

APPENDIX D1. Customer Notifications Overview

This Overview identifies the system-generated notification letters that are sent out based on customer status in the Electric Choice enrollment cycle.

For each letter, customer 'attributes' ensure that the correct information is included in the letter based on 'variable text paragraphs'.

Customer attributes for letter text are the following:

- Customer Information: Name, address, account number, meter number
- Service Voltage: Primary/Secondary
- Meter Profile: PRIMS/OAEMS/SLP
- OAEMS Term: Months left
- Rates: D3(110)/D4(112)/Primary
- Billing System: CSB/KCS
- AES Billing Option: Complete/Separate
- Account Manager: Assigned/Unassigned
- Electric Choice Minimum Term: Months Completed/Months Remaining
- Return notice prior to 12/1 deadline: Y/N
- Return Option: 1 or 2
- Future Enrollment Date: Month/Year (if applicable)

A copy of the following letters follows this overview:

APPENDIX	LETTER	CODE	DESCRIPTION
Appendix D2	Scheduled	ENROL/ 3PENR	Letter notifying customer of scheduled switch date to Electric Choice service
Appendix D3	Cancel Enrollment	CANCEL	Letter notifying customer of cancelled enrollment
Appendix D4	Drop	DROP	Letter notifying customer of drop from Electric Choice service, scheduled drop date, and MPP (if applicable). Return Option form enclosed (if applicable)
Appendix D5	Disconnect	DISCONNECT	Letter notifying customer of disconnect of service
Appendix D6	RTS	ANNUAL	Annual letter notifying all non-residential, in-service customers of Return to Full Service (RTS) notice requirement. Notice form enclosed
Appendix D7	Future Drop	FDRP	Letter notifying customer that Notice form was received and future drop month acknowledged

**APPENDIX D1.
Customer Notifications Overview**

APPENDIX	LETTER	CODE	DESCRIPTION
Appendix D8	AES Switch	RSWCH	Letter notifying customer of new AES and scheduled switch date
Appendix D9	Enrollment Hold	CAPH	Letter notifying customer of enrollment deferment because the 10% Cap has been reached. Customer is placed in Cap queue
Appendix D10	AES Queue Switch	RQSW	Letter notifying Cap queue customer of new AES
Appendix D11	Meter Profile Change Request	PCRACK	Letter notifying customer of meter profile change request
Appendix D12	Meter Profile Change Date	PCRSCH	Letter notifying customer of meter profile change scheduled date
Appendix D13	Cancel Meter Profile Change	CANPCR	Letter notifying customer of cancelled meter profile change



**APPENDIX D2.
Scheduled Letter**

Date

ABC Company
123 Any Street
Livonia, MI 12345

Re: Account Number XXXXXXXXXXXX

Dear Customer:

(Paragraph based on indicator)

<i>Single Location</i>	This letter is to notify you that an Alternative Electric Supplier (AES) will supply energy for your electric service located at 123 Any Street for meter number 1234567 . *This is scheduled to take place on MM/DD/YYYY .
<i>Multiple Locations</i>	This letter is to notify you that an Alternative Electric Supplier (AES) will supply energy for your electric service for the following locations:

(Note: this table below is only used when there are multiple locations/meters under one account number)

Location	Meter Number	*Scheduled Date

You have chosen **Supplier XYZ**.

DTE Electric will continue to be responsible for delivering the electricity to you. Therefore, any outages or other delivery problems should still be directed to DTE Customer Service at 800.477.4747.

Our records indicate that *(based on indicator)*

<i>D3 (SLP)</i>	the electric metered service for your location is Standard Energy Metered Service.
<i>D4 (SLP)</i>	the electric metered service for your location is Standard Energy with Demand Metered Service.
<i>D3 (OAEMS)</i>	the electric metered service for your location is Optional Advanced Electric Metered Service. The monthly charge for customers on Business Electric Service (CSB) OR General Service (KCS) rate 110 will be \$25.00
<i>D4 (OAEMS)</i>	the electric metered service for your location is Optional Advanced Electric Metered Service. The monthly charge for customers on Business Electric with Demand Service (CSB) OR Large General Service (KCS) rate 112 will be \$20.75.
<i>Primary</i>	the electric metered service for your location is Primary Service.

**APPENDIX D2.
Scheduled Letter**

(Paragraph based on the billing option selected by the AES)

<i>Complete Billing</i>	Your AES has requested that DTE bill you on their behalf. Therefore, your DTE bill will provide itemized detail for both your distribution charges and your energy charges. You will pay the total amount of the bill to DTE, who will then forward the portion of the payment due to Supplier XYZ .
<i>Separate Billing</i>	Your AES has chosen to bill you directly for your energy usage. DTE will bill you separately for the distribution charges.

If you have questions regarding this, please contact [DTE Electric Choice Customer Support at 888.235.3535](#) **OR** [Account Manager at XXX.XXX.XXXX](#).

Sincerely,

Electric Choice Customer Support

*Please note, your schedule date(s) could vary.



**APPENDIX D3.
Cancel Enrollment Letter**

Date

ABC Company
123 Any Street
Livonia, MI 12345

Re: Account Number XXXXXXXXXXXX

Dear Customer:

(Paragraph based on indicator)

<i>Single Location</i>	Although you have chosen to receive your energy from an Alternative Electric Supplier, DTE Electric has been notified to cancel the enrollment request for meter number 1234567 located at 123 Any Street.
<i>Multiple Locations</i>	Although you have chosen to receive your energy from an Alternative Electric Supplier, DTE Electric has been notified to cancel the enrollment request for the following locations:

(Note: this table below is only used when there are multiple locations/meters under one account number)

Location	Meter Number

You will continue to receive Full Service from DTE Electric. If you have any questions regarding this, please contact [DTE Electric Choice Customer Support at 888.235.3535](#) **OR** [Account Manager at XXX.XXX.XXXX](#).

Sincerely,

Electric Choice Customer Support

APPENDIX D4. Drop Letter

Date

ABC Company
123 Any Street
Livonia, MI 12345

Re: Account Number XXXXXXXXXXXX

Dear Customer:

This letter is to notify you that the electric energy supply for your facility at [123 Any Street](#) for meter number [1234567](#) will be switched from your Alternative Electric Supplier (AES) to DTE Electric Full Service on your next bill cycle. *This is scheduled to take place on [MM/DD/YYYY](#).

(Sentence based on indicator)

<i>EC term met (>=24 months)</i>	On your return, you will have completed your retail access minimum term.
<i>EC term not met (<24 months)</i>	On your return, you will have completed XX months of the retail access service two-year minimum term.

(Paragraph(s) based on drop conditions)

<i>RTS Form received by 12/1, EC term met</i>	You will return to Full Service at standard tariff pricing, for a minimum term of one year, in order to avoid MPSC approved additional charges. This pricing and term are in accordance with the Notice of Intent to Return to Full Service you provided to DTE prior to the notice deadline.
<i>RTS Form received by 12/1, EC term not met</i>	You will return to Full Service at standard tariff pricing, for a minimum term of one year. In addition, you will be subject to market pricing for up to XX months, which represent the balance of your incomplete retail access service two-year minimum term. This pricing and term are in accordance with information accompanying the Notice of Intent to Return to Full Service form, which you provided to DTE prior to the notice deadline.
<i>Drop order submitted between 10/1 and 12/1 of current year</i>	<p>You will return to Full Service at standard tariff pricing subject to MPSC approved additional charges, governed by the Retail Access Service Rider, Section 5, Term, Commencement and Return to Full Service. <i>(included if remaining EC term is greater than 0)</i> You will be subject to market pricing for up to XX months, which represent the balance of your incomplete retail access service two-year minimum term.</p> <p>You must now select your Return Pricing Option: Option 1—12-month Service Commitment or Option 2—Short-Term Full Service (no minimum term commitment; but subject to monthly market priced power charges). If you make no option selection, you will be considered Option 2 for billing purposes. Please note: Choosing Option 1 does not avoid MPSC approved additional charges for incomplete Electric Choice Minimum Term.</p> <p>For more information regarding these option choices and the enclosed form, please see the back of this letter which includes important information about Return to Full Service and instructions for completion of the form.</p> <p>It is important to return this form within 10 days of your scheduled return date (specified above), so that you are billed properly.</p>

**APPENDIX D4.
Drop Letter**

<p><i>Drop order submitted prior to 10/1 of current year</i></p>	<p>You will return to Full Service at standard tariff pricing subject to MPSC approved additional charges, governed by the Retail Access Service Rider, Section 5, Term, Commencement and Return to Full Service. <i>(included if remaining EC term is greater than 0)</i> You will be subject to market pricing for up to XX months, which represent the balance of your incomplete retail access service two-year minimum term.</p> <p>You must now select your Return Pricing Option: Option 1—12-month Service Commitment (a one-year minimum term which limits additional market priced power charges to summer months of June through September if you have completed your retail access service two-year minimum term) or Option 2—Short-Term Full Service (no minimum term commitment; but subject to monthly market priced power charges). If you make no option selection, you will be considered Option 2 for billing purposes. Please note: Choosing Option 1 does not avoid MPSC approved additional charges for incomplete Electric Choice Minimum Term.</p> <p>For more information regarding these option choices and the enclosed form, please see the back of this letter which includes important information about Return to Full Service and instructions for completion of the form.</p> <p>It is important to return this form within 10 days of your scheduled return date (specified above), so that you are billed properly.</p>
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These additional charges are outlined in Section 5 of the Retail Access Service Rider—Term, Commencement of Service and Return to Full Service—as approved by the Michigan Public Service Commission (MPSC) in Case U-13808. If you would like to view the MPSC Order in Case U-13808, and the revised Retail Access Service Rider, you can view them on the MPSC web site at www.michigan.gov/mpsc.

If you believe this letter was sent in error, or if you have any questions regarding this, please contact [DTE Electric Choice Customer Support at 888.235.3535](#) **OR** [Account Manager at XXX.XXX.XXXX](#).

Sincerely,

Electric Choice Customer Support

Enclosure

*Please note, your scheduled date(s) could vary.

Important Information About Return to Full Service & Election of Return Option

1. Assistance in understanding the program rules regarding Return to Full Service and the annual Notice Provision for the following summer may be found by accessing this information at www.dteenergy.com/rts. Questions regarding information in this guide may be directed to your assigned account manager or DTE Electric Choice Customer Support at 888.235.3535.
2. The accompanying form is provided as a courtesy to customers, and also helps to assure accurate account information.
3. **Part 1—Customer Information** is pre-filled with customer account information contained in our billing system. If you have multiple meters at your location, please note that due to space considerations, we have printed only one meter number in the meter section. Remember that retail access applies to all meters at a location, not just the meter listed.
4. **Part 2—Election of Return Option** allows you to select Option 1—12-month commitment (to avoid MPSC approved additional charges for insufficient notice) or Option 2—Short-term Full Service (to return with additional monthly costs in return for no 12 month commitment). Note: Option 1 does not avoid MPSC approved additional charges for incomplete Electric Choice Minimum Term. If you make no option selection, you will be considered Option 2 for billing purposes.
5. **Part 3—Customer Authorization** must be completed, signed and dated by an individual authorized to make changes to your account. Be sure to include a contact phone number.
6. Your Option selection will be effective upon DTE's receipt of your Option Selection form.
7. Incomplete forms will be returned by U.S. Mail.



Customer Election of Return Option

The electric energy supply for this account will be switched to DTE Electric Full Service on the regular meter reading date shown below. If you do not specify a return pricing option, you will be classified as Option 2—Short-term Full Service. Market Priced Power charges assessed on Option 2 customers may not be waived.

You may change from Option 2 to Option 1 at any time. The 12-month commitment begins on your return to Full Service.

Please complete parts 2 and 3 below, ensuring that all sections are complete and accurate. Upon completion, fax to **313.235.3700** or **313.235.0531**, or e-mail to eccc@dteenergy.com, or mail to DTE Electric Choice Customer Support, One Energy Plaza, 1045 WCB, Detroit, MI 48226-1221.

PART 1 – CUSTOMER INFORMATION			
Customer/Company Name			
Service Address	City	State	Zip
DTE Account Number	DTE Meter Numbers	Scheduled Return to Full Service	
PART 2 — ELECTION OF RETURN OPTION			
Check your option:			
<input type="checkbox"/> Option 1: 12-month Commitment			
By selecting this option, you are committing to remain on DTE Electric Full Service for a minimum of 12 months in order to avoid Commission approved additional charges. If you fail to remain on Full Service for the minimum 12 months, you may be subject to higher pricing as described in the Retail Access Service Rider, Section 5, Term, Commencement of Service and Return to Full Service.			
Note: Option 1 does not avoid MPSC-approved additional charges for incomplete Electric Choice Minimum Term. If you make no option selection, you will be considered Option 2 for billing purposes.			
<input type="checkbox"/> Option 2: Short-term Full Service			
By selecting this option, you make no commitment to remain on DTE Electric Full Service for any specific period of time. You may be subject to higher pricing as described in the Retail Access Service Rider, Section 5, Term, Commencement of Service and Return to Full Service.			
If you fail to select Option 1 or 2, you will be defaulted to Option 2, and subject to higher pricing as applicable.			
PART 3 – CUSTOMER AUTHORIZATION			
I, the undersigned, am duly authorized to make changes to the above indicated electric customer's account and hereby authorize and provide notice to DTE to return my accounts to full service on the regular meter read date of the month/year specified above.			
Name of Authorized Person (PLEASE PRINT)		Customer / Company Name	
Authorized Signature		Position (if applicable)	
Customer Telephone Number		Today's Date	

**APPENDIX D5.
Disconnect Letter**

Date

ABC Company
123 Any Street
Livonia, MI 12345

Subject: Discontinuation of Energy Supply by [Supplier ABC](#)

Re: Account Number [XXXXXXXXXX](#)

Dear Customer:

This letter is to notify you that your current Alternative Electric Supplier (AES) will no longer be supplying your energy at [123 Any Street](#) for meter number [1234567](#).

(Paragraph based on indicator)

<p><i>Moved</i></p>	<p>You are receiving this letter because DTE Electric has been notified that you are moving out of this location.</p> <p>If you are moving within DTE's service area, your new location will be set up on a DTE Electric Full Service rate. You may arrange for energy service from an AES, to commence after the first billing period at your new location, subject to the procedures adopted by the Michigan Public Service Commission ("MPSC") on September 29, 2009 in Case No. U-15801 et. al.; or you may choose to remain on DTE Electric Full Service rates. If you are interested in contacting a new AES, the Michigan Public Service Commission provides a list of Alternative Electric Suppliers. You can visit their web site at www.michigan.gov/mpsc.</p>
<p><i>New Owner / Demolition</i></p>	<p>You are receiving this letter because DTE Electric has been notified of a transfer of ownership at this location. <i>(if applicable)</i> DTE has received a demolition request for this location.</p>
<p><i>Shut Off</i></p>	<p>You are receiving this letter because your service was shut off due to your failure to pay past due amounts owed to DTE Electric. Your AES has been notified that they will no longer be supplying your energy.</p> <p>To have your service restored, you must pay all monies owed to DTE (both past due and current amounts owed) plus a security deposit. Once restored, you will return to DTE Electric as a Full Service Customer.</p> <p>Under the MPSC Order U-13808, as a Full Service customer with DTE Electric, should you decide to switch to another AES prior to 12 months from the return to Full Service, you may be subject to a one-time Market Priced Power Charge that is calculated on all previous months. For more information on the Market Priced Power Charge, call the telephone number listed below.</p>

If you have questions regarding this, please contact [DTE Electric Choice Customer Support at 888.235.3535](#) **OR** [Account Manager at XXX.XXX.XXXX](#).

Sincerely,

Electric Choice Customer Support

APPENDIX D6. RTS Letter

Date

EC
ABC Company
123 Any Street
Livonia, MI 12345

Re: Account Number XXXXXXXXXXXXX

Dear Customer:

This letter is to inform you about the Retail Access Service Rider's Notice Provision regarding customer Intent to Return to Full Service. This notice provision may require action on your part by December 1, **YYYY1** if you intend to return to DTE Electric's Full Service tariffs any time between December 1, **YYYY1** and September 30, **YYYY2**. **Note: Customers who do not intend to take DTE Electric Full Service before September 30, **YYYY2** should not respond to this letter.**

The notice provision is contained in "Section 5. Term, Commencement of Service and Return to Full Service" of the Retail Access Service Rider, which states, in part:

- Retail Access shall have a minimum term of two years.
- Current Electric Choice Customers shall have until December 1, **YYYY1**, to provide notice of their intent to take Full Service from DTE Electric during the following summer, defined as the billing periods from June 1 through September 30, **YYYY2**. Submission of such notice obligates the customer to return to Full Service in the month specified and to take such service for one year.
- Any customer who provides notice by December 1, **YYYY1**, and has completed the retail access minimum term, may return without additional MPSC approved charges.
- Any customer who provides notice for summer **YYYY2**, but has not completed the retail access minimum term, shall be required to pay the higher of the applicable tariff energy prices or the market priced power charge for any power taken from the utility until they have completed the retail access minimum term.
- Any customer who fails to give notice for summer by December 1, **YYYY1**, and then takes Full Service during the summer shall be required to pay the higher of the applicable tariff energy prices plus 10%, or the market priced power charge plus 10% for any power taken from the utility (summer premium).
- Any customer, who fails to give notice by December 1, **YYYY1**, for summer **YYYY2**, and then returns to Full Service will be asked to select a return pricing option: Option 1—12-month commitment, or Option 2—Short-term Full Service with Market Pricing. Such returning customers who select Option 1, and have completed their Electric Choice minimum stay, will return to normal tariff Full Service pricing for the non-summer months, but still must pay the summer premium in **YYYY2**.

We suggest you access the Retail Access Service Rider at <http://www.dteenergy.com/pdfs/retailAccessServiceRider.pdf>, to assist you with your efforts to compare and evaluate available service options.

You must notify DTE, by December 1, **YYYY1**, if you intend to return to Full Service on or before September 30, **YYYY2**, in order to avoid additional charges. The return to full service will be effective on the regular meter reading date in the specified month. For your convenience, a notice form is attached.

Notice may be submitted to DTE in writing in one of the following ways:

Mail to:
DTE Electric Choice
One Energy Plaza, 1045 WCB
Detroit, MI 48226-1221

Fax to:
Electric Choice Customer Support
313.235.3700 or 313.235.0531

If you have any questions, please feel free to contact DTE at 888.235.3535 **OR** Account Manager at XXX.XXX.XXXX.

Sincerely,
Electric Choice Customer Support

Important Information About Return to Full Service & the Notice Form

1. The Notice Provision is governed by the Retail Access Service Rider, Section 5. Term, Commencement of Service and Return to Full Service.
2. **Reminder: If you do not intend to return to DTE Electric Full Service rates on or before September 30, [YYY2](#), you should not return a notice form.**
3. We urge you to use the accompanying form to provide your notice since it helps to assure accurate account information is received.
4. **Part 1—Customer Information** is pre-filled with customer account information contained in our billing system. If you have multiple meters at your location, please note that due to space considerations, we have printed only one meter number in the meter section.
5. **Part 2—Customer Authorization** must be completed, signed and dated by an individual authorized to make changes to your account. Be sure to include return month (for example, “July”), and a contact phone number.
6. Return to Full Service will occur on the regular meter reading date of the month you specify. Your one-year commitment to remain on Full Service begins at that time.
7. Your Notice of Intent to Return to Full Service is binding, and may not be changed or revoked, for any reason, after the notice period ends December 1, [YYY1](#). **We strongly recommend you review your AES contract Terms & Conditions as you consider this decision.**
8. You have the right to revoke or modify your Notice, in writing, before the notice period ends on December 1, [YYY1](#).
9. Incomplete forms will be returned by U.S. Mail.
10. Notice forms must be faxed or postmarked by December 1, [YYY1](#), in order for you to return to Full Service without additional cost (Market Priced Power charges).
11. We recommend you keep a copy for your records. If you fax your notice form, we recommend you keep a record of your fax transmission.
12. DTE will acknowledge receipt of your submitted notice form.

Notice of Customer Intent to Return to Full Service

Proper completion of the following form and submittal to DTE Electric will provide notice of the identified Customer's intention to return to Full Service on or before September 30, **YYY2**. In order to avoid certain Commission approved additional charges, DTE must receive this notice on or before December 1, **YYY1** if you plan to take Full Service any time during the summer billing months of June through September **YYY2**. Return to Full Service will occur on the regular meter reading date of the Return Month you specify below.

Please fill out the form below ensuring that all sections are complete and accurate. Upon completion, fax to **313.235.3700 or 313.235.0531** or mail to DTE Electric Choice, One Energy Plaza, 1045 WCB, Detroit, MI 48226-1221.

PART 1 – CUSTOMER INFORMATION			
Customer/Company Name			
Service Address	City	State	ZIP
DTE Account Number	DTE Meter Number		
PART 2 – CUSTOMER AUTHORIZATION			
I, the undersigned, am duly authorized to make changes to the above indicated electric customer's account and hereby authorize and provide notice to DTE Electric to return my accounts to Full Service on the regular meter read date of the month/year specified below.			
Return Month: _____, YYY2			
Name of Authorized Person (PLEASE PRINT)		Customer/ Company Name	
Authorized Signature		Title/Position (if applicable)	
Customer Telephone Number		Today's Date	

Please note:

1. Submission of this form commits the customer to return to DTE Electric Full Service rates on the cycle read date of the billing month specified, and remain on such service for 12 months.
2. Forms must be postmarked or faxed to DTE on or before December 1, **YYY1**.
3. Failure to fill in all boxes in Part 2—Customer Authorization, will result in rejection of your notice form.
4. **Do not return this form if you do not intend to return to Full Service between December 1, **YYY1** and September 30, **YYY2**.**

**APPENDIX D7.
Future Drop Letter**

Date

ABC Company
123 Any Street
Livonia, MI 12345

Re: Account Number XXXXXXXXXXXX

Dear Customer:

This letter acknowledges our receipt of your Notice of Intent to Return to Full Service form, wherein you specify the electric energy supply for your facility at [123 Any Street](#) for meter number [1234567](#) will return to DTE Electric Full Service in [Month YYYY](#).

(Paragraph based on indicator)

<i>EC term met (>=24 months)</i>	On your return, you will have completed your retail access minimum term.
<i>EC term not met (<24 months)</i>	On your return, you will have completed XX months of the retail access service two-year minimum term.

(Paragraph based on indicator)

<i>EC term met</i>	You will return to Full Service at standard tariff pricing and will be required to take such service for a minimum term of one-year.
<i>EC term not met</i>	You will return to Full Service at standard tariff pricing and will be required to take such service for a minimum term of one year. You may be subject to market pricing for XX months, which represent the balance of your incomplete retail access service two-year minimum term. These additional charges are outlined in Section 5 of the Retail Access Service Rider—Term, Commencement of Service and Return to Full Service—as approved by the Michigan Public Service Commission (MPSC) in Case U-13808. If you would like to view the MPSC Order in Case U-13808, and the revised Retail Access Service Rider, you can view them on the MPSC web site at www.michigan.gov/mpsc .

If you believe this letter was sent in error, or if you have any questions regarding this, please contact [DTE Electric Choice Customer Support at 888.235.3535](#) **OR** [Account Manager at XXX.XXX.XXXX](#).

Sincerely,

Electric Choice Customer Support



**APPENDIX D8.
AES Switch Letter**

Date

ABC Company
123 Any Street
Livonia, MI 12345

Re: Account Number XXXXXXXXXXXX

Dear Customer:

(Paragraph based on indicator)

<i>Single Location</i>	This letter is to notify you that your current Alternative Electric Supplier (AES, listed below) will no longer be your energy service provider for your electric service located at 123 Any Street for meter number 1234567 . *Your new AES will be your energy service provider as of MM/DD/YYYY .
<i>Multiple Locations</i>	This letter is to notify you that your current Alternative Electric Supplier (AES, listed below) will no longer be your energy service provider for your electric service. Your new AES (listed below) will be your energy service provider for the following locations.

(Note: the table below is only used when there are multiple locations/meters under one account number)

Location	Meter Number	*Scheduled Date

Previous AES: **Supplier ABC**
New AES: **Supplier XYZ**

(Paragraph based on the billing option selected by the AES)

<i>Complete Billing</i>	Your AES has requested that DTE bill you on their behalf. Therefore, your DTE bill will provide itemized detail for both your distribution charges and your energy charges. You will pay the total amount of the bill to DTE, who will then forward the portion of the payment due to Supplier XYZ .
<i>Separate Billing</i>	Your AES has chosen to bill you directly for your energy usage. DTE will bill you separately for the distribution charges.

DTE will continue to be responsible for delivering the electricity to you. Therefore, any outages or other delivery problems should still be directed to DTE Customer Service at 800.477.4747.

If you have questions regarding this, please contact **DTE Electric Choice Customer Support at 888.235.3535 OR Account Manager at XXX.XXX.XXXX**.

Sincerely,

Electric Choice Customer Support

*Please note, your scheduled date(s) could vary.

**APPENDIX D9.
Enrollment Hold Letter**

Date

ABC Company
123 Any Street
Livonia, MI 12345Re: Notice of Electric Choice Enrollment Hold
Account Number XXXXXXXXXXXX

Dear Customer:

An Alternative Electric Supplier (AES), [Supplier ABC](#), has notified DTE Electric that you have authorized them to be your new energy supplier *(if applicable)* beginning [Month YYYY](#) for the following locations:

Location	Meter Number

This letter is to notify you that your enrollment will be deferred at this time because DTE has reached its 10% Cap on Electric Choice participation in accordance with the procedures adopted by the Michigan Public Service Commission ("MPSC") on September 29, 2009 in Case No. U-15801.

Pursuant to the procedures adopted by the MPSC, your enrollment request has been placed in a queue and you will be enrolled, subject to Customer Group, on a first-come, first-served basis. If space becomes available under the Cap, DTE will notify your AES by telephone or e-mail and your AES will have two business days to notify DTE via telephone or e-mail of your desire to accept your energy allotment. Thereafter, you will receive notification of a switch date to Electric Choice service.

For more information, please refer to the MPSC Order in Case No. U-15801, available on the MPSC Web site at www.michigan.gov/mpsc.

If you have any questions regarding this, please contact DTE Electric Choice Customer Support at 888.235.3535.

Sincerely,

Electric Choice Customer Support



**APPENDIX D10.
AES Queue Switch Letter**

Date

ABC Company
123 Any Street
Livonia, MI 12345

Re: Notice of AES Switch
Account Number XXXXXXXXXXXX

Dear Customer:

On MM/DD/YYYY, an Alternative Electric Supplier (AES), Supplier ABC, notified DTE Electric that you had authorized them to be your new energy supplier *(if applicable)* beginning Month YYYY for the following locations:

Location	Meter Number

Shortly thereafter, you received notice that your enrollment was deferred because DTE had reached its 10% Cap on Electric Choice participation, and in accordance with the procedures adopted by the Michigan Public Service Commission ("MPSC") on September 29, 2009 in Case No. U-15801, your enrollment request was placed in a queue.

This letter is to notify you that another AES, Supplier XYZ, has notified DTE that they will be your new energy supplier instead. DTE will update your enrollment information to reflect this change, without impacting your position in the queue. If space becomes available under the Cap, you will be enrolled, subject to Customer Group, on a first-come, first-served basis based on your original enrollment request date.

If you have any questions regarding this, please contact DTE Electric Choice Customer Support at 888.235.3535.

Sincerely,

Electric Choice Customer Support

**APPENDIX D11.
Meter Profile Change Request Letter**

Date

ABC Company
123 Any Street
Livonia, MI 12345

Re: Account Number XXXXXXXXXXXX

Dear Customer:

This letter is to notify you that your electric metered service will change from *(based on indicator)*

<i>D3 – OAEMS to SLP</i>	Optional Advanced Electric Metered Service to Standard Energy Metered Service. *This change is scheduled to take place on your next scheduled read date.
<i>D4 – OAEMS to SLP</i>	Optional Advanced Electric Metered Service to Standard Energy with Demand Metered Service. *This change is scheduled to take place on your next scheduled read date.
<i>D3 – SLP to OAEMS</i>	Standard Energy Metered Service to Optional Advanced Electric Metered Service. *This change is scheduled to take place on your next scheduled read date.
<i>D4 – SLP to OAEMS</i>	Standard Energy with Demand Metered Service to Optional Advanced Electric Metered Service. *This change is scheduled to take place on your next scheduled read date.

This change in electric metered service was initiated by *(based on indicator)*

<i>Customer</i>	your request.
<i>AES</i>	your Alternative Electric Supplier's request.

(based on indicator)

<i>OAEMS to SLP</i>	<p>You will be notified of your scheduled "switch" date after DTE has visited your location to perform the required meter installation work and verified successful communication from the meter to DTE's data collection systems.</p> <p>You will no longer be assessed the monthly charge for Optional Advanced Electric Metered Service after your switch date.</p>
<i>D3 – SLP to OAEMS</i>	<p>The monthly charge for Optional Advanced Electric Metered Service for customers on Business Electric Service (CSB) OR General Service (KCS) rate 110 is \$25.00</p> <p>You will be notified of your scheduled "switch" date after DTE has visited your location to perform the required meter installation work and verified successful communication from the meter to DTE's data collection systems.</p>

**APPENDIX D11.
Meter Profile Change Request Letter**

<i>D4 – SLP to OAEMS</i>	The monthly charge for Optional Advanced Electric Metered Service for customers on Business Electric with Demand Service (CSB) OR Large General Service (KCS) rate 112 is \$20.75 You will be notified of your scheduled “switch” date after DTE has visited your location to perform the required meter installation work and verified successful communication from the meter to DTE’s data collection systems.
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If you have questions regarding this, please contact **DTE Electric Choice Customer Support** at **888.235.3535** **OR** **Account Manager** at **XXX.XXX.XXXX**.

Sincerely,

Electric Choice Customer Support

* Please note, your scheduled date may vary.



**APPENDIX D12.
Meter Profile Change Date Letter**

Date

ABC Company
123 Any Street
Livonia, MI 12345

Re: Account Number XXXXXXXXXXXX

Dear Customer:

This letter is to notify you that your requested electric metered service change to *(based on indicator)*

<i>D3 – OAEMS to SLP</i>	Standard Energy Metered Service has been completed. Alternative Electric Supplier (AES) Supplier XYZ will continue to supply energy for your electric service at 123 Any Street for meter number 1234567 . *The change to your billing for this service is scheduled to take place on MM/DD/YYYY .
<i>D4 – OAEMS to SLP</i>	Standard Energy with Demand Metered Service has been completed. Alternative Electric Supplier (AES) Supplier XYZ will continue to supply energy for your electric service at 123 Any Street for meter number 1234567 . * The change to your billing for this service is scheduled to take place on MM/DD/YYYY .
<i>D3 – SLP to OAEMS</i>	Optional Advanced Electric Metered Service has been completed. Alternative Electric Supplier (AES) Supplier XYZ will continue to supply energy for your electric service at 123 Any Street for meter number 1234567 . * The change to your billing for this service is scheduled to take place on MM/DD/YYYY . The monthly charge for Optional Advanced Electric Metered Service for customers on Business Electric Service (CSB) OR General Service (KCS) rate 110 is \$25.00.
<i>D4 – SLP to OAEMS</i>	Optional Advanced Electric Metered Service has been completed. Alternative Electric Supplier (AES) Supplier XYZ will continue to supply energy for your electric service at 123 Any Street for meter number 1234567 . * The change to your billing for this service is scheduled to take place on MM/DD/YYYY . The monthly charge for Optional Advanced Electric Metered Service for customers on Business Electric with Demand Service (CSB) OR Large General Service (KCS) rate 112 is \$20.75.

DTE Electric will continue to be responsible for delivering the electricity to you. Therefore, any outages or other delivery problems should still be directed to DTE Customer Service at 800.477.4747.

If you have questions regarding this, please contact **DTE Electric Choice Customer Support at 888.235.3535 OR Account Manager at XXX.XXX.XXXX**.

Sincerely,

Electric Choice Customer Support Center

*Please note, your schedule date(s) could vary.



**APPENDIX D13.
Cancel Meter Profile Change Letter**

Date

ABC Company
123 Any Street
Livonia, MI 12345

Re: Account Number XXXXXXXXXXXX

Dear Customer:

Your Alternative Electric Supplier, [Supplier XYZ](#), recently requested DTE Electric to change your electric metered service from *(based on indicator)*

<i>D3 – OAEMS to SLP</i>	Optional Advanced Electric Metered Service to Standard Energy Metered Service.
<i>D4 – OAEMS to SLP</i>	Optional Advanced Electric Metered Service to Standard Energy with Demand Metered Service.
<i>D3 – SLP to OAEMS</i>	Standard Energy Metered Service to Optional Advanced Electric Metered Service.
<i>D4 – SLP to OAEMS</i>	Standard Energy with Demand Metered Service to Optional Advanced Electric Metered Service.

Subsequently, DTE has been notified to cancel this change request for meter number [1234567](#) located at this address.

You will remain on *(based on indicator)*

<i>D3 – OAEMS to SLP</i>	Optional Advanced Electric Metered Service. The monthly charge for Optional Advanced Electric Metered Service is \$25.00 for Business Electric Service (CSB) OR General Service (KCS) (rate 110).
<i>D4 – OAEMS to SLP</i>	Optional Advanced Electric Metered Service. The monthly charge for Optional Advanced Electric Metered Service is \$20.75 for Business Electric with Demand Service (CSB) OR Large General Service (KCS) (rate 112).
<i>D3 – SLP to OAEMS</i>	Standard Energy Metered Service.
<i>D4 – SLP to OAEMS</i>	Standard Energy with Demand Metered Service.

If you have any questions regarding this, please contact [DTE Electric Choice Customer Support at 888.235.3535](#) **OR** [Account Manager at XXX.XXX.XXXX](#).

Sincerely,

Electric Choice Customer Support