



THE UNIVERSITY OF CHICAGO  
**THE LAW SCHOOL**  
Abrams Environmental  
Law Clinic

July 26, 2024

*Via E-Filing*

Ms. Lisa Felice  
Executive Secretary  
Michigan Public Service Commission  
7109 West Saginaw Highway  
Lansing, MI 48917

RE: MPSC Case No. U-21534

Dear Ms. Felice:

Please find enclosed the Direct Testimony of Delores Orr on Behalf of Soulardarity and We Want Green, Too and Accompanying Exhibits DAO-321 to DAO-323, along with proof of service for electronic filing in the above-referenced matter. Please do not hesitate to contact me with any questions or comments.

Sincerely,

A handwritten signature in black ink, appearing to read "Mark N. Templeton".

Mark N. Templeton, *pro hac vice*  
6020 S. University Avenue  
Chicago, IL 60637  
Phone: (773) 702-9611  
Email: templeton@uchicago.edu

xc: Parties to Case No. U-21534

STATE OF MICHIGAN  
BEFORE THE MICHIGAN PUBLIC SERVICE COMMISSION

In the matter of the application of **DTE** )  
**ELECTRIC COMPANY** for authority to ) Case No. U-21534  
increase its rates, amend its rate schedules )  
and rules governing the distribution and ) ALJ Sally L. Wallace  
supply of electric energy, and for )  
miscellaneous accounting authority. )

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**DIRECT TESTIMONY OF DELORES ORR**

**ON BEHALF OF**

**DETROIT AREA ADVOCACY ORGANIZATIONS  
(SOULARDARITY AND WE WANT GREEN, TOO)**

July 26, 2024

1 **I. INTRODUCTION & SUMMARY**

2 **Q: Please state your name, occupation, and address.**

3 **A:** My name is Delores Orr. I am retired and served as a Vice President of the East Village  
4 Association and President of the Cadillac Blvd. Block Club. My address is 1378 Cadillac  
5 Boulevard, Detroit, MI 48214.

6

7 **Q: Have you participated in any previous MPSC proceedings?**

8 **A:** No.

9

10 **Q: Please describe your education and professional background.**

11 **A:** I graduated from Southeastern High School in Detroit and attended Detroit Business  
12 Institute in about 1967 or 1968. Professionally, I have held roles at General Motors,  
13 where I focused on community relations, and later at the Michigan Department of Health  
14 and Human Services in the children's department. In that role, I would look after children  
15 while a parent or guardian met with a social worker. Since retiring, I have devoted much  
16 of my time to several local community organizations, including the Eastside Community  
17 Network, East Village Association, and Cadillac Blvd. Block Club.

18

19 **Q: Please describe your involvement in the community over the last decade.**

20 **A:** Around 2010, I joined the Eastside Community Network (ECN) as a community member,  
21 and later I became a steering committee member. ECN primarily leads efforts on climate  
22 equity, community economic development, sustainable housing, community wellness,

1 and youth development to “promote social cohesion, neighborhood sustainability,  
2 community participation, and resident empowerment.”<sup>1</sup>

3 In approximately 2015, I started volunteering with the East Village Association  
4 and have since joined its board as vice president. The mission of the East Village  
5 Association is to bring the community together for the enjoyment of the East Village and  
6 to ensure our voices are heard. In recent years, we have established a community park  
7 and garden; looked at things like the water rates, DTE rates, and alley lights to make sure  
8 that people can keep their homes and stay in our community; advocated for community  
9 resources and involvement in local development projects; done a lot of outreach to  
10 elected officials and attended City Council meetings; and organized seasonal celebrations  
11 like Christmas events with community giveaways. Since turning our attention toward  
12 developers purchasing vacant lands in our community, we have also established a  
13 community land trust to ensure the community can be part of purchasing the land and has  
14 a say in how the land is used, and I serve on this committee. Separately, we are also  
15 applying for a grant for bike racks in the community.

16 Around 2020, in response to the COVID-19 pandemic, I re-established the  
17 Cadillac Blvd. Block Club to provide resources and support to Eastside community  
18 members. For example, we participated in a sidewalk program to direct the city’s  
19 attention to needed repairs, and we are currently working with community members to  
20 support women entrepreneurs in the neighborhood. We have also previously helped some  
21 residents restore their heat after DTE Gas had shut off service, although this is an  
22 ongoing project as the family still only has heat on one floor of their home. I continue to

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<sup>1</sup> Ex. DAO-321, *Who We Are*, EASTSIDE CMTY. NETWORK DETROIT (last accessed July 18, 2024), <https://www.ecn-detroit.org/mission-and-history> at 2.

1 work with DTE and other contacts to resolve this issue fully before winter sets in.  
2 Beyond this, we help different families each year during Christmas by providing food,  
3 clothes, beds, and other necessities, often in collaboration with local schools and social  
4 workers.

5 Outside of the three above organizations, I also volunteer at my grandson's school  
6 and am active in my church community.

7  
8 **Q: Are you a DTE customer?**

9 **A:** Yes, I am a DTE Electric and DTE Gas customer. I first became a DTE Electric account  
10 holder in 1969 and have always been with DTE for my electric service. As of July 20<sup>th</sup>, I  
11 am living alone. However, three of us lived in my home for a few years—my daughter,  
12 my grandson, and me. My daughter bought a house down the street during COVID-19,  
13 but she has had a Section 8 tenant who only recently moved out. It took her three years  
14 and numerous court battles to get the tenant out finally. So, my daughter and grandson  
15 were staying with me temporarily. Now, it is just me in the household.

16  
17 **Q: Please describe your overall experience as a DTE Electric customer.**

18 **A:** Overall, my experience as a DTE Electric customer has not been desirable to me and has  
19 been rocky at best. As described below, while DTE offers various programs, they tend  
20 not to meet my needs. One of the significant issues I face is DTE's lack of promptness in  
21 resolving issues, such as when I need help with my bills or there is a power outage in my  
22 neighborhood. These challenges make it very frustrating and difficult to deal with DTE. I

1 am testifying so the Commission can consider these experiences as it evaluates the  
2 Company's current rate request.

3  
4 **Q: How have you organized your testimony?**

5 **A:** I have organized my testimony as follows:

6 Part II: Power Outages;

7 Part III: Financial Assistance;

8 Part IV: Shutoffs;

9 Part V: Home Protection Plus; and

10 Part VI: Customer Service.

11  
12 **Q: Are you sponsoring any exhibits?**

13 **A:** Yes, I am sponsoring the following exhibits.

14 DAO-321. *Who We Are*, EASTSIDE CMTY. NETWORK DETROIT (last accessed July 18,  
15 2024), <https://www.ecn-detroit.org/mission-and-history>

16 DAO-322. DTE Electric's Response to DAAO's Third Discovery Request,  
17 DAAODE-3.4c

18 DAO-323. Bill from DTE to Delores Orr (Jan. 31, 2024)

19  
20 **II. POWER OUTAGES**

21 **Q: How often do you experience power outages?**

22 **A:** We have had power outages throughout the winter every year and in the summer every  
23 year. It goes out so often—and sometimes for days. It does not make sense. Within the

1 last year alone, I have experienced at least four or five power outages. It seems that  
2 whenever the wind blows, the power goes out. It happens more often than you would  
3 think and is always unexpected. When my power goes out, I hear the neighbors always  
4 yell, “Is your power out too?” And then we remind each other to report the outage to  
5 DTE. Once we’ve contacted DTE, the Company seems to always report that the outage is  
6 something about a transformer that blew out, a storm downing lines, or an accident  
7 hitting a transformer. There’s always something.

8  
9 **Q: Can you describe your experience with power outages?**

10 A: It is one of the worst things that can happen during the winter because I cannot heat my  
11 home. And it seems the outages always occur in the winter. It is hard to survive without  
12 heat. I have a wood-burning furnace that I can turn on to heat my home. I purchase wood  
13 every year (and sometimes receive wood donations) so that I can light my fireplace in the  
14 winter—largely in anticipation of outages. Even with the fireplace, it is easy for the heat  
15 to escape, and it won’t reach rooms like my bedroom. I try to use many blankets when  
16 outages occur, but the blankets cannot keep you fully warm. I bring out a tarp to help  
17 retain heat in the winter if necessary.

18 Moreover, I cannot open my fridge, cook with my stove, or do almost anything  
19 else. If there is an outage in the entire area, there are no restaurants from which we can  
20 order food. I had to cook in a pot over my fireplace once because the power went out.  
21 But, if the outage lasts a few days, I will lose food, making it difficult to cook.

1 **Q: Do you have a backup generator?**

2 **A:** No, I do not have a generator. There are many people like me without a generator—and  
3 many without a fireplace. I have no idea how to use a generator. I do not understand how  
4 you set it up outside or connect it to the house. I have never attempted to use one.

5 Because of these barriers, I have not been able to consider getting a generator seriously.

6 There is not much I can do, so I just make do with my wood-burning fireplace and  
7 flashlight; I hang curtains in the living room where the fireplace is in order to keep warm  
8 in the winter when there are outages, and I hope the power comes back on soon.

9

10 **Q: Have you received outage credits from DTE?**

11 **A:** No, not that I can recall. I remember that DTE said in the past that we could receive an  
12 outage credit if we mailed something, but I mailed in my documents and never got  
13 reimbursed. But I understand that the outage credit rules have changed since then, so  
14 outage credits are now automatic after a certain period. The Company should give  
15 residents a meaningful amount back to compensate for the outage's costs and burdens.

16

17 **Q: While DTE Electric currently pays for outage credits out of its profits, the Company**  
18 **has requested that ratepayers pay for outage credits “caused by events outside DTE**  
19 **Electric’s control.”<sup>2</sup> Do you have any concerns with this request?**

20 **A:** Yes, I have significant concerns with this request. It seems entirely unreasonable  
21 to ask ratepayers to bear the cost of outage credits. Why should we, the customers, have

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<sup>2</sup> Crozier Direct Testimony at 31.

1 to pay for outages that result from their faulty equipment or extreme weather events,  
2 events that are 100% out of the customers' control?

3 Currently, DTE covers these costs from their shareholder profits, which is fair  
4 since they provide the service. If they want to raise rates and make us pay for outages, it  
5 feels like they are trying to shift their responsibility onto us. It is particularly suspect that  
6 the Company does not know how this request will impact ratepayers; it claims it has not  
7 "forecast outage credit payments and therefore cannot provide an expected ratepayer  
8 impact."<sup>3</sup> We already pay enough for their services, and it seems unjust to ask us to cover  
9 additional costs, especially when we're the ones suffering during these outages.

10 It is also concerning because if DTE starts charging ratepayers for these credits,  
11 how will we know if the charges are justified? They could bill us whatever they want,  
12 and we would have no way to verify if the amount is accurate or fair. This proposal just  
13 does not seem right, and I do not think any ratepayer would agree to it.

14  
15 **III. FINANCIAL ASSISTANCE**

16 **Q: In your opinion, are DTE Electric's monthly bills affordable?**

17 **A:** No. They are not affordable, and I believe DTE is not concerned about the affordability  
18 of our bills. I am always the one who needs to reach out for help if I am struggling to pay  
19 the bill, and they have never given me any leeway when it comes to being late on a  
20 payment. If I do not make a payment, I know the Company will shut off my electricity. I  
21 do not think they care at all about anything but the money.

22  

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<sup>3</sup> Ex. DAO-322, DTE Electric's Response to DAAO's Third Discovery Request, DAAODE-3.4c, at 1.

1 **Q: Do you have any concerns about the approximately 10% residential rate increase<sup>4</sup>**  
2 **that the Company is requesting?**

3 **A:** Yes, it is ridiculous. How can they justify asking for such a large increase without  
4 understanding or communicating the impact it will have on us? It feels like they are  
5 asking us to blindly trust them with our money, and that is not acceptable. We ratepayers  
6 deserve to know exactly how our rates will be affected and why.

7  
8 **Q: Are you enrolled in any DTE low-income assistance program?**

9 **A:** No, I believe I am not currently enrolled in any DTE low-income assistance program. I  
10 was previously enrolled in the Low-Income Self-Sufficiency Plan (LSP), but I am no  
11 longer in the program. DTE graduated me out of LSP.

12  
13 **Q: How did you first enroll in LSP?**

14 **A:** I first learned about LSP around 2017 when the Accounting Aid Society was helping me  
15 file my taxes. The organization had literature about the program, and I discussed it then.  
16 Through DTE, you very seldom hear about these programs unless you call someone to  
17 talk or find someone in person. The Company does not really advertise them well; it  
18 rarely tells you anything that is happening, and it seems like there are very few programs  
19 that DTE brings to the community. So, I had to take the initiative to find out more about  
20 LSP. Later that year, I attended a DTE community resource fair, possibly hosted by East  
21 Side Community Network, where the Company had a table accepting applications.

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<sup>4</sup> Attachment 2 of DTE Electric's Application in this case shows that the Company is seeking a 9.6% increase in residential rates (line 10, column e), the bulk of which comes from the increase in the Time of Use rate (line 7).

1 **Q: Please describe your experience in the LSP.**

2 **A:** Honestly, the whole experience has been a bit of a rollercoaster. I am not in the LSP  
3 anymore; they graduated me from the program in 2022. I've been in the LSP program at  
4 least twice. When DTE first released me from the program a couple of years ago, I tried  
5 to rejoin immediately because I needed the support. I could not pay my bills without it,  
6 and I was worried about what would happen if I was not able to get back into LSP. If I  
7 recall correctly, I was volunteering at a Salvation Army event, and some DTE  
8 representatives were present. They talked about the LSP there, so I applied right there to  
9 re-enroll. For this reason, I try to attend as many community events and fairs as I can  
10 because it is where I get most of my information and support. It feels like you have to be  
11 proactive and seek out help because DTE doesn't make it easy.

12

13 **Q: Did DTE notify you of your graduation? How do you feel about you being considered**  
14 **a successful “graduate” of LSP?**

15 **A:** Yes, they informed me that I had graduated from LSP through a letter in 2022, I think it  
16 is quite silly and a very low bar for DTE to consider me a successful “graduate” just  
17 because I have not been shut off in 24 months. My income and lifestyle have not  
18 significantly changed, and the small increase in Social Security I received is not enough  
19 to cover what LSP used to cover. To me, a successful low-income assistance program  
20 should provide ongoing support until there is a real and sustainable improvement in a  
21 person's financial situation. It should consider whether people can afford their bills  
22 without assistance, not just whether they have managed to avoid shutoffs for a certain  
23 period. True success means being able to pay for utilities comfortably without having to

1 choose between electricity and other essential needs like food or medication. Either way,  
2 no customer should be “graduated” without being able to prove that they can support  
3 themselves, and they should be notified well in advance.

4  
5 **Q: Do you plan to try to re-enroll in LSP in the future?**

6 **A:** I will assess how things go this winter while I am alone in the house. If I find the need to  
7 reapply, I will. With this upcoming winter, I know how crucial that support is, so I may  
8 reapply. The LSP program has been a lifeline for me, helping me manage my bills and  
9 keep my services on so I really appreciated the help it provided me.

10  
11 **Q: Are you aware that DTE offers a Low-Income Assistance (LIA) credit to certain**  
12 **eligible customers?**

13 **A:** No, I was not aware of the specifics of LIA credit before. However, after looking at my  
14 bills, I did notice a \$40 credit listed as “Special Low-Income Credit.”

15 I did not apply for anything, so I assumed it was automatically applied to my  
16 account. I think it is great that DTE provides this credit, but it would have been helpful if  
17 they had clearly communicated this to me. I just thought it was available for seniors, and  
18 I did not know it was part of a specific program. Better information and communication  
19 about these assistance programs would make a big difference for customers like me.

20 I could not afford my bills without the LIA credit, especially during winter. I must  
21 manage my payments very carefully, using my pension and Social Security checks to pay  
22 part of the bill at the beginning of the month and the rest later. Without that \$40 credit, I  
23 would struggle even more, and keeping up with my bills would be a real challenge. I am

1 lucky to have been in the program, even if I did not realize it. If DTE could make these  
2 credits more accessible and easier to understand, it would greatly help those of us trying  
3 to manage our utility bills on fixed incomes.

4  
5 **Q: Are you currently enrolled in BudgetWise?**

6 **A:** No, I am not currently enrolled, but I was in the past for one year in 2021.

7  
8 **Q: Describe your experience with BudgetWise.**

9 **A:** My experience with BudgetWise was disappointing, and ultimately, I would never enroll  
10 in the program again. The program promised lower, more stable bills during certain  
11 months, but it ended with a significant balloon bill during my settlement month—though  
12 I had to pay this much bigger bill by the normal monthly payment deadline. This  
13 approach was not budget-friendly for me because I received unexpectedly high settlement  
14 month bills that were blatantly unaffordable.

15 During my time with BudgetWise, there were occasions when I received  
16 unexpectedly high bills, which I attributed to adjustments due to seasonal changes in  
17 electricity usage. When I reached out to DTE about these high additional amounts, their  
18 response was unhelpful. They simply informed me that I needed to pay the amount due  
19 without offering any assistance or solutions.

1 **Q: Do you have any recommendations regarding the Company's BudgetWise program**  
2 **to help the program better work for you and others like you?**

3 **A:** If DTE is going to have a BudgetWise program, it should avoid having a lump sum  
4 payment at the end of the program. That kind of setup can be very stressful and difficult  
5 to manage. Instead, the program should offer a more predictable and consistent plan. A  
6 structure that prevents a large settlement payment would be much more helpful for  
7 people in my situation.

8

9 **IV. SHUTOFFS**

10 **Q: Have you ever experienced a shutoff of electric service for nonpayment?**

11 **A:** Yes, I experienced a shutoff for nonpayment around fifteen years ago in my current  
12 duplex. It was a very challenging time. I remember everything was shut off—no lights or  
13 heat. My electricity and gas were off for a few weeks, if not longer. It was especially hard  
14 to survive without heat as it gets so cold here. I had to use candles, flashlights, and a tent  
15 to stay warm. It was rough. It was a real problem at night because of how hard it was to  
16 deal with the darkness and cold. I had to go to bed earlier. Without electricity, I also  
17 could not really cook, and I lost a lot of food. DTE put me on a payment plan after that  
18 instance.

19

20 **Q: What can you tell us about your experience receiving any shutoff notices?**

21 **A:** I have received shutoff notices a few times, particularly when I struggled to pay the full  
22 amount at once. It is not a frequent occurrence, but when it happens, it adds a lot of stress  
23 and uncertainty to an already difficult situation. I know I have limited time to come up

1 with the money to avoid losing power. Even if I manage to pay it off in time, it is a  
2 constant worry and a race against the clock. The notice reminds me of how precarious the  
3 situation is and how close I am to losing essential services.

4 I most recently received a notice for nonpayment last year during the winter—and  
5 while I was enrolled in LSP—because I could not pay the full amount at once. I paid  
6 what I could at the time. Even though I received a shutoff notice, I managed to pay it off  
7 a few days before the proposed shutoff date. It was a close call. I was just a few days  
8 away from not meeting the Company’s “success” metric for LSP.

9  
10 **V. HOME PROTECTION PLUS**

11 **Q: Are you currently enrolled in Home Protection Plus?**

12 **A:** Technically, yes, I am. I joined on July 16, 2020, so I have been enrolled for about four  
13 years. However, this might be the last time I enroll.

14 I was taken off the plan for nonpayment because you have to pay the Home  
15 Protection Plus separately and call that number directly. If you have a bill owing and it  
16 says \$320, it does not tell you right there that it is not \$320—it is \$320 minus the \$89 for  
17 the Home Protection Plus. You have to figure it out yourself. If you pay the \$320, DTE  
18 will not send that \$89 to Home Protection Plus.<sup>5</sup> That is how I ended up off the program.  
19 DTE did not pay the money to Home Protection Plus. That is when I was told to make  
20 Home Protection Plus payments directly to them. You just need to know to do that.

21  

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<sup>5</sup> See Ex. DAO-323. Bill from DTE to Delores Orr (Jan. 31, 2024).

1 **Q: Can you describe your overall experience with the Home Protection Plus program?**

2 **A:** My overall experience with the Home Protection Plus program has been mixed.

3 On the positive side, I have had my bathroom sinks get new faucets, which was  
4 helpful. There was also a time when my freezer/icemaker was not working, but the on/off  
5 button had been accidentally turned off. The representative came and turned it on, but it  
6 still counted as an occurrence even though nothing was broken; the button simply had  
7 been switched off. I also had some electrical work done with the outlets. My fridge went  
8 completely out, and they gave me \$500 for a new refrigerator through their “green bucks”  
9 program.

10 However, I lost food twice while waiting for DTE to arrive and try to repair the  
11 refrigerator, and I did not get anything for that, which was a bad experience; also, \$500  
12 simply is not enough for a new refrigerator. You do not use the service every month, and  
13 sometimes you might not call them out for anything during the year. They also used to  
14 allow more work orders, but now they limit you to around ten calls per year, and each  
15 occurrence is counted separately, which makes it less beneficial.

16

17 **Q: Have you encountered any issues or challenges while being enrolled in the Home  
18 Protection Plus program? If so, could you describe them?**

19 **A:** Yes, I have encountered a few issues. One major challenge was being removed from the  
20 program for nonpayment because I did not realize I had to pay the Home Protection Plus  
21 separately, as DTE did nothing to make me aware. Additionally, there were frustrations  
22 with the service limits and losing food due to delayed repairs. However, apart from these,  
23 I have not faced any other major issues, and I continue to be enrolled in the program.

1 Being older, I have a sense of security knowing that if I have an issue, I can call, and it  
2 will eventually be fixed.

3  
4 **VI. CUSTOMER SERVICE**

5 **Q: Describe your experience contacting DTE Electric to resolve issues with your**  
6 **electric service or bills.**

7 **A:** My experience with contacting DTE Electric has not been good. It is hard to get in touch  
8 with customer service. I get more answers if I attend a meeting or find out when one of  
9 the community partners and DTE representatives will be there. That is the only way I  
10 have ever gotten the answers I needed from them. Over the phone, it sounds like they are  
11 not interested in helping you—almost as if they were asleep on the other end. For  
12 example, on July 2nd, I was on hold for thirty minutes and never managed to speak to  
13 anyone. Often, you get put on hold or told to wait for a callback that might not come.  
14 When this happens, I usually try calling a different department and hope they can connect  
15 me to the right person.

16 Overall, DTE is not very communicative. DTE has fairs, and while I try to attend  
17 many of them, they are seldom run by DTE, but they will usually have a booth at an  
18 existing resource fair.

19  
20 **Q: How frequently have you had to contact DTE Electric about a problem?**

21 **A:** If something is going on, I have to call them more than once. But I do not like to call  
22 because I often stay on hold for thirty to forty minutes. I know if I hang up, I will have to  
23 start all over again. In my experience, even if you leave a number for a callback, nobody

1 calls back most of the time. Of course, if you are calling to make a payment over the  
2 phone, it is much different. The representatives are very prompt then.

3

4 **Q: Does this conclude your written Direct Testimony?**

5 **A:** Yes.



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Since 1984, we have driven positive transformation on Detroit's east side.

## Who We Are

For 40 years the *Eastside Community Network* (formerly Warren Conner Development Coalition) has worked tirelessly to develop programs and resources that center the needs of east side residents and amplify their voices with respect to the development of their communities.

## Our Mission

Eastside Community Network develops people, places and plans for sustainable growth on Detroit's east side.

## Our Vision

We envision the east side of Detroit as a community of choice where residents can live, work, play and thrive.

## Our Impact Areas

We make an impact through the the following impact areas:

- Strengthening Our People



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**D O N A T E**

## What We Do

ECN spearheads initiatives that promote social cohesion, neighborhood sustainability, community participation, and resident empowerment.

### Climate Equity

Over the past decade, Eastside Community Network has built a reputation as a leader in the urban climate resilience space — focusing our efforts on policy advocacy, infrastructure development, and community education that promotes climate resiliency and equitable climate change strategies in Detroit.

### Community Economic Development

We support east side small business owners and drive economic development opportunities that benefit all residents and community stakeholders, through a mix of community economic development plans, multi-sector working groups, training programs, direct services, and third-party resources.

### Sustainable Housing

We support efforts to increase sustainability of neighborhood homes, through energy retrofits, flood prevention, foreclosure prevention, and access to other home improvement and financial stability resources.

### Stoudamire Wellness Hub

This 17,000 square foot community hub provides holistic wellness activities and resources to east side residents through multi-sector partnerships with other community stakeholders.

### Youth Development

Our youth programs focus on the holistic development of each young person — ensuring that our program participants are academically, physically, mentally, emotionally, and financially



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**D O N A T E**

4401 Conner St  
Detroit, MI 48215  
(313) 571-2800

Join our mailing list and be the first to learn about new programs, community events, and resources.

**MPSC Case No:** U-21534

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**Requester:** DAAO

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**Question No.:** DAAODE-3.4c

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**Respondent:** N. Foley

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**Page:** 1 of 1

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**Question:** Will DTE Electric seek in this case a Michigan Public Service Commission ("Commission") order approving any aspect of the outage credit recoverability proposal described by Witness Crozier at pages 31-34 of their direct testimony? If yes, please:

c. Produce documents that quantify the expected ratepayer impact of the proposal.

**Answer:** The Company does not forecast outage credit payments and therefore cannot provide an expected ratepayer impact.

**Attachment:** *None*

**Co-Respondent(s):** J. Kryscynski

# Payment Coupon

Please indicate amount paying \$ \_\_\_\_\_

## MULTIPLE PAYMENT COUPONS ENCLOSED

5383 1 AV 0.495\*\*T023\*2\*P01\*\*M01\*\*\*AUTO\*\*SCH 5-DIGIT 48214  
DELORES OLIVER ORR  
1378 CADILLAC BLVD  
DETROIT MI 48214-3106



*11/17/24*  
*pd. See*  
*Reverse*  
*Balance \*332.93*

Account Number	
Past Due - Pay Now	\$382.98
Due January 31, 2024	\$422.78
<b>Total Due:</b>	<b>\$805.74</b>

Mail Payments to:  
DTE Energy  
P.O. Box 740786  
Cincinnati OH 45274-0786

For address corrections, please visit [dteenergy.com](http://dteenergy.com) or call 800.477.4747.



Scan code with Phone for quick and secure payment process!

Return upper portion with your payment 200114808421

Keep lower portion for your records

## OVERDUE NOTICE

### Contact Information

Gas Leak or Gas Emergency 800.947.5000  
Customer Service or Power Outage 800.477.4747  
Hearing-Impaired TDD Line 800.888.6886 (Mon-Fri 8am-5pm)  
Web Site [dteenergy.com](http://dteenergy.com)

### Programs you are enrolled in

Senior Winter Protection  
Home Protection Plan - 800.556.0011

## Summary of Charges

Account Number [REDACTED]

Account Balance as of Dec 07, 2023	382.96
Payment Received	0.00
<b>Balance Prior to Current Charges</b>	<b>382.96</b>
Your account requires immediate attention. To avoid collection action, pay the past-due balance now or call us at 800.477.4747.	
<b>Total Current Charges</b>	<b>422.78</b>
<b>Account Balance as of January 09, 2024</b>	<b>\$805.74</b>

Our records show your Home Protection Plus plan has a past-due balance of \$ 89.85 which is included in your total due. Please make this payment promptly to avoid losing your HPP coverage.

Your current charges are due on January 31, 2024. A 2% late payment charge will be applied if paid after the due date.

## Your Monthly Energy Usage

STATE OF MICHIGAN

BEFORE THE MICHIGAN PUBLIC SERVICE COMMISSION

In the matter of the application of **DTE ELECTRIC COMPANY** for authority to increase its rates, amend its rate schedules and rules governing the distribution and supply of electric energy, and for miscellaneous accounting authority

Case No. U-21534

ALJ Sally Wallace

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**PROOF OF SERVICE**

I, Mark N. Templeton, certify that an electronic copy of the Direct Testimony of Delores Orr on Behalf of Soulardarity and We Want Green, Too and Accompanying Exhibits DAO-321 to DAO-323 was served on the following on July 26, 2024.

Name/Party	E-mail Address
<b>Administrative Law Judge</b> Hon. Sally Wallace	<a href="mailto:wallaces2@michigan.gov">wallaces2@michigan.gov</a>
<b>DTE Electric Company</b> Jon P. Christinidis Paula Johnson-Bacon John A. Janiszewski Andrea E. Hayden Breanne K. Reitzel	<a href="mailto:jon.christinidis@dteenergy.com">jon.christinidis@dteenergy.com</a> <a href="mailto:paula.bacon@dteenergy.com">paula.bacon@dteenergy.com</a> <a href="mailto:john.janiszewski@dteenergy.com">john.janiszewski@dteenergy.com</a> <a href="mailto:andrea.hayden@dteenergy.com">andrea.hayden@dteenergy.com</a> <a href="mailto:breanne.reitzel@dteenergy.com">breanne.reitzel@dteenergy.com</a> <a href="mailto:mpscfilings@dteenergy.com">mpscfilings@dteenergy.com</a>
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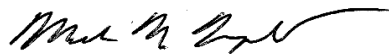
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The statements above are true to the best of my knowledge, information, and belief.

UNIVERSITY OF CHICAGO LAW SCHOOL  
 ABRAMS ENVIRONMENTAL LAW CLINIC  
 Counsel for Soulardarity and  
 We Want Green, Too

Date: July 26, 2024

Sincerely,



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