

Consumers Energy, DTE won't shut off service for seniors and low-income residents during coronavirus concerns

Energy and utility companies said Monday that customer's service will not be shut off during the COVID-19 outbreak.

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GRAND RAPIDS, Mich. — Consumers Energy and DTE Energy have announced that customers who are unable to work or haven't paid their bill won't have to worry about service shutoffs during the novel coronavirus, or COVID-19, outbreak.

Consumers Energy announced Monday, March 16 that it will suspend the shutoffs for non-paying or low-income and seniors customers.

"The coronavirus has created unprecedented circumstances around the world, and we have a responsibility to help slow the spread of the illness," Consumers said in a statement Monday.

Beginning March 16, 2020 through April 5, 2020, service shutoffs will be suspended. The time frames could be adjusted depending on the spread and severity of the virus, Consumers said.

► [Here is our full 13 ON YOUR SIDE coronavirus website.](#)

Senior citizens and qualified low-income customers already enrolled in Consumers' Winter Protection Program have already had their end dates extended through May 3, 2020, without any additional actions required on their part.

"This ensures our most vulnerable customers have the services they need during this state of emergency," Consumers statement went on to say. "All shut-off notices will be withheld to prevent any additional stress for these customers."

DTE Energy made a similar announcement last week stating that they would also suspend shutoffs for non-payment or for customers who are low-income eligible. Their suspension is effective through April 5 as well.

Those customers enrolled in the DTE Energy Senior Winter Protection Program have had their end dates automatically extended through May 3//