

Direct Payment Enrollment Form

#1 Complete the contact information requested below (please print)

Name _____

Service Address _____

City _____ State _____ Zip _____

Daytime Phone (____) _____

Email Address _____

#2 Provide your signature for authorization:

I authorize Consumers Energy to deduct my payment(s), including current and/or outstanding balances, from the checking or savings account listed below. I understand that in the event that I have any outstanding balance, that balance could be debited from said account within 24 hours of receipt of this authorization. I also understand that any current charges due will be withdrawn on my upcoming due date. I understand that I control my payments and to revoke this authorization, I will notify Consumers Energy in writing.

Please sign!

THIS FORM CANNOT BE PROCESSED WITHOUT YOUR SIGNATURE

Signature _____ Date _____

#3 Provide the required financial information below:

To ensure the correct account number is used for this electronic payment and to obtain the ABA/routing number, PLEASE CONTACT YOUR FINANCIAL INSTITUTION FOR ASSISTANCE.

Name of Financial Institution _____

ABA/routing number _____ - _____ - _____

Checking account # _____ or Savings account # _____

#4 Provide your Consumers Energy 12-digit account number (s):

Return completed form to:

Billing Services EP9-458

Consumers Energy

One Energy Plaza

Jackson, MI 49201-2276

Quick Answers to Your Questions

Q. How do I enroll in this program?

A. Complete steps 1-4 on the enrollment form and mail it to the address listed at the bottom. Continue to pay as you normally would until your statement shows you have been signed up for the service.

Q. How will I know the amount of my bill?

A. As noted on the authorization form, the amount of your initial withdrawal depends on your balance at enrollment. Thereafter, you will continue to receive a billing statement (at least 10 days before it is due) indicating the amount due and due date.

Q. What if I have a question about my bill?

A. Call the customer service number listed on your bill.

Q. How do I know that the bill has been paid?

A. Each payment will be clearly itemized on your next billing statement and financial institution account statement.

Q. Can payments be withdrawn from a savings account?

A. Yes, however, federal regulations limit the number of transactions on some accounts. Contact your financial institution for information about your specific account.

Q. Is there a charge for Direct Payment?

A. No. We do not charge for this service. Most financial institutions don't charge either. Remember, they save time and money too!

Q. What if I change financial institutions?

A. You will need to complete a new enrollment form and mail it to the address listed at the bottom. If you decide to cancel your participation in the plan, simply give us a call.

Q. How can I pay other companies this way?

A. Contact other companies that you are interested in paying this way to see if they offer Direct Payment. If so, you can authorize them directly. Or visit www.thepaymentsauthority.org/direct_payment for a list of known companies that offer this convenient service.