

Active Duty Military

If an individual or their spouse is called to fulltime active military service during a time of declared national or state emergency or war, the household can apply for shut-off protection for up to 90 days and may request extensions of this protection by reapplying.

To qualify, either the service-person or spouse must be the customer of record and be able to verify their active duty status. At the end of active duty period, customers utilizing this protection are required to notify the City of Sturgis Customer Service Department.

Customers protected under this program (set by MCL 460.9c) are still required to pay the entire amount used during the protection period within one year; a payment plan can be set up for past due amounts.

Who Can I Call?

Service and Billing Questions:

Sturgis Customer Service(269) 659-7231
(269) 659-7232

Provide information on your Status or Qualification for one or more Protections:

Sturgis Customer Service(269) 659-7231
(269) 659-7232

Request Assistance with your Electric Bill Costs:

DHS Energy Hotline1-800-292-5650
8:00 a.m. - 4:45 p.m., Monday - Friday

St. Joseph County 2-1-1



Shutoff Procedures

In the event you have not paid your electric bill, the following procedure will be initiated to shutoff your service:

- 1) Notice will be served 10 business days prior to proposed shutoff (starting when notice is mailed)
- 2) At least one additional notification attempt will be made one or more days before the shutoff of the service via either:
 - A personal telephone call (either direct contact or phone message)
 - First class mail
 - A personal visit to the customer
 - A written notice left at or on the customer's door
- 3) Service will be shut off on the date specified in the notice of the shutoff or within ten (10) business days following that date. Shut off will occur only between the hours of 8 a.m. and 2 p.m.
 - Service shall not be shut off on a day, or a day immediately preceding a day, when services cannot be restored.
 - Service will not be shut off during days of extreme temperature as indicated in this handout.
- 4) Notice stating the service has been shut off will be left at the customer's residence no later than two hours before the close of the utility's business on the day service is shut off and will provide contact information so the customer can arrange to have service restored. Alternatively, contact by telephone may be made providing the same information within the same time frame.

Reconnecting

Once your bill is current, there is a \$60.00 reconnect fee. Reasonable efforts will be made to restore service on the day the customer requests it; except for reasons beyond the City's control, service will be reconnected not later than the next working day after the request.



City of Sturgis
Electric

Winter Protection

and

Shutoff Policy

In an effort to standardize shutoff and winter protection rules for all municipal electric companies in Michigan, the Michigan Municipal Electric Association (MMEA) created draft rules for all its members.

In November of 2009 the Sturgis City Commission adopted the rules for the Sturgis Electric Department. These rules include standards for shutoff notification, shutoff procedures, and protections against shutoff for certain groups and during certain conditions.

This informational brochure outlines key information regarding winter protection and shutoff; for a copy of the full general shutoff rules, visit us online at:

www.ci.sturgis.mi.us/departments_electric
or stop by Customer Service at Sturgis City Hall, 130 N. Nottawa.

Shutoff Protections

Excessive Heat

If the local temperature, checked daily by the City, is forecast to be 95 degrees or higher on Wednesday (disconnection day) or Thursday, eligible senior citizen customers (over the age of 65, has notified the City) will not be disconnected.

Excessive Cold

The local temperature, checked daily by the City, will be considered when scheduling electric disconnects during the winter months (between November 1st and March 31st).

Winter Protection Plan

The City of Sturgis will not shut off service for non-payment of a delinquent account during the period of November 1st through March 31st if the customer is eligible under the Winter Protection Plan (see facing page).

Customers on Active Duty in the Military

The City will offer shutoff protection as prescribed by Michigan Compiled Law (MCL) 460.9c to customers who identify themselves as in need of assistance because of a reduction in household income as the result of a call to active duty status in the military (see inside flap for more details).

Critical Care Customers or Medical Emergency

If a customer or member of the customer's household has physician documentation as a critical care customer or has a certified medical emergency, shutoff can be postponed for a limited period of time (see second facing page for more details).

Winter Protection Plan

Eligible low-income and senior citizen customers are protected from service shut off from November 1st through March 31st under this Plan. Eligible customers may enroll by contacting the City of Sturgis Customer Service Department.

Low Income Customers

A low income customer is someone whose household income does not exceed 150% of the federal poverty level (see chart) or who receives any of the following:

- State Emergency Relief Assistance
- Food Stamps, or
- Medicaid

150% of Poverty Guidelines

Household Members	Maximum Income
1	\$16,245
2	\$21,855
3	\$27,465
4	\$33,075
Add \$5,610 for each additional household member	
<i>NOTE: All customers 65 years or older are eligible regardless of income.</i>	

Eligible low-income customers wishing to participate in the Plan, must: **1)** Pay at least 7% of their estimated annual bill each month or **2)** sign a winter protection payment plan arranged with Customer Service.

Senior Customers

All senior citizens (65 or older) are eligible for the program, regardless of income. Customers must notify the City of Sturgis Customer Service Department of their eligibility. Seniors participating in the Winter Protection Plan are not required to make specific payments between November 1st and March 31st to ensure that service will not be shutoff.

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Winter Protection Plan Con't

PARTICIPATION PREVENTS SHUTOFF DURING THE WINTER; IT DOES NOT RELIEVE PAYMENT FOR ELECTRICITY USAGE.

At the end of the protection period (April 1st), all customers participating in the plan must make arrangements to pay any money owed before the start of the next protection period and must also pay any monthly utility bills incurred from that point on.

These protections do not apply to customers who have been shutoff.

Critical Care / Medical Emergency

Service shutoff may be postponed up to 21 days if a member of a household has a proven medical emergency (a certified medical condition which will be aggravated by the lack of utility service) or critical care condition (requires home medical equipment or a life support system).

Customers in either case must provide written proof of the condition or equipment being used, along with certification that shutoff would aggravate the condition or be life-threatening.

For medical emergencies, information on the specific time period during which the shutoff of service will aggravate it must be provided.

Shut off may be extended for further periods of 21 business days, if the need for the extension has been certified. If shutoff of service has occurred without any postponement being obtained, the service shall be restored for not more than 21 business days.

The total postponement cannot exceed a total of 63 consecutive business days in any 12-month period. Annually, shutoff extensions totaling more than 126 business days per household will not be given.