

CARE Program Agreement | 2017-2018

CARE (Consumers Affordable Resource for Energy) is an affordable payment plan for qualified Consumers Energy customers. It provides an affordable monthly energy bill and forgiveness of a past-due balance to reward on-time payments.

Is my household income qualified? If your household is at or below 150% of the Federal Poverty Level, you may qualify. Your caseworker will determine if your household is income eligible based on your income, relevant deductions, and household size.

How much are the payments?

October 1, 2017 – March 31, 2018	You pay 50% of your energy charges, Salvation Army pays the remaining 50%
April 1, 2018 –September 30, 2018	You pay 70% of your energy charges, Salvation Army pays the remaining 30%.

*The monthly credit does not include any late payment or Appliance Service Plan charges.

What am I required to do to participate? There are only two things you need to do to qualify:

- Complete an application for enrollment.
- Pay your bill by the due date every month.

What’s the catch? As a CARE participant, you cannot:

- Apply for State Emergency Relief (SER) energy benefit from DHHS for your Consumers Energy service.

What if I miss a payment? The CARE program requires that you bring your account current each month or you will be taken off the program. To avoid this, pay your bill on time every month.

If you are removed from CARE due to non-payment, you will not be able to:

- Re-enroll in CARE this year.
- Receive DHHS State Emergency Relief (SER) for your Consumers Energy service until November 2018.

However, you can contact Consumers Energy to set up payment arrangements or enroll in a protection plan and/or apply for the Home Heating Credit (January-September).