

IMPORTANT INFORMATION about your Electric Service

Your Immediate Attention Required

YOU MUST CONTACT OUR OFFICE AND NOTIFY US THAT YOU MEET
ONE OF THE CRITERIA ITEMS LISTED BELOW.
PLEASE CONTACT OUR BILLING DEPARTMENT AT **269-683-4700**.



If you need energy assistance, please contact the local
Department of Human Services at 866-436-0002

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 Mar. 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, 2009.

You may be protected from a Utility Shutoff from **November 1, 2009 through March 31, 2010**, if you meet one of the following criteria:

- If you are 65 years of age or older
- If you are full-time active military personnel
- If you have a physical or mental disability
- If you have critical care or a certified medical emergency
- If you receive assistance from a state emergency relief program, Medicaid, or food stamps
- If you have a household income that does not exceed 150% of the federal poverty guidelines

You must comply with one of the following:

- The customer enters the utility's equal monthly payment plan
- The customer and utility mutually agree to the payment of a specific amount
- Proof of income must be provided (i.e: current tax form)
- You must pay 7% of your estimated annual bill monthly; plus a determined monthly amount on any arrearages on the account

**Any attempt by the customer to restore service is dangerous and unlawful
and could lead to prosecution.**