



DTE Energy®

UNDERSTANDING YOUR NATURAL GAS PRICING



OPTIONS FOR YOU

Billing programs provided by DTE offer a number of options to meet your needs, including:

- > AutoPay
- > BudgetWise Billing
- > eBill Paperless Billing
- > Flexible Due Date
- > Shutoff Protection Plan
- > Payment Assistance
- > Reduced Billing Frequency
- > Low Income Plan

Learn more at dteenergy.com/billing.

DTE offers many options for paying your bill including DTE Energy mobile app, DTE payment kiosks, customer offices, online, our automated phone system and mail.

Fees will be charged for late payments.

Find details at dteenergy.com/waystopay.

The **BioGreenGas program** offers customers the voluntary option of supporting renewable natural gas development in Michigan. More information is available at dteenergy.com/biogreengas.

The **Gas Customer Choice program** provides natural gas customers the option of purchasing gas at unregulated prices offered by an alternative gas supplier. For more information, visit dteenergy.com/gaschoice.

MANAGING YOUR NATURAL GAS USAGE



There are two major factors that impact your monthly bill: the weather outside and your monthly usage.

When it's cold outside, your furnace must work harder and

longer to heat your home. Keeping your thermostat higher or setting a higher temperature for natural gas appliances can also drive up your usage. The more energy you use the higher your bill will be.

Factors that impact your bill



Usage

Did you remember to adjust your thermostat setting? The primary factor that impacts your monthly energy bill is usage – the amount of energy used during a billing cycle.



Days billed

Fewer days in the billing cycle typically results in a lower energy bill, compared to a billing cycle with more days.



Weather

A couple of days of extreme weather – hot or cold – can make heating and cooling equipment run longer, increasing your energy use.



Changes at the office

More people in the office often means more lights are turned on and more equipment is being used, or you may even make adjustments to the thermostat to make more people comfortable.

Dear DTE Energy Customers,



Our mission at DTE Energy is to provide safe, reliable and affordable energy to you every day. We know that customers across the state are counting on us to provide the clean-burning, dependable natural gas that heats our homes, cooks our food and helps make life comfortable all year long.

As the price of natural gas has decreased - 30 percent over the last 11 years - we have consistently passed all those savings back to you. As a company, DTE is also crediting millions of dollars in federal tax reform savings back to all customers over the next year.

Our work to strengthen and renew our natural gas system continues, with the installation of upgraded main and service lines and new, more advanced meters in neighborhoods across Michigan. This work will allow us to continue to provide reliable service, ensuring your natural gas service is always there when you need it.

Thank you for the opportunity to serve you.

Mark Stiers

President, DTE Gas
DTE Energy

SAFETY AND RELIABILITY



DTE Energy maintains a network of storage facilities, pipelines, mains and service lines that bring in natural gas from across the country and distribute it to your home. The **Distribution charge** on your

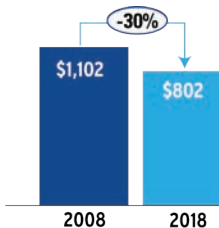
bill helps pay for maintenance and upkeep of that network.

We are also hard at work upgrading older lines with newer, safer materials that ensure your service is there when you need it. The **IRM surcharge** on your bill helps DTE make these improvements.



UNDERSTANDING YOUR NATURAL GAS PRICING

DTE Energy passes on the cost of natural gas we buy with zero markup. That means you pay what we pay for the natural gas you use, as reflected by the **Gas Cost Recovery charge** on your bill.



The average natural gas customer bill has declined by 30 percent since 2008. That's because DTE is passing its savings on the cost of gas on to you.

Every customer, regardless of usage, pays the monthly **Customer Service charge**. That charge helps pay for the cost of reading meters, preparing bills and maintaining our gas distribution system.

For more information on the charges found on your bill go to dteenergy.com/price.



DID YOU KNOW?

At DTE, we work to meet your needs for affordable, reliable, safe and clean energy. DTE is regulated by the Michigan Public Service Commission (MPSC), which means our prices are controlled and can only change when they are approved by the commission.

If you want to see the details of each natural gas rate, including the DTE Energy tariffs approved by the MPSC, go to dteenergy.com/price or request a copy at mydteenergy@dteenergy.com.

WANT MORE HELP?

Learn more about natural gas pricing at dteenergy.com/price.

To speak with a DTE customer representative about your pricing options or for answers to questions about your bill, call [800.477.4747](tel:800.477.4747).



DTE Energy[®]



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