

## Winter Protection Plan

The Winter Protection Plan protects eligible senior and low-income members from service shutoffs and electric bill payments during the winter months (November 1 – March 31). Enrollment begins Nov. 1. To participate, you must agree to the terms of the Winter Protection Plan for the upcoming heating season. If you are an eligible low-income member, your utility service will remain on from November 1-March 31, if you pay at least 7% of your estimated annual bill each month, and you make monthly payments of 1/12 of any past due bills.

When the protection period ends you must begin to pay the full monthly bill, plus part of the amount you owe from the winter months when you did not pay the bill in full. Participation does not relieve members from the responsibility of paying for electricity, but does prevent shut-off during winter months.

### You qualify for the plan if you meet at least one of the following requirements:

- › are age 65 or older,
- › receive Department of Human Services cash assistance, including SSI,
- › receive Food Assistance,
- › receive Medicaid, or
- › household income is at or below the 150% of poverty level based on the income guidelines (*contact us for guidelines*)

Senior citizen members (65 or older) who participate in the Winter Protection Plan are not required to make specific payments to ensure that their service will not be shut-off between Nov. 1 and March 31. However, seniors are encouraged to pay whatever they can during the winter so they will not have large, unmanageable bills when the protection ends.

**How to Enroll:**  
Call **888-485-2537**.

## HOME HEATING CREDIT

You can apply for a Home Heating Credit if you meet the income guidelines or qualify based on alternate guidelines including household income, exemptions, and heating costs. If you qualify, you may receive assistance to help pay your winter heating bills. Forms are due by Sept. 30.

Forms are available from the Michigan Department of Treasury, online, or wherever tax forms are provided.

**Contact:** Call the Michigan Department of Treasury **517-636-4486** or visit [michigan.gov/treasury](http://michigan.gov/treasury).  
The filing deadline is September of each year.

## CRISIS ASSISTANCE PROGRAM

State Emergency Relief Program (SER): You do not have to be a DHS client to apply for help with a past due bill, shutoff notice or the need for deliverable fuel through the SER. This program, available Nov. 1–May 31, provides most of its utility assistance during this crisis season. However, limited assistance is available outside the crisis season. If you receive a DHS cash grant, you may vendor part of it towards heat and electric bills.

**Contact:** Your local DHS or call the Home Heating Hotline, **855-275-6424** or visit [mibenefitsaccess.org](http://mibenefitsaccess.org).

## LOW-INCOME HOME WEATHERIZATION

You may be able to receive help with weatherizing your home to reduce energy use if you meet low-income eligibility guidelines (200% of poverty guidelines) and funding is available. Weatherization may include caulking, weatherstripping, and insulation.

**Contact:** Your local Community Action Agency for details. Visit [mcaaa.org](http://mcaaa.org) to find one in your area.

## MEDICAL EMERGENCY PROTECTION

You are protected from service shut-off for non-payment of your electric bill for up to 21 days at a time, not to exceed 63 days, if you have a proven life threatening medical emergency. You must provide written proof from a doctor that a medical emergency exists.

**Contact:** Great Lakes Energy at **888-485-2537**.

## SHUT-OFF PROTECTION FOR MILITARY ACTIVE DUTY

If you or your spouse have been called into active military duty you may apply for shut-off protection from your electric or natural gas service for up to 90 days. You will still be required to pay, but we will help you set up a payment plan.

**Contact:** Great Lakes Energy at **888-485-2537**.

## MICHIGAN VETERANS TRUST FUND EMERGENCY GRANT PROGRAM

The Trust Fund provides temporary assistance to veterans and their families facing a financial emergency or hardship including the need for energy assistance.

**Contact:** Michigan Veterans Trust Fund at **(517) 284-5299** or [Michigan.gov/dmva](http://Michigan.gov/dmva).

You may be able to receive help with weatherizing your home to reduce energy use

Connect With Us  
Great Lakes Energy  
**888-485-2537**  
[gtlakes.com](http://gtlakes.com)

Great Lakes  
**ENERGY**  
Your Touchstone Energy Cooperative 



# Payment AND Assistance GUIDE

Helpful Programs for  
Paying Your Electric Bill

Visit [gtlakes.com](http://gtlakes.com) or call **888-485-2537**

We're  
**Looking  
OUT For  
YOU**

**P**ayment assistance is available for Great Lakes Energy members through many resources and programs listed here. You may be eligible for more than one program. Please contact us for more information at 888-485-2537 or for specific resources, contact the agency listed.

Please note that some restrictions and eligibility requirements may apply for all programs listed.

## Manage Your Payment Method

### AUTOMATIC PAYMENT

We offer an Automatic Bill Payment program where you never have to mail your payment in again. Your electric bill can be automatically deducted from your checking or savings account or charged to your credit/debit card on the due date. This makes it more accurate than paying with a check, when you never know when your payment will be deducted from your bank account. With Automatic Bill Payment, you will get the security of knowing that your payment will never be late. It's easy and reliable and best of all, there's no charge for this service.

**How To Enroll:** Call 888-485-2537 or login to your account at [gtlakes.com](http://gtlakes.com).

### BUDGET BILLING

If your electric bill fluctuates greatly from month to month, you can take control with our tailor-made Budget Billing plan. With Budget Billing, your electric bill will stay roughly the same every month year-round despite changes in the weather. Your monthly payment is based on the previous year's energy use at your current residence. To be eligible for budget billing we must have 12 months of billing history and your account balance must be zero at the time of enrollment. Your account is balanced each year in August.

**How To Enroll:** Contact us at [billing@glenergy.com](mailto:billing@glenergy.com) with your request, name, daytime phone number and account number. You can also call us at 888-485-2537.

You may be eligible for more than one program.

Call 2-1-1 for information and referral services for energy bill payment assistance

### PRE-PAID BILLING

Manage your energy usage on a daily basis with GLE's new flexible pre-paid billing. Simply pay for your energy how and when you choose; your consumption is billed and deducted daily. You're billed using current rates and fees. Monitor your usage online or by phone to stay aware of how much electricity you use. We'll notify you if your balance is low. Your service is remotely disconnected if the account balance is depleted and reconnected when a payment is received. There are no late fees, no reconnect fees and no deposits with this program.

**How To Enroll:** Call 888-485-2537. Some restrictions apply.

### OTHER PAYMENT OPTIONS

We accept most credit cards and also accept payment by check over the phone or online. E-billing is also available.

**More Information:** Call 888-485-2537 or visit [gtlakes.com](http://gtlakes.com) to pay online.

## Past Due Accounts

### TROUBLE PAYING YOUR BILL?

If you are unable to pay your bill in full, call us to make payment arrangements. If your account remains unpaid after the due date, it is considered delinquent and our usual collection procedures, including notice of intent to discontinue service, will begin.

We accept payments over the phone or online 24 hours a day. **To make a payment online visit [gtlakes.com](http://gtlakes.com).**

### DISCONNECT NOTICE

Great Lakes Energy will print past due amounts and/or a delinquent notice on your monthly bill. If you receive this notice, please contact our office immediately to arrange payment. If your service is shut off, additional fees may apply.

### 2-1-1 REFERRAL LINE

One simple call to 2-1-1, a free community health and human services information and referral service, connects eligible residents with energy payment assistance help and much more.

Call 2-1-1 for information and referral services for **energy bill payment assistance** and other health and human service needs. Calls are confidential and answered 24 hours a day, 7 days a week.

**Contact:** Dial 2-1-1 or visit [211.org](http://211.org).

Connect With Us  
Great Lakes Energy  
**888-485-2537**  
[gtlakes.com](http://gtlakes.com)

