



# Consumer Alert

## ELECTRIC OUTAGE SERVICE CREDITS



Customers may be eligible for a credit on their electric bill if they experience lengthy or frequent service outages. The credit is in accordance with Michigan Public Service Commission (MPSC) rules for service quality and reliability standards. For residential customers the credit is \$25. For commercial and other classes of service, the credit is based on a customer's minimum bill. To request an electric outage service credit, customers should contact their electric utility.

There are three types of outage conditions that may qualify for a credit – **catastrophic condition outages**, **normal condition outages**, and **frequent outages**. In all cases, customers need to notify their electric utility of the outage.

- **Credit Under Catastrophic Conditions (Rule 44)**

A customer is eligible for a credit under **catastrophic conditions** if the utility fails to restore service within **120 hours** after an outage resulting from catastrophic conditions. A catastrophic condition is defined as an event that results in an official state of emergency or an event resulting in an interruption for 10% or more of a utility's customers. Customers need to notify their electric utility of the outage.

- **Credit Under Normal Conditions (Rule 45)**

A customer is eligible for a credit under **normal conditions** if the utility fails to restore service within **16 hours** after an outage resulting from conditions other than catastrophic conditions. Customers need to notify their electric utility of the outage.

- **Credit For Repetitive Interruptions (Rule 46)**

A customer is eligible for a credit for **repetitive interruptions** if experiencing **more than 7 interruptions in a 12 month period**. Customers need to notify their electric utility of electric outages. For each outage, the date and time of the outage should be noted in a log or written record. Additional notes should include: when the service was restored, the date and time the company was notified of the outage, and how the company was notified.

Eligible customers should contact their electric utility to request an electric outage service credit. Customers can contact the MPSC if a credit request is denied by the utility. Rules regarding outage service credits – and eligibility requirements – are presented in the MPSC's [Service Quality and Reliability Standards](#).

