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DTE

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January 29, 2025

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

RE: In the matter of the Application of DTE Gas Company and DTE Electric Company for approval of a Low-Income Payment Stability Plan Pilot Program
MPSC Case No: U-20929

Dear Ms. Felice:

Attached for electronic filing in the above referenced matter is DTE Energy Company's Payment Stability Plan Pilot Program Report.

Very truly yours,

Carlton D. Watson
Digitally signed by Carlton D. Watson
Date: 2025.01.29 15:29:38 -05'00'

Carlton D. Watson

CDW/cdm
Attachments

DTE Energy
PSP Pilot Program
(Payment Stability Plan)

Report Out to MPSC Staff

January 29, 2025

Report Outline

Executive Summary

In response to the Michigan Public Service Commission (MPSC) orders in case numbers U-20561 and U-20929, DTE Energy launched the Payment Stability Plan (PSP) pilot in 2022. This initiative, which is DTE's version of a Percentage of Income Payment Plan (PIPP), concluded in June 2024. During the design phase of the PIPP program, DTE conducted extensive benchmarking with other states to identify best practices and existing programs. A key finding from this benchmarking was the establishment of an optimal affordability level for customers at 6% of their income.

DTE incorporated this insight into its PIPP design, creating a program aimed at addressing energy burden challenges for households earning up to 200% of the Federal Poverty Level (FPL). When comparing the outcomes of the PSP program to the Low-income Self-sufficiency Plan (LSP), the results were largely similar in terms of performance and cost. However, the PSP program demonstrated a significantly lower disconnect rate within 12 months after program default compared to the LSP. Additionally, the PSP program also demonstrated a significantly lower disconnect rate than the utility based, RIA (Residential Income Assistance) credit.

DTE is a strong advocate for the PIPP model, which enhances bill affordability by aligning costs as a percentage of a customer's income. This approach effectively addresses affordability challenges, ensuring service stability for those in need. Based on the positive outcomes of the PSP pilot, and in support of the shared DTE and Commission goals of streamlining, simplifying, and easing access to energy assistance, the Company is

recommending a reallocation of both the RIA and LSP program funding into a relaunched PSP program.

Beyond its support for PIPP programs, DTE remains a committed advocate for low-income customers at both the state and federal levels.

1. Summary of the rate case and ex-parte case that created PIPP

In Case No. U-20561, the Commission's May 8, 2020 order directed the Company to work with Staff and key stakeholders to develop a low-income pilot structure.[1] On November 18, 2020, in response to the U-20561 Order, DTE filed the U-20929 ex-parte case for the Payment Stability Plan (PSP) pilot proposal. The Commission approved DTE's proposed PSP on April 21, 2021.

On February 18, 2021, the MPSC issued an updated order under Case No. U-20757[2]. This updated docket included the order to create the Energy Affordability and Accessibility Collaborative (EAAC), which was created to:

1) Study the alignment of income eligibility across energy assistance programs and customer protections, including studying the impacts of expanding eligibility to 200% of the FPL; and making recommendations.
2) Analyze the application, eligibility determination, and program design for the various assistance programs and utility-based credits, additionally making recommendations for alignment and simplification.

DTE's PSP pilot closed in June 2024 in alignment with the applicable Commission orders.

[1] U-20561-0489 pg. 239
[2] U-20757-0276 pg. 15

2. Summary of DTE's current energy assistance offerings & options

The Company takes a very active leadership role in advocating for affordability for our vulnerable customers at the State and Federal levels. From 2020 through 2024, DTE has helped connect its customers with over $700 million in energy assistance.

During the unprecedented COVID-19 pandemic, the Company devised and implemented several programs that leveraged government, faith-based organizations, and community action/human service agencies to support vulnerable customers. The Company intensified its community outreach efforts, including a "Feet on the Street" campaign and town halls with community leaders. DTE also tapped into creative payment solutions to ensure our most vulnerable communities were cared for during the COVID crisis. These efforts included:

- Disconnect Suspension
- Expanded Wellness Checks
- Virtual Customer Assistance Days (CADs)
- One-Time Balance Reduction Initiatives
- Personalized Service Protection Plans

Furthermore, in partnership with the Michigan Department of Health and Human Services (MDHHS) and as part of the Coronavirus Aid, Relief, and Economic Security (CARES) Act, the Company paired non-rate payer DTE donation dollars with Federal funds to reduce the arrears of low-income customers. In the first round, the program impacted over 20,000 customers and provided over $13 million in energy assistance over 30 days. This collaboration required swift action in defining and identifying eligible customers and a team effort in coordinating communication and system requirements. Over the course of the pandemic, six rounds of payments were issued, assisting approximately 79,000 vulnerable Michigan households.

During 2024, the Company heavily engaged with United States legislators to advocate for the growth of Federal energy assistance funding (LIHEAP – Low Income Home Energy Assistance Program) and the continued direction of those funds to the State of Michigan. Additionally, the Company is represented on the governance board of NEUAC (National Energy Utility and Affordability Coalition), which describes its organization as a "coalition dedicated to bridging states, utilities, and social services to protect families in utility crises." As a member of energy trade associations, such as the American Gas Association and the Edison Electric Institute, we have voiced our support for federal energy assistance as a top advocacy priority for our industry. Finally, the Company participates annually in the Federal LIHEAP Action Day (sponsored by NEUAC), in which energy assistance advocates from around the country join in federal advocacy for continued growth in the availability of energy assistance.

The Company is also actively engaged in energy assistance advocacy at the state level. Over the last several years, the Company's representatives have served on the boards of many community partners (THAW, United Way, etc.) who share the same passion for serving customers in need. More recently, the Company took a lead role in advocating for a package of State legislation that will more than double available State energy assistance funding (MEAP – Michigan Energy Assistance Program) and increase the pool of eligible customers through Michigan Public Acts of 2024, including Acts 168, 169, 170, and 198.
Additionally, the Company's operational team engages daily with community partners (THAW, United Way, Michigan Community Action Agency, The Salvation Army, St. Vincent DePaul,

True North, Coalition to Keep Michigan Warm, and others) on solutions for customers in need and recently conducted our annual Community Partner Energy Assistance Training Program to inform our partners of changes for the 2024/2025 energy assistance year. To raise customer awareness of energy assistance programs and connect them to available resources, the Company actively engages with our customers throughout communities where there is a need.

Our direct customer outreach programming includes DTE-hosted neighborhood pop-ups, community resource fairs, community open houses, and outreach via neighborhood block clubs, homeowners' associations, and faith-based organizations. Finally, the Company frequently engages with State agencies, including the Michigan Department of Health and Human Services (MDHHS) and the MPSC, to partner on strategies to better deliver energy assistance to those in need.

DTE's energy assistance programs are structured with several goals in mind:

Sustained Energy Access: The foremost objective is to ensure that customers, particularly those with low incomes, have continued access to essential energy services. These programs strive to prevent service interruptions and help customers maintain a reliable household energy source.

Arrears Reduction: These programs aim to alleviate customer arrears, which are outstanding or overdue payments. By focusing on reducing accumulated arrears, the burden on customers is eased, enabling them to manage their financial obligations more effectively.

Payment Habit Encouragement: DTE's initiatives are designed to promote consistent on-time payment behaviors among participants. By offering affordable monthly payments, these programs assist customers in establishing a habit of regular bill payments.

Consumption Reduction: DTE provides energy efficiency education and awareness of Energy Waste Reduction (EWR) offerings by enhancing communications and messaging while leveraging new digital and social media communication trends. DTE is also using targeted marketing to meet segment-specific needs for energy efficiency information while using traditional mass media focused on the benefits of energy efficiency improvements.

Short-Term Assistance: While long-term sustainability options are preferred, these programs also provide short-term assistance to help customers bridge the gap during periods of financial strain. This assistance is intended to alleviate immediate challenges while participants work toward self-sufficiency.

Empowerment and Self-Sufficiency: Ultimately, the programs aspire to empower customers to become self-sufficient in managing their energy-saving practices. By guiding participants toward better financial management and energy-saving practices, the programs equip customers with the tools needed to afford the actual costs of their energy consumption over time.

Community Collaboration: Collaboration with external entities, such as social service agencies, government departments, and community organizations, is a central aspect of these programs. This collaboration helps identify eligible participants, tailor assistance strategies, and generate effective solutions for present and future energy challenges.

In summary, DTE's energy assistance programs encompass a comprehensive range of goals that collectively aim to ensure energy access, alleviate energy burden, reduce arrears, and create pathways to energy assistance that address crises.

DTE customers can access various energy assistance programs through our partnerships with State and community agencies. Available assistance programs are listed below (See Figure 1 Table of Assistance Programs) and offer our customers many options regarding assistance type, eligibility, payment amounts, and structure. In many cases, customers may be eligible for more than one assistance program.

Figure 1: Table of Assistance Programs

Assistance Program	Key Attributes	Funding Source	Assistance Type
LSP (Low Income Self-Sufficiency Plan)	2-year affordable fixed payment plan for customers ≤ 150% of the Federal Poverty Level (FPL) with affordable monthly payments	State MEAP (Michigan Energy Assistance Program)	Ongoing with Arrears Forgiveness
RIA (Residential Income Assistance) credit	Monthly credit equal to the monthly customer charge for customers ≤ 150% FPL ($8.50 electric, $14.50 gas)	Rates	Ongoing
LIA (Low Income Assistance) credit	Monthly credit for customers ≤ 150% FPL ($50 electric[3], $40 gas)	Rates	Ongoing
SER (State Emergency Relief)	Crisis assistance for customers in arrears and ≤150% FPL (up to $500 per commodity)	Federal	One-time payment (including arrears)
One-time MEAP Assistance	Assistance for customers in arrears & ≤150% FPL	State MEAP (Michigan Energy Assistance Program)	One-time payment (including arrears)
HHC (Home Heating Credit)	Heating credit for customers ≤ 110% FPL	Federal	One-time payment (including arrears)

[3] Rate Order U-21534, directed DTE Electric to increase the LIA credit from $40 per customer per month to $50 per customer per month.

The Company understands the challenges facing our low-income customers and utilizes external and internal resources to identify and assist our customers proactively. Collaborating with social service agencies, government departments like MDHHS, and community action groups is a strategic priority. These partnerships provide valuable insights, resources, and expertise to understand low-income customer needs better and to design effective assistance programs. Internal efforts are focused on continually improving how to engage and guide our customers toward energy assistance options. This integrated approach can yield sustainable solutions that benefit low-income customers. While these strategies have the potential to make a positive impact not only on our customers but also on the broader community, they also address changing circumstances and evolving customer needs.

As mentioned above, the Company collaborates with community action agencies such as The Heat and Warmth Fund (THAW), Salvation Army, and United Way. The Company also collaborates with the Commission's Energy Affordability and Accessibility Collaborative (EAAC) AAA subcommittee on recommendations for streamlined energy assistance applications and a standardized partnership with the state to leverage data-sharing. This allows DTE Energy and other utilities to identify income-qualified households and proactively provide pathways to energy assistance like RIA credits and EWR services more efficiently.

The Company has a robust, multi-faceted approach to informing vulnerable customers of available energy assistance:

Community Resource Fairs

DTE hosts in-person Community Resource Fairs to allow customers to interact with representatives to address inquiries and obtain hands-on assistance. During these events, we partner with the Michigan Department of Health and Human Services and other agencies, such as The Heat and Warmth Fund (THAW) and the Wayne Metropolitan Community Action Agency, to provide case management solutions, energy efficiency education, and energy assistance to customers in need. Resources provided at Customer Resource Fairs include:

- Help with applying for energy assistance (State Emergency Relief)
- Tips to help you reduce your energy bills
- Access to various human services agencies

Community Pop-ups

As we continue to raise awareness of the many initiatives and programs DTE Energy offers its most vulnerable customers, the Company hosted twenty Community Pop-ups from February to November 2024. These customer-facing events have been conducted with in-person support from specialized DTE representatives to address inquiries and provide bill payment assistance at locations including the Northwest Activities Center and the Southfield Pavilion.

Community Outreach

DTE has a robust partnership with The Heat and Warmth Fund (THAW), collaborating on numerous initiatives to raise awareness and increase access to energy assistance. Traditionally, DTE collaborates with THAW on its annual Week of Warmth to kick off the Season of Need and assist families with energy burdens across the state. THAW's Week of Warmth program culminates with the Night of Warm Hearts fundraiser at DTE Energy

Headquarters. In October 2024, DTE joined THAW for the Neighborhood Energy Efficiency Day (NEED) held in the Yorkshire Woods neighborhood at the Sound Mind Sound Body Community Engagement Center. Services provided included home energy assessments, payment plan enrollments, navigation with State Emergency Relief (SER), and free smoke detectors and energy efficiency kits. Also, DTE volunteers participate annually in the Gift of Warmth Telethon to raise donations to help households achieve energy stability.

Senior Community Outreach

Each year, the Company engages in proactive outreach to protect senior customers for the winter season. For example, the 2024-2025 Senior Winter Protection Yearly Campaign began on October 1, 2024. During this campaign, DTE's goal was to protect eligible senior citizens, age 65 or older, from a disconnection of service in alignment with the heating season months (November 2024 through March 2025) at the senior's documented personal residence. To ensure service was restored for these protected seniors, DTE contacted more than 1,500 seniors and conducted almost 1,200 home visits to customers' homes. In addition, eligible seniors were encouraged to seek energy assistance to address or prevent accumulating arrears.

Additional Outreach

DTE employs many additional methods to disseminate information on energy assistance to its customer base, including:

- Digital channels and web resources where customers can find information about energy assistance and self-service transactions.

- Automated calls, email blasts, and letter campaigns are widely used to share information on the availability of energy assistance.
- Annual energy assistance brochure that outlines all available DTE programs offered, with Arabic, Bengali, Mandarin and Spanish translations available.
- Referrals to Michigan 2-1-1 (a free service that connects Michigan residents with resources for utility assistance, food, shelter, health, and more).

3. Best practices in energy affordability that informed the pilot

During the design phase of the PIPP program, DTE conducted benchmarking with other states to learn about best practices and programs already in place. The most in-depth benchmarking was conducted with the State of Ohio. Ohio was selected as DTE's strongest benchmark partner because it has one of the most extensive PIPP programs in the Midwest, as well as similar weather patterns and customer demographics to Michigan. This study informed us of a percentage of income approach to assist income-qualified customers with both arrears forgiveness and targeted affordable energy burden levels.

Figure 2: Elements of Ohio PIPP Program

Elements of the Ohio PIPP Program	
Income Eligibility	≤ 175% FPL
Arrears Forgiveness	1/24th arrears forgiveness with on-time and in-full payments
Funding Mechanism	• Subsidized by a rider ($5.37/month bill impact on average per customer) • Regulated by the Public Utilities Commission of Ohio
Consumption Cap / Arrears Cap	There is no consumption cap or arrears cap for eligibility
LIHEAP	• Enrolled customers must be approved for Ohio HEAP • Ohio has aligned these programs for ease to the customer at 175% FPL
Enrollment Process	Annual agency enrollment (year-round)
Participation Rate	238,000 households at a cost of $1,546 per customer (after HEAP payment)
Burden Factor %	• 5% of income for Electric and/or Gas • Electric-only households:10% of income • Minimum payment is $10 per month

Ohio's Home Energy Assistance Program (HEAP) is a federally funded program that assists eligible Ohioans with home heating and cooling energy bills. These one-time benefits are applied directly to the customer's utility bill or bulk fuel bill. Eligibility for the HEAP program is ≤ 175% of FPL. HEAP is divided into two primary programs:

1. HEAP, which is administered similarly to Michigan's HHC program.
2. HEAP that mirrors Michigan's SER program

As discussed at the PIPP benchmarking meeting held on October 4, 2023, with the Ohio Public Utilities Commission, the program cost per Ohio PIPP participant is $1,546 after HEAP payment is applied. The program length is not limited or pre-determined, and an annual revalidation process does exist.

Ohio also offers a Graduated PIPP plan. Graduated PIPP is a 14-month plan for customers who are no longer eligible for or who have voluntarily left the traditional PIPP program. The intention of this program is to transition customers gradually to regular utility payments by establishing a transitional budget amount. Graduated PIPP budget amounts are established by each utility individually.

A nationwide review was also conducted to understand PIPP programs more broadly across the country. Many utilities have implemented PIPP programs with similar criteria and have provided insights for income-based plans (see Figure 3 Table of PIPP Benchmark Programs). With the exception of California, all benchmarked utilities in the table below have some form of arrears forgiveness program component.

Figure 3: Table of PIPP Benchmark Programs

State	Utilities	Bill Amount	Eligibility
California	Pacific Gas & Electric San Diego Gas & Electric Southern California Edison	4% of income	200% FPL
Colorado	Black Hills Energy Xcel Energy	6% of income	200% FPL
Illinois	Ameren Illinois ComEd	6% of income	150% FPL
Michigan	Consumers Energy	6% of income	150% FPL
Ohio	American Electric Power AES Corporation Duke Energy First Energy	5% of income for electric and/or gas 10% of income for electric only	175% FPL
Pennsylvania	Duquesne Light Company FirstEnergy Exelon UGI Utilities	6% of income for gas 4% of income for electric non-heat 10% of income for electric heat	150% FPL
Virginia	American Electric Power Dominion Energy	10% of income for electric heat 6% of income for gas heat	200% FPL

According to the American Council for an Energy-Efficient Economy (ACEEE) and the Applied Public Policy Research Institute for Study and Evaluation (APPRISE), two leading organizations that specialize in energy policy research, high energy burdens are often defined as greater than 6% of income. In comparison, severe energy burdens are those greater than 10% of income. Please see below reports from ACEEE and APPRISE.

- ACEEE Report on Energy Burden, September 2020
- APPRISE Report Energy Insecurity, February 2010

The affordability levels referenced by these research organizations are in alignment with PIPP programs nationwide and were used as a baseline for DTE's own PIPP program development.

4. Structure of DTE's PIPP

DTE's PIPP pilot program is called the Payment Stability Plan (PSP), and it was designed to address energy burden challenges for households up to 200% of the Federal Poverty Level.

Figure 4: PSP Overview

Payment Stability Plan (PSP) Overview

Utility	Plan Amt Percentage of Gross Income
Single Commodity	6%
Dual (Gas & Electric)	10%

Eligibility Requirements

• Arrears ≤ \$1,500 • Annual Consumption ≤ \$3,750	• Federal Poverty Level ≤ 200%

Monthly Arrears Forgiveness	On Time Payment Benefit
• 1/24th of Starting Arrears • Triggered by customer payment	• 1 plan amount credit applied at the 12th month

Energy Waste Reduction (EWR) enrollment

- Enrollees would receive wrap around energy services and education through the EWR program.

Missed Payments

- Custom re-enrollment process if customer misses 3 payments (See below for more details)

Program Design

Customers enrolled in DTE's PSP plan paid a flat, affordable monthly plan amount equal to 6% of gross income (for a single commodity) or 10% of gross income (for a dual commodity), with a minimum monthly payment of $10. Gas only, Electric only and dual commodity customers whose calculated PSP payment amount (based on income) was less than $10 were still required to pay a $10 minimum monthly payment, mirroring Ohio's program. Generally, these customers had zero income. PSP does not have payment amount tiers, and all customer payment plans were equal to their specific percentage of income, which was rounded to the nearest whole dollar. Customers who communicated the need for essential self-sufficiency services were referred to United Way 211, which is equipped to connect the customer with non-utility-specific resources. DTE's representatives are trained to listen for signs of customer financial distress but are not trained to perform a holistic needs assessment.

With each on-time payment made by the customer, 1/24th of the starting arrears were forgiven. Additionally, if the customer made 11 consecutive on-time and in-full payments, the 12th payment was automatically credited to the customer's account. As a result, the customer would not have to make the payment for the 12th month. Customers who were three or more payments behind were removed from the PSP plan and began to progress through the normal collections process in accordance with the applicable Michigan Billing Practice Rules[4] and DTE's Tariffs in the same manner as all other customers (see Figure 5 Standard Collection Process Timeline Example below). However, customers had up to 30 days to pay the

[4] https://www.michigan.gov/mpsc/consumer/electricity/data-price/electric-rate-books/mpsc-approved-dte-electric-rate-books-and-cancelled-sheets
https://www.michigan.gov/mpsc/consumer/natural-gas/data-price-info/natural-gas-rate-books/dte-gas-company-mpsc-approved-natural-gas-utility-rate-books

outstanding balance and could re-enroll in the program once the missed payments were fully paid. Payments made by PSP customers were processed in the same fashion as all other DTE customer payments.

Figure 5: Standard Collections Process Timeline Example

Upon enrollment, all PSP customers received EWR (Energy Waste Reduction) information and referrals through DTE's internal EWR team. Funding for these EWR services was provided through DTE's standard EWR program offerings and was not funded from the PSP program directly. During the pilot, DTE did not track the number of emails vs. phone calls PSP participants received related to EWR; however, in total, DTE contacted over 700 PSP customers for EWR services and conducted over 70 EWR assessments. The type of contact (e.g., email vs mail) was dependent on available contact information. As illustrated in Figure 6 2022-2024 EWR Services Provided to PSP below, PSP participants received various EWR services, the most common being lighting. Energy-efficient products, such as power strips, were also provided. Currently, the Company does not track data on consumption results; however, industry studies indicate that EWR-participating households experience an 11% reduction in usage. Please see Appendix G for EWR outbound customer communications.

Figure 6: 2022-2024 EWR Services Provided to PSP

2022-2024 EWR Services Provided to PSP

EWR Category	% of Total	Count
Lighting	35%	518
Power Strip	17%	255
Insulation	13%	194
Furnace A/C	12%	173
Refrigerator	4%	62
Water Heater	4%	54
Air Purifier	3%	40
Thermostat	3%	47
Dehumidifier	2%	31
Duct Sealing	2%	30
Infiltration	2%	26
Other	4%	55

Eligibility

To be eligible for DTE's PSP program, customers were required to have arrears of less than $1500, annual consumption of less than $3750, and meet the FPL eligibility cap of less than or equal to 200%. This consumption level is similar to that of the Low-Income Self Sufficiency Plan (LSP), which is the Company's Michigan Energy Assistance Program (MEAP) Affordable Payment Plan (APP). The program's eligibility parameters were designed to maintain a reasonable cost per customer, ensuring that the limited funding available can serve as many households in need as possible, demonstrating our commitment to fairness and inclusivity.

Another objective of the eligibility criteria was to aid customers above the traditional 150% FPL cap that most energy assistance programs are bound to. Customers with FPL levels of 150% - 200% are referred to as the ALICE (Asset Limited Income Constrained Employed) population.

Households in this demographic are employed in meaningful and critical jobs in our community but are just above the eligibility threshold to receive many of the forms of federally and state-funded assistance programs listed in the first part of this report (e.g., SER, HHC, MEAP, and RIA/LIA credits). The ALICE population still faces financial challenges and is vulnerable to energy insecurity. Aiding this group helps to prevent them from falling into financial distress, reducing the crisis risk that may result in service interruption.

Figure 7: Internal Preparedness

In late 2019, DTE began preparations for implementing a PIPP program in accordance with the final order in MPSC case No. U-20561[5] and the subsequent ex-parte filing in MPSC case No. U-20929[6]. A cross-functional project team was assembled to implement the systematic and procedural changes needed for the program launch and billing system modifications were completed in December 2021 to automate and accommodate PSP's program design. Prior to PSP, DTE representatives were accustomed to reviewing income documentation submitted by

[5] U-20561-0489 pg. 239
[6] U-20929-0002 pg. 3

customers seeking eligibility for the Company's Shut-Off Protection Plan (SPP) for customers in arrears with an income at or below 200% of the Federal Poverty Level. For PSP, similar in-house validation processes were employed, requiring documentation to determine income eligibility. Standard work instructions and job aids were created and housed in a central document repository.

Existing DTE Customer Service and DTE Energy Assistance Group (EAG) representatives were trained on the PSP program, eligibility criteria, and enrollment process; they were trained to handle incoming calls to handle PSP inquiries. These representatives were already skilled in working with vulnerable customers seeking energy assistance or who are LSP-enrolled. DTE representatives performed PSP validations and enrollments in-house, and DTE was the sole point of contact for customer inquiries related to PSP.

In addition to the preparations above, The Company collaborated with a multi-stakeholder team to develop and shape the PSP pilot structure. Stakeholders who were consulted included the Attorney General, MPSC Staff, MEC Council, Earth Justice, 5 Lakes Energy, CUB of Michigan, Sierra Club, and various community agencies. These collaborations focused on rate affordability, arrears reduction, and the customer's ability to pay, as discussed in DTE's 2019 rate case No. U-20561[7].

Enrollment

For the Payment Stability Plan Pilot (PSP), more than 30,000 potentially eligible households were invited to apply for PSP. Methods of communication included letters, emails, and calls.

[7] U-20561-0489 pg. 239

Please see Appendix D, customer enrollment communications for example. DTE did not track the number of customer outreach attempts (or outreach types) per customer. The Company employed an internal team of specialized DTE representatives known as the Energy Advocacy Group (EAG), who were responsible for validating PSP applicants' income based on the Federal Poverty Level (FPL) guidelines and enrolling selected households in the PSP. To apply for PSP, customers were required to upload documentation through DTE's website portal (including proof of income); paper and phone enrollments were not offered as an option. Customers who submitted partial documentation as proof of eligibility were proactively contacted to address missing documentation. The PSP Call Out Script for Missing Documents is as follows:

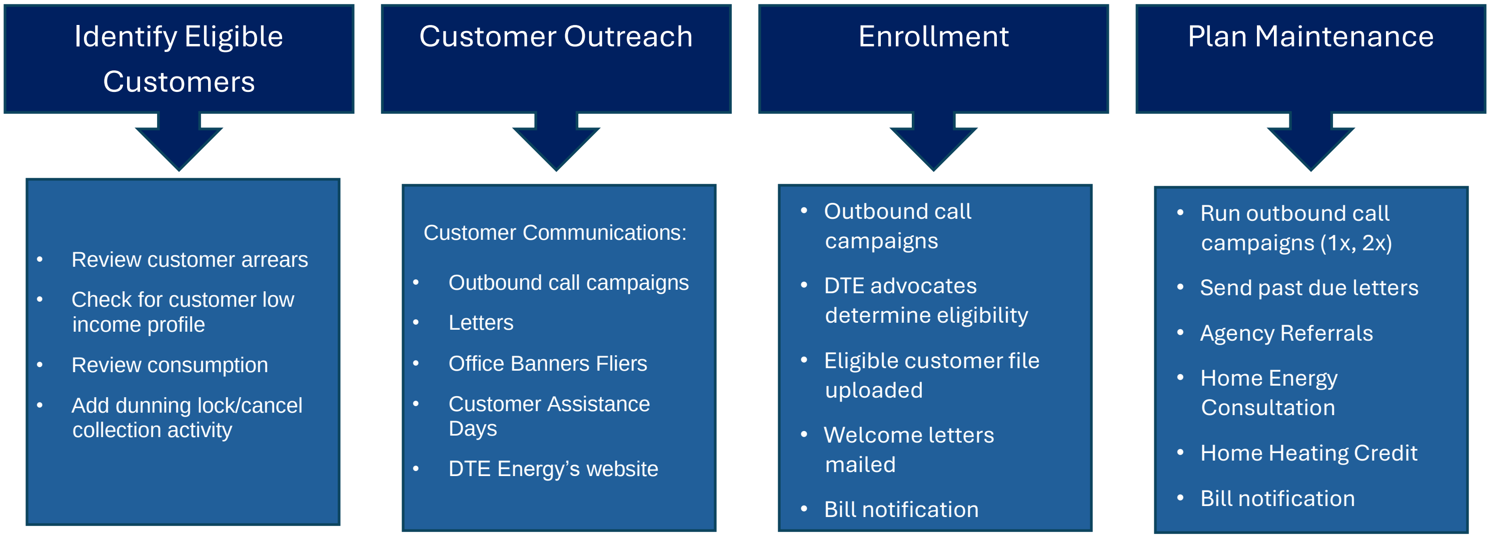
Answered call:

Hello, this is [Erica] from DTE. You recently submitted income documents to be considered for our Payment Stability Plan. However, some documents were missing. (Please advise what documents were missing.) I'm calling to determine if you had a chance to resubmit your documentation.

Leaving a message:

Hello, this is DTE calling in response to the income documentation submitted for our Payment Stability Plan. Please call us at 877.217.7140, Monday-Friday from 8:30am to 5pm. Thank you!

Figure 8: PSP Communication Flow



Applicants deemed to meet eligibility requirements were entered into a pool for random selection. Figure 9 PSP Application Summary Table below outlines the disposition of customers who applied for PSP. In total, 3,218 applicants responded, or approximately 10% of those customers that were solicited.

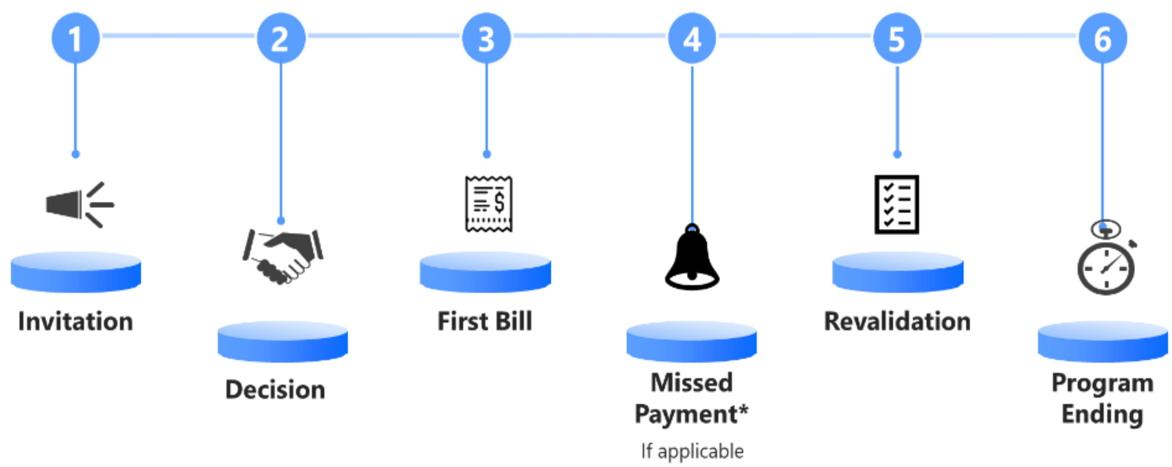
Figure 9: PSP Application Summary Table

Customer Status	Respondent Count	Respondent Percentage
Applied, Qualified and Enrolled in PSP	**2,141**	**67%**
Applied, Qualified and Included in Control Group	**240**	**7%**
Applied and Did Not Qualify	**837**	**26%**
Total	**3,218**	**100%**

Plan Maintenance & Revalidation

DTE's EAG team provided ongoing support, advocacy, and program management for PSP participants. This included handling inbound calls to a dedicated phone line to address participants' inquiries. The Company also communicated with customers throughout their PSP journey. Please see Appendix D for examples of customer communications.

Figure 10: PSP Communications



Invitation/Acceptance/Denial Communications

After receiving the initial invitation to apply for PSP (See Appendix D - PSP Pilot Outreach Communication), customers were contacted regarding their application status, i.e., whether they were randomly selected or excluded from participation. PSP enrollees received a communication that included a welcome letter with pilot terms, plan amount, contact info, and a re-validation process overview (See Appendix section D "PSP-Welcome Letter). Those customers who were not selected for PSP enrollment were identified as the Control Group. Denial letters were also sent to these customers (See Appendix section D, "Denial Notice to Control Group"). As previously mentioned in the Program Design section, DTE representatives, although not trained in holistic Needs Assessment, referred customers to United Way 211 for needs other than utility assistance, such as food, childcare, etc. The number of referrals was not tracked, although making referrals to United Way 211 is a standard practice for DTE representatives.

Missed Payments

The Company proactively contacted customers who had missed plan amounts via letter to provide multiple options to pay the required plan amount. Specifically, letters were issued for the first, second, and third missed payments, and the respective past-due amount was included (See appendix section D “PSP - 1st Missed Payment Notice”, “2nd Missed Payment Notice”, and “3rd Missed Payment Notice”). In addition, PSP participants were encouraged to contact the dedicated phone line for further assistance. Customers were removed from the program for three missed payments and would be subject to standard collections processes in accordance with the applicable Michigan Billing Practice Rules and DTE’s Tariffs in the same manner as all other customers (See Appendix section D “PSP - Termination Notice”). Customers do not receive arrears forgiveness if they do not make an on-time, in-full payment.

Re-enrollment

The Company took extensive measures to assist PSP participants in maintaining their enrollment and sustaining their energy security. To that end, a one-time courtesy was extended to all customers who missed the equivalent of three payments and were de-enrolled. If such participants submitted their payment within thirty (30) days of removal, they would be automatically re-enrolled in PSP. However, in these circumstances, their arrears were not forgiven for the periods that were initially missed.

Revalidation

From a customer perspective, revalidation was straightforward and mirrored the initial validation process. The Company sent letters encouraging participants to meet the annual revalidation requirement by submitting income documentation before their initial enrollment anniversary. Revalidation criteria were the same as the initial enrollment, although updated Federal Poverty Guidelines were updated for year two (See Appendix D “PSP - Reverification Notice”).

DTE representatives also worked closely with customers with limited internet access or technical challenges to assist them with verification. Outbound calls were made to encourage revalidation, and customers were provided a 30-day grace period after their first anniversary to submit documents for revalidation. If revalidation did not occur, customers would be removed from the program and subject to standard collections practices in accordance with the applicable Michigan Billing Practice Rules and DTE’s Tariffs in the same manner as all other customers. (Please see Figure 5 Standard Collections Process Example above for a high-level graphic of DTE’s collections process after non-payment)

De-enrollment/Program End

Participants were removed from PSP for various reasons, including a customer-initiated request or the maximum number of missed payments. Once a customer was removed from PSP, all program benefits would cease, and the customer would be subject to standard collections practices in accordance with the applicable Michigan Billing Practice Rules and DTE’s Tariffs in the same manner as all other customers. Customers who were removed for non-payment were advised to contact DTE for resources to avoid a disconnection. (See Appendix D. PSP – Termination Notice). Depending on the reason for de-enrollment, communications with the specified reason outlined were sent to PSP participants, informing them of the change in program status. Lastly, to provide ample planning time and options, PSP customers were notified in the spring of 2024 that the PSP program would end on June 30, 2024 (See Appendix D. “PSP - Pilot Ending Reminder Notice” and “PSP - Pilot Ending Reaffirmation Notice”).

Customers who were removed from the program were provided information on contacting 211 and how to find additional information about other forms of income-qualified assistance through our website (dteenergy.com/help). Unlike LSP, customers who were ending PSP were not automatically converted to BudgetWise Billing.

5. Structure of DTE's Affordable Payment Plan (APP) Programs

History of Low-Income Self-Sufficiency Plan (LSP)

On March 28, 2013, Public Act 615 of the Michigan Public Act of 2012 established the Michigan Energy Assistance Act, requiring the MDHHS to administer the Michigan Energy Assistance Program (MEAP). The MEAP is funded by the Low-Income Energy Assistance Fund (LIEAF) surcharge on all retail electric billing meters. MEAP funds DTE's LSP program.

LSP's success has been measured by the household's ability to complete a twelve-month fiscal year without being removed for nonpayment. Figure 11 LSP Success Rates 2013-2022 below depicts that success rate.

Figure 11: LSP Success Rates: 2013 – 2022

LSP Yr	2013	2014	2015	2016	2017	2018	2019*	2020**	2021	2022
Success Rate	80%	81%	92%	88%	91%	89%	67%	85%	82%	81%

*First year State Emergency Relief was required as part of the LSP enrollment eligibility

**First year of 24 month LSP due to APP alignment changes

One advantage for households enrolled in LSP is that the program assists them on the path to self-sufficiency. On average, 84% of graduates do not re-enroll after completing the twenty-four-month term. After discontinuing LSP support, customers often need help maintaining consistent monthly payments, leading to potential crises. This challenge is particularly pronounced for minimum-wage workers and individuals on fixed incomes, such as seniors and retirees.

LSP Graduation is defined as an LSP participant who completes the full 24 months of the LSP plan. Graduation rate and success rate are different in that the graduation rate looks at program completion, and the success rate captures the customer completing the fiscal year without being removed for non-payment. Figure 12 LSP Graduate Metrics below depicts metrics for LSP graduates.

Figure 12: LSP Graduate Metrics

LSP Yr	Enrolled	Grad	Grad Percentage	Number Returned	Return %	Eligible for Graduation
2015-16	35,089	4,474	13%	1,189	27%	35,089
2016-17	40,049	4,278	11%	1,315	31%	40,049
2017-18	34,344	1,881	5%	93	5%	34,344
2018-19*	36,109	4,877	14%	573	12%	36,109
2019-20**	16,306	-	0%	-	0%	N/A
2020-2021	23,511	1,756	67%	178	10%	2,642
2021-2022	26,097	5,631	74%	611	11%	7,578
2022-2023	23,750	3,174	62%	354	11%	5,079

*First year SER was required as part of the LSP enrollment eligibility

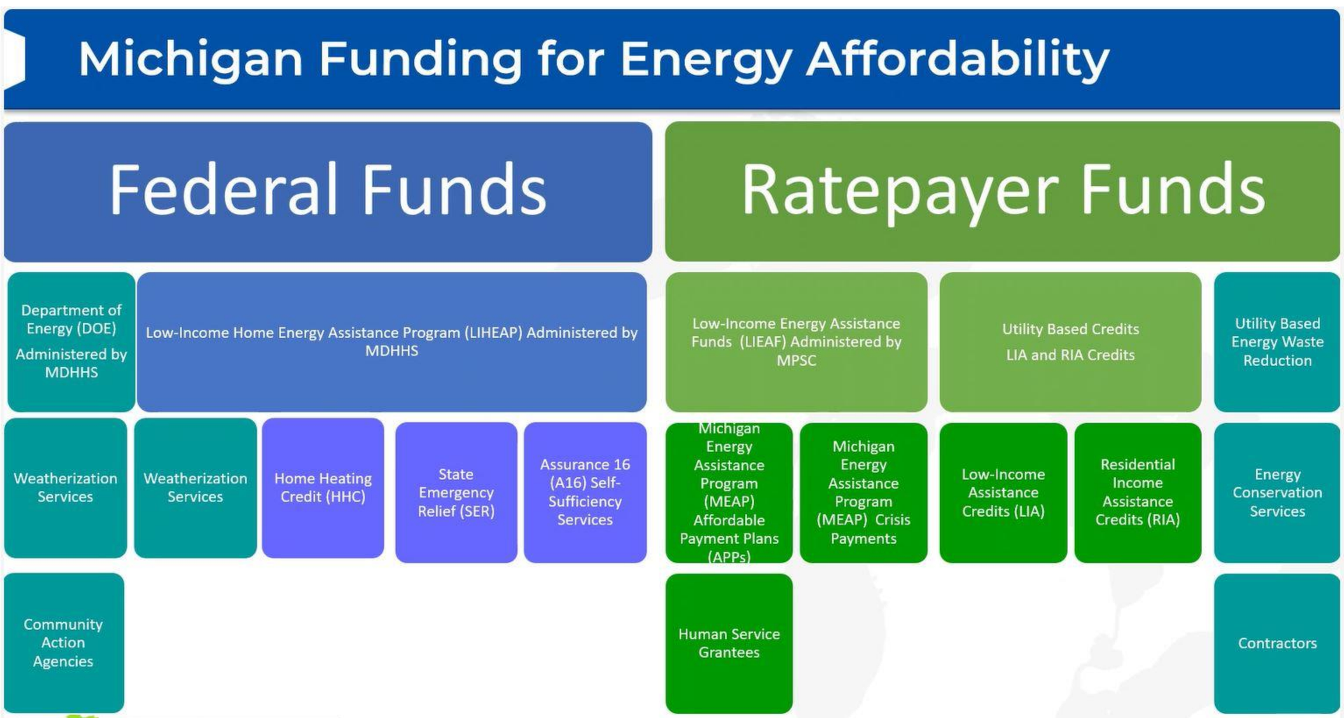
**Excluded due to first year of moving from a 48 month to 24-month LSP payment plan due to APP Alignment changes

Traditional Program Design

Income Requirement

To qualify for Traditional LSP (DTE's APP prior to October 1, 2024), a customer's income requirement was between 20% and 150% of the Federal Poverty Level Guidelines (FPL). In addition, a customer must apply for and be awarded State Emergency Relief (SER) through the Michigan Department of Health & Human Services (MDHHS) in the current fiscal year. Once a customer is enrolled on LSP they are no longer eligible to receive a second SER, but they can request assistance with their LSP plan amount from a MEAP agency if they become past due. (See Figure 13 Michigan Energy Assistance Funding Hierarchy below for sources of energy assistance funding.)

Figure 13: Michigan Energy Assistance Funding Hierarchy



Enrollment

A customer's service must also be active at the time of enrollment. Customers with an approved SER can enroll anytime throughout the fiscal year, subject to program funding and capacity. Eligible customers must enroll in LSP with a MEAP agency. SER recipients are sent a communication when their SER payment posts to alert them to other assistance that they may be eligible for (See Appendix E LSP – SER Received – LSP Eligible).

DTE does not enroll customers in LSP. However, the Company does partner with MEAP agencies on customer outreach and recruitment efforts and refers customers to MEAP agencies for LSP enrollment if the customer indicates a need. (See Appendix F LSP Partnering Agencies).

Consumption / Usage Requirement

In addition to income criteria, Traditional LSP participants were also subject to consumption limits. For customers with both DTE Gas and DTE Electric service, their combined annual usage could not exceed $3,750. DTE Electric-only customers were required to have annual usage of less than $1,600, while DTE Gas-only customers were required to have annual usage of less than $2,150.

Arrears Requirement

A third condition for households to qualify for LSP is that total arrears cannot exceed $3,000.

Year Two Income Verification

Unlike the Payment Stability Pilot, customers who enroll in LSP are not required to revalidate or submit proof of continued eligibility at their one-year anniversary. Initial enrollment in LSP is a two-year enrollment.

Plan Amounts & Arrears Forgiveness

For the Traditional LSP program, customer payment plan amounts were based on the customer's FPL and usage, but they were not unique to the customer. This means that customers who fell into pre-determined FPL ranges were assigned the same payment amount (see Figure 14 Traditional LSP Payment Plan Amounts by Tier below). Additionally, the customer's plan amount was set at enrollment and would not change, regardless of fluctuations in consumption, unless the customer moved. Any outstanding arrears at the time of enrollment were reduced by a percentage each time a monthly bill was generated for a customer over a two-year period. (See Figure 14 Traditional LSP Payment Plan Amounts for LSP Plan Amount Structure)

Figure 14: Traditional LSP Payment Plan Amounts by Income Tier

Service	Consumption	FPL	Payment Plan Amount	Arrears Cap
Both Electric & Gas	<= $2500/ year	*20- 75%	$90	$3,000
		76- 110%	$95	
		111- 150%	$130	
	$2501- 3750/ year	20- 75%	$125	
		76- 110%	$130	
		111- 150%	$130	
Electric Only	<= $1000/ year	*20- 75%	$35	$3,000
		76- 110%	$40	
		111- 150%	$55	
	$1001- 1600/ year	*20- 75%	$50	
		76- 110%	$55	
		111- 150%	$55	
Gas Only	<= $1500/ year	*20- 75%	$50	$3,000
		76- 110%	$55	
		111- 150%	$75	
	$1501- 2150/ year	*20- 75%	$70	
		76- 110%	$75	
		111- 150%	$75	

* Denotes new tier

Other Funding

When enrolled in LSP, either the Traditional or Modified LSP (LSPM), customers are still eligible for other forms of energy assistance. For example, households whose FPL is less than 110% can still apply for a Home Heating Credit (HHC) through the Michigan Department of Treasury. If an HHC is received, it will be applied toward the customer's arrears balance.

Once enrolled in LSP, customers will receive a monthly residential Low-Income Assistance (LIA) Credit of $40 for gas and $50[8] for electric. This credit reduces the customer's billed amount and, as a result, the MEAP agency's portion of the customer's bill. The customer's payment plan amount stays the same (as shown in Figure 14 Traditional LSP Payment Plan Amounts by Income Tier above and Figure 17 LSPM Payment Plan Amounts by Income Tier below for more information).

If the customer was receiving the Residential Income Assistance (RIA) credit prior to LSP, the RIA credit will be removed/canceled. Customers cannot receive both the LIA and RIA credits at the same time.

Energy Burden Target by Commodity

While the customer's plan amount is determined as described above in Figure 14 Traditional LSP Payment Plan Amounts by Income Tier and not calculated based on a pre-determined energy burden threshold, the Company monitors the average energy burden of Traditional LSP participants to ensure that affordability goals are met. As illustrated in the Figure 15 Energy Burden levels below, the energy burden for LSP has been slightly lower than that experienced

[8] Electric LIA credit increased from $40 to $50 per month effective February 6, 2025, per MPSC Order U-21534.

in the Payment Stability Plan (PSP). The energy burden is calculated based on the average household bill size by commodity divided by the average income for participating households of four. The program was not designed based on individual household burdens but instead on flat plan amounts based on income tiers and consumption; Figure 15 Energy Burden Levels below reflects the burden ranges based on flat plan amounts.

Figure 15: Energy Burden Levels: Dual vs. Single Commodity by Program

	Energy Burden - Dual	Energy Burden - Single
LSP	7%	4%
LSPM	10%	4%
PSP	10%	6%

Based on FY2023-FY2024 FPL guidelines- household of 4

Monthly Gap Payment

Each time the customer receives a monthly bill, the MEAP program pays the difference between the invoiced amount and the fixed monthly payment plan amount which is called a gap payment.

Monthly Reconciliation with MEAP Grantees & Customer Payment

LSP customers automatically receive gap payments and arrears forgiveness credits with their bill. At the start of each month, DTE is required to send a consolidated list referred to as the "Client File" to each MEAP grantee by the 5th business day for audit and review. Once the review is completed by the MEAP grantee, DTE is notified and asked to provide an invoice to the grantee. The grantee then remits payment to DTE for the LSP credits issued during the prior months, which is reimbursement for credits already provided. Customer payments are remitted to DTE in the same fashion as all other DTE customers.

Missed Payments

Customers who miss the equivalent of two payment plan amounts are removed from the program and will not be eligible to re-enroll in LSP (or its modified version) in the current fiscal year (October 1 – September 30). The customer must then wait for the new fiscal year to apply. (See Figure 16 LSP Default Timeline Examples below for an example of customer past-due amounts and program termination status.) Customers who are removed from the plan due to missed payments are subject to standard collections policies in accordance with the applicable Michigan Billing Practice Rules and DTE's Tariffs in the same manner as all other customers.

Figure 16: LSP Default Timeline Examples

LSP Past Due Amounts & Termination Examples		Bill 1	Bill 2	Bill 3	Bill 4	Bill 5	Bill 6 Status
Customer 1	Monthly Activity	Paid 1x	Paid 1x	Paid 1x	Missed	Missed	Terminated
	Past Due Status	Current	Current	Current	1x	2x	
Customer 2	Monthly Activity	Paid 1x	Missed	Paid 1x	Paid 1x	Missed	Terminated
	Past Due Status	Current	1x	1x	1x	2x	
Customer 3	Monthly Activity	Paid 1x	Missed	Paid 1x	Paid 2x	Missed	Active
	Past Due Status	Current	1x	1x	Current	1x	

Customer Outreach and Communication

The Company conducts extensive outreach to raise awareness of LSP and to provide ongoing support throughout a customer's LSP journey. Once a customer receives an SER payment for utility assistance, a "Low Income Self-Sufficiency Plan Eligibility" letter is automatically triggered to inform them of eligibility for enrollment in LSP (while LSP enrollments are occurring). Once a customer enrolls in LSP, they receive multiple communications. Please see Appendix E for examples of LSP customer communications outlined below.

1. Upon enrollment into LSP, customers receive a “Low Income Self-Sufficiency Plan Confirmation” letter providing a program overview and contact information.
2. If a customer misses a payment, DTE issues a “Past-Due Low Income Self-Sufficiency Plan” letter providing payment channel options to remain on the program and contact information.
3. If a customer misses a second payment, DTE issues a “Payment Required Immediately: Low-Income Self-Sufficiency Plan” letter.
4. If the second payment is not made before the next bill generates, DTE issues a “Missed Payment-Low Income Self-Sufficiency Plan” letter informing the customer that they have been terminated from the program.
5. Once a customer completes the 24-month program and all arrears balances are paid, DTE issues a “Low Income Self-Sufficiency Plan Graduation” letter that explains the next step, which is enrollment in DTE’s BudgetWise Billing program and opt-out instructions.
6. If a customer completes the 24-month program and has a remaining arrears balance, a letter titled “Low Income Self-Sufficiency Plan Important Information '' is issued. This generally occurs when a customer fails to catch up on a missed payment prior to their plan end date or if the plan end date falls prior to their final bill due date. This letter explains the customer’s responsibility for the remaining monthly usage and provides additional information for energy assistance.

Aside from email or print communications, DTE's specialized team of Energy Advocates (EAG - Energy Assistance Group) also communicates with LSP enrollees by handling inbound calls to a dedicated phone line to address their inquiries. Periodically, this team will also make outbound calls to eligible LSP recipients or LSP customers who missed payments to provide them with payment options. Lastly, upon request from agencies (MEAP Grantees), DTE will provide them with targeted outreach lists for customers who have received SER payments and are not enrolled in LSP.

Each year, DTE's Energy Advocacy Group and the broader Customer Service Representative teams complete refresher training for LSP and energy assistance offerings. Given that the EAG team is tenured with extensive years of service, the primary purpose of the training is to highlight any program changes; however, the training does review all aspects of the Low-Income Self-Sufficiency Plan, including components that have not changed, to ensure thorough understanding. This allows for all representatives including the Energy Advocates to answer a variety of customer questions about payment assistance options that may arise throughout the program year.

During the LSP application process, MEAP grantees have several touch points with current and prospective customers. When a customer selects a MEAP grantee as their SER navigator during the SER application process, the MEAP grantee is notified. The MEAP grantee in turn reaches out to the customer to either invite them to an in-person budgeting or energy education workshop (varies by grantee) or they send them a link to their online MEAP application. If the customer submits a MEAP application, they are contacted by the MEAP grantee when a decision has been made. (For more details on next steps see below section "Assessment/Case Management")

EWR/Wrap-Around Services

At the onset of the LSP program, agencies evaluate the immediate needs of each individual household to determine appropriate referrals and resolutions. The assessment involves completing an energy security plan, setting goals, and identifying barriers to success (for long-term energy security). It also includes assigning households into income cohorts, which allow agencies to target interventions and determine success metrics based on the following categories:

1. Fixed Income – Where household members are on a fixed income, either through retirement or disability.
2. No Income – Where no income or government financial assistance is coming into the household.
3. Other/Low-income – Typically composed of the ALICE population, usually working multiple part-time or inconsistent jobs, struggling to make ends meet.

Agencies also assess risk for high consumption beyond the customer's control, such as ongoing use of medical equipment that utilizes electricity and poor housing stock.

Following the Needs Assessment[9], all applications are submitted to an Agency Care Coordinator for either Case Management services or additional EWR assessments.

[9] "Needs Assessment" means reviewing the client's case record and identifying the most appropriate services and referrals by utilizing a standardized, relational needs assessment, *Michigan Energy Assistance Program Policy and Procedure Manual v1.1, October 1, 2024*

- Households identified as high-risk for consumption due to housing concerns are referred to DTE’s Energy Efficiency team (based on current offerings), along with households with urgent needs, such as broken or stolen furnaces. Care Coordinators also educate MEAP applicants on available energy efficiency services, and contact information is provided.
- Households who cannot be assisted by this EWR process (because they are not eligible for MEAP but have applied for an SER) are provided home energy savings kits with information on saving energy and reducing waste.

LSP Program Administration by MEAP Agency Grantees

The Commission contracts with local non-profits, local governments, and public and private entities to administer the Michigan Energy Assistance Program (MEAP). Agencies are allocated State (LIEAF) and, when available, Federal (LIHEAP) Assurance 16 funds, and as MEAP grantees, they are required to adhere to program standards and objectives in support of their role in the LSP program. Such requirements include assessment, problem-solving, referrals, and resolution, along with application and payment processing, the offering of self-sufficiency services, and in-depth case management focused on the participant's goals. Some of the activities performed by agency grantees in support of the LSP program are described in more detail below:

Assessment / Case Management

Case Management is one of many self-sufficiency services MEAP grantees offer. Other such services include those that encourage and enable households to reduce their home energy needs and, thereby, the need for energy assistance, such as a needs assessment and referrals. Other services offered include energy education and financial counseling, which may include enrollment in an affordable payment plan and short and/or long-term case management.

- Households seeking MEAP services will develop an Energy Security Plan with the agency of their choosing (based on the agency's funding availability). This can be done online, in-person, or during a walk-in event. Households may receive:
  - A home energy kit and installation training.
  - An energy education workshop.
  - A financial counseling workshop.
- Households are asked to select primary and secondary goals, including:
  - The ability to pay bills on time.
  - The ability to conserve household energy and reduce energy waste.
  - The increased ability to pay for energy expenses (including being successful on an APP).
  - Avoiding disconnection.
- Affordable Payment Plan (APP) enrollment is presented as potential support, and households are asked to explore how this could support their energy security goals.

- All households are screened for Energy Waste Reduction needs. Applicants can receive a Home Energy Savings kit or be scheduled or referred to their energy provider’s Energy Waste Reduction program.

- Each household undergoes a needs assessment to identify additional self-sufficiency service offerings and non-energy supportive needs such as food, housing, transportation, healthcare, childcare, etc. This needs assessment includes an immediate assessment, problem-solving, referrals and resolution.

- Agency Care Coordinators follow up with households to provide short-and long-term case management services for the following reasons:
    - If the customer is indicating, they want additional support they are paired with a care coordinator and meet at 3-month intervals. During each meeting they review the goals set at their initial meeting and insert additional services to help the customer meet their goals. The customer is encouraged to reach out to their care coordinator sooner if needed due to an unforeseen crisis.
    - Households struggling to stay current on their Affordable Payment Plans.
    - Copayment assistance: If the client has a co-payment (as a result of a past due amount that is greater than the SER cap), MEAP funds can be used to assist with that co-payment amount. The household must complete a MEAP Energy Security Plan in order to receive a direct assistance payment through MEAP. [10] An example of this would be a customer who presents with a past due energy balance of $1,500 to MDHHS for a dual commodity premise. As of October 1, 2024 the maximum SER is $500 per commodity, so this customer would be likely to receive a SER decision with a $500 copay requirement since the customer would be approved for $1,000 in SER. If the customer is unable to manage the copayment themselves, a MEAP

[10] *Michigan Energy Assistance Program Policy and Procedure Manual v1.1, October 1, 2024*

grantee can assist with either a one-time assistance payment or LSP enrollment to satisfy the copayment which in turn allows MDHHS to release the SER funds.

MEAP Application and Payment Processing

The following are the steps that MEAP agencies take to assist clients with a MEAP application.

- Reviewing household eligibility for State Emergency Relief. When households apply through MDHHS' MIBridges application and select a MEAP grantee as a navigator, MDHHS sends a referral to the MEAP grantee on their behalf.
- Enrolling eligible households into plans such as LSP.
- Authorizing approval for payments and services by personnel designated by an agency.
- Tracking Affordable Payment Plan enrollments.
- Submitting payments to utilities such as DTE with payment details, including name, account number, and payment amount.
    - DTE advances LSP funds according to billing cycles and submits an invoice to each MEAP grantee for all LSP customer payments.
    - See above section "Monthly Reconciliation with MEAP Grantees & Customer Payment" for additional details on agency payment remittance.

<u>APP Alignment of Program Design</u>

Over the past several years, DTE has partnered with the Commission and other agencies to work toward aligning Affordable Payment Plans across all investor-owned utilities in Michigan. The focus included higher consumption households by removing the consumption caps and making assistance available to more customers, while also using each customer's consumption as a basis for their plan amount (see Figure 14 Traditional LSP Payment Plan Amounts by Income Tier above and Figure 17 LSPM Payment Plan Amounts by Income Tier below for more information). DTE co-led a subcommittee in the MEAP workgroup to finalize design requirements under state direction. Ultimately, the Company launched a modified LSP plan, enrolling 1,126 customers in November 2023. In October of 2024, DTE launched the final version of its modified LSP (LSPM) plan, which included the permanent adoption of unified state changes. These changes were implemented in partnership with the state to ensure the following:

- To ensure that MEAP is administered consistently across all major utilities.
- To maximize funds available in order to assist more customers.

Many aspects of the traditional LSP and modified LSP programs have remained the same. It continues to be a two-year plan designed to make monthly payments affordable for vulnerable families. To enroll in LSP, households must first secure approved State Emergency Relief for utility assistance in accordance with the Michigan Energy Assistance Program (MEAP) guidelines[11] which aim to ensure that assistance reaches those most in need while promotion long-term energy affordability. However, customer payment amounts on LSP modified are subject to change at six-month intervals. Beginning on 10/1/2024, the following changes related to the Modified LSP eligibility were implemented to increase eligibility:

[11] https://www.michigan.gov/mpsc/consumer/energy-assistance

Past Due Balances:

- Households with past-due balances higher than $3,000 are now eligible to participate, whereas, under the traditional LSP plan, such households would not be eligible.

High-Usage Households:

- Elimination of usage caps allows more households to become eligible.
- Higher usage customers may have higher payment plans than an average LSP participant.
- High usage is defined as an LSP participant who consumes more than the average low-income customer.
- Customer's LSP Modified plan amounts are evaluated every six months and can change based on the customer's consumption behavior.

Figure 17: LSPM Monthly Credit Amounts by Income Tier

LSPM 2024 – 2025 Monthly Credits					
Commodity	FPL Tiers	Usage (Avg Consumption)	Heating Season Gap Credits (November - May)	Non-Heating Season Gap Credits (June – October)	LSP Budget Reduction Amount
Combo	Between 1% - 75%	High Usage (> $175)	$95	$35	$70
		Low Usage (<= $175)	$28	$9	$20
	Between 76% – 110%	High Usage (> $175)	$80	$32	$60
		Low Usage (<= $175)	$14	$5	$10
	Between 111% – 150%	High Usage (> $175)	$68	$25	$50
		Low Usage (<= $175)	$7	$3	$5
Electric Only	Between 1% - 75%	High Usage (> $115)	$85	$30	$62
		Low Usage (<= $115)	$14	$5	$10
	Between 76% – 110%	High Usage (> $115)	$28	$9	$20
		Low Usage (<= $115)	$10	$5	$8
	Between 111% – 150%	High Usage (> $115)	$20	$8	$15
		Low Usage (<= $115)	$7	$3	$5
Gas Only	Between 1% - 75%	High Usage (> $60)	$68	$25	$50
		Low Usage (<= $60)	$14	$5	$10
	Between 76% – 110%	High Usage (> $60)	$40	$16	$30
		Low Usage (<= $60)	$10	$5	$8
	Between 111% – 150%	High Usage (> $60)	$14	$5	$10
		Low Usage (<= $60)	$7	$3	$5

Figure 18 DTE Income Qualified Assistance Programs below presents program information on traditional LSP, modified LSP (LSPM) and PSP. Income eligibility, crisis requirements, and monthly payment amounts are fundamental program differences between PSP and the existing Low Income Payment Plan (LSP). For a full comparison of PSP vs other programs, please see sections 8, 9 & 10.

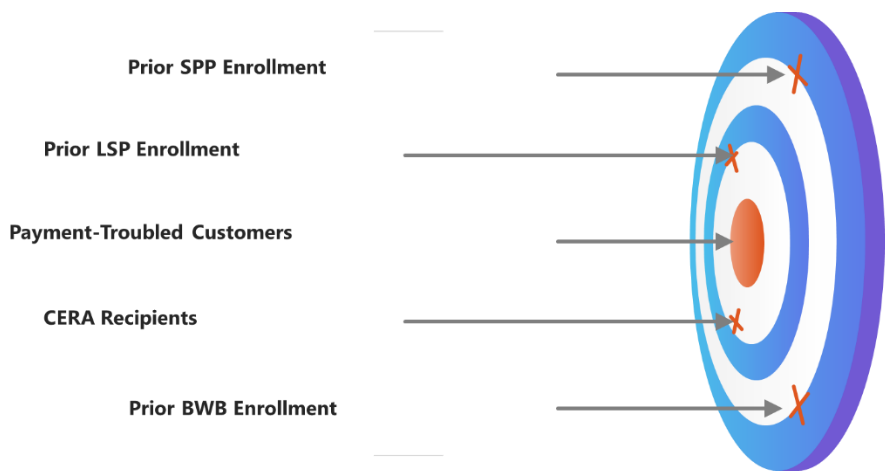
Figure 18: DTE Income Qualified Assistance Plans

	Traditional LSP	LSPM	PSP
FPL Eligibility	≤ 150%	≤ 150%	≤ 200%
Arrears Cap	$3,000	None	$1,500
Consumption Cap	Dual - $3,750 Electric Only - $1,600 Gas Only - $2,150	None	For single or dual: $3,750
Approved SER	Required	Required	Not Required
Arrears Forgiveness	Arrears are frozen at the time of enrollment and 1/24th is forgiven each month as long as the customer is actively enrolled in the program; regardless of on-time payment status	Upfront arrears forgiveness payment up to $600 2nd arrears payment of up to $600 at 12 months as long as the customer is actively enrolled in the program A final arrears payment of up to $1800 at the completion of the plan	Arrears are frozen at the time of enrollment and 1/24th is forgiven each month with full and on-time payment
Gap Payment	A credit is provided to offset the difference between actual usage and the customer's plan amount	A flat monthly credit is provided to subsidize the customer's budgeted plan amount	A credit is provided to offset the difference between actual usage and the customer's plan amount
Term of Plan	24 months	24 months	24 months (pilot)
Payment Plan Amt	Based on the customer's FPL percentage and usage (See Figure 14 - Traditional LSP Payment Plan Amount by Income Tier) The customer's plan amount is set at enrollment and only changes if the customer moves within the service territory	Based on average monthly consumption and reduced by a program credit based on the customer's FPL percentage Customer's plan amount is evaluated every six months and can change based on the customer's consumption behavior	The customer's plan amount is based on a percentage of income The customer's plan amount is set at enrollment and only changes if the customer moves within the service territory or could change in year 2 based on income
Arrears required	Yes	Yes	No
Annual Revalidation	No	No	Yes

6. DTE's enrollment and recruitment for the PIPP

The Company developed a list of targeted customers based on available customer data that indicated that the household is potentially eligible to meet the requirements for PSP. For example, customers who were previously enrolled in the Company's Shut-Off Protection Plan (SPP) and subsequently defaulted were invited to participate. These SPP customers were included for targeted outreach because they likely qualify for PSP with an income at or below 200% of the Federal Poverty Level. The Company's targeted outreach also included customers in arrears who had previously enrolled in LSP and subsequently defaulted or completed the program. Similarly, DTE considered customers who previously qualified for utility assistance as part of the COVID Emergency Rental Assistance (CERA) as possibly qualified based on the program's income guidelines.

Figure 19: PSP Target Populations



In addition to these potentially income-qualified customers, The Company also targeted customers who were payment-troubled, although their household income profile was unknown. For instance, DTE invited customers to apply for PSP if they missed between 1 and 5 payments over a 12-month cycle. Likewise, customers previously enrolled in the BudgetWise Billing program who were de-enrolled due to missed payments were targeted.

The Company used a staggered approach to soliciting applications for PSP, consisting of seven message batches beginning the week of October 25, 2021. More than 30,000 households were solicited for enrollment, with 2,141 customers ultimately enrolling in the program. An additional 240 customers who qualified were placed in the control group, and 837 customers applied but did not qualify for the program.

The Energy Advocacy Group began to validate incoming applications during the week of November 1, 2021. The Company applied thirty-day collection locks to protect PSP applicants from potential service disruption while customers' application status was being determined. Subsequently, the Company's Data Analytics team was engaged to assist in providing the random selection of approved PSP-eligible applicants. Random enrollments were staggered to provide a statistically significant pool of approved applications. DTE did not control or predetermine how many customers were enrolled in each income bracket. However, a Control Group was utilized to mirror the enrolled participants and to compare their outcomes. At the end of each batch of enrollments, letters sharing either the customer's acceptance or denial were issued.

Targeted customers were notified that they were pre-selected to apply to participate in the Payment Stability Plan (PSP), which was limited to 2,000 DTE customers, and that eligible applicants would be randomly selected among those who applied. The recruitment letter articulated the benefits of program participation (i.e., shutoff protection, fixed monthly payments, arrears forgiveness, etc.). Customers were instructed to apply by submitting the required documentation at our DTE website. Moreover, a dedicated phone line was provided to answer any program inquiries.

One fundamental difference in the Company's approach to targeting PSP applicants compared to outreach for LSP is that PSP does not require a customer to be "in crisis" with approved State Emergency Relief payments. The Company's LSP program requires participants to have received SER payments to participate (per the requirements governed by the Michigan Energy Assistance Program). Therefore, the Company did not limit its outreach by excluding customers who were not SER recipients, as SER status was not an eligibility requirement for PSP. Nevertheless, it is worth noting that 42% of PSP participants with an FPL of <=150% did receive an SER.

Moreover, PSP allows for household participation with income up to 200% of FPL, whereas LSP does not. Therefore, PSP's targeted outreach proactively attempted to reach customers in the 151 – 200% FPL range who were not eligible for SER/LSP. Approximately 16% of PSP participants fell in this income bracket.

In *Key Metrics - Program Comparison of* Section 8 – Data, differences in arrears and Pre-PIPP bills are addressed. Regarding differences in FPL between PIPP and LSP customers, the major difference is the number of customers participating in the 151% of the FPL and above range. For LSP, the FPL range with the highest number of enrollees for the timeframe studied is the 111 – 150% range, with a much smaller group of customers participating from the 76 –

110% FPL range. In comparison for PSP, the highest concentration of participating customers is in the 76 – 110% and the 111 – 150% range.

Regarding using vulnerable customer profile data to determine targeted outreach, the Company did not utilize attributes such as disabled, elderly, or young children as criteria for targeting PSP households to encourage application. However, data reflects that senior households accounted for 2% of PSP enrollment.

Lastly, there is another marked difference between PSP outreach and enrollment compared to that of LSP. While the Company actively facilitated PSP enrollments during the pilot phase, it does not handle enrollments for LSP. Instead, this function is carried out by a network of human service agencies authorized by MEAP, such as True North and The Salvation Army. The Company does partner with agencies per our data agreements to identify customers who are potential candidates for LSP (e.g., previous SER recipients in arrears); however, if customers are subsequently deemed eligible, the agency completes the enrollment.

7. Summary of the data collection dashboard

During the PSP pilot, DTE utilized a Power BI dashboard to track program activity and metrics. The dashboard was used on a weekly basis to monitor program performance and to ensure that the objectives of the program were being met. For example, during the enrollment period, DTE monitored weekly progress toward our targeted enrollments to determine if outreach was effective or if additional measures were needed to attract applicants. Other measures, such as on-time payment before and after the pilot, were tracked to determine if there were changes in customer behavior as a result of pilot participation. Examples of the data being collected include:

- Enrollment and un-enrollment data
- Consumption information
- Disconnects & arrears
- Funding levels
- Payment metrics

Please see Figure 20 PSP Standard Metrics below for screenshot examples of the PSP dashboard. The information demonstrated in these screenshots is for illustrative purposes. These metrics are also included in the supporting data file (attachment 1). For program data and explanations of calculations that are included in this dashboard, please refer to the explanations section of the supporting data file (attachment 1).

Figure 20: PSP Standard Metrics

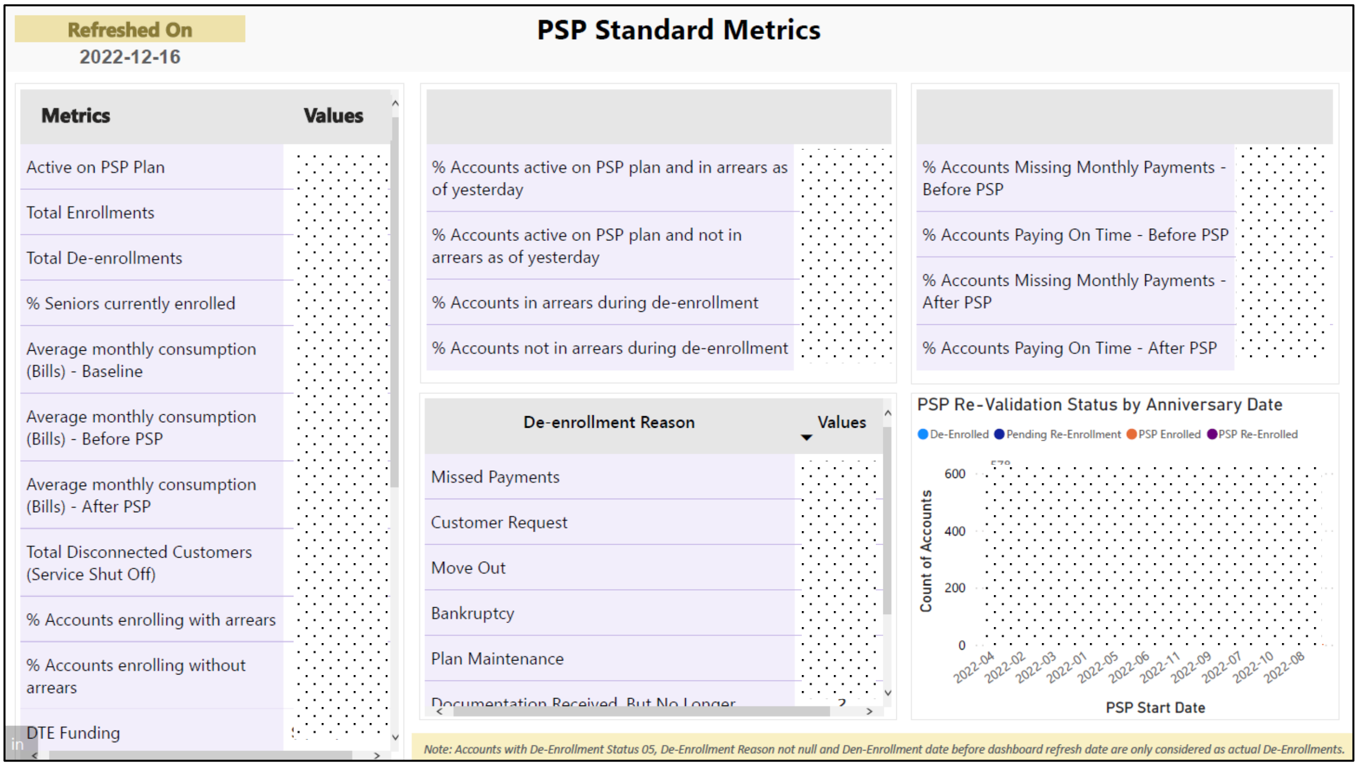
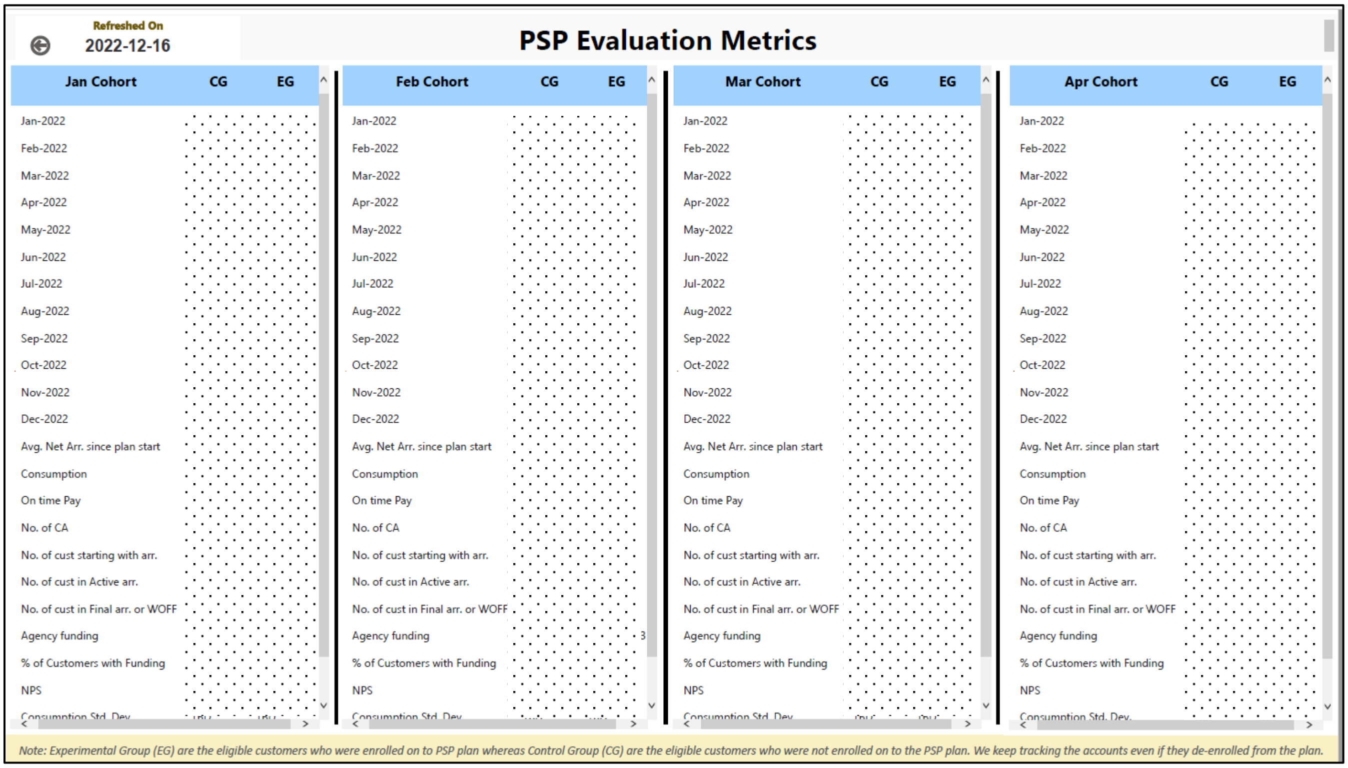


Figure 21: PSP Evaluation Metrics



Refreshed On 2022-12-16

PSP Evaluation Metrics

	Jan Cohort CG	Jan Cohort EG	Feb Cohort CG	Feb Cohort EG	Mar Cohort CG	Mar Cohort EG	Apr Cohort CG	Apr Cohort EG
Jan-2022	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Feb-2022	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Mar-2022	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Apr-2022	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
May-2022	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Jun-2022	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Jul-2022	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Aug-2022	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Sep-2022	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Oct-2022	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Nov-2022	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Dec-2022	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Avg. Net Arr. since plan start	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Consumption	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
On time Pay	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
No. of CA	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
No. of cust starting with arr.	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
No. of cust in Active arr.	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
No. of cust in Final arr. or WOFF	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Agency funding	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
% of Customers with Funding	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
NPS	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Consumption Std. Dev.	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]

Note: Experimental Group (EG) are the eligible customers who were enrolled on to PSP plan whereas Control Group (CG) are the eligible customers who were not enrolled on to the PSP plan. We keep tracking the accounts even if they de-enrolled from the plan.

8. Data

Overview

The data collected encompasses five distinct cohorts: PSP, LSP, LSPM, Control Group, and non-low-income accounts. Each dataset is organized into two timeframes: Pre-Plan and Plan. Payment plan start dates fall within the "Plan Time Frame." For non-low-income customers, a snapshot as of January 1, 2022, was used to select accounts.

Figure 22: Program Comparisons for Data File Table

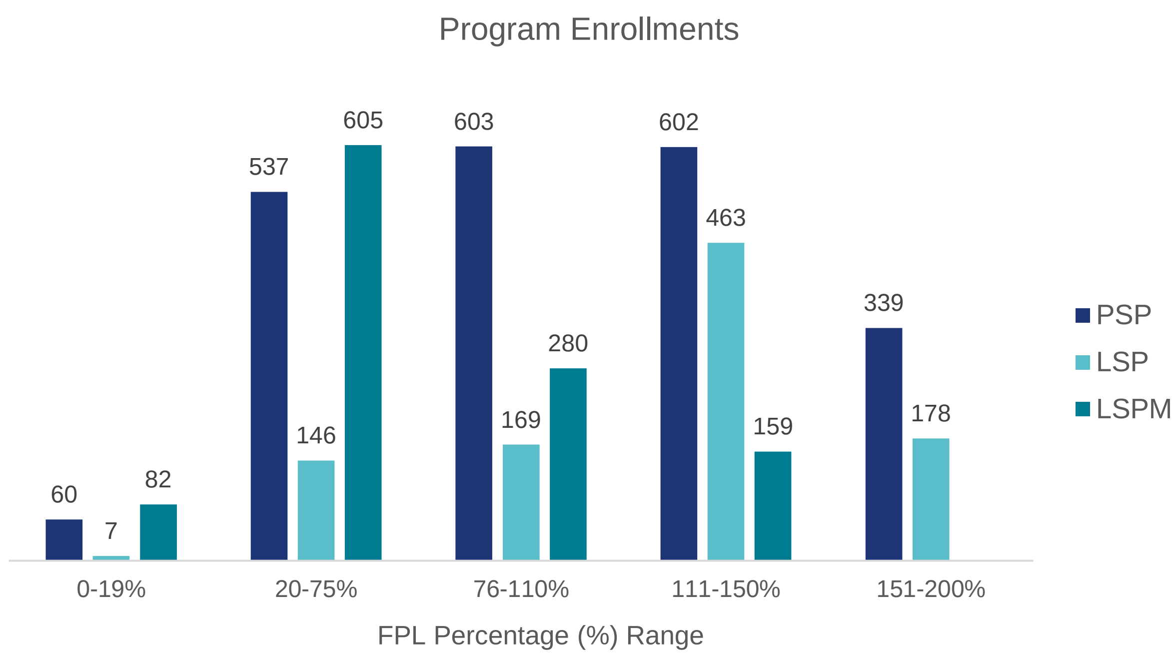
Additional details for all data sets are in the "Explanations" section of the data files provided

	Pre-Plan Date	Plan Time Frame
PSP	Jan - June 2021-2022	Jan - June 2022-2024
LSP	Oct 2020 - Sep 2021	Oct 2021- Sep 2023
LSPM	Oct 2022 - Sept 2022	Oct 2023 - Oct 2024
Control Group	Jan - June 2021-2022	Jan - June 2022-2024

Program Enrollments

Figure 23 Program Enrollments Bar Chart below outlines PSP, LSP and LSPM enrollments for the comparative timeframe by FPL level. The data includes 2,141 PSP, 963 LSP, and 1,126 LSPM enrollees for the plan timeframes referenced across the FPL percentage ranges of 0-19%, 20-75%, 76-110%, and 111-150%. Any LSP enrollment over 150% FPL was funded with donation dollars to assist households experiencing extreme hardships with which MEAP/SER could not assist.

Figure 23: Program Enrollments Bar Chart



For LSP, the FPL range with the highest number of enrollees for the timeframe studied is the 111% - 150% range, with a much smaller group of customers participating from the 76% - 110% FPL range. In comparison for PSP, the highest concentration of participating customers is in the 76% - 110% and the 111% - 150% range. Seniors accounted for 2% of PSP enrollments and 11% of LSPM enrollments.

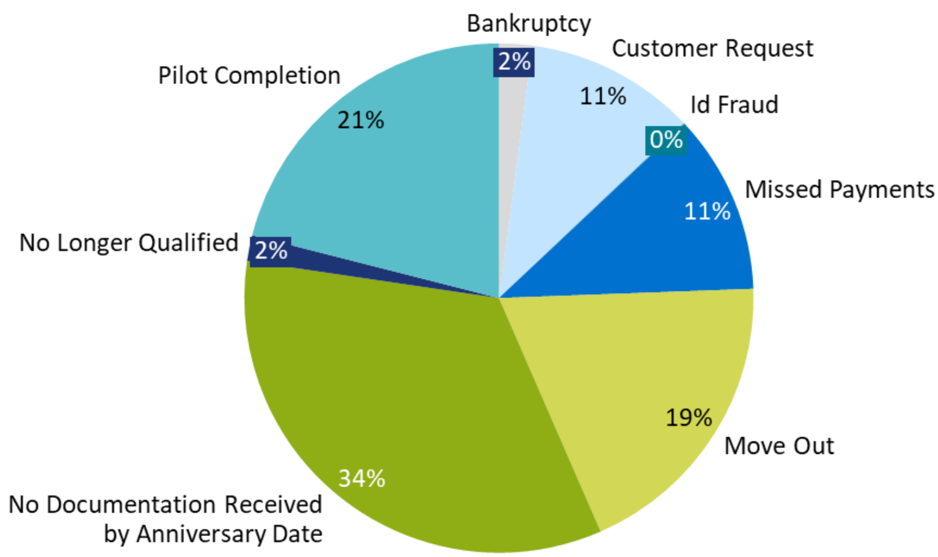
Program Participation Duration

Throughout the PSP pilot, 79% of enrollees were de-enrolled for various reasons, primarily due to missed revalidation (see Figure 24 PSP De-Enrollment Reason Pie Chart below for a disposition of PSP customer enrollment status). However, 21% of enrollments successfully completed the two-year program.

Program De-Enrollments

34% of PSP customers were de-enrolled due to failure to revalidate after the first year of participation; this annual re-validation requirement does not pertain to LSP, as customers are enrolled for 24 months at the start of the program.

Figure 24: PSP De-Enrollment Reason Pie Chart



PSP and LSP have different default or de-enrollment reasons. Figure 25 Program De-Enrollment Comparison Table below depicts the de-enrollment counts for PSP, LSP, and LSPM. There are no completions for LSPM, which was launched as a pilot in October 2023, because the program enrollment period of 24 months had not been reached when the report data was published. LSP graduations and PSP pilot completions both represent successfully reaching program conclusion.

In the chart below, “Agency Request” is used when the agency enrolls a customer in error or finds an issue during an audit that necessitates plan removal. ”NA” indicates “Not Applicable to the Plan”.

Figure 25: Program De-Enrollment Comparison Table

DE-ENROLLMENT REASON	LSP		LSPM		PSP	
	Count	%	Count	%	Count	%
AGENCY REQUEST	6	1%	8	1%	N/A	N/A
BANRUPTCY	16	2%	11	1%	45	2%
CUSTOMER REQUEST	6	1%	5	0%	235	11%
MISSED PAYMENT	464	47%	358	32%	245	11%
MOVE OUT	142	14%	88	8%	401	19%
GRADUATED	345	35%	N/A	N/A	N/A	N/A
EXCEEDED ANNUAL CONSUMPTION	2	0%	N/A	N/A	N/A	N/A
EXCEEDED ASSISTANCE CAP	1	0%	N/A	N/A	N/A	N/A
NO DOCUMENTATION RECEIVED BY ANNIV DATE	N/A	N/A	N/A	N/A	725	34%
NO LONGER QUALIFIED	N/A	N/A	N/A	N/A	35	2%
PIOT COMPLETION	N/A	N/A	N/A	N/A	60	3%
PLAN MAINTENANCE	N/A	N/A	N/A	N/A	2	0%
ID FRAUD	N/A	N/A	N/A	N/A	1	0%
NO DE-ENROLLMENT	N/A	N/A	658	58%	392	18%
TOTALS	982		1128		2141	

PSP On-time Payment Behaviors

In the 12 months before enrollment, customers who enrolled in PSP averaged an 89% on-time payment rate. Customers who were actively enrolled in LSP were not removed to enroll in PSP. Customers targeted were predominantly enrolled in SPP or former LSP customers (see section 6 for additional details on PSP program recruitment).

- Within the first year of enrollment, PSP on-time payment rate increased to 91%.
- For those enrolled for two years, there was a significant drop to an average of 74%.

Assumptions could be made that most customers in the first year of the pilot required temporary assistance for bill affordability, while those remaining through to the second year demonstrated greater need to balance the financial stresses of the household.

Figure 26: PSP On-time Payment Behavior Table

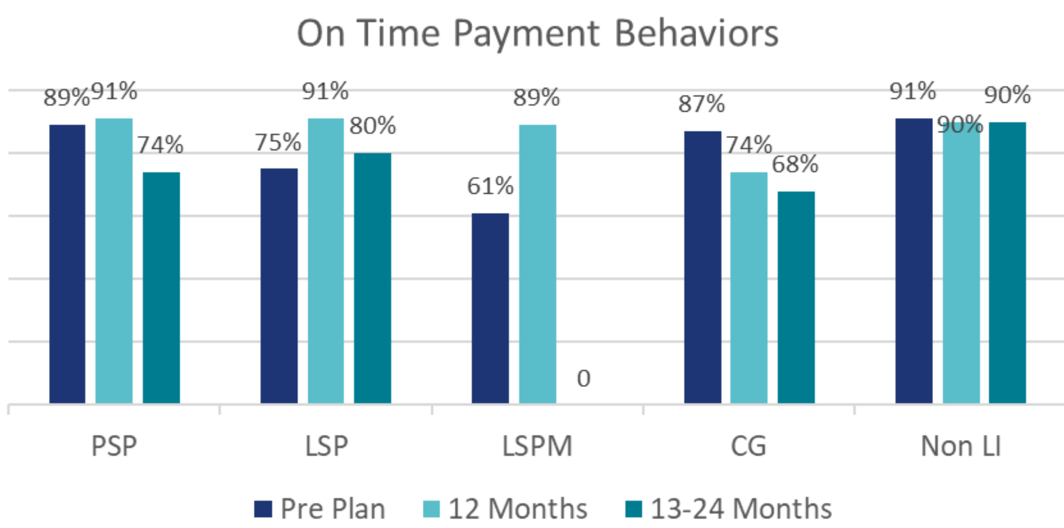
On-time Payment Behavior	
12 months prior to pilot	89%
1 year on pilot	91%
2 years on pilot	74%

There could be multiple explanations for the difference in on-time payment behavior for those who stayed on the pilot for one year vs two years. One plausible explanation is that the profile of those who were on the plan for 12 months varied from those who were on the plan for twenty-four months.

Potentially, customers who only remained on PSP for 12 months may have had a better on-time payment percentage simply because those who stayed on the program for 24 months had a longer period of time (and, therefore, a higher chance) to experience events that could cause payment issues.

On-time payment behaviors across payment plans and the Control Group (CG) decreased from the first year of the payment plan to the second year, while non-low-income (Non-LI) customers remained steady throughout the duration. On-time payment rate for 13-24 months for LSPM (which was launched as a pilot in October 2023) is not available because the program enrollment period of 24 months had not been reached when the report data was published. The impact of payment patterns of income-challenged customers as compared to non-low-income customers was not analyzed.

Figure 27: All Groups On-Time Payment Behaviors



Late Payment Charges

An analysis of late payment charges by plan is not provided because neither PSP, LSP or LSPM assess late fees while a customer is on the program. Any late fees that are accumulated prior to enrollment on PSP, LSP or LSPM are not paid by the program and are the responsibility of the customer.

Disconnection Rates

One of the strongest measures of energy assistance programs' success is the disconnection rate. To further evaluate PSP customer outcomes against other forms of energy assistance, several disconnect rate measures have been analyzed and are displayed in Figure 28 Program Disconnect Rate Table below.

- LSP and PSP disconnection rates align with the dataset used for the time-period comparison outlined above in Figure 22 Program Comparison for Data File Explanation Table.
- LIA, RIA, non-low-income, and low-income disconnection rates are for the most recently completed fiscal year.

Figure 28: Program Disconnect Rate Table

	Program (measurement)	Disconnect Rate
1	LSP (within 12 months of program default)	22%
2	LSP (within 12 months after successful graduation)	7%
3	PSP (withing 12 months of program default)*	10%
4	PSP (within 12 months after successful graduation)*	0.5%
5	LIA (while receiving LIA and other energy assistance excluding LSP)	10%
6	RIA (while receiving RIA and other energy assistance excluding LSP)	20%
7	Control Group	14%

*PSP concluded in June 2024.

Overall observations regarding disconnection rates include:

- PSP disconnection rates are considerably lower than LSP and RIA
- LIA disconnection rates are comparable to that of PSP

Consumption Analysis

PSP consumption showed a slight increase from pre-pilot to the first year of enrollment and then decreased more significantly in the second year. LSP consumption showed a similar increase in consumption in year one. However, the year two increase did not drop below the pre-enrollment consumption level for LSP.

Lower consumption prior to plan enrollment could be an indicator of "energy starvation," where households limit their energy usage due to financial constraints. By providing improved bill affordability, households can relieve this constraint, allowing families to consume energy at a level that meets their actual needs rather than what they can barely afford. This could explain why both PIPP and LSP experienced some increased consumption. In contrast, the Control Group may have continued energy starvation to suppress their energy bills. Regarding the decrease in consumption in the second year of the pilot, seasonal conditions could be the explanation.

Figure 29: All Groups Consumption Comparison Table

Consumption Period	PIPP		LSP		Control Group		Avg Non-LI	
kWh / ccf	kWh	ccf	kWh	ccf	kWh	ccf	kWh	ccf
Before Plan	657	97	711	96	667	94	684	84
12 months In	677	99	758	103	661	82	626	81
13-24 months In	597	86	735	99	649	78	589	75

Key Metrics - Program Comparison

To provide further insight into differences across each of the programs, key metrics were analyzed by percentage of FPL ranges (see Figure 30 Key Metrics Program Comparison below).

Figure 30: Key Metrics Program Comparison

Combo	0 - 19%			
	PIPP	LSP*	Control Group	LSPM
Arrears				
Average arrears at enrollment	$ 432	$ 1,318	$ 255	$ 1,605
Average arrears at 12 months (households who completed a full 12 months)	$ 375	$ 348	$ 538	$ 860
Average arrears at program completion (households who completed a full 24 months)	$ -	$ 0	$ 548	n/a
Consumption	kwh/ccf	kwh/ccf	kwh/ccf	kwh/ccf
12 month average monthly consumption before enrollment (kWh/ccf)	681/92	638/82	709/94	762/93
Average monthly consumption for months 1-12 after enrollment *(households who completed a full 12 months)*	732/85	724/103	657/95	800/157
Average monthly consumption for months 13-24 after enrollment *(households who completed a full 24 months)*	432/60	1016/98	649/106	n/a
Payment and Default Data				
Average monthly total bill (before assistance applied) during active enrollment	$ 201	$ 166	$ 184	$ 218
Average monthly bill payment due from customer during active enrollment **(plan amount)**	$ 74	$ 97	$ 195	$ 108
Average monthly payment actually paid by customer during active enrollment (12 months in)	$ 78	$ 151	$ 189	$ 249
Average monthly payment actually paid by customer during active enrollment (24 months in)	$ 79	$ 108	$ 183	n/a
Average monthly payment due from customer 12 months pre program **(with assistance applied)**	$ 135	$ 107	$ 164	$ 122
Percentage of on time payments 12 months before enrollment	92%	65%	88%	61%
Percentage of on time payments for months 1-12 after enrollment	95%	85%	67%	84%
Percentage of on time payments for months 13-24 after enrollment	73%	82%	70%	n/a

Combo

	20 - 75%			
	PIPP	LSP*	Control Group	LSPM
Arrears				
Average arrears at enrollment	$ 605	$ 1,318	$ 419	$ 859
Average arrears at 12 months (households who completed a full 12 months)	$ 597	$ 438	$ 574	$ 247
Average arrears at program completion (households who completed a full 24 months)	$ 287	$ 216	$ 669	n/a
Consumption	kwh/ccf	kwh/ccf	kwh/ccf	kwh/ccf
12 month average monthly consumption before enrollment (kWh/ccf)	672/97	723/97	691/102	797/99
Average monthly consumption for months 1-12 after enrollment *(households who completed a full 12 months)*	735/90	797/111	649/88	890/102
Average monthly consumption for months 13-24 after enrollment *(households who completed a full 24 months)*	579/82	776/105	579/91	n/a
Payment and Default Data				
Average monthly total bill (before assistance applied) during active enrollment	$ 190	$ 189	$ 190	$ 227
Average monthly bill payment due from customer during active enrollment **(plan amount)**	$ 92	$ 105	$ 179	$ 114
Average monthly payment actually paid by customer during active enrollment (12 months in)	$ 121	$ 200	$ 169	$ 130
Average monthly payment actually paid by customer during active enrollment (24 months in)	$ 114	$ 116	$ 164	n/a
Average monthly payment due from customer 12 months pre program **(with assistance applied)**	$ 118	$ 108	$ 104	$ 121
Percentage of on time payments 12 months before enrollment	89%	75%	93%	65%
Percentage of on time payments for months 1-12 after enrollment	92%	92%	73%	87%
Percentage of on time payments for months 13-24 after enrollment	75%	80%	72%	n/a

Combo

	76 - 110%			
	PIPP	LSP*	Control Group	LSPM
Arrears				
Average arrears at enrollment	$ 517	$ 1,218	$ 499	$ 1,035
Average arrears at 12 months (households who completed a full 12 months)	$ 496	$ 476	$ 698	$ 1,717
Average arrears at program completion (households who completed a full 24 months)	$ 260	$ 153	$ 420	n/a
Consumption	kwh/ccf	kwh/ccf	kwh/ccf	kwh/ccf
12 month average monthly consumption before enrollment (kWh/ccf)	659/100	723/98	623/95	798/94
Average monthly consumption for months 1-12 after enrollment *(households who completed a full 12 months)*	692/92	739/99	574/90	781/75
Average monthly consumption for months 13-24 after enrollment *(households who completed a full 24 months)*	585/90	710/91	511/86	n/a
Payment and Default Data				
Average monthly total bill (before assistance applied) during active enrollment	$ 189	$ 191	$ 172	$ 225
Average monthly bill payment due from customer during active enrollment **(plan amount)**	$ 127	$ 111	$ 172	$ 113
Average monthly payment actually paid by customer during active enrollment (12 months in)	$ 121	$ 174	$ 176	$ 119
Average monthly payment actually paid by customer during active enrollment (24 months in)	$ 132	$ 112	$ 150	n/a
Average monthly payment due from customer 12 months pre program **(with assistance applied)**	$ 124	$ 131	$ 92	$ 135
Percentage of on time payments 12 months before enrollment	92%	80%	88%	64%
Percentage of on time payments for months 1-12 after enrollment	93%	92%	83%	89%
Percentage of on time payments for months 13-24 after enrollment	79%	82%	91%	n/a

Combo

	111 - 150%			
	PIPP	LSP*	Control Group	LSPM
Arrears				
Average arrears at enrollment	$ 557	$ 851	$ 521	$ 1,115
Average arrears at 12 months (households who completed a full 12 months)	$ 609	$ 507	$ 621	$ 637
Average arrears at program completion (households who completed a full 24 months)	$ 414	$ 230	$ 882	n/a
Consumption	kwh/ccf	kwh/ccf /ccf	kwh/ccf	kwh/ccf
12 month average monthly consumption before enrollment (kWh/ccf)	657/97	711/96	667/94	799/97
Average monthly consumption for months 1-12 after enrollment *(households who completed a full 12 months)*	677/99	758/103	661/82	966/82
Average monthly consumption for months 13-24 after enrollment *(households who completed a full 24 months)*	597/86	735/99	649/78	n/a
Payment and Default Data				
Average monthly total bill (before assistance applied) during active enrollment	$ 192	$ 186	$ 181	$ 231
Average monthly bill payment due from customer during active enrollment **(plan amount)**	$ 180	$ 114	$ 183	$ 132
Average monthly payment actually paid by customer during active enrollment (12 months in)	$ 136	$ 141	$ 188	$ 158
Average monthly payment actually paid by customer during active enrollment (24 months in)	$ 151	$ 118	$ 164	n/a
Average monthly payment due from customer 12 months pre program **(with assistance applied)**	$ 128	$ 106	$ 124	$ 145
Percentage of on time payments 12 months before enrollment	87%	76%	89%	65%
Percentage of on time payments for months 1-12 after enrollment	91%	91%	76%	87%
Percentage of on time payments for months 13-24 after enrollment	74%	80%	74%	n/a

Combo

	Non - LI
Arrears	
Average arrears at enrollment	$ 343
Average arrears at 12 months (households who completed a full 12 months)	$ 364
Average arrears at program completion (households who completed a full 24 months)	$ 393
Consumption	kwh/ccf
12 month average monthly consumption before enrollment (kWh/ccf)	648/84
Average monthly consumption for months 1-12 after enrollment *(households who completed a full 12 months)*	626/81
Average monthly consumption for months 13-24 after enrollment *(households who completed a full 24 months)*	589/75
Payment and Default Data	
Average monthly total bill (before assistance applied) during active enrollment	$ 202
Average monthly bill payment due from customer during active enrollment **(plan amount)**	$ 202
Average monthly payment actually paid by customer during active enrollment (12 months in)	$ 218
Average monthly payment actually paid by customer during active enrollment (24 months in)	$ 220
Average monthly payment due from customer 12 months pre program **(with assistance applied)**	$ 210
Percentage of on time payments 12 months before enrollment	88%
Percentage of on time payments for months 1-12 after enrollment	86%
Percentage of on time payments for months 13-24 after enrollment	86%

The methodology for reporting the average monthly credited amount (bill subsidy) is the same for both LSPM and LSP. For the purpose of this analysis, DTE did not report gap credits separate from arrears forgiveness.

The table does not calculate the total monthly bill during active enrollment by adding the average monthly payment and average monthly bill due. Instead, the average monthly total bill was calculated using separate data points (total bill payments due divided by total customers on the program), as were the other metrics.

In general, non-low-income customers fare better than those eligible for energy assistance, as demonstrated by their lower monthly arrears and lower consumption (possibly due to comparatively more efficient housing stock). Households who enrolled in a payment plan, either PIPP or LSP, saw marked improvement in their on-time payment rate from pre-enrollment through year one across all income ranges; in contrast, the control group's on-time payment rate dropped for the same period.

While we cannot definitively determine the reasons why households in certain income brackets exhibit higher on-time payment rates, the data suggests that households in the lower FPL ranges (0-19% and 20-75%) have a better on-time payment rate compared to those in higher income brackets. This trend is observed even prior to their enrollment in PSP. One potential explanation is that these households often qualify for additional forms of assistance, which may help them manage other household expenses more effectively and in turn, support more consistent bill payments.

Program Design Differences

By design, monthly customer credits are handled differently across PSP, LSP, and LSPM.

- PSP & LSP: Gap payments (the difference between the customer payment and bill amount) are applied to a customer's balance when the customer's bill is generated, resulting in a consistent customer payment amount.
- LSPM: A flat monthly program credit(gap) is provided to subsidize the customer's plan amount to make it more affordable than a traditional budget billing plan.

Likewise, arrears forgiveness is designed differently across plans as well.

- PSP: Each month, a 1/24th arrears forgiveness amount is applied to a customer's balance when an on-time payment is made, which can drive increased customer accountability.
- LSP: When a customer's bill is generated each month, a 1/24th arrears forgiveness is applied to the balance.
- LSPM: Arrears Forgiveness is applied in three installments upfront (up to $600 30 days after enrollment, up to $600 at the one-year anniversary, and up to $1,800 at the completion of the plan).

EWR Findings

Section 4 references EWR services performed for PSP participants. As previously indicated, energy consumption changes in the PIPP program were not tracked and, therefore, cannot be compared to the Control Group. The Company recognizes the opportunity consumption tracking would afford to provide greater insights into the efficacy of EWR.

Control Group Findings

Control Group findings related to on-time payment data, disconnects, consumption, and arrears, are explained in Section 8 - PSP On-time Payment Behaviors. For example, the section highlights that the Control Group's on-time payment behavior for the pre-plan period was similar to PSP participants' pre-plan (87% vs 89%) respectively, whereas 12 months after the plan, the Control Group's on-time payment behaviors declined to 74% in comparison to PSP which improved to 91%. This section also addresses Control Group findings related to disconnections, indicating that for the period within 12 months of defaulting from the plan, customers in the Control Group had a higher rate of disconnections (14%) in comparison to PSP (10%); only customers in the traditional LSP for this same time period had a higher rate of disconnections at 22%.

151 – 200% FPL and Control Group Findings

DTE analyzed various data components for households by the percentage of FPL ranges, including 151 – 200%. This detailed data, such as enrollment, arrears, consumption and energy burden, and payment and default data for this income range, is in the MPSC PIPP Utility Data spreadsheet file that DTE provided to accompany this report. The Company has also provided additional data comparing the programs in the support data file, and a snapshot has been included below in Figure 31 151-200% FPL Group Key Metrics.

Figure 31: 151 – 200% FPL Group Key Metrics

151-200%	PIPP			LSP*			Control Group		
	Combo	Electric Only	Gas Only	Combo	Electric Only	Gas Only	Combo	Electric Or	Gas Only
Arrears									
Average arrears at enrollment	$ 679	$ 569	$ 524	$ 1,457	$ 603	$ 164	$ 648	$ 384	$ 152
Average arrears at 12 months (households who completed a full 12 months)	$ 678	$ 675	$ 730	$ 578	$ 328	$ -	$ 865	$ 275	$ 297
Average arrears at program completion (households who completed a full 24 months)	$ 359	$ 549	$ -	$ 352	$ 282	$ -	$ 531	$ 83	$ 148
Consumption	kwh/ccf	kwh	ccf	kwh/ccf	kwh	ccf	kwh/ccf	kwh	ccf
12 month average monthly consumption before enrollment (kWh/ccf)	663/95	824	103	629/93	545	105	614/100	670	75
Average monthly consumption for months 1-12 after enrollment *(households who completed a full 12 months)*	681/83	837	94	663/104	644	110	642/95	606	70
Average monthly consumption for months 13-24 after enrollment *(households who completed a full 24 months)*	566/95	942	30	645/96	572	98	594/93	595	69
Payment and Default Data									
Average monthly total bill (before assistance applied) during active enrollment	$ 195	$ 145	$ 96	$ 158	$ 83	$ 88	$ 194	$ 115	$ 69
Average monthly credited amount (bill subsidy) during active enrollment	$ 53	$ 67	$ 66	$ 1,129	$ 556	$ 669	n/a	n/a	n/a
Average monthly bill payment due from customer during active enrollment **(plan amount)**	$ 229	$ 154	$ 162	$ 110	$ 50	$ 65	$ 205	$ 105	$ 72
Average monthly payment actually paid by customer during active enrollment (12 months in)	$ 240	$ 160	$ 171	$ 146	$ 72	$ 69	$ 233	$ 148	$ 118
Average monthly payment actually paid by customer during active enrollment (24 months in)	$ 185	$ 131	$ 106	$ 135	$ 60	$ 75	$ 203	$ 161	$ 113
Average monthly payment due from customer 12 months pre program **(with assistance applied)**	$ 138	$ 121	$ 71	$ 113	$ 48	$ 67	$ 139	$ 106	$ 52
Percentage of on time payments 12 months before enrollment	80%	88%	88%	75%	72%	68%	81%	73%	87%
Percentage of on time payments for months 1-12 after enrollment	88%	88%	85%	90%	91%	100%	67%	79%	67%
Percentage of on time payments for months 13-24 after enrollment	64%	62%	70%	79%	71%	100%	60%	63%	54%
Number of households who defaulted for non-payment	28	19	1	56	18	0	n/a	n/a	n/a
Number of households who defaulted due to failure to reverify for year 2	62	36	9	n/a	n/a	n/a	n/a	n/a	n/a
Number of households who defaulted for any other reason (cite reasons in report narrative)	83	63	7	75	27	2	n/a	n/a	n/a
Number of households that received a service disconnection/shutoff notice within 12 months of default	95	65	10	84	23	0	n/a	n/a	n/a
Number of households whose service was disconnected within 12 months of default	25	18	1	30	9	0	n/a	n/a	n/a

*LSP enrollments are exceptions made for donation enrollments

Itemized PIPP Costs

Aside from IT costs, arrears forgiveness, and energy assistance provided to PIPP pilot participants, the Company did not track a chart of accounts. Whereas administrative work done in the tracking and application process was concentrated with the EAG team, that team is also responsible for a host of duties, including supporting our LSP customers and working with partner agencies. EAG assists all customers but with a focus on our most vulnerable. Time was not tracked for PSP activities; thus, financial specifics are not available. However, as part of its standard regulatory filings, the Company's Customer Service O&M costs are available for DTE Gas or DTE Electric. Section 10 (Recommendations) outlines the cost per customer for PIPP compared to LSP and other energy assistance programs.

While DTE did not conduct a time study, we leveraged our flexible staffing model to add or reduce capacity to handle PSP enrollments and other plan maintenance tasks. Regarding the comparison of PSP administrative costs to APP, the Company does not have insight into agency administrative costs for APPs.

PSP One-Time IT Costs

To create the pilot, system changes were required across multiple platforms. Those included:

- Implementation of the PSP program in the Company's customer billing system, including all eligibility requirements and exception reports to identify enrollees that are no longer in compliance with eligibility rules.
- Automatically created exceptions to prompt further action when enrollments are no longer in compliance.

- New system fields to capture and store income, FPL %, and archive active and inactive low-income profiles.
- Adding PSP as an option to the document submission web portal (See Appendix H – Document Submission Portal) to capture all required information and documentation to be eligible for the PSP program. (See Section 6 - PSP Enrollment).
- Modifying the Salesforce Document Repository to store and route PSP documentation uploaded by customers for validation or revalidation.

Figure 32: PSP IT Costs

One Time IT Costs

Capital Spend $1.3M
O&M Spend $0.29M

PSP Enrollees' Assistance During the Life of the Pilot

The table below reflects the program costs, excluding one-time IT costs, including:

- Total energy assistance received per customer for gap payment and arrears forgiveness (AF) only is $1229 annually.
- Gap costs: Refers to the accumulated cost or the difference between the invoiced amount and the fixed monthly payment plan for PSP participants.
- Arrears Forgiveness (AF): Refers to the accumulated cost of arrears that were forgiven monthly for PSP participants who made full payment.

Figure 33 PSP Enrollees Assistance Table below reflects the various types of assistance eligible PSP enrollees received during the pilot, including State Emergency Relief (SER), Home Heating Credits (HHC), MEAP one-time assistance, and Low Income (LIA) and Residential Assistance (RIA) credits. SER, HHC, and MEAP one-time assistance reduces or eliminates customer arrears balances, resulting in a lower arrears forgiveness credit or potentially removing the need for one. LIA and RIA are applied to billed usage prior to determining the gap payment calculation, which, in turn, reduces the amount of gap payment needed.

Figure 33: PSP Enrollees Assistance Table

	Customer Count	Gap/AF	SER	HHC	LIA	RIA	MEAP
PSP	2,141	$2,630,767	$289,870	$116,382	$7,306	$77,795	$32,676

9. Customer satisfaction survey results

Background

DTE utilizes several survey techniques, including an NPS (net promoter score) survey, to measure customer satisfaction and gain real-time insight into successes and areas that may need improvement. NPS is highly regarded as a benchmarkable gold standard measurement system across the utility industry and beyond.

An NPS survey is simplistic in its nature and asks the customer, “How likely is it that you would recommend DTE to a friend or colleague?” on a scale of 1-10, with ten (10) being extremely likely and zero being not likely at all. The net promotor score is calculated by comparing promoters (scores of 9-10) vs detractors (scores of 1-6). Neutral responses (scores of 7-8) are not part of the NPS calculation. The resulting NPS score provides a simple quantitative measure of promotors vs detractors.

In addition to NPS-style surveys, DTE administers other customer satisfaction survey types, including five-point scale ratings, open-ended questions, and binary yes/no questions.

Survey Design

To measure the customer satisfaction results for the PSP program, DTE designed a survey that included an NPS measure and other satisfaction questions. The objective of the survey was to obtain feedback from customers participating in the PSP, LSP and LSP Modified programs to determine what is working well, identify opportunities for improvement and to provide comparisons between the three APP programs regarding several key topics of interest:

- Program satisfaction
- Affordability of plans
- Impact on energy usage
- Impact on the opinion of DTE
- Areas of confusion or concern

Appendix C includes a copy of the survey, and the raw data output has also been provided.

Survey Administration

Similar to other DTE customer satisfaction surveys, a vendor (Qualtrics) administered the survey on behalf of the Company. The electronic survey was sent via email to 5,013 customers on June 4, 2024. The response rates for each of the programs and overall are listed below in Figure 34 All Programs NPS Survey Results Table. The overall response rate of 7.3% is slightly higher than DTE's average survey response rate of 3%- 6%.

Figure 34: All Programs NPS Survey Results Table

Program	Surveys Sent	Surveys Received	Response Rate
PSP	1,018	123	12.1%
LSP	3,041	166	5.5%
LSP Modified	954	78	8.2%
Total	5,013	367	7.3%

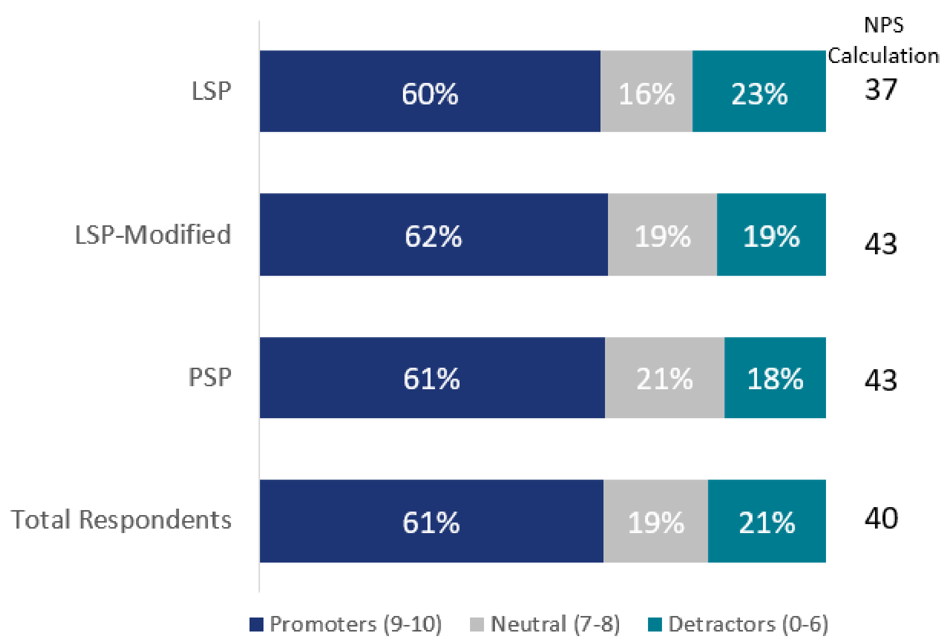
Once received by the customer, the survey remained open for one week. As an incentive, each customer who completed the survey received a $5 Amazon gift card.

Survey Results and Findings

Customer satisfaction with DTE's PSP program is high and, in many aspects, exceeds that of DTE's other APP program offerings.

As described earlier, the NPS score is the gold standard, benchmarkable measure widely utilized across the utility industry and beyond. PSP's net promotor score performed similarly (or slightly better) than both DTE's LSP-Modified and LSP program (see Figure 35 All Programs NPS Survey Results Bar Chart below).

Figure 35: All Programs NPS Survey Results Bar Chart

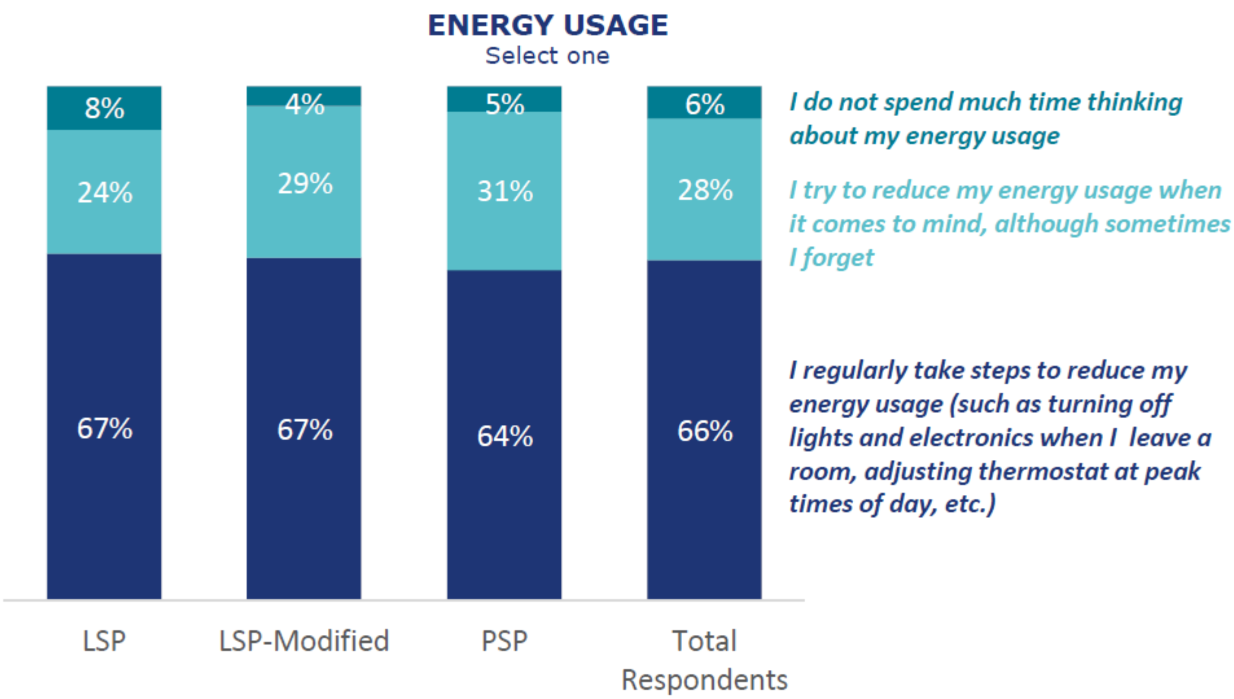


In addition to the NPS survey that was administered, the Company also asked several other customer satisfaction survey questions that included a variety of topics. Please see Appendix C for a complete list of survey questions and Attachment 2 for the survey results raw data.

Additional key findings that the Company would like to highlight are below in Figures 36-39:

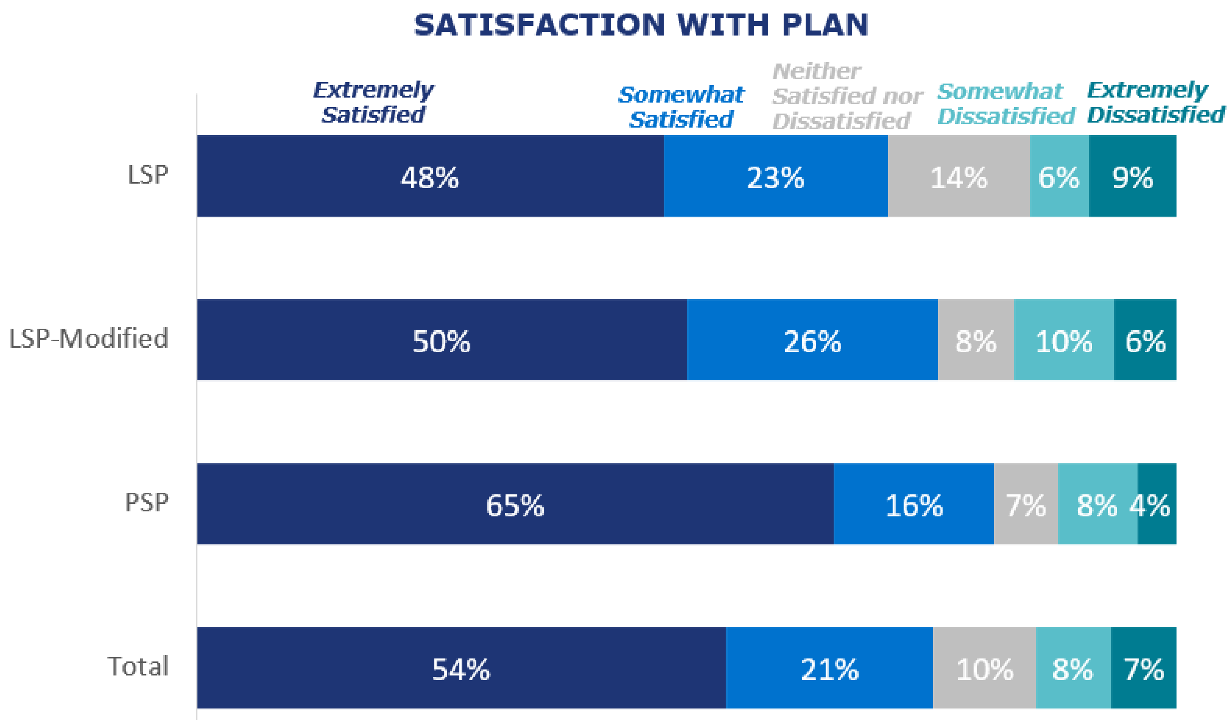
- Across plans, most customers (66%) indicated that they regularly take steps to reduce their energy usage

Figure 36: All Programs NPS Survey Energy Usage Bar Chart



- PSP customers were more likely than LSP or LSP-Modified customers to indicate that they are extremely satisfied with their payment plan

Figure 37: All Program NPS Survey Satisfaction with Plan Bar Chart



- PSP scored higher "top box" or "excellent" customer satisfaction scores across all customer experience questions.

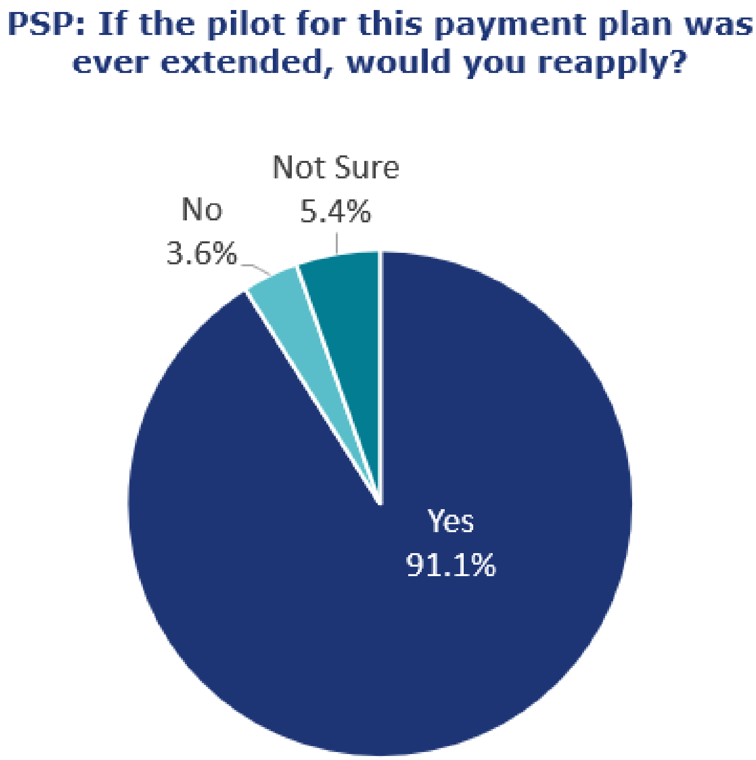
Figure 38: All Programs NPS Survey Experience with Payment Plan Table

EXPERIENCE WITH PAYMENT PLAN
TOP BOX SCORES

*% Rating as 'Excellent' on 5-point scale**	Payment Plan			
	LSP	LSPM	PSP	Total
Clear, easy-to-understand communications explaining the payment plan	30%	27%	43%	34%
Amount of information available regarding my payment plan	29%	29%	38%	32%
Ease of enrollment	25%	32%	39%	31%
Interaction(s) with customer service representative regarding my payment plan	32%	38%	46%	38%
Affordability of my energy bill while on the payment plan	28%	32%	48%	35%
Ease of participation in the payment plan	30%	29%	48%	36%

- 91% of PSP customers indicated they would reapply if the program was reopened.

Figure 39: NPS Survey PSP Pilot Extension Pie Chart



Customer Satisfaction Conclusion

In conclusion, customer satisfaction with DTE's PSP program is as high (or higher) than that of other APP program offerings.

10. Pilot Recommendation on next steps

Background

DTE understands that utility bills can be a heavy burden for low-income households, often resulting in financial stress, delayed payments, and even service interruptions. We are committed to finding supportive solutions for those in need. Furthermore, the Company stands in solidarity with the Commission's goals of streamlining, simplifying, and easing access to energy assistance, ultimately improving energy security, and reducing the number of Michigan households with unsustainable energy burdens.

The Company is a strong proponent of the Percentage of Income Payment Plan (PIPP) model, which has proven to be an effective approach to addressing energy affordability challenges. The PSP pilot incorporated key elements from Ohio's PIPP Plus program, one of the nation's most established and successful models.

While studies, such as those from ACEEE, highlight that the optimal energy burden for low-income households is around 6%, the percentages used in DTE's pilot provided meaningful relief to households facing high energy burdens (as indicated by the disconnect rate data presented in Figure 42). Many of these households experienced an energy burden of greater than 10% prior to the pilot. This pilot not only assisted in reducing unaffordable energy costs but also addressed the accumulation of arrears caused by such high burdens.

PIPP programs offer a targeted solution to energy affordability by directly addressing the challenges faced by low-income households. Specifically, they:

Provide Stable, Affordable Payment Amounts: Ensuring that energy costs are predictable and manageable for customers.

Reduce Arrears and Disconnections: Helping households avoid the cycle of debt and maintain continuous access to essential energy services.

Promote On-Time Payments: Encouraging consistent payments, which benefit customers financial stability.

DTE's PIPP pilot effectively mitigated the financial strain for those with the highest energy burdens. By reducing arrears and fostering payment stability, the program delivered tangible benefits to vulnerable customers, reinforcing the value of PIPP as a critical tool for improving energy equity and affordability.

Moreover, not requiring imminent shutoff as a requirement of a PIPP plan benefits income-challenged households by offering stability before a crisis occurs. This proactive approach allows households to access manageable payment options early, preventing them from falling into deeper debt or facing service disconnection. Additionally, this type of plan recognizes that low-income households often face ongoing financial strain and can benefit from its consistent, predictable support. It fosters stability and can prevent crises from happening at all.

Key APP Program Comparisons & Success Metrics

When comparing key PSP program outcome metrics to LSP (Low-income Self-Sufficiency Plan), the Company found similar results with marginal differences in terms of on-time payment rate, NPS score and cost. However, the LSP disconnect rate was considerably higher than that of PSP (see Figure 41 Outcome Metrics below). These metrics are the primary measures of program success and will continue to be tracked moving forward.

Additionally, PSP provides a more equitable solution than LSP, as the customer's payment amounts to precisely an affordable 6% energy burden (for a single commodity), while LSP's payment amounts may be more or less than 6% due to the tiered structure of its payment amounts.

Throughout this document, several key program design elements and outcome metrics have been discussed. Figures 40 and 41 below summarizes these items.

Figure 40: Program Design Elements

	LSP	LSPM (LSP Modified)	PSP	LIA	RIA	Control Group	Non-Low-Income
Program Description	Former LSP Program replaced by LSPM	Modified LSP Program launched in Oct 2024	Payment Stability Plan (DTE's Percent of Income Program - PIPP)	Low Income Assistance Credit	Residential Income Assistance	Control Group of Low-Income Customers	Non-Low-Income Customers
FPL Eligibility / Criteria	≤ 150%	≤ 150%	≤ 200%	≤ 150%	≤ 150%	≤ 200%	≥ 200%
Arrears Cap	$3,000	None	$1,500	None	None	None	None
Consumption Cap	Dual - $3,750 Electric Only - $1,600 Gas Only - $2,150	None	For single or dual: $3,750	None	None	None	None
Approved SER	Required	Required	Not Required	Not Required	Not Required	Not Required	Not Required
Arrears Forgiveness	Arrears are frozen at the time of enrollment and 1/24th is forgiven each month as long as the customer is actively enrolled in the program ; regardless of on-time payment status	Upfront arrears forgiveness payment up to $600 2nd arrears payment of up to $600 at 12 months as long as the customer is actively enrolled in the program A final arrears payment of up to $1800 at the completion of the plan	Arrears are frozen at the time of enrollment and 1/24th is forgiven each month with full and on-time payment	None	None	None	None
Gap Payment	A credit is provided to offset the difference between actual usage and the customer's plan amount	A flat monthly credit is provided to subsidize the customer's budgeted plan amount	A credit is provided to offset the difference between actual usage and the customer's plan amount	None	None	None	None
Term of Plan	24 months	24 months	24 months (pilot)	12 Months	12 Months	Not a Plan	Not a Plan

Payment Plan Amount	Based on the customer's FPL percentage and usage (See Figure 14 - Traditional LSP Payment Plan Amount by Income Tier) The customer's plan amount is set at enrollment and only changes if the customer moves within the service territory	Based on average monthly consumption and reduced by a program credit based on the customer's FPL percentage Customer's plan amount is evaluated every six months and can change based on the customer's consumption behavior	The customer's plan amount is based on a percentage of income The customer's plan amount is set at enrollment and only changes if the customer moves within the service territory or could change in year 2 based on income	Standard Monthly Billings	Standard Monthly Billings	Standard Monthly Billings	Standard Monthly Billings
Arrears Required	Yes	Yes	No	No	No	No	No
Annual Revalidation	No	No	Yes	Yes	Yes	No	No

Figure 41: Program Outcome Metrics

	LSP	LSPM	PSP	LIA	RIA	Control Group	Non-Low-Income
Disconnect Rate (within 12 months of program default)	22%	7%*	10%*	10% (No Program)	20% (No Program)	14% (No Program)	0.5% (No Program)
Disconnect Rate (within 12 months after successful graduation)	7%	N/A*	0.5%*				
On Time Payment Rate: Pre Plan	74%	61%	89%	Not Available	Not Available	87%	91%
On Time Payment Rate: 1-12 Months	91%	89%	91%	Not Available	Not Available	74%	90%

DTE Energy PIPP Program Report out to MPSC Staff

On Time Payment Rate: 13-24 Months	80%	N/A	74%	Not Available	Not Available	68%	90%
NPS Score	37	43	43	Not Available	Not Available	Not Available	Not Available
Program Annual Cost	$1,172	TBD*	$1,229	Electric -$600 Gas -$480 Combo-$1080	Electric-$102 Gas -$174 Combo -$276	Not a Plan	Not a Plan
Program Enrollment Count	963* Sample utilized for time period comparison; total enrollments in 2024 were 21,761	1,126	2,141	65,000	116,431	Not a Plan	Not a Plan
Default Rate (Due to Non-Payment)	47%	32%*	11%	Not a Plan	Not a Plan	Not a Plan	Not a Plan
Consumption (kWh/CCF): Pre Plan	711/96	799/97	657/97	Not a Plan	Not a Plan	667/94	684/84
Consumption (kWh/CCF): 1-12 Months	758/103	966/82	677/99	Not a Plan	Not a Plan	661/82	626/81
Consumption (kWh/CCF) 13-24 Months	735/99	N/A	597/86	Not a Plan	Not a Plan	649/78	589/75

* LSPM was launched in October 2024 and PSP was closed in June 2024.

RIA & LIA Credits

As previously stated, the Company also offers monthly low-income credits that are not part of a holistic energy assistance program, in the form of the Residential Income Assistance (RIA) and Low-Income Assistance (LIA) credits. Analysis of the effectiveness of these programs, is discussed in the disconnection rates analysis provided in Section 8. Please see Figure 43 Reallocation Proposals Table below for how these credits fit into the Company's recommendation.

Disconnection Rates

As outlined in section 8, one of the strongest measures of successful outcomes for energy assistance programs is disconnection rate. PSP disconnection rates are considerably lower than that of LSP & RIA and are comparable to that of LIA.

Figure 42: Program Disconnect Rates Table

	Program (measurement)	Disconnection Rate
1	LSP (within 12 months of program default)	22%
2	LSP (within 12 months after successful graduation)	7%
3	PSP (withing 12 months of program default)*	10%
4	PSP (within 12 months after successful graduation)*	0.5%
5	LIA (while receiving LIA and other energy assistance excluding LSP)	10%
6	RIA (while receiving RIA and other energy assistance excluding LSP)	20%
7	Control Group	14%

** PSP concluded in June 2024.*

Recommendation

The Company shares the Commission's goals of streamlining, simplifying, and easing access to energy assistance. Based on the significantly lower disconnect rate for PSP and the comparable performance on other key metrics, the Company recommends reallocating both the RIA and the LSP funds into a relaunched PSP program. This reallocation would accomplish the shared goal of streamlining programs while also migrating funds from a program that is not effective at preventing disconnection to a program that is.

Additionally, MEAP One-Time Assistance (non-LSP) would not be reallocated under this proposal. For some customers who are in a temporary crisis, one-time assistance is sufficient to maintain energy security and the added benefits of an ongoing, holistic program are not needed. Our network of agency partners is skilled at determining the best fit for a customer through the needs assessment that they utilize at customer intake. The Company will partner with community agencies to leverage this expertise. Currently, approximately 50% of MEAP funds are directed toward LSP and 50% are directed toward One-Time Assistance. The Company's proposal is that the same allocation of MEAP dollars that currently supports LSP (50%) would be utilized to support a relaunched PSP program in the future. The remaining 50% of MEAP funds would continue to support One-Time Assistance.

Furthermore, the Company proposes that the LIA program continues as a stand-alone program with the same funding and enrollment levels and that funds for the LIA program would not be utilized for a relaunched PSP program or used to supplement PSP funding or PSP customers. Customers would be directed toward a PSP enrollment first (as capacity allows), rather than an LIA enrollment. However, customers that do not qualify for the PSP program (may exceed the consumption or arrears caps) or those that are unwilling to apply for the PSP program would be directed toward an LIA enrollment.

The Company is aware of the need to balance overall affordability with assisting our most vulnerable customers. Reallocating funds from RIA and LSP into a relaunched PSP program creates a rates-neutral approach that will benefit not only our income-challenged customers but also the broader customer base.

Throughout the implementation and reallocation period, the Company will continue to monitor program performance and customer outcome metrics and would be interested in continued dialogue with MPSC Staff and key stakeholders on optimizing energy assistance offerings for our vulnerable customers.

Please see Figures 44-46 below for a customer bill impact analysis of this proposal and the proposed future state program funding and enrollment projections.

Relaunched PSP Program Proposal

The Company would partner with our network of state and community agency partners to implement a relaunched PSP program and to develop a targeted customer approach. The proposed program would be structured in the same fashion as the prior version of PSP in terms of the eligibility criteria, program design, consumption caps (to keep program costs low), payment amounts, etc. (as previously outlined in this document). Additionally, the MEAP program and eligibility requirements, such as the new 60% SMI (State Median Income) eligibility criteria, would be woven into a relaunched PSP program.

Another proposed change is that the Company would suggest changing the enrollment administrator from the Company itself to its network of agency partners (THAW, United Way, Salvation Army, etc.). DTE would partner with community agencies to facilitate enrollment in a manner similar to the LSP program. This change is being proposed as our agency partners are best equipped to perform the customer's holistic needs assessment and design an overall plan of support for the customer, including other self-sufficiency services. Additionally, preliminary discussions with our agency partners indicate support for and a willingness to perform program administration for a relaunched PSP program.

To support the necessary change management required to ensure a more seamless transition for our customer and agency partners, we recommend a gradual conversion from RIA and LSP to PSP to occur over the course of two years.

- New LSP reenrollments would not occur after the first fiscal year that this proposal is adopted. As existing LSP plans phase out, new enrollments would be directed toward PSP.
- For the RIA program, funding levels (and enrollments) would be reduced by 50% in the first fiscal year that this proposal is adopted and the remaining 50% would be reduced in the subsequent year. This phased approach would allow RIA funding to begin being reallocated to PSP without eliminating the program immediately. Impacted customers would be directed to apply for PSP or other assistance programs.

Funding and Enrollment Levels of a Relaunched PSP Program

The table below (Figure 43 - Reallocation Proposals) outlines the projected program impacts of this proposal. It should be noted that the analysis (in Figure 43 - Reallocation Proposals Table) below is based on current known program attributes and customer costs. These values could change based on changes in customer demographics, usage, rates, or other factors.

Three views have been provided regarding funding and enrollment levels of a relaunched PSP program. The data (in Figure 43 Reallocation Proposals Table) below represents the Electric LIA credit of $40 per customer per month (before the recent increase to $50 per customer per month as part of Rate Order U-21534).

1. Current State: Provides the current state view of program funding and enrollment levels for the LIA, RIA, LSP and PSP programs.
2. Proposed Future State – Reallocation Only: Provides a view of funding and enrollment levels for the LIA, RIA, LSP and PSP programs with funds reallocated from RIA and LSP into PSP (funding remains flat).
3. Proposed Future State – Reallocation and Surcharge Increase: Provides a view of funding and enrollment levels for the LIA, RIA, LSP and PSP programs with funds reallocated from RIA & LSP into PSP and the increase in the LIEAF surcharge from $0.87 to $2.00 (funding increases).

Below are the key impacts that would occur under this proposal. Please see Figure 43 Reallocation Proposals Table below for Electric, Gas and combination customer enrollment details as well as the support for these calculations.

- Total funding associated with the reallocation of RIA & LSP funds into PSP, would remain flat, creating a rates-neutral approach.
    - Funding in the “current state” and the “Proposed Future State – Reallocation Only” is the same at $59.95M for both Electric and Gas combined.
    - The funding increase outlined below in Figure 46 “Proposed Future State – Reallocation and Surcharge Increase” is due to the authorized growth in the

LIEAF surcharge from $0.87 to $2.00 (in accordance with Michigan Public Acts 168, 169, 170 & 198 of 2024); not due to the reallocation of funds into PSP.

- LIA enrollments would remain flat (see below for commission-approved customer counts).
- RIA enrollments would reduce from 116k to zero for both Electric and Gas combined.
- LSP enrollments would reduce from 18k to zero for both Electric and Gas combined.
- PSP enrollments would increase from zero to 42k under the "Proposed Future State – Reallocation Only" scenario; and to 65k under the "Proposed Future State – Reallocation and Surcharge Increase" for both Electric and Gas combined.

In the current state, LSP customers also receive an LIA credit, meaning that 18,266 customers receive both forms of energy assistance. The unique customer count in the current state is 181,431 (199,697 less 18,266) for both Electric and Gas combined (see Figure 43 Reallocation Proposals Table below for supporting calculations). LIA amounts that are received by LSP customers are used to help offset the MEAP agency portion of the bill.

In both proposed future states, PSP customers would not receive the LIA credit (as outlined above). The unique customer count in the "Proposed Future State – Reallocation Only" scenario is 107,462, and in the "Proposed Future State – Reallocation and Surcharge Increase" scenario, it is 130,160 for both Electric and Gas combined.

Figure 43: Reallocation Proposals Tables

Reallocate RIA & LSP to PSP
Before and After Views

Current State:

	Funding[1]				Enrollments[2]			
	Average Assistance Amount	**Electric[2]**	**Gas**	**Total**	**Electric**	**Gas**	**Combo**	**Total[3]**
LIA	$40 Electric & $40 Gas (Month)	$ 15,360,000	$ 15,840,000	$ 31,200,000	32,000	33,000	-	65,000
RIA[3 4]	$8.50 Electric & $14.50 Gas (Month)	$ 4,736,000	$ 12,180,000	$ 16,916,000	46,431	70,000	-	116,431
LSP[7]	$1172 (12 Month Cost)	-	-	$ 11,830,916	2,624	853	14,789	18,266
PSP[5,7]	-	-	-	$ -	-	-	-	-
Total	**-**	**-**	**-**	**$ 59,946,916**	**81,055**	**103,853**	**14,789**	**199,697**

Proposed Future State - Reallocation Only:

	Funding[1]				Enrollments[2]			
	Average Assistance Amount	**Electric[2]**	**Gas**	**Total**	**Electric**	**Gas**	**Combo**	**Total[3]**
LIA	$40 Electric & $40 Gas (Month)	$ 15,360,000	$ 15,840,000	$ 31,200,000	32,000	33,000	-	65,000
RIA	-	-	-	-	-	-	-	-
LSP	-	-	-	-	-	-	-	-
PSP[6,7]	$1229 (12 Month Cost)	-	-	$ 28,746,916	14,013	2,972	25,477	42,462
Total	**-**	**-**	**-**	**$ 59,946,916**	**46,013**	**35,972**	**25,477**	**107,462**

Proposed Future State - Reallocation and Surcharge Increase:

	Funding[1]				Enrollments[2]			
	Average Assistance Amount	**Electric[2]**	**Gas**	**Total**	**Electric**	**Gas**	**Combo**	**Total[3]**
LIA	$40 Electric & $40 Gas (Month)	$ 15,360,000	$ 15,840,000	$ 31,200,000	32,000	33,000	-	65,000
RIA	-	-	-	-	-	-	-	-
LSP	-	-	-	-	-	-	-	-
PSP (Reallocation)[6,7]	$1229 (12 Month Cost)	-	-	$ 28,746,916	14,013	2,972	25,477	42,462
PSP (Surcharge Increase)[6,7,8]	$1229 (12 Month Cost)	-	-	$ 15,366,592	7,490	1,589	13,619	22,698
Total	**-**	**-**	**-**	**$ 75,313,508**	**53,503**	**37,561**	**39,096**	**130,160**

1) Funding totals are representative of 2023 revenue requirements approved in case U-21297 for electric and U-21291 for gas. At the time of this document's drafting case U-21534 was still pending.

2) Enrollment numbers reflect the total number of customers that can be supported based on the corresponding 2023 revenue requirements.

3) Total enrollment numbers do not represent the total unique customers served. Customers can receive assistance from multiple programs.

4) Actual enrollment numbers for RIA may be higher than what is approved in rates, as this program was approved to support all eligible customers. For example, in 2023 ~75,000 customers received RIA credits as opposed to the 46,431 approved in rates. Recovery of these overenrollment amounts in pending rate case approval.

5) PSP funding was not included in rates.

6) The proposed PSP program is based on average pilot costs and may change in future periods. Additionally, it includes the reallocated RIA amounts for Electric ($4.74M), Gas ($12.18M) and LSP ($11.83M).

7) On average, LSP and PSP customers are on the program for less than 12 months per year, due to de-enrollments (default, graduation, move-outs, etc.). Enrollment numbers factor in a de-enrollement rate of 45% based on historical data.

8) The surcharge increase represents the increase in the LIEAF surcharge from $0.87 to $2.00. Half of this amount would support the PSP program under this proposal ($15.37M). The total PSP amount of $44.11M is $28.75M (from the reallocation only scenario) plus $15.37M.

Program Goals for a Relaunched PSP Program

The goals of a relaunched PSP program would remain the same as those outlined in detail in Section 2 and are briefly summarized here. Data and metrics supporting these goals are outlined in detail in Sections 8 and 9.

- Sustained Energy Access

- Arrears Reduction
- Payment Habit Encouragement
- Consumption Reduction
- Short-Term Assistance
- Empowerment and Self-Sufficiency
- Community Collaboration

In summary, DTE's energy assistance programs encompass a comprehensive range of goals that collectively aim to ensure energy access, alleviate energy burden, reduce arrears, and create pathways to energy assistance that address crises.

Role of Energy Assistance Programs

As previously stated, both LIA and PSP provide positive outcomes for customers. Each program provides customers with a means to keep their energy service active. Given the different program designs and parameters of these programs, each can be a useful program to assist customers on their path to sustained energy access (as demonstrated by the disconnect rate analysis above in Figure 42 Program Disconnect Rate Table).

Through stakeholder dialogue with State agencies and community partners, the Company will collaborate to determine how to best utilize LIA credits going forward. The Company recommends that customers who have received a Home Heating Credit (HHC) also be enrolled to receive LIA credits. This is being recommended since the HHC FPL eligibility cap is lower than other programs (<110% FPL) and therefore, this customer group likely has a greater need. Additionally, in the current state many HHC recipients also receive the RIA credit. Providing the LIA credit in place of the phased-out RIA program will help ease the transition for impacted customers. The Company is also proposing that it develop a process to enroll non-HHC recipient low-income qualifying households into the LIA program (as LIA program capacity permits). As previously stated, customers would be directed toward a PSP enrollment first (as capacity allows), rather than an LIA enrollment. However, customers that do not qualify for the PSP program (may exceed the consumption or arrears caps) or those that are unwilling to apply for the PSP program would be directed toward an LIA enrollment.

Working with our community agency partners to find the best programmatic solution for each individual customer's situation provides a robust and thoughtful way to address energy insecurity. For some customers, a holistic energy assistance program (like the relaunched PSP) may not be needed and a simpler program like LIA may be most effective.

Bill Impacts of Energy Assistance Programs

Similar to the above section, three views have been provided regarding the bill impacts of a relaunched PSP program. The data below in Figures 44-46 represent the Electric LIA credit of $40 per customer per month (before the recent increase to $50 per customer per month as part of Rate Order U-21534).

1. Current State: Provides the current state view of bill impacts for the RIA, LIA, MEAP and PSP programs.
2. Proposed Future State – Reallocation Only: Provides a view of bill impacts for the RIA, LIA, MEAP and PSP programs with funds reallocated from RIA and LSP into PSP (bill impact remains flat).

3. Proposed Future State – Reallocation and Surcharge Increase: Provides a view of bill impacts for the RIA, LIA, MEAP and PSP programs with funds reallocated from RIA and LSP into PSP and the authorized increase in the LIEAF surcharge from $0.87 to $2.00 (bill impact increases).

The proposed reallocation of funding from RIA and LSP into PSP is neutral from a customer bill impact perspective, as the proposed funding for PSP is already being collected via rates as part of the current RIA and LSP programs. The funding increase outlined below in Figure 46 "Proposed Future State – Reallocation and Surcharge increase" scenario is due to the growth in the LIEAF surcharge from $0.87 to $2.00 (in accordance with Michigan Public Acts 168, 169, 170 & 198 of 2024), not the reallocation of funds into PSP.

The residential bill impacts from this proposal are outlined below in Figures 44-46. The total monthly cost (in rates & surcharges) of these four programs for both the current state and for the "proposed future state – reallocation only" scenario for an average residential customer is $1.61 for Electric only, $1.27 for Gas only and $2.88 for a Combo customer (including the current LIEAF surcharge).

Including the authorized gradual LIEAF surcharge increase (from $0.87 to $2.00 by fiscal year 2029 on residential electric meters) increases the average residential bill impact to $2.74 for Electric only, $1.27 for Gas only, and $4.01 for a dual commodity customer. This amount is based on current known rates and is considerably lower than Ohio's PIPP program at $5.37/month (average bill impact per customer). See Section 3 for additional details on Ohio's PIPP program.

The LIEAF surcharge referenced in this section is associated with Michigan Public Acts of 2024, including 168, 169, 170 & 198. These acts gradually increase the surcharge on each retail billing meter payable monthly by every customer receiving a retail distribution service from an electric utility, municipally owned electric utility, or cooperative electric utility to $2.00 by the first September billing cycle in 2028[12] (currently $0.87) with inflationary adjustments each year thereafter.

Figure 44: Bill Impact Table – Current State

Bill Impacts of Energy Assistance Programs:
(Current State)

Program	RIA [3]	LIA [4]	MEAP [2]	PSP [1]	TOTAL
Electric [5]:					
Amount in Rates/Surcharge	$ 4,736,000	$ 15,360,000	$ 23,661,832	$ -	$ 43,757,832
Total Electric Customer Count	2,266,459	2,266,459	2,266,459	2,266,459	2,266,459
Annual Cost to residential customers	$ 2.09	$ 6.78	$ 10.44	$ -	$ 19.31
Monthly Cost to residential customers	**$ 0.17**	**$ 0.56**	**$ 0.87**	**$ -**	**$ 1.61**
Gas [6]:					
Amount in Residential Rates/Surcharge	$ 8,282,400	$ 10,771,200	$ -	$ -	$ 19,053,600
Residential Gas Customer Count	1,248,580	1,248,580	1,248,580	1,248,580	1,248,580
Annual Cost to residential customers	$ 6.63	$ 8.63	$ -	$ -	$ 15.26
Monthly Cost to residential customers	**$ 0.55**	**$ 0.72**	**$ -**	**$ -**	**$ 1.27**

1) PSP amounts are as of current state (after pilot closure - June 2024).
2) MEAP is funded through the per meter (electric only) surcharge which is currently $0.87. 50% of this funding goes toward the LSP program.
3) 68% of the total Gas RIA revenue requirement ($12.18M) is allocated to residential rates; which equates to $8.28M.
4) 68% of the total Gas LIA revenue requirement ($15.84M) is allocated to residential rates; which equates to $10.77M.
5) Electric revenue requirements are distributed equally across the full customer base (commercial and residential).
6) Gas revenue requirements are distributed based on residential customers percentage of the cost of service.

[12] Act No. 169 Public Acts of 2024, Approved by the Governor December 17, 2024, Filed with the Secretary of State December 17, 2024, page 2.

Figure 45: Bill Impacts Table – Future State (Reallocations Only)

Bill Impacts of Energy Assistance Programs:
(Proposed Future State - Reallocation Only)

Program	RIA [3]	LIA [4]	MEAP (Non-PSP) [2]	MEAP (PSP) [1 2]	PSP (From RIA) [1 3]	TOTAL
Electric [5]:						
Amount in Rates/Surcharge	$ -	$ 15,360,000	$ 11,830,916	$ 11,830,916	$ 4,736,000	$ 43,757,832
Total Electric Customer Count	2,266,459	2,266,459	2,266,459	-	2,266,459	2,266,459
Annual Cost to residential customers	$ -	$ 6.78	$ 10.44	-	$ 2.09	$ 19.31
Monthly Cost to residential customers	**$ -**	**$ 0.56**	**$ 0.87**	**-**	**$ 0.17**	**$ 1.61**
Gas [6]:						
Amount in Residential Rates/Surcharge	$ -	$ 10,771,200	$ -	$ -	$ 8,282,400	$ 19,053,600
Residential Gas Customer Count	1,248,580	1,248,580	1,248,580	1,248,580	1,248,580	1,248,580
Annual Cost to residential customers	$ -	$ 8.63	$ -	-	$ 6.63	$ 15.26
Monthly Cost to residential customers	**$ -**	**$ 0.72**	**$ -**	**-**	**$ 0.55**	**$ 1.27**

1) Total PSP amounts are $16.57M for Electric and include the RIA reallocation and 50% of MEAP funds (that are currently allocated to LSP).
2) MEAP is funded through the per meter (electric only) surcharge. 50% of MEAP funds are currently allocated to the LSP program and would be reallocated to PSP under this proposal.
3) 68% of the total Gas RIA revenue requirement ($12.18M) is allocated to residential rates; which equates to $8.28M; now part of PSP.
4) 68% of the total Gas LIA revenue requirement ($15.84M) is allocated to residential rates; which equates to $10.77M.
5) Electric revenue requirements are distributed equally across the full customer base (commercial and residential).
6) Gas revenue requirements are distributed based on residential customers percentage of the cost of service.

Figure 46: Bill Impacts Table – Future State

Bill Impacts of Energy Assistance Programs:
(Proposed Future State - Reallocation and Surcharge Increase)

Program	RIA [3]	LIA [4]	MEAP (Non-PSP) [2]	MEAP (PSP) [1 2]	PSP (From RIA) [1 3]	TOTAL
Electric [5]:						
Amount in Rates/Surcharge	$ -	$ 15,360,000	$ 27,197,508	$ 27,197,508	$ 4,736,000	$ 74,491,016
Total Electric Customer Count	2,266,459	2,266,459	2,266,459	-	2,266,459	2,266,459
Annual Cost to residential customers	$ -	$ 6.78	$ 24.00	-	$ 2.09	$ 32.87
Monthly Cost to residential customers	**$ -**	**$ 0.56**	**$ 2.00**	**-**	**$ 0.17**	**$ 2.74**
Gas [6]:						
Amount in Residential Rates/Surcharge	$ -	$ 10,771,200	$ -	$ -	$ 8,282,400	$ 19,053,600
Residential Gas Customer Count	1,248,580	1,248,580	1,248,580	1,248,580	1,248,580	1,248,580
Annual Cost to residential customers	$ -	$ 8.63	$ -	-	$ 6.63	$ 15.26
Monthly Cost to residential customers	**$ -**	**$ 0.72**	**$ -**	**-**	**$ 0.55**	**$ 1.27**

1) Total PSP amounts are $31.9M for Electric and include the RIA reallocation and 50% of MEAP funds (that are currently allocated to LSP).
2) MEAP is funded through the per meter (electric only) surcharge and includes an increase to $2.00 by 2028. 50% of MEAP funds are currently allocated to the LSP program and would be reallocated to PSP under this proposal.
3) 68% of the total Gas RIA revenue requirement ($12.18M) is allocated to residential rates; which equates to $8.28M; now part of PSP.
4) 68% of the total Gas LIA revenue requirement ($15.84M) is allocated to residential rates; which equates to $10.77M.
5) Electric revenue requirements are distributed equally across the full customer base (commercial and residential).
6) Gas revenue requirements are distributed based on residential customers percentage of the cost of service.

Conclusion

DTE recognizes the critical importance of utility service and the challenges that energy insecurity can have on households and families. The Company appreciates the opportunity provided by this report to outline our deep support of our vulnerable customers and to provide recommendations on future energy assistance offerings.

The Company also recognizes that the recommendations outlined in this document are significant and will require change management and operational planning by utilities, the State, and our agency partners, as well as customer communications. Moving forward, the Company will continue to deeply monitor and analyze our suite of energy assistance offerings and is highly interested in continued dialogue on these topics with MPSC Staff, Community Agencies, and key stakeholders in order to continue developing ways to optimize our energy assistance offerings for our vulnerable customers.

Appendix A – Community Events (Customer Pop-Ups)

Month	1st Location	Date/Time	2nd Location	Date/Time
February	Northwest Activities Center 18100 Meyers Rd, Detroit, MI 48235	February 1, 2024 11 am – 3 pm	Heilmann Recreation Center 19601 Brock Ave. Detroit MI 48205	February 28, 2024 11 am – 3 pm
March	Northwest Activities Center 18100 Meyers Rd, Detroit, MI 48235	March 7, 2024 11 am – 3 pm	Gethsemane Missionary Baptist Church 29066 Eton St. Westland, MI 48186	March 18, 2024 11 am- 2 pm
April	Northwest Activities Center 18100 Meyers Rd, Detroit, MI 48235	April 4, 2024 11 am – 3 pm	Thompson Community Center (Show Me the Money) 11370 Hupp Ave. Warren, Mi 48089	April 12, 2024 10 am – 1:30 pm
May	Northwest Activities Center 18100 Meyers Rd, Detroit, MI 48235	May 2, 2024 11 am – 3 pm	Dexter Avenue Baptist Church 3350 W. Davison Ford Resource and Engagement Center	May 9th 10 am – 2 pm May 22, 2024 10 am – 3 pm
June	Northwest Activities Center 18100 Meyers Rd, Detroit, MI 48235	June 5, 2024 11 am – 3 pm	Bowens (Pontiac Open House Initiative) 52 Bagley St Pontiac, Mi	June 25, 2024 10 am-3 pm June 25th
July	Northwest Activities Center 18100 Meyers Rd, Detroit, MI 48235	July 3, 2024 11 am – 3 pm	Calvary 19125 Greenview Detroit, MI 48219 (Unify Detroit)	July 26, 2024 10 am - 2 pm
August	Northwest Activities Center 18100 Meyers Rd, Detroit, MI 48235	August 7, 2024 11 am – 3 pm	Franklin Wright Settlements 3360 Charlevoix Detroit, MI 48207	August 23, 2024 9 am – 2 pm
September	Northwest Activities Center 18100 Meyers Rd, Detroit, MI 48235 (Closed for 2 weeks) Senator Moss's Annual Senior Summit- Resource Table	September 4, 2024 11 am – 3 pm September 9, 2024 12 pm - 3 pm	Breaking Barriers Clarenceville Middle School 20210 Middlebelt Rd Livonia, MI 48152 World Relief (Unify Detroit) – Dana SEEL 21725 Melrose Ave, Southfield Mi Livonia Community Open House	September 10, 2024 11 am – 1 pm September 11, 2024 10am – 2 pm September 12 3:30 pm - 8 pm
October	Northwest Activities Center 18100 Meyers Rd, Detroit, MI 48235	October 2, 2024 11 am – 3 pm	Focus Hope Westside Food Center 1300 Oakman Detroit, MI 48238	October 29, 2024 10 am – 2 pm
November	Northwest Activities Center 18100 Meyers Rd, Detroit, MI 48235 Dawn Seekers – Resource Table and Customer Outreach Follow-Up	November 6, 2024 11 am – 3 pm November 9, 2024 6 am - 10 am	Eighth Annual Veterans Resource Fair Wayne County Treasurer Eric Sabree 16703 Fort St, Southgate, MI 48195	November 22, 2024 9:00 am – 2:00 pm

Appendix A – Community Events

Month	Location	Date/Time
April	Ford Resource and Engagement Center East	April 12, 2024 10 am – 3 pm
July	City of Detroit Taxpayer Resource Fair	July 17, 2024 1 pm – 3 pm
October	Thaw – Yorkshire Customer Resource Fair	October 28, 2024 10 am - 4 pm
November	Fellowship Chapel	November 20, 2024 10 am - 3 pm
December	New Mt. Moriah Baptist – Wayne Metro	December 3, 2024 10 am - 4 pm

Appendix B – Acronyms

AAA	Affordability, Alignment, and Assistance Subcommittee A subcommittee of the Energy Affordability and Accessibility Collaborative charged with promoting energy affordability, supporting program alignments for ease of access and use, effectiveness of administration, and evaluation. AAA also evaluates and improves energy assistance systems.
ALICE	Asset Limited Income Constrained Employed The ALICE population refers to households that are Asset-Limited, Income-Constrained, and Employed. These households earn above the Federal Poverty Level but still struggle to afford basic necessities like housing, childcare, food, transportation, health care, and technology. Essentially, ALICE households are working families that are just above the poverty line but not earning enough to cover the cost of living in their communities.
APP	Affordable Payment Plan A MEAP program that provides a household with a more affordable energy payment for an established period and includes a component for arrearage forgiveness when necessary.
BWB	BudgetWise Billing DTE's payment plan with a structured monthly payment amount that allows customers to manage their budget and avoid seasonal spikes in energy. The BudgetWise Billing payment amount is the monthly average of household energy costs over the past year.
CERA	COVID Emergency Rental Assistance A program authorized by the American Rescue Plan Act of 2021 to assist eligible households with financial assistance, such as utility payments and housing stability services.
EAAC	Energy Affordability and Accessibility Collaborative A collaborative that seeks broad and diverse input from residents, non-profits, utilities, and state agencies to address equity, the affordability of energy, access to low-income energy assistance, customer protections, and low-income energy waste reduction services. Key areas of focus are defining key terms and concepts and how these intersect with regulatory processes, strategies for streamlining the energy assistance process, and recommendations on tying energy waste reduction to energy assistance. This collaborative is authorized under the MPSC case number U-20757 docket.
EAG	Energy Advocacy Group A team of specialist DTE representatives who work with vulnerable customers to connect them with energy assistance and validate program eligibility.
FPL	Federal Poverty Level The Federal Poverty Guidelines are federally set "poverty lines" that indicate the minimum annual income an individual/family needs to pay for essentials, such as housing, utilities, clothing, food, and transportation. The Federal Poverty Level (FPL) is the annualized income earned by a household below which they would be eligible to receive certain welfare benefits. The FPL is adjusted for inflation annually and is published by the Department of Health and Human Services.
HHC	Home Heating Credit The Home Heating Credit is a program administered by the State of Michigan to help low-income families pay a portion of their heating expenses if they are a qualified Michigan homeowner or renter.
LIA	Low Income Assistance Credit A monthly credit for qualifying Low-Income Customers: \$40 per month on the DTE Gas Account \$50 per month on the DTE Electric Account. Typically associated with currently enrolled or graduating LSP customers. Offered by many investor-owned utilities and approved in MPSC rate cases.

LIEAF	Low Income Energy Assistance Fund (and surcharge) The energy assistance fund that funds the Michigan Energy Assistance Program (MEAP). The funding mechanism is a non-by-passable surcharge on all retail electric meters for participating electric utilities. Under new legislation, there is no fund cap (unless 10% of the fund was unspent in the previous year), and the funding factor is authorized at $1.25 per meter per month in 2025 and $2.00 per meter by 2028 with inflationary adjustments made in subsequent years.
LIHEAP	Low Income Home Energy Assistance Program A program that helps keep families safe and healthy through initiatives that assist families with energy costs by providing federally funded assistance in managing costs associated with home energy bills, energy crises, and weatherization). Home Heating Credit and State Emergency Relief are funded through LIHEAP.
LSP	Low Income Self-Sufficiency Plan DTE's MEAP affordable payment plan that helps households whose income is at or below 150% of the Federal Poverty Level keep up with energy bills through a fixed payment plan. It also provides education on bill payment budgeting and energy efficiency to promote self-sufficiency.
MDHHS	Michigan Department of Health and Human Services A principal department of the state of Michigan, headquartered in Lansing, that provides public assistance and child and family welfare services and oversees health policy and management. Additionally, the MDHHS oversees Michigan's child and adult protective services, foster care, adoptions, juvenile justice, domestic violence, and child support programs. The MDHHS also licenses adults to foster care, child daycare, and child welfare facilities.
MEAP	Michigan Energy Assistance Program A statewide program for participating utilities and funded through the Low-Income Energy Assistance Fund (LIEAF) surcharge that provides energy assistance and self-sufficiency services to eligible low-income households. Such services include assisting with paying energy bills on time, budgeting for and contributing to the ability to provide for energy expenses, which may include enrollment into an affordable payment plan, and utilizing energy services to optimize energy efficiency.
NEUAC	National Energy Utility and Affordability Coalition A broad-based coalition of diverse members dedicated to heightening awareness of the energy and utility affordability needs of vulnerable households, fostering public-private partnerships, and engaging in advocacy, education, and other activities to help address these needs. NEUAC is a 501(c)(3) nonprofit organization.
NOI	Notice of Intent The MPSC requires DTE to mail a Notice of Intent letter seven (7) business days (not calendar days) before the shutoff date on the Shutoff Notice directly to the customer via US Mail
PSP	Payment Stability Plan A PIPP pilot program was designed to address the energy burden for income-challenged households, including customers up to 200% of the Federal Poverty Level with customer payment being set based on a percentage of their income.
PIPP	Percentage of Income Payment Plan The state general terminology for describing payment plans designed to address the energy burden for income-challenged households
RIA	Residential Income Assistance Credit A monthly credit for qualifying Low-Income Customers equal to the monthly service charge: · $14.50 per month on the DTE Gas Account · $ 8.50 per month on the DTE Electric Account. The RIA credit

	will remain on the account for 12 months, requiring customers to re-apply every year by submitting low-income documentation for verification.
SER	State Emergency Relief A program that provides immediate help to individuals and families facing conditions of extreme hardship or for emergencies that threaten health and safety. SER helps low-income households meet emergency needs such as heat & utilities, home repairs, relocation assistance, home ownership services, and burial. Application for the programs is conducted through the Michigan Department of Health and Human Services.
SPP	Shut-Off Protection Plan The Shutoff Protection Plan (SPP) is a year-round payment program available to assist customers at or below 200% of the FPL with arrears by establishing a monthly payment that incorporates the average monthly usage plus the total account balance spread over a 12-month period.

Appendix C - Survey Screenshot

PSP / LSP / LSP Modified Survey
Updated 5/30/2024

DTE is conducting a survey to get feedback on certain programs it offers. Please share your opinions on this brief 5-minute survey. Your feedback will be used for making future improvements to the program. To thank you for your participation, you will receive a $5 Amazon gift card for completing the *entire survey*. The survey (and gift card) is only available to the first 450 qualifying customers who complete the *entire survey*.

1. How likely is it that you would recommend DTE to a friend or colleague?

Not at all likely (0)	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	Extremely likely (10)
O	O	O	O	O	O	O	O	O	O	O

2. Which of the following statements best describes you as it pertains to energy usage?

[RANDOMIZE ORDER]
1 I regularly take steps to reduce my energy usage (such as turning off lights and electronics when I leave a room, adjusting thermostat at peak times of day, etc.)
2 I try to reduce my energy usage when it comes to mind, although sometimes I forget
3 I do not spend much time thinking about my energy usage

Our records indicate that you either currently participate or recently participated in a payment plan to assist with your energy costs. DTE would like to get your feedback on your experience with this plan.

3. How satisfied are you with your payment plan?

5 Extremely satisfied
4 Somewhat satisfied
3 Neither satisfied nor dissatisfied
2 Somewhat dissatisfied
1 Extremely dissatisfied

4. Thinking about your finances, how long do/did you need to participate in this plan?

1 Less than 6 months
2 7-12 months
3 13 – 24 months
4 More than 24 months
5 Not sure

5. How would you rate the following as it pertains to your experience with the payment plan?

[RANDOMIZE ORDER]

		1 Poor	2 Fair	3 Good	4 Very Good	5 Excellent	Don't Know / Not Applicable
a.	Clear, easy-to-understand communications explaining the payment plan						
b.	Amount of information available regarding my payment plan						
c.	Ease of enrollment						
d.	Interaction(s) with customer service representative regarding my payment plan						
e.	Affordability of my energy bill while on the payment plan						
f.	Ease of participation in the payment plan						

6. How has your household's energy usage changed since enrolling in the payment plan?

[RANDOMIZE ORDER]
1 My household's energy usage has decreased
2 My household's energy usage has increased
3 My household's energy usage has remained the same

7. As a result of participation in the payment plan, which of the following changes, if any, did you make? (Select all that apply)

[RANDOMIZE ORDER]
1 Paid other bills that I would not have been able to afford without the plan
2 Paid my DTE bill on time
3 Better managed my household budget
4 Other, please be specific ______________________________
5 I have not made any changes as a result of participating in the payment plan

8. Is there anything confusing or unclear about the payment plan?

1 Yes
2 No

9. [IF Q8 = YES, ASK] Please explain what is confusing or unclear. [OPEN END]

10. Since participating in the program, is your opinion of DTE…

    5 Much better
    4 Somewhat better
    3 About the same
    2 Somewhat worse
    1 Much worse

11. What, if anything, has gone well with your experience with this payment plan? Please be specific. [OPEN END]

12. What, if anything, could have been done to improve your experience with the payment plan? Please be specific. [OPEN END]

13. [IF DeEnrollment Reason = 'No Doc by Ann Date' ASK] Our records indicate that you did not send in documentation to re-enroll. Which of the following best describes your reason for not re-enrolling?

    [RANDOMIZE ORDER]
    1 No longer needed assistance
    2 No longer qualified for payment plan
    3 Didn't receive a notice regarding re-enrollment
    4 Forgot to send documents / Missed the due date
    5 Other, please be specific ________________________________

14. [IF DeEnrollment Reason = 'No Doc by Ann Date' ASK] If the pilot for this payment plan was ever extended, would you reapply?

    1 Yes
    2 No
    3 Not sure

We value the feedback you have provided today. As a token of appreciation, a $5 Amazon gift card will be mailed to you the week of MMM DD, YYYY. Thank you.

Please see attachment two for the survey results raw data.

Appendix D – PSP Communication Letters

PSP – Pilot Outreach – *This was sent to prospective PSP customers to encourage them to apply.*

DTE

INVITATION

Payment Stability Plan (PSP) pilot

Hello __sysFirstName__,

Payment Stability Plan (PSP) pilot

Congratulations!

You have been pre-selected to apply for participation in the Payment Stability Plan (PSP) pilot. Energy affordability can be a challenge and we hope to improve your customer experience by making your energy more affordable through this pilot. PSP also provides pathways to energy efficiency services.

This pilot is a payment plan based on a percentage of your income. Your monthly payment amount is 6% of your gross income for gas or electric service only and 10% of your gross income if you are both a gas and electric customer.

If you elect to participate in the program and share proper documentation with us, your account will be analyzed to determine how this plan can most benefit your household. This two-year pilot is limited to 2,000 DTE customers, and eligible applicants will be randomly selected among those who apply.

Please submit the required documentation at our DTE website (www.dteenergy.com/documents) to be considered. Documentation will be processed within 48 hours. Notification of enrollment into the pilot will take up to 30 days of receipt of documentation.

Payment Stability Plan (PSP) Benefits

- Shutoff protection while on the plan
- Affordable fixed monthly payments based on your income
- Elimination of any future late payment charges while you remain on the plan
- Past-due energy charges at the time of enrollment will be reduced monthly with a forgiveness credit if monthly plan amount is paid in full by the due date of your current bill
- Paying the plan amount in full by the due date of your current bill for 11 consecutive months will result in a credit applied to your account with no payment required on the 12th month
- Dedicated DTE Customer Advocates ready to assist you
- Pathways to Energy Waste Reduction Service and energy assistance

How to upload Document Submission

- www.dteenergy.com/documents
- "Start Service" - No
- Select "low income verification"
- Select "Payment Plan" and follow instructions from there

Income Validation (ONE of these items is required for each member of the household 18 years or older including the DTE account holder)

- Two most recent copies of paychecks or pay stubs (pay stubs greater than 60 days old will not be accepted)
- Social Security and/or Supplemental Security Income statement for the current year
- A copy of your Home Heating Credit Energy Draft for the current year from any energy provider
- Unemployment Compensation benefit check stubs or benefit statements If self-employed, accounting, and other business records showing net income
- For customers who have unreported wages or recently started a job, a letter from the employer on company letterhead dated within the last 60 days (include the gross amount *paid per month and your employer's signature)*

Thank you for your interest in the Payment Stability Plan. If you have any questions or would like to know more, please contact us at 1-877-217-7140

Thank you,
DTE Energy

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This is an automated email, so please don't reply.
Email sent by: DTE Energy, One Energy Plaza, Detroit, MI 48226-1279 USA

PSP – Welcome Letter – *This was sent to customers who were enrolled into the PSP pilot.*

DTE

Payment Stability Plan Confirmation

Account Number
Masked CA Number

Service Address
Service Address: House Number Service Address: Street,
Service Address: City, Service Location: Region
Service Location: Postal Code

Dear First Name,

Congratulations, you are now enrolled in our Payment Stability Plan pilot! Our program's goal is to help you stay current on your energy bills by providing an affordable monthly payment.

Your fixed monthly payment plan amount is $Amount 1 V.

Requirements

- Make your fixed monthly bill payment on time
- Monitor, maintain and/or reduce, when possible, your energy usage
- Submit documentation yearly for income verification

Benefits

- Shutoff protection while on the plan
- Affordable fixed monthly payments based on your income
- Elimination of any future late payment charges while you remain on the plan
- You are still eligible to apply and receive energy assistance to further reduce your arrears
- Past-due energy charges are now frozen and reduced monthly with a forgiveness credit when plan amount is paid in full by the due date of the current bill
- Paying the plan amount in full by the due date of your current bill for 11 consecutive months will result in a credit applied to your account with no payment required on the 12th month
- Dedicated DTE Customer Advocates ready to assist you
- Pathways to Energy Waste Reduction Services

Ways to Pay

- Payment Center (requires signing in to your online account)
- Guest Pay (does not require signing in to your online account)
- DTE Energy Mobile App
- DTE Payment Kiosk

If you have any questions or concerns about this program, please contact our Customer Advocacy Center at (877) 217-7140 during business hours Monday to Friday, 8:30 a.m. to 5 p.m.

We look forward to working with you during your participation in our Payment Stability Plan.

Thank you for being a valued DTE customer.

Sincerely,

Your DTE Customer Service Team

If you are enrolled in any other DTE program(s), such as Home Protection Plus or TreeGuard Assurance, you must continue to make those monthly payments, in addition to your Payment Stability Plan payment.

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This is an automated email, so please don't reply.
Email sent by DTE Energy, One Energy Plaza, Detroit, MI 48226.

PSP – 1st Missed Payment Notice – ***This was sent to customers who missed their first PSP payment.***

DTE

Payment Stability Plan Past-Due Amount

Account Number
Masked CA Number

Service Address
Service Address: House Number Service Address: Street,
Service Address: City, Service Location: Region
Service Location: Postal Code

Dear First Name,

You have a past-due balance of $Amount 2 V, which you must pay immediately to remain enrolled in our Payment Stability Plan and continue to receive its benefits.

Please make your payment using these convenient self-service channels:

- Payment Center (requires signing in to your online account)
- Guest Pay (does not require signing in to your online account)
- DTE Energy Mobile App
- DTE Payment Kiosk
- Call us at (877) 217-7140

Our team is ready to help you with questions or concerns. Please contact our Customer Advocacy Center at (877) 217-7140 during normal business hours Monday to Friday, 8:30 a.m. to 5 p.m.

Thank you for being a valued DTE customer.

Sincerely,

Your DTE Customer Service Team

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This is an automated email, so please don't reply.
Email sent by DTE Energy, One Energy Plaza, Detroit, MI 48226.

PSP – 2nd Missed Payment Notice – *This was sent to customers who missed their 2nd PSP payment.*

Action Needed – Past Due Payment Stability Plan

Account Number: <Masked Contract Account, last 4 digits>
Service Address: <Service Address>

Dear <First Name>,

A payment of <$PSP Monthly Plan Past-Due Amount> is required immediately to avoid removal from the Payment Stability Plan. If this payment is not made, you are subject to service interruption and all past-due charges of <$Frozen Arrears> will be due on your next bill.

Please call our Customer Advocacy Center to process your payment.

Monday to Friday
8:30 a.m. to 5:00 p.m.
(800) 317-9073

Sincerely,

Your DTE Customer Service Team

PSP – 3rd Missed Payment Notice – *This was sent to customers who missed their third PSP payment.*

[Subject in email] DTE – Payment Required Immediately

[Heading] Payment Required Immediately – Payment Stability Plan

Account Number: <Masked Contract Account, last 4 digits>
Service Address: <Service Address>

Dear <First Name>,

To remain on our Payment Stability Plan, you must make a payment of <$PSP Monthly Plan Past-Due Amount> immediately. If you do not make this payment, you are subject to service interruption, and all past-due charges will be due on your next bill.

Please make your payment using one of these convenient self-service channels:

- Payment Center (requires signing in to your online account)
- Guest Pay (does not require signing in to your online account)
- DTE Energy Mobile App
- DTE Payment Kiosk

Our team is ready to help you with questions or concerns. Please contact our Customer Advocacy Center at (800) 317-9073 during normal business hours Monday – Friday from 8:30 a.m. to 5:00 p.m.

Sincerely,

Your DTE Customer Service Team

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This is an automated email, so please don't reply.
Email sent by DTE Energy, One Energy Plaza, Detroit, MI 48226.

PSP – Termination Notice – *This was sent to customers who defaulted from PSP.*

[Subject in email] DTE – Action Needed

[Heading] Missed Payments – Payment Stability Plan

Account Number: <_MASKED_ACCOUNT_NUMBER_>
Service Address: <Service Address>

Dear <First Name>,

We did not receive or process your payment by 2 p.m. on the due date <Date of removal from PSP MM/DD/YY>. As a result, you are no longer covered by our Payment Stability Plan.

Please call us at (800) 477-4747 to discuss payment options or you will be subject to service interruption.

Sincerely,

Your DTE Customer Service Team

View Privacy Policy **Contact Us** **Manage Notifications**

This is an automated email, so please don't reply.
Email sent by DTE Energy, One Energy Plaza, Detroit, MI 48226.

PSP – Income Reverification Notice – *This was sent to customers alerting them to the need to send in documentation to recertify for the 2nd year of PSP.*

DTE

Income Reverification – Payment Stability Plan

Account Number
Masked CA Number

Service Address
Service Address: House Number Service Address: Street,
Service Address: City, Service Location: Region
Service Location: Postal Code

Dear First Name,

We are happy to provide you the peace of mind knowing your energy service is protected by our Payment Stability Plan.

Our plan requires yearly income reverification. Please reverify your income by Text30 1.

Next steps

1. Visit our Document Submission Portal
2. Select Low-Income Verification
3. Fill in your personal information
4. Select Payment Plan on Step 3
5. Upload and submit your documents

You can also call our Customer Advocacy Center at (877) 217-7140 Monday to Friday, 8:30 a.m. to 5 p.m. to start the income verification process.

View Income Eligibility Guidelines

After you complete your submission, we will contact you within two business days.

Please visit our website for more information.

Thank you for being a valued DTE customer.

Sincerely,

Your DTE Customer Service Team

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This is an automated email, so please don't reply.
Email sent by DTE Energy, One Energy Plaza, Detroit, MI 48226.

PSP – Transfer of Service Notice – *This was sent to customers who moved while on PSP to alert them to a change in their plan amount due to a change in commodities.*

DTE

Payment Stability Plan Updated Monthly Payment

Account Number
Masked CA Number

Service Address
Service Address: House Number Service Address: Street,
Service Address: City, Service Location: Region
Service Location: Postal Code

Dear First Name,

Since you recently moved service to Service Address: House Number Service Address: Street, Service Address: City Service Location: Region Service Location: Postal Code, your new fixed monthly Payment Stability Plan amount is $Amount 1 V. An increase or decrease in the plan amount is due to a change in service(s).

Your plan amount is 6% of gross household income for electric or natural gas, or 10% of gross household income if you have both electric and natural gas.

Requirements

- Make your fixed monthly bill payment on time
- Monitor, maintain and/or reduce, when possible, your energy usage
- Submit documentation yearly for income verification

Benefits

- Shutoff protection while on the plan
- Affordable fixed monthly payments based on your income
- Elimination of any future late payment charges while you remain on the plan
- You are still eligible to apply and receive energy assistance to further reduce your arrears
- Past-due energy charges are now frozen and reduced monthly with a forgiveness credit when plan amount is paid in full by due date of the current bill
- Paying the monthly plan amount in full by the due date for 11 consecutive months will result in a credit applied to your account with no payment required on the 12th month
- Dedicated DTE Customer Advocates ready to assist you

Please make your payment using one of these convenient self-service channels:

- Payment Center (requires signing in to your online account)
- Guest Pay (does not require signing in to your online account)
- DTE Energy Mobile App
- DTE Payment Kiosk

If you have any trouble making your payments or have questions about this program, please contact our Customer Advocacy Center at (877) 217-7140 Monday to Friday, 8:30 a.m. to 5 p.m.

We look forward to continue working with you during your participation in our Payment Stability Plan.

Thank you for being a valued DTE customer.

Sincerely,

Your DTE Customer Service Team

If you are enrolled in any other DTE program(s), such as Home Protection Plus or TreeGuard Assurance, you must continue to make those monthly payments, in addition to your Payment Stability Plan payment.

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This is an automated email, so please don't reply.
Email sent by DTE Energy, One Energy Plaza, Detroit, MI 48226.

PSP – Denial Notice to Control Group - ***This was sent to customers who were not selected to take part in the PSP Pilot.***

[redacted]

[redacted]

[Heading] Payment Stability Plan Enrollment Decision

Account Number: [redacted]
Service Address: [redacted]

Dear [redacted]

Thank you for your interest in the Payment Stability Plan (PSP) pilot. This two-year pilot is currently limited to 2,000 randomly selected DTE customers.

Unfortunately, at this time we are unable to enroll you into the PSP pilot.

The reason(s) for this decision is as follows: **Random application for enrollment**

We know that utility bills can become overwhelming, especially for our low-income customers; which is why DTE has various other plan options to assist those in need.

Our team is ready to help you with questions or concerns.

Please contact our Customer Advocacy Center at **(877) 217-7140** during normal business hours:

Monday to Friday 8:30 a.m. to 5 p.m.

Thank you for being a valued DTE customer.

Sincerely,

Your DTE Customer Service Team

PSP Call Out Script for Missing Documents

Leaving a message:

Hello, this is DTE calling in response to the income documentation submitted for our Payment Stability Plan. Please call us at 877.217.7140, Monday-Friday from 8:30a to 5p. Thank you!

Answered call:

Hello, this is Erica calling from DTE. You recently submitted income documents to be considered for our Payment Stability Plan. There were missing documents. (advise what documents were missing) I'm calling to determine if you had a chance to resubmit your documentation?

PSP – Pilot Ending Reminder Notice - ***This was sent to PSP participants to alert them to the end of the pilot.***

DTE

<Customer Name>
<Mailing Address>
<City>, <State>, <Zip Code>

<Today's Date>

Payment Stability Plan Pilot Reminder

Dear <First Name> <Last Name>

Account Number:	MASKED_ACCOUNT_NUMBER
Mailing Address:	MAILING__ADDRESS

Thank you for participating in our Payment Stability Plan pilot program. We hope this program helped you stay current on your energy bills by providing you with affordable monthly payments. This is a reminder that your enrollment in this program officially ends on **June 30, 2024**. Moving forward, you will be responsible for your total monthly energy usage. Failure to pay your total monthly bill could result in a service disconnection.

If you're in need of further energy assistance when the program ends, please call 2-1-1 to explore additional support options. Funds are available on a first come, first served basis.

If you are behind on your energy bills, DTE will work closely with you to avoid an interruption of service. There are assistance programs and payment plans available to help those that are struggling with their energy bills, such as our Low-Income Self-Sufficiency Plan. To learn more about available assistance programs or find contact information for our agency partners, visit **dteenergy.com/help**.

We also recommend taking the following steps:

- Learn about the factors that impact your bill and understand your energy use to help you save money at **dteenergy.com/staycool**.
- See if you qualify for energy efficiency assistance at **dteenergy.com/eeassistance**.

Thank you for being a valued DTE customer.

Sincerely,

Your DTE Energy Customer Service Team

PSP – Pilot Ending Reaffirmation Notice – *This was a 2nd reminder to PSP participants that the pilot was ending.*

DTE

<Customer Name>
<Mailing Address>
<City>, <State>, <Zip Code>

<Today's Date>

Payment Stability Plan Revalidation

Dear <First Name> <Last Name>

Account Number:	MASKED_ACCOUNT_NUMBER
Service Address:	SERVICE_ADDRESS

We appreciate your participation in our Payment Stability Plan pilot program. You may have received a notification on your bill showing your next Payment Stability Plan revalidation date. This date is no longer valid as the pilot program officially ends on June 30th, 2024. We hope this program helped you stay current on your energy bills by providing you with affordable monthly payments.

Moving forward, you will be responsible for your total monthly energy usage. Please know that not paying your total monthly bill could result in a service disconnection. If you're in need of further energy assistance, please call 2-1-1 to explore additional support options. Funds are available on a first come, first served basis.

If you are behind on your energy bills, DTE will work closely with you to avoid an interruption of service. There are assistance programs and payment plans, such as our Low-Income Self-Sufficiency Plan, available to help those that are struggling with their energy bills. To learn more about available assistance programs or find contact information for our agency partners, visit **dteenergy.com/help**. You are also welcome to see if you qualify for energy efficiency assistance at **dteenergy.com/eeassistance**.

We also recommend exploring the factors that impact your bill to help you better understand your energy use and help you save money at **dteenergy.com/staycool**.

Thank you for being a valued DTE customer.

Sincerely,

Your DTE Energy Customer Service Team

Appendix E – LSP Communication Letters

LSP – SER Received – LSP Eligible – ***This letter is sent to customers who receive a SER to inform them of the LSP plan.***

DTE

Low-Income Self-Sufficiency Plan Eligibility

Account Number
Masked CA Number

Service Address
Service Address: House Number Service Address: Street,
Service Address: City, Service Location: Region
Service Location: Postal Code

Dear First Name,

Based on your energy usage, past-due balance and State Emergency Relief payment, you are eligible to enroll in our Low-Income Self-Sufficiency Plan.

Benefits

- Shutoff protection while on the plan
- Affordable fixed monthly payments based on your income and energy usage
- Elimination of any future late payment charges
- Receive energy assistance funds from the State of Michigan and/or DTE to help lower your monthly bill
- Past-due energy charges are frozen and reduced monthly with a forgiveness credit
- Dedicated DTE Customer Advocates ready to assist you

Enroll now to receive these benefits. Many agencies are ready to help you with this process, plus answer any questions regarding our program. Please visit our website for more information.

If you have further questions, please call us at (800) 477-4747.

Thank you for being a valued DTE customer.

Sincerely,

Your DTE Customer Service Team

LSP – Welcome Letter – ***This letter is sent to customers that enroll on the LSP plan.***

DTE

Low-Income Self-Sufficiency Plan Confirmation

Account Number
Masked CA Number

Service Address
Service Address: House Number Service Address: Street,
Service Address: City, Service Location: Region
Service Location: Postal Code

Dear First Name,

Congratulations, you are now enrolled in our Low-Income Self-Sufficiency Plan for the next 24 months. Our program's goal is to help you stay current on your energy bills and budget for your energy needs.

Your fixed monthly payment plan amount is $Amount 1 V, which is a lower, more affordable amount based on your income and energy usage. Energy assistance funds from the State of Michigan and/or DTE are helping lower your monthly bill.

Requirements

- Make your fixed monthly bill payment on time
- Monitor, maintain and/or reduce, when possible, your energy usage
- Call us at (800) 317-9073 if you are having trouble making your payments

Benefits

- Shutoff protection while on the plan
- Affordable fixed monthly payments based on your income and energy usage
- Elimination of any future late payment charges while you remain on the plan
- Receive energy assistance funds from the State of Michigan and/or DTE to help lower your monthly bill
- Past-due energy charges are now frozen and reduced monthly with a forgiveness credit
- Dedicated DTE Customer Advocates ready to assist you

If you have any questions or concerns about this program, please contact our Customer Advocacy Center at (800) 317-9073 during business hours Monday to Friday, 8:30 a.m. to 4:45 p.m.

We look forward to working with you during your participation in our Low-Income Self-Sufficiency Plan.

Thank you for being a valued DTE customer.

Sincerely,

Your DTE Customer Service Team

If you believe any action of the agency is incorrect or if the decision to approve or deny your application is not made within 10 days of the application date, you have the right to a hearing. A request for a hearing must be in writing, signed by you or your authorized representative and received by the agency making the eligibility determination within 90 days following the date of this email.

LSP – First Missed Payment Letter – *This letter is sent after the customer missed their first payment.*

DTE

Past-Due Low-Income Self-Sufficiency Plan

Account Number
Masked CA Number

Service Address
Service Address: House Number Service Address: Street,
Service Address: City, Service Location: Region
Service Location: Postal Code

Dear First Name,

You have a past-due balance of $Amount 1 V, which you must pay immediately to remain enrolled in the Low-Income Self-Sufficiency Plan and continue to receive its benefits.

Please make your payment using these convenient self-service channels:

- Payment Center (requires signing in to your online account)
- Guest Pay (does not require signing in to your online account)
- DTE Energy Mobile App
- DTE Payment Kiosk
- Call us at (800) 317-9073

Our team is ready to help you with questions or concerns. Please contact our Customer Advocacy Center at (800) 317-9073 during normal business hours Monday to Friday 8:30 a.m. to 4:45 p.m.

Thank you for being a valued DTE customer.

Sincerely,

Your DTE Customer Service Team

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This is an automated email, so please don't reply.
Email sent by DTE Energy, One Energy Plaza, Detroit, MI 48226.

LSP – Second Missed Payment Letter – ***This letter is sent 10 days prior to the customer's upcoming due date when the customer owes the equivalent of two plan payments.***

DTE

Payment Required Immediately – Low-Income Self-Sufficiency Plan

Account Number
Masked CA Number

Service Address
Service Address: House Number Service Address: Street,
Service Address: City, Service Location: Region
Service Location: Postal Code

Dear First Name,

To remain on our Low-Income Self-Sufficiency Plan, you must make a payment of $Amount 1 V immediately. If you do not make this payment, you are subject to service interruption, and all past-due charges will be due on your next bill.

Please make your payment using one of these convenient self-service channels:

- Payment Center (requires signing in to your online account)
- Guest Pay (does not require signing in to your online account)
- DTE Energy Mobile App
- DTE Payment Kiosk

Our team is ready to help you with questions or concerns. Please contact our Customer Advocacy Center at (800) 317-9073 during normal business hours Monday – Friday from 8:30 a.m. to 4:45 p.m.

Sincerely,

Your DTE Customer Service Team

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This is an automated email, so please don't reply.
Email sent by DTE Energy, One Energy Plaza, Detroit, MI 48226.

LSP – Default Letter – ***This letter is sent to customers after they are removed from LSP for non-payment.***

DTE

Missed Payment – Low-Income Self-Sufficiency Plan

Account Number
Masked CA Number

Service Address
Service Address: House Number Service Address: Street,
Service Address: City, Service Location: Region
Service Location: Postal Code

Dear First Name,

We did not receive or process your payment by 2 p.m. on the due date Date 1. As a result, you are no longer covered by our Low-Income Self-Sufficiency Plan.

Please call us at (800) 477-4747 to discuss payment options or you will be subject to service interruption.

Sincerely,

Your DTE Customer Service Team

LSP – Graduate with BWB Enrollment – ***This letter is sent to customers who graduate LSP to alert them of their enrollment into Budgetwise Billing (BWB)***

DTE

Low-Income Self-Sufficiency Plan Graduate

Account Number
Masked CA Number

Service Address
Service Address: House Number Service Address: Street,
Service Address: City, Service Location: Region
Service Location: Postal Code

Dear First Name,

Congratulations, you have graduated from our Low-Income Self-Sufficiency Plan!

To help make your bills more manageable moving forward, we automatically enrolled you in our BudgetWise Billing program. BudgetWise Billing allows you to pay your annual energy bill in equal monthly installments to avoid the season ups and downs of your bill. Your monthly payment is calculated by averaging your energy usage and bill amount at your current residence for the last 12 months.

You will receive an enrollment letter in the mail providing more details, including your monthly plan amount.

If you choose to unenroll from BudgetWise Billing, please sign in to your account and go to the My Payment Programs section of our website or call us at (800) 477-4747.

Thank you for being a valued DTE customer.

Sincerely,

Your DTE Customer Service Team

LSP – Graduate without BWB Enrollment – ***This letter is sent to customers who graduate LSP but cannot be enrolled into BWB due to having a remaining balance.***

DTE

Low-Income Self-Sufficiency Plan Important Information

Account Number
Masked CA Number

Service Address
Service Address: House Number Service Address: Street,
Service Address: City, Service Location: Region
Service Location: Postal Code

Dear First Name,

Thank you for participating in our Low-Income Self-Sufficiency Plan. Your enrollment in this program ended on Date 1. Moving forward, you will be responsible for your total monthly energy usage.

If you need further energy assistance, please visit MI Bridges to explore whether you qualify for State Emergency Relief. If you have trouble applying on the MI Bridges website, please call (844) 799-9876.

If the Michigan Department of Health & Human Services determines you are eligible for State Emergency Relief, we encourage you to reach out to one of our agency partners to discuss re-enrollment into our Low-Income Self-Sufficiency Plan.

For more information, please visit our website.

Thank you for being a valued DTE customer.

Sincerely,

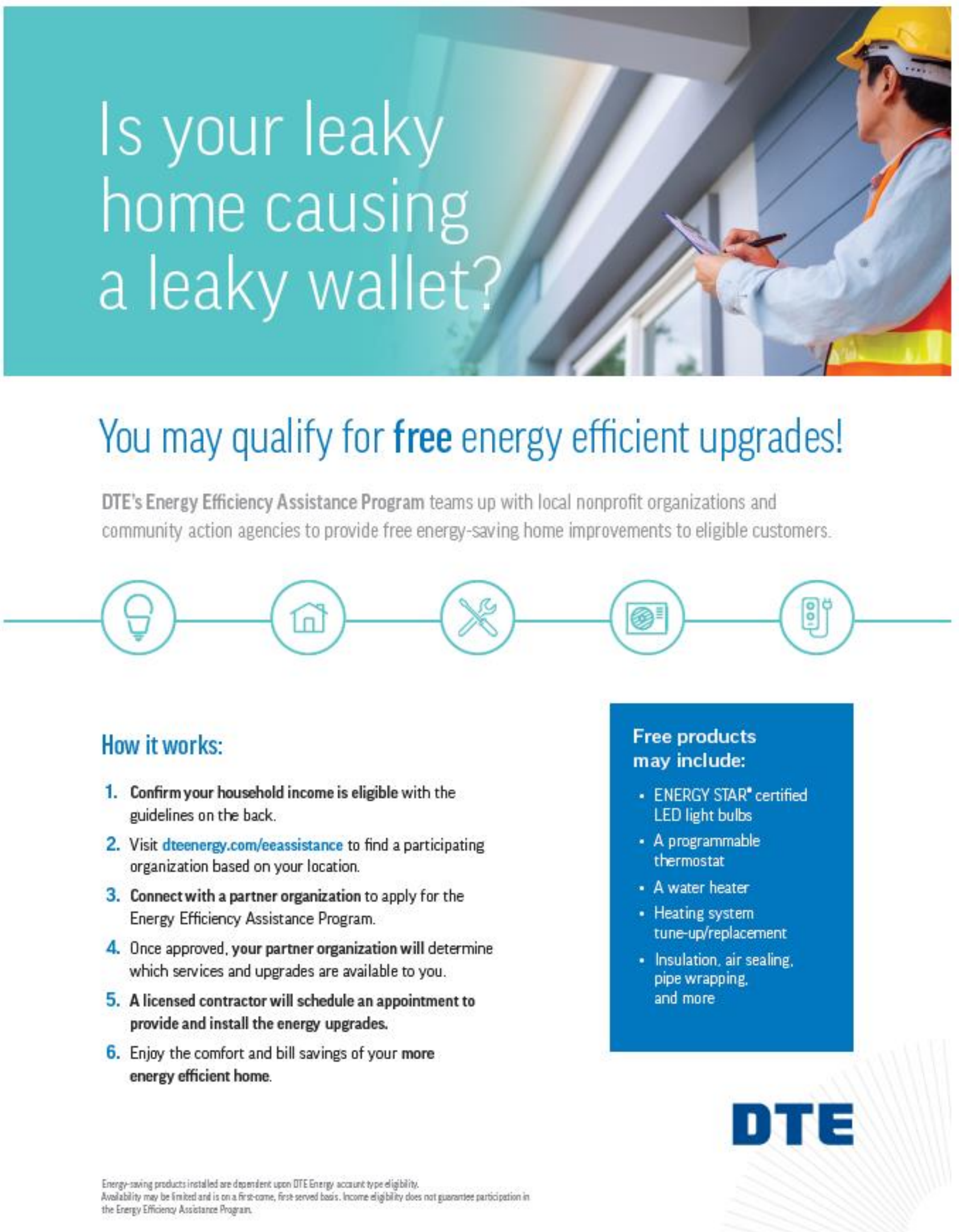
Your DTE Customer Service Team

Appendix F – LSP Partnering Agencies

MEAP Agency and Website	Agency Phone
Michigan Community Action Agency Association (MCAAA) Directory -Directory - Michigan Community Action (micommunityaction.org) MCAAA falls under an organization Called Bureau of Community Action and Economic Opportunity (BCAEO)	(517) 321-7500
Salvation Army – Great Lakes Division Energy Assistance Great Lakes Division - Great Lakes (salvationarmy.org)	(855) 929-1640
St. Vincent de Paul Energy Assistance Program | SVdP Detroit	(313) 393-2930
Superior Watershed Partnership (Upper Peninsula customers only) Superior Watershed Partnership & Land Conservancy – Dedicated to the protection of the Upper Peninsula of Michigan (superiorwatersheds.org)	(906)-273-2742
The Heat and Warmth Fund (THAW) Assistance | THAW | The Heat & Warmth Fund (thawfund.org)	(800) 866-8429
True North Empower emPower™ (tnempower.org)	(231) 355-5880
United Way of South Central Michigan United Way of South Central Michigan (unitedforscmi.org)	(517) 741-0202
United Way of Southeastern MI (SEM) Utility Assistance - United Way for Southeastern Michigan (unitedwaysem.org)	(844) 211-4994

Appendix G – Energy Efficiency Communications

Energy Efficiency Assistance Program Outreach – ***This outreach was used to inform LSP & PSP customers of Energy Efficiency programs***



How to qualify

You may be eligible for the Energy Efficiency Assistance Program if:

- Your income is at or below 200% of the 2022 Federal Poverty Guidelines
- Your income meets the 2022 U.S. Department of Housing and Urban Development low-income limit (at or below 80% of the area median income)
- You have been previously deemed eligible for any of the following Michigan, federal, or nonprofit low-income programs:
  - The Heat and Warmth Fund
  - Homeowners Property Exemption (HOPE)
  - Michigan Food Assistance Program
  - Michigan Low Income Home Energy Assistance Program
  - Special Supplemental Nutrition Program for Women, Infants, and Children
  - State Emergency Relief Fund
  - Supplemental Security Income (SSI) Program
  - Temporary Assistance for Needy Families
  - Weatherization Assistance Program

Contact us with any questions or to apply:

Email: dte-eea@seelllc.com
Call: 866.796.0512

DTE

dteenergy.com/eeassistance

DTE

Payment Stability Plan (PSP)

Hello [Customer First Name],

As a Payment Stability Plan (PSP) participant, **you may qualify for free, energy-saving home improvements** through DTE's Energy Efficiency Assistance (EEA) Program. A more energy efficient home can boost your comfort while lowering your monthly bill. These improvements may include:

- A new refrigerator, furnace, or water heater
- A furnace tune-up
- Insulation and air sealing
- LED light bulbs, pipe wrap, and faucet aerators may also be installed

Participating is easy for qualified customers.

Step 1. Schedule your home energy assessment by calling **866.796.0512**.

Step 2. During your assessment a technician will visit your home and install free energy saving products.

Step 3: Based on eligibility determined during the assessment, a licensed contractor will schedule an appointment to provide additional energy saving products and services.

To learn more or schedule your home energy assessment, please contact us at 866.796.0512.

Thank you,
DTE Energy

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This is an automated email, so please don't reply.
Email sent by: DTE Energy, One Energy Plaza, Detroit, MI 48226-1279 USA

DTE CleanVision Energy Efficiency

Home is where the savings are

Boost comfort and save energy at home – at no cost to you!

Hello [Customer First Name],

As a Payment Stability Plan (PSP) participant, **you may qualify for free, energy-saving home improvements** through DTE's Energy Efficiency Assistance (EEA) Program.
A more energy efficient home can boost your comfort while lowering your monthly bill.
These improvements may include:

- **A new refrigerator, furnace, or water heater**
- **Insulation and air sealing**
- **A furnace tune-up**
- **LED light bulbs, pipe wrap, and faucet aerators**

Saving is easy

Step 1: Schedule your home energy assessment by calling **866.796.0512**.

Step 2: During your assessment, a technician will visit your home and install free energy-saving products.

Step 3: Based on eligibility determined during the assessment, a licensed contractor will schedule an appointment to provide additional energy-saving products and services.

Energy Efficiency Assistance Program Outreach Postcard – ***This outreach was used to inform LSP & PSP customers of Energy Efficiency programs***

You may qualify for free, energy-saving upgrades!

DTE's Energy Efficiency Assistance Program teams up with local nonprofit organizations and community action agencies to provide **FREE, energy-saving home improvements to eligible customers.** As a Payment Stability Plan (PSP) participant, you may qualify. The improvements may include:

- A new refrigerator, furnace, or water heater
- A furnace tune-up
- Insulation, windows, and air sealing to make your home more comfortable
- Other energy-saving products and services to help reduce your energy costs

dteenergy.com/eeassistance

To learn more or apply, contact:

DTE Energy
866.796.0512
dte-eea@seelllc.com

DTE

One Energy Plaza
Detroit, MI 48226-1221

Energy Efficiency Assistance Program Outreach Script – *This outreach was used by CR's to inform LSP & PSP customers of Energy Efficiency programs*

Opening – "Good [Morning/Afternoon/Evening]" Thank you for calling the DTE Energy Efficiency support, my name is ......, may I have the address on the account to better assist? _Can you please verify the name on the account?

Thank you, Mr./Mrs. How may I assist you today?

****Customer received PSP promotion email regarding home energy improvements****

Okay great, Mr./Mrs.- Is this the first time calling regarding this program?

Are you living in a single family or 2 family unit home?

If "No": *Explain the EEA program is only available for single-family households only. Unfortunately, they are not eligible for this program. Apologize for conducting outreach in error. Sorry we cannot assist customers who live in multifamily homes.*

If "Yes": *Thank you for that information, Mr./Mrs. or Ms. You recently enrolled in the Payment Stability Program with DTE. With this program you may qualify for free energy saving upgrades in your home by the DTE Energy Efficiency Assistance Program. This may include wall and attic insulation and air sealing, as well as upgrades to preexisting appliances.*

The first step would be scheduling an Energy Assessment of your home. During the Assessment, a technician will install free light bulbs and other energy savings products, as well as identify other opportunities for you to increase the comfort and energy efficiency of your home. This assessment typically takes between 1-3 hours. Would you be interested in scheduling an appointment for an Energy assessment with one of our technicians?

If "No": *Thank them for the call and document reason.*

If "Yes":

Thank you, now I will be transferring your call over to the Program Specialist to schedule your appointment.

Have a great day!

****If customer wants to schedule appointment****

Call center to warm transfer call for specialist (M-F 9-5pm) and provide the contact number with prompt instructions in case there is a disconnect: 1-833-307-3230 prompt #8

Internal Only: Use for escalation calls only:

(313) 351-5320 option 8 for LaTosha

Email: DTE-EEA@seelllc.com

PSP Support- 877.217.7140

Appendix H – Document Submission Portal

Temporary Payment Plan Option to the Submission Portal

What type of payment plan are you requesting?

- ○ Shutoff Protection Plan
- ● Payment Stability Plan

Please select the type of housing.

PSP – Documentation Requirements as listed in the Submission Portal

Did you file federal or state taxes for the previous year?

- ○ Yes
- ● No

Please submit the following documents.

Personal Identification

- Color image of a valid government-issued photo ID for anyone 18 years and older living in household (such as a driver's license, state or city-issued ID)
- Social Security cards for everyone in the household

Expired identification is not accepted.

Proof of Income

One of these items is required for each member of the household 18 years or older including the DTE account holder.

- Two most recent copies of paychecks or pay stubs ? pay stubs greater than 60 days are not accepted
- Unemployment Compensation benefit statement
- If self-employed, accounting and other business records showing net income
- For customers who have unreported wages or just started a job, a letter from the employer on company letterhead dated within the last 60 days (include the gross amount paid per month and your employer's signature)

Appendix I – Index of Charts, Tables and Graphics

Attachments

1) Supporting Data File
2) Customer Survey Raw Data

Please only include numerical responses (or N/A if necessary). Include any explanations or context either in a new tab and/or in the narrative of the report.

State the timeframe used for the below data *(e.g. Oct 2022 - Jan 2025)*	Jan -June 2021 - 2022 (Pre Plan) Jan - June 2022 - 2024 (Plan Timeframe)

	0-19%			20-75%			76-110%			111-150%			151-200%			
Enrollment Data	**Combo**	**Electric Only**	**Gas Only**	**Combo**	**Electric Only**	**Gas Only**	**Combo**	**Electric Only**	**Gas Only**	**Combo**	**Electric Only**	**Gas Only**	**Combo**	**Electric Only**	**Gas Only**	
Number of households enrolled in the pilot	31	25	4	345	166	26	356	195	52	359	197	46	191	129	19	2,141
Number of households who completed 12 months of the pilot	21	8	1	173	71	12	163	86	18	163	97	23	89	56	10	
Number of households who completed 24 months of the pilot	3	11	2	83	39	3	91	46	8	54	25	5	16	11	1	

	0-19%			20-75%			76-110%			111-150%			151-200%		
Household Data	**Combo**	**Electric Only**	**Gas Only**	**Combo**	**Electric Only**	**Gas Only**	**Combo**	**Electric Only**	**Gas Only**	**Combo**	**Electric Only**	**Gas Only**	**Combo**	**Electric Only**	**Gas Only**
Average Monthly Income	$ 740	$ 1,000	$ 1,067	$ 920	$ 1,017	$ 850	$ 1,270	$ 1,333	$ 1,250	$ 1,800	$ 1,833	$ 1,700	$ 2,290	$ 2,567	$ 2,700
Average Household Size															
Average arrears at enrollment	$ 432	$ 391	$ 219	$ 605	$ 445	$ 344	$ 517	$ 432	$ 247	$ 557	$ 431	$ 257	$ 679	$ 569	$ 524
Average arrears at 12 months (households who completed a full 12 months) (12 months in)	$ 375	$ 244	$ 231	$ 597	$ 432	$ 283	$ 496	$ 439	$ 177	$ 609	$ 399	$ 353	$ 678	$ 675	$ 730
Average arrears at program completion (households who completed a full 24 months) (24 months in)	$ -	$ 571	$ 69	$ 287	$ 360	$ -	$ 260	$ 271	$ 16	$ 414	$ 665	$ -	$ 359	$ 549	$ -

	0-19%			20-75%			76-110%			111-150%			151-200%		
Consumption and Energy Burden Data	**Combo**	**Electric Only**	**Gas Only**	**Combo**	**Electric Only**	**Gas Only**	**Combo**	**Electric Only**	**Gas Only**	**Combo**	**Electric Only**	**Gas Only**	**Combo**	**Electric Only**	**Gas Only**
12 month average monthly consumption before enrollment (kWh/ccf)	681/92	762	100	672/97	804	92	659/100	738	83	657/97	799	94	663/95	824	103
Average monthly consumption for months 1-12 after enrollment *(households who completed a full 12 months)*	732/85	780	106	735/90	821	77	692/92	725	86	677/99	768	92	681/83	837	94
Average monthly consumption for months 13-24 after enrollment *(households who completed a full 24 months)*	432/60	821	97	579/82	765	83	585/90	695	78	597/86	802	70	566/95	942	30
Average Energy Burden (%) during enrollment (before assistance applied)	0.34	0.33	0.34	0.24	0.28	0.23	0.15	0.18	0.10	0.10	0.14	0.08	0.07	0.1	0.07
Average Energy Burden (%) during active enrollment (bill with assistance applied)	0.14	0.25	0.19	0.10	0.14	0.09	0.07	0.10	0.06	0.06	0.08	0.04	0.05	0.07	0.05

	0-19%			20-75%			76-110%			111-150%			151-200%		
Payment and Default Data	**Combo**	**Electric Only**	**Gas Only**	**Combo**	**Electric Only**	**Gas Only**	**Combo**	**Electric Only**	**Gas Only**	**Combo**	**Electric Only**	**Gas Only**	**Combo**	**Electric Only**	**Gas Only**
Average monthly total bill (before assistance applied) during active enrollment	$ 201	$ 131	$ 92	$ 190	$ 141	$ 83	$ 189	$ 127	$ 73	$ 192	$ 141	$ 81	$ 195	$ 145	$ 96
Average monthly credited amount (bill subsidy) during active enrollment	$ 70	$ 92	$ 69	$ 61	$ 64	$ 62	$ 53	$ 64	$ 55	$ 50	$ 68	$ 60	$ 53	$ 67	$ 66
Average monthly bill payment due from customer during active enrollment **(plan amount)**	$ 74	$ 60	$ 64	$ 92	$ 61	$ 51	$ 127	$ 80	$ 75	$ 180	$ 110	$ 102	$ 229	$ 154	$ 162
Average monthly payment actually paid by customer during active enrollment (12 months in)	$ 78	$ 72	$ 29	$ 121	$ 77	$ 77	$ 121	$ 104	$ 87	$ 136	$ 129	$ 123	$ 240	$ 160	$ 171
Average monthly payment actually paid by customer during active enrollment (24 months in)	$ 79	$ 82	$ 116	$ 114	$ 83	$ 97	$ 132	$ 83	$ 75	$ 151	$ 140	$ 74	$ 185	$ 131	$ 106
Average monthly payment due from customer 12 months pre program **(with assistance applied)**	$ 135	$ 86	$ 76	$ 118	$ 98	$ 45	$ 124	$ 89	$ 51	$ 128	$ 100	$ 49	$ 138	$ 121	$ 71
Average monthly payment actually paid by customer 12 months pre program	$ 187	$ 189	$ 100	$ 191	$ 175	$ 124	$ 177	$ 158	$ 88	$ 193	$ 189	$ 111	$ 214	$ 193	$ 134
Percentage of on time payments 12 months before enrollment	92%	94%	100%	89%	86%	100%	92%	88%	77%	87%	86%	85%	80%	88%	88%
Percentage of on time payments for months 1-12 after enrollment	95%	90%	100%	92%	91%	87%	93%	93%	92%	91%	90%	92%	88%	88%	85%
Percentage of on time payments for months 13-24 after enrollment	73%	82%	98%	75%	69%	75%	79%	77%	83%	74%	70%	73%	64%	62%	70%
Number of households who defaulted for non-payment	0	2	1	32	18	3	40	25	4	118	74	20	28	19	1
Number of households who defaulted due to failure to reverify for year 2	14	5	1	127	58	9	121	56	14	43	25	3	62	36	9
Number of households who defaulted for any other reason (cite reasons in report narrative)	15	16	2	83	50	9	89	66	25	136	70	19	83	63	7
Number of households that received a service disconnection/shutoff notice within 12 months of default	10	9	3	133	66	7	127	62	13	169	88	18	95	65	10
Number of households whose service was disconnected within 12 months of default	3	2	0	33	15	0	28	19	1	38	23	0	25	18	1

	0-19%			20-75%			76-110%			111-150%			151-200%		
Assistance Data	**Combo**	**Electric Only**	**Gas Only**	**Combo**	**Electric Only**	**Gas Only**	**Combo**	**Electric Only**	**Gas Only**	**Combo**	**Electric Only**	**Gas Only**	**Combo**	**Electric Only**	**Gas Only**
Number of households receiving SER during active enrollment	5	5	1	67	26	5	62	34	3	75	45	11	30	22	2
Number of households receiving HHC during active enrollment	11	1	3	89	2	8	89	0	14	42	2	10	10	0	1
Number of households receiving MEAP/agency payment during active enrollment	0	0	0	12	5	0	4	5	0	13	2	2	7	3	0
Number of households receiving LIA during active enrollment	1	0	0	8	0	0	13	1	0	15	2	1	6	2	0
Number of households receiving RIA during active enrollment	16	10	2	154	41	13	160	52	15	130	69	18	43	29	5

	0-19%			20-75%			76-110%			111-150%			151-200%		
Vulnerable Household Member Data	**Combo**	**Electric Only**	**Gas Only**	**Combo**	**Electric Only**	**Gas Only**	**Combo**	**Electric Only**	**Gas Only**	**Combo**	**Electric Only**	**Gas Only**	**Combo**	**Electric Only**	**Gas Only**
Number of enrolled households with a senior	3	4	1	50	17	5	90	40	15	69	37	12	29	21	6
Number of enrolled households with a disabled member															
Number of enrolled households with a young child (under 6)															

	0-19%			20-75%			76-110%			111-150%			151-200%		
Energy Waste Reduction Data	**Combo**	**Electric Only**	**Gas Only**	**Combo**	**Electric Only**	**Gas Only**	**Combo**	**Electric Only**	**Gas Only**	**Combo**	**Electric Only**	**Gas Only**	**Combo**	**Electric Only**	**Gas Only**
Number of actively enrolled households referred for EWR services															
Number of actively enrolled households that received EWR services	8	0	0	105	5	0	110	15	6	117	10	2	53	2	0

Please only include numerical responses (or N/A if necessary). Include any explanations or context either in a new tab and/or in the narrative of the report.

State the timeframe used for the below data *(e.g. Oct 2022 - Jan 2025)*	Oct 2020 - Sep 2021 (Pre Plan) Oct 2021 - Sep 2023 (Plan Timeframe)

	0-19%			20-75%			76-110%			111-150%			151-200%		
Enrollment Data	**Combo**	**Electric Only**	**Gas Only**	**Combo**	**Electric Only**	**Gas Only**	**Combo**	**Electric Only**	**Gas Only**	**Combo**	**Electric Only**	**Gas Only**	**Combo**	**Electric Only**	**Gas Only**
Number of households enrolled in a regular Affordable Payment Plan (traditional CARE or LSP)	5	1	1	113	25	8	139	26	4	349	104	10	131	45	2
Number of households who completed 12 months of a regular Affordable Payment Plan	1	0	0	26	7	0	29	8	2	68	31	0	24	6	1
Number of households who completed 24 months of a regular Affordable Payment Plan	2	1	0	37	9	0	54	8	1	126	41	3	36	10	1

	0-19%			20-75%			76-110%			111-150%			151-200%		
Household Data	**Combo**	**Electric Only**	**Gas Only**	**Combo**	**Electric Only**	**Gas Only**	**Combo**	**Electric Only**	**Gas Only**	**Combo**	**Electric Only**	**Gas Only**	**Combo**	**Electric Only**	**Gas Only**
Average Monthly Income															
Average Household Size															
Average arrears at enrollment	$ 1,318	$ 83	$ 48	$ 1,318	$ 690	$ 626	$ 1,218	$ 784	$ 418	$ 851	$ 402	$ 374	$ 1,457.06	$ 603.46	$ 164.04
Average arrears at 12 months (households who completed a full 12 months)	$ 348	$ -	$ -	$ 438	$ 252	$ -	$ 476	$ 547	$ -	$ 507	$ 213	$ -	$ 577.74	$ 327.85	$ -
Average arrears at program completion (households who completed a full 24 months)	$ 0	$ -	$ -	$ 216	$ -	$ -	$ 153	$ 29	$ -	$ 230	$ 45	$ -	$ 352.34	$ 281.73	$ -

	0-19%			20-75%			76-110%			111-150%			151-200%		
Consumption and Energy Burden Data	**Combo**	**Electric Only**	**Gas Only**	**Combo**	**Electric Only**	**Gas Only**	**Combo**	**Electric Only**	**Gas Only**	**Combo**	**Electric Only**	**Gas Only**	**Combo**	**Electric Only**	**Gas Only**
12 month average monthly consumption before enrollment (kWh/ccf)	638/82	258	63	723/97	496	100	723/98	633	69	711/96	577	77	629/93	545	105
Average monthly consumption for months 1-12 after enrollment *(households who completed a full 12 months)*	724/103	438	0	797/111	629	0	739/99	661	76	758/103	614	133	663/104	644	110
Average monthly consumption for months 13-24 after enrollment *(households who completed a full 24 months)*	1016/98	312	0	776/105	779	0	710/91	618	93	735/99	560	92	645/96	572	98
Average Energy Burden (%) during enrollment (before assistance applied)															
Average Energy Burden (%) during active enrollment (bill with assistance applied)															

	0-19%			20-75%			76-110%			111-150%			151-200%		
Payment and Default Data	**Combo**	**Electric Only**	**Gas Only**	**Combo**	**Electric Only**	**Gas Only**	**Combo**	**Electric Only**	**Gas Only**	**Combo**	**Electric Only**	**Gas Only**	**Combo**	**Electric Only**	**Gas Only**
Average monthly total bill (before assistance applied) during active enrollment (previous 12 months)	$ 166	$ 47	$ 53	$ 189	$ 90	$ 74	$ 191	$ 99	$ 50	$ 186	$ 95	$ 70	$ 176	$ 89	$ 78
Average monthly total bill (before assistance applied) during active enrollment (1-12 months)	$ 161	$ 42		$ 185	$ 78		$ 167	$ 84	$ 43	$ 171	$ 79	$ 126	$ 158	$ 83	$ 88
Average monthly total bill (before assistance applied) during active enrollment (13-24 months)	$ 233	$ 25		$ 196	$ 113		$ 171	$ 85	$ 69	$ 183	$ 75	$ 91	$ 168	$ 77	$ 87
Average monthly credited amount (bill subsidy) during active enrollment (Gap & AF)	$ 114	$ 12	$ 28	$ 134	$ 50	$ 22	$ 103	$ 63	$ 22	$ 114	$ 58	$ 61	$ 94	$ 46	$ 56
Average monthly credited amount (bill subsidy) during active enrollment (Gap & AF+ assistance)	$ 287	$ 99	$ 45	$ 281	$ 114	$ 62	$ 240	$ 143	$ 91	$ 206	$ 106	$ 93	$ 154	$ 74	$ 101
Average monthly bill payment due from customer during active enrollment (plan amount)	$ 97	$ 35	$ 50	$ 105	$ 45	$ 53	$ 111	$ 48	$ 55	$ 114	$ 50	$ 63	$ 110	$ 50	$ 65
Average monthly payment actually paid by customer 12 months pre program	$ 173	$ 62	$ 159	$ 260	$ 143	$ 137	$ 220	$ 168	$ 110	$ 246	$ 150	$ 147	$ 240	$ 138	$ 110
Average monthly payment actually paid by customer during active enrollment (1-12 Months on Plan)	$ 151	$ 39		$ 200	$ 95		$ 174	$ 116	$ 83	$ 141	$ 71	$ 95	$ 146	$ 72	$ 69
Average monthly payment actually paid by customer during active enrollment (13-24 Months on Plan)	$ 108	$ 35		$ 116	$ 45		$ 112	$ 51	$ 55	$ 118	$ 50	$ 62	$ 135	$ 60	$ 75
Average monthly payment due from customer 12 months pre program (consumption with assistance)	$ 107	$ 40	$ 31	$ 108	$ 41	$ 51	$ 131	$ 61	$ 15	$ 106	$ 54	$ 38	$ 113	$ 48	$ 67
Percentage of on time payments 12 months before enrollment	65%	83%	85%	75%	75%	60%	80%	75%	80%	76%	75%	66%	75%	72%	68%
Percentage of on time payments for months 1-12 after enrollment	85%	100%	58%	92%	89%	66%	92%	95%	97%	91%	93%	75%	90%	91%	100%
Percentage of on time payments for months 13-24 after enrollment	82%	100%	80%	80%	71%	39%	82%	85%	76%	80%	80%	59%	79%	71%	100%
Number of households who defaulted for non-payment	2		1	6	8	49	62	10	2	178	49	7	56	18	0
Number of households who defaulted due to failure to reverify for year 2															
Number of households who defaulted for any other reason (cite reasons in report narrative)	3	1	0	64	17	2	77	16	2	171	55	3	75	27	2
Number of households that received a service disconnection/shutoff notice within 12 months of default	4	0	1	67	10	5	80	12	2	239	57	7	84	23	0
Number of households whose service was disconnected within 12 months of default	1	0	0	28	2	2	30	4	0	83	19	1	30	9	0

	0-19%			20-75%			76-110%			111-150%			151-200%		
Assistance Data	**Combo**	**Electric Only**	**Gas Only**	**Combo**	**Electric Only**	**Gas Only**	**Combo**	**Electric Only**	**Gas Only**	**Combo**	**Electric Only**	**Gas Only**	**Combo**	**Electric Only**	**Gas Only**
Number of households receiving SER during active enrollment	5	0	0	66	6	2	59	5	3	42	11	2	5	1	0
Number of households receiving HHC during active enrollment	0	0	0	25	1	0	51	2	1	39	0	2	7	0	0
Number of households receiving MEAP/agency payment during active enrollment	1	1	1	18	5	4	9	7	1	15	7	3	1	0	0
Number of households receiving LIA during active enrollment	5	1	1	113	25	8	138	26	4	349	103	10	131	45	2
Number of households receiving RIA during active enrollment	1	0	0	19	3	2	28	6	0	64	20	4	14	6	0

	0-19%			20-75%			76-110%			111-150%			151-200%		
Vulnerable Household Member Data	**Combo**	**Electric Only**	**Gas Only**	**Combo**	**Electric Only**	**Gas Only**	**Combo**	**Electric Only**	**Gas Only**	**Combo**	**Electric Only**	**Gas Only**	**Combo**	**Electric Only**	**Gas Only**
Number of enrolled households with a senior															
Number of enrolled households with a disabled member															
Number of enrolled households with a young child (under 6)															

	0-19%			20-75%			76-110%			111-150%			151-200%		
Energy Waste Reduction Data	**Combo**	**Electric Only**	**Gas Only**	**Combo**	**Electric Only**	**Gas Only**	**Combo**	**Electric Only**	**Gas Only**	**Combo**	**Electric Only**	**Gas Only**	**Combo**	**Electric Only**	**Gas Only**
Number of actively enrolled households referred for EWR services															
Number of actively enrolled households that received EWR services	0	0	0	23	11	1	34	13	0	75	31	0	21	8	0

Please only include numerical responses (or N/A if necessary). Include any explanations or context either in a new tab and/or in the narrative of the report.

State the timeframe used for the below data *(e.g. Oct 2022 - Jan 2025)*	

Enrollment Data

	0-19%			20-75%			76-110%			111-150%			151-200%		
	Combo	Electric Only	Gas Only	Combo	Electric Only	Gas Only	Combo	Electric Only	Gas Only	Combo	Electric Only	Gas Only	Combo	Electric Only	Gas Only
Number of households	6	3		26	14	8	40	18	7	53	20	6	21	12	6

Household Data

	0-19%			20-75%			76-110%			111-150%			151-200%		
	Combo	Electric Only	Gas Only	Combo	Electric Only	Gas Only	Combo	Electric Only	Gas Only	Combo	Electric Only	Gas Only	Combo	Electric Only	Gas Only
Average start arrears	$ 255			$ 419	$ 313	$ 118	$ 499	$ 343	$ 324	$ 521	$ 482	$ 279	$ 648	$ 384	$ 152
Average arrears at 12 months	$ 538	$ 285		$ 574	$ 307	$ 375	$ 698	$ 267	$ 394	$ 621	$ 660	$ 306	$ 865	$ 275	$ 297
Average arrears at program completion	$ 548	$ 16		$ 669	$ 172	$ 212	$ 420	$ 163	$ 314	$ 882	$ 912	$ 317	$ 531	$ 83	$ 148

Consumption and Energy Burden Data

	0-19%			20-75%			76-110%			111-150%			151-200%		
	Combo	Electric Only	Gas Only	Combo	Electric Only	Gas Only	Combo	Electric Only	Gas Only	Combo	Electric Only	Gas Only	Combo	Electric Only	Gas Only
12 month average monthly consumption prior to pilot start date (kWh/mcf)	709/94	743		691/102	705	80	623/95	699	70	667/94	627	101	614/100	670	75
Average monthly consumption for months 1-12 after pilot start date	657/95	698		649/88	630	74	574/90	641	57	661/82	628	97	642/95	606	70
Average monthly consumption for months 13-24 after pilot start date	649/106	587		579/91	587	67	511/86	630	45	649/78	534	87	594/93	595	69

Payment and Default Data

	0-19%			20-75%			76-110%			111-150%			151-200%		
	Combo	Electric Only	Gas Only	Combo	Electric Only	Gas Only	Combo	Electric Only	Gas Only	Combo	Electric Only	Gas Only	Combo	Electric Only	Gas Only
Average monthly total bill (before any assistance applied) pre program	$ 184	$ 137		$ 190	$ 116	$ 78	$ 172	$ 117	$ 68	$ 181	$ 107	$ 87	$ 194	$ 115	$ 69
Average monthly bill payment due from customer during pilot period 1-12	$ 195	$ 126		$ 179	$ 105	$ 77	$ 172	$ 107	$ 61	$ 183	$ 107	$ 90	$ 205	$ 105	$ 72
Average monthly bill payment due from customer during pilot period 13-24	$ 195	$ 115		$ 175	$ 110	$ 64	$ 153	$ 119	$ 54	$ 179	$ 101	$ 83	$ 193	$ 109	$ 67
Average monthly assistance amount (from any energy assistance program) ASSISTANCE ONLY	$ 1,718	$ 412		$ 1,611	$ 903	$ 1,036	$ 1,432	$ 836	$ 409	$ 1,697	$ 648	$ 1,048	$ 1,466	$ 1,323	$ 749
Average monthly payment actually paid by customer during pilot period 1-12	$ 189	$ 116		$ 169	$ 165	$ 101	$ 176	$ 127	$ 106	$ 188	$ 158	$ 157	$ 233	$ 148	$ 118
Average monthly payment actually paid by customer during pilot period 13-24	$ 183	$ 191		$ 164	$ 165	$ 113	$ 150	$ 150	$ 88	$ 164	$ 137	$ 116	$ 203	$ 161	$ 113
Average monthly payment due from customer 12 months pre pilot start date (with assistance applied)	$ 164	$ 137		$ 104	$ 75	$ 46	$ 92	$ 77	$ 46	$ 124	$ 72	$ 46	$ 139	$ 106	$ 52
Average monthly payment actually paid by customer 12 months pre pilot start date	$ 167	$ 143		$ 202	$ 189	$ 152	$ 156	$ 138	$ 118	$ 201	$ 172	$ 147	$ 198	$ 181	$ 114
Percentage of on time payments 12 months prior to pilot start date	88%	80%		93%	81%	88%	88%	79%	90%	89%	93%	63%	81%	73%	87%
Percentage of on time payments for months 1-12 after pilot start date	67%	96%		73%	64%	75%	83%	77%	88%	76%	68%	66%	67%	79%	67%
Percentage of on time payments for months 13-24 after pilot start date	70%	54%		72%	56%	70%	91%	70%	89%	74%	67%	64%	60%	63%	54%
Number of households that received a service disconnection/shutoff notice within 12 months of pilot start date	4	1		17	10	4	17	10	2	34	11	5	18	6	4
Number of households whose service was disconnected within 12 months of pilot start date	2			5	2		2	4		10	1	1	4	2	

Assistance Data

	0-19%			20-75%			76-110%			111-150%			151-200%		
	Combo	Electric Only	Gas Only	Combo	Electric Only	Gas Only	Combo	Electric Only	Gas Only	Combo	Electric Only	Gas Only	Combo	Electric Only	Gas Only
Number of households receiving SER during the pilot period	4	2		14	7	4	17	9	1	33	4	6	8	2	3
Number of households receiving HHC during the pilot period	1			7		2	13		3	11		2	2		1
Number of households receiving MEAP/agency payment during the pilot period	1			5	1	1	3	1		4	2	1	2	1	1
Number of households receiving LIA during the pilot period	3			14	3	3		3	2	28	4		7	2	
Number of households receiving RIA during the pilot period	4	2		15	6	5	22	9	5	32	12	6	15	1	4

Vulnerable Household Member Data

	0-19%			20-75%			76-110%			111-150%			151-200%		
	Combo	Electric Only	Gas Only	Combo	Electric Only	Gas Only	Combo	Electric Only	Gas Only	Combo	Electric Only	Gas Only	Combo	Electric Only	Gas Only
Number of households with a senior		2		2	1	1	8	7	2	9	1	1	3	3	1
Number of households with a disabled member															
Number of households with a young child (under 6)															

Energy Waste Reduction Data

	0-19%			20-75%			76-110%			111-150%			151-200%		
	Combo	Electric Only	Gas Only	Combo	Electric Only	Gas Only	Combo	Electric Only	Gas Only	Combo	Electric Only	Gas Only	Combo	Electric Only	Gas Only
Number of households referred for EWR services															
Number of households that received EWR services															

Please only include numerical responses (or N/A if necessary). Include any explanations or context either in a new tab and/or in the narrative of the report.

State the timeframe used for the below data *(e.g. Oct 2022 - Jan 2025)*	Oct 2022 - Sep 2022 (Pre Plan Timeline) Oct 2023 - Oct 2024 (Plan Timeline)

	0-19%			20-75%			76-110%			111-150%			151-200%		
Enrollment Data	**Combo**	**Electric Only**	**Gas Only**	**Combo**	**Electric Only**	**Gas Only**	**Combo**	**Electric Only**	**Gas Only**	**Combo**	**Electric Only**	**Gas Only**	**Combo**	**Electric Only**	**Gas Only**
Number of households enrolled in the soft launch of the Modified Budget Affordable Payment Plan	54	27	1	429	153	23	193	77	10	106	47	6			
Number of households who completed 12 months of the soft launch of the Modified Budget Affordable Payment Plan	3	5	0	15	3	3	11	6	11	3	3	0	1		
Number of households who completed 24 months of the soft launch of the Modified Budget Affordable Payment Plan															

	0-19%			20-75%			76-110%			111-150%			151-200%		
Household Data	**Combo**	**Electric Only**	**Gas Only**	**Combo**	**Electric Only**	**Gas Only**	**Combo**	**Electric Only**	**Gas Only**	**Combo**	**Electric Only**	**Gas Only**	**Combo**	**Electric Only**	**Gas Only**
Average Monthly Income															
Average Household Size															
Average arrears at enrollment	$ 1,605	$ 658	$ 1,268	$ 859	$ 633	$ 569	$ 1,035	$ 766	$ 71	$ 1,115	$ 635	$ 76	$ 472		
Average arrears at 12 months (households who completed a full 12 months)	$ 860	$ 299	$ -	$ 247	$ -	$ -	$ 1,717	$ 792	$ -	$ 637	$ -	$ -			
Average arrears at program completion (households who completed a full 24 months)															

	0-19%			20-75%			76-110%			111-150%			151-200%		
Consumption and Energy Burden Data	**Combo**	**Electric Only**	**Gas Only**	**Combo**	**Electric Only**	**Gas Only**	**Combo**	**Electric Only**	**Gas Only**	**Combo**	**Electric Only**	**Gas Only**	**Combo**	**Electric Only**	**Gas Only**
12 month average monthly consumption before enrollment (kWh/ccf)	762/93	735	38	797/99	900	85	798/94	901	94	799/97	795	53	436/184		
Average monthly consumption for months 1-12 after enrollment *(households who completed a full 12 months)*	800/157	854		890/102	841	84	781/75	1060	67	966/82	1108				
Average monthly consumption for months 13-24 after enrollment *(households who completed a full 24 months)*															
Average Energy Burden (%) during enrollment (before assistance applied)															
Average Energy Burden (%) during active enrollment (bill with assistance applied)															

	0-19%			20-75%			76-110%			111-150%			151-200%		
Payment and Default Data	**Combo**	**Electric Only**	**Gas Only**	**Combo**	**Electric Only**	**Gas Only**	**Combo**	**Electric Only**	**Gas Only**	**Combo**	**Electric Only**	**Gas Only**	**Combo**	**Electric Only**	**Gas Only**
Average monthly total bill (before assistance applied) during active enrollment (previous 12 Months)	$ 218	$ 137	$ 43	$ 227	$ 163	$ 81	$ 225	$ 163	$ 107	$ 231	$ 146	$ 56	$ 234		
Average monthly total bill (before assistance applied) during active enrollment (1-12 Months)	$ 258	$ 159		$ 240	$ 146	$ 73	$ 207	$ 189	$ 65	$ 238	$ 204				
Average monthly credited amount (bill subsidy) during active enrollment (Gap & AF)	$ 72	$ 53	$ 16	$ 88	$ 66	$ 60	$ 94	$ 52	$ 69	$ 82	$ 46	$ 46	$ 13	$ -	$ -
Average monthly credited amount (bill subsidy) during active enrollment (Gap & AF+ assistance)	$ 120	$ 77	$ 20	$ 125	$ 88	$ 77	$ 136	$ 76	$ 87	$ 115	$ 65	$ 47	$ 13	$ -	$ -
Average monthly bill payment due from customer during active enrollment	$ 108	$ 64	$ 10	$ 114	$ 80	$ 20	$ 113	$ 99	$ 28	$ 132	$ 86	$ 19	$ 180		
Average monthly payment actually paid by customer during active enrollment	$ 249	$ 81		$ 130	$ 77	$ 44	$ 119	$ 86	$ 8	$ 158	$ 160				
Average monthly payment due from customer 12 months pre program	$ 122	$ 73	$ 22	$ 121	$ 98	$ 42	$ 135	$ 98	$ 42	$ 145	$ 83	$ 29	$ 101		
Average monthly payment actually paid by customer 12 months pre program	$ 214	$ 171		$ 217	$ 196	$ 203	$ 226	$ 214	$ 189	$ 229	$ 210	$ 110	$ 256		
Percentage of on time payments 12 months before enrollment	61%	49%	17%	65%	60%	53%	64%	61%	54%	65%	68%	48%	100%		
Percentage of on time payments for months 1-12 after enrollment	84%	87%	100%	87%	91%	94%	89%	89%	96%	87%	91%	77%	100%		
Percentage of on time payments for months 13-24 after enrollment															
Number of households who defaulted for non-payment	17	11		145	37	3	62	25	1	39	16	2			
Number of households who defaulted due to failure to reverify for year 2															
Number of households who defaulted for any other reason (cite reasons in report narrative)	39	16	1	284	116	20	131	52	9	67	31	4			
Number of households that received a service disconnection/shutoff notice within 12 months of default															
Number of households whose service was disconnected within 12 months of default															

	0-19%			20-75%			76-110%			111-150%			151-200%		
Assistance Data	**Combo**	**Electric Only**	**Gas Only**	**Combo**	**Electric Only**	**Gas Only**	**Combo**	**Electric Only**	**Gas Only**	**Combo**	**Electric Only**	**Gas Only**	**Combo**	**Electric Only**	**Gas Only**
Number of households receiving SER during active enrollment	24	11	0	111	44	8	55	29	3	24	10	2	0		
Number of households receiving HHC during active enrollment	9	0	0	75	0	9	35	0	3	15	0	0	0		
Number of households receiving MEAP/agency payment during active enrollment	2	2	0	19	7	1	8	7	1	2	3	0	0		
Number of households receiving LIA during active enrollment	14	7	1	114	26	4	58	16	0	20	7	1	0		
Number of households receiving RIA during active enrollment	33	15	0	318	116	18	135	55	10	82	37	5	0		

	0-19%			20-75%			76-110%			111-150%			151-200%		
Vulnerable Household Member Data	**Combo**	**Electric Only**	**Gas Only**	**Combo**	**Electric Only**	**Gas Only**	**Combo**	**Electric Only**	**Gas Only**	**Combo**	**Electric Only**	**Gas Only**	**Combo**	**Electric Only**	**Gas Only**
Number of enrolled households with a senior	1	0	0	40	8	3	31	13	1	18	12	0	1		
Number of enrolled households with a disabled member															
Number of enrolled households with a young child (under 6)															

	0-19%			20-75%			76-110%			111-150%			151-200%		
Energy Waste Reduction Data	**Combo**	**Electric Only**	**Gas Only**	**Combo**	**Electric Only**	**Gas Only**	**Combo**	**Electric Only**	**Gas Only**	**Combo**	**Electric Only**	**Gas Only**	**Combo**	**Electric Only**	**Gas Only**
Number of actively enrolled households referred for EWR services															
Number of actively enrolled households that received EWR services	8	1	0	84	4	0	44	3	1	19	2	0	1	0	0

Please only include numerical responses (or N/A if necessary). Include any explanations or context either in a new tab and/or in the narrative of the report.

*This tab should be completed using data for non-low income customers. *Unless otherwise specified, use the average monthly data during the pilot period.*

State the timeframe used for the below data *(e.g. Oct 2022 - Jan 2025)*	All customers are anchored to Jan 1, 2022. We looked at all non-LI customers as of Jan 2022.
State the FPL used to define Low-Income	<= 150

Enrollment Data

	Combo	Electric Only	Gas Only
Number of households	491,442	1,325,471	537,433

Household Data

	Combo	Electric Only	Gas Only
Average arrears at the start of PIPP	$ 343	$ 188	$ 129
Average arrears at 12 months	$ 364	$ 109	$ 139
Average arrears at program completion	$ 393	$ 193	$ 160

Consumption and Energy Burden Data

	Combo	Electric Only	Gas Only
12 month average monthly consumption prior to pilot start date (kWh/mcf)	648/84	695	82
Average monthly consumption for months 1-12 after pilot start date	626/81	674	77
Average monthly consumption for months 13-24 after pilot start date	589/75	642	70

Payment and Default Data

	Combo	Electric Only	Gas Only
Average monthly total bill (before any assistance applied) (previous 12 Months)	$ 191	$ 125	$ 73
Average monthly total bill (before any assistance applied) (1-12 Months)	$ 202	$ 125	$ 84
Average monthly total bill (before any assistance applied) (13-24 Months)	$ 196	$ 127	$ 75
Average monthly bill payment due from customer during pilot period	$ 202	$ 125	$ 84
Average monthly payment actually paid by customer during pilot period (1-12 Months)	$ 218	$ 140	$ 88
Average monthly payment actually paid by customer during pilot period (13-24 Months)	$ 220	$ 140	$ 91
Average monthly payment due from customer 12 months pre pilot start date	$ 210	$ 143	$ 74
Average monthly payment actually paid by customer 12 months pre pilot start date	$ 163	$ 113	$ 55
Percentage of on time payments 12 months prior to pilot start date	88	91	91
Percentage of on time payments for months 1-12 after pilot start date	86	90	91
Percentage of on time payments for months 13-24 after pilot start date	86	90	91
Number of households that received a service disconnection/shutoff notice within 12 months of pilot start date	128,372	213,237	69,220
Number of households whose service was disconnected within 12 months of pilot start date	2,488	2,538	314

Assistance Data

	Combo	Electric Only	Gas Only
Number of households receiving MEAP/agency payment during the pilot period			
Number of households receiving LIA during the pilot period			

Vulnerable Household Member Data

	Combo	Electric Only	Gas Only
Number of households receiving RIA during the pilot period			

Energy Waste Reduction Data

	Combo	Electric Only	Gas Only
Number of households with a senior	183,345	524,276	222,854
Number of households with a disabled member			
Number of households with a young child (under 6)			

	Combo	Electric Only	Gas Only
Number of households referred for EWR services			
Number of households that received EWR services			

Use this tab to add clarifications or additional explanations for the data as needed

Enrollment Data

	PIPP	APP	Modified APP	Control Data	AVG Non-Low Income
Number of households enrolled in the pilot	Number of distinct CAs within the cleaned dataset	Number of distinct CAs within the cleaned dataset	Number of distinct CAs within the cleaned dataset	Number of distinct CAs within the cleaned dataset	Number of distinct CAs within the cleaned dataset
Number of households who completed 12 months of the pilot	Number of distinct CAs whose program length is >= 365 days	Number of distinct CAs whose program length is >= 365 days	Number of distinct CAs whose program length is >= 365 days	Anchored to established tracking date. Check to see if customer is still active 365 days out.	Anchored to 2022-01-01. Check to see if customer still active on 2023-01-01.
Number of households who completed 24 months of the pilot	Number of distinct CAs whose program length is >= 730 days	Number of distinct CAs whose program length is >= 730 days	Number of distinct CAs whose program length is >= 730 days	Anchored to established tracking date. Check to see if customer is still active 730 days out.	Anchored to 2022-01-01. Check to see if customer still active on 2024-01-01.

Household Data

	PIPP	APP	Modified APP	Control Data	AVG Non-Low Income
Average Monthly Income					
Average Household Size					
Average arrears at enrollment	Use program start date and match it to arrears key date. Take arrears from that date as start arrears.	Use program start date and match it to arrears key date. Take arrears from that date as start arrears.	Use program start date and match it to arrears key date. Take arrears from that date as start arrears.	Anchored to established tracking date. Match key date to tracking date and take arrears from that day as start arrears.	Anchored to 2022-01-01. Match key date to anchor date and take arrears from that day as start arrears.
Average arrears at 12 months (households who completed a full 12 months)	Use 365 days after program start date and match it to arrears key date. Take arrears from that date as arrears. Filter for customer who have completed one year of program.	Use 365 days after program start date and match it to arrears key date. Take arrears from that date as arrears. Filter for customer who have completed one year of program.	Use 365 days after program start date and match it to arrears key date. Take arrears from that date as arrears. Filter for customer who have completed one year of program.	Anchored to established tracking date. Match key date to 365 days after tracking date and take arrears from that day as arrears.	Anchored to 2022-01-01. Match key date to 365 days after anchor date and take arrears from that day as arrears.
Average arrears at program completion (households who completed a full 24 months)	Use 730 days after program start date and match it to arrears key date. Take arrears from that date as arrears. Filter for customer who have completed two years of program.	Use 730 days after program start date and match it to arrears key date. Take arrears from that date as arrears. Filter for customer who have completed two years of program.	Use 730 days after program start date and match it to arrears key date. Take arrears from that date as arrears. Filter for customer who have completed two years of program.	Anchored to established tracking date. Match key date to 730 days after tracking date and take arrears from that day as arrears.	Anchored to 2022-01-01. Match key date to 730 days after anchor date and take arrears from that day as arrears.

Consumption and Energy Burden Data

	PIPP	APP	Modified APP	Control Data	AVG Non-Low Income
12 month average monthly consumption before enrollment (kWh/mcf)	Use program start date and look at previous 12 months of consumption	Use program start date and look at previous 12 months of consumption	Use program start date and look at previous 12 months of consumption	Anchored to established tracking date and use previous 12 months of consumption.	Anchored to 2022-01-01 and use previous 12 months of consumption.
Average monthly consumption for months 1-12 after enrollment *(households who completed a full 12 months)*	Use program start date and look at next 12 months of consumption for customers who have completed at least one year of program	Use program start date and look at next 12 months of consumption for customers who have completed at least one year of program	Use program start date and look at next 12 months of consumption for customers who have completed at least one year of program	Anchored to established tracking date and use next 12 months of consumption for customers still active after a year.	Anchored to 2022-01-01 and use next 12 months of consumption for customers still active after a year.
Average monthly consumption for months 13-24 after enrollment *(households who completed a full 24 months)*	Use program start date and look at next 24 months of consumption for customers who have completed at least two years of program	Use program start date and look at next 24 months of consumption for customers who have completed at least two years of program	Use program start date and look at next 24 months of consumption for customers who have completed at least two years of program	Anchored to established tracking date and use next 24 months of consumption for customers still active after two years.	Anchored to 2022-01-01 and use next 24 months of consumption for customers still active after two years.
Average Energy Burden (%) during enrollment (before assistance applied)				N/A	N/A
Average Energy Burden (%) during active enrollment (bill less assistance)				N/A	N/A

Payment and Default Data

	PIPP	APP	Modified APP	Control Data	AVG Non-Low Income
Average monthly total bill (before assistance applied) during active enrollment	Overall Average of all consumption of customers between start and end date of plan.	Check to see all consumption of customer between start and end date of plan.	Check to see all consumption of customer between start and end date of plan.	Anchored to established tracking date and use next 24 months of consumption.	Anchored to 2022-01-01 and use next 24 months of consumption.
Average monthly credited amount (bill subsidy) during active enrollment	Overall average of all GAP, AF, and assistance customer received between start and end date of plan.	Check to see all GAP, AF, and assistance customer received between start and end date of plan.	Check to see all GAP, AF, and assistance customer received between start and end date of plan.	Anchored to established tracking date. Check to see all GAP, AF, and assistance customer receivedfor next 24 months.	Anchored to 2022-01-01. Check to see all GAP, AF, and assistance customer receivedfor next 24 months.
Average monthly bill payment due from customer during active enrollment	Overall average of the plan amount for the customer	Took the plan amount for the customer	Took the plan amount for the customer	Anchored to established tracking date. Amount of money owed by customer owed during pilot	Anchored to 2022-01-01. Amount of money owed by customer owed during pilot
Average monthly payment actually paid by customer during active enrollment	Took amount paid by customer during enrollment on program	Took amount paid by customer during enrollment on program	Took amount paid by customer during enrollment on program	Anchored to established tracking date. Took amount paid by customer during pilot	Anchored to 2022-01-01. Took amount paid by customer during pilot
Average monthly payment due from customer 12 months pre program	Took amount consumed by customer for 12 months prior to enrolling on program	Took amount consumed by customer for 12 months prior to enrolling on program	Took amount consumed by customer for 12 months prior to enrolling on program	Anchored to established tracking date. Took amount consumed by customer for 12 months prior to tracking date	Anchored to 2022-01-01. Took amount consumed by customer for 12 months prior to anchor date
Average monthly payment actually paid by customer 12 months pre program	Took amount paid by customer for 12 months prior to enrolling on program	Took amount paid by customer for 12 months prior to enrolling on program	Took amount paid by customer for 12 months prior to enrolling on program	Anchored to established tracking date. Amount paid by customer for 12 months prior to tracking date	Anchored to 2022-01-01. Amount paid by customer for 12 months prior to anchor date
Percentage of on time payments 12 months before enrollment	Check how many late payments a customer had vs. number of bills prior to enrolling on program	Check how many late payments a customer had vs. number of bills prior to enrolling on program	Check how many late payments a customer had vs. number of bills prior to enrolling on program	Anchored to established tracking date. Check how many late payments a customer had vs. number of bills prior to tracking date	Anchored to 2022-01-01. Check how many late payments a customer had vs. number of bills prior to anchor date
Percentage of on time payments for months 1-12 after enrollment	Check how many late payments a customer had vs. number of bills for customers enrolled 12 months on program	Check how many late payments a customer had vs. number of bills for customers enrolled 12 months on program	Check how many late payments a customer had vs. number of bills for customers enrolled 12 months on program	Anchored to established tracking date. Check how many late payments a customer had vs. number of bills 12 months after tracking date	Anchored to 2022-01-01. Check how many late payments a customer had vs. number of bills 12 months after anchor date
Percentage of on time payments for months 13-24 after enrollment	Check how many late payments a customer had vs. number of bills for customers enrolled 24 months on program	Check how many late payments a customer had vs. number of bills for customers enrolled 24 months on program	Check how many late payments a customer had vs. number of bills for customers enrolled 24 months on program	Anchored to established tracking date. Check how many late payments a customer had vs. number of bills 24 months after tracking date	Anchored to 2022-01-01. Check how many late payments a customer had vs. number of bills 24 months after anchor date
Number of households who defaulted for non-payment	Filtered for customers with this specific default code after program start date	Filtered for customers with this specific default code after program start date	Filtered for customers with this specific default code after program start date	N/A	N/A
Number of households who defaulted due to failure to reverify for year 2	Filtered for customers with this specific default code after program start date	Filtered for customers with this specific default code after program start date	Filtered for customers with this specific default code after program start date	N/A	N/A
Number of households who defaulted for any other reason (cite reasons in report narrative)	Filtered for customers with this specific default code after program start date	Filtered for customers with this specific default code after program start date	Filtered for customers with this specific default code after program start date	N/A	N/A
Number of households that received a service disconnection/shutoff notice within 12 months of default	Filtered for customers who received an FRBP notice within 12 months of their program start date	Filtered for customers who received an FRBP notice within 12 months of their program start date	Filtered for customers who received an FRBP notice within 12 months of their program start date	Anchored to established tracking date. Filtered for customers who received an FRBP notice within 12 months of tracking date	Anchored to 2022-01-01. Filtered for customers who received an FRBP notice within 12 months of anchor date
Number of households whose service was disconnected within 12 months of default	Filtered for customers who disconnected notice within 12 months of their default	Filtered for customers who disconnected notice within 12 months of their default	Filtered for customers who disconnected notice within 12 months of their default	Anchored to established tracking date. Filtered for customers who disconnected within 12 months of default	Anchored to 2022-01-01. Filtered for customers who disconnected within 12 months of default

Assistance Data

	PIPP	APP	Modified APP	Control Data/AVG Low-Income	AVG Non-Low Income
Number of households receiving SER during active enrollment	Filtered for distinct count of contract accounts that received this assistance. The posting date must come between plan start and end date.	Filtered for distinct count of contract accounts that received this assistance. The posting date must come between plan start and end date.	Filtered for distinct count of contract accounts that received this assistance. The posting date must come between plan start and end date.	Anchored to established tracking date. Filtered for distinct count of contract accounts that received this assistance. The posting date must come between plan tracking date and end of pilot.	N/A
Number of households receiving HHC during active enrollment	Filtered for distinct count of contract accounts that received this assistance. The posting date must come between plan start and end date.	Filtered for distinct count of contract accounts that received this assistance. The posting date must come between plan start and end date.	Filtered for distinct count of contract accounts that received this assistance. The posting date must come between plan start and end date.	Anchored to established tracking date. Filtered for distinct count of contract accounts that received this assistance. The posting date must come between plan tracking date and end of pilot.	N/A

Number of households receiving MEAP/agency payment during active enrollment	Filtered for distinct count of contract accounts that received this assistance. The posting date must come between plan start and end date.	Filtered for distinct count of contract accounts that received this assistance. The posting date must come between plan start and end date.	Filtered for distinct count of contract accounts that received this assistance. The posting date must come between plan start and end date.	Anchored to established tracking date. Filtered for distinct count of contract accounts that received this assistance. The posting date must come between plan tracking date and end of pilot.	N/A
Number of households receiving LIA during active enrollment	Filtered for distinct count of contract accounts that received this assistance. The posting date must come between plan start and end date.	Filtered for distinct count of contract accounts that received this assistance. The posting date must come between plan start and end date.	Filtered for distinct count of contract accounts that received this assistance. The posting date must come between plan start and end date.	Anchored to established tracking date. Filtered for distinct count of contract accounts that received this assistance. The posting date must come between plan tracking date and end of pilot.	N/A
Number of households receiving RIA during active enrollment	Filtered for distinct count of contract accounts that received this assistance. The posting date must come between plan start and end date.	Filtered for distinct count of contract accounts that received this assistance. The posting date must come between plan start and end date.	Filtered for distinct count of contract accounts that received this assistance. The posting date must come between plan start and end date.	Anchored to established tracking date. Filtered for distinct count of contract accounts that received this assistance. The posting date must come between plan tracking date and end of pilot.	N/A

Vulnerable Household Member Data	PIPP	APP	Modified APP	Control Data/AVG Low-Income	AVG Non-Low Income
Number of enrolled households with a senior	Filetered for distinct count of contracts for customers that had senior profile flag. Customer must be senior at start of plan.	Filetered for distinct count of contracts for customers that had senior profile flag. Customer must be senior at start of plan.	Filetered for distinct count of contracts for customers that had senior profile flag. Customer must be senior at start of plan.	Filetered for distinct count of contracts for customers that had senior profile flag. Customer must be senior at start of plan.	Filetered for distinct count of contracts for customers that had senior profile flag. Customer must be senior at start of plan.
Number of enrolled households with a disabled member					
Number of enrolled households with a young child (under 6)					

Energy Waste Reduction Data	PIPP	APP	Modified APP	Control Data/AVG Low-Income	AVG Non-Low Income
Number of actively enrolled households referred for EWR services					
Number of actively enrolled households that received EWR services					

RecordedDate Recorded Date	ResponseId Response ID	Q1_NPS_GROUP Likelihood to Recommend DTE - Group	Q1 Likelihood to Recommend DTE	Q2 Energy Usage	Q3 Payment Plan Satisfaction	Q4 Amt Time Needed	Q5_1 Experience with the Plan - Clear, easy-to-understand communications explaining the payment plan	Q5_2 Experience with the Plan - Amount of information available regarding my payment plan	Q5_3 Experience with the Plan - Ease of enrollment	Q5_4 Experience with the Plan - Interaction(s) with customer service representative regarding my payment plan	Q5_5 Experience with the Plan - Affordability of my energy bill while on the payment plan	Q5_6 Experience with the Plan - Ease of participation in the payment plan	Q6 Changes in Energy Usage	Q7_5 Changes as a Result of Payment Plan - Selected Choice - Paid other bills that I would not have been able to afford without the plan	Q7_6 Changes as a Result of Payment Plan - Selected Choice - Paid my DTE bill on time	Q7_7 Changes as a Result of Payment Plan - Selected Choice - Better managed my household budget	Q7_8 Changes as a Result of Payment Plan - Selected Choice - Other, please be specific	Q7_2 Changes as a Result of Payment Plan - Selected Choice - I have not made any changes as a result of participating in the payment plan	Q7_8_TEXT Changes as a Result of Payment Plan - Other, please be specific - Text	Q8 Confusing or Unclear	Q9 Areas of Confusion (Open End)	Q10 Impact on Opinion of DTE	Q11 What's Going Well (OPEN END)	Q12 Potential Improvements (OPEN END)	Q13 Reason not re-enroll PSP - Selected Choice	Q13_7_TEXT Reason not re-enroll PSP - Other, please be specific - Text	Q14 Would you reapply to PSP	CustomerGroup CustomerGroup	EnrollmentDate EnrollmentDate	OrderedProductID OrderedProductID	DeEnrollment Reason DeEnrollment Reason	PaymentPlan PaymentPlan
6/11/2024 14:10	R_7YFVEdymeqtSepl	Promoter	10	I regularly take steps to reduce my energy usage (such as turning off lights and electronics when I leave a room, adjusting thermostat at peak times of day, etc.)	Somewhat satisfied	7-12 months	Good	Good	Very Good	Fair	Good	Very Good	My household's energy usage has remained the same			Better managed my household budget	Other, please be specific			No		Much better	much better								NA	LSP
6/12/2024 13:17	R_5whLld3yOL8HgpK	Promoter	10	I regularly take steps to reduce my energy usage (such as turning off lights and electronics when I leave a room, adjusting thermostat at peak times of day, etc.)	Extremely dissatisfied	Less than 6 months	Excellent	Excellent	Excellent	Excellent	Excellent	Excellent	My household's energy usage has decreased					I have not made any changes as a result of participating in the payment plan		No		Much better	None								NA	LSP
6/13/2024 11:47	R_793QcYo57mNGiXQ	Detractor	4	I do not spend much time thinking about my energy usage	Somewhat satisfied	Not sure	Good	Fair	Good	Good	Good	Good	My household's energy usage has increased	Paid other bills that I would not have been able to afford without the plan						Yes	I was on the Lsp program and I am on a budget plan and I am on Social security disability I get paid once a month.	Somewhat better	Budget plan								NA	LSP
6/11/2024 14:14	R_65oovkc0lpdhD0i	Passive	8	I regularly take steps to reduce my energy usage (such as turning off lights and electronics when I leave a room, adjusting thermostat at peak times of day, etc.)	Neither satisfied nor dissatisfied	Not sure	Don't Know / Not Applicable	Don't Know / Not Applicable	Don't Know / Not Applicable	Don't Know / Not Applicable	Don't Know / Not Applicable	Don't Know / Not Applicable	My household's energy usage has increased	Paid other bills that I would not have been able to afford without the plan						No		Somewhat better									NA	LSP
6/11/2024 14:24	R_15YL5pHJC8bpkhY	Promoter	10	I regularly take steps to reduce my energy usage (such as turning off lights and electronics when I leave a room, adjusting thermostat at peak times of day, etc.)	Extremely satisfied	Less than 6 months	Good	Good	Good	Good	Good	Good	My household's energy usage has decreased			Better managed my household budget				No		Much better	The flexibility it gives me	N/a							NA	LSP
6/11/2024 14:37	R_3dmrdggeaDTloYN	Promoter	10	I try to reduce my energy usage when it comes to mind, although sometimes I forget	Extremely satisfied	More than 24 months	Excellent	Excellent	Excellent	Excellent	Excellent	Excellent	My household's energy usage has decreased	Paid other bills that I would not have been able to afford without the plan	Paid my DTE bill on time	Better managed my household budget				No		Much better	Very affordable.	N/A							NA	LSPM
6/11/2024 14:45	R_3gZV9LE19PHXk3v	Detractor	5	I try to reduce my energy usage when it comes to mind, although sometimes I forget	Extremely dissatisfied	Not sure	Don't Know / Not Applicable	Don't Know / Not Applicable	Don't Know / Not Applicable	Don't Know / Not Applicable	Don't Know / Not Applicable	Don't Know / Not Applicable	My household's energy usage has remained the same					I have not made any changes as a result of participating in the payment plan		Yes	Never was off plan I asked about several an got The run around	Much worse	It'll be great if I was placed on a payment plan, but have never been placed on any type of payment plan so that my income was so great when I didn't even have a job.	I should've been placing my payment plans for low income, but because Dhs will not help me I was not approved because I did not have an income and you gotta have an income order for Dhs approve long story short Dte need to do better and offer more assistance for single parents with no income or no income	Didn't receive a notice regarding re-enrollment		Not sure				No Doc by Ann Date	PSP

RecordedDate Recorded Date	ResponseId Response ID	Q1_NPS_GROUP Likelihood to Recommend DTE - Group	Q1 Likelihood to Recommend DTE	Q2 Energy Usage	Q3 Payment Plan Satisfaction	Q4 Amt Time Needed	Q5_1 Experience with the Plan - Clear, easy-to-understand communications explaining the payment plan	Q5_2 Experience with the Plan - Amount of information available regarding
6/4/2024 14:52	R_7GNzQQclOVc9ahC	Promoter	10	I try to reduce my energy usage when it comes to mind, although sometimes I forget	Extremely satisfied	More than 24 months	Good	Good
6/4/2024 14:52	R_11DIuKfNWzD4LCh	Passive	7	I regularly take steps to reduce my energy usage (such as turning off lights and electronics when I leave a room, adjusting thermostat at peak times of day, etc.)	Neither satisfied nor dissatisfied	More than 24 months	Good	Fair
6/4/2024 14:52	R_79ugqDOz6VHecl	Detractor	6	I do not spend much time thinking about my energy usage	Extremely satisfied	Less than 6 months	Fair	Fair
6/4/2024 14:53	R_1bJQRoFGhxjghLb	Detractor	4	I regularly take steps to reduce my energy usage (such as turning off lights and electronics when I leave a room, adjusting thermostat at peak times of day, etc.)	Extremely satisfied	13 – 24 months	Good	Good
6/4/2024 14:54	R_7iVeCPvUVYug6YJ	Passive	8	I regularly take steps to reduce my energy usage (such as turning off lights and electronics when I leave a room, adjusting thermostat at peak times of day, etc.)	Extremely dissatisfied	Not sure	Good	Good
6/4/2024 14:55	R_3nPLFsHHlCOfKJX	Promoter	10	I regularly take steps to reduce my energy usage (such as turning off lights and electronics when I leave a room, adjusting thermostat at peak times of day, etc.)	Neither satisfied nor dissatisfied	Not sure	Good	Fair
6/4/2024 14:56	R_53lzx5gwoWz7KkV	Passive	8	I regularly take steps to reduce my energy usage (such as turning off lights and electronics when I leave a room, adjusting thermostat at peak times of day, etc.)	Somewhat dissatisfied	More than 24 months	Excellent	Excellent
6/4/2024 14:56	R_1femYV3zUxbH2b7	Detractor	5	I regularly take steps to reduce my energy usage (such as turning off lights and electronics when I leave a room, adjusting thermostat at peak times of day, etc.)	Neither satisfied nor dissatisfied	More than 24 months	Good	Good
6/4/2024 14:57	R_1kvNcbREfLhYJl5	Promoter	10	I try to reduce my energy usage when it comes to mind, although sometimes I forget	Extremely satisfied	More than 24 months	Excellent	Excellent
6/4/2024 14:58	R_1yeFIFrMGe4iavd	Promoter	10	I regularly take steps to reduce my energy usage (such as turning off lights and electronics when I leave a room, adjusting thermostat at peak times of day, etc.)	Extremely satisfied	Not sure	Very Good	Very Good
6/4/2024 14:58	R_6DSZXeS31ht43MH	Promoter	10	I regularly take steps to reduce my energy usage (such as turning off lights and electronics when I leave a room, adjusting thermostat at peak times of day, etc.)	Extremely satisfied	Less than 6 months	Excellent	Excellent
6/4/2024 15:00	R_6qCMJ7IMLZxLrcQ	Promoter	10	I try to reduce my energy usage when it comes to mind, although sometimes I forget	Extremely satisfied	7-12 months	Very Good	Very Good
6/4/2024 15:01	R_6EFsXgCrq11rVFs	Promoter	10	I regularly take steps to reduce my energy usage (such as turning off lights and electronics when I leave a room, adjusting thermostat at peak times of day, etc.)	Extremely satisfied	More than 24 months	Excellent	Excellent
6/4/2024 15:01	R_7jfcW4fBgj21ky8	Passive	8	I regularly take steps to reduce my energy usage (such as turning off lights and electronics when I leave a room, adjusting thermostat at peak times of day, etc.)	Extremely satisfied	More than 24 months	Very Good	Very Good
6/4/2024 15:02	R_1NCfNah40UpWl2Y	Promoter	10	I regularly take steps to reduce my energy usage (such as turning off lights and electronics when I leave a room, adjusting thermostat at peak times of day, etc.)	Extremely satisfied	More than 24 months	Excellent	Excellent
6/4/2024 15:02	R_5OxAyLoZ8LA9kZK	Detractor	5	I regularly take steps to reduce my energy usage (such as turning off lights and electronics when I leave a room, adjusting thermostat at peak times of day, etc.)	Extremely satisfied	More than 24 months	Fair	Good
6/4/2024 15:03	R_3R8EmW2hOU9L95f	Passive	7	I regularly take steps to reduce my energy usage (such as turning off lights and electronics when I leave a room, adjusting thermostat at peak times of day, etc.)	Somewhat satisfied	More than 24 months	Fair	Fair
6/4/2024 15:03	R_7IGEtujcSnnPCrh	Passive	7	I regularly take steps to reduce my energy usage (such as turning off lights and electronics when I leave a room, adjusting thermostat at peak times of day, etc.)	Extremely satisfied	More than 24 months	Good	Good
6/4/2024 15:04	R_1DOLRz2Swh69i0O	Promoter	10	I regularly take steps to reduce my energy usage (such as turning off lights and electronics when I leave a room, adjusting thermostat at peak times of day, etc.)	Extremely satisfied	More than 24 months	Very Good	Excellent
6/4/2024 15:08	R_1WIAVxlo5yVNjtM	Promoter	10	I regularly take steps to reduce my energy usage (such as turning off lights and electronics when I leave a room, adjusting thermostat at peak times of day, etc.)	Somewhat satisfied	More than 24 months	Excellent	Fair
6/4/2024 15:08	R_7JLsuHAhj7NVLEj	Promoter	10	I try to reduce my energy usage when it comes to mind, although sometimes I forget	Extremely satisfied	More than 24 months	Excellent	Excellent
6/4/2024 15:08	R_3Dxehmy4PwswJO	Promoter	10	I regularly take steps to reduce my energy usage (such as turning off lights and electronics when I leave a room, adjusting thermostat at peak times of day, etc.)	Extremely satisfied	13 – 24 months	Excellent	Excellent
6/4/2024 15:08	R_3XnjJGCTA8mlnNf	Promoter	10	I regularly take steps to reduce my energy usage (such as turning off lights and electronics when I leave a room, adjusting thermostat at peak times of day, etc.)	Extremely satisfied	Not sure	Very Good	Excellent

RecordedDate Recorded Date	ResponseId Response ID	Q1_NPS_GROUP Likelihood to Recommend DTE - Group	Q1 Likelihood to Recommend DTE	Q2 Energy Usage	Q3 Payment Plan Satisfaction	Q4 Amt Time Needed	Q5_1 Experience with the Plan - Clear, easy-to-understand communications explaining the payment plan	Q5_2 Experience with the Plan - Amount of information available regarding my payment plan	Q5_3 Experience with the Plan - Ease of enrollment	Q5_4 Experience with the Plan - Interaction(s) with customer service representative regarding my payment plan	Q5_5 Experience with the Plan - Affordability of my energy bill while on the payment plan	Q5_6 Experience with the Plan - Ease of participation in the payment plan	Q6 Changes in Energy Usage	Q7_5 Changes as a Result of Payment Plan - Selected Choice - Paid other bills that I would not have been able to afford without the plan	Q7_6 Changes as a Result of Payment Plan - Selected Choice - Paid my DTE bill on time	Q7_7 Changes as a Result of Payment Plan - Selected Choice - Better managed my household budget	Q7_8 Changes as a Result of Payment Plan - Selected Choice - Other, please be specific	Q7_2 Changes as a Result of Payment Plan - Selected Choice - I have not made any changes as a result of participating in the payment plan	Q7_8_TEXT Changes as a Result of Payment Plan - Other, please be specific - Text	Q8 Confusing or Unclear	Q9 Areas of Confusion (Open End)	Q10 Impact on Opinion of DTE	Q11 What's Going Well (OPEN END)	Q12 Potential Improvements (OPEN END)	Q13 Reason not re-enroll PSP - Selected Choice	Q13_7_TEXT Reason not re-enroll PSP - Other, please be specific - Text	Q14 Would you reapply to PSP	CustomerGroup CustomerGroup	EnrollmentDate EnrollmentDate	OrderedProductID OrderedProductID	DeEnrollment Reason DeEnrollment Reason	PaymentPlan PaymentPlan
6/4/2024 21:12	R_8iU5VAEqY7mgQNC	Detractor	6	I try to reduce my energy usage when it comes to mind, although sometimes I forget	Somewhat satisfied	7-12 months	Good	Fair	Fair	Very Good	Good	Good	My household's energy usage has remained the same		Paid my DTE bill on time					No		Somewhat better	Lowered my bill each month	Make it more simple to understand							NA	LSP
6/4/2024 21:32	R_5hUmV7u1PRMYm9X	Promoter	10	I try to reduce my energy usage when it comes to mind, although sometimes I forget	Extremely dissatisfied	More than 24 months	Don't Know / Not Applicable	Don't Know / Not Applicable	Don't Know / Not Applicable	Don't Know / Not Applicable	Don't Know / Not Applicable	Don't Know / Not Applicable	My household's energy usage has remained the same				Other, please be specific		I'm not in a payment plan	No		Somewhat worse	I'm not enrolled in a payment plan.	I'm not enrolled in a payment plan							NA	LSP
6/4/2024 21:44	R_3g9I4XAy8R3udYB	Promoter	9	I regularly take steps to reduce my energy usage (such as turning off lights and electronics when I leave a room, adjusting thermostat at peak times of day, etc.)	Extremely satisfied	More than 24 months	Excellent	Excellent	Very Good	Excellent	Excellent	Excellent	My household's energy usage has decreased	Paid other bills that I would not have been able to afford without the plan	Paid my DTE bill on time					No		Much better	The plan helps me out greatly. I am on full disability and do not receive very much, and with the payment set at $62.00 each months helps me have a little extra to pay towards my other bills.	Make it where I don't have to ask for help with my electricity every year.							Enrolled	PSP
6/4/2024 21:48	R_5eqvBzpqYqoYxW5	Promoter	10	I try to reduce my energy usage when it comes to mind, although sometimes I forget	Somewhat satisfied	Less than 6 months	Excellent	Excellent	Excellent	Excellent	Good	Very Good	My household's energy usage has decreased	Paid other bills that I would not have been able to afford without the plan	Paid my DTE bill on time	Better managed my household budget				No		Somewhat better	I am better able to budget	A lower payment. I really didn't understand how the amount was calculated							NA	LSP
6/4/2024 22:14	R_1UeYnB2MQnHtcp1	Passive	7	I regularly take steps to reduce my energy usage (such as turning off lights and electronics when I leave a room, adjusting thermostat at peak times of day, etc.)	Extremely satisfied	More than 24 months	Fair	Good	Good	Good	Fair	Good	My household's energy usage has remained the same	Paid other bills that I would not have been able to afford without the plan	Paid my DTE bill on time	Better managed my household budget				No		About the same	The payment plan has gone down within 6 months.	My experience has been pleasant.							NA	LSPM
6/4/2024 22:26	R_7ykBi6qWTZfPIU	Promoter	10	I try to reduce my energy usage when it comes to mind, although sometimes I forget	Somewhat dissatisfied	More than 24 months	Very Good	Poor	Very Good	Very Good	Poor	Very Good	My household's energy usage has remained the same			Better managed my household budget				No		About the same		I don't understand why people can't get on an affordable plan because everyone is over the budget with ser help and the agency that help does not help us if we are denied for an ser so I can't get no help from nobody							NA	LSP
6/4/2024 23:38	R_7rHCi7EUluqqKBg	Promoter	10	I regularly take steps to reduce my energy usage (such as turning off lights and electronics when I leave a room, adjusting thermostat at peak times of day, etc.)	Extremely satisfied	Not sure	Very Good	Excellent	Very Good	Excellent	Excellent	Very Good	My household's energy usage has decreased					I have not made any changes as a result of participating in the payment plan		No		Much better	Nothing at all	Nothing							NA	LSP