

# Utility and Shut Off Assistance

How do I know if I qualify as a low income customer?

The following Programs below are offered to all DTE customers.



## United Way 211

United Way 2-1-1 is a free phone service that links people with information or agencies that can help with utility assistance and other needs. Call 211.

## Credit Counseling

DTE Energy works with Green Path, a non-profit consumer credit counseling service, to help you develop a budget. For more information, call 888.235.1003.

## Double-Notice Protection Plan

Let DTE Energy send a duplicate shut-off notice to a friend, relative or agency. Your designate is not responsible for paying the overdue bill; the duplicate notice simply alerts them to take some action on your behalf. For more information, call 800.477.4747.

## Medical Emergencies

Shut off due to non-payment may be postponed up to 21 days due to a medical emergency. Written proof from a doctor or notice from a public health official stating that service shut off will aggravate an existing medical emergency must be provided. For more information, call 800.477.4747.

## Shut Off Protection Plan (SPP)

The Shut-Off Protection Plan is available to all residential customers regardless of income, and can provide year-round protection from shut off if payments are maintained. This plan is designed to help you manage your energy use by setting up a monthly payment plan. The past due balance is divided in equal installments for a period of 9 months to 24 months based on eligibility. The monthly payment amount is calculated based on the past due balance and projected future bills. Please contact Customer Service at 800.477.4747.

## Shut off Protection: Active Duty in the Military

If you or your spouse is called to full-time active military service during a time of declared national or state emergency or war, you may apply for shut-off protection for up to 90 days. For more information, call 800.477.4747.

## Energy Efficiency Assistance Program

Assistance with home weatherization may be available to those who meet the household income guidelines. Weatherization includes caulking, weather stripping, insulation and programmable thermostat. For more information on the low-income energy optimization program, please call 866.976.0512 or your local community action agency or United Way at 211.

## State Emergency Relief Program (SER)

This program is available year-round to assist low-income households that have a shut-off notice. For more information, contact the nearest Department of Human Services (DHS) office. Call their Energy Assistance Hotline at 855.275.6424 or visit [mi.gov/mibridges](http://mi.gov/mibridges). You do not have to be a DHS client to apply.

## Residential Income Assistance Credit

Low income customers may qualify for a \$6 per month credit on their account (\$12 per month if served by both DTE Electric and DTE Gas). For more information, call 800.477.4747.

If your services are shut off or scheduled to be shut off apply for State Emergency Relief through your local Michigan Department of Human Services (MDHS) office in person, online at [www.michigan.gov/mibridges](http://www.michigan.gov/mibridges), or call their energy assistance hotline at 1.855.275.6424

**The Heat and Warmth Fund (THAW)**

Customers who meet THAW's income guidelines and who are in arrears and are in shut-off status or have been disconnected, may be eligible for assistance. For more information, call 800.866.THAW(8429).

Prior to seeking THAW assistance, contact your utility provider to learn about payment options that may be available to you:

- DTE Energy - 1-800-477-4747
- Consumers Energy - 1-800-477-5050
- SEMCO Energy - 1-800-624-2019
- Michigan Gas Utilities - 1-800-401-6402

**Additional Resources for Utility Assistance**

Salvation Army: 1-313-361-6136, ext. 351 or 353 (only certain zip codes may be eligible)  
 St. Vincent de Paul: 1-313-393-2930

**Winter Protection Plan (WPP)**

This plan protects seniors and low-income customers from shutoff due to non-payment between Nov. 1 and March 31. During this period, customers must pay a budget amount that consists of a portion of their estimated annual bill plus regular payments on any past-due bills. After March 31, the required bill payment will increase to cover the winter bills and must be paid in full before the next heating season. For more information or to enroll, call DTE Energy at 800.477.4747 between Nov. 1 and March 31.

**You must meet at least one of the following requirements:**

- Age 62 or older
- Receive Department of Human Services cash assistance
- Receive Food Assistance Program (FAP)
- Receive Medicaid
- Meet Federal Income Guidelines 150% or below (*see Income Guidelines chart*)

**Income Eligibility Guidelines.**

Number of Household Members and/or Exemptions	Federal Income Guidelines: Maximum Income	Household Income Guidelines Maximum Income	HHC Income Guidelines Maximum Income
1	\$16,755	\$22,340	\$12,299
2	\$22,695	\$30,260	\$16,671
3	\$28,635	\$38,160	\$21,014
4	\$34,575	\$46,100	\$25,357
5	\$40,515	\$54,020	\$29,728
6	\$46,455*	\$61,940**	\$34,071***