



## UPDATED March 25th, 2020 DTE SHUT OFF SUSPENSION FREQUENTLY ASKED QUESTIONS

*DTE has recently announced shut off suspension for various groups – those who are low income, seniors, and those household that are financially impacted by COVID-19. Please note that families are not automatically enrolled into these programs, if a household hasn't already enrolled in a payment or protection program, or are unsure if they are already on one, please contact DTE at 800-477-4747. This FAQ provides details how to set up a DTE payment plan to stay out of shut off during this crisis, and will be regularly updated as new information is available.*

1. DTE has suspended non-payment shutoffs for customers meeting low income criteria, effective through April 5, 2020. This timing could be extended depending on the impact the virus has on our communities.  
Shutoff protection for customers enrolled in the Senior Winter Protection Program has been extended through May 3, 2020 without additional actions required. “Customers of record” who are 62 and older are automatically included in the Winter Protection Program.
2. DTE has suspended shut offs for those accounts who have received agency assistance or a commitment within the last 12 calendar months.
3. If a household is low income and hasn't received third party assistance in the past 12 months, contact DTE at 800-477-4747 to determine eligibility for a different payment plan options. Customers can contact DTE Customer Service at [800-477-4747](tel:800-477-4747).
4. DTE considers households impacted if they are a vulnerable population (senior, immuno-compromised, or others who may be more susceptible to the virus) or are facing a reduction in work due to particular employment sector (such as those in the restaurant industry). This information should be shared at time of payment plan request.
5. There's 3 options for setting up a payment plan.
  - a. Contact DTE Customer service at 800-477-4747.
  - b. Request for payment plans can also be done on the online customer plan portal:  
<https://newlook.dteenergy.com/wps/wcm/connect/dte-web/quicklinks/web-form>.
  - c. Submit via email to: [Incomefiles@dteenergy.com](mailto:Incomefiles@dteenergy.com)
6. The Document ID is assigned after you speak with DTE Customer Service or submit the a request online or via email. Please reference this number when following up with DTE regarding your shut off suspension.
7. What documents will I need to supply to DTE?  
Proof of Identification:  
Required for ALL household members who are 18 years or older: Valid Michigan or government-issued photo ID (Driver's License, State ID, Passport, etc.) required for ALL household members who are 18 years or older.  
Expired identification will not be accepted.

Social Security cards for ALL household members regardless of age.

**Proof of Income (one of the following):**

Two (2) most recent copies of paychecks or pay stubs. Pay stubs greater than 60 days old will not be accepted.

Unemployment Compensation Benefit check stubs or benefit statements.

If self-employed, accounting and other business records showing net income.

For customers who have unreported wages/income, a letter from the employer dated within the last 60 days is required. The letter must include the amount received per month. The information must be on the company's letterhead and it must be signed by the employer.

8. What resources are available when it ends? Will there be general assistance for County residents?

Current SER (State Emergency Relief) & MEAP (Michigan Emergency Relief Assistance) is available 1 (one) time per year.

Please note that SER & MEAP assistance is only for very low income households.

There is no general assistance for all County residents - households should plan for when the moratorium is over on April 5, 2020, and contact DTE to establish a payment plan as soon as possible.

9. Can low income households access State Emergency Relief multiple times in a year for utilities?

No. Clients can only apply for an SER 1 time per year for utilities. The current SER program year is October 1, 2019–September 30, 2020.

10. How do low income households apply for (MEAP) Michigan Emergency Relief Assistance?

While applying for State Emergency Relief in MyBridges, a household will be asked to pick a MEAP provider.

11. How will I know if DTE extends these shut off moratoriums.

Information will be share on DTE's Website at <https://newlook.dteenergy.com/wps/wcm/connect/dte-web/quicklinks/footer/covid19-response>.

OCEd will update their website as new information is provided at <https://www.washtenaw.org/3100/COVID-19-Essential-Services-Updates>.

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