



# WORKING TOGETHER

- a Resource Guide



This information is provided to our residential and nonresidential gas and electric customers in accordance with the rules of the Michigan Public Service Commission. It outlines your rights and responsibilities as customer. 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), at our Customer Offices or by calling **800.477.4747**.

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## STARTING SERVICE

You can start service online at [dteenergy.com](http://dteenergy.com) or by calling Customer Service at **800.477.4747**. 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. There is no charge for establishing gas service.

## CUSTOMER TYPES

A residential customer is a customer who uses electricity or natural gas for residential purposes.

A small nonresidential customer is a customer who uses less than 300 Mcf of natural gas, or less than 30,000 kWh of electricity, annually.

A large nonresidential customer is a customer who uses more than 300 Mcf of natural gas, or 30,000 kWh of electricity, annually.

## OCCUPANCY RULES

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

Note: An "occupant" is an individual or entity (at least 18 years old or an emancipated minor) other than the account holder that occupies a premises 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.

## SECURITY DEPOSITS - RESIDENTIAL CUSTOMERS

Residential customers may be required to pay a deposit as a condition of receiving, restoring or continuing service if any of the following provisions apply:

- There is an unpaid utility bill in your name that accrued within the past six years.
- Identity or credit information is misrepresented.
- Complete, positive identification is not provided.
- An undisputed utility balance remains unpaid for an address where you were a member of the household during the time the bill was incurred, and the person with the delinquent account resides 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 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 (65 years of age or older) and have a satisfactory payment history.
- Energy bills are paid directly to DTE Energy by the Department of Human Services or its successor agency.
- You secure a guarantor who is a customer in good standing with DTE Energy and complete the written terms and conditions document.

**Deposit Amounts - Residential Customers**

The deposit amount will be two (2) times the average monthly bill for the home, or if the usage history for the home is unavailable, the deposit is two (2) times DTE Energy's system average monthly bill for residential service.

During the winter heating season (November 1 through March 31), the deposit amount requested because utility service has been shut off for non-payment within the last 12 months will be the DTE Energy's system average of one month's bill for residential service.

Deposits required due to unauthorized use, tampering or energy theft will be based on four times the average peak season monthly bill if consumption history is available, or four times the system's average peak season monthly bill if consumption history is not available.

Eligible low-income customers have the option of paying a deposit in two (2) monthly installments.

**Deposit Interest and Refunds**

Interest earned on your deposit is applied twice a year to your account. The deposit will be refunded with interest after 12 consecutive months during which bills have been paid by the due date and no late fees have been assessed or no shut-off notice issued.

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

Deposits for tampering or unauthorized use are held for 36 months. The deposit is refunded to you if you make satisfactory bill payments during the last 12 months of the 36 month period.

Interest is paid at 5% per annum.

**SECURITY DEPOSITS - NONRESIDENTIAL CUSTOMERS**

Nonresidential customers may be required to pay a deposit as a condition of receiving, restoring or continuing 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 delinquent bill for natural gas or electric service.
- The customer/applicant has engaged in unauthorized use of utility service within the last six years.
- Two or more shutoff notices have been issued 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 Amounts - Nonresidential Customers**

A deposit for small nonresidential customers shall not be more than 15% of the customer's annual electric or natural gas bill. During the winter heating season (November 1 through March 31), the deposit amount requested for small nonresidential customers who have been shut off due to nonpayment during the previous 12 months will not exceed the customer's average monthly bill.

Large nonresidential customers may be required to pay a deposit equal to 25% of their annual electric or natural gas bill.

If a customer or applicant has engaged in unauthorized use of utility service, the deposit shall not be more than four times the average-peak-season monthly bill if consumption history is available, or four times the systems average peak season monthly bill if consumption history is not available.

**Deposit Interest and Refunds - Nonresidential Customers**

Interest earned on a deposit is credited to the customer's account twice per year. The deposit will be refunded with interest after 12 consecutive months during which bills have been paid on or before the due dates specified, if no late fees have been assessed and if no shutoff notices have been issued.

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

Interest is paid at 5% per annum.

## UTILITY METER

### Meter Reading Process

Billing your account begins with reading the meter. DTE Energy 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 Energy representative. You should deny access to anyone claiming to be a utility representative who does not display an identification badge.

The electric meter may be located inside or outside of your home. If located outside, it would be near where the service wires come to your home. The gas meter may also be located on the inside or outside of your home. If the electric or gas meter is on the inside of your home, you may have a device that allows the meter to be read from outside. If you do not have the device installed at your home, the meter reader will have to enter your home to obtain a reading.

If you are not home when our meter reader arrives to read a meter inside your home, the meter reader will leave written instructions on your door. Please follow those instructions to report your meter reading(s). When calling, you may use the automated features offered by our Customer Service line or speak to a customer representative. You may also report the meter reading online by signing in to your account at [dteenergy.com/MeterRead](http://dteenergy.com/MeterRead). 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.

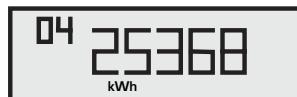
There may still be occasions when it is necessary to estimate your meter reading, such as during extreme weather conditions or emergencies. Estimated readings are based on the amount of service used for the same period in the previous year. Variations between your actual energy use and our estimate are adjusted the next time we read your meter.

Your bill also indicates the date to expect the meter reader. Check the "To" date in the "Service Period" section. The meter is usually read on the same date each month, give or take a day.

### How to Read the Meter

#### Smart Meters

While the smart meter has a digital face, the meter reading can still be viewed on the meter. When you look at the digital face of the electric meter, you'll see several screens flashing. Just wait for the screen that displays 004 in the left-hand corner. The large number to the right will be your kilowatt-hour reading. This number will increase by one each time you use a kilowatt of electricity. To measure usage over a period of time, record the reading at two points in time and subtract.



#### Traditional Meters

The meter has either four or five dials numbered in opposite directions. These dials resemble small clocks. Each dial represents one number in the meter reading. Follow these simple steps to read the meter:

1. Read and record the number from each dial starting from the left and moving right.
2. If the pointer is between two numbers, read the lower of the two numbers. However, if the pointer is between 9 and 0, read the number as 9.
3. If the pointer appears to be directly on a number, check the dial to the right before recording the number. If the pointer on the right has not passed zero, record the next lowest number on the dial you're reading.



For example, this meter reads 00807.

Some residential meters are digital. Reading a digital meter is as easy as reading the odometer on your car. For example, the meter read below is 25368.

#### Meter Reading Safety

Our meter readers work outside in all types of weather. Please do your part to make their jobs a little safer by keeping your meter, and 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.

Snow and ice accumulation can interfere with the operation of your meter. Follow these tips to ensure reliable and safe service:

- Remove large icicles hanging over the meter. Heavy snow and ice falling from roofs can cause damage.
- Keep meters, regulators, piping or conduit clear of snow and ice by using a broom or by hand - not a shovel.
- Clear a path to your meter. It will be easier to access your meter for service in an emergency and it keeps your meter visible to snowplows when the meter is in close to areas subject to plowing.

### **Meter and Billing Errors**

Back-billing and refunds resulting from meter errors is limited to the 12-month period immediately preceding the date the error was discovered. Affected customers will be given a reasonable amount of time to pay the back-billed amount due; service shall not be shut off due to nonpayment of a back-billed balance during this time if the customer adheres to 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% APR, and will commence on the 60th day after the (overcharge) payment. DTE is not required to adjust or refund an overcharge plus 5% APR for more than three years immediately preceding discovery of the billing error unless the customer is able to establish an earlier date on which the billing error took place.

## **YOUR BILL**

### **Your First Bill**

A typical billing period covers 30 days. Your first bill at a new address may cover more or fewer days based on the date your service started relative to the end date of your normal billing period. That means your first bill may be higher or lower than your normal monthly bill will be.

### **Subsequent Bills**

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 was mailed.

A two percent (2%) late payment charge may be applied to the unpaid past due charges when payment is received after the due date. The late payment charge is applied to the total past due amount, less taxes and previous late charges. Customers enrolled in a payment plan who are current with their plan, or customers identified with us as a senior citizen, are exempt from late payment charges.

If you are a DTE Energy electric customer, your electric bill contains two types of charges:

- **Power Supply Charges** - the charges and credits associated with our cost to purchase the fuel used to generate electricity and/or the cost of power that may be purchased from other utilities.
- **Delivery Charges** - the costs to deliver electricity to your home across DTE Energy's power system, including maintenance of that system.

If you are a DTE Energy natural gas customer, your gas bill contains these charges:

- **Customer Charge** - a fixed monthly charge covering the cost to maintain and read meters, safely maintain the natural gas distribution system and administer billing.
- **Distribution Charge** - the cost to deliver gas to your home
- **Gas Cost Recovery (GCR) Charge** - the cost of the natural gas that you used. The GCR rate can change monthly and is the largest portion of a typical heating bill. It's based on costs incurred by DTE Energy to purchase gas supply and is the same price we pay to purchase the gas. If you participate in the Gas Customer Choice (GCC) program, this part of your bill shows the GCC supplier charge. DTE Energy simply bills for this charge, collects payment and reimburses your chosen GCC supplier.

Rate and surcharge increases or decreases must be approved by order of the Michigan Public Service Commission. For more information about billing charges and credits, please see your monthly bill statement, go to [dteenergy.com/options](http://dteenergy.com/options), or contact Customer Service.

## How to Pay Your Bill

### You have options!

- **Pay online at [dteenergy.com](http://dteenergy.com), using a credit card or bank account.** There is no charge for this service. You can make a one-time payment or choose to set up automatic monthly payments.
- **Pay by Phone.** Call **800.477.4747** to make a payment by phone with a credit or debit card or your checking account. There is no charge for this service.
- **Pay by Mail.** Simply return your DTE Energy bill payment coupon in the envelope provided with a check or money order for the amount of your payment. If you are paying more than one account, you can pay with one check or money order. Just return all payment coupons with your payment. For your protection, do not send cash. Allow five (5) business days for U.S. Postal Service delivery to ensure your payment is received and processed by the due date. Keep the lower portion of the bill for your records. Mail payments to: **DTE Energy, P.O. Box 740786, Cincinnati, OH 45274-0786.**
- **Pay in Person.** If you live in southeastern Michigan, consider paying your bill at one of our fee-free DTE Energy Payment Kiosks to ensure your payment is applied to your account immediately. Our kiosks accept cash, checks and credit/debit cards. Visit [dtekiosk.com](http://dtekiosk.com) to find a kiosk near you. Customers throughout Michigan can pay DTE bills at Authorized Payment Agents, which may charge fees to process payments.

### More options!

- **Go paperless.** Choose to receive your DTE Energy bill online. Combine this feature with other convenient bill management features like online payment, BudgetWise® Billing or Automatic Payment.
- **Set up Automatic Payment.** Your bill amount will be withdrawn each month, automatically, on the due date and paid using the credit or debit card or checking account you have selected. Choose to receive your monthly bill statement by mail or online, so you have a record of your payment.
- **Manage your bill's seasonal ups and downs with BudgetWise® Billing.** Level out your monthly energy bill by spreading payments evenly over the year. Add a flexible payment date option, too.

- **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 opt out of this program at anytime.

To learn more about any of these bill payment options, visit [dteenergy.com/options](http://dteenergy.com/options) or call Customer Service at **800.477.4747**. If you have questions or concerns about your bill, please contact Customer Service.

## SPECIAL ASSISTANCE

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

- **Low Income Self-Sufficiency Plan** - The DTE Energy Low Income Self-Sufficiency Plan (LSP) allows low-income customers at or below the 150% Federal poverty guidelines to stay current on energy bills through a fixed payment plan based on income and energy usage. The remaining portion of the bill is paid monthly with energy assistance funding. Application period is from 10/02/17 - 04/30/18. Visit [dteenergy.com/lsp](http://dteenergy.com/lsp) for information.
- **Shutoff Protection Plan (SPP)** - The Shutoff Protection Plan (SPP) program is designed to assist low-income residential customers at or below the 200% federal poverty level and all Senior Citizens (age 62+) 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. Visit [dteenergy.com/SPP](http://dteenergy.com/SPP) for information.
- **Winter Protection Plan (WPP)** - The Winter Protection Plan (WPP) is a program designed to prevent service shutoff and high utility payments during the heating season (11/01/17-03/31/18) for low-income customers at or below 150% of the federal poverty level and seniors (age 62+). Level and seniors (age 62+ and up). During this period, customers must pay a budgeted amount.
- **Senior Winter Protection Plan** - Senior Winter Protection Plan protects all seniors (age 62+ and up) 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.

- **Payment Agreement** - A Payment Agreement is an installment plan available for all customers needing additional time to bring their account up to date. You must make a down payment and agree to pay the remaining balance in monthly installments, plus your current energy charges and any non-energy charges, on the same date your current bill is due.
- **Medical Emergencies** - If you or a member of your household has a proven medical emergency, you can apply for shutoff 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.
- **Double-Notice Protection Plan** - The Double-Notice Protection Plan includes a duplicate shut-off notice to a consenting friend, relative or agency. This designate is not responsible for paying the overdue bill; the duplicate simply alerts them to take some action on your behalf. This plan is helpful when an unexpected event, such as an extended vacation or a long hospital stay may keep you from paying your bill on time.
- **Active Military Protection** - If you or your spouse is called to full-time active military duty during a national or state emergency or war, you may apply for shutoff protection for up to 90 days. You may also reapply for extensions of this protection.
- **Residential Income Assistance Credit (RIA)** - Low-income customers, at or below 150% of the federal poverty level, may qualify for a \$7.50 per month credit on their electric account and/or a \$11.25 per month credit on their gas account.
- **Critical Care** - 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. A Critical Care customer is someone who requires home medical equipment or a life-support system, and submits a MPSC-approved medical certification form documenting his/her continued status as a Critical Care customer. If the customer's Critical Care status ends, a customer or occupant in the household must notify us of the status change.

## 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 gas or electric service and take final readings. You are responsible for utility service until the final agreed upon date. It is your responsibility to assure our access to the meter. You can request disconnection of your service online at [dteenergy.com](http://dteenergy.com) or by contacting Customer Service.

## SHUT-OFF POLICIES

We realize that gas and electric service are important to you. We want to help you avoid going without utility service - even for a short period of time. Your gas and/or electric service may be shut off for any of the following reasons:

- Non-payment of past due DTE Energy bills
- Failure to pay a past due bill (not in dispute) that is owed by a member of the current household, if both parties lived at the previous address at the time all or part of the past due bill was incurred.
- Failure to pay a security deposit or provide a guarantor, if required.
- Tampering with our equipment, such as the meter, or unauthorized use. Unauthorized use occurs when electricity or gas is used without having a valid account with us, or when the meter has been bypassed or tampered with to prevent proper registration.
- Failure to pay as agreed in a payment plan.
- Refusal to allow our employees access to DTE Energy 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.

Your service will not be shut off under the following conditions:

- Failure to pay for other non-regulated services or goods purchased from us.
- Failure to pay for gas or electric service at a different location, if that service is on a different account.
- Failure to pay for a different class of service received at the same or a different location.
- The customer (such as a landlord) has not paid for service used by another person (such as a tenant) without offering the occupant the opportunity to subscribe for service in his or her own name.
- If you are enrolled, and current, in any shutoff protection program.

## Shut-off Notice

DTE Energy will send a shut-off notice at least 10 days before service is shut off. 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 approximate date of the shutoff and steps to take to avoid it.

The shutoff notice indicates the amount that you owe on your energy bill.

As a DTE Energy 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 resolved otherwise. 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 shutoff 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.

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; if you have an advanced meter, your service will be shut off remotely. Our representative has a record of your account and will explain the reason for the shut off. If service is being shut off because you did not pay your bill,

you can show proof of payment or proof that the amount in question is in dispute to avoid shut off. Our representative will verify this information. Our representative is not authorized to take a payment from you directly. All representatives carry DTE Energy identification.

## After Service is Shut Off

We leave a notice at your premises stating that service has been shut off. 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.

## POWER PROBLEMS

### Gas Leaks

Natural gas is odorless and colorless, 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 at once. 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. Call **800.947.5000** immediately to report the problem.

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

### Power Outage

Please report your power outage or downed wire. 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 (**dteenergy.com/outage**), by using our iPhone or Android app, or from any web-enabled mobile device at **mobile.dteenergy.com**.

If you have power, but are experiencing low-voltage conditions, shut off motor-driven appliances and equipment to avoid damage. Unplug sensitive electronic devices, such as televisions and computers. Report your low-voltage conditions using one of the methods listed above.

Stay at least 20 feet away from downed power lines, and anything they may be touching (i.e. metal fence, puddle, etc.), because they may be charged with electricity. Keep children and pets away, too.

### Equipment Responsibility

- **Electrical** – If you have electrical service from DTE Energy, we are responsible for the installation and maintenance of your service line (up to the point where it connects with your home) and the electric meter. If this equipment is damaged,

please call **800.477.4747**. Installation and maintenance of the service bracket, weather head, pipe riser, meter case and service entrance cable to your fuse box are your responsibility. A licensed electrician should install and maintain this equipment.

- **Gas** - If you have natural gas service from DTE Energy, we are responsible for maintaining the underground service line running from the street main up to and including the gas meter. You are responsible for maintaining any gas fuel piping installed after the meter. Buried piping should be periodically inspected for leaks and corrosion (if the piping is metal). Qualified plumbing, heating or construction contractors can assist in inspecting and repairing any unsafe condition discovered.

## SERVICE QUALITY AND RELIABILITY STANDARDS

The Michigan Public Service Commission (MPSC) has implemented electric utility service quality and reliability standards that require DTE Energy to issue a \$25.00 credit to you when you have experienced a power outage of more than 16 hours under normal conditions, an outage of more than 120 hours during catastrophic conditions, or eight or more 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 **dteenergy.com/outage**. For detailed information on the MPSC Service Standards, visit **michigan.gov/mpsc**.

### Personal Identifiable Information and Access to Customer Data

There may be times when you need to update your personal information or access data related to your account. You can do so by signing-in to your **dteenergy.com online** account or by calling our Customer Service team at **800.477.4747**.

### Data Privacy Policy

Our Customer Data 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 strike a reasonable balance between DTE's collection, use or disclosure of customer information to facilitate 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** and clicking "Customer Data Privacy" at the bottom of the page.

## 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.

We always try to resolve any matter the first time you contact us. However, if further investigation is needed, we provide you an official record stating when and where you made your complaint. After the investigation, we will notify you of the results.

### Customer Hearing Procedures

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. In agreement with R 460.155 5a, 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 Energy's 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 to exceed \$100. In agreement with R 460.155 5b, 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 at a DTE Energy 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 (2) days before the hearing, both you and DTE Energy have the right to review any evidence to be presented. Failure of you, or DTE Energy, 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.

### **The Burden of Proof is on DTE Energy**

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 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 (10) business days. If the decision of the Utility Hearing Officer is in your favor, any excess money paid is refunded with interest. If the decision is in our favor, you have ten (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 Energy have the right to appeal the Utility Hearing Officer's decision. An informal appeal may be filed with the MPSC within fifteen (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**  
**4300 W. Saginaw**  
**Lansing, MI 48917**

Toll-Free Telephone: **800.292.9555** (in-state only)

Telephone: **517.241.6180** (out of state)

Web site: **[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 investigates the matter further if needed. In agreement with R 460.165, 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.

In agreement with R 460.166, 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.

## HOW TO REACH US

**Customer Service - 800.477.4747**

8 A.M. - 6P.M., Monday - Friday;

8 A.M. - 2 P.M., Saturday; emergency calls accepted around the clock

**Online Tools Assistance - 8 A.M. - 5 P.M., Monday - Friday**

**Power outage or downed power line - 800.477.4747 or [dteenergy.com/outage](http://dteenergy.com/outage)**

**Gas leak or other gas emergency - 800.947.5000**

**Report Energy theft (confidential hotline) - 800.441.6698**



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