

# DTE Energy Resource Guide



## Serving You with Energy

**DTE**





## *Contents*

How to reach us.....	1
Getting started.....	2
Understanding your bill.....	3
Service charges.....	5
Ways to pay your bill.....	6
Security deposits - residential customers.....	7
Security deposits - nonresidential customers.....	8
Ending service.....	9
Power problems.....	9
Equipment responsibility.....	10
For your safety.....	11
Electric service outage credits.....	12
Meter reading.....	13
Payment plans.....	14
Shut-off policies.....	16
Complaint procedures.....	18
MPSC definitions.....	20

## Welcome to the Neighborhood!

### Thank you for starting a new service with DTE Energy.

This guide offers important information regarding your energy services, billing and payment programs, and your rights and responsibilities as a customer.

DTE shares this information with our residential and commercial gas and electric customers in agreement with the rules of the Michigan Public Service Commission (MPSC). Your rights and responsibilities are fully described in the rules section of our electric and gas rate books. These rate books are available online at [dteenergy.com](http://dteenergy.com), by calling **800.477.4747** or visiting one of our four customer offices. To find a customer office near you, visit [dteenergy.com](http://dteenergy.com).



## How to Reach Us

- Customer service** ..... **800.477.4747**  
8 A.M. – 6 P.M., Monday – Friday;  
8 A.M. – 2 P.M., Saturday;  
Emergency calls accepted around the clock
- Business customer service** ..... **855.383.4249**  
8 A.M. – 6 P.M., Monday – Friday
- DTE website assistance** ..... **800.482.8720**  
8 A.M. – 6 P.M., Monday – Friday
- Power outage or downed power line** .... **800.477.4747**  
[outage.dteenergy.com](http://outage.dteenergy.com)
- Gas leak or other gas emergency** ..... **800.947.5000**
- Report energy theft** ..... **800.441.6698**  
(confidential hotline)

## Getting Started

Moving can be an exciting and stressful time. DTE is committed to making it as easy and hassle-free as possible for customers to start, stop or transfer their DTE service online at [dteenergy.com/service](http://dteenergy.com/service).

Stay connected to your DTE account by creating an DTE online account at [dteenergy.com](http://dteenergy.com) to access your account information anytime, or download the free DTE Mobile App at the Google Play or Apple App Store and manage your account right from your smartphone. For more information, visit [dteenergy.com/mobile](http://dteenergy.com/mobile).

Here are other ways to easily manage your DTE account:



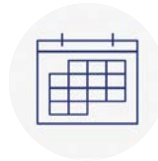
- **Go paperless.** Sign up for eBill Paperless Billing.



- **Set up AutoPay.** Your bill amount will be automatically withdrawn each month on the due date with the payment method of your choice.



- **Manage your bill's seasonal ups and downs with BudgetWise Billing®.** Level out your monthly energy bill by spreading payments evenly over the year.



- **Select the due date** that works best for you and your budget with our Flexible Due Date program.

# Understanding Your Bill

## Your First Bill

You can find your account number, due date, and total amount due at the top of your bill. A typical billing period covers 30 days. Your bill is sent each month after the meter is read and should arrive around the same date each month. Bill payment is due 21 days from the date the bill is received.



## How to Read Your Bill

910020000000 0000000 0

# DTE

**Payment Coupon** 1

CHECK TO ENROLL IN AUTOPAY (Signature required on back)

Please indicate amount paying \$ 2

Account Number 9100 000 0000 5  
 Due Date: February 21, 2019  
 Total Due: \$47.40

7864 1 AV 0.380\*\*028\*\*2\*\*P01\*\*M01\*\*AUTO\*\*SCH 5-DIGIT 48176  
 808 SMITH  
 APT 1  
 23546 18 MILE RD  
 SOUTH LYON MI 48178-9271

Mail Payments to:  
 DTE Energy  
 P.O. Box 740796  
 Cincinnati OH 45274-0786

For address corrections, please visit [dteenergy.com](http://dteenergy.com) or call 800.477.4747.

Return upper portion with your payment 28401024407  
 Keep lower portion for your records

---

**Contact Information** 3      **Programs you are enrolled in** 4

Gas Leak or Gas Emergency 800.947.5000      Senior Program  
 Customer Service or Power Outage 800.477.4747      GreenCurrents Renewable Rider 15  
 Hearing-impaired TDD Line 800.885.0886 (Mon-Fri 8am-5pm)  
 Web Site [dteenergy.com](http://dteenergy.com)

---

**Summary of Charges** 5      Account Number 9100 000 0000 5

Account Balance as of Jan 02, 2019	56.75
Payment Received Jan 22, 2019 Thank You!	-56.75
Balance Prior to Current Charges	0.00
Total Current Charges	47.40
Account Balance as of January 30, 2019	\$47.40

Your current charges are due on February 21, 2019. A 2% late payment charge will be applied if paid after the due date.

**Your Monthly Energy Usage** 6

For ways to save energy and save money, go to [dteenergy.com/saveenergy](http://dteenergy.com/saveenergy)

ELECTRIC			KWH			
Average Usage per day	Current	Last Month	Year	Age	Change	
KWH Usage	8.1	10.9	4.0			
Change	-29%	103%				

Your average daily electric cost for this billing period was \$1.48

**Important Information** 9

**Account Information**

Beginning in January, the Power Supply Cost Recovery (PSCR) factor will increase from a credit of (0.057) cents per kwh to a surcharge of 0.181 cents per kwh. The PSCR factor allows DTE Electric to recover from customers the actual fuel and purchased power expense - there is no profit or markup.

Beginning in January, the Energy Waste Reduction Surcharge will increase from 0.4322 cents per kwh to 0.4487 cents per kwh. The average customer bill, using 650 kwh per month, will increase by approximately 11 cents.

## Detail of Current Charges 10

For Service at 23546 18 Mile Rd Apt 1, South Lyon, MI

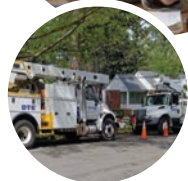
DTE Electric Company Residential Electric Service

Current Charges		Current Billing Information	
Power Supply Capacity Charge	258 KWH @ 0.020650	7.91	Service Period Dec 26, 2018 - Jan 26, 2019
Power Supply Non Capacity Charge	258 KWH @ 0.047070	12.30	Days Billed 32
Power Supply Cost Recovery	258 KWH @ 0.001810	0.47	Meter Number 5582796 26
<b>Delivery Charges</b>			Meter Reading 13357 Actual - 13615 Actual
Service Charge	258 KWH @ 0.024300	6.27	KWH Used 258
Distribution	258 KWH @ 0.004487	1.16	Your next scheduled meter read date is on or around FEB 27, 2019
Energy Waste Reduction		0.03	Usage History - Average per day
LRAP Factor	1 @ 2.500000	2.50	Current Last Year
GreenCurrents Renewable Block	258 KWH @ 0.000785	0.20	Month Month Ago
Nuclear Surcharge	258 KWH @ -0.006666	-1.72	KWH Usage 8.1 10.9 4.0
Tax Credit II	258 KWH @ 0.001344	0.35	Change -20% 103%
Transitional Recovery Mechanism		1.79	
Residential Michigan Sales Tax		47.40	
<b>Total DTE Electric Company Current Charges</b>		<b>47.40</b>	
<b>Total Current Charges</b>		<b>47.40</b>	

**If You Smell Natural Gas and DTE Gas Company is Your Natural Gas Provider, Call 800.947.5000**  
 If the odor is strong, leave the building immediately. Do not use electric switches or an open flame. Open doors and windows.  
 If Your Electricity Goes Out  
 Check your fuses or circuit breakers, then see if your neighbors' lights are on. To report an outage or fallen power line, contact your electric company, DTE Electric Company customers, call 800.477.4747 or visit [dteenergy.com](http://dteenergy.com) from a location that has power. Stay at least 20 feet away from a fallen power line and anything it's touching, including metal fences and puddles.  
**Energy Theft is illegal & dangerous**  
 Confidentially report suspected tampering by calling our theft hotline at 800.441.9696.  
 For More Information  
 For more information on your bill or alternative payment methods, call 800.477.4747, visit [dteenergy.com](http://dteenergy.com), or write to DTE Energy, One Energy Plaza, Detroit, MI 48226-1221 before the due date.  
 DTE Electric Company and DTE Gas Company are DTE Energy subsidiaries and are regulated by the Michigan Public Service Commission, Lansing, Michigan.

## Quick Reference Guide

1. Detach and return this portion with your payment
2. Write in the amount you're paying
3. Your full payment should arrive on or before the due date to avoid late fees
4. The DTE programs that you're currently enrolled in
5. Helpful contact information (phone numbers and website address)
6. Summary of total charges
7. Account number
8. Energy usage for the last 13 months
9. Important information or changes that may affect your bill
10. Details of current charges that make up your monthly bill
11. Service period and days billed
12. Meter readings for your account
13. Monthly energy usage



Helpful  
 billing  
 information

For more information visit [dteenergy.com/how-to-read-a-bill](http://dteenergy.com/how-to-read-a-bill)

## Service Charges

### Natural Gas Charges

The amount DTE charges for natural gas service includes:

- Gas Cost Recovery (GCR) charge** – is for the cost of the natural gas that you use. The GCR rate can change monthly. The GCR represents the actual cost DTE pays for the natural gas you use with zero mark up.
- Gas Distribution charges** – are for the costs of delivering the gas you use through our pipes and keeping that system safe and reliable. Included in this category is the monthly service charge, which helps cover administrative costs related to your service, such as billing, customer service, meter reading and more.
- Surcharges or credits** – include various programs approved by the Michigan Public Service Commission or the State of Michigan related to energy efficiency, low income, refunds, etc.











### Electric Charges



When you request electric service at a new address or transfer service to a different address, a new service charge of \$5 is applied to your account. The amount DTE charges for electric service includes:

- Power Supply Charges** – the charges and credits connected to the cost of generating the energy that you use to power all the lights and appliances in your home.
- Delivery Charge** – the amount you pay for delivering your electricity across our wires as well as maintaining the grid. Included in this is the monthly service charge, which helps cover basic administrative costs, such as billing, customer service, meter reading and more.
- Surcharges or credits** – include programs approved by the Michigan Public Service Commission or the State of Michigan related to energy efficiency, low income, refunds, etc.

## Ways to Pay Your Bill dteenergy.com/options

 <b>Pay Online</b>	Easily pay your bill online using your bank account, debit card or credit card. There is no charge for this service.	Visit <a href="https://dteenergy.com/billing/programs">dteenergy.com/billing/programs</a> to create an online account
 <b>Guest Pay</b>	Pay your bill, or someone else's bill, without signing in to your DTE online account.	Visit <a href="https://dteenergy.com/billing/programs">dteenergy.com/billing/programs</a> to pay your bill
 <b>Mobile App</b>	Access your account on the go to pay your bill, report outages and downed wires and get outage restoration updates.	Download the DTE Mobile App from the Google Play or Apple App
 <b>AutoPay</b>	Never miss a payment again. Once you enroll, your monthly bill amount will be automatically withdrawn from your bank account or credit card.	Log in to your DTE online account to enroll
 <b>Mail</b>	Simply return your DTE bill payment coupon in the envelope provided with a check or money order.	Mail payments to: <b>DTE Energy, P.O. Box 740786, Cincinnati, OH 45274-0786</b> Please allow sufficient time for delivery, including any unforeseen U.S. Postal Service delays, to make sure your payment is received and processed by the due date
 <b>Phone</b>	Make a payment by phone using your bank account or debit/credit card. There is no charge for this service.	Call <b>800.477.4747</b>
 <b>Payment Kiosk</b>	If you live in southeastern Michigan, consider paying your DTE bill at a fee-free DivDat Payment Kiosk. DivDat Payment Kiosks accept cash, personal checks and credit/debit cards.	Visit <a href="https://dteenergy.com/kiosk">dteenergy.com/kiosk</a> to find a kiosk near you
 <b>Authorized Pay Agents</b>	Customers throughout Michigan can pay DTE bills at authorized payment agents, which may charge fees to process payments.	To learn more visit <a href="https://dteenergy.com/options">dteenergy.com/options</a>



## Late Payment Charges

A 2% late payment charge may be applied to unpaid past-due charges when payment is received after the due date. Customers enrolled in a payment plan who are current with their plan are exempt from late payment charges. Senior citizens are also exempt from late payment charges during the heating season (November 1 through March 31).

Heating season  
Nov. 1 - March 31

## Reduced Billing Frequency

If your energy bill is less than \$30 in any given month, you will not receive a bill. Once your account balance reaches \$30, your bill will be automatically mailed to you with no late charges. Regardless of your bill amount, you will receive a bill every three months. If you would like to keep receiving your paper bill for small monthly amounts, you can choose to be taken out of this program at any time.

## Security Deposits – Residential Customers

Residential customers may be required to pay a deposit for service if any of the following requirements apply:



- There is an unpaid utility bill in your name that grew within the past six years.
- Identity or credit information is misrepresented.
- Complete, positive identification is not provided.
- A utility balance remains unpaid for an address where you were an occupant or account holder during the time the bill was received, and the person with the account lives with the applicant.
- The location where you are requesting service is different than your own residence.
- Relief has been sought under federal bankruptcy laws within the past six years.
- Service was obtained illegally or utility equipment was tampered with.
- There has been a returned payment (check, credit card, bank card, etc.) for insufficient funds within 12 months, and the returned payment was not due to bank error.

## Deposits are not required if:

- You are a senior citizen and have an acceptable payment history for the past three years.
- The Department of Health and Human Services or its future agency is currently making or has committed to making a payment(s) to the utility on behalf of the applicant.
- You secure a sponsor who is a customer in good standing with DTE and complete a written terms and conditions document.

## Security Deposits – Nonresidential Customers

Nonresidential customers may be required to pay a deposit for service if any of the following provisions apply:



- The customer/applicant has an unfavorable credit rating with a credit reporting agency.
- The customer/applicant has an unpaid bill for natural gas or electric service.
- The customer/applicant has engaged in unofficial use of utility service within the past six years.
- Two or more shut-off notices have been received within the most recent 12-month period.
- Service has been discontinued due to nonpayment.
- There is an unsatisfactory record of bill payment within the first six months of service.

## Deposit Interest and Refunds

Interest earned on your deposit is applied twice a year to your account. Interest is paid at 5% per year. The deposit will be refunded with interest after 12 consecutive months of payments made on time. Deposits for tampering or unauthorized use are held for a minimum of 36 months and will be refunded with interest after 12 consecutive months of payment made on time.

If utility service is terminated and the deposit has not already been returned, the deposit and interest are applied to the final bill. Any credit balance will be refunded to you.

Interest paid at  
5%  
per year



## Ending Service

It is your responsibility to notify us when you are moving and want to disconnect your service. Contact us at least 10 business days before you move to allow time to schedule a service person to disconnect your natural gas or electric service and take final readings.

You are responsible for utility services until the final agreed-upon date and to confirm our access to the meter. You can request disconnection of your service online at [dteenergy.com](http://dteenergy.com) or by contacting Customer Service at **800.477.4747**.

When an occupant lives with an account holder, and there is a utility account that remains unpaid during shared residency, both the occupant and account holder are equally responsible for the unpaid bill(s).

If there is a shut-off or termination of service and the final bill isn't paid, it may be transferred into any other account you have. Residential accounts are only transferred to another residential account. Nonresidential accounts are only transferred to another nonresidential account.



## Power Problems

### Gas Leaks

Natural gas has no smell or color, so we add a harmless substance to it to make it smell like rotten eggs. If you smell gas or suspect a gas leak:

1. Leave the area fast. Do not use any electrical device or open flame in the area.
2. Go to a location where you no longer smell gas, outside of the house.
3. To report a gas leak call **800.947.5000** or visit [dteenergy.com/gassafety](http://dteenergy.com/gassafety)

Our emergency service is available 24/7

Our emergency service is available 24 hours a day, seven days a week.

## Power Outage

Please report your power outage or fallen wire. Please stay at least 20 feet away from any fallen wire and report it immediately. Do not assume we know you are without power or that a line is down. Reports can be made by phone (**800.477.4747**), online ([outage.dteenergy.com](http://outage.dteenergy.com)), or by using the DTE Mobile App. Download the DTE Mobile App today at the Google Play or Apple App Store on your smartphone.

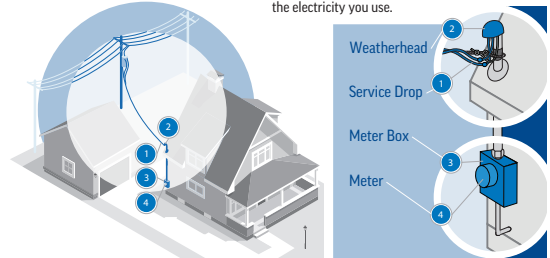


## Equipment Responsibility

- **Electrical** – DTE is responsible for the installation and maintenance of our electric meter and service line. The service line is the line that runs from the utility pole to your home. If the equipment is damaged, DTE will reinstall the service line to the original point of attachment. For service line maintenance, please call **800.477.4747**. You are responsible for any maintenance or repair of electrical equipment that's attached to your house, including the meter box, electric mast and the service insulator, which connects the service line from the utility pole to your house. See the diagram below.

### Service Drop Diagram

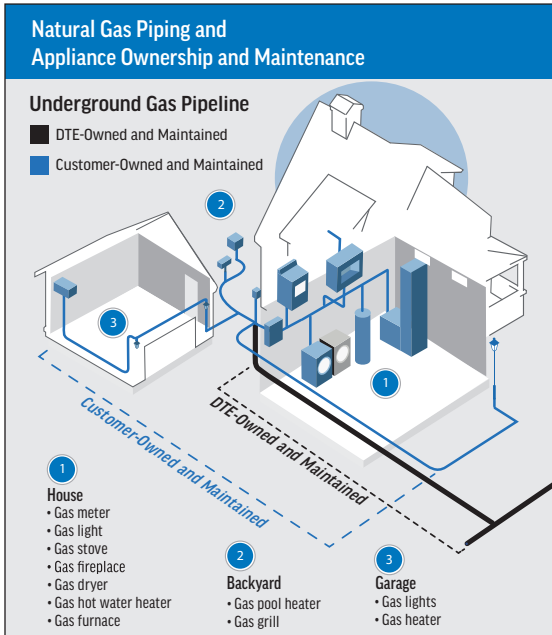
- 1 **Service Drop**  
The small power line between the electric pole and the house.
- 2 **Weatherhead**  
The capped pipe that connects the service drop to the meter box.
- 3 **Meter Box**  
The metal box attached to the house, which accepts the DTE Energy glass-enclosed meter.
- 4 **Meter**  
The round device that measures the electricity you use.



The weatherhead and meter box are customer-owned and should be repaired, when necessary, by a licensed electrician.

**WARNING:** Do not attempt to trim trees near distribution lines

- **Gas** – If you have natural gas service from DTE, we are responsible for maintaining the buried natural gas mains in the street and the underground service line that runs up to and includes the gas meter. The gas meter may be either inside or outside of your home. You are responsible for maintaining any gas fuel piping installed past the gas meter. This includes buried natural gas piping between your home and outlying buildings such as garages or workshops. If your buried natural gas fuel piping is not maintained, it may become a potential hazard for corrosion and leakage.



## For Your Safety

### Electrical Safety

- Stay at least 20 feet away from a downed power line or anything in contact with it, even if there are no sparks. To report a downed or sagging power line, contact us by using the DTE Mobile App or by calling us directly at **800.477.4747**. Download the DTE Mobile App today at the Google Play or Apple App Store.

- Watch for overhead electric lines, especially if you're planning to trim your trees. Pole-to-pole overhead power lines carry high-voltage electricity that can seriously or fatally injure you. Stay at least 10 feet away from overhead lines when trimming trees. We urge you to consult a professional tree-trimming service.
- Visit [dteenergy.com/electric-safety](https://dteenergy.com/electric-safety) for more information on electrical safety.

### Gas Safety

Safety is our priority

- Buried natural gas fuel piping should be periodically inspected for corrosion (if the piping is metal) and leaks. Piping inspections should be conducted by a qualified plumbing, heating, or construction contractor who can assist in repairing any unsafe condition discovered. Any unsafe condition discovered must be repaired immediately, or the customer should request DTE Gas to shut off the gas supply.
- If a safety hazard is found or you smell gas, leave your home and once outside, call our gas leak emergency line at **800.947.5000**.
- Before excavating near buried piping, the customer should have the piping located in advance and excavation done by hand. Call **MISS DIG (dial 811)** or visit [missdig.org](https://missdig.org) before starting any job that involves excavating. This free service will mark buried gas, water, electric and sewer lines, with red or yellow stakes, flags or paint, so you can dig safely and without fear of service interruptions.
- Visit [dteenergy.com/gassafety](https://dteenergy.com/gassafety) for more information on keeping natural gas safe for everyone.

### Electric Service Outage Credits

Per the service quality and reliability standards, electric customers who meet any of the following criteria may qualify for a \$25 outage credit on their bill:

- Power outage for more than 16 hours under normal conditions.
- Power outage for more than 120 hours during catastrophic conditions.
- Eight or more power outages during a 12-month period.

If you believe you may be eligible for a bill credit, call **Customer Service at 800.477.4747** or submit a claim at [outage.dteenergy.com](https://outage.dteenergy.com). For detailed information on the MPSC Service Standards, visit [michigan.gov/mpsc](https://michigan.gov/mpsc).





## Meter Reading Process



Billing your account begins with reading the meter. DTE remotely reads or meter readers attempt to visit your home once every month to read your gas and/or electric meter(s). The meter reader wears a photo identification badge. Always ask to see the badge to make sure the person is a DTE representative.

The meter may be located inside or outside of your home. If you are not home when our meter reader arrives to read a meter inside your home, the meter reader may leave a postcard on your door. Please follow those instructions to report your meter reading(s).

The meter reading you provide will be used to prepare your bill for that month. If we do not receive the meter reading before the bill is prepared, we will issue an estimated bill for that month. There may still be occasions when it is necessary to estimate your meter reading, such as during extreme weather conditions or emergencies. Estimated readings are based on the amount of service used for the same period in the previous year. Variations between your actual energy use and our estimate are adjusted the next time we read your meter.

## Meter Reading Safety

If you have a manual read meter, please keep a path to it clear. Remove snow or the grass and shrubs around the meter. Also, if you have a dog, please secure it when the meter reader is in the area.

## How to Read the Meter

Information about how to read the meter is explained at [dteenergy.com/meters](https://dteenergy.com/meters)

## Meter and Billing Errors

Back-billing and refunds resulting from meter errors are limited to the 12-month period immediately after the date the error was discovered. Affected customers will be given a reasonable amount of time to pay the back-billed amount due; service will not be shut off due to nonpayment of a back-billed balance during this time if the customer follows the terms of any payment agreement(s) reached with DTE.

If a customer is overcharged as a result of a billing error, he/she will be refunded or will receive an account credit for the overcharged amount. Paid overcharges will be credited with a 5% annual percentage rate (APR) and will begin again on the 60th day after the (overcharge) payment.

## Payment Plans



If you're having difficulty paying your energy bill, we, along with government and private agencies, can help. Visit [dteenergy.com/assistance](https://dteenergy.com/assistance) for more information. Here are just a few of the special assistance programs available:

Payment Plans		Contact Information
<b>Low income self-sufficiency plan (LSP)</b>	Allows low-income residential customers at or below the 150% federal poverty level to stay current on energy bills through a fixed payment plan based on income and energy usage.	<ul style="list-style-type: none"><li>• <a href="https://dteenergy.com/lsp">dteenergy.com/lsp</a></li><li>• 800.477.4747</li></ul>
<b>Payment agreement</b>	An installment plan available for all customers needing additional time to bring their account up to date.	<ul style="list-style-type: none"><li>• <a href="https://dteenergy.com/help">dteenergy.com/help</a></li><li>• 800.477.4747</li></ul>
<b>Shutoff protection plan (SPP)</b>	Designed to assist low-income residential customers at or below the 200% federal poverty level and all Senior Citizens manage the outstanding balance on their account. This plan provides year-round protection from service shut-offs if monthly payments are made regularly. You must pay a down payment to enroll – the amount of which will affect monthly payments.	<ul style="list-style-type: none"><li>• <a href="https://dteenergy.com/spp">dteenergy.com/spp</a></li><li>• 800.477.4747</li></ul>
<b>Winter protection plan (WPP)</b>	Designed to prevent service shut-off and high utility payments during the heating season (November 1 through March 31) for low-income customers and seniors. During this period, customers must pay a budgeted amount.	<ul style="list-style-type: none"><li>• <a href="https://dteenergy.com/wpp">dteenergy.com/wpp</a></li><li>• 800.477.4747</li></ul>



## Energy Assistance and Shutoff Protection Programs for Residential Customers

<b>Medical Emergencies</b>	If you or a member of your household has a proven medical emergency, you can apply for shut-off protection for up to 21 days. You must provide written proof from a doctor or a notice from a public health official identifying the nature of the emergency.	<ul style="list-style-type: none"> <li>• <a href="http://dteenergy.com/med-emergency">dteenergy.com/med-emergency</a></li> <li>• 800.477.4747</li> </ul>
<b>Active Military Protection</b>	If you or your spouse are called to full-time active military duty during a national or state emergency or war, you may apply for shut-off protection for up to 180 days. You may also reapply for extensions of this protection.	<ul style="list-style-type: none"> <li>• <a href="http://dteenergy.com/military-protection">dteenergy.com/military-protection</a></li> <li>• 800.477.4747</li> </ul>
<b>Residential Income Assistance Credit (Ria)</b>	Low-income customers, at or below 150% of the federal poverty level, may qualify for a monthly credit on their electric and/or gas account(s).	<ul style="list-style-type: none"> <li>• <a href="http://dteenergy.com/ria">dteenergy.com/ria</a></li> <li>• 800.477.4747</li> </ul>
<b>Senior Winter Protection</b>	Senior Winter Protection Plan protects all seniors from shut-off during the heating season. Seniors are encouraged to continue to pay their bill in order to avoid large balances at the end of the heating season.	<ul style="list-style-type: none"> <li>• <a href="http://dteenergy.com/swp">dteenergy.com/swp</a></li> <li>• 800.477.4747</li> </ul>
<b>Double-Notice Protection Plan</b>	Duplicate shut-off notice sent to a consenting friend, relative or agency. This individual is not responsible for paying the overdue bill; it simply alerts them to take action on your behalf. Some customers have utilized this service to be alerted of shut-off notices being sent to aging parents or others in special need.	<ul style="list-style-type: none"> <li>• 800.477.4747</li> </ul>

<b>Critical Care</b>	<p>DTE will restore (or refrain from shutting off) service due to nonpayment if there is a Critical Care customer in the home and an interruption of service would be immediately life-threatening.</p> <ul style="list-style-type: none"> <li>• A Critical Care customer is someone who requires home medical equipment or a life-support system.</li> <li>• To be eligible, the customer must submit an MPSC-approved medical certification form documenting his/her status as a Critical Care customer.</li> </ul>	<ul style="list-style-type: none"> <li>• 800.477.4747</li> </ul>
----------------------	---	--

## Shut-off Policies

We want to help you avoid going without utility service - even for a short period of time. Please review the following reasons that may lead to the shut-off of your gas and/or electric service.

- Nonpayment of past-due DTE bills
- Failure to pay a past-due bill (not in dispute) that is owed by a member of the current household
- Failure to pay a security deposit or provide a guarantor, if required
- Tampering with our equipment, such as the meter, or unauthorized use
- Failure to pay as agreed in a payment plan
- Refusal to allow our employees access to DTE equipment installed at the premises, at reasonable times
- Using a false name to apply for service
- Violation of any other rules or regulations that endanger anyone's personal safety or the operation of our energy delivery systems



## Shut-off Notice

DTE Energy will send a shut-off notice at least 10 days before service is shut off for nonpayment. This notice is mailed to the account mailing address and to the address where the service is used (if different from the mailing address). The notice includes the amount owed on your energy bill, the approximate date of the shut-off and steps to take to avoid it.

As a customer, as stated in the Michigan Public Service Commission's Consumer Standards and Billing Practices, you have the following rights:

- To enter into a reasonable payment agreement if you are unable to pay the entire overdue balance and have not previously defaulted on an agreement within the last 12 months.
- To file a complaint disputing the overdue amount prior to the shut-off date on the enclosed bill. Service will not be shut-off for the disputed amount pending the resolution of the complaint with DTE Energy or the Michigan Public Service Commission.
- To request a hearing before a hearing officer if you have a billing dispute or if your complaint cannot be otherwise resolved. You may represent yourself or be represented by a person of your choice, including an attorney, during the hearing process.
- To delay shut-off if there is a certified medical emergency at your residence. You will be required to provide a statement from a doctor or a public health official identifying the emergency and the expected duration of the emergency.
- To apply for shut-off protection if you or your spouse is called to full-time active military service, you must provide verification of active duty status.
- DTE will restore (or refrain from shutting off) service due to nonpayment if there is a Critical Care customer in the home and an interruption of service would be immediately life-threatening. See the "Special Assistance" section of this brochure for eligibility information.

Special Assistance available

If service is shut-off for nonpayment, or there is unauthorized use of utility service, a deposit or restoration charge may be required.

### When Service is Scheduled for Shut-off

Service shut-offs are conducted between 8 a.m. and 4 p.m., Monday through Friday. All representatives carry DTE identification but are not authorized to take payment from you directly. If you have an advanced meter, your service will be shut-off remotely.

### After Service Shut-off

We leave a notice at the property stating service has been shut-off (with the exception of those shut-off remotely). The notice includes our company address and the telephone number to call to have your service restored. When the past due amount and other applicable fees are paid, or satisfactory payment arrangements are made with us, service is restored promptly upon your request.

### Data Privacy Policy

Our Customer Data Privacy Policy was initiated at the request of the MPSC for the protection of our customers' usage data and personal/identifying information. The policy's goal is to reasonably balance between DTE's collection, use or disclosure of customer information to give safe and reliable energy service, and to comply with customer expectations regarding collection, disclosure and use of their data and personal information. You may access the Customer Privacy Tariff by visiting [dteenergy.com](http://dteenergy.com) and clicking "Customer Data Privacy Policy" at the bottom of the page.

Access the Privacy Policy

### Complaint Procedures

There may be times when you have a question or concern about your bill or a service matter. If you do, please contact us immediately at **800.477.4747**, so that we can resolve your issue before the due date of your bill.

### Requesting a Hearing

If you are not satisfied with our attempt to resolve your complaint, we will offer you the opportunity for a hearing before a Utility Hearing Officer. You must notify us of your decision to have the hearing within five (5) business days from the date of the offer.

The Utility Hearing Officer is a neutral third party who hears and decides the dispute. DTE hearing procedures, including the actions of the Utility Hearing Officer, are reviewed by the MPSC to ensure the fairness of the hearing process.

### Before the Hearing

If the hearing is about the amount of your bill, you must pay the portion of the bill that is not in dispute. If the disputed amount cannot be agreed upon, you must pay half of the disputed amount, not going over \$100. The payment is due within 15 business days from the date of your hearing notice.

If you do not make the payment on time, your service may be shut off in accordance with these rules. Normally, hearings are held during regular business hours either Virtually (Microsoft Teams or Zoom) or in person at a DTE facility. If the time or location is not convenient, other arrangements can be made. The customer hearing will be held within 45 business days of the request.

You will be officially notified of the agreed-upon date, time and place at least 10 business days before the hearing. Two days before the

hearing, both you and DTE have the right to review any evidence to be presented. Failure of you, or DTE, to attend the hearing without a good reason, or without having requested an adjournment, waives the right of that party to the hearing.

Utility Hearing Officers do not handle legal property damage claims or monetary claims. You must apply for such relief through civil court.

## At the Hearing

The hearing is informal. You can bring anyone you choose to assist you. However, all testimony is given under oath, and you, or a licensed Michigan attorney, must be there to present your position. Otherwise, you lose your right to the hearing, and any past-due amount on your account, including the disputed amount, must be paid.

With the Utility Hearing Officer presiding, both parties present their evidence, witnesses and testimony. We may also examine each other's evidence and question each other's witnesses.

## After the Hearing

The burden of proof is on DTE. The Utility Hearing Officer collects a written statement of each party's position in the dispute. Copies of all the written evidence presented are also collected. Before making a decision, the Utility Hearing Officer offers both parties a final opportunity to enter into a Settlement Agreement.

If the parties do not reach an agreement, the Utility Hearing Officer writes a "complaint determination" based on the facts presented at the hearing. A copy of the Utility Hearing Officer's decision is given to both parties within ten business days. If the decision of the Utility Hearing Officer is in your favor, any extra money paid is refunded with interest. If the decision is in our favor, you have 10 business days after a Utility Hearing Officer issues the written complaint determination to either follow the steps outlined in the decision or make an appeal.

## Right to Appeal Hearing Decisions

Both you and DTE have the right to appeal the Utility Hearing Officer's decision. An informal appeal may be filed with the MPSC within 15 business days from the date of the written decision. The appeal can be filed by phone, online, mail, fax or in person. When an appeal is filed, the decision of the Utility Hearing Officer is suspended.



The appealing party shall provide all of the following information:

- Name and address of the customer.
- Name of the utility involved.
- The nature of the original complaint in a clear and concise manner.
- The Utility Hearing Officer's decision.
- The relief requested.

The address and telephone numbers of the MPSC are listed here:

**Michigan Public Service Commission**  
**Executive Secretary**  
**7109 W. Saginaw Highway**  
**Lansing, MI 48917**

Toll-Free Telephone: **800.292.9555**

Website: [michigan.gov/mpsc](http://michigan.gov/mpsc)



Your informal appeal is referred to a Complaint and Information Officer of the MPSC who reviews the hearing record and explores the matter further if needed. The Complaint and Information Officer issues a written decision and sends a copy of the decision to both parties within 30 days from the time the hearing record was received.

Each party has 10 days to follow the steps outlined in the decision. If either party is still dissatisfied, a final appeal may be filed for a formal hearing before the MPSC. The formal hearing process does not delay paying the amount in dispute unless the MPSC agrees that it should.

## MPSC Definitions per MPSC Billing Practice Rules



Occupant is an individual or entity (at least 18 years old or an emancipated minor) other than the account holder that occupies a premise and receives utility service at that premises. If an occupant wishes to continue service after an account holder has departed, he/she must contact the utility to establish a new account. Failure to do so could cause service to be shut off.