

March 23,2020

Good morning,

We hope this communication finds you well during this uncertain time. If nothing else feels certain, please know that our preparedness at Consumers Energy remains at the forefront; we are confident in our plans to continue to provide our customers with natural gas and electricity.

We have acted in the following ways to protect our employees, customers and communities:

- Employees
 - Reviewed and updated more than 60 business continuity plans to ensure readiness of business-critical functions.
 - Encouraged employees to work remotely when possible and encouraged the use of technology to host remote meetings. As of today, we are seeing an average of 4,000 employees, roughly half of our workforce, logging on remotely each day this week.
 - Communicated to employees that only CMS Energy, Consumers Energy employees or full-time contractors will be allowed in company facilities without prior risk assessment screening.
 - Instituted CDC guidelines for social distancing, hygiene and work space cleaning for co-worker and customer interaction and notified our key vendors to assure their compliance.
 - Implemented enhanced cleaning protocols for our critical operations such as Control Rooms across Generation, Gas and Electric.
 - Updated our time off policy to include guidance on employee illnesses and those who have come in contact with those that are ill or suspected to be ill with the virus.
 - Provided additional paid leave days to alleviate child care-related burdens.

- Residential Customers
 - Suspended shutoffs for our qualified low income and senior citizen customers through April 5 and for those customers enrolled in our Winter Protection Plan (WPP) through May 3.
 - Closed our teller service at our Direct Payment Offices to walk-in traffic and communicated alternative payment options and waived any fees or charges for such options.
 - Canceled all scheduled in-home customer appointments related to our energy waste reduction (energy efficiency) programs, through the end of March.

- Business Customers
 - Working with Michigan’s Business organizations to develop solutions for Michigan’s small businesses.
 - We encourage small businesses concerned about their ability to pay their bills to contact our Business Contact Center where we have customer specialists empowered to work with them to offer solutions - 1 (800) 805-0490.
 - We are promoting awareness of new federal, state and local assistance for small businesses.
 - We are actively looking at what else we can do as a company to support businesses that are affected by COVID-19.
 - Consumers Energy President and CEO Patti Poppe and her husband are donating \$1 million to help small businesses in the company’s hometown of Jackson.

- Communities
 - Supported the Food Bank Council of Michigan and the Michigan Association of United Ways with a \$500,000 contribution through the Consumers Energy Foundation to support critical services for Michigan’s most vulnerable citizens. The Food Bank Council of Michigan will distribute \$250,000 of the contribution to its regional food bank network to fill gaps where schools are unable to provide food for children.

As an essential critical infrastructure workforce, in addition for caring for our customers, employees and communities, we are working closely with state and federal regulators, utility trade organizations, labor representatives, and others to ensure we are taking measures to maintain reliable and safe energy services to our customers.

We will keep you informed as the situation evolves. Our new motto is “we’re coming together by staying apart.” In the meantime, please stay safe and healthy during these trying times and don’t hesitate to reach out should you have any questions or concerns.

Sincerely,

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