forms are available from the Michigan Department of Treasury.

Lifeline Program

If you receive a Veterans and Survivors Pension

Benefit you may be eligible for a discount on basic local service. For more Lifeline information or to apply for Lifeline, go to www.lifelinesupport.org or call Universal Service Administrative Company at 888-641-8722

Medical Emergency

An energy bill that is subject to shutoff 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. Contact your utility provider for details.

Third Party Notification

Utility will send a duplicate shutoff notice to a friend, relative, or agency. Your designee is not responsible for paying the overdue bill; the duplicate notice simply alerts them to take some action on your behalf.

Further Assistance

Contact the Michigan Veterans Affairs Agency (MVAA) at 800-642-4838 or www.michiganveterans.com to get connected to federal, state, and local veteran services with the State of Michigan. The MVAA's Veteran Resource Service Center is helping veterans and their families retrieve their military documents, navigate veteran benefit programs and find services to assist in their communities.

¹ R 460.133