Michigan Public Service Commission
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consumer TIPS

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michigan.gov/mpsc

Utility Help for Military Families

The Michigan Public Service Commission's Consumer Standards and Billing Practice Rules provide utility shutoff protection for eligible military families.

Protection Requirements

An eligible military family would include a utility customer, spouse of a customer, or customer whose spouse is in the military who meets all of the following:

- Is on full-time active duty
- Is deployed overseas in response to a declared war or undeclared hostilities or is deployed within the United States in response to a declared national or state emergency with a resulting reduction in household income
- Notifies the utility of his or her eligibility
- Provides verification of eligibility, if requested by the utility

Upon customer request, the protections include:

- Shutoff protection to an eligible military family for a period of 90 days
- Shutoff protection for at least one additional 90-day period as long as the family continues to meet all of the conditions for an eligible military family
- A payment schedule at the close of the last 90 days that allows the customer to pay past due bills in monthly installments over a 12-month period