

SHAREHOLDER QUESTION: “This spring the company was slated to host a public input process before setting parameters for modeling in the next Integrated Resource Plan. The process involved organizing in-person open houses spread across the service territory and an online comment opportunity. COVID-19 put a pause on this process, but it is still crucial to organize a meaningful public input process to guide the IRP development. I understand that you set up a team to work on having meaningful public input options to replace the in-person open houses. What will this look like and when will it happen? I specifically recommend online webinars as an effective and easy platform to replace the in person events, but they should happen multiple days/times and be recorded/posted online with closed captioning, so they are available to people with varying schedules and audio capacities. For people without steady access to the internet and a computer/smart device, a teleconference option is crucial for accessibility.”

- We're working through the state's Integrated Resource Plan (IRP) process to make our Clean Energy Plan even stronger by 2021. In order to do that, we need input from customers and key stakeholders, who will play a key role in the plan's success.
- We're developing a virtual presentation to share details about our Clean Energy Plan and gather public input. We plan to pilot the concept in May and, if successful, expand opportunities in the coming months to customers throughout the state. Please continue to follow Consumers Energy on social media for more information.

SHAREHOLDER QUESTION: “Thank you for your environmental leadership in regard to building 6,000 MW of utility-scale solar, aggressively investing in energy efficiency, and not building new gas plants. But I believe Consumers Energy needs to expedite the timeline for the for retiring the J.H. Campbell plant because it is the top source of air pollution and greenhouse gas emissions in West Michigan. The Clean Air Task Force estimates the Campbell plant is responsible for 79 deaths, 504 asthma attacks, and 3,763 work loss days per year. Units 1 and 2 are more than 50 years old and no longer cost effective, while unit 3 is scheduled to continue contributing to the climate crisis for two decades. By comparison, Northern Indiana Public Service Company plans to retire all its coal plants by 2028 without any new gas investments, putting Consumers Energy's current plan over a decade behind neighboring utility NIPSCO. What will Consumers Energy do to consider and plan for retiring the J.H. Campbell plant on a more expedited timeline, both units 1-2 and unit 3?”

- We must carefully consider any decision to retire a generating facility, making certain to understand the full impact to employees, communities, the environment and Michigan's energy needs. We weighed all these factors while

creating our Clean Energy Plan through the state's Integrated Resource Plan (IRP) process. The best Clean Energy Plan for Michigan must balance affordability and environmental protection while ensuring reliability for customers.

- Campbell Units 1 and 2 are slated to retire at the end of their design lives in 2031. Campbell Unit 3, our largest coal-fired unit, is slated to retire by 2040. The units on site are equipped with state-of-the-art Air Quality Control Systems (AQCS) to reduce emissions of air pollutants regulated by the Environmental Protection Agency such as sulfur dioxide (SO₂), nitrogen oxides (NO_x), mercury and particulate matter. The AQCS on Campbell 3 were finished in May 2016, capping a more than 10-year, \$2 billion companywide investment to reduce emissions by approximately 80-90% and improve Michigan's air quality.
- We'll continue to use the IRP process and monitor economic and industry conditions to make the best business decisions for our customers and the communities we serve. Making a commitment to people, the planet and Michigan's prosperity ultimately is good business, and it's good for friends and neighbors who we all serve.

SHAREHOLDER QUESTION: "I want to thank the company for taking the necessary steps in retiring coal plants and replacing them with renewable sources of energy. As communities and power plants begin to make these changes, while there is great potential for job growth and economic prosperity, there lies uncertainty for the future amongst the workers and community members who have been reliant on these power plants for many years. Does Consumers Energy have a path for just transition that includes the workers, local governments, and community members of these power plants? If so, what does that look like?"

- Consumers Energy has a community transition plan that recognizes that the closing of these coal facilities impacts workers, local governments and community members.
- This certainly applies to our our strategy when we closed our "Classic Seven" coal-fired plants in 2016. These seven generating units at three sites—B.C. Cobb in Muskegon, J.R. Whiting in Luna Pier and J.C. Weadock in Essexville, provided economic, reliable power to our customers for decades.
- We communicated transparently with employees throughout the process to help them maintain roles with the company.
- We also worked alongside the impacted communities to help them re-imagine an economic future after the plants were retired. Our foundation invested \$1 million to support organizations focused on building this future, including support for regional economic development initiatives in Monroe County, restoration of the pier and lighthouse in Luna Pier, creation of the West Michigan Shoreline Food Processing Initiative and revitalization of the Midtown area within downtown Muskegon.
- We sold the Cobb and Whiting generating plant sites to Forsite, a company that specializes in redeveloping industrial sites, to oversee the demolition and reuse of these locations to benefit the community. This contract includes payments linked

to the redevelopment of the property in order to incentivize a new use for the property – adding tax base and jobs back into the community.

- Even though we no longer own the sites, we're committed to helping the new owner work hard for the community. We're also safely demolishing the former Weadock plant, abating any environmental issues and preparing for potential redevelopment. We will continue to work with a local stakeholder groups on efforts around community economic development for all of our coal plant sites. This is to empower the company and community to look at ways to replace tax base and jobs and strengthen the overall economic health of the region.

SHAREHOLDER QUESTION: "In your last Integrated Resource Policy, you stated the company was prepared to move forward providing energy across the state of Michigan without having to build any new gas plants. Then soon after, in August of 2019 at an event held at the Seidman College of Business at Grand Valley State University in Grand Rapids, I heard Patti Poppe say it was imperative that customers work hard on energy efficiency and conservation measures to reduce our load, and if the customers didn't do this, Consumers Energy would need to build more gas plants. Since then, I continue to hear this requirement of energy efficiency placed on Consumers customers stated by Patti Poppe and other spokespersons from Consumers Energy. I absolutely do NOT want to see Consumers Energy build new gas plants. How is Consumers Energy going to markedly ramp up energy efficiency without placing the burden on customers? I'm a Consumers customer but I personally haven't received much communication on the options to pursue for energy efficiency."

- Our Clean Energy Plan is a 20-year blueprint to protect Michigan's environment — and customers are a vital part of the design. In fact, the only way we'll succeed is by working together. By 2040, we plan to eliminate coal, meet the state's energy needs with 90 percent clean resources and reduce energy waste. But we only get there if customers "Join the Movement" by participating in a wide variety of programs designed to save energy and money
- We can protect the planet and customers' pocketbooks by operating smarter, cleaner and more efficiently. The Clean Energy Plan will help customers reduce energy use and lower their bills while also helping Michigan's environment.
- We need every home and business that we serve to be part of the solution. By partnering with the Michigan households and businesses we serve, we can help customers to save money, save energy and save the planet to avoid building three new power plants.
- Since 2009, our energy waste reduction (EWR) programs have created more than \$3 billion in customer bill savings with over 800,000 residential and 100,000 business customers have participated in at least 1 EWR program.
- Additionally, EWR programs have added \$3.35 billion in net growth to the Michigan economy.
- Over 100,000 low income customers have made their homes/apartments more energy efficient and affordable through energy waste reduction.
- EWR programs have prevented the emission of over 8.8 million tons of carbon dioxide

- Moving forward, Consumers, in collaboration with stakeholders, settled its 2020-2023 energy waste reduction plan, case U-20372, that sets the course for increased energy efficiency investment and savings goals over the next few years in line with the energy waste reduction plans approved in the Company's current Integrate Resource Plan/Clean Energy Plan. As part of its EWR plan, the company increased EWR goals to achieve 1.8% of electric energy sales in 2020 moving to 2% in 2021 and beyond. The Company provides a robust portfolio of residential and business programs that serve to reduce customer investment in energy efficiency improvements. Examples of Programs Customers can Participate in: consumersenergy.com/myhome
- The portfolio of EWR programs is not only cost effective, it is the least expensive resource to meet the energy needs in Michigan.
- Visit www.MICleanEnergy.com to learn more.