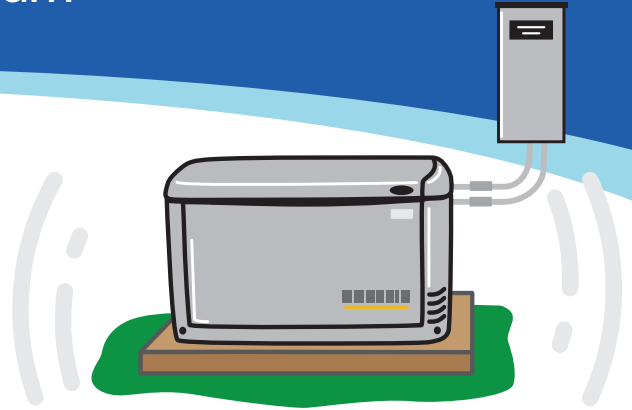


Get More Out of Your Whole Home Generator!

Thank you for your interest in the Peak Power Savers® Generator program

In exchange for your participation, you and your family will enjoy these benefits:

- **Receive \$250 after enrollment**
- **Plus an additional \$250 at the end of each year**



This is one of several ways you can support Michigan's clean energy future. For more ways to save energy and protect the planet, visit **MICleanEnergy.com**.

Frequently Asked Questions

What is the Peak Power Savers® Generator program and how does it work?

A device will be installed near your whole home generator. During a limited number of days, Consumers Energy will activate the small device, which will allow us to change the source of power to your home from the grid to your generator. This is referred to as an "Energy Saving Event Day." After the period of peak demand has passed, the device will trigger your generator to turn off and your home will return to its normal supply of electricity.

What is peak demand?

Peak demand refers to periods of exceptionally high energy demand. Using your whole home generator during these times of peak demand reduces stress on the electric grid and makes electricity more reliable.

When and how often do Energy Saving Event Days occur?

Event days occur during periods of high electricity demand throughout the year on non-holiday weekdays between noon and 8 p.m., but event days could occur at any time in the case of an electric emergency. Event days typically take place between June and September, last up to four hours and will not exceed 50 cumulative hours annually.

What if I want to opt out of an event day?

Program participants may opt out of one Generator program event day per year by calling **833-385-0535**. Opt-outs must be scheduled in advance.

Frequently Asked Questions Cont'd

Why will Consumers Energy call an event day?

Electricity costs increase during periods when demand is higher than usual. Capacity challenges can also occur when electricity use is at its highest. The Generator program is a way that our customers can voluntarily assist with keeping electricity reliable and affordable for all. Reducing electricity use during peak periods offsets the need to purchase and generate additional electricity.

If my generator is replaced, do I need to contact Consumers Energy?

Yes. Please call us at **833-385-0535** and we will send a licensed contractor to reconnect the device at no charge.

Questions? We're Here to Help.

Give us a call at **833-385-0535** to learn more about the program.

Our customer service team is available to help you:

Monday through Friday
8 a.m. to 7 p.m. EST.

Saturday
8 a.m. to Noon EST.

The Generator program is open to all homeowners who are electric customers of Consumers Energy and have received an upgraded meter. Customers must have a whole home generator in good working order with an automatic transfer switch. The generator must have a minimum capacity of 12kW, be fueled by natural gas or propane, and not be older than 5 years at the time of enrollment.

We remain committed to the health and well-being of our communities in Michigan and have taken steps to keep you protected. Our employees and contractors follow COVID-19 guidelines recommended by the Centers for Disease Control and Prevention.

Device LED indicator guide

(Device located near transfer switch)



NETWORK (YELLOW) LED

Shows the device's connection status to your upgraded meter.

ON - Device is online and responding to event day notifications.

OFF - Device is not currently online and will not respond to event day notifications. Please call **833-385-0535** for technical assistance reconnecting your device.



RELAY (RED) LED

Shows the device's current state in relation to the generator.

ON - Device is being activated in response to an Energy Saving Event Day.

OFF - The generator is in standby mode.



SYSTEM STATUS (GREEN) LED

Shows the current status of the device's participation settings.

ON - Device is in service and the account is actively enrolled in the Generator program.

OFF - Device is not in service and the account is not actively enrolled in the Generator program. Please call **833-385-0535** to learn more.