

2018 YEAR IN REVIEW



Consumers Energy

Count on Us®

People

Strategic focus on customers, communities and co-workers.

- Recognized by Forbes Magazine as best employer for Diversity in Michigan, best large employer in Michigan, and as the third best energy provider in the U.S.
- More than 140 employees responded in March to nearly 2 million residents in the Northeast U.S. without power.
- Sponsored the 2018 FIRST® Robotics World Championship in Detroit.
- Gas crews provided mutual assistance to Columbia Gas of Massachusetts to help make repairs after an overpressure incident impacted 8,600 customers.
- Enhanced Infrastructure Replacement Program (EIRP) raised \$17,642 and delivered more than 600 turkey dinners around the state.
- Replaced more than 13,000 vintage gas service lines.
- Hosted our first Diversity and Inclusion Summit with more than 200 guests from companies and organizations throughout Michigan.
- Received a perfect score for the Corporate Equality Index on corporate policies and practices related to LGBTQ workplace equality and Best Places to Work for LGBT Equality 2018.
- Refreshed brand to align with our purpose of World Class Performance Delivering Hometown Service, made possible by our strategic commitment to People, Planet, Prosperity.
- 100% of employees have now completed Safety Culture Training.
- Ranked #1 overall across our sector in a test phishing email sent to all electric utilities.
- Recognized by Michigan Veterans Affairs agency for being a Gold Level Certified Veteran-Friendly Employer.
- Received the third ever Rising Star Award for being a premier Veteran organization in Michigan.
- 7,352 co-workers completed Health, Safety and Environmental (HSE) Training.
- Delivered 50,000 “Green Glove Dryers” to schools in 30 counties across Michigan, keeping children’s hands warm.
- \$18.5 million was given across the state by employees, retirees, Consumers Energy, Consumers Energy Foundation and CMS Energy Foundation.
- The CE Way Transitioned from awareness to adoption (maturity 1.8 to ~2.9 out of 4.0).



Customer Enhancements

- Incorporated speech enabled Interactive Voice Response (IVR) at Contact Centers.
- Implemented Budget Plan enhancements based on customer feedback.
- Created customer experience-focused Outage Center.



Hometown Heroes

- Jason Potter, a pipeline excavator for our Enhanced Infrastructure Replacement Program, won the prestigious meritorious award for saving a life. Four other EIRP employees were nominated for the award.
- Pat Petrucci, a Customer Energy Management Specialist based in Howell, helped avert a potential tragedy by saving three escaped horses from disturbing on-coming traffic.
- Three gas operations workers were recognized by Consumers Energy and the Michigan State Utility Workers Council for saving a fellow co-worker's life on the job by administering CPR until medical personnel arrived on the scene.
- Upon arriving on scene to a house fire, Industrial Gas service worker Guy Houseman recognized the residence and immediately told firefighters a dog lived in the home. Firefighters found Pearl, a 12-year old beagle, covering underneath a bed – scared, but completely unscathed.
- Harold Gump, Bronson Electric Service Worker, responded to a house to turn off power, and saved a neighbor and his family when he noticed flames coming from a garage close to their home.



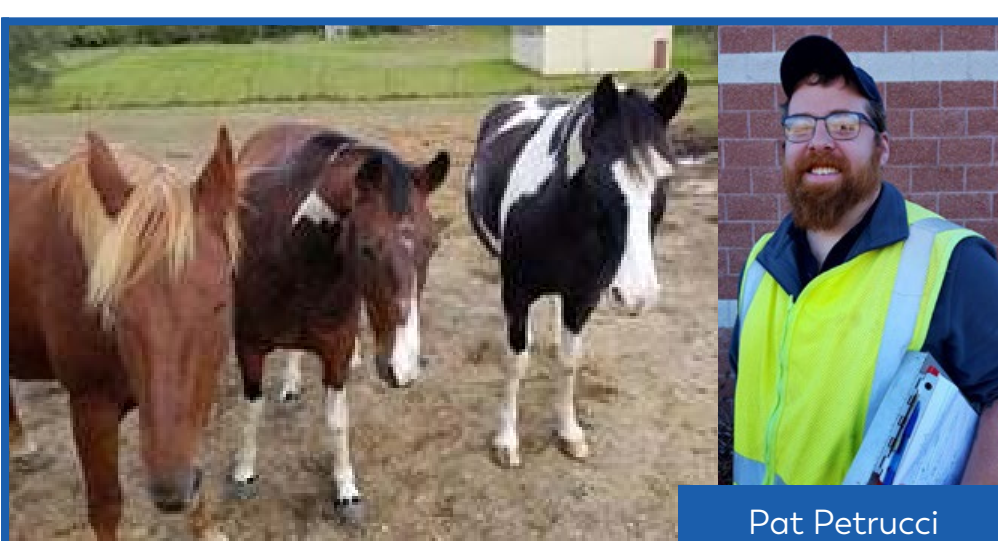
Jerry Smith, Tj Bartholomew,
Mike Anderson



Harold Gump



Jason Potter



Pat Petrucci



Guy Houseman

Planet

Taking an environmental stand for Michigan and the planet.

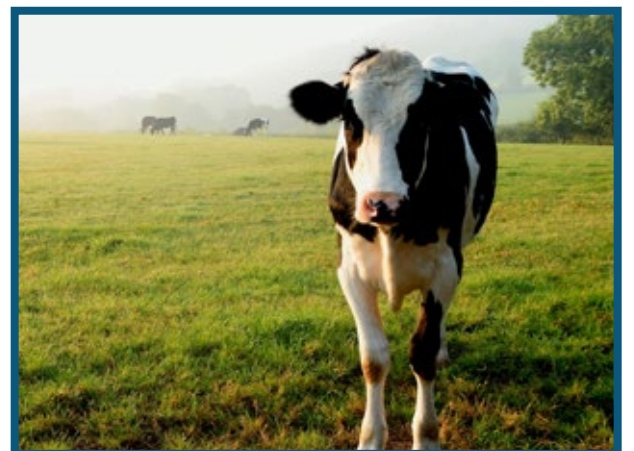
- Clean Energy Goal announcement and Integrated Resource Plan Filing: Introduced our goals to reduce carbon emissions by 90 percent and no longer use coal to generate electricity by 2040, while committing to care for our coal generation co-workers. More than 40 percent of the energy produced will come from renewable sources by 2040. Other planet goals announced include:
 - Water: Save 1 billion gallons of water;
 - Waste: Reduce waste to landfills by 35 percent; and
 - Land: Enhance, restore or protect 5,000 acres of land in Michigan.
- Introduced the Environmental Review Checklist (ERC) – providing key information that helps the Environmental Services Department evaluate environmental impacts and identify permit requirements.
- Constructed a 65-foot platform for local peregrine falcons to nest in, replacing their former home at the historic, decommissioned J.R. Whiting Plant.
- Filed plans to retire seven small and seldom-used electric generating units in Michigan’s Lower Peninsula.
- Announced electric vehicle (EV) plan, piloting smart charging technology, and developing a \$10 million effort over three years to encourage development of charging stations across Michigan.
- Three Customer Programs fully subscribed: Energy Efficiency, Demand Response and Large Customer Renewable Pilot.
- Received the Best Communication/Education Program award from the Michigan Governor’s Energy Excellence Awards for our Nonprofit Energy Efficiency (NEE) program.
- Named Michigan’s #1 Green Company by Newsweek.
- Received 2018 ENERGY STAR® Partner of the Year Sustained Excellence award from the U.S. Environmental Protection Agency.
- Cross Winds® Energy Park II in Tuscola County’s Columbia Township began serving customers and contributing 44 megawatts of renewable energy in Michigan.
- Added Northwest Ohio Wind Project and Gratiot Farms Wind Project to our CMS Enterprises portfolio – combined, will produce up to 250 megawatts of clean, renewable energy.
- Completed Phase I and II at Delta Solar – the second largest solar array in Michigan, producing on average 44,200 megawatt-hours of renewable energy per year
- Launched renewable energy program for large businesses – General Motors and Switch being the first participants.



Prosperity

Investing in a better Michigan for future generations.

- Completed 18.5-mile second phase of the Saginaw Trail Pipeline project – a four phase, \$610 million effort to modernize our natural gas infrastructure in Saginaw, Genesee and Oakland counties.
- Announced plans to build a new facility, called Circuit 501, in the Circuit West neighborhood of Grand Rapids.
- Opened new Coldwater Service Center.
- Welcomed a 146-acre, \$510 million dairy processing plant on a St. Johns Energy Ready site, expected to create 300 jobs.
- Ranked second best Investor Relations Team in the country by Institutional Investor.
- Achieved settlements in electric and gas rate cases that allow needed investments while keeping customer bills affordable.
- Economic development team achieved 100.54-megawatts of load growth among new and expanding businesses, exceeding 100-megawatt goal.
- Opposed multiple legislative initiatives that would have eroded regulatory environment.
- Joined Jackson's mayor in announcing the vision for a Jackson Smart Energy District to promote the next generation of energy technology.
- Waste Elimination achieved \$16.5 million in savings with 7 Rally Room projects and a host of other initiatives.



In memory of...

Travis Wilson and
Jim Farrington

