



November 13, 2025

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

Re: MPSC Case No. U-18120 – Rule 460.151

Dear Ms. Felice:

Enclosed for filing is DTE Electric Company and DTE Gas Company's quarterly report pursuant to the Consumer Standards and Billing Practices for Electric and Natural Gas Service Rule 460.151.

Sincerely,

Brandy Clarks
Senior Analyst Executive Consumer Affairs Center (ECAC)

Enclosure

MPSC - Reporting Requirements Combined



Utility: DTE Energy Co.						
Reporting Periods:		July 2025	August 2025	September 2025	Q3 2025	
Customer Service					Total	Comments
A.	Total customer contacts - All	2,795,383	2,635,778	2,380,626	7,811,787	
B.	Total customer complaints - All	1,204	1,092	1,094	3,390	
	a. Billing	717	654	697	2,068	
	b. Service	262	172	136	570	
	c. Credit and Collection	62	64	87	213	
	d. Other	163	202	174	539	July-HPP 15, Administrative 86, Claims 5, Property Restoration 56, Energy Waste Reduction/Renewables 1, Totals 163 August- HPP 12, Administrative 89, Claims 12, Property Restoration 88, Energy Waste Reduction/Renewables 1, Totals 202 September- HPP 15, Administrative 94, Claims 3, Property Restoration 59, Energy Waste Reduction/Renewables 3, Totals 174
Freeform area, If complaint is not listed above, provide general description						
C.	Average customer call answer time (seconds) - Electric Only	27.00	31.00	34.00	30.66666667	
D.	Percentage of the call blockage factor - Electric Only	0.00%	0.00%	0.00%	0.00%	
E.	Percentage of the complaint response factor - Electric Only	99.50%	100.00%	100.00%	99.83%	
Informal Hearings - All		Total	Total	Total	Total	Comments
F.	Number of hearings requested	0	0	0	0	
G.	Number of hearings scheduled	0	0	0	0	
H.	Total number of hearing determinations issued	0	1	0	1	
	a. Hearings resolved in favor of customer	0	0	0	0	
	b. Hearings resolved in favor of company	0	0	0	0	
	c. Hearings resolved in compromise	0	1	0	1	Hearing compromised/settled 8/1/25
I.	Reasons for the hearings	NA	N/A	NA	NA	
Customer Payment Performance - All		Total	Total	Total	Total	Comments
J.	Number of customers paid by the due date	2,549,858	2,522,240	2,538,112	7,610,210	
	a. Non-residential	248,165	247,088	248,593	743,846	
	b. Residential	2,301,693	2,275,152	2,289,519	6,866,364	
K.	Number of customers in each category below	571,206	609,272	586,751	1,767,229	
	1. Number of customers delinquent 6 - 30 days overall	175,468	205,241	177,249	557,958	
	a. Non-residential	11,284	12,255	10,687	34,226	
	b. Residential	164,184	192,986	166,562	523,732	
	1b-a. Senior / Low-income	50,094	60,152	49,414	159,660	
	1b-b. Non-Low-income	114,090	132,834	117,148	364,072	
	2. Number of customers delinquent 31 - 60 days overall	58,983	61,290	70,051	190,324	
	a. Non-residential	3,351	3,382	3,411	10,144	
	b. Residential	55,632	57,908	66,640	180,180	
	2b-a. Senior / Low-income	18,210	18,849	20,959	58,018	
	2b-b. Non-Low-income	37,422	39,059	45,681	122,162	
	3. Number of customers delinquent 61 - 90 days overall	39,457	39,361	39,098	117,916	
	a. Non-residential	1,959	2,155	1,983	6,097	
	b. Residential	37,498	37,206	37,115	111,819	
	3b-a. Senior / Low-income	16,106	13,467	12,907	42,480	
	3b-b. Non-Low-income	21,392	23,739	24,208	69,339	
	4. Number of customers delinquent 91 days or more	289,390	295,366	291,106	875,862	
	a. Non-residential	15,565	15,780	15,719	47,064	
	b. Residential	273,825	279,586	275,387	828,798	
	4b-a. Senior / Low-income	119,122	120,994	119,746	359,862	
	4b-b. Non-Low-income	154,703	158,592	155,641	468,936	
	5. Number of customers delinquent to be written off	7,908	8,014	9,247	25,169	
	a. Non-residential	506	507	568	1,581	
	b. Residential	7,402	7,507	8,679	23,588	
	5b-a. Senior / Low-income	1,823	2,067	2,428	6,318	
	5b-b. Non-Low-income	5,579	5,440	6,251	17,270	
L.	Total dollar amount in each category below	\$ 255,336,344.12	\$ 266,657,905.41	\$ 251,371,492.43	#####	
	1. Dollar amount for customers delinquent 6 - 30 days overall	\$ 30,742,255.63	\$ 36,854,270.14	\$ 26,599,254.80	\$ 94,195,780.57	
	a. Amount of arrears Non-residential	\$ 11,294,382.87	\$ 11,769,452.26	\$ 7,063,767.67	\$ 30,127,602.80	
	b. Amount of arrears Residential	\$ 19,447,872.76	\$ 25,084,817.88	\$ 19,535,487.13	\$ 64,068,177.77	
	1b-a. Amount of arrears Senior / Low-income	\$ 6,038,661.56	\$ 7,482,980.63	\$ 5,569,529.95	\$ 19,091,172.14	
	1b-b. Amount of arrears Non-Low-income	\$ 13,409,211.20	\$ 17,601,837.25	\$ 13,965,957.18	\$ 44,977,005.63	
	2. Dollar amount for customers delinquent 31 - 60 days overall	\$ 10,790,832.74	\$ 13,371,960.62	\$ 14,281,080.54	\$ 38,443,873.90	
	a. Amount of arrears Non-residential	\$ 2,616,119.10	\$ 2,676,206.36	\$ 2,945,010.98	\$ 8,237,336.44	
	b. Amount of arrears Residential	\$ 8,174,713.64	\$ 10,695,754.26	\$ 11,336,069.56	\$ 30,206,537.46	

2b-a. Amount of arrears Senior / Low-income	\$ 3,214,803.34	\$ 4,203,278.06	\$ 4,372,269.33	\$ 11,790,350.73	
2b-b. Amount of arrears Non-Low-income	\$ 4,959,910.30	\$ 6,492,476.20	\$ 6,963,800.23	\$ 18,416,186.73	
3. Dollar amount for customers delinquent 61 - 90 days overall	\$ 9,924,563.05	\$ 10,270,929.49	\$ 10,358,154.04	\$ 30,553,646.58	
a. Amount of arrears Non-residential	\$ 2,521,896.67	\$ 2,420,750.36	\$ 2,095,485.60	\$ 7,038,132.63	
b. Amount of arrears Residential	\$ 7,402,666.38	\$ 7,850,179.13	\$ 8,262,668.44	\$ 23,515,513.95	
3b-a. Amount of arrears Senior / Low-income	\$ 3,828,547.92	\$ 3,614,202.19	\$ 3,928,640.57	\$ 11,371,390.68	
3b-b. Amount of arrears Non-Low-income	\$ 3,574,118.46	\$ 4,235,976.94	\$ 4,334,027.87	\$ 12,144,123.27	
4. Dollar amount for customers delinquent 91 days or more	\$ 196,375,003.86	\$ 198,756,213.57	\$ 191,401,345.37	#####	
a. Amount of arrears Non-residential	\$ 32,501,510.94	\$ 32,803,752.26	\$ 32,131,808.64	\$ 97,437,071.84	
b. Amount of arrears Residential	\$ 163,873,492.92	\$ 165,952,461.31	\$ 159,269,536.73	#####	
4b-a. Amount of arrears Senior / Low-income	\$ 100,915,932.74	\$ 102,946,775.00	\$ 100,033,905.17	#####	
4b-b. Amount of arrears Non-Low-income	\$ 62,957,560.18	\$ 63,005,686.31	\$ 59,235,631.56	#####	
5. Dollar amount for customers delinquent to be written off	\$ 7,503,688.84	\$ 7,404,531.59	\$ 8,731,657.68	\$ 23,639,878.11	
a. Non-residential	\$ 1,163,858.09	\$ 1,027,335.71	\$ 1,327,452.71	\$ 3,518,646.51	
b. Residential	\$ 6,339,830.75	\$ 6,377,195.88	\$ 7,404,204.97	\$ 20,121,231.60	
5b-a. Senior / Low-income	\$ 1,378,715.47	\$ 1,746,449.98	\$ 2,283,943.19	\$ 5,409,108.64	
5b-b. Non-Low-income	\$ 4,961,115.28	\$ 4,630,745.90	\$ 5,120,261.78	\$ 14,712,122.96	
Settlements & Payment Plans - All					
M. Number of written settlement agreements	Total	Total	Total	Total	Comments
a. Non-residential	0	1	0	1	
b. Residential	0	0	0	0	
N. Number of payment plan arrangements issued	8,938	12,179	13,948	35,065	
a. Non-residential	523	599	654	1,776	
b. Residential	8,415	11,580	13,294	33,289	
O. Total dollar amount enrolled in a plan	5,395,393	6,223,899	5,502,872	17,122,164	
a. Non-residential	1,504,546	1,644,293	989,103	4,137,942	
b. Residential	3,890,847	4,579,606	4,513,769	12,984,221	
Winter Protection Plan (WPP) - Res Only					
P. Total enrolled in program at the end of the month overall	Total	Total	Total	Total	Comments
a. Number of low-income customers enrolled at end of month	64	50	44	44	
b. Number of seniors enrolled at end of month	35	23	22	22	
Q. Number of defaults at end of month overall	17	15	14	14	
a. Senior / Low-income	15	3	7	7	
	14	3	3	3	
Alternative Shutoff Protection Plan - Res Only					
R. Total enrolled in program at end of month overall	Total	Total	Total	Total	Comments
a. Number of low-income customers enrolled at end of month	40,663	38,253	40,187	40187	
b. Number of seniors enrolled at end of month	26,360	24,741	26,386	26386	
S. Number of defaults at end of month overall	11,645	11,330	11,990	11990	
a. Senior / Low-income	11,228	7,500	10,974	10974	
	10,480	6,752	10,386	10386	
Shutoff Information - All					
T. Total discontinuation notices issued at end of month	Total	Total	Total	Total	Comments
a. Non-residential	130,510	151,490	155,387	437,387	
a1. Electric	5,254	5,304	5,407	15,965	
a2. Natural Gas	2,598	2,949	2,918	8,465	
a3. Combination	894	604	581	2,079	
b. Residential	1,762	1,751	1,908	5,421	
b1. Electric overall	125,256	146,186	149,980	421,422	
b1-a. Senior / Low-income	56,208	78,742	81,032	215,982	
b1-b. Non-Low-income	16,102	20,478	19,669	56,249	
b2. Natural Gas overall	40,106	58,264	61,363	159,733	
b2-a. Senior / Low-income	13,283	7,683	6,787	27,753	
b2-b. Non-Low-income	4,717	2,960	2,704	10,381	
b3. Combination overall	8,566	4,723	4,083	17,372	
b3-a. Senior / Low-income	55,765	59,761	62,161	177,687	
b3-b. Non-Low-income	23,752	23,568	24,276	71,596	
U. Total of customers physically discontinued due to non-payment	32,013	36,193	37,885	106,091	
a. Non-residential	29,429	24,222	30,705	84,356	
a1. Electric	656	504	758	1,918	
a2. Natural Gas	540	414	593	1,547	
a3. Combination	78	57	113	248	
b. Residential	38	33	52	123	
b1. Electric overall	28,773	23,718	29,947	82,438	
b1-a. Low-income	25,404	21,070	26,347	72,821	
b1-b. Non-Low-income	8,059	6,562	8,125	22,746	
b1-c. Senior Non-Low-income	14,299	12,178	15,365	41,842	
b2. Natural Gas overall	3,046	2,330	2,857	8,233	
b2-a. Low-income	1,251	745	1,321	3,317	
b2-b. Non-Low-income	436	249	427	1,112	
b2-c. Senior Non-Low-income	614	371	688	1,673	
b3. Combination overall	201	125	206	532	
b3-a. Low-income	2,118	1,903	2,279	6,300	
b3-b. Non-Low-income	846	779	1,020	2,645	
	976	826	963	2,765	

	b3-c. Senior Non-Low-income	296	298	296	890	
V.	Total of customers physically discontinued due to unauthorized use	1,746	1,118	1,032	3,896	
	a. Non-residential	154	86	139	379	
	a1. Electric	137	74	117	328	
	a2. Natural Gas	13	10	19	42	
	a3. Combination	4	2	3	9	
	b. Residential	1,592	1,032	893	3,517	
	b1. Electric	1,392	771	612	2,775	
	b2. Natural Gas	104	167	165	436	
	b3. Combination	96	94	116	306	
W.	Total of customers physically discontinued due to safety	0	0	0	0	
	a. Non-residential	0	0	0	0	
	a1. Electric	0	0	0	0	
	a2. Natural Gas	0	0	0	0	
	a3. Combination	0	0	0	0	
	b. Residential	0	0	0	0	
	b1. Electric	0	0	0	0	
	b2. Natural Gas	0	0	0	0	
	b3. Combination	0	0	0	0	
X.	Total of customers physically discontinued due to access	99	107	46	252	
	a. Non-residential	25	12	6	43	
	a1. Electric	0	1	0	1	
	a2. Natural Gas	25	11	6	42	
	a3. Combination	0	0	0	0	
	b. Residential	74	95	40	209	
	b1. Electric	0	0	0	0	
	b2. Natural Gas	74	95	40	209	
	b3. Combination	0	0	0	0	
Y.	Total of customers physically discontinued due to "other"	0	0	0	0	Explain each reason for disconnection in the comment field below.
	a. Non-residential	0	0	0	0	
	a1. Electric	0	0	0	0	
	a2. Natural Gas	0	0	0	0	
	a3. Combination	0	0	0	0	
	b. Residential	0	0	0	0	
	b1. Electric	0	0	0	0	
	b2. Natural Gas	0	0	0	0	
	b3. Combination	0	0	0	0	
Z.	Number of medical emergency customers in each category below - Res	424	552	493	1,469	
	a. Discontinuations prevented or restored due to "medical emergency" overall	174	169	124	467	
	a1. Senior / Low-income	146	147	107	400	
	a2. Non-Low-income	28	22	17	67	
	b. Total number of medical emergencies denied	250	383	369	1,002	
	b1. Senior / Low-income	111	233	293	637	
	b2. Non-Low-income	139	150	76	365	
AA.	Number of critical care customers in each category below - Res	104	130	99	333	
	a. Discontinuations prevented or restored due to "critical care" overall - Res	36	44	40	120	
	a1. Senior / Low-income	30	33	29	92	
	a2. Non-Low-income	6	11	11	28	
	b. Total number of critical care denied	68	86	59	213	
	b1. Senior / Low-income	6	57	42	105	
	b2. Non-Low-income	62	29	17	108	
BB.	Total number of seniors identified - Res	1,684,741	1,687,949	1,692,125	5,064,815	
	Restoration Information	Total	Total	Total	Total	Comments
CC.	Total number of customers restored - All	22,388	19,521	23,429	65,338	
	a. Non-residential	392	302	396	1,090	
	a1. Electric	373	293	377	1,043	
	a2. Natural Gas	17	7	17	41	
	a3. Combination	2	2	2	6	
	b. Residential	21,996	19,219	23,033	64,248	
	b1. Electric overall	21,684	18,777	22,381	62,842	
	b1-a. Senior / Low-income	9,819	8,250	9,248	27,317	
	b1-b. Non-Low-income	11,865	10,527	13,133	35,525	
	b2. Natural Gas overall	173	266	382	821	
	b2-a. Senior / Low-income	120	153	224	497	
	b2-b. Non-Low-income	53	113	158	324	
	b3. Combination overall	139	176	270	585	
	b3-a. Senior / Low-income	85	120	197	402	
	b3-b. Non-Low-income	54	56	73	183	
DD.	Total restored within five days (5) of disconnection: Non-Payment	21,152	18,370	22,220	61,742	
	a. Non-residential	339	277	349	965	
	a1. Electric	328	273	334	935	

a2. Natural Gas	11	3	15	29	
a3. Combination	0	1	0	1	
b. Residential	20,813	18,093	21,871	60,777	
b1. Electric overall	20,655	17,867	21,537	60,059	
b1-a. Senior / Low-income	9,206	7,664	8,774	25,644	
b1-b. Non-Low-income	11,449	10,203	12,763	34,415	
b-2. Natural Gas overall	109	171	262	542	
b2-a. Senior / Low-income	74	111	154	339	
b2-b. Non-Low-income	35	60	108	203	
b3. Combination overall	49	55	72	176	
b3-a. Senior / Low-income	31	39	50	120	
b3-b. Non-Low-income	18	16	22	56	
EE. Total restored due to receiving assistance - Res	418	462	488	1,368	
Electric overall	404	422	433	1,259	
a. Senior / Low-income	400	417	424	1,241	
b. Non-Low-income	4	5	9	18	
Natural Gas overall	6	15	24	45	
a. Senior / Low-income	6	15	22	43	
b. Non-Low-income	0	0	2	2	
Combination overall	8	25	31	64	
a. Senior / Low-income	8	25	29	62	
b. Non-Low-income	0	0	2	2	