

Caring for Communities

Senate Committee on Families, Seniors, and Veterans

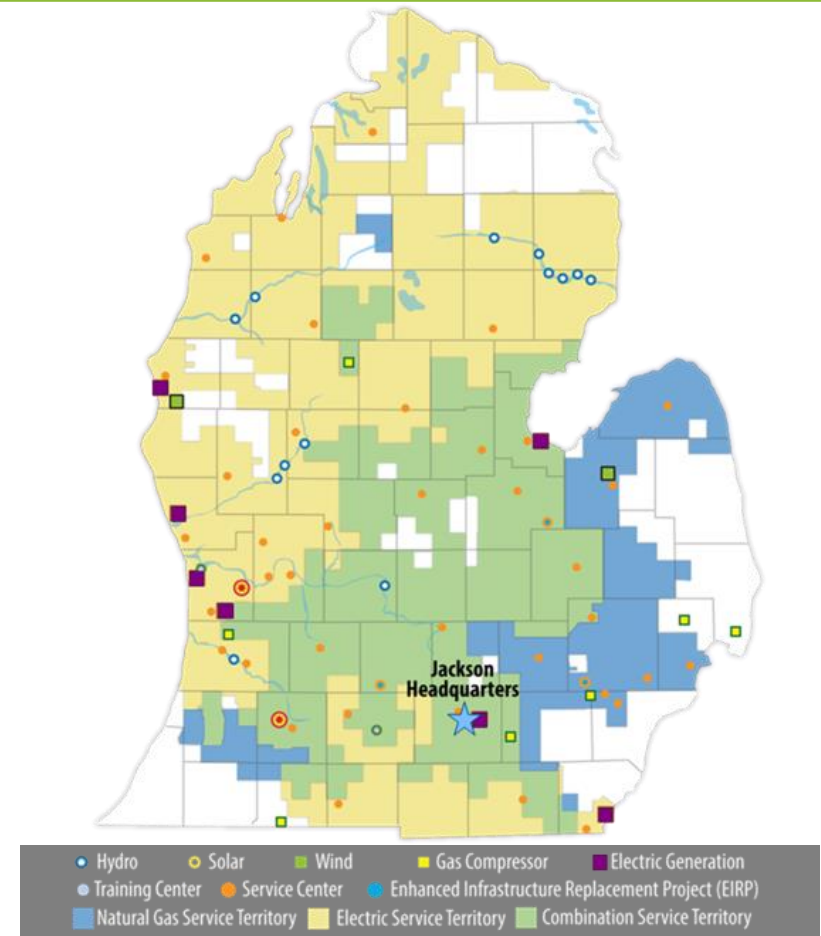
March 6, 2019

Amy Walt

Executive Director of Customer Operations

Serving Michigan for 130+ Years

- >8,000 employees
- > 3M Customers
- 71,405 miles of electric distribution lines
- 28,194 miles of natural gas distribution pipeline
- 15 natural gas storage fields & 8 compressor stations



CMS Energy - World Class Performance Delivering Hometown Service

- We care for our customers, friends and neighbors – spending more than 18,800 volunteer hours in Michigan communities last year

People



- We protect our planet for future generations – reducing carbon emissions by 90% and eliminating the use of coal by 2040

Planet

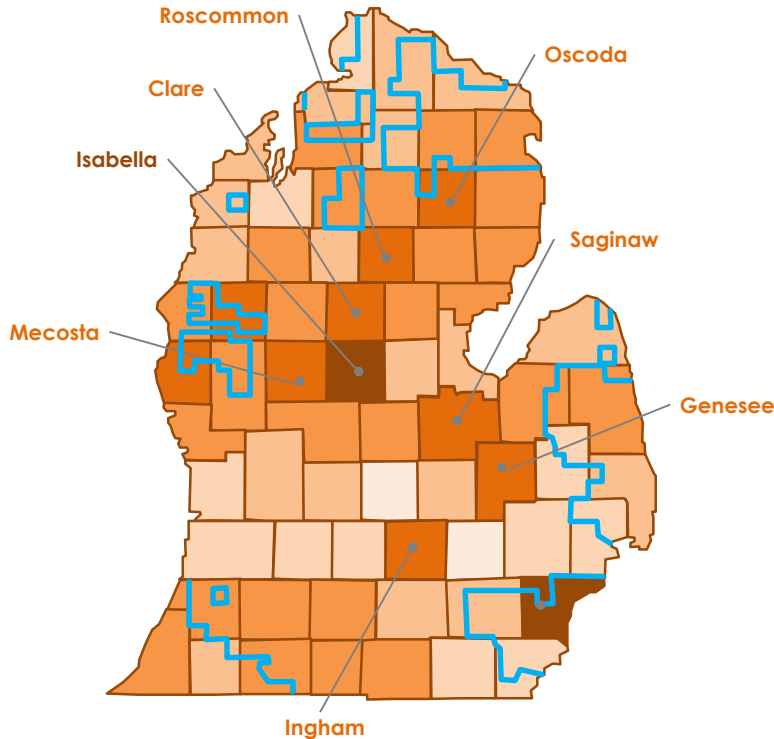


- We drive Michigan's economic growth and success – helping our customers on a path toward self sufficiency

Prosperity

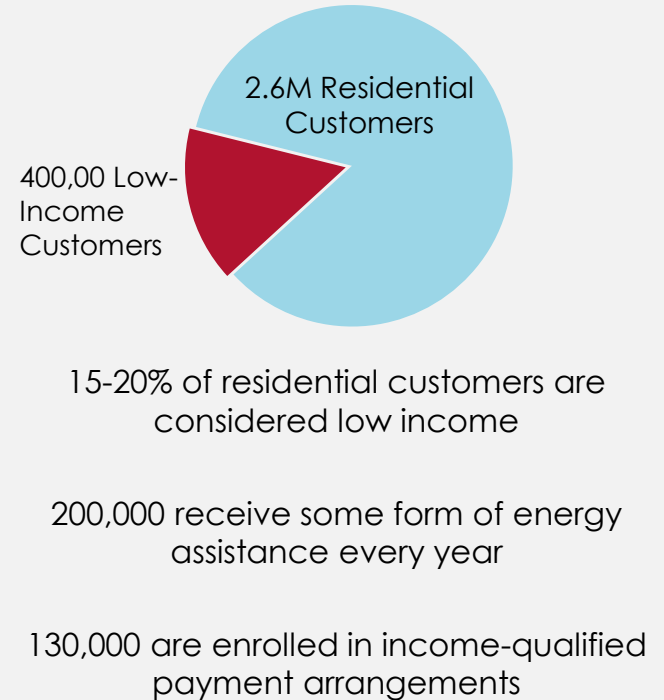


Serving 8/10 of Michigan's Most Impoverished Counties*



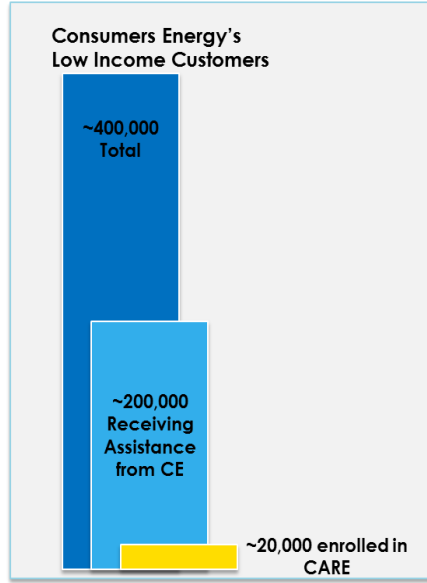
*Based on 2009 Census data

Consumers Energy's Residential Customers



CARE - Great Potential for Growth

- A two-year program that provides long-term, proactive, accountable assistance before crisis hits
- Offers gradual past due balance forgiveness as a reward for regular payments
- Includes energy education and efficiency upgrades through our Helping Neighbors program



	CARE - 2018	Similar customers in SPP
Success rates	81%	3-5%
Disconnection rates	9%	22%
CARE customer disconnections before joining the program	30-40% on average historically	

CARE demonstrated to be most effective assistance delivery system

Statewide Partnerships



- Collaboratively work with agencies across the state to help customers become self-sufficient and succeed
 - United Way of Jackson County
 - TrueNorth Community Services
 - The Salvation Army
 - Michigan Community Action
 - The Heat and Warmth Fund (THAW)
 - St. Vincent de Paul
 - United Way for Southeastern Michigan
 - Michigan Veterans Trust Fund
- Partner with 2-1-1 to provide direct energy assistance referrals
- Partnering with Genesys Health System and Huntington Bank to provide integrated essential services to low-income customers

Energy Assistance Options

Consumers Energy Programs

- Payment & Protection Plans
 - Shut-Off Protection Plan for income qualified customers
 - Winter Protection Plan for seniors
 - Budget Plan
 - Medical Emergency Protection
 - Active Military Duty protection
- Monthly Bill Credits
 - Seniors credits
 - Income Qualified credits
- Energy Efficiency
 - Helping Neighbors

Public Assistance Programs

- Consumers Managed
 - CARE
- State Managed
 - State Emergency Relief (DHHS)
 - Home Heating Credit (Treasury)
 - Weatherization Assistance (DHHS)
- Non-profit Agency Programs
- United Way 2-1-1
 - United Way's Get Help line

Working Together for a Brighter Future

- Support reauthorization of PA 615
- Ensure all energy assistance funds are prioritized toward programs that yield the highest self sufficiency benefits
- Create efficient enrollment process to reduce administration for all parties

