

# 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.



## 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.

## SMALL BUSINESS CUSTOMERS & 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.

## LOW INCOME AND NEWLY UNEMPLOYED CUSTOMERS

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.

- 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 or unemployment compensation. 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](#).

## ENERGY UTILITY CUSTOMERS

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.michigangasutilities.com](http://accel.michigangasutilities.com)

**Northern States Power Co.** | 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)

**former WEPCO customers** | 800-450-7260

**Upper Peninsula Power Co. (former WPSC customers:)** | 800-562-7680 [www.upppo.com](http://www.upppo.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)  
**Croswell:** 810-679-2299, [www.cityofcroswell.com](http://www.cityofcroswell.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)  
**Marshall:** 269-558-0329, [www.cityofmarshall.com](http://www.cityofmarshall.com)  
**Marquette:** 906-228-0311, [www.mblp.org](http://www.mblp.org)  
**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)