



# Michigan's Energy Protections and Assistance During COVID-19 Pandemic

*The State of Michigan and local energy companies are working to ensure protections are in place for customers as efforts to help slow the spread of the coronavirus impact families and businesses across the state.*

## **FOR RESIDENTIAL CUSTOMERS**

Be proactive in contacting your utility company as soon as you know you will be unable to pay your bill on time. See contact information below.

Call 2-1-1 or visit [mi211.org](http://mi211.org) for critical needs such as food, child care and more. Trained operators will connect you to assistance for a range of needs.

## **FOR LOW INCOME HOUSEHOLDS**

See if you qualify for State Emergency Relief (SER) to help pay part of your energy bill, assist in keeping energy services, or help restore service. Call your local [Department of Health and Human Services \(DHHS\) office](#) for information or apply on [MI Bridges](#). Search for a [MDHHS community partner](#) that can help you navigate the application process. Households must apply for SER assistance prior to receiving any Michigan Energy Assistance Program (MEAP) services.

In response to COVID-19, DHHS made the following changes to SER policy in order to allow for faster processing of emergency requests and to make access to benefits easier for Michigan's most vulnerable households.

- Elimination of phone interviews - reduces the amount of time a customer spends getting assistance
- Suspension of one-time energy payments - allows customers that received one SER payment and haven't reached the cap to apply for another SER
- Elimination of the shortfall determination - eliminates SER co-payments for most customers
- Increase in non-cash asset test to \$15,000 - allows more people in crisis to qualify for SER

Choose a [MEAP provider](#) to work with at the time of SER application. MEAP works with households to provide supplemental bill payment assistance and self-sufficiency services to low-income residents statewide.

Apply for a Home Heating Credit to help pay winter heating bills if you are low-income or receive public assistance. Eligible customers must meet guidelines based on 2019 household income, exemptions and heating costs, and must apply by Sept. 30 each year. The application form (MI-1040CR-7) can be requested from the Michigan Department of Treasury at 517-636-4486 or by visiting the [website](#).

## **FOR SMALL BUSINESS CUSTOMERS AND NON-PROFITS**

**Be proactive in contacting your utility company** as soon as you know you will be unable to pay your bill on time. Utility companies may be able to offer flexible payment terms or suggestions to manage utility bills under these extraordinary circumstances. See contact information below.

**Utilize energy efficiency to reduce usage and costs.** See these tips from [DTE Energy](#) and [Consumers Energy](#).

**See if you qualify for the Michigan Small Business Relief Program or federal loan programs, including the [Paycheck Protection Program](#).** Some of these programs allow you to use the funds towards your energy expenses.

## **UTILITY CONTACT INFORMATION**

For specific information about bill assistance or flexible payment plans, contact your utility directly.

### **Investor-owned utilities**

Alpena Power Co. 989-358-4900, [www.alpenapower.com](http://www.alpenapower.com)  
Citizens Gas Fuel Co. 800-982-2831, [www.citizensgasfuel.com](http://www.citizensgasfuel.com)  
Consumers Energy Co. 800-477-5050, [www.consumersenergy.com](http://www.consumersenergy.com)  
DTE Energy Co. 800-477-4747, [www.dteenergy.com](http://www.dteenergy.com)  
Indiana Michigan Power Co. 800-672-2231, [www.indianamichiganpower.com](http://www.indianamichiganpower.com)  
Michigan Gas Utilities 800-401-6402, [accel.michiganagasutilities.com](http://accel.michiganagasutilities.com)  
Northern States Power Co. (Xcel) 800-895-4999, [www.xcelenergy.com](http://www.xcelenergy.com)  
Semco Energy Gas Co. 800-624-2019, [www.semcoenergygas.com](http://www.semcoenergygas.com)  
Superior Energy Co. 888-468-2828, [www.secnaturalgas.com](http://www.secnaturalgas.com)  
Upper Michigan Energy Resources 800-242-9137, [www.uppermichiganenergy.com](http://www.uppermichiganenergy.com)  
for former WEPCO customers 800-450-7260  
for former WPSC customers:  
Upper Peninsula Power Co. 800-562-7680, [www.uppco.com](http://www.uppco.com)  
Wisconsin Electric Power Co. 800-242-9137, [www.we-energies.com](http://www.we-energies.com)

### **Municipal utilities**

Baraga 906-353-6237, [www.villageofbaraga.com](http://www.villageofbaraga.com).  
Bay City 989-894-8350, [www.baycitymi.org](http://www.baycitymi.org)  
Charlevoix 231-547-3273, [www.cityofcharlevoix.org](http://www.cityofcharlevoix.org)  
Chelsea 734-475-1771, [www.city-chelsea.org](http://www.city-chelsea.org)  
Clinton 517-456-7494, [www.villageofclinton.org](http://www.villageofclinton.org)  
Coldwater 517-279-9531, [www.coldwater.org](http://www.coldwater.org)  
Crowell 810-679-2299, [www.cityofcrowell.com](http://www.cityofcrowell.com)  
Crystal Falls 906-875-3212, [www.crystalfalls.org](http://www.crystalfalls.org)  
Daggett 906-753-6931  
Dowagiac 269-782-2195, [www.cityofdowagiac.com](http://www.cityofdowagiac.com)  
Eaton Rapids 517-663-8118, [www.cityofeatonrapids.com](http://www.cityofeatonrapids.com)  
Escanaba 906-786-0552, [www.escanaba.org](http://www.escanaba.org)  
Gladstone 906-428-3737, [www.gladstonemi.org](http://www.gladstonemi.org)  
Grand Haven 616.846.6250, [www.ghblp.org](http://www.ghblp.org)  
Harbor Springs 231-526-2122, [www.cityofharborsprings.com](http://www.cityofharborsprings.com)  
Hart 231-923-0012, [www.cityofhart.org](http://www.cityofhart.org)  
Hillsdale 517-437-3387, [www.cityofhillsdale.org/bpu](http://www.cityofhillsdale.org/bpu)  
Holland 616-355-1500, [www.hollandbpw.com](http://www.hollandbpw.com)  
L'Anse 906-524-6116, [www.villageoflanse.org](http://www.villageoflanse.org)  
Lansing 517-702-6006, [www.lbwl.com](http://www.lbwl.com)  
Lowell 616-897-8402, [www.lowell-light.org](http://www.lowell-light.org)  
Marquette 906-228-0311, [www.mblp.org](http://www.mblp.org)  
Marshall 269-558-0329, [www.cityofmarshall.com](http://www.cityofmarshall.com)

Negaunee 906-475-7700, [www.cityofnegaunee.com](http://www.cityofnegaunee.com)  
Newberry 906-293-3433, [www.villageofnewberry.com](http://www.villageofnewberry.com)  
Niles 269-683-4700, [www.nilesmi.org](http://www.nilesmi.org)  
Norway 906-563-9961, [www.norwaymi.gov](http://www.norwaymi.gov)  
Paw Paw 269-657-3148, [www.pawpaw.net](http://www.pawpaw.net)  
Petoskey 231-347-2500, [www.petoskey.us](http://www.petoskey.us)  
Portland 517-647-7531, [www.portland-michigan.org](http://www.portland-michigan.org)  
St. Louis 989-681-2137, [www.stlouismi.com](http://www.stlouismi.com)  
Sebewaing 989-883-2700, [www.slandw.com](http://www.slandw.com)  
South Haven 269-637-0700, [www.south-haven.com](http://www.south-haven.com)  
Stephenson 906-753-6228, [www.stephenson-mi.com](http://www.stephenson-mi.com)  
Sturgis 269-659-7287, [www.sturgismi.gov](http://www.sturgismi.gov)  
Traverse City 231-922-4431, [www.tclp.org](http://www.tclp.org)  
Union City 517-741-8591, [www.visitunioncity.com](http://www.visitunioncity.com)  
Wakefield 906-229-5131, [www.cityofwakefield.org](http://www.cityofwakefield.org)  
Wyandotte 734-324-7100, [www.wyandotte.net](http://www.wyandotte.net)  
Zeeland 616-772-6212, [www.zeelandbpw.com](http://www.zeelandbpw.com)

### **Rural electric co-operatives**

Alger Delta Cooperative Electric Assoc. 906-428-4141, [www.algerdelta.com](http://www.algerdelta.com)  
Bayfield Electric Cooperative 800-278-0166, [www.bayfieldelectric.com](http://www.bayfieldelectric.com)  
Cherryland Electric Cooperative 231-486-9200, [www.cecelec.com](http://www.cecelec.com)  
Cloverland Electric Cooperative 906-635-6800, [www.cloverland.com](http://www.cloverland.com)  
Great Lakes Energy Cooperative 888-485-2537, [www.gtlakes.com](http://www.gtlakes.com)  
HomeWorks Tri-County Electric Co-op 800-562-8232, [www.homeworks.org](http://www.homeworks.org)  
Midwest Energy & Communications 800-492-5989, [www.teammidwest.com](http://www.teammidwest.com)  
Ontonagon County REA 906-884-4151, [www.ontonagon.coop](http://www.ontonagon.coop)  
Presque Isle Electric & Gas Co-op 989-733-8515, [www.pieg.com](http://www.pieg.com)  
Thumb Electric Cooperative 989-658-8571, [www.tecmi.coop](http://www.tecmi.coop)  
Wolverine Power Supply Cooperative 231-775-5700, [www.wpsci.com](http://www.wpsci.com)