

CUSTOMER ASSISTANCE DAYS (CAD)






DTE Energy partners with local agencies and organizations to provide case management solutions, energy efficiency education and utility payment assistance to customers in need throughout the year. Visit dteenergy.com/CAD for more information and list of upcoming CAD events.

GIFT OF ENERGY

You can make a charitable donation to someone in need - and there are no fees. Go to (dteenergy.com/giftofenergy) and complete a "Gift of Energy" form and mail it with your check or money order. Once DTE Energy receives your payment, we'll send a personalized acknowledgement card to you, and/or your designated recipient. The recipient's DTE Energy account will be credited the amount of your gift.

AGENCY ASSISTANCE PROGRAMS

The following agencies may provide energy assistance or link qualified low-income customers to other agencies across the state who may be able to help:

- UNITED WAY - call 2-1-1 
- THE HEAT AND WARMTH FUND (THAW) - Call 800.866.THAW (8429) or visit thawfund.org 
- SALVATION ARMY - call 855.929.1640 or visit sawmni.org/wmni/energy-assistance  
- TRUENORTH - call 231.359.5880 or visit truenorthservices.org
- MICHIGAN COMMUNITY ACTION - visit mcaaa.org 
- THE ACCOUNTING AID SOCIETY - in SE Michigan call 866.673.0873

• SUPERIOR WATERSHED PARTNERSHIP - visit superiorwatersheds.org/energy-conservation

• ST. VINCENT DE PAUL - visit svdpdet.org/need-help/energy-assistance

**Agency assistance programs may require a down payment.*

ADDITIONAL RESOURCES

GREENPATH DEBT SOLUTIONS

Services include budget counseling, debt management, and credit report help. Call 800.550.1961.

LIFELINE

The Lifeline program makes basic local telephone service more affordable for income-eligible individuals and families in Michigan with an annual household income at or below 150% of the federal poverty level. Some wireless companies also offer a Lifeline discount. Contact your local telephone company for more information.

Low Income Guidelines and Program Qualifications 2018/ 2019 Income Guidelines

Number of Household Members and/ or Exemptions	Maximum Income 110% (HHC) Annual	Maximum Income 150% (SER, THAW, Salvation Army, MCAAA) Monthly	Maximum Income 200% (SPP) Monthly
1	\$13,354	\$1,518	\$2,023
2	\$18,106	\$2,058	\$2,743
3	\$22,858	\$2,598	\$3,463
4	\$27,610	\$3,138	\$4,183
5	\$32,362	\$3,678	\$4,903
6	\$37,114	\$4,218	\$5,623
For each additional HH member add	\$4,752	\$540	\$720

**Some non-profit agencies might provide assistance to households with a higher income level. Please contact the agency for details.*

"HOW CAN I SAVE ON MY ENERGY BILLS AS THE TEMPERATURES FALL?"

These heating tips from DTE Energy will help to save energy and keep you comfortable:

- Install a programmable thermostat. When properly set, a programmable thermostat can save you about \$180 every year in energy costs.
- Dress appropriately for the weather and on cold winter nights, put an extra blanket on the bed and lower your thermostat another degree or two to save even more.
- Check your furnace filter every month. At a minimum, change your filter every three months.
- Seal air leaks and add insulation where needed. This can save more than \$200 a year in heating and cooling costs.



For more heating tips, visit dteenergy.com/winter.



2018-2019 PAYMENT ASSISTANCE PROGRAMS

...and ways to lower
your energy bills.



For more information, visit dteenergy.com/assistance.

ARE YOU CONCERNED THAT YOUR UTILITY SERVICES MAY BE SUBJECT TO SHUT OFF?

DON'T WAIT, ASK FOR HELP!

If you are having difficulty paying your energy bill, DTE Energy, along with government and private agencies, can provide assistance. Visit DTE Energy at dteenergy.com/assistance.

Please use this guide to determine your program eligibility and assistance options.



Income-based Program



Senior Assistance Program



Military Eligibility Program



General Assistance Program

DTE ENERGY PROGRAMS

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. Visit 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 for information.

WINTER PROTECTION PLAN (WPP)

The Winter Protection Plan (WPP) is a program designed to prevent service shut off and high utility payments during the heating season (11/01/18-03/31/19) for low-income customers at or below 150% of the federal poverty level and seniors (age 62+ and up). During this period, customers must pay a budgeted amount.

SENIOR WINTER PROTECTION PLAN

The 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.

CRITICAL CARE PROTECTION

If you or a member of your household require a life support system whose critical care status has been certified by a medical facility or physician, you may be eligible for annual shutoff protection. You must have a Medical Certification Form completed by your physician or a medical professional. For more information visit dteenergy.com under Billing and Payment Plans then General Assistance.

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.

GOVERNMENT ASSISTANCE PROGRAMS

HOME HEATING CREDIT (HHC)

Low-income customers, at or below 110% of the federal poverty level, may be eligible for a home heating credit for the 2017 tax year to help pay winter heating bills. If you need help filing between 01/19/19 - 09/30/19, ask your local tax preparer or seek FREE assistance from the United Way by calling 2-1-1. If you live in Southeast Michigan you can contact the Accounting Aid Society at 866.673.0873 or 313-556.1920, or visit accountingaidsociety.org.

STATE EMERGENCY RELIEF PROGRAM (SER)

The State Emergency Relief program (SER) provides immediate help to low-income households who meet federal income guidelines and have a past due utility bill or a shut-off notice. Contact the Department of Health and Human Services (DHHS) at 855.275.6424 or visit newmibridges.michigan.gov.

MICHIGAN ENERGY ASSISTANCE PROGRAM (MEAP)

Once a State Emergency Relief application has been submitted, additional assistance can be provided through selected agencies supporting the Michigan Energy Assistance Program (MEAP). These programs are designed to enable participants to become or move toward becoming self-sufficient. Assistance given may include how to pay energy bills on time, budgeting for and contributing to energy expenses, and information on how to be energy efficient.

Need help applying for State Emergency Relief? Find a MI Bridge Navigator near you: newmibridges.michigan.gov/s/isd-find-community-partners, or contact 2-1-1.

MICHIGAN VETERAN'S TRUST FUND

The Trust Fund provides temporary assistance to veterans and their families facing a financial emergency or hardship including the need for energy assistance. Visit michigantveterans.com or call Michigan Veterans Trust Fund at 517.284.5299.

LOW-INCOME WEATHERIZATION ASSISTANCE PROGRAM

Michigan's Weatherization Assistance Program (WAP) is a federally funded, low-income residential energy conservation program providing free home energy conservation services to eligible homeowners and renters with a household income at or below 200% of the federal poverty level. Visit energy.gov/energysaver.

DTE ENERGY ASSISTANCE PROGRAMS

HOME ENERGY CONSULTATION (HEC)

Schedule a DTE Home Energy Consultation and an energy expert will come to your home and provide a personalized overview of ways to save. You may also receive FREE energy-saving products (up to a \$400 value). Call 866.796.0512 (press option 1) or schedule online at dteenergy.com/hec