



Updated April 21, 2020

A major focus right now is to help consumers understand that there are many resources available to keep their utility bills affordable. You can help via social media. Below are sample tweets and Facebook posts your organization can use to help inform financially-stressed households across the state – whether their concerns are related to the current COVID-19 crisis or other economic issues. Many thanks to our Communications Committee Chair Jessica Halstead for the graphics!

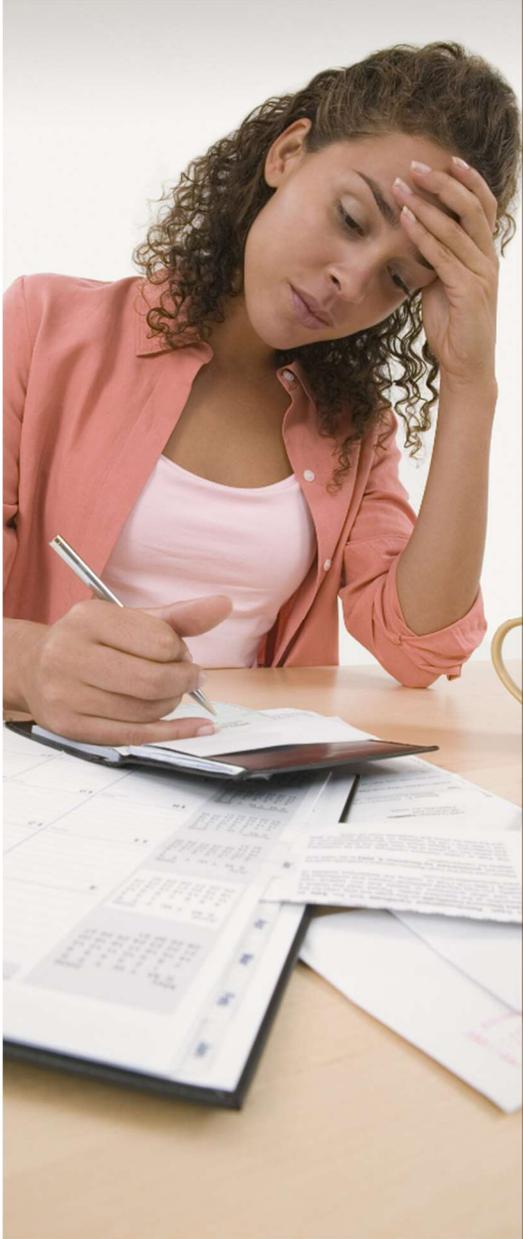
You can always follow and retweet the Coalition as well:

Facebook: [@Coalition Keep Michigan Warm](#)

Twitter: @KeepMIWarm

#### Sample Posts:

- Concerned about not being able to afford the cost of the gas or electricity you're using during self-isolation? Need to delay your bills during the coronavirus outbreak? Support may be available through your energy supplier. Contact your utility directly or call 2-1-1 for more information. @KeepMIWarm [@Coalition Keep Michigan Warm](#)
- Know the difference between bill deferment and bill forgiveness. If you have received a deferment (extension) on when to pay your bill, you are still responsible for paying the full amount in the future. Pay what you can when you can. Reach out to figure out if an arrangement is right for you. @KeepMIWarm [@Coalition Keep Michigan Warm](#)
- During this time of uncertainty, check out resources available. For the latest information visit [Michigan.gov/coronavirus](#) and [CDC.gov/coronavirus](#), or if you have additional questions you may call Michigan's COVID-19 Hotline at (888) 535-6146 or email [COVID19@michigan.gov](mailto:COVID19@michigan.gov). @KeepMIWarm [@Coalition Keep Michigan Warm](#)



# HAVING TROUBLE PAYING YOUR BILL?

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Reach out to your utility provider for help to work on a plan.

Assistance and protection available during COVID-19 Pandemic



DURING THIS TIME OF UNCERTAINTY,

# Check out resources

available at: [Michigan.gov/coronavirus](https://Michigan.gov/coronavirus)





Help is available for those with

# LOW TO NO INCOME

Check out [211 website](#) for available  
resources, organizations and opportunities

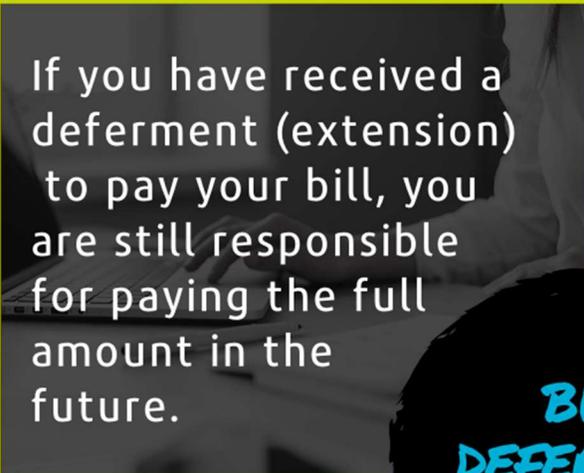


**YOU MIGHT NOT BE THERE,**



**BUT YOUR UTILITIES STILL ARE!**

Don't Forget - If you live off campus and are not using your apartment right now, be sure to contact your utility providers to turn off service or make payment arrangements.



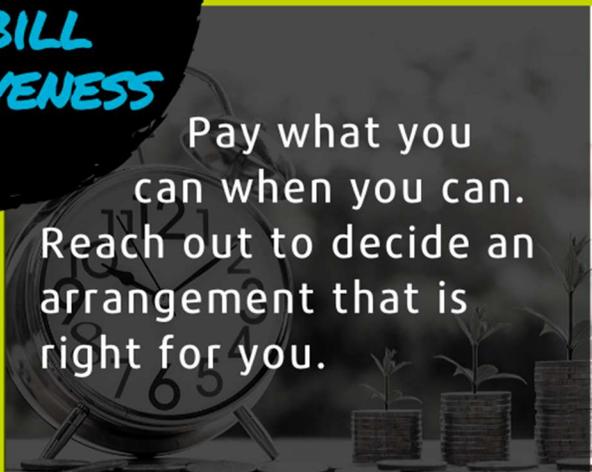
If you have received a deferment (extension) to pay your bill, you are still responsible for paying the full amount in the future.



**BILL  
DEFERMENT  
VS. BILL  
FORGIVENESS**



Pay what you can when you can. Reach out to decide an arrangement that is right for you.



**IF YOU NEED HELP PAYING YOUR BILL,  
MICHIGAN 2-1-1 CAN CONNECT YOU WITH  
PROGRAMS THAT CAN HELP YOU.**