



Consumers Energy Trade Ally Program Support Updates

We've updated our support email to make communication easier and more efficient.

Our new email address is: consumershomesolutions@icf.com

Please note that we will no longer be using the following email addresses for support. However, we will be forwarding them in the meantime:

- consumershvac@icf.com
- CEHomePerformance@icf.com
- consumersinwin@icf.com

We also want to reinforce that resources are available to help you provide enhanced service and timely rebates to homeowners. We have recently expanded our Account Advocate Team to provide in-house support with administrative related inquiries. Please reach out to the Consumers Energy Account Advocate Team hotline for questions on:

- Account Lookups
- Rebate application status
- Flaw resolution support
- Online Intake Tool access and support
- Other program issues

If your inquiry requires a direct response from your field account manager, the Consumers Energy Account Advocate Team will pass your inquiry along and ensure it receives a response. Your field Account Manager will remain as your main point of contact for program updates, program participation and training needs.

Position	Email	Phone
Account Advocate Team	consumershomesolutions@icf.com	855-263-5390

Thank you for your continued support of the Consumers Energy programs!

Account Advocate Team
855.263.5390
consumershomesolutions@icf.com

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