

WINTER PROTECTION PLAN **2016-2017**



Winter Protection Plan (WPP)

The Winter Protection Plan may protect certain qualifying customers from service shut off and high payments during the winter (Nov. 1 through March 31). **Customers are responsible for electricity and water used, but some of the costs can be deferred.** Participation does not relieve customers from the responsibility of pre-existing balances or payment for the electricity and water usage; it only prevents shut off during the winter months.

Eligible customers may sign up for the Winter Protection Plan beginning November 1st, 2016.

You may be protected from a Utility Shutoff from **November 1, 2016 through March 31, 2017** if you meet one of the following criteria:

- **You are 65 years of age or older**
- **You are full time active military personnel**
- **You have a certified medical emergency or you are a documented critical care customer**
- **You receive assistance from a state emergency relief program, Medicaid, or food stamps**
- **Your household income does not exceed 150% of the federal poverty guidelines and you comply with the Winter Protection Plan, as follows:**
 - ✓ Payment of a monthly amount equal to 7% of the estimated annual bill for an eligible low income customer plus a determined monthly amount on any arrearages on the account.
 - ✓ An alternative payment plan if you are an eligible low income customer and you have applied for state or federal heating assistance within 14 days of requesting shutoff protection.

At the end of the heating season, March 31, 2017, any under collection as a result of participation in the Winter Protection Plan may result in a true-up and calculation of the payments due through the start of the next heating season. In addition to the past due payments, the customer will have to pay the current bills in full each month.

**Information and referral to organizations that provide emergency assistance is available from
211 Northeast Michigan 1-888-636-4211**

YOU MUST COMPLETE AND RETURN A NEW 2016-2017 WINTER PROTECTION APPLICATION TO OUR OFFICE. IF YOU HAVE ANY QUESTIONS REGARDING THE WINTER PROTECTION PROGRAM, PLEASE CALL OUR UTILITY CUSTOMER SERVICE DEPARTMENT AT **(989) 894-8104**.