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March 13, 2026

Via E-Filing

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

RE: MPSC Case No. U-21973

Dear Ms. Felice:

Please find enclosed the Accompanying Exhibits FLO-216 to FLO-228 and FLO-230 to FLO-234 (Part 2 of 2) for the Direct Testimony of Justin Schott on Behalf of Frontline Organizations (Urban Core Collective, Soulardarity, and We Want Green, Too), along with proof of service, for electronic filing in the above-referenced matter.

Please do not hesitate to contact my office with any questions or comments.

Sincerely,

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

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

xc: Parties to Case No. U-21973

Prices as of 2/1/2026

<u>Plan Name</u>	<u>Price per Month</u>
Platinum	\$45.95
Ultimate	\$37.95
Kitchen	\$27.95
Laundry	\$27.95
Convenience	\$25.95
Core Plus	\$28.95
Core	\$20.95
Basic	\$14.95
Whole Home	\$64.95
Whole Home Deductible	\$53.95
Plumbing	\$42.95
Plumbing Deductible	\$26.95
SmartGuard Combo	\$14.95
SmartGuard Furnace	\$9.95
SmartGuard A/C	\$9.95
ELP — Electric Line Protection	\$8.95
Laundry Lite	\$21.95
Core Deductible	\$11.95
Complete*	\$26.95
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DETROIT

Three die in fire at Detroit home where residents reportedly used illegal electricity

Updated: Jan. 05, 2010, 9:58 p.m. | Published: Jan. 05, 2010, 8:58 p.m.



By [The Associated Press](#)

 AP Photo Antonio Allen, 18, left, is comforted by his older brother, Marvin Allen Jr., upon seeing the remains of the family home in which their father, Marvin Allen Sr., 61; uncle, Tyrone Allen, 60; and Lynn Greer, a female friend of his uncle, died in a fire today, Tuesday, Jan. 5, 2010.

A fire swept through a two-story home early Tuesday, killing three people who had been illegally accessing electricity to power space heaters, authorities said.

US, Bakersfield: Bakersfield Shooting Leaves One With Major Injuries in Oildale



One person survived the blaze by exiting an upstairs window at the home on Detroit's west side, sliding down the front porch roof and jumping to the ground, Detroit Fire Department Capt. Steve Varnas said.

Charlotte Nash said two of those killed were her brothers Marvin Allen, 62, and Tyrone Allen, 61. Lynn Greer, a 58-year-old friend of Tyrone Allen's, also was killed.

Nash said the survivor was her son, Ronald Gross, and that he was bruised but otherwise fine.

Those living in the family home had been without power for a long time because of unpaid bills and had been using electric space heaters for warmth, Nash said.

Investigators have not determined what caused the fire but found that residents had been illegally accessing electricity, Varnas said. He declined to say how they were getting electricity or whether their method could have sparked the fire.

"People struggling will try to do whatever they can," he said.

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DTE Energy Co. spokesman John Austerberry said the home hasn't had utility service since July 2008. Utility workers disconnected an illegal hookup at the home in May 2009.

Austerberry said a utility worker spoke to a resident there last month about re-establishing service. The employee said it would require a \$181 deposit and that hadn't been paid.

Marvin and Tyrone Allen's sister Delores Flowers said she wasn't aware of any serious financial problems facing them. They were on a fixed income but she believes they had enough money to pay their monthly utility bill.

"I don't know what happened, if it got to be too heavy," said Flowers, who lives in the Detroit suburb of Westland. "Sometimes people do not go through the proper channels ... or monitor the gas bill."

The Detroit fire was reported at about 3:30 a.m., and firefighters were at the scene when Gross jumped to safety, Varnas said. Firefighters pulled the brothers out quickly and they were taken to a nearby hospital, where they were pronounced dead. The woman's body was removed a few hours later.

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He said there was no evidence of smoke detectors in the home.

"It would have been better if they had smoke detectors," Varnas said. "Sometimes you're not alerted even if it's a small fire."

Nash said her brothers used canes and walkers to get around and would have been unable to jump to safety. She said they received Social Security benefits and often called her when something was wrong.

"They were good brothers," she said from the driveway of the burned shell of a home. "They were caring. If they had a dime and you needed a nickel, they would give it to you."

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Mark Wolfe, executive director of Washington-based National Energy Assistance Directors Association, said it's unfortunate the Allens didn't have electricity because there are state and federal energy assistance programs that might have helped them.

"Maybe there was government help available and they couldn't figure it out," he said. "There's no requirements in the law — no requirement to check back 6 months later. ... Our system is so complicated, it's often hard to know where to call."

The association last month reported a record number of U.S. households received help with heating and cooling bills in fiscal year 2009 — 8.3 million compared to 6.1 million the previous year. Despite that, utility shutoffs rose nearly 5 percent to 4.3 million in 2009, from 4.1 million the year before.

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Saginaw agency readies for fundraiser helping families facing utility shutoffs Mar. 2, 2026, 1:29 p.m.

DTE reported 221,000 gas and electric shutoffs in calendar year 2009, compared with 142,000 in 2008. That's out of roughly 2.7 million electric and natural gas customers throughout Michigan.

DTE spokesman Scott Simons said the economy is taking its toll in other ways: The utility currently has about 400,000 customers behind on their bills and energy theft cost DTE and its customers about \$100 million last year.

At least eight people have died in four Detroit fires since Dec. 31.

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'Totally Preventable': How a Sick Woman Lost Electricity, and Her Life

By Rick Rojas

July 13, 2018

NEWARK — Linda Daniels had fallen behind on her electricity bills, her meter run up by medical equipment going around the clock and increasingly hot weather. But on July 3, her family said, they pulled together \$500 to pay down her debts, believing it would maintain her service.

Two days later, her electricity was shut off. It was a sweltering day and temperatures in Newark soared into the 90s. Ms. Daniels's house was stifling, the air so stuffy that her daughter said it was difficult to breathe. Even more serious: Ms. Daniels relied on an oxygen machine, and it required electricity.

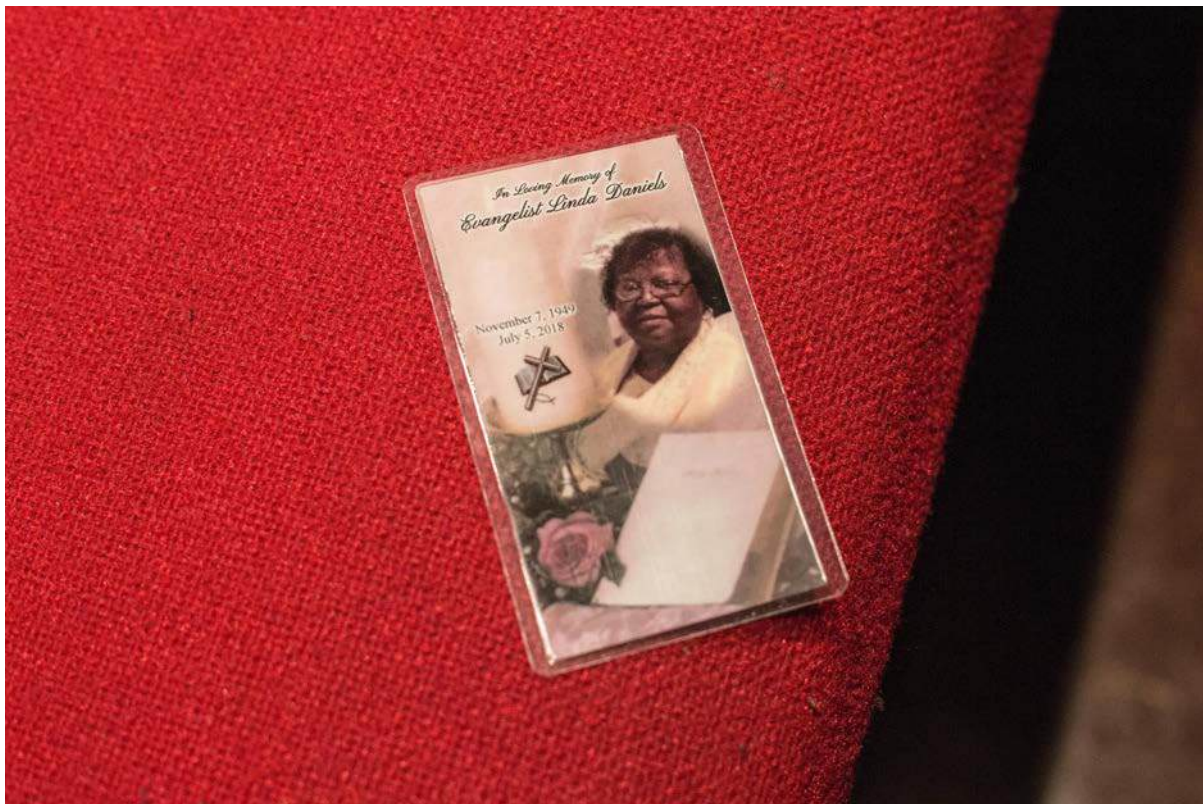
Ms. Daniels, 68, had various ailments, including congestive heart failure, her relatives said, and in recent months she had been placed in hospice care as her health declined. Her doctors had not given her any indication of how long she had to live, relatives said, but her family wanted her to be comfortable and to be at home.

Over several hours that day, her family said, Ms. Daniels gasped for air. Her relatives said they repeatedly called the power company, Public Service Electric and Gas, pleading for the electricity to be restored, only to be asked at one point to stop calling. Paramedics brought portable oxygen tanks but, by later that afternoon, Ms. Daniels was dead from heart failure. Toward the end, her relatives said, she was frightened, clutching her children's hands.

"It's just very horrifying to my entire family," her daughter, Desiree Washington, said. "I'm at my breaking point."

As the New Jersey Board of Public Utilities has started an investigation, Ms. Daniels's family and the utility company have offered conflicting versions of the events leading to her death. The company has argued that Ms. Daniels's customer account was severely delinquent and that the company had no evidence of her medical condition or need for an oxygen machine. Her family disputes those statements.

The case has also alarmed officials and advocates who questioned how Ms. Daniels could fall through the safety net in New Jersey, a state that has some of the country's strongest protections to keep low-income families from having their utilities turned off and to stop companies from shutting off service to customers with medical emergencies.



A memorial card for Ms. Daniels, 68. Bryan Anselm for The New York Times

"I'm looking at this as totally preventable," said Mark Wolfe, the executive director of the National Energy Assistance Directors' Association. "That's what's really troubling. The family was trying, and no one put two and two together and said she

can be helped. This is really unnecessary. That was the missing part of it: There is help there.”

Officials at Public Service Electric and Gas Company said in a statement that Ms. Daniels’s customer account was “severely in arrears.” Officials said her account, as of last week, had been past due about \$1,500. The company said that it had made at least 26 attempts, including two visits to her house, to notify Ms. Daniels that she risked losing power since the beginning of the year. It also said that a review of its records from 2012 onward found no indication that anyone at the address required life-sustaining medical equipment.

“When we were contacted after service had been disconnected and were notified that the customer had medical issues,” the company said in the statement, “we began the process to restore service.”

The company said it was cooperating with the official investigation. And on Friday, it announced that it had hired Theodore V. Wells Jr., of the law firm Paul, Weiss, Rifkind, Wharton & Garrison, who is well known for helping companies investigate accusations of misconduct, to run an independent inquiry of its own actions. The company has repeatedly declined to elaborate beyond its statements.

Ms. Daniels’s family provided The New York Times with screen shots from a cellphone that appear to show bank records with a series of payments made to the company, including the one for \$500 on July 3, as well as \$300 in April, \$250 in May and \$400 in June.

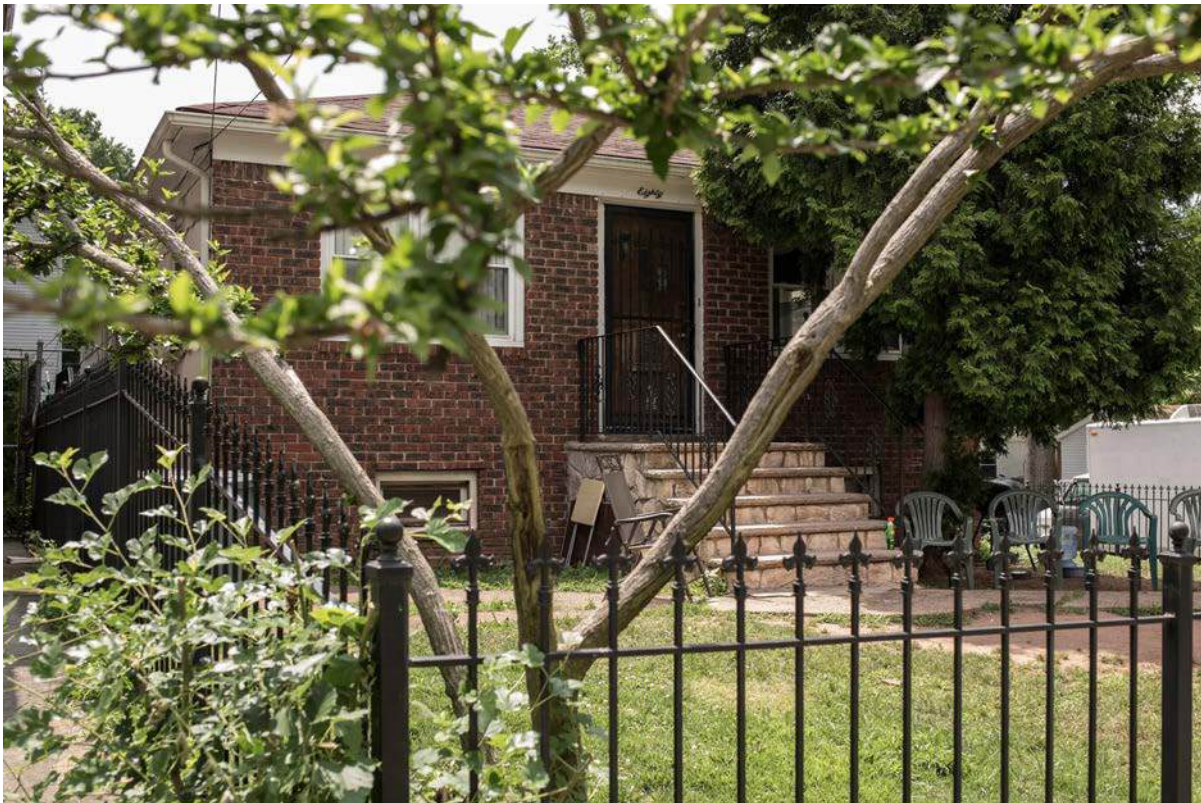
The family also disputed the claim that the company was unaware of Ms. Daniels’s medical situation; they said that, several years ago, the company was informed that she needed a breathing machine to treat her sleep apnea. Ms. Washington said that an employee from the company had visited the house in June to discuss her outstanding balance and was told of Ms. Daniels’s medical needs.

In the panicked calls the family made on July 5, Ms. Washington said, the company’s representatives were “being money crazed” and, in her view, showed no empathy or willingness to help. The power was restored by the next day, she said.

She added that a company executive called her brother after her mother had died and offered the company's condolences.

"Stop putting it back on us," Ms. Washington said of the company. "You messed up. Just own it. The truth is going to come out. Just admit that you made a mistake."

In New Jersey, according to the state Board of Public Utilities rules, residential service cannot be shut off on Fridays, Saturdays or Sundays; holidays or the day before; or if there is a medical emergency in the household. There are also limitations on shutting off service to homes if temperatures are predicted to reach 95 degrees or higher during the 48 hours afterward. (The temperature was not forecast to meet that threshold when Ms. Daniels's power was cut off.) And consumer advocates said utility companies will often come up with payment plans for customers trying to chip away at their unpaid bills rather than cutting them off.



Ms. Daniels's house in Newark. Bryan Anselm for The New York Times

Last year, more than 260,000 households received energy assistance in New Jersey, and 70 percent of the recipients were homes with older or disabled residents or families with young children, according to Mr. Wolfe. This year, the state received \$127 million in federal funds for a low-income energy assistance program.

State officials said that Ms. Daniels had never benefited from those programs. Her daughter said she had applied but had been denied. A spokeswoman for the state Department of Community Affairs said that the agency's records showed that Ms. Daniels had applied for low-income energy assistance in 2007, but that her paperwork was incomplete and she did not follow up.

Ms. Daniels had been in hospice care since April, as her condition worsened.

She had lived for decades in the narrow red brick and white clapboard house on the corner of a street lined with shady yards and older homes. It was where she raised a large family, with two biological children and the many others whom she took in. "She is not my first mom that I've lost," said Quiyetta Brooks, who was about 4 years old when her mother, Ms. Daniels's sister, died. "She was my second. She was my everything."

Ms. Daniels, whose parents were both pastors, was born and raised in Newark, the fourth of eight children. She had to retire from working as a data entry clerk for the Newark Board of Education earlier than expected after she lost her vision in her 50s. "Her eyes were completely worn out," Ms. Washington said.

She seemed aimless at first, her daughter said, but her children told her: "You have so much more in you."

She wrote children's books, with her daughters sitting at a computer typing her words. (In one about a girl's imaginary friend, she wrote: "My little girl has a friend, and she says that his name is Glen. When it is time for beddie-bye he comes to her with a grin.") And when she wanted to record gospel music, Ms. Washington

drove her to a niece's house in Virginia, where she had a studio. Her friends liked the recording, so her daughter drove her back again, this time to make a Christmas album.

"My mom got up one day and said, 'Des, let's do it,'" Ms. Washington recalled. Her mother told her, "I don't care if my books don't make one penny, as long as I leave a legacy for these children, as long as I leave a legacy for my family."

On a recent morning, Ms. Daniels's family and friends filled a church's pews as they assembled for her funeral service. Some sobbed and embraced each other as they saw her in her coffin. Yet the gathering was a homegoing, and pastors urged the congregation to see the moment as a celebration. "No more tears!" one of the preachers, Nancy Salter, commanded in her sermon. "I won't complain!" another woman, a friend, sang in a soaring voice. "In the middle of my pain, thank you, Lord!"

Then, Ms. Washington approached the altar with dark glasses shielding her eyes.

"I've learned to how suffer, for if you suffer you'll gain eternal, eternal life," she sang, her voice streaked with pain. "All my troubles, my tribulations, heartaches will be over. For when I see Jesus, when I see Jesus, amen."

Patrick McGeehan and Aaron Robertson contributed reporting from New York, and Alain Delaquerière contributed research.

Follow Rick Rojas on Twitter: [@rar](https://twitter.com/@rar)

A version of this article appears in print on , Section A, Page 17 of the New York edition with the headline: Electricity Is Cut Off, and With It a Woman's Life

49°

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NEWS

Family says 62-year-old froze to death in Michigan home after living for months without power

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One Mid-Michigan family says their 62-year-old relative, Arnoul Jaros, was found dead in his unheated home. (CNN/WJRT)

FREELAND, Mich. (WJRT) — The blistering cold turned deadly Saturday afternoon.

One Mid-Michigan family says their 62-year-old relative, Arnoul Jaros, was found dead in his unheated home. The inside was dark, but this tragedy is shining a light on mental health.

The Jaros family had gone to invite their relative over for dinner, but there was no answer at the door.

They say this isn't uncommon, because he typically is not interested in socializing. This time, however, there were no sounds of movement inside, no foot tracks around and a full mailbox with the last date postmarked Jan. 16.

That raised enough red flags to immediately called police.

"They went inside. They were inside for just a few minutes and they came out and told us they found him frozen to death. That's what they said to us," Karina Jaros, the man's niece said.

Dying in 26-degree cold alone was bad enough, but walking around the home and seeing how he suffered first-hand put the family in tears.

"He's very, very skinny. He didn't have a lot of fat to live on, and if you can't cook, can't take a hot shower, can't microwave anything to eat or drink, eating cold foods, there's no words," said Karin Jaros, the man's sister-in-law.

The family began wondering why his power was shut off. Consumers Energy released the following statement on the matter:

"Consumers Energy learned Saturday afternoon about the death of a Freeland resident. Consumers Energy stopped service to the home in

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“He wouldn’t do anything. I was hopeful that we could help him with that and get him some sort of behavioral health interventions to help him with that anxiety, but I know that’s a real hard step for people to take,” Karin Jaros said.

The family says they are expecting an autopsy report tomorrow.

Resources are available for anyone facing a shutoff notice. Call Michigan 211 to connect with programs that can help you pay utilities.

Michigan also offers State Emergency Relief through the Department of Health and Human Services. Several nonprofit organizations, including the Salvation Army, also provide help with home heating bills.

ADD AS PREFERRED SOURCE ON GOOGLE

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Michigan Public Service Commission
 DTE Gas Company
 Residential Shutoff Notices (First Red Bill Print)

Case: U-21973
 Requestor: FLODG
 Witness: J. E. Sparks
 Question FLODG-5.17
 Page: 1 of 3

- #17. For 2024 and 2025, please provide the number of residential customers DTE issued shutoff notices to once, twice, three times, four times, and five or more times during each
- a. All residential customers;
 - b. Low-income customers;
 - c. Customers participating in payment management plans (organized by type of plan, program, or pilot);
 - d. Customers participating in EWR programs (organized by type of plan, program, or pilot);
 - e. Customers participating in arrearage management plans (organized by type of plan, program, or pilot).
 - f. Customers with payment restrictions (organized by cause of the payment restriction).

FLODG-1.17 a

		FRBP Counts												
		All Residential Gas Contract Accounts	0	1	2	3	4	5+	0	1	2	3	4	5+
All Gas	2,022	1,441,189	1,106,191	125,796	69,455	46,090	31,050	62,607	77%	9%	5%	3%	2%	4%
	2,023	1,455,061	1,103,495	130,934	70,226	47,342	33,007	70,057	76%	9%	5%	3%	2%	5%
	2,024	1,461,920	1,123,327	124,847	67,250	45,012	30,808	70,676	77%	9%	5%	3%	2%	5%
	2,025	1,476,435	1,117,558	126,601	70,709	48,686	34,540	78,341	76%	9%	5%	3%	2%	5%
Gas Only	2,022	694,237	596,348	47,632	23,705	13,513	7,195	5,844	86%	7%	3%	2%	1%	1%
	2,023	691,981	592,257	48,538	23,221	13,493	7,744	6,728	86%	7%	3%	2%	1%	1%
	2,024	696,582	606,649	44,670	21,647	11,914	6,459	5,243	87%	6%	3%	2%	1%	1%
	2,025	702,151	601,716	47,197	23,655	13,970	8,246	7,367	86%	7%	3%	2%	1%	1%
Combo	2,022	746,952	509,843	78,164	45,750	32,577	23,855	56,763	68%	10%	6%	4%	3%	8%
	2,023	763,080	511,238	82,396	47,005	33,849	25,263	63,329	67%	11%	6%	4%	3%	8%
	2,024	765,338	516,678	80,177	45,603	33,098	24,349	65,433	68%	10%	6%	4%	3%	9%
	2,025	774,284	515,842	79,404	47,054	34,716	26,294	70,974	67%	10%	6%	4%	3%	9%

FLODG-1.17 b

		FRBP Counts						
		Low Income Residential Gas Contract Accounts	0	1	2	3	4	5+
All Gas	2,022	167,324	68,425	28,633	22,640	17,215	12,138	18,273
	2,023	165,537	68,793	27,459	21,303	16,227	11,633	20,122
	2,024	162,036	68,447	27,393	19,893	15,078	11,149	20,076
	2,025	174,889	74,350	26,142	20,940	17,052	13,118	23,287
Gas Only	2,022	41,998	21,923	7,661	5,792	3,704	1,823	1,095
	2,023	41,343	21,774	7,451	5,436	3,605	1,862	1,215
	2,024	38,483	22,394	7,049	4,325	2,510	1,344	861
	2,025	40,718	23,324	6,099	4,780	3,314	1,961	1,240
Combo	2,022	125,326	46,502	20,972	16,848	13,511	10,315	17,178
	2,023	124,194	47,019	20,008	15,867	12,622	9,771	18,907
	2,024	123,553	46,053	20,344	15,568	12,568	9,805	19,215
	2,025	134,171	51,026	20,043	16,160	13,738	11,157	22,047

Notes:

- 1. Residential customers with Gas contract
- 2. FRBP Step with Print date between 2022 and 2023 excluding the reversed from FKKMAKO

3. Group the customers by the number of times they received the FRBL in 2022 and 2023
 4. Subset for LI income profile at the time of dunning date based on table ZBUT00000DGL4I

FLOGG-17 c+e

		FRBP Counts							
		Residential Gas Contract Accounts	0	1	2	3	4	5+	
All Gas	2022	SPP	60,825	25,873	9,156	9,273	5,328	5,138	6,057
		PA	26,897	3,766	3,945	4,509	3,210	3,469	7,998
		BWB	198,640	179,187	5,845	6,901	2,096	2,126	2,485
		LSP	20,338	10,418	3,380	2,969	1,372	1,245	954
	2023	SPP	46,616	11,581	7,141	7,901	4,416	5,606	9,971
		PA	31,811	5,554	4,602	4,961	3,453	3,813	9,428
		BWB	177,706	163,092	4,569	4,968	1,665	1,552	1,860
		LSP	18,526	9,767	3,202	2,426	1,290	962	879
	2024	SPP	44,318	7,120	6,135	7,479	4,770	6,098	12,716
		PA	48,790	9,067	5,939	6,665	4,421	5,448	17,250
		BWB	164,841	155,634	3,048	3,085	1,003	936	1,135
		LSP	16,115	9,348	2,674	1,874	861	648	710
2025	SPP	53,412	6,996	7,204	9,045	5,621	7,451	17,095	
	PA	64,581	9,823	7,191	9,073	5,810	7,593	25,091	
	BWB	162,191	151,759	3,403	3,592	1,120	1,078	1,239	
	LSP	7,968	5,809	773	542	291	256	297	
Gas Only	2022	SPP	8,111	3,921	1,410	1,283	614	497	386
		PA	4,816	675	884	1,091	718	677	771
		BWB	99,084	94,197	1,665	1,984	507	445	286
		LSP	1,248	629	246	177	98	58	40
	2023	SPP	5,785	1,847	1,111	1,118	525	564	620
		PA	5,408	754	1,017	1,150	817	724	946
		BWB	91,161	86,810	1,572	1,687	481	363	248
		LSP	1,239	660	235	170	90	51	33
	2024	SPP	4,691	992	815	957	502	617	808
		PA	7,857	1,056	1,213	1,568	1,042	1,129	1,849
		BWB	85,712	83,294	888	876	287	225	142
		LSP	944	607	126	101	48	27	35
2025	SPP	6,379	853	1,064	1,377	700	930	1,455	
	PA	13,938	2,175	2,081	2,717	1,587	1,985	3,393	
	BWB	84,827	81,616	1,143	1,259	339	270	200	
	LSP	416	345	30	19	7	8	7	
Combo	2022	SPP	52,714	21,952	7,746	7,990	4,714	4,641	5,671
		PA	22,081	3,091	3,061	3,418	2,492	2,792	7,227
		BWB	99,556	84,990	4,180	4,917	1,589	1,681	2,199
		LSP	19,090	9,789	3,134	2,792	1,274	1,187	914
	2023	SPP	40,831	9,734	6,030	6,783	3,891	5,042	9,351
		PA	26,403	4,800	3,585	3,811	2,636	3,089	8,482
		BWB	86,545	76,282	2,997	3,281	1,184	1,189	1,612
		LSP	17,287	9,107	2,967	2,256	1,200	911	846
	2024	SPP	39,627	6,128	5,320	6,522	4,268	5,481	11,908
		PA	40,933	8,011	4,726	5,097	3,379	4,319	15,401
		BWB	79,129	72,340	2,160	2,209	716	711	993
		LSP	15,171	8,741	2,548	1,773	813	621	675
2025	SPP	47,033	6,143	6,140	7,668	4,921	6,521	15,640	
	PA	50,643	7,648	5,110	6,356	4,223	5,608	21,698	
	BWB	77,364	70,143	2,260	2,333	781	808	1,039	
	LSP	7,552	5,464	743	523	284	248	290	

Count dunning dates per CA if account had plan for 30+ days

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FRBP Counts

		All Residential Gas Contract Accounts	0	1	2	3	4	5+
All Gas	2,022		-					
	2,023	25,433	8,607	4,255	3,206	2,610	2,049	4,706
	2,024	31,303	9,111	5,431	4,163	3,312	2,748	6,538
	2,025	33,829	8,971	5,059	4,407	2,767	2,906	9,719
Gas Only	2,022		-					
	2,023	6,323	3,082	1,100	787	572	360	422
	2,024	7,177	3,009	1,438	1,020	708	516	486
	2,025	7,627	2,944	1,374	1,119	611	586	993
Combo	2,022	-	-	-	-	-	-	-
	2,023	19,110	5,525	3,155	2,419	2,038	1,689	4,284
	2,024	24,126	6,102	3,993	3,143	2,604	2,232	6,052
	2,025	26,202	6,027	3,685	3,288	2,156	2,320	8,726

Count dunning dates per CA if BP was cash-only for 1+ mo

17.d

All Gas	2022	Residential Gas Contract Accounts	FRBP Counts					5+
			0	1	2	3	4	
	Appliance Recycling	9352	6775	878	501	379	228	591
	Audit and Weatherization	5819	5167	263	120	91	52	126
	Energy Efficiency Assistance	33016	14644	4500	3442	2768	2341	5321
	HVAC	13601	12414	582	227	119	87	172
	HVAC Midstream	995	840	66	22	24	14	29
	Home Energy Consultation	6189	4974	477	222	150	108	258
	Home Energy Consultation Low Income	6389	3090	954	715	534	395	701
	Multi-Family Low Income	42	28	5	6	1	1	1
	Multi-Family Residential	4	3	0	0	0	0	1
	New Homes Construction	1232	1073	113	28	10	3	5
	Residential Energy Star and Lighting	3360	3102	122	41	30	15	50
	Residential Energy Star and Lighting Online Marketplace	5017	4388	274	107	64	56	128

Gas Only	CA	0	1	2	3	4	5+	
	Audit and Weatherization	1615	1540	47	19	4	2	3
	Energy Efficiency Assistance	1271	899	161	90	76	21	24
	HVAC	7797	7319	280	105	43	31	19
	HVAC Midstream	550	507	27	8	6	2	0
	Home Energy Consultation	2013	1816	103	42	29	12	11
	Home Energy Consultation Low Income	617	436	66	46	36	22	11
	Multi-Family Low Income	13	9	2	2	0	0	0
	Multi-Family Residential	1	1	0	0	0	0	0
	New Homes Construction	514	485	24	4	0	0	1
	Residential Energy Star and Lighting	1212	1164	26	10	8	1	3
	Residential Energy Star and Lighting Online Marketplace	259	245	9	1	0	4	0

Combo	CA	0	1	2	3	4	5+	
	Appliance Recycling	9352	6775	878	501	379	228	591
	Audit and Weatherization	4204	3627	216	101	87	50	123
	Energy Efficiency Assistance	31745	13745	4339	3352	2692	2320	5297
	HVAC	5804	5095	302	122	76	56	153
	HVAC Midstream	445	333	39	14	18	12	29
	Home Energy Consultation	4176	3158	374	180	121	96	247
	Home Energy Consultation Low Income	5772	2654	888	669	498	373	690
	Multi-Family Low Income	29	19	3	4	1	1	1
	Multi-Family Residential	3	2	0	0	0	0	1
	New Homes Construction	718	588	89	24	10	3	4
	Residential Energy Star and Lighting	2148	1938	96	31	22	14	47
	Residential Energy Star and Lighting Online Marketplace	4758	4143	265	106	64	52	128

All Gas	2023	Residential Gas Contract Accounts	FRBP Counts					5+
			0	1	2	3	4	
	Appliance Recycling	8908	6390	808	474	363	250	623
	Audit and Weatherization	6862	6046	384	148	95	57	132
	Energy Efficiency Assistance	3697	2078	521	382	254	166	296
	HVAC	11295	10181	554	188	117	73	182
	HVAC Midstream	2670	2264	162	84	47	35	78
	Home Energy Consultation	5413	4403	368	202	115	95	230
	Home Energy Consultation Low Income	5752	2592	857	650	514	431	708
	Multi-Family Low Income	34	28	4	2	0	0	0
	Multi-Family Residential	3	3	0	0	0	0	0
	New Homes Construction	1094	1004	68	6	6	3	7
	Residential Energy Star and Lighting	3143	2874	114	57	32	18	48
	Residential Energy Star and Lighting Online Marketplace	5820	4774	388	192	124	99	243

Gas Only	CA	0	1	2	3	4	5+	
	Audit and Weatherization	1980	1880	60	18	8	7	7
	Energy Efficiency Assistance	1066	796	134	60	40	18	18
	HVAC	6525	6125	225	78	44	27	26
	HVAC Midstream	1110	1029	43	16	11	5	6
	Home Energy Consultation	1517	1397	59	35	9	10	7
	Home Energy Consultation Low Income	371	252	45	23	24	17	10
	Multi-Family Low Income	17	16	1	0	0	0	0
	Multi-Family Residential	2	2	0	0	0	0	0
	New Homes Construction	561	542	18	0	1	0	0
	Residential Energy Star and Lighting	1131	1083	29	7	5	4	3
	Residential Energy Star and Lighting Online Marketplace	696	641	29	12	7	4	3

Combo	CA	0	1	2	3	4	5+	
	Appliance Recycling	8908	6390	808	474	363	250	623
	Audit and Weatherization	4882	4166	324	130	87	50	125
	Energy Efficiency Assistance	2631	1282	387	322	214	148	278
	HVAC	4770	4056	329	110	73	46	156
	HVAC Midstream	1560	1235	119	68	36	30	72
	Home Energy Consultation	3896	3006	309	167	106	85	223
	Home Energy Consultation Low Income	5381	2340	812	627	490	414	698
	Multi-Family Low Income	17	12	3	2	0	0	0
	Multi-Family Residential	1	1	0	0	0	0	0
	New Homes Construction	533	462	50	6	5	3	7
	Residential Energy Star and Lighting	2012	1791	85	50	27	14	45
	Residential Energy Star and Lighting Online Marketplace	5124	4133	359	180	117	95	240

All Gas	2024	Residential Gas Contract Accounts	0	1	2	3	4	5+
	Appliance Recycling	9019	6326	842	512	343	267	729
	Audit and Weatherization	1252	1155	42	20	16	4	15
	Energy Efficiency Assistance	4315	2467	584	430	294	192	348
	HVAC	17020	14657	841	414	300	255	553
	HVAC Midstream	2634	2258	135	76	47	27	91
	Residential Energy Star and Lighting	2826	2583	100	41	29	18	55
	Residential Energy Star and Lighting Online Marketplace	4215	3434	270	140	113	59	199

Gas Only	CA	0	1	2	3	4	5+
	Appliance Recycling	1	1	0	0	0	0
	Audit and Weatherization	442	431	10	0	1	0
	Energy Efficiency Assistance	973	736	109	60	33	22
	HVAC	8204	7748	247	101	49	28
	HVAC Midstream	766	731	23	6	4	1
	Residential Energy Star and Lighting	950	898	29	13	5	3
	Residential Energy Star and Lighting Online Marketplace	685	641	24	7	5	3

Combo	CA	0	1	2	3	4	5+
	Appliance Recycling	9018	6325	842	512	343	267
	Audit and Weatherization	810	724	32	20	15	4
	Energy Efficiency Assistance	3342	1731	475	370	261	170
	HVAC	8816	6909	594	313	251	227
	HVAC Midstream	1868	1527	112	70	43	26
	Residential Energy Star and Lighting	1876	1685	71	28	24	15
	Residential Energy Star and Lighting Online Marketplace	3530	2793	246	133	108	54

All Gas	2025	Residential Gas Contract Accounts	0	1	2	3	4	5+
	Appliance Recycling	8816	6159	793	519	349	277	719
	Audit and Weatherization	1456	1345	53	18	13	6	21
	Energy Efficiency Assistance	4384	2427	593	411	301	227	425
	HVAC	12070	10953	500	247	114	72	184
	HVAC Midstream	2883	2447	160	79	50	42	105
	Residential Energy Star and Lighting	2779	2537	84	47	36	24	51
	Residential Energy Star and Lighting Online Marketplace	8489	6351	615	369	296	246	612

Gas Only	CA	0	1	2	3	4	5+
	Appliance Recycling	0	0	0	0	0	0
	Audit and Weatherization	522	504	8	3	2	4
	Energy Efficiency Assistance	1171	840	132	84	50	35
	HVAC	7153	6694	256	111	44	27
	HVAC Midstream	837	779	29	18	5	3
	Residential Energy Star and Lighting	980	931	25	13	5	2
	Residential Energy Star and Lighting Online Marketplace	1980	1847	60	32	20	8

Combo	CA	0	1	2	3	4	5+
	Appliance Recycling	8816	6159	793	519	349	277
	Audit and Weatherization	934	841	45	15	11	5
	Energy Efficiency Assistance	3213	1587	461	327	251	197
	HVAC	4917	4259	244	136	70	51
	HVAC Midstream	2046	1668	131	61	45	39
	Residential Energy Star and Lighting	1799	1606	59	34	31	20
	Residential Energy Star and Lighting Online Marketplace	6509	4504	555	337	276	233

		FRBP Counts						
All Gas	2022	Residential						
		Gas Contract	0	1	2	3	4	5+
		Accounts						
	Appliance Recycling	9352	7653	812	378	208	123	178
	Audit and Weatherization	5819	5331	236	98	68	31	55
	Energy Efficiency Assistance	33016	27798	4713	268	120	58	59
	HVAC	13601	12797	458	150	58	55	83
	HVAC Midstream	995	878	45	20	21	10	21
	Home Energy Consultation	6189	5364	396	192	100	60	77
	Home Energy Consultation Low Income	6389	4438	1022	444	212	130	143
	Multi-Family Low Income	42	38	2	1	1	0	0
	Multi-Family Residential	4	3	0	0	0	1	0
	New Homes Construction	1232	1137	63	17	7	3	5
	Residential Energy Star and Lighting	3360	3195	90	29	16	9	21
	Residential Energy Star and Lighting Online Marketplace	5017	4573	224	73	45	34	68
Gas Only								
	Audit and Weatherization	1615	1582	21	8	3	0	1
	Energy Efficiency Assistance	1271	1072	120	49	19	5	6
	HVAC	7797	7527	179	53	17	9	12
	HVAC Midstream	550	529	13	4	2	2	0
	Home Energy Consultation	2013	1867	88	39	12	5	2
	Home Energy Consultation Low Income	617	518	54	21	15	7	2
	Multi-Family Low Income	13	12	0	1	0	0	0
	Multi-Family Residential	1	1	0	0	0	0	0
	New Homes Construction	514	500	12	1	1	0	0
	Residential Energy Star and Lighting	1212	1192	11	5	3	1	0
	Residential Energy Star and Lighting Online Marketplace	259	250	5	1	2	1	0
Combo								
	Appliance Recycling	9352	7653	812	378	208	123	178
	Audit and Weatherization	4204	3749	215	90	65	31	54
	Energy Efficiency Assistance	31745	26726	4593	219	101	53	53
	HVAC	5804	5270	279	97	41	46	71
	HVAC Midstream	445	349	32	16	19	8	21
	Home Energy Consultation	4176	3497	308	153	88	55	75
	Home Energy Consultation Low Income	5772	3920	968	423	197	123	141
	Multi-Family Low Income	29	26	2	0	1	0	0
	Multi-Family Residential	3	2	0	0	0	1	0
	New Homes Construction	718	637	51	16	6	3	5
	Residential Energy Star and Lighting	2148	2003	79	24	13	8	21
	Residential Energy Star and Lighting Online Marketplace	4758	4323	219	72	43	33	68

FRBP Counts

	2023	Gas Contract	0	1	2	3	4	5+
All Gas								
Appliance Recycling		8908	7284	772	370	195	117	170
Audit and Weatherization		6862	6331	292	109	56	31	43
Energy Efficiency Assistance		3697	2672	472	257	126	89	81
HVAC		11295	10715	343	127	40	19	51
HVAC Midstream		2670	2424	127	51	30	19	19
Home Energy Consultation		5413	4633	367	162	87	70	94
Home Energy Consultation Low Income		5752	3319	948	628	404	230	223
Multi-Family Low Income		34	31	2	1	0	0	0
Multi-Family Residential		3	3	0	0	0	0	0
New Homes Construction		1094	1045	28	9	4	1	7
Residential Energy Star and Lighting		3143	2976	84	47	14	12	10
Residential Energy Star and Lighting Online Marketplace		5820	5264	304	100	54	41	57
Gas Only								
Audit and Weatherization		1980	1930	38	7	3	2	0
Energy Efficiency Assistance		1066	910	99	36	14	3	4
HVAC		6525	6351	116	34	16	4	4
HVAC Midstream		1110	1076	24	8	1	0	1
Home Energy Consultation		1517	1439	49	16	6	2	5
Home Energy Consultation Low Income		371	288	39	23	12	8	1
Multi-Family Low Income		17	17	0	0	0	0	0
Multi-Family Residential		2	2	0	0	0	0	0
New Homes Construction		561	558	2	1	0	0	0
Residential Energy Star and Lighting		1131	1108	14	5	3	0	1
Residential Energy Star and Lighting Online Marketplace		696	677	16	2	1	0	0
Combo								
Appliance Recycling		8908	7284	772	370	195	117	170
Audit and Weatherization		4882	4401	254	102	53	29	43
Energy Efficiency Assistance		2631	1762	373	221	112	86	77
HVAC		4770	4364	227	93	24	15	47
HVAC Midstream		1560	1348	103	43	29	19	18
Home Energy Consultation		3896	3194	318	146	81	68	89
Home Energy Consultation Low Income		5381	3031	909	605	392	222	222
Multi-Family Low Income		17	14	2	1	0	0	
Multi-Family Residential		1	1	0	0	0	0	0
New Homes Construction		533	487	26	8	4	1	7
Residential Energy Star and Lighting		2012	1868	70	42	11	12	9
Residential Energy Star and Lighting Online Marketplace		5124	4587	288	98	53	41	57

All Gas	2024	Residential Gas Contract Accounts	FRBP Counts					5+
			0	1	2	3	4	
	Appliance Recycling	9019	7127	832	391	260	158	251
	Audit and Weatherization	1252	1197	30	14	5	6	7
	Energy Efficiency Assistance	4315	3167	555	285	130	84	94
	HVAC	17020	15473	703	310	199	130	205
	HVAC Midstream	2634	2378	118	60	31	11	36
	Residential Energy Star and Lighting	2826	2662	72	41	13	16	22
	Residential Energy Star and Lighting Online Marketplace	4215	3771	220	75	57	38	54

Gas Only	CA	0	1	2	3	4	5+
	Appliance Recycling	1	1	0	0	0	0
	Audit and Weatherization	442	439	3	0	0	0
	Energy Efficiency Assistance	973	870	67	23	7	6
	HVAC	8204	7991	133	39	18	15
	HVAC Midstream	766	746	15	5	0	0
	Residential Energy Star and Lighting	950	923	18	7	1	1
	Residential Energy Star and Lighting Online Marketplace	685	669	8	4	2	2

Combo	CA	0	1	2	3	4	5+
	Appliance Recycling	9018	7126	832	391	260	158
	Audit and Weatherization	810	751	27	14	5	6
	Energy Efficiency Assistance	3342	2297	488	262	123	78
	HVAC	8816	7482	570	271	181	115
	HVAC Midstream	1868	1632	103	55	31	11
	Residential Energy Star and Lighting	1876	1739	54	34	12	15
	Residential Energy Star and Lighting Online Marketplace	3530	3102	212	71	55	36

All Gas	2025	Residential Gas Contract Accounts	FRBP Counts					5+
			0	1	2	3	4	
	Appliance Recycling	9019	7282	748	409	223	137	220
	Audit and Weatherization	1252	1182	43	10	7	1	9
	Energy Efficiency Assistance	4315	2862	599	338	217	126	173
	HVAC	17020	16480	296	103	60	28	53
	HVAC Midstream	2634	2336	145	59	28	23	43
	Residential Energy Star and Lighting	2826	2653	81	32	26	9	25
	Residential Energy Star and Lighting Online Marketplace	4215	2989	594	224	152	77	179

Gas Only	CA	0	1	2	3	4	5+
Appliance Recycling	1	1	0	0	0	0	0
Audit and Weatherization	442	437	4	0	0	0	1
Energy Efficiency Assistance	973	724	130	61	27	19	12
HVAC	8204	8024	124	32	13	6	5
HVAC Midstream	766	736	20	8	2	0	0
Residential Energy Star and Lighting	950	924	15	8	1	1	1
Residential Energy Star and Lighting Online Marketplace	685	659	18	5	2	1	0

Combo	CA	0	1	2	3	4	5+
Appliance Recycling	9018	7281	748	409	223	137	220
Audit and Weatherization	810	745	39	10	7	1	8
Energy Efficiency Assistance	3342	2138	469	277	190	107	161
HVAC	8816	8456	172	71	47	22	48
HVAC Midstream	1868	1600	125	51	26	23	43
Residential Energy Star and Lighting	1876	1729	66	24	25	8	24
Residential Energy Star and Lighting Online Marketplace	3530	2330	576	219	150	76	179

WE FOCUS ON THE EQUITY AND JUSTICE DIMENSIONS OF THE ENERGY TRANSITION

Residential Electric Utility Disconnections Across the U.S.

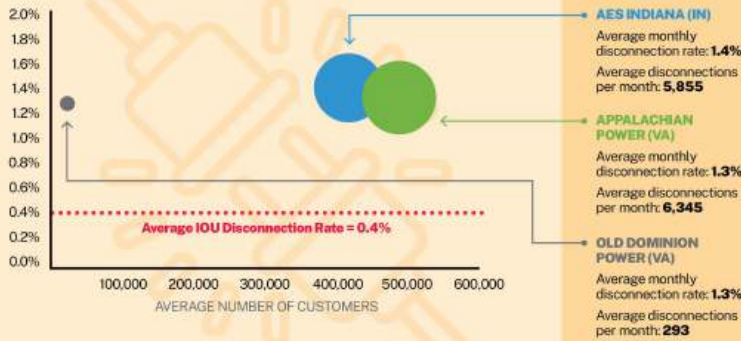
AT LEAST 3 MILLION HOUSEHOLDS HAVE THEIR ELECTRICITY SHUT OFF ANNUALLY BECAUSE THEY CANNOT AFFORD TO PAY MONTHLY BILLS.*

*Defined as a deliberate interruption or limitation of a customer's utility service due to nonpayment. This is a conservative estimate; based on data from 10% of utilities representing 47% of utility customers nationwide.

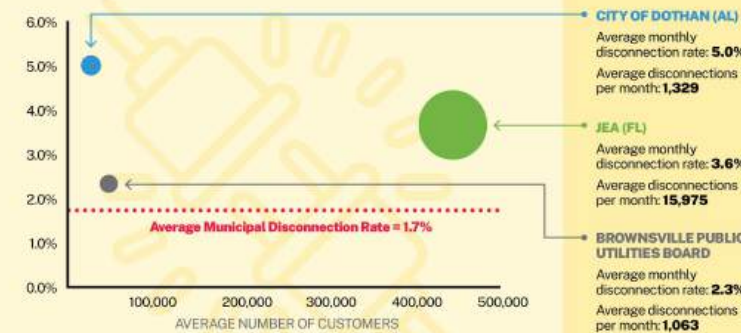
2022 DISCONNECTION RATES ARE CALCULATED AS THE NUMBER OF DISCONNECTIONS DIVIDED BY THE TOTAL NUMBER OF RESIDENTIAL ACCOUNTS.



2022 TOP 3 HIGHEST DISCONNECTION RATES INVESTOR-OWNED UTILITIES (IOUS)



2022 TOP 3 HIGHEST DISCONNECTION RATES MUNICIPAL UTILITIES



Energy Justice Lab
Visit the Utility Disconnections Dashboard and our work at energyjustice.indiana.edu for additional information.



Check back often for more infographics about topics related to utility disconnections from our lab.

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https://www.waaytv.com/news/nation-world/thousands-of-americans-will-still-be-without-power-and-heat-this-winter-despite-call-for/article_54c1dc5b-0de7-569f-8840-b6eec41746fe.html

Thousands of Americans will still be without power and heat this winter despite call for utility companies to prevent shutoffs

By Gabe Cohen, CNN
Dec 3, 2021

As Michael Lundy cradles her newborn son, she's mentally preparing to pack up and leave her Detroit home again.

She just got a shutoff notice from the power company, owes more than \$2,400 and her debt has grown throughout the Covid-19 pandemic. And she's been trying to stay afloat after being out of work while also taking care of her 11-year-old daughter.

In September, the utility company cut her power until she paid a portion of her debt, forcing her to leave home and stay with family. Now, the company is threatening to do it again.

"It's frightening," Lundy said. "I don't want to be nowhere else but home. I don't want my kids nowhere else but home... But if it happens, it's really out of my control."

Thousands of Americans have been racking up utility debt during the pandemic. Families now owe power companies close to \$20 billion, up 67% from the average year, according to the National Energy Assistance Directors' Association. At the peak of the pandemic, that debt ballooned to more than \$30 billion.

In November, the Biden administration called on more utility companies to prevent shutoffs this winter, and stressed that the American rescue plan, signed in March, doubled funding for the Low-Income Energy Assistance Program, or LIHEAP, which helps families pay utility bills.

But energy equity activists call LIHEAP a "band aid" on a deeper problem. Low-income families, particularly in Black and brown communities, often pay more for power and heat, with homes that are older and poorly insulated.

"The long-term fix they need is money to make their homes energy efficient," said Jean Su, the energy justice director and senior attorney at the Center for Biological Diversity. "Right now, they're losing so much money paying for a house that was poorly built."

Real barriers

Only 17% of eligible households actually receive LIHEAP benefits, according to the US Department of Health and Human Services.

"There are real barriers in folks even knowing what LIHEAP means," Jamesa Johnson Greer, Executive Director of the Michigan Environmental Justice Coalition said. "With folks having aging homes, there's a possibility that they may not even qualify. They may have to invest \$10,000 in roof repairs."

A study in Massachusetts found 30% more families are now at least 90 days behind on their utility bills.

Last year, at least 32 states issued emergency moratoria to prevent companies from cutting people's power, but nearly all have expired. And shutoffs have surged.

A study by the Center for Biological Diversity found close to 1 million households had their power cut over a 12-month span, and that only includes the 17 states that provided shutoff data. Many states do not track those numbers.

"We think the real number [of shutoffs] should be around 3.4 million households," said Su, who authored the study, adding that the US Census Bureau estimated 1.2 million household shutoffs nationwide in 2017. "I think that's totally unprecedented."

Her study found that during those pandemic shutoffs, the companies they reviewed received a federal bailout from the CARES Act, which totaled \$1.25 billion. Bailing out those 1 million customers, Su says, would have cost 8 percent of that total.

"It would have been a drop in the bucket for them to have kept the power on," Su said.

And it may have saved lives. A study by the National Bureau of Economic Research found that a national moratorium on utility shutoffs early in the pandemic would have reduced Covid-19 infections by 8% and deaths by 14.8%.

Energy bills are skyrocketing

Kallela Martin, a mother of three in Detroit, rushed to pay off her \$179 bill after receiving a shutoff notice.

"I've been shut off for less. I've been shut off for 23 cents" Martin said, adding that her family had to move into a mosque after one disconnection. "It's stressful. You feel like there's nothing you can do."

To make matters worse, energy bills are now skyrocketing, with heating costs expected to rise close to 30% this winter due to inflation and supply problems. The Biden administration authorized the release of 50 million barrels of oil from the strategic petroleum reserve, hoping to bring those prices down, but the President acknowledged it will take time.

Most states have a shutoff moratorium during winter, but several don't. And even protected families can fall through the cracks or at least accumulate debt, which isn't forgiven when the moratoria end.

"I think we're going to see another huge tsunami of utility shutoffs," Su said. "Winter moratoria are just going to kick the can down a couple months."

As part of the infrastructure bill, the Department of Energy's Weatherization Assistance Program will receive an additional \$3.5 billion to update homes and reduce energy costs for 700 thousand low-income households.

The Wayne Metropolitan Community Action Agency weatherizes close to 300 homes in the Detroit area every year. They say the average cost is \$7,600 per home, but it pays for itself in the long run.

"We see about a 20% reduction in the heating bill," Patrick Gubery, Wayne Metro's Assistant Director of Healthy Homes, said. "A home should not be a cause of a crisis for a family, we want a home to be nurturing. And a nurturing home has to have an affordable energy bill."

Michael Lundy is more worried about her home in the short term. She says a spike in heating costs this winter would be a "disaster" for her family.

She just applied for assistance after getting her latest shutoff notice. She should know in the coming days if she'll get help or leave home again.

"It's a lot to think of what's going to happen or how I'm going to do this," Lundy said.

The-CNN-Wire

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Tags Moratorium Bill Economics Commerce Company Politics Finance Debt Shutoff Assistance
Cost Low-income Energy Assistance Program

DTE



Home Protection Plus[®] Appliance Repair Program

Terms and Conditions



Home Protection Plus[®]

Appliance Protection

Terms and Conditions

Eligibility requirements

1. Home Protection Plus[®] (*HPP*), administered by DTE Gas, is available to owners or tenants of residential dwellings with no more than four units on one heating system, or any residential dwelling with a separate heating system for each unit. Residential dwellings are defined as occupied single-family homes, condominiums, townhouses, mobile homes, and manufactured housing.
2. Home Protection Plus package pricing is based on single-unit coverage. Homes with a hot water boiler must include the add-on boiler option. Homes with more than one furnace, central air conditioning, or water heater must purchase coverage for each additional appliance. Purchase of additional coverage for multiple kitchen or laundry appliances is available from Home Protection Plus and is recommended to avert any misunderstandings when services are required.
3. All appliances and systems covered by this Contract must meet applicable Code requirements, be reasonably clean and safely accessible, and in good operating condition at the time coverage begins. All appliances must have the model and serial tags to be eligible for service or any other program benefits. DTE Gas reserves the right to perform an on-site inspection of the appliances and systems.
4. Home Protection Plus pricing is subject to change at any time. Some Home Protection Plus promotions and service offers may be available for new enrollments only, and/or may be available only in select service areas. Any promotion or service may be subject to change or termination at the sole discretion of DTE Gas.
5. Home Protection Plus eligibility requirements, coverage and available services may vary and may change from time to time. Current Coverage is available at hppservices.com.
6. These services are not regulated by the Michigan Public Service Commission.

Plan coverage

1. Depending on the coverage selected, Home Protection Plus will cover specific (*as outlined*) repairs to the following appliances and systems: furnace or boiler*; water heater; range/oven/cooktop; refrigerator; clothes washer; clothes dryer; central air conditioning; vented space heater; vented gas fireplace logs; microwave oven; freezer; and dishwasher. Home Protection Plus is not an appliance replacement program.
2. Coverage is subject to the limitations and conditions as specified in the Contract Information Booklet (*“Contract”*) applicable on the Effective Date or the Anniversary Date as defined herein, whichever is later, which DTE Gas may modify from time to time by notice to the customer. After receipt of the Contract Information Booklet, you will have thirty (*30*) days to terminate subject to paragraph 5 under Plan Coverage. Please read the terms and conditions carefully. Current coverage is available at hppservices.com.

Terms of coverage defined:

- a. Effective Date is the date DTE Gas enrolls the customer in the selected plan.
 - b. Anniversary Date is annual recurrence of the Effective Date.
 - c. Service can begin fifteen (*15*) days after the Effective Date. Contract Year is the period beginning with the Effective Date and will continue for one year (*365 days*).
 - d. Home Protection Plus coverage is for a Contract Year.
 - e. Service is having received a Home Protection Plus covered repair as outlined in this document, or a diagnostic assessment of an appliance or system.
3. Term/termination
 - a. The term of your coverage will begin fifteen (*15*) days after your “Effective Date” and will continue for one year (*Contract Year*).
 - b. To ensure that the residence is continually covered, your coverage will automatically renew for additional one-year periods unless you cancel by providing DTE Gas with 30 days’ notice prior to the end of the Contract Year or until otherwise terminated as set forth below.
 4. Your coverage will remain in effect only by keeping your payments up to date. This includes payments for any other services or goods owed to DTE Gas and/or its affiliates including DTE Electric. Payments made to any DTE affiliated utility entity will first be applied to your utility service accounts of DTE Gas and/or DTE Electric, if applicable, before payments are applied to HPP. If you are delinquent in these payments, service under this program will be denied and/or the Contract terminated at DTE Gas’ discretion without notice.

5. If you have received service and wish to terminate your coverage within the Contract Year, you will be responsible for the remaining installments of the Contract Year. If you have not had service, you may request termination at any time. You may request termination by contacting Home Protection Plus at **800.556.0011**.
6. Termination will become effective after DTE Gas has processed your request to terminate coverage.
7. DTE Gas provides a call center that is available to accept, record, and schedule service requests 24 hours a day, 365 days a year. DTE Gas reserves the right to prioritize and schedule all service requests at its discretion as permitted by workload, weather conditions, strikes or any other circumstances beyond our control.
8. To request service, call **800.556.0011**. Upon request, appointments will be arranged for either Home Protection Plus service personnel or an authorized service contractor to provide covered services in accordance with the terms and conditions as described herein and as long as the covered appliances and systems:
 - a. Are located within the confines of the main foundation of the home;
 - b. Become inoperative due to normal wear and tear;
 - c. Are in good working order on the Enrollment Date;
 - d. Are properly installed and appropriately maintained throughout the term of the Home Protection Plus Contract; and
 - e. The request for service is received during the Contract Year.
9. For customers enrolled on the Core Deductible Plan, a \$75 deductible will be collected by credit card at the time that the request for service call is placed. The deductible is applicable to all service requests placed during the same call.
10. You are entitled to up to twelve (12) service calls per calendar year beginning on the Effective Date, if applicable, and up to twenty (20) service calls in twenty-four (24 months) measured by calendar years, beginning on the calendar year in which the Effective Date falls, if applicable.
 - a. All service calls in excess of these limits will be imposed a \$150 fee per service call until a new calendar year is reached.
 - b. Fees pursuant to this section are owed at the time the service call is placed and cannot be cancelled once a technician has arrived at the covered location.DTE Gas will dispatch either DTE Gas service personnel or an authorized service contractor to perform all covered services. The service personnel will be dispatched by Home Protection Plus based on geography and workload availability.

11. DTE Gas will not perform repairs on a covered appliance or system under any of the following circumstances:
 - a. When the appliance or system cannot be repaired.
 - b. When the needed repair is listed under Special Circumstances or Items Not Covered.
 - c. When the covered part required to complete a covered repair is no longer available from DTE Gas or authorized service contractor suppliers.
 - d. When DTE Gas or an authorized service contractor determines that the estimated cost of a repair exceeds the current market value of the appliance (*current market value will be established through use of the Home Protection Plus Depreciation Guide*). DTE Gas will recommend replacement of the appliance at the customer's expense. No future service on the appliance will be provided under the plan subsequent to this diagnosis. The customer must carry the GreenBacksSM Cash Option to be eligible for any form of financial assistance to replace an appliance.
12. Home Protection Plus will not be responsible for charges for service or repairs that others provide without our prior knowledge and approval.
13. This Contract does not cover any labor, materials or parts required as a result of flooding, attempted repairs by persons other than DTE Gas personnel or an authorized contractor, abuse, vandalism, electric power outage or surge, water supply failure, accidents, fire, freezing, pet or pest damage, acts of God, tampering or unauthorized alteration or any other abnormal conditions. Installation errors or omissions that result in either equipment failure or performance issues are not covered by this Contract. Service will not be performed in areas where asbestos or any other safety or health hazard exists until the hazard has been eliminated by the customer and at the customer's sole expense. DTE Gas reserves the right to restrict specific makes of equipment from eligibility due to obsolete parts and reserves the right to use other than original manufacturer's parts.
14. The choice of parts to be used is at DTE Gas' or their authorized service contractor's sole discretion. Parts purchased by persons other than an authorized service contractor will not be installed without prior approval.
15. The customer will be responsible for costs incurred in missed service appointments.
16. DTE Gas may cancel this Contract at any time, with or without cause.
17. This Contract constitutes the entire understanding between the parties with respect to the subject matter of this Contract and supersedes any prior discussions, negotiations, agreements, writings and understandings.

Limitation of liability and exclusion of warranties

1. In the event of any defects in parts, materials or service provided hereunder, DTE Gas' only responsibility and the customer's sole remedy shall be that on request of the customer, during the term of this Contract, DTE Gas will repair or replace the defective part, material or service in accordance with the provisions of this Contract.
2. Home Protection Plus does not include coverage for appliances or systems used at commercial properties or residences used as businesses, including but not limited to day care centers, fraternity/sorority houses, adult care and/or nursing homes. Plan coverage is limited to residential-grade appliances and systems, and those items that were manufactured and marketed solely for installation and usage in a residential family building. Coverage includes only those items stated as covered (*see What is Covered section for specific details*).
3. Home Protection Plus plans are service agreements, and not insurance policies.
4. DTE Gas and its authorized service contractors will not be liable for direct damage, consequential damages, indirect losses or injuries caused by defects in parts, materials or service provided hereunder, delays, failure to service, unavailability of parts or labor, and any condition beyond reasonable control. Examples of such damages include but are not limited to loss of income, additional living expenses, personal and or property damage, food spoilage.
5. DTE Gas will not be responsible for the diagnosis, repair, removal or remediation of mold, mildew, bio-organic growth, rot or fungus, or any damages resulting from or related to mold, mildew, rot or fungus, even when caused by or related to the malfunction, repair, or replacement of a covered system or component.
6. DTE Gas shall not be liable to the customer for failure to perform obligations under this Contract due to any acts of God, strikes, lockouts, acts of the public enemy, lightning, fires, storms, floods, explosions, breakage or accident to machinery, the malfunction of any computer systems (*hardware or software*) or equipment containing embedded systems of DTE Gas or any provider upon which DTE Gas relies, the binding order of any court or governmental authority, or any other cause outside the reasonable control of DTE Gas.
7. DTE Gas will not be responsible for any repair or replacement that would violate any local, state, and/or federal law, rule code or regulation. DTE Gas will authorize completion of the repair or replacement upon correction and remedy of the violation and/or potential violation by the customer. Any cost associated with the correction or remedy of such violation is the sole responsibility of the customer.

8. DTE Gas reserves the right to assign its rights and obligations to another party.
9. DTE GAS HEREBY DISCLAIMS ALL WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, ALL WARRANTIES OF MERCHANTABILITY OR FITNESS FOR PURPOSE.
10. If required by law, DTE Gas will provide a broader limited warranty and limitation of liability.

Contract terms

***See special circumstances for additional information**

What is covered:

FURNACE/BOILER

- Appliance regulator
- Belts & pulleys
- Blower motor, bearings, wheel
- Burner
- Capacitors
- Circuit boards
- Circulator/motor
- Collector Box
- Condensate line (*access permitting*)
- Condensate pump
- Controls
- DC drive blower/draft motors, circuit boards & valves
- Diaphragm expansion tank
- Fan control
- Fan relay
- Flame rollout switch
- Fuse
- Gas controls
- Gas valve
- Ignition module

- Induced fan motors
- Limit control
- Low-water cutoff
- Main burner - heat element
- Nozzle (oil)
- Oil pump
- Pilot
- Pilot safety & assembly
- Pressure gauge
- Pressure switch
- Pressure relief valve & temperature control
- Pump bearings, control, coupler, shaft
- Reducing valves (*including fill-trol valves*)
- Relays
- Relay relief valve
- Relief valves
- Safety switches
- Sight glass
- Squirrel cage/blower assembly
- Thermocouple - glow rod, flame sensor

- **Thermostat** (*standard*)*

- Transformer
- Vent connector
- Zone valves (*excluding steam zone valves*)

CENTRAL AIR CONDITIONING

(excludes Window A/C & Wall Units)

- A/C backplate
- Belts/pulleys
- Blower motor, bearings, wheel
- Capacitors
- Condensate line (*access permitting*)
- Condensate pump
- Condenser motor/fan blade
- Contactor switch
- Electrodes
- Fan control
- Freon/refrigerant (*subject to EPA and DTE guidelines*)
- Fuses
- Limited leak repair**
- Pump motor (*natural gas*)
- Relays

- Schrader valve core
- Switches
- Thermostat (*standard*)*
- Timer
- Transformer

TANK-TYPE WATER HEATER

(excludes Tankless/Instantaneous Water Heater)

- Dip tube
- Draft hood
- Drain valve
- Fuse (*electric*)
- Gas valve
- Glow bar/ignitor/piezo
- Heater element - main burner (*electric*)
- Limit control - limit temp switch (*electric*)
- Main burner
- Module
- Pilot/burner tubing
- Power vent motor
- Relief valve
- Safety controls
- Switches
- Thermistor
- Thermocouple
- Thermostat
- T/P relief valve
- Transformer
- Vent connector
- Flushing of water heater is not covered under HPP

VENTED NATURAL GAS AUXILIARY SPACE HEATER

- Burner & pilot
- Fan blade
- Gas valve
- Limit control

- Motors
- Pilot & burner tubing
- Safety controls
- Thermostat

VENTED NATURAL GAS LOGS

- Gas valve
- Pilot & burner
- Pilot & burner tubing
- Safety controls

RANGE/OVEN (*Countertop, Oven/Convection Oven, Double Oven*)

- Appliance regulator
- Burner (*main*)
- Burner (*pilot*)
- Burners (*sealed*)
- Circuit boards (*ERC*)
- Convection motor
- Cooling fan
- Door gasket (*when available separate from internal door assembly*)
- Door hinges (*when available separate from internal door assembly*)
- Door springs (*when available separate from internal door assembly*)
- Fuses
- Gas valve
- Heater element - burners
- Ignitor switches
- Indicator lamps
- Main burner
- Oven flame switch
- Oven ignitor
- Oven pilot assembly
- Oven pilot safety
- Oven safety gas valve
- Oven thermostats/thermistor
- Piston

- Range top burner valves
- Relay
- Selector switch
- Self-cleaning element, latch, timer
- Sensor
- Surface element
- Surface element/surface receptacles burner switch
- Thermocouple/glow rod/flame sensor
- Touch pads
- Transformer

REFRIGERATOR

- Capacitor
- Condenser cleaning
- Defrost drain cleaning
- Defrost heater
- Door CAM assembly
- Drain heater
- Electronic control boards
- Fan control
- Fan motor/bearings
- Fan switch
- Fuse
- Gasket (*when available separate from door assembly*)
- Icemaker assembly
- Light switch
- Limit control
- Relay/overload
- Seals (*when separate from internal door assembly*)
- Thermistor
- Thermostat
- Timer
- All lines connected to water valve excluding water supply line and lines inside door(s)
- Inlet Water valve

MICROWAVE

- Door switch
- Door Latch
- Fan motor
- Fuse
- Thermostat

DISHWASHER

- Belts/pulleys
- Bimetal triggers
- Circulation pump
- Circulating pump motor
- Door Cable
- Door hinges
- Door latch
- Door springs (*when separate from the internal door assembly*)
- Drive motor
- Electrical switches
- Electronic control boards
- Fan motor
- Fuse
- Door Gasket and seals (*when available separate from internal door assembly*)
- Heater element
- Limit control
- Rack rollers
- Relay
- Soap dispenser
- Spray Arms
- Thermistor
- Thermostat
- Timer (*electronic*)
- Transformer
- Water control
- Water valves

UPRIGHT/CHEST FREEZER

- Capacitor
- Defrost heater
- Door CAM assembly
- Door switch
- Electronic control boards
- Fan
- Fan motor
- Fuse
- Gasket (*when available separate from door assembly*)
- Relay
- Terminator
- Thermostat
- Timer

CLOTHES WASHER

- Agitator
- Basket drive (*external to transmission*)
- Belts/pulleys
- Circulating pump/motor
- Clips
- Clutch assembly (*external to transmission*)
- Coupler
- Dog ears
- Door hinges, gasket, seals (*when separate from door assembly*)
- Door latch/lock
- Drain pump/motor
- Drive motor
- Electric water valves
- Electrical switches
- Electronic control boards
- Electronic control system
- Front load door boot/bellow
- Fuse
- Hoses excluding hot/cold fill supply

- Relay
- Supply and drain hoses
- Suspension rods
- Temperature selector switch
- Timer
- Timer knob and dial
- Touch pad
- Transformer
- Water level control

CLOTHES DRYER

- Belts
- Blower wheel
- Burner (*main/pilot*)
- Control timer
- Door latch
- Door switch
- Drum shaft/bearings
- Drum support, rollers/guides
- Electronic control boards
- Fuse
- Gas valve/coil assembly
- Gaskets & seals (*when available from internal door assembly*)
- Heater element – pilot burner
- High-limit thermostat
- Idler pulley
- Ignitor/spark electrode
- Motor & centrifugal switch
- Pilot safety
- Regulator
- Relay
- Selector switch
- Sensor
- Thermistor
- Thermocouple
- Thermostat
- Timer
- Touch pad

Special circumstances

1. DTE Gas will not perform repairs under any of the following conditions:
 - a. For the repair of conditions that preexist the effective of the customers enrollment in the selected plan.
 - b. Service requests not associated with failure of covered appliances.
 - c. Seasonal startup/shutdown inspections (*excluding the HPP Safety Check Add-On option*^{***}).
 - d. Parts and service not covered under the Contract. Additional charges to the customer may result for parts and labor associated with the above situations. The additional charges will be determined using a DTE Gas or authorized service contractor's current rates for labor and parts.
2. Should a circumstance such as availability of parts or replacements, essential non-covered work, or specific customer brand/model preference/requirement necessitate that a covered repair or replacement will not be completed by an authorized service contractor; then reimbursement to the customer will only be considered if:
 - a. The repair/service is a "covered repair/replacement" as outlined in the "What is Covered" section; and
DTE Gas has been informed of the need in advance of repairs and has authorized the exception; and
 - b. The customer has provided a copy of a paid-in-full work order/invoice to Home Protection Plus for review.

* Plan coverage provides for a "Standard" thermostat. In the event that you currently have a programmable thermostat, coverage will provide a basic programmable thermostat (*excludes Wi-Fi capabilities*).

** Sealed system failures are not covered by Home Protection Plus. "Limited Leak Repair" is defined as leaks that do not require pump down and/or recovery (*not opening the system*). "Major Leak Repair" is defined as leaks that require pump down and/or recovery (*opening the system*) and are subject to additional repair charges. It is DTE Gas' sole discretion to determine refrigerant recharging to extend life of AC unit.

*** The HPP Safety Check Add-On Option is available at enrollment and upon plan renewal and entitles the customer to an annual safety inspection for the furnace/boiler.

Note:

If the repair is a covered component but the repair cost exceeds \$1,000, it is at DTE Gas' discretion to deny the repair.

Examples of items not covered - not all inclusive

Heat exchangers; cracked/ruptured boiler (*steam or hot water*); “tankless” or instantaneous water heaters; appliance cabinetry; window air conditioners; mini split A/C unit; any unit not connected to duct system; ruptured hot water tanks; water heater flushing; compressors or sealed system repair/replacement (*for central A/C units, refrigerators and freezers*); evaporators, evaporator pans and line sets; all transmission repairs for clothes washers and dishwashers; clothes dryer steam function; appliances used in commercial applications. Commercial heating appliances located in residential dwellings are covered (*allowing for the restrictions of this Contract*). Other commercial-grade appliances in residential dwellings are not covered. Rooftop installations of heating/cooling units and other appliances; range hoods, sealed cooktops, glass in oven doors, glass in cooktops, glass in microwave oven doors; electric baseboard heating systems; antifreeze (*boiler heating systems*); heat transfer systems including Amana (*HTM*), Glo-Core and Lennox (*complete heat models*); combination boiler-water heater systems (*examples include but not limited to: Viessmann, Hydropulse Boilers, and Boiler Mate*). Forced air zoning/dampers/controllers. Wall-mounted hot water boiler, condensing boiler, and all high efficiency modulating multi stage condensing boiler (*examples include but not limited to: Rinnai and Triangle Tube*). Heat pumps, solar and geothermal heating systems; alterations to existing gas piping; carbon monoxide (*CO*) alarm calls; CO detector inspection/repair; seasonal turn-on/turnoff; remote controls; parts considered as accessory items, including but not limited to: humidifiers, etc., water dispensers, and water lines; modifications/conversions to appliances; manufacturer recalls; cleaning, filter replacement and any maintenance-related repairs; removal, replacement/reconstruction or cleaning of walls, floors, carpeting, tile or surrounding areas; automatic water feeds (*steam boilers*). Any appliance audio and video components. Flushing or replacement of steam piping. Kegeators are not covered. Induction cooktops are not covered. Appliance replacements are not covered.

GreenbacksSM Cash Allowance Option

The GreenBacks Cash Option can be selected and purchased as an additional plan benefit. You must be enrolled in the Home Protection Plus plan to be eligible to select the GreenBacks Cash Option.

1. The GreenBacks Cash Option may provide an allowance for each appliance covered under your Home Protection Plus plan when DTE Gas (*or an authorized service contractor*) declines repairs for the following reasons:
 - a. When the appliance cannot be repaired.
 - b. When the needed repair is listed under Special Circumstances or Additional Items Not Covered or HPP discretion.

- c. When the covered part required to complete a covered repair is no longer available from approved parts suppliers to DTE Gas or an authorized service contractor.
- d. When DTE Gas (*or an authorized service contractor*) determines that the estimated cost of a repair exceeds the current market value of the appliance (*current market value will be established through use of the Home Protection Plus Depreciation Guide*).

No future service on the appliance will be provided under the plan subsequent to this diagnosis. An allowance (*see next page for Schedule of Benefits*) may be issued to help offset the cost of purchasing a new appliance.

2. Customers must be currently enrolled in Home Protection Plus and GreenBacks Cash Option for a minimum of thirty (30) days prior to the service call to file a GreenBacks claim and be eligible for reimbursement. If there are any arrears on the customer's Home Protection Plus plan, the arrears will be deducted from the amount of the GreenBacks Cash payment.
3. Eligibility for the GreenBacks Cash benefit requires that the needed repairs not be related to manufacturer recalls, installation defects, or any pre-existing conditions. All appliances being replaced must have a model and serial number tag to be eligible for this allowance.
4. An appliance will be ineligible for a GreenBacks Cash Option whenever the required repair is deemed to have been the result of flooding, abuse, vandalism, electric power outage or surge, water supply failure, accidents, fire, freezing, pet or pest damage, acts of God, tampering, unauthorized alteration, attempted repairs by persons other than DTE Gas personnel (*or an authorized service provider*), and/or any other abnormal conditions.
5. To initiate a GreenBacks Cash claim, the enrolled customer must contact the Home Protection Plus customer call center at **800.556.0011** and advise that DTE Gas service personnel (*or an authorized service contractor*) have declined to complete repairs based on a finding listed as above in item #1. The Home Protection Plus representative will notify Home Protection Plus Program Management in order to initiate the processing of a GreenBacks Cash benefit.
6. The GreenBacks Cash Option is limited to the amounts set forth in the GreenBacks Cash Option Schedule of Benefits (*see next page*) regardless of the cost to replace the appliance. Once a GreenBacks Cash Benefit has been paid on a covered appliance, the customer must confirm that the covered appliance has been replaced before further service/coverage is provided. Only one cash benefit for the same appliance type will be paid in a 12-month period. Under no circumstances will a Greenbacks Cash Option be provided more than once for the same appliance.

7. Customers are required to maintain enrollment in Home Protection Plus and GreenBacks Cash Option for a minimum of one (1) year. If the Home Protection Plus or GreenBacks Cash Option is terminated prior to the expiration of the Contract Year, for any reason, the customer will pay the Company either the balance of the GreenBacks Cash Option amounts owed for the respective Contract Year, or the amount paid by the Company for any GreenBacks Cash benefit paid during the Contract Year, whichever is less.
8. A GreenBacks Cash Option Benefit will apply to only those covered appliances, as based on the Home Protection Plus service package selected by the customer at the time of enrollment or renewal in the program.
9. GreenBacks Cash Allowance payments are limited to \$2,500 per calendar year.

Greenbacks Cash Option – Schedule of benefits

Furnace	\$ 750
Boiler.....	\$ 750
Central Air Conditioner	\$ 750
Refrigerator.....	\$ 500
Water Heater (tank-type).....	\$ 300
Range/Oven/Wall oven	\$ 300
Clothes Washer	\$ 300
Clothes Dryer.....	\$ 300
Dishwasher	\$ 300
Chest or Upright Freezer	\$ 250
Vented Gas Logs	\$ 250
Cooktop.....	\$ 150
Microwave.....	\$ 125
Auxiliary Space Heater.....	\$ 125

Home Protection Plus from DTE Gas Company, is not regulated by the Michigan Public Service Commission. Appliance repair programs may be available from other providers.

Provided that you have not received service, you may cancel your Home Protection Plus without penalty for up to 10 days after enrollment.

Your regulated utility rates and the conditions of your utility service are not affected by your enrollment and participation in Home Protection Plus, or by your decision to use the services of another provider.

For service requests, coverage questions or any other program information, please call **800.556.0011**.

For information on additional appliance service coverage or other services available, visit our website at **hppservices.com**.





**GreenBacks CashSM
Option
(/GreenbacksCash)**

**GreenBacks Cash FAQ
(/GreenbacksCashFAQ)**

**Request Pay
(/RequestPay)**

GreenBacks Cash Option

Get up to \$2,500 per year to replace appliances that are beyond repair.

Aging appliances need GreenBacks Cash Option protection.

Home Protection Plus plans cover repairs to your appliances. But what if your appliance can no longer be repaired? As your appliances get older, sometimes parts are no longer available. When that happens, instead of paying hundreds to replace your air conditioner, furnace or water heater, GreenBacks Cash Option protection pays you cash to help replace any appliances covered in your plan that can't be fixed — **up to \$750 toward any new appliance, and up to \$2,500 per year.**

The GreenBacks Cash Option difference: cash to choose the appliances you want.

While some protection plans offer replacement with a similar appliance, GreenBacks Cash Option puts the power of choice in your hands, in the form of cash reimbursement. So you can choose a similar appliance or upgrade to any brand you like, including newer models with the most up-to-date features. The table below shows the cash amount GreenBacks Cash Option pays you per appliance:

Appliance Covered	If unrepairable, you may receive up to:
Furnace	\$750
Boiler	\$750
Central A/C	\$750
Refrigerator	\$500
Water Heater (tank-type)	\$300
Range/Oven	\$300
Washing Machine	\$300



All appliances covered Home Protection Plus® (/)

If unreparable, you may receive up to:



Clothes Dryer	\$300
Dishwasher	\$300
Chest or Upright Freezer	\$250
Cooktop	\$150
Microwave	\$125



Add GreenBacks Cash Option protection to any Home Protection Plus plan for just \$19.95 per month.

If you currently have a Home Protection Plus plan, and would like to add the GreenBacks Cash Option to your protection, call **800.556.0011** today!





NO OUT-OF-POCKET CHARGE FOR COVERED REPAIRS

No service call charges. No parts or labor charges.



BUDGET-FRIENDLY MONTHLY PAYMENT

Included on your monthly DTE Energy bill.



HELP LINE OPEN 24x7x365

When appliance issues happen, call us anytime.

5 good reasons to give yourself Home Protection Plus:

- ✓ Covered appliance repairs are free. No service call charges. No parts or labor charges.
- ✓ A single furnace or A/C repair can cost \$300, \$400 or more. With Home Protection Plus, you'll have a single, predictable monthly fee—and no budget-busting surprises.
- ✓ Plumbing Protection guards against budget-breaking problems. Pure peace of mind!
- ✓ If something goes wrong, you'll have just one number to call for a repair pro you can trust.
- ✓ Your low monthly fee is included on your DTE Energy bill. No separate payments to remember or checks to send.



What Customers Are Saying About Home Protection Plus



"From the phone call to the end of the service call everyone and everything wa

C.C.

Grand Rapids



Find a plan that's right for you! Or call **800.556.0011** to enroll by phone.

[Shop for Plans \(\)](#)

Home Protection Plus[®]

The simple way to protect yourself against costly home repair bills.

Phone: 800.556.0011

hpp_service@dteenergy.com (mailto:hpp_service@dteenergy.com)

Explore

- > [Home \(/\)](#)
- > [Compare Plans and Pricing \(\)](#)
- > [Budget Protection \(/HowItWorks\)](#)

- > [Maintenance and Prevention \(/SmartGuard\)](#)
- > [Household Services \(/RepairService\)](#)

- > [Contact Us \(/Contact\)](#)

The Home Protection Plus program is not regulated by the Michigan Public Service Commission. Repair service programs may be available from another provider. By signing up for Home Protection Plus repair coverage, you are not switching your electric or natural gas utility and service. Your regulated utility rates and the conditions of your service are not affected by activation of Home Protection Plus or by your decision to use the services of another repair service provider.

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← Surge Home

Find a plan with the right level of coverage for your home.

Compare Surge Protection Plans and Benefits

	Electronics	Appliances	Premium	Whole Home Protection
	Essential Coverage			Meter-Bas
	\$5.99	\$5.99	\$8.99	\$14.99
	/month	/month	/month	/month
Computers	●		●	●
Game Console	●		●	●
Home Theatre	●		●	●
Smart Hub	●		●	●
Phones & Tablets	●		●	●
Office Equipment	●		●	●
Laundry Washer & Dryer		●	●	●
Kitchen Suite		●	●	●
Sump Pump		●	●	●
Garage Door ¹				●
AC/Furnace				●
Water Heater				●
Generator Connection ²				
	Select	Select	Select	Select

¹Must be an attached garage in order to be covered under the Surge Protection warranty.

² Generator Connection is an additional benefit of Surge Protection Plus. The

generator itself is not covered under the Surge Protection warranty.



Essential Coverage

**Plans starting at
\$4.99
per month**

Included:

Warranties to repair or replace surge damaged electronics, appliances or both.

Get Started



Meter- Based Protection

**Plans starting at
\$13.99
per month**

Included:

Warranties to repair or replace surge damaged electronics, appliances or both.

Block surges from entering your home with a meter-based surge protection device.

[Get Started](#)



Surge Protection Plus

**Plan priced at
\$22.99
per month**

Included:

Warranties to repair or replace surge damaged electronics **AND** appliances.

Block surges from entering your home with a meter-based surge protection device.

Connect your generator to provide power directly to your home when needed.

[Get Started](#)

Frequently Asked Questions

[Visit the Support Center](#)

TreeGuard Assurance

Protection You Can Count On

Wind and weather can cause damage to trees and could affect your power. Let us handle the mess and save time cleaning up.

TreeGuard Assurance is an elective program covering tree-related outages impacting the service line. For a low monthly fee of \$9.99 a month, you are protected against costly tree clean up and trimming expenses if a tree or branch falls on the service line — the line between the electric pole and your home.

[Enroll Now](#)



When a TreeGuard customer experiences an outage, they contact us to file a claim and we'll send a certified tree trimming crew out to:

- Safely cut and remove any fallen tree debris around the service line
- Help prevent future outages by trimming back tree interference within a five-foot radius of the service line
- Repair any damage to the equipment surrounding your meter associated with the outage

Customers who live in homes with an overhead service line are responsible for maintaining the equipment attached to their homes. Trees, and tree trimming, are also the customer's responsibility to manage. We take care of the service line and the meter at your home. Find out [what belongs to you and what belongs to us](#).

TreeGuard Assurance is in addition to DTE's ongoing [Tree Trimming Program](#). Our trimming methods help prevent tree-related outages while promoting healthy trees and safe, reliable power.

Save Time & Money

Find out how our TreeGuard crews help customers remove tree debris and trim trees to prevent future damage.

[Watch Video](#)

Benefits

Great value

Only costs \$9.99 per month.

Convenient

If you experience an outage, file a claim and we'll do the rest.

Peace of mind

Certified crews will safely cut and remove all fallen debris.

Reliability

Following clean up, trimming back future potential tree interference.

[Enroll Now](#)

Contact Us

Have you experienced an outage? File a claim so we can send a certified tree trimming crew to your house.

[File a claim](#)

MPSC Case No: U-21973

Requester: FLO

Question No.: FLODG-3.2a

Respondent: J. L. Huffman

Page: 1 of 1

Question: DTE is not permitted to execute a shutoff for non-payment due to the costs of unregulated programs.

a. Please explain how DTE Gas segregates the costs for customers enrolled in HPP and other unregulated programs.

Answer: DTE Gas objects for the reason that the request is unclear and unduly vague and incapable of answer in its present form since the Company is unclear regarding the meaning of “other unregulated programs.” Subject to these objections, but without waiving them, DTE Gas’s response follows:

For customers enrolled in an appliance service program, the monthly charge is billed on the DTE Energy statement and appears as its own line item, separate from regulated electric or natural gas service charges.

Attachment: None

Co-Respondent(s): Legal

MPSC Case No: U-21973

Requester: FLO

Question No.: FLODG-3.2b

Respondent: J. L. Huffman

Page: 1 of 1

Question: DTE is not permitted to execute a shutoff for non-payment due to the costs of unregulated programs.

b. Please explain how the separate costs for unregulated programs are communicated to customers.

Answer: DTE Gas objects for the reason that the request is unclear and unduly vague and incapable of answer in its present form since the Company is unclear regarding the meaning of “unregulated programs.” Subject to these objections, but without waiving them, DTE Gas’s response follows:

See response FLODG-3.2a.

Attachment: None

Co-Respondent(s): Legal

Michigan Public Service Commission
DTE Electric Company
U-21860 DAAODE-3.4g
HPP Bill Sample

Case No: U-21860
Requestor: DAAO
Question No: DAAODE-3.g
Respondent: J.E Sparks
Page: 1/10



Payment Coupon

CHECK TO ENROLL IN AUTOPAY
 (Signature required on back)

Please indicate amount paying \$ _____

Account Number	██████████
Due Date:	October 07, 2024
Total Due:	\$295.37

H



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



Scan code with Phone for quick and secure payment process!

For address corrections, please visit dteenergy.com or call 800.477.4747.

Return upper portion with your payment
 Keep lower portion for your records

Contact Information

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

Programs you are enrolled in

Home Protection Plan - 800.556.0011

Summary of Charges

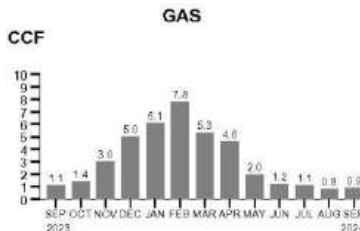
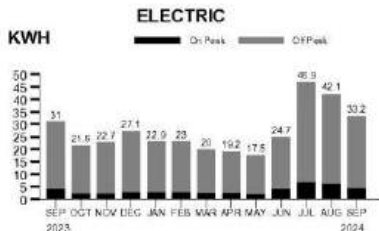
Account Number ██████████

Account Balance as of Aug 14, 2024	346.51
Payment Received Sep 07, 2024 Thank You!	- 346.51
Balance Prior to Current Charges	0.00
Total Current Charges	295.37
Account Balance as of September 13, 2024	\$295.37

Your current charges are due on October 07, 2024. A 2% late payment charge will be applied if paid after the due date.

Your Monthly Energy Usage

For ways to save energy and save money, go to dteenergy.com/saveenergy



Your usage is based on an ACTUAL meter reading

Average Usage per day			
	Current Month	Last Month	Year Ago
KWH Usage	33.1	42.13648	31.0
Change		-21%	7%

Your average daily electric cost for this period was \$7.36

Your usage is based on an ACTUAL meter reading

Average Usage per day			
	Current Month	Last Month	Year Ago
CCF Usage	0.9	0.8	1.1
Change		13%	-18%

Your average daily gas cost for this period was \$1.29

Important Information

Important Information

Account Information

The Low Income Energy Assistance Fund (LIEAF) Factor is being decreased to \$0.87 per meter, effective with this bill. The Michigan Public Service Commission approves the LIEAF Factor annually. The money is collected from utilities across Michigan and is spent as provided in the Michigan Energy Assistance Act (2012 Public Act 615). In accordance with Public Act 95 of 2013, for residential customers the LIEAF Factor only applies to one meter per residence.



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Page 1 of 3

Please return **all** payment coupons with your check or money order, payable to DTE Energy, five business days prior to the due date. Do not send cash or attach notes to the payment coupon.

Be sure to write your account number(s) on your check or money order.

AutoPay Enrollment

I authorize DTE Energy to enroll my account in AutoPay to debit my bank account each billing period to pay automatically the amount due on my DTE Energy billing statement. To avoid a charge for a return item, I understand that it is my responsibility to ensure that sufficient funds are available to complete each scheduled payment. If my financial institution rejects a transaction, payment will not be applied to my DTE Energy account. I can cancel authorization at www.dteenergy.com if I create and sign into my account; or, by calling Customer Care at 800.477.4747; or, by writing to Quality Control, 807 WCB, One Energy Plaza, Detroit, MI 48226.

Bank Account Holder Signature: _____ Date: _____

The Gas Cost Recovery (GCR) line item on your bill reflects the actual costs of the fuel and other sources DTE uses (without mark-up) to produce and transport natural gas. As of June 1, the GCR has increased from \$0.340 per CCF to \$0.377 to reflect the increased costs of fuel incurred.#####

DTE Energy is implementing a change in the Gas Cost Recovery (GCR) rate. The GCR covers the actual price that DTE Gas pays for the gas you use. For more information, visit dteenergy.com/price.

The average DTE Gas residential customer is expected to save \$2.37 each month because of energy optimization programs over the remaining program life.

For the average Michigan residential customer, renewable energy is estimated to avoid \$3.08 per month of new coal-fired generation costs.

Other Information

Detail of Current Charges

For Service at [REDACTED]

DTE Gas Company Gas Residential Non Heating

Current Charges

Customer Charge		13.50
Gas Distribution Charge	27 CCF @ 0.388590	10.49
Gas Cost Recovery	27 CCF @ 0.377000	10.18
U-20940 IRM		3.78
Reservation Charge	27 CCF @ 0.035000	0.95
RDM		-4.12
Other Delivery Surcharges		0.75
Detroit Utility Tax		1.78
Residential Michigan Sales Tax		1.42
Total DTE Gas Company Current Charges		38.73

Current Billing Information

Service Period	Aug 14, 2024 - Sep 12, 2024
Days Billed	30
Meter Number	[REDACTED]
Meter Reading	465 Actual - 493 Actual
CCF Used	27.09000
Your next scheduled meter read date is on or around OCT 11, 2024	

Usage History - Average per day

	Current Month	Last Month	Year Ago
CCF Usage	0.9	0.8	1.1
Change		13%	-18%

DTE Electric Company Residential Electric Service Time of Day 3 p.m. - 7 p.m.

Current Charges

Power Supply Charges		
Off Peak Capacity Charge	869.176 @ 0.012410	10.79
On Peak Capacity Charge	126.172 @ 0.020600	2.60
Off Peak Non Capacity Charge	869.176 @ 0.073540	63.92
On Peak Non Capacity Charge	126.172 @ 0.122010	15.39
Power Supply Cost Recovery	995.348 @ 0.011270	11.22
Other Power Supply Volumetric Surcharges		3.13
Delivery Charges		
Service Charge		8.50
Distribution	995.348 @ 0.081370	80.99
LIEAF Factor		0.87
Other Delivery Volumetric Surcharges		5.13
Detroit Utility Tax		10.08
Residential Michigan Sales Tax		8.67

Current Billing Information

Service Period	Aug 14, 2024 - Sep 12, 2024
Days Billed	30
Meter Number	[REDACTED]
Meter Reading	995.34800 Actual - 89632.886 Actual
KWH Used	995.34800
On Peak Used	126.17200
Off Peak Used	869.17600
Your next scheduled meter read date is on or around OCT 11, 2024	

Usage History - Average per day

	Current Month	Last Month	Year Ago
KWH Usage	33.2	42.1	31.0

<small>REGULATED BY MICHIGAN PUBLIC SERVICE COMMISSION</small> Total DTE Electric Company Current Charges		220.69	Change	-21%	7%
<hr/>					
DTE Gas Company Home Protection Plus Charges					
Current Charges					
Ultimate Protection Plan***	35.95	Service Period	Aug 14, 2024 - Sep 12, 2024		
Total DTE Gas Company Current Charges	35.95	Days Billed	30		
<hr/>					
***This service is unregulated by the Michigan Public Service Commission.					
<hr/>					
Total Current Charges		295.37			
<hr/>					

eb-20240913-7-40686-200255240913

Page 2 of 3



If You Smell Natural Gas and DTE Gas Company is Your Natural Gas Provider, Call 800.947.5000

If the odor is strong, leave the building immediately. Do not use electric switches or an open flame. Open doors and windows.

If Your Electricity Goes Out

Check your fuses or circuit breakers, then see if your neighbors' lights are on. To report an outage or fallen power line, contact your electric company. DTE Electric Company customers, call 800.477.4747 or visit dteenergy.com from a location that has power. Stay at least 20 feet away from a fallen power line and anything it's touching, including metal fences and puddles.

Energy Theft is illegal & dangerous

Confidentially report suspected tampering by calling our theft hotline at 800.441.6698.

For More Information

For more information on your bill or alternative payment methods, call 800.477.4747, visit dteenergy.com, or write to: DTE Energy, One Energy Plaza, Detroit, MI 48226-1221 before the due date.

DTE Electric Company and DTE Gas Company are DTE Energy subsidiaries and are regulated by the Michigan Public Service Commission, Lansing, Michigan.

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Page 3 of 3

DTE

Michigan Public Service Commission
DTE Electric Company
U-21860 DAAODE-3.4g
HPP Bill Sample

Case No: U-21860
Requestor: DAAO
Question No: DAAODE-3.e
Respondent: J.E Sparks
Page: 2/10



Payment Coupon

Please indicate amount paying \$ _____

Account Number	[REDACTED]
Due Date:	October 21, 2024
Total Due:	\$553.18



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



Scan code with Phone for quick and secure payment process!

For address corrections, please visit dteenergy.com or call 800.477.4747.

Return upper portion with your payment
 Keep lower portion for your records

Contact Information

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

Programs you are enrolled in

BudgetWise Billing - Settlement Month February
 Home Protection Plan - 800.556.0011

Summary of Charges

Account Number [REDACTED]

Your Payment Plan Summary

Last Month's Amount Due	552.12
Payment Received Sep 07, 2024	- 275.00
Prior Period Balance	277.12
Current Payment Plan Amount	230.00
Non-Payment Plan Charges	46.06
Payment Due By	\$553.18
October 21, 2024	

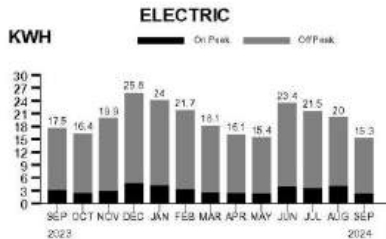
Actual Balance Information

Account Balance as of Aug 28, 2024	281.05
Payment Received Sep 07, 2024 Thank You!	- 275.00
Balance Prior to Current Charges	6.05
Total Current Charges	174.09
Account Balance as of September 27, 2024	\$180.74

Our records show your Home Protection Plus plan has a past-due balance of \$ 45.01 which is included in your total due. Please make this payment promptly to avoid losing your HPP coverage.

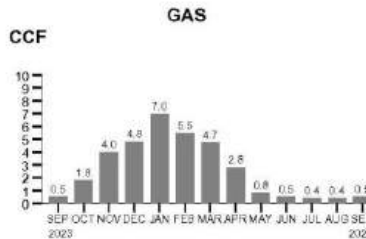
Your Monthly Energy Usage

For ways to save energy and save money, go to dteenergy.com/saveenergy



Your usage is based on an ACTUAL meter reading

Average Usage per day
 Current Last Year



Your usage is based on an ACTUAL meter reading

Average Usage per day
 Current Last Year

	Current Month	Last Month	Total Ago
KWH Usage	15.3	20.04052	17.5
Change	1467	-24%	-13%

Your average daily electric cost for this period was \$3.50

	Current Month	Last Month	Total Ago
CCF Usage	0.5	0.4	0.5
Change		25%	0%

Your average daily gas cost for this period was \$0.86

19-20240927-c-5014-200375168492

Page 1 of 3



Please return **all** payment coupons with your check or money order, payable to DTE Energy, five business days prior to the due date. Do not send cash or attach notes to the payment coupon.

Be sure to write your account number(s) on your check or money order.

Important Information

Account Information

The Low Income Energy Assistance Fund (LIEAF) Factor is being decreased to \$0.87 per meter, effective with this bill. The Michigan Public Service Commission approves the LIEAF Factor annually. The money is collected from utilities across Michigan and is spent as provided in the Michigan Energy Assistance Act (2012 Public Act 615). In accordance with Public Act 95 of 2013, for residential customers the LIEAF Factor only applies to one meter per residence.

The Gas Cost Recovery (GCR) line item on your bill reflects the actual costs of the fuel and other sources DTE uses (without mark-up) to produce and transport natural gas. As of June 1, the GCR has increased from \$0.340 per CCF to \$0.377 to reflect the increased costs of fuel incurred.#####

DTE Energy is implementing a change in the Gas Cost Recovery (GCR) rate. The GCR covers the actual price that DTE Gas pays for the gas you use. For more information, visit dteenergy.com/price.

The average DTE Gas residential customer is expected to save \$2.37 each month because of energy optimization programs over the remaining program life.

For the average Michigan residential customer, renewable energy is estimated to avoid \$3.08 per month of new coal-fired generation costs.

Your account is past due. Please pay the past-due balance now. To pay by phone, call us at 800.477.4747. If paid, please disregard this notice.

Your BudgetWise Billing payment is overdue. Please pay the amount indicated by the due date or you will be removed from the plan. If you are removed from BudgetWise Billing a minimum of 277.12 must be paid by the due date of your next bill in order to be automatically re-enrolled.

Other Information

Detail of Current Charges

For Service at [REDACTED]

DTE Gas Company Residential Gas Heating

Current Charges

Customer Charge		13.50
Gas Distribution Charge	14 CCF @ 0.368590	5.14
Gas Cost Recovery	14 CCF @ 0.377000	5.28
U-20940 IRM		3.78
Reservation Charge	14 CCF @ 0.035000	0.49
RDM		-4.12
Other Delivery Surcharges		0.39
Residential Michigan Sales Tax		0.99
Total DTE Gas Company Current Charges		25.75

Current Billing Information

Service Period	Aug 28, 2024 - Sep 26, 2024
Days Billed	30
Meter Number	[REDACTED]
Meter Reading	3259 Actual - 3273 Actual
CCF Used	14.00000
Your next scheduled meter read date is on or around OCT 25, 2024	

Usage History - Average per day

	Current Month	Last Month	Year Ago
CCF Usage	0.5	0.4	0.5
Change		25%	0%

DTE Electric Company Residential Electric Service Time of Day 3 p.m. - 7 p.m.

Current Charges

Power Supply Charges			
On Peak Capacity Charge	65.885 @ 0.020800	1.36	
Off Peak Capacity Charge	393.555 @ 0.012410	4.88	
On Peak Non Capacity Charge	65.885 @ 0.122010	8.04	
Off Peak Non Capacity Charge	393.555 @ 0.073540	28.94	
Power Supply Cost Recovery	459.44 @ 0.011270	5.18	
Other Power Supply Volumetric Surcharges		1.45	
Delivery Charges			
Service Charge		8.50	
Distribution	459.44 @ 0.081370	37.38	
LIEAF Factor		0.87	
Other Delivery Volumetric Surcharges		2.36	
Residential Michigan Sales Tax		3.92	

Current Billing Information

Service Period	Aug 28, 2024 - Sep 26, 2024
Days Billed	30
Meter Number	[REDACTED]
Meter Reading	221.451 Actual
KWH Used	459.44000
On Peak Used	65.88500
Off Peak Used	393.55500
Your next scheduled meter read date is on or around OCT 25, 2024	

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Page 2 of 3

Total DTE Electric Company Current Charges 102.88

Usage History - Average per day

	Current Month	Last Month	Year Ago
KWH Usage	15.3	20.0	17.5
Change		-24%	-13%

DTE Gas Company Home Protection Plus Charges

Current Charges	
Platinum Protection Plan**	43.95
Total DTE Gas Company Current Charges	43.95

Service Period	Aug 28, 2024 - Sep 26, 2024
Days Billed	30

Other Charges and Credits

Insight Bridge Charge with Tax	2.11
Total Other Charges and Credits	2.11

***This service is unregulated by the Michigan Public Service Commission.

Total Current Charges 174.69

If You Smell Natural Gas and DTE Gas Company is Your Natural Gas Provider, Call 800.947.5000

If the odor is strong, leave the building immediately. Do not use electric switches or an open flame. Open doors and windows.

If Your Electricity Goes Out

Check your fuses or circuit breakers, then see if your neighbors' lights are on. To report an outage or fallen power line, contact your electric company. DTE Electric Company customers, call 800.477.4747 or visit dteenergy.com from a location that has power. Stay at least 20 feet away from a fallen power line and anything it's touching, including metal fences and puddles.

Energy Theft is illegal & dangerous

Confidentially report suspected tampering by calling our theft hotline at 800.441.6698.

For More Information

For more information on your bill or alternative payment methods, call 800.477.4747, visit dteenergy.com, or write to DTE Energy, One Energy Plaza, Detroit, MI 48226-1221 before the due date.

DTE Electric Company and DTE Gas Company are DTE Energy subsidiaries and are regulated by the Michigan Public Service Commission, Lansing, Michigan.

19-20240927-c-5015-200375168492

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DTE

Michigan Public Service Commission
DTE Electric Company
U-21860 DAAODE-3.4g
HPP Bill Sample

Case No: U-21860
Requestor: DAAO
Question No: DAAODE-3.e
Respondent: J.E Sparks
Page: 3/10



Payment Coupon

Please indicate amount paying \$ _____

Account Number	_____
Due Date:	December 17, 2024
Total Due:	\$356.85

H _____

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



Scan code with Phone for quick and secure payment process!

For address corrections, please visit dteenergy.com or call 800.477.4747.

Return upper portion with your payment _____

Keep lower portion for your records _____

Contact Information

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

Programs you are enrolled in

BudgetWise Billing - Settlement Month April
 Senior Winter Protection
 Home Protection Plan - 800.556.0011

Summary of Charges

Account Number _____

Your Payment Plan Summary

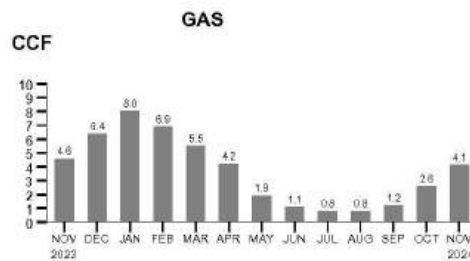
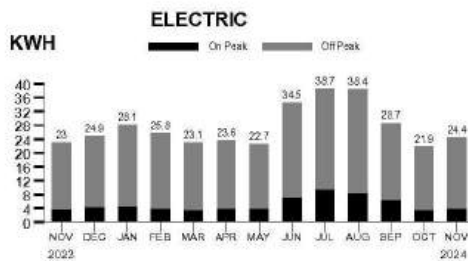
Last Month's Amount Due	356.85
Payment Received Nov 13, 2024	- 356.85
Prior Period Balance	0.00
Current Payment Plan Amount	301.00
Non-Payment Plan Charges	55.85
Payment Due By	\$356.85
December 17, 2024	

Actual Balance Information

Account Balance as of Oct 25, 2024	82.35
Payment Received Nov 13, 2024 Thank You!	- 356.85
Balance Prior to Current Charges	- 274.50
Total Current Charges	318.48
Account Balance as of November 25, 2024	\$43.98

Your Monthly Energy Usage

For ways to save energy and save money, go to dteenergy.com/saveenergy



Your usage is based on an ACTUAL meter reading

KWH Usage	Average Usage per day		
	Current Month	Last Month	Year Ago
	24.4	24.6	23.0

CCF Usage	Average Usage per day		
	Current Month	Last Month	Year Ago
	4.1	2.6	4.6

kWh Usage	41.9	41.2	42.0
Change		11%	6%

Change: 58% -11%

Your average daily electric cost for this period was \$4.91

Your average daily gas cost for this period was \$4.15

Important Information

Account Information

The Michigan Public Service Commission approved price changes on your bill effective Nov. 21. The natural gas rate will increase to support infrastructure improvements. The average natural gas customer will see a bill increase of \$1.98 per month (100 ccf of gas). In addition, the Infrastructure Recovery Mechanism charge is reduced to \$0.00 for Nov. and Dec. and will adjust to \$0.66 beginning Jan. 2025. Your actual charges will depend on your monthly usage. Visit dteenergy.com/price to learn how you can manage your energy use and bills.



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Page 1 of 3

Please return **all** payment coupons with your check or money order, payable to DTE Energy, five business days prior to the due date. Do not send cash or attach notes to the payment coupon.

Be sure to write your account number(s) on your check or money order.

The Power Supply Cost Recovery (PSCR) line item on your bill reflects a portion of the costs of the fuel and other sources DTE uses to produce and transport electricity. As of November 1, this portion of the PSCR has decreased from 1.127 cents per kWh to 0.250 cents per kWh to reflect decreased costs to purchase fuel and produce energy.

The Low Income Energy Assistance Fund (LIEAF) Factor is being decreased to \$0.87 per meter, effective with this bill. The Michigan Public Service Commission approves the LIEAF Factor annually. The money is collected from utilities across Michigan and is spent as provided in the Michigan Energy Assistance Act (2012 Public Act 615). In accordance with Public Act 95 of 2013, for residential customers the LIEAF Factor only applies to one meter per residence.

DTE Energy is implementing a change in the Gas Cost Recovery (GCR) rate. The GCR covers the actual price that DTE Gas pays for the gas you use. For more information, visit dteenergy.com/price.

The average DTE Gas residential customer is expected to save \$2.37 each month because of energy optimization programs over the remaining program life.

For the average Michigan residential customer, renewable energy is estimated to avoid \$3.08 per month of new coal-fired generation costs.

You are enrolled in the Senior Winter Protection (our new name for the Senior Program). This protects your service from shut-off during the winter months. This is different from the Senior Citizen Provision, which may lower your bill. Call us to find out if you qualify. For any other questions, visit us online at dteenergy.com/help or call 800.477.4747.

Other Information

Detail of Current Charges

For Service at [Redacted]

DTE Gas Company Residential Gas Heating

Current Charges

Customer Charge (10/25/2024-11/20/2024)		12.57
Customer Charge (11/21/2024-11/22/2024)		1.00
Gas Distribution Charge (10/25/2024-11/20/2024)	103 CCF @ 0.388590	40.02
Gas Distribution Charge (11/21/2024-11/22/2024)	15 CCF @ 0.446160	6.69
Gas Cost Recovery U-20940 IRM (10/25/2024-11/20/2024)	118 CCF @ 0.377000	44.49
		3.52

Current Billing Information

Service Period	Oct 25, 2024 - Nov 22, 2024
Days Billed	29
Meter Number	[Redacted]
Meter Reading	6519 Actual - 6637 Actual
CCF Used	118.00000
Your next scheduled meter read date is on or around DEC 23, 2024	
Usage History - Average per day	

Reservation Charge	118 CCF @ 0.035000	4.13	Usage history - Average per day			
Other Delivery Surcharges		3.29	Current	Last	Year	
Residential Michigan Sales Tax		4.63	Month	Month	Ago	
Total DTE Gas Company Current Charges		120.34	CCF Usage	4.1	2.6	4.6
			Change	58%	-11%	

DTE Electric Company Residential Electric Service Time of Day 3 p.m. - 7 p.m.

Current Charges			Current Billing Information			
Power Supply Charges			Service Period	Oct 25, 2024 - Nov 22, 2024		
On Peak Capacity Charge	108.983 @ 0.014380	1.57	Days Billed	29		
Off Peak Capacity Charge	598.4 @ 0.012410	7.43	Meter Number	[REDACTED]		
On Peak Non Capacity Charge	108.983 @ 0.085180	9.28	Meter Reading	32344.387 Actual - 33051.77 Actual		
Off Peak Non Capacity Charge	598.4 @ 0.073540	44.01	KWH Used	707.38300		
Power Supply Cost Recovery	707.383 @ 0.002500	1.77	On Peak Used	108.98300		
Other Power Supply Volumetric Surcharges		2.22	Off Peak Used	598.40000		
Delivery Charges			Your next scheduled meter read date is on or around DEC 23, 2024			
Service Charge		8.50	Usage History - Average per day			
Distribution	707.383 @ 0.081370	57.56	Current	Last	Year	
LIEAF Factor		0.87	Month	Month	Ago	
Other Delivery Volumetric Surcharges		3.64	KWH Usage	24.4	21.9	23.0
Residential Michigan Sales Tax		5.44	Change	11%	6%	
Total DTE Electric Company Current Charges		142.29				

DTE Gas Company Home Protection Plus Charges

eb-20241125-?-11813-200065478145

Page 2 of 3



Current Charges		Service Period	Oct 25, 2024 - Nov 22, 2024
Ultimate Protection Plan***	35.95	Days Billed	29
Monthly Add Furnace***	9.95		
Monthly Add Air Conditioner***	9.95		
Total DTE Gas Company Current Charges	55.85		

***This service is unregulated by the Michigan Public Service Commission.

Total Current Charges 318.48

If You Smell Natural Gas and DTE Gas Company is Your Natural Gas Provider, Call 800.947.5000

If the odor is strong, leave the building immediately. Do not use electric switches or an open flame. Open doors and windows.

If Your Electricity Goes Out

Check your fuses or circuit breakers, then see if your neighbors' lights are on. To report an outage or fallen power line, contact your electric company. DTE Electric Company customers, call 800.477.4747 or visit dteenergy.com from a location that has power. Stay at least 20 feet away from a fallen power line and anything it's touching, including metal fences and puddles.

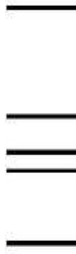
Energy Theft is illegal & dangerous

Confidentially report suspected tampering by calling our theft hotline at 800.441.6698.

For More Information

For more information on your bill or alternative payment methods, call 800.477.4747, visit dteenergy.com, or write to DTE Energy, One Energy Plaza, Detroit, MI 48226-1221 before the due date.

DTE Electric Company and DTE Gas Company are DTE Energy subsidiaries and are regulated by the Michigan Public Service Commission, Lansing, Michigan.



eb-20241125-?-11814-200065478145

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DTE

Michigan Public Service Commission
DTE Electric Company
U-21860 DAAODE-3.4g
HPP Bill Sample

Case No: U-21860
Requestor: DAAO
Question No: DAAODE-3.g
Respondent: J.E Sparks
Page: 10/10



Payment Coupon

Please indicate amount paying \$ _____

Account Number	_____
Due Date:	July 11, 2024
Total Due:	\$149.90



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



Scan code with Phone for quick and secure payment process!

For address corrections, please visit dteenergy.com or call 800.477.4747.

Return upper portion with your payment.
 Keep lower portion for your records.

Contact Information

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

Programs you are enrolled in

BudgetWise Billing - Settlement Month January
 Home Protection Plan - 800.556.0011

Summary of Charges

Account Number _____

Your Payment Plan Summary

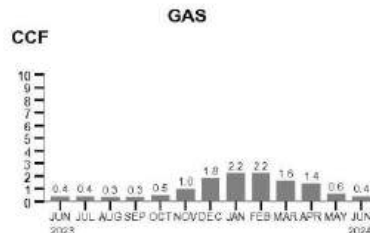
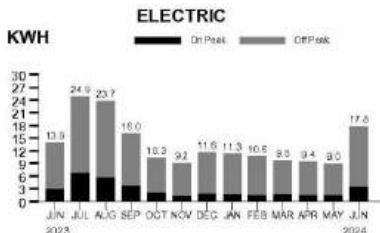
Last Month's Amount Due	149.90
Payment Received Jun 07, 2024	- 149.90
Prior Period Balance	0.00
Current Payment Plan Amount	121.00
Non-Payment Plan Charges	28.90
Payment Due By	\$149.90
July 11, 2024	

Actual Balance Information

Account Balance as of May 17, 2024	- 4.70
Payment Received Jun 07, 2024 Thank You!	- 149.90
Balance Prior to Current Charges	- 154.60
Total Current Charges	159.97
Account Balance as of June 19, 2024	\$5.37

Your Monthly Energy Usage

For ways to save energy and save money, go to dteenergy.com/saveenergy



Average Usage per day

	Current Month	Last Month	Year Ago
KWH Usage	17.7	8.97/124	13.9
Change	9175	98%	26%

Your average daily electric cost for this period was \$3.65

Your usage is based on an ACTUAL meter reading

Average Usage per day

	Current Month	Last Month	Year Ago
CCF Usage	0.4	0.6	0.4
Change		-33%	0%

Your average daily gas cost for this period was \$0.45

Important Information

Account Information

Your bill includes the Transitional Recovery Mechanism (TRM) surcharge, which was approved by the Michigan Public Service Commission to recover a portion of the costs associated with expanding our distribution system to serve former City of Detroit Public Lighting Department customers. This charge is effective for one month and will be \$0.19 for residential customers.

12-20240619-c-2970-200165098999

Page 1 of 3



Please return **all** payment coupons with your check or money order, payable to DTE Energy, five business days prior to the due date. Do not send cash or attach notes to the payment coupon.

Be sure to write your account number(s) on your check or money order.

The Gas Cost Recovery (GCR) line item on your bill reflects the actual costs of the fuel and other sources DTE uses (without mark-up) to produce and transport natural gas. As of June 1, the GCR has increased from \$0.340 per CCF to \$0.377 to reflect the increased costs of fuel incurred.#####

Your bill includes the Transitional Recovery Mechanism (TRM) surcharge, which was approved by the Michigan Public Service Commission to recover a portion of the costs associated with expanding our distribution system to serve former City of Detroit Public Lighting Department customers.# This charge is effective for one month.#####

DTE Energy is implementing a change in the Gas Cost Recovery (GCR) rate. The GCR covers the actual price that DTE Gas pays for the gas you use. For more information, visit dteenergy.com/price.

The average DTE Gas residential customer is expected to save \$2.37 each month because of energy optimization programs over the remaining program life.

For the average Michigan residential customer, renewable energy is estimated to avoid \$3.08 per month of new coal-fired generation costs.

Other Information

Detail of Current Charges

For Service at [REDACTED]

DTE Electric Company Residential Electric Service Time of Day 3 p.m. - 7 p.m.

Current Charges		
Power Supply Charges		
On Peak Capacity Charge (05/17/2024-05/31/2024)	34.718 @ 0.014380	0.50
On Peak Capacity Charge (06/01/2024-06/17/2024)	77.738 @ 0.020600	1.60
Off Peak Capacity Charge	456.88 @ 0.012410	5.67
On Peak Non Capacity Charge (05/17/2024-05/31/2024)	34.718 @ 0.065180	2.96
On Peak Non Capacity Charge (06/01/2024-06/17/2024)	77.738 @ 0.122010	9.48
Off Peak Non Capacity Charge	456.88 @ 0.073540	33.60
Power Supply Cost Recovery	569.336 @ 0.011270	6.42
Other Power Supply Volumetric Surcharges		1.79
Delivery Charges		
Service Charge		8.50
Distribution	569.336 @ 0.081370	46.33
LIEAF Factor		0.88
Res Income Assistance Credit		-8.50
Transitional Recovery Mechanism		0.19
Other Delivery Volumetric Surcharges		2.93
Residential Michigan Sales Tax		4.46
Total DTE Electric Company Current Charges		116.81

Current Billing Information		
Service Period	May 17, 2024 - Jun 17, 2024	
Days Billed	32	
Meter Number	[REDACTED]	
Meter Reading	57930.461 Actual -	58499.797 Actual
KWH Used	569.33600	
On Peak Used	112.45600	
Off Peak Used	456.88000	
Your next scheduled meter read date is on or around JUL 17, 2024		

Usage History - Average per day

	Current Month	Last Month	Year Ago
KWH Usage	17.8	9.0	13.9
Change		96%	28%

DTE Gas Company Residential Gas Heating

Current Charges		
Customer Charge		13.50
Gas Distribution Charge	12 CCF @ 0.388590	4.66
Gas Cost Recovery	12 CCF @ 0.377000	4.52
U-20940 IRM		3.78
Reservation Charge	12 CCF @ 0.035000	0.42
Res Income Assistance Credit		-8.50
Total DTE Gas Company Current Charges		28.36

Current Billing Information		
Service Period	May 17, 2024 - Jun 17, 2024	
Days Billed	32	
Meter Number	4020034403 11	
Meter Reading	1901 Actual - 1913 Actual	
CCF Used	12.00000	

Res Income Assistance Credit
 Other Delivery Surcharges
 Residential Michigan Sales Tax
Total DTE Gas Company Current Charges

-13.50
 0.33
 0.55
14.26

Your next scheduled meter read date is on or around JUL 17, 2024

Usage History - Average per day

	Current Month	Last Month	Year Ago
CCF Usage	0.4	0.6	0.4
Change		-33%	0%

DTE Gas Company Home Protection Plus Charges

12-20240619-c-2970-200165098999

Page 2 of 3

Current Charges

Core Protection Plan***	18.95
Monthly Add Air Conditioner***	9.95
Total DTE Gas Company Current Charges	28.90

Service Period	May 17, 2024 - Jun 17, 2024
Days Billed	32

***This service is unregulated by the Michigan Public Service Commission.

Total Current Charges 159.97

If You Smell Natural Gas and DTE Gas Company is Your Natural Gas Provider, Call 800.947.5000

If the odor is strong, leave the building immediately. Do not use electric switches or an open flame. Open doors and windows.

If Your Electricity Goes Out

Check your fuses or circuit breakers, then see if your neighbors' lights are on. To report an outage or fallen power line, contact your electric company. DTE Electric Company customers, call 800.477.4747 or visit dteenergy.com from a location that has power. Stay at least 20 feet away from a fallen power line and anything it's touching, including metal fences and puddles.

Energy Theft is illegal & dangerous

Confidentially report suspected tampering by calling our theft hotline at 800.441.6698.

For More Information

For more information on your bill or alternative payment methods, call 800.477.4747, visit dteenergy.com, or write to DTE Energy, One Energy Plaza, Detroit, MI 48226-1221 before the due date.

DTE Electric Company and DTE Gas Company are DTE Energy subsidiaries and are regulated by the Michigan Public Service Commission, Lansing, Michigan.

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DTE

Michigan Public Service Commission
DTE Electric Company
U-21860 DAAODE-3.4g
HPP Bill Sample

Case No: U-21860
Requestor: DAAO
Question No: DAAODE-3.g
Respondent: J.E Sparks
Page: 5/10



Payment Coupon

CHECK TO ENROLL IN AUTOPAY
 (Signature required on back)

Please indicate amount paying \$ _____

Account Number	[REDACTED]
Due Date:	July 15, 2024
Total Due:	\$243.75

H

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



Scan code with Phone for quick and secure payment process!

For address corrections, please visit dteenergy.com or call 800.477.4747.

Return upper portion with your payment

Keep lower portion for your records

Contact Information

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

Programs you are enrolled in

Home Protection Plan - 800.556.0011

Summary of Charges

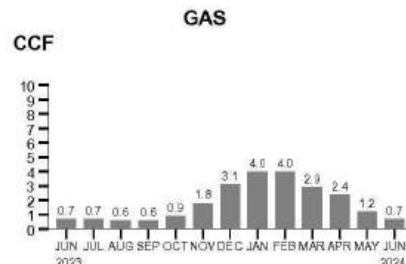
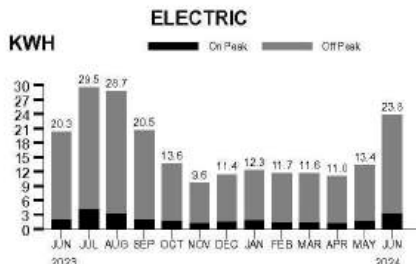
Account Number [REDACTED]

Account Balance as of May 21, 2024	186.71
Payment Received Jun 14, 2024 Thank You!	- 186.71
Balance Prior to Current Charges	0.00
Total Current Charges	243.75
Account Balance as of June 21, 2024	\$243.75

Your current charges are due on July 15, 2024. A 2% late payment charge will be applied if paid after the due date.

Your Monthly Energy Usage

For ways to save energy and save money, go to dteenergy.com/saveenergy



Average Usage per day			
	Current Month	Last Month	Year Ago
KWH Usage	23.8	13.40558	20.3
Change	4471	78%	17%

Your average daily electric cost for this period was \$5.10

Your usage is based on an ACTUAL meter reading

Average Usage per day			
	Current Month	Last Month	Year Ago
CCF Usage	0.7	1.2	0.7
Change		-42%	0%

Your average daily gas cost for this period was \$1.22

Important Information

Account Information

Your bill includes the Transitional Recovery Mechanism (TRM) surcharge, which was approved by the Michigan Public Service Commission to recover a portion of the costs associated with expanding our distribution system to serve former City of Detroit Public Lighting Department customers. This charge is effective for one month and will be \$0.19 for residential customers.

The Gas Cost Recovery (GCR) line item on your bill reflects the actual costs of the fuel and other sources DTE uses (without mark-up) to produce and transport natural gas. As of June 1, the GCR has increased from \$0.340 per CCF to \$0.377 to reflect the increased costs of fuel incurred.#####

eb-20240621-?-10183-200065162536

Page 1 of 3



Please return **all** payment coupons with your check or money order, payable to DTE Energy, five business days prior to the due date. Do not send cash or attach notes to the payment coupon.

Be sure to write your account number(s) on your check or money order.

AutoPay Enrollment

I authorize DTE Energy to enroll my account in AutoPay to debit my bank account each billing period to pay automatically the amount due on my DTE Energy billing statement. To avoid a charge for a return item, I understand that it is my responsibility to ensure that sufficient funds are available to complete each scheduled payment. If my financial institution rejects a transaction, payment will not be applied to my DTE Energy account. I can cancel authorization at www.dteenergy.com if I create and sign into my account; or, by calling Customer Care at 800.477.4747; or, by writing to Quality Control, 807 WCB, One Energy Plaza, Detroit, MI 48226.

Bank Account Holder Signature: _____ Date: _____

Your bill includes the Transitional Recovery Mechanism (TRM) surcharge, which was approved by the Michigan Public Service Commission to recover a portion of the costs associated with expanding our distribution system to serve former City of Detroit Public Lighting Department customers.# This charge is effective for one month.#####

DTE Energy is implementing a change in the Gas Cost Recovery (GCR) rate. The GCR covers the actual price that DTE Gas pays for the gas you use. For more information, visit dteenergy.com/price.

The average DTE Gas residential customer is expected to save \$2.37 each month because of energy optimization programs over the remaining program life.

For the average Michigan residential customer, renewable energy is estimated to avoid \$3.08 per month of new coal-fired generation costs.

Other Information

Detail of Current Charges

For Service at [REDACTED]

DTE Gas Company Residential Gas Heating

Current Charges

Customer Charge		13.50
Gas Distribution Charge	23 CCF @ 0.388500	8.94
Gas Cost Recovery	23 CCF @ 0.377000	8.67
U-20940 IRM		3.78
Reservation Charge	23 CCF @ 0.035000	0.81
Other Delivery Surcharges		0.64
Residential Michigan Sales Tax		1.45

Current Billing Information

Service Period	May 21, 2024 - Jun 20, 2024
Days Billed	31
Meter Number	[REDACTED]
Meter Reading	6496 Actual - 6519 Actual
CCF Used	23.00000
Your next scheduled meter read date is on or around JUL 19, 2024	

Total DTE Gas Company Current Charges 37.79

Usage History - Average per day

	Current Month	Last Month	Year Ago
CCF Usage	0.7	1.2	0.7
Change		-42%	0%

DTE Electric Company Residential Electric Service Time of Day 3 p.m. - 7 p.m.

Current Charges

Power Supply Charges

On Peak Capacity Charge (05/21/2024-05/31/2024)	27.722 @ 0.014380	0.40
Off Peak Capacity Charge	642.305 @ 0.012410	7.97
On Peak Capacity Charge (06/01/2024-06/20/2024)	69.159 @ 0.020600	1.42
On Peak Non Capacity Charge (05/21/2024-05/31/2024)	27.722 @ 0.085180	2.36
Off Peak Non Capacity Charge	642.305 @ 0.073540	47.24
On Peak Non Capacity Charge (06/01/2024-06/20/2024)	69.159 @ 0.122010	8.44
Power Supply Cost Recovery	739.186 @ 0.011270	8.33
Other Power Supply Volumetric Surcharges		2.33
Delivery Charges		8.50
Service Charge		8.50
Distribution	739.186 @ 0.081370	60.15
LIEAF Factor		0.88
Transitional Recovery Mechanism		0.19
Other Delivery Volumetric Surcharges		3.80
Residential Michigan Sales Tax		6.05
Total DTE Electric Company Current Charges		158.06

Current Billing Information

Service Period	May 21, 2024 - Jun 20, 2024
Days Billed	31
Meter Number	[REDACTED]
Meter Reading	62495.572 Actual - 63234.758 Actual
KWH Used	739.18600
On Peak Used	96.88100
Off Peak Used	642.30500
Your next scheduled meter read date is on or around JUL 19, 2024	

Usage History - Average per day

	Current Month	Last Month	Year Ago
KWH Usage	23.8	13.4	20.3
Change		78%	17%

DTE Gas Company Home Protection Plus Charges

Current Charges

Ultimate Protection Plan***	35.95
Monthly Add Water Heater Replacement - RW***	11.95
Total DTE Gas Company Current Charges	47.90

Service Period May 21, 2024 - Jun 20, 2024

Days Billed 31

***This service is unregulated by the Michigan Public Service Commission.

Total Current Charges 243.75

eb-20240621-?-10183-200065162536

Page 2 of 3



If You Smell Natural Gas and DTE Gas Company is Your Natural Gas Provider, Call 800.947.5000

If the odor is strong, leave the building immediately. Do not use electric switches or an open flame. Open doors and windows.

If Your Electricity Goes Out

Check your fuses or circuit breakers, then see if your neighbors' lights are on. To report an outage or fallen power line, contact your electric company. DTE Electric Company customers, call 800.477.4747 or visit dteenergy.com from a location that has power. Stay at least 20 feet away from a fallen power line and anything it's touching, including metal fences and puddles.

Energy Theft is illegal & dangerous

Confidentially report suspected tampering by calling our theft hotline at 800.441.6698.

For More Information

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DTE Electric Company and DTE Gas Company are DTE Energy subsidiaries and are regulated by the Michigan Public Service Commission, Lansing, Michigan.



DTE

Michigan Public Service Commission
DTE Electric Company
U-21860 DAAODE-3.4g
HPP Bill Sample

Case No: U-21860
Requestor: DAAO
Question No: DAAODE-3.g
Respondent: J.E Sparks
Page: 6/10



Payment Coupon

Please indicate amount paying \$ _____

Account Number	[REDACTED]
Due Date:	January 25, 2024
Total Due:	\$789.37

H

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



Scan code with Phone for quick and secure payment process!

For address corrections, please visit dteenergy.com or call 800.477.4747.

Return upper portion with your payment

Keep lower portion for your records

Contact Information

Gas Leak or Gas Emergency 800.947.5000
 Customer Service or Power Outage 800.477.4747
 Hearing-Impaired TDD Line 800.888.8886 (Mon-Fri 8am-5pm)
 Web Site dteenergy.com

Programs you are enrolled in

BudgetWise Billing - Settlement Month February
 Home Protection Plan - 800.556.0011

Summary of Charges

Account Number [REDACTED]

Your Payment Plan Summary

Last Month's Amount Due	410.98
Payment Received	0.00
Prior Period Balance	410.98
Current Payment Plan Amount	298.00
Non-Payment Plan Charges	80.39
Payment Due By	\$789.37
January 25, 2024	

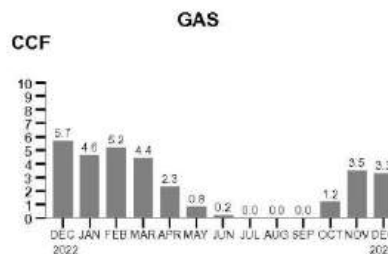
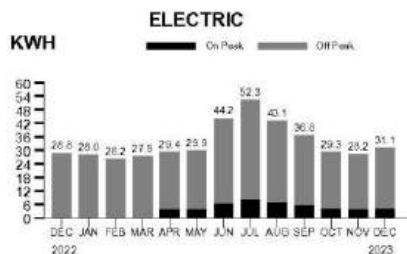
Actual Balance Information

Account Balance as of Nov 30, 2023	- 11.64
Payment Received	0.00
Balance Prior to Current Charges	- 11.64
Total Current Charges	359.55
Account Balance as of January 03, 2024	\$347.91

Our records show your Home Protection Plus plan has a past-due balance of \$ 69.80 which is included in your total due. Please make this payment promptly to avoid losing your HPP coverage.

Your Monthly Energy Usage

For ways to save energy and save money, go to dteenergy.com/saveenergy



Your usage is based on an ACTUAL meter reading

Average Usage per day

	Current Month	Last Month	Year Ago
KWH Usage	31.1291	28.21833	28.8
Change		10%	8%

Your average daily electric cost for this period was \$6.19

Average Usage per day

	Current Month	Last Month	Year Ago
CCF Usage	3.3	3.5	5.7
Change		-6%	-42%

Your average daily gas cost for this period was \$3.43

eb-20240103-?-17878-200084800807

Page 1 of 3



Please return **all** payment coupons with your check or money order, payable to DTE Energy, five business days prior to the due date. Do not send cash or attach notes to the payment coupon.

Be sure to write your account number(s) on your check or money order.

Important Information

Account Information

The Gas Cost Recovery (GCR) line item on your bill reflects the actual costs of the fuel and other sources DTE uses (without mark-up) to produce and transport natural gas. As of January 1, the GCR has decreased from \$0.385 per CCF to \$0.375 to reflect the decreased costs of fuel incurred.#####

As of December 1, DTE reduced the PSCR factor. In addition, the Michigan Public Service Commission recently approved the following price changes on your bill: The electric power supply and distribution prices were updated to align with the true cost of business to serve our customers. There was also a slight increase in the Nuclear Surcharge and the implementation of the Infrastructure Recovery Mechanism. As a result of these changes, a DTE electric customer using 500 kWh will see an increase of approximately \$2.56 on their bill, including the December reduction in the PSCR factor. Your actual charge will vary depending on your monthly usage.

The Infrastructure Recovery Mechanism (IRM) Surcharge is effective beginning with bills generated January 1, 2024 and will change each year on January 1, based on the tables on Sheet No. D-2.01

Effective with January 2024 bills, the DTE Gas Energy Waste Reduction surcharge has been changed pursuant to the MPSC's Order in Case No. U- 21322.##### #

The Other Power Supply Surcharges line on your bill includes the Power Supply Securitization Charge and the Power Supply Billing Credit, which were approved by the Commission to recover costs associated with the unrecovered net book value of the Trenton Channel and St Clair generation sites. This charge is owned by DTE Securitization Funding II LLC and collected on its behalf, and is reflected in Section C8 of the DTE Electric Rate Book.

The Power Supply Cost Recovery (PSCR) line item on your bill reflects a portion of the costs of the fuel and other sources DTE uses to produce and transport electricity. As of December 1, this portion of the PSCR has decreased from 1.917 cents per kWh to 1.127 cents per kWh to reflect decreased costs to purchase fuel and produce energy.

DTE Energy is implementing a change in the GCR Reservation Charge. This charge recovers costs incurred as supplier of last resort for GCR and Gas Choice customers. The change is reflected in your December bill statement. For more information, visit dteenergy.com/price.

The Gas Cost Recovery (GCR) line item on your bill reflects the actual costs of the fuel and other sources DTE uses (without mark-up) to produce and transport natural gas. As of December 1, the GCR has increased from \$0.375 per CCF to \$0.385 to reflect the increased costs of fuel incurred.

DTE Energy is implementing a change in the GCR Reservation Charge. This charge recovers costs incurred as supplier of last resort for GCR and Gas Choice customers. The change is reflected in your September bill statement. For more information.

visit dteenergy.com/price.

DTE Energy is implementing a change in the Gas Cost Recovery (GCR) rate. The GCR covers the actual price that DTE Gas pays for the gas you use. For more information, visit dteenergy.com/price.

The average DTE Gas residential customer is expected to save \$2.37 each month because of energy optimization programs over the remaining program life.

For the average Michigan residential customer, renewable energy is estimated to avoid \$3.08 per month of new coal-fired generation costs.

Your account is past due. Please pay the past-due balance now. To pay by phone, call us at 800.477.4747. If paid, please disregard this notice.

Your BudgetWise Billing payment is overdue. Please pay the amount indicated by the due date or you will be removed from the plan. If you are removed from BudgetWise Billing a minimum of 410.98 must be paid by the due date of your next bill in order to be automatically re-enrolled.

Your home heating cost from November 1, 2022 to October 31, 2023 was \$941.90. This information is needed if you apply for the Michigan home heating tax credit.

Other Information

eb-20240103-7-17878-200084800807

Page 2 of 3

Detail of Current Charges

For Service at [REDACTED]

DTE Gas Company Residential Gas Heating

Current Charges

Customer Charge		13.50
Gas Distribution Charge	97 CCF @ 0.388590	37.69
Gas Cost Recovery	97 CCF @ 0.386000	37.35
U-20940 IRM		2.19
Reservation Charge	97 CCF @ 0.020000	1.94
Other Delivery Surcharges		3.09
Residential Michigan Sales Tax		3.83
Total DTE Gas Company Current Charges		99.59

Current Billing Information

Service Period	Nov 30, 2023 - Dec 28, 2023
Days Billed	29
Meter Number	[REDACTED]
Meter Reading	9968 Actual - 65 Actual
CCF Used	97.00000
Your next scheduled meter read date is on or around JAN 29, 2024	

Usage History - Average per day

	Current Month	Last Month	Year Ago
CCF Usage	3	4	6
Change		-6%	-42%

DTE Electric Company Residential Electric Service Time of Day 3 p.m. - 7 p.m.

Current Charges

Power Supply Charges		
Off Peak Capacity Charge (11/30/2023-12/14/2023)	409.519 @ 0.048280	19.77
On Peak Capacity Charge (11/30/2023-12/14/2023)	55.007 @ 0.055600	3.06
Off Peak Capacity Charge (12/15/2023-12/28/2023)	378.538 @ 0.012410	4.70
On Peak Capacity Charge (12/15/2023-12/28/2023)	59.68 @ 0.014380	0.86
On Peak Non Capacity Charge (11/30/2023-12/14/2023)	55.007 @ 0.043130	2.37
Off Peak Non Capacity Charge (11/30/2023-12/18/2023)	529.062 @ 0.037460	19.82
Off Peak Non Capacity Charge (12/19/2023-12/28/2023)	258.995 @ 0.073540	19.05
On Peak Non Capacity Charge (12/15/2023-12/28/2023)	59.68 @ 0.085180	5.08
Power Supply Cost Recovery	902.744 @ 0.011270	10.17
Other Power Supply Volumetric Surcharges		2.26
Delivery Charges		
Service Charge		8.50
Distribution (11/30/2023-12/14/2023)	464.526 @ 0.068790	31.95
Distribution (12/15/2023-12/28/2023)	438.218 @ 0.081370	35.66
LIEAF Factor		0.88
Other Delivery Volumetric Surcharges		8.57
Residential Michigan Sales Tax		6.87
Total DTE Electric Company Current Charges		179.57

Current Billing Information

Service Period	Nov 30, 2023 - Dec 28, 2023
Days Billed	29
Meter Number	[REDACTED]
Meter Reading	12897.924 Actual - 13800.668 Actual
KWH Used	902.74400
On Peak Used	114.68700
Off Peak Used	788.05700
Your next scheduled meter read date is on or around JAN 29, 2024	

Usage History - Average per day

	Current Month	Last Month	Year Ago
KWH Usage	31	28	29
Change		10%	8%

DTE Gas Company Home Protection Plus Charges

Current Charges

Ultimate Protection Plan***		35.95
Monthly Add GreenBacks Cash Option***		19.95
Monthly Add Freezer***		6.95
Monthly Add Dishwasher***		6.95
Total DTE Gas Company Current Charges		69.80

Service Period	Nov 30, 2023 - Dec 28, 2023
Days Billed	29

DTE Products and Services**Current Taxable Charges and Credits**

Surge Protection Program(12/14/23-01/14/24)	9.99
MI Sales Tax	0.60
Total	10.59
Total DTE Products and Services	10.59

***This service is unregulated by the Michigan Public Service Commission.

Total Current Charges**359.55****If You Smell Natural Gas and DTE Gas Company is Your Natural Gas Provider, Call 800.947.5000**

If the odor is strong, leave the building immediately. Do not use electric switches or an open flame. Open doors and windows.

If Your Electricity Goes Out

Check your fuses or circuit breakers, then see if your neighbors' lights are on. To report an outage or fallen power line, contact your electric company. DTE Electric Company customers, call 800.477.4747 or visit dteenergy.com from a location that has power. Stay at least 20 feet away from a fallen power line and anything it's touching, including metal fences and puddles.

Energy Theft is illegal & dangerous

Confidentially report suspected tampering by calling our theft hotline at 800.441.6698.

For More Information

For more information on your bill or alternative payment methods, call 800.477.4747, visit dteenergy.com, or write to DTE Energy, One Energy Plaza, Detroit, MI 48226-1221 before the due date.

DTE Electric Company and DTE Gas Company are DTE Energy subsidiaries and are regulated by the Michigan Public Service Commission, Lansing, Michigan.

DTE

Michigan Public Service Commission
DTE Electric Company
U-21860 DAAODE-3.4g
HPP Bill Sample

Case No: U-21860
Requestor: DAAO
Question No: DAAODE-3.g
Respondent: J.E Sparks
Page: 7/10



Payment Coupon

Please indicate amount paying \$ _____

Account Number	[REDACTED]
Due Date:	October 28, 2024
Total Due:	\$195.71

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



Scan code with Phone for quick and secure payment process!

For address corrections, please visit dteenergy.com or call 800.477.4747.

Return upper portion with your payment

Keep lower portion for your records

Contact Information

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

Programs you are enrolled in

Senior Winter Protection
 Home Protection Plan - 800.556.0011

Summary of Charges

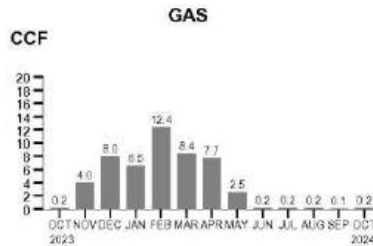
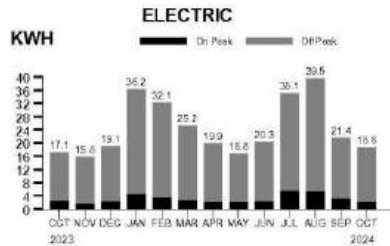
Account Number [REDACTED]

Account Balance as of Sep 05, 2024	212.68
Payment Received Oct 02, 2024 Thank You!	- 212.68
Balance Prior to Current Charges	0.00
Total Current Charges	195.71
Account Balance as of October 04, 2024	\$195.71

Your current charges are due on October 28, 2024. A 2% late payment charge will be applied if paid after the due date.

Your Monthly Energy Usage

For ways to save energy and save money, go to dteenergy.com/saveenergy



Your usage is based on an ACTUAL meter reading

	Average Usage per day		
	Current Month	Last Month	Year Ago
KWH Usage	18.6	21.39333	17.1
Change	0668		
		-13%	9%

Your average daily electric cost for this period was \$4.05

Your usage is based on an ACTUAL meter reading

	Average Usage per day		
	Current Month	Last Month	Year Ago
CCF Usage	0.2	0.1	0.2
Change		100%	0%

Your average daily gas cost for this period was \$0.77

Important Information

Account Information

The Power Supply Cost Recovery (PSCR) line item on your bill reflects a portion of the costs of the fuel and other sources DTE uses to produce and transport electricity. As of October 1, this portion of the PSCR has decreased from 1.127 cents per kWh to (0.300) cents per kWh to reflect decreased costs to purchase fuel and produce energy.

eb-20241004-7-62612-200345233628

Page 1 of 3



Please return **all** payment coupons with your check or money order, payable to DTE Energy, five business days prior to the due date. Do not send cash or attach notes to the payment coupon.

Be sure to write your account number(s) on your check or money order.

The Low Income Energy Assistance Fund (LIEAF) Factor is being decreased to \$0.87 per meter, effective with this bill. The Michigan Public Service Commission approves the LIEAF Factor annually. The money is collected from utilities across Michigan and is spent as provided in the Michigan Energy Assistance Act (2012 Public Act 615). In accordance with Public Act 95 of 2013, for residential customers the LIEAF Factor only applies to one meter per residence.

The Gas Cost Recovery (GCR) line item on your bill reflects the actual costs of the fuel and other sources DTE uses (without mark-up) to produce and transport natural gas. As of June 1, the GCR has increased from \$0.340 per CCF to \$0.377 to reflect the increased costs of fuel incurred.#####

DTE Energy is implementing a change in the Gas Cost Recovery (GCR) rate. The GCR covers the actual price that DTE Gas pays for the gas you use. For more information, visit dteenergy.com/price.

The average DTE Gas residential customer is expected to save \$2.37 each month because of energy optimization programs over the remaining program life.

For the average Michigan residential customer, renewable energy is estimated to avoid \$3.08 per month of new coal-fired generation costs.

You are enrolled in the Senior Winter Protection (our new name for the Senior Program). This protects your service from shut-off during the winter months. This is different from the Senior Citizen Provision, which may lower your bill. Call us to find out if you qualify. For any other questions, visit us online at dteenergy.com/help or call 800.477.4747.

Other Information

Detail of Current Charges

For Service at [REDACTED]

DTE Gas Company Residential Gas Heating

Current Charges

Customer Charge		13.50
Gas Distribution Charge	5 CCF @ 0.388590	1.94
Gas Cost Recovery	5 CCF @ 0.377000	1.89
U-20940 IRM		3.78
Reservation Charge	5 CCF @ 0.035000	0.18
Other Delivery Surcharges		0.14
Residential Michigan Sales Tax		0.06
Total DTE Gas Company Current Charges		22.29

Current Billing Information

Service Period	Sep 5, 2024 - Oct 3, 2024
Days Billed	29
Meter Number	[REDACTED]
Meter Reading	3390 Actual - 3395 Actual
CCF Used	5.00000
Your next scheduled meter read date is on or around NOV 1, 2024	

Usage History - Average per day

	Current Month	Last Month	Year Ago
CCF Usage	0.2	0.1	0.2
Change		100%	0%

DTE Electric Company Residential Electric Service Time of Day 3 p.m. - 7 p.m.

Current Charges

Power Supply Charges		
On Peak Capacity Charge	48.214 @ 0.020600	0.99
(09/05/2024-09/30/2024)		
On Peak Capacity Charge	5.531 @ 0.014380	0.08
(10/01/2024-10/03/2024)		

Current Billing Information

Service Period	Sep 5, 2024 - Oct 3, 2024
Days Billed	29
Meter Number	[REDACTED]
Meter Reading	2645.627 Actual - 3185.22 Actual
KWH Used	539.59300

Off Peak Capacity Charge	485.848 @ 0.012410	6.03	On Peak Used	53,745.00
On Peak Non Capacity Charge	48,214 @ 0.122010	5.88	Off Peak Used	485,848.00
(09/05/2024-09/30/2024)			Your next scheduled meter read date is on or around NOV 1, 2024	
Off Peak Non Capacity Charge	485.848 @ 0.073540	35.73	Usage History - Average per day	
On Peak Non Capacity Charge	5,531 @ 0.085180	0.47	Current	Last
(10/01/2024-10/03/2024)			Month	Month
Power Supply Cost Recovery	539,593 @ 0.011270	6.08	KWH Usage	18.6
Other Power Supply Volumetric Surcharges		1.70	Change	-13%
Delivery Charges			Year	17.1
Service Charge		8.50		9%
Distribution	539,593 @ 0.081370	43.91		
LJFAF Factor		0.87		
Other Delivery Volumetric Surcharges		2.79		
Residential Michigan Sales Tax		4.49		
Total DTE Electric Company Current Charges		117.52		

DTE Gas Company Home Protection Plus Charges

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Page 2 of 3

Current Charges

Ultimate Protection Plan***	35.95
Monthly Add GreenBacks Cash Option***	19.95
Total DTE Gas Company Current Charges	55.90

Service Period	Sep 5, 2024 - Oct 3, 2024
Days Billed	29

***This service is unregulated by the Michigan Public Service Commission.

Total Current Charges 195.71

If You Smell Natural Gas and DTE Gas Company is Your Natural Gas Provider, Call 800.947.5000

If the odor is strong, leave the building immediately. Do not use electric switches or an open flame. Open doors and windows.

If Your Electricity Goes Out

Check your fuses or circuit breakers, then see if your neighbors' lights are on. To report an outage or fallen power line, contact your electric company. DTE Electric Company customers, call 800.477.4747 or visit dteenergy.com from a location that has power. Stay at least 20 feet away from a fallen power line and anything it's touching, including metal fences and puddles.

Energy Theft is illegal & dangerous

Confidentially report suspected tampering by calling our theft hotline at 800.441.6658.

For More Information

For more information on your bill or alternative payment methods, call 800.477.4747, visit dteenergy.com, or write to DTE Energy, One Energy Plaza, Detroit, MI 48226-1221 before the due date.

DTE Electric Company and DTE Gas Company are DTE Energy subsidiaries and are regulated by the Michigan Public Service Commission, Lansing, Michigan.

eb-20241004-7-62613-200345233628

Page 3 of 3

DTE

Michigan Public Service Commission
DTE Electric Company
U-21860 DAAODE-3.4g
HPP Bill Sample

Case No: U-21860
Requestor: DAAO
Question No: DAAODE-3.g
Respondent: J.E Sparks
Page: 8/10



Payment Coupon

Please indicate amount paying \$ _____

Account Number	_____
Withdrawal Date:	December 26, 2024
Withdrawal Amount:	\$119.85

H



Scan code with Phone for quick and secure payment process!

For address corrections, please visit dteenergy.com or call 800.477.4747.

Return upper portion with your payment.
 Keep lower portion for your records.

Contact Information

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

Programs you are enrolled in

BudgetWise Billing - Settlement Month March
 AutoPay
 Home Protection Plan - 800.556.0011

Summary of Charges

Account Number _____

Your Payment Plan Summary

Last Month's Amount Due	119.85
Payment Received Nov 25, 2024	- 119.85
Prior Period Balance	0.00
Current Payment Plan Amount	71.00
Non-Payment Plan Charges	48.85
Amount to be Withdrawn on December 26, 2024	\$119.85

Actual Balance Information

Account Balance as of Nov 01, 2024	- 114.37
Payment Received Nov 25, 2024 Thank You!	- 119.85
Balance Prior to Current Charges	- 234.22
Total Current Charges	148.92
Account Balance as of December 04, 2024	- \$85.30

Your Monthly Energy Usage

For ways to save energy and save money, go to dteenergy.com/saveenergy

GAS

Average Usage per day	Current		Last Month	Year Ago
	Month	Month		
CCF Usage	2.8	1.4	3.1	3.1
Change		100%		-10%

Your average daily gas cost for this billing period was \$3.03

CCF



Important Information

Account Information

The Michigan Public Service Commission approved price changes on your bill effective Nov. 21. The natural gas rate will increase to support infrastructure improvements. The average natural gas customer will see a bill increase of \$1.98 per month (100 ccf of gas). In addition, the Infrastructure Recovery Mechanism charge is reduced to \$0.00 for Nov. and Dec. and will adjust to \$0.66 beginning Jan. 2025. Your actual charges will depend on your monthly usage. Visit dteenergy.com/price to

learn how you can manage your energy use and bills.

DTE Energy is implementing a change in the Gas Cost Recovery (GCR) rate. The GCR covers the actual price that DTE Gas pays for the gas you use. For more information, visit dteenergy.com/price.

The average DTE Gas residential customer is expected to save \$2.37 each month because of energy optimization programs over the remaining program life.



eb-20241204-?-19380-200105462314

Page 1 of 2

Please return **all** payment coupons with your check or money order, payable to DTE Energy, five business days prior to the due date. Do not send cash or attach notes to the payment coupon.

Be sure to write your account number(s) on your check or money order.

You are enrolled in the Senior Winter Protection (our new name for the Senior Program). This protects your service from shut-off during the winter months. This is different from the Senior Citizen Provision, which may lower your bill. Call us to find out if you qualify. For any other questions, visit us online at dteenergy.com/help or call 800.477.4747.

Average temperatures for this billing period were 7.88 degrees colder than last billing period. As a result your appliances may be working harder to make you feel more comfortable.

Your home heating cost from November 1, 2023 to October 31, 2024 was \$819.00. This information is needed if you apply for the Michigan home heating tax credit.

ALERT: We recently performed your BudgetWise Billing (BWB) quarterly review. Since your energy usage changed from what we budgeted for, your new monthly BWB payment is \$575.00. To learn more on how your budget is calculated go to: <https://newlook.dteenergy.com/wps/wcm/connect/dte-web/home/billing-and-payments/common/payment-programs/bwb> (dteenergy.com/bwb)

Other Information

Detail of Current Charges

For Service at [REDACTED]

DTE Gas Company Residential Gas Heating

Current Charges		Current Billing Information	
Customer Charge (11/01/2024-11/20/2024)	8.18	Service Period	Nov 1, 2024 - Dec 3, 2024
Customer Charge (11/21/2024-12/03/2024)	5.71	Days Billed	33
Gas Distribution Charge (11/01/2024-11/20/2024)	41 CCF @ 0.388590	Meter Number	[REDACTED]
Gas Distribution Charge (11/21/2024-12/03/2024)	52 CCF @ 0.446160	Meter Reading	3461 Actual - 3554 Actual
Gas Cost Recovery (11/01/2024-11/20/2024)	93 CCF @ 0.377000	CCF Used	93.00000
U-20940 IRM (11/01/2024-11/20/2024)	2.28	Your next scheduled meter read date is on or around JAN 6, 2025	
Reservation Charge	93 CCF @ 0.035000	Usage History - Average per day	
Other Delivery Surcharges	2.59	Current Month	Last Month
Residential Michigan Sales Tax	3.85	CCF Usage	2.8
Total DTE Gas Company Current Charges	100.07	Change	1.4
			100%
			-10%

DTE Gas Company Home Protection Plus Charges

Current Charges		Service Period	
Core Protection Plan***	18.95	Service Period	Nov 2, 2024 - Dec 4, 2024
Monthly Add GreenBacks Cash Opti***	19.95	Days Billed	33
Monthly Add Air Conditioner***	9.95		
Total DTE Gas Company Current Charges	48.85		

***This service is unregulated by the Michigan Public Service Commission.

Total Current Charges 148.92

If You Smell Natural Gas and DTE Gas Company is Your Natural Gas Provider, Call 800.947.5000

If the odor is strong, leave the building immediately. Do not use electric switches or an open flame. Open doors and windows.

If Your Electricity Goes Out

Check your fuses or circuit breakers, then see if your neighbors' lights are on. To report an outage or fallen power line, contact your electric company. DTE Electric Company customers, call 800.477.4747 or visit dteenergy.com from a location that has power. Stay at least 20 feet away from a fallen power line and anything it's touching, including metal fences and puddles.

Energy Theft is illegal & dangerous

Confidentially report suspected tampering by calling our theft hotline at 800.441.6698.

For More Information

For more information on your bill or alternative payment methods, call 800.477.4747, visit dteenergy.com, or write to: DTE Energy, One Energy Plaza, Detroit, MI 48226-1221 before the due date.

DTE Electric Company and DTE Gas Company are DTE Energy subsidiaries and are regulated by the Michigan Public Service Commission, Lansing, Michigan.

Michigan Public Service Commission
DTE Electric Company
U-21860 DAAODE-3.4g
HPP Bill Sample

Case No: U-21860
Requestor: DAAO
Question No: DAAODE-3.g
Respondent: J.E Sparks
Page: 9/10



Payment Coupon

CHECK TO ENROLL IN AUTOPAY
 (Signature required on back)

Please indicate amount paying \$ _____

Account Number [REDACTED]
Due Date: May 13, 2024
Total Due: \$145.63

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



Scan code with Phone for quick and secure payment process!

For address corrections, please visit dteenergy.com or call 800.477.4747.

Return upper portion with your payment
 Keep lower portion for your records

Contact Information

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

Programs you are enrolled in

Home Protection Plan - 800.556.0011

Summary of Charges

Account Number [REDACTED]

Account Balance as of Mar 20, 2024	146.48
Payment Received Apr 15, 2024 Thank You!	- 146.48
Balance Prior to Current Charges	0.00
Total Current Charges	145.63
Account Balance as of April 19, 2024	\$145.63

Your current charges are due on May 13, 2024. A 2% late payment charge will be applied if paid after the due date.

Your Monthly Energy Usage

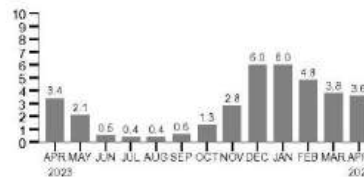
For ways to save energy and save money, go to dteenergy.com/saveenergy

GAS

	Average Usage per day		
	Current Month	Last Month	Year Ago
CCF Usage	3.6	3.8	3.4
Change		-5%	6%

Your average daily gas cost for this billing period was \$3.66

CCF



Your usage is based on an ACTUAL meter reading

Important Information

Account Information

DTE Energy is implementing a change in the GCR Reservation Charge. This charge recovers costs incurred as supplier of last resort for GCR and Gas Choice customers. The change is reflected in your April bill statement. For more information, visit dteenergy.com/price.

The Gas Cost Recovery (GCR) line item on your bill reflects the actual costs of the fuel and other sources DTE uses (without mark-up) to produce and transport natural gas. As of April 1, the GCR has decreased from \$0.375 per CCF to \$0.365 to reflect the decreased costs of fuel incurred.

DTE Energy is implementing a change in the GCR Reservation Charge. This charge recovers costs incurred as supplier of last resort for GCR and Gas Choice customers. The change is reflected in your April bill statement. For more information, visit dteenergy.com/price.

DTE Energy is implementing a change in the GCR Reservation Charge. This charge recovers costs incurred as supplier of last resort for GCR and Gas Choice customers. The change is reflected in your September bill statement. For more information, visit dteenergy.com/price.

DTE Energy is implementing a change in the Gas Cost Recovery (GCR) rate. The GCR covers the actual price that DTE Gas pays for the gas you use. For more information, visit dteenergy.com/price.

eb-20240419-7-16628-200105009087

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Please return **all** payment coupons with your check or money order, payable to DTE Energy, five business days prior to the due date. Do not send cash or attach notes to the payment coupon.

Be sure to write your account number(s) on your check or money order.

AutoPay Enrollment

I authorize DTE Energy to enroll my account in AutoPay to debit my bank account each billing period to pay automatically the amount due on my DTE Energy billing statement. To avoid a charge for a return item, I understand that it is my responsibility to ensure that sufficient funds are available to complete each scheduled payment. If my financial institution rejects a transaction, payment will not be applied to my DTE Energy account. I can cancel authorization at www.dteenergy.com if I create and sign into my account; or, by calling Customer Care at 800.477.4747; or, by writing to Quality Control, 807 WCB, One Energy Plaza, Detroit, MI 48226.

Bank Account Holder Signature: _____ Date: _____

The average DTE Gas residential customer is expected to save \$2.37 each month because of energy optimization programs over the remaining program life.
Other Information

Detail of Current Charges

For Service at [REDACTED]	
DTE Gas Company Residential Gas Heating	
Current Charges	Current Billing Information
Customer Charge 13.50	Service Period Mar 20, 2024 - Apr 18, 2024
Gas Distribution Charge 108 CCF @ 0.388590 41.97	Days Billed 30
Gas Cost Recovery 108 CCF @ 0.365000 39.42	Meter Number [REDACTED]
U-20940 IRM 3.78	Meter Reading 6877 Actual - 6985 Actual
Reservation Charge 108 CCF @ 0.035000 3.78	CCF Used 108.00000
Other Delivery Surcharges 3.01	Your next scheduled meter read date is on or around MAY 20, 2024
Residential Michigan Sales Tax 4.22	
Total DTE Gas Company Current Charges 109.68	Usage History - Average per day
	Current Last Year
	Month Month Ago
	CCF Usage: 3.6 3.8 3.4
	Change -5% 6%
DTE Gas Company Home Protection Plus Charges	
Current Charges	Current Billing Information
Ultimate Protection Plan*** 35.95	Service Period Mar 21, 2024 - Apr 19, 2024
Total DTE Gas Company Current Charges 35.95	Days Billed 30

***This service is unregulated by the Michigan Public Service Commission.

Total Current Charges 145.63

If You Smell Natural Gas and DTE Gas Company is Your Natural Gas Provider, Call 800.947.5000

If the odor is strong, leave the building immediately. Do not use electric switches or an open flame. Open doors and windows.

If Your Electricity Goes Out

Check your fuses or circuit breakers, then see if your neighbors' lights are on. To report an outage or fallen power line, contact your electric company. DTE Electric Company customers, call 800.477.4747 or visit dteenergy.com from a location that has power. Stay at least 20 feet away from a fallen power line and anything it's touching, including metal fences and puddles.

Energy Theft is illegal & dangerous

Confidentially report suspected tampering by calling our theft hotline at 800.441.6698.

For More Information

For more information on your bill or alternative payment methods, call 800.477.4747, visit dteenergy.com, or write to DTE Energy, One Energy Plaza, Detroit, MI 48226-1221 before the due date.

DTE Electric Company and DTE Gas Company are DTE Energy subsidiaries and are regulated by the Michigan Public Service Commission, Lansing, Michigan.

eb-20240419-2-16628-200105009087

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Michigan Public Service Commission
DTE Electric Company
U-21860 DAAODE-3.4g
HPP Bill Sample

Case No: U-21860
Requestor: DAAO
Question No: DAAODE-3.g
Respondent: J.E Sparks
Page: 10/10

Payment Coupon



Please indicate amount paying \$ _____

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



Scan code with Phone for quick and secure payment process!

For address corrections, please visit dteenergy.com or call 800.477.4747.

Return upper portion with your payment!
 Keep lower portion for your records.

Contact Information

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

Programs you are enrolled in

Shutoff Protection Plan
 Home Protection Plan - 800.556.0011

Summary of Charges

Account Number [REDACTED]

Your Payment Plan Summary

Last Month's Amount Due	109.89
Payment Received Jun 07, 2024	- 62.37
Prior Period Balance	47.52
Current Payment Plan Amount	108.00
Non-Payment Plan Charges	12.95
Payment Due By	\$168.47
July 18, 2024	

Actual Balance Information

Account Balance as of May 30, 2024	53.61
Payment Received Jun 07, 2024 Thank You!	- 62.37
Balance Prior to Current Charges	- 8.76
Total Current Charges	49.02
Account Balance as of June 26, 2024	\$40.26

Our records show your Home Protection Plus plan has a past-due balance of \$ 12.95 which is included in your total due. Please make this payment promptly to avoid losing your HPP coverage.

Your Monthly Energy Usage

For ways to save energy and save money, go to dteenergy.com/saveenergy

GAS

	Average Usage per day		
	Current Month	Last Month	Year Ago
CCF Usage	0.8	1.2	1.1
Change		-33%	-27%

Your average daily gas cost for this billing period was \$1.29

CCF



Your usage is based on an ACTUAL meter reading

Important Information

Account Information

The Gas Cost Recovery (GCR) line item on your bill reflects the actual costs of the fuel and other sources DTE uses (without mark-up) to produce and transport natural gas. As of June 1, the GCR has increased from \$0.340 per CCF to \$0.377 to reflect the increased costs of fuel incurred.#####

DTE Energy is implementing a change in the Gas Cost Recovery (GCR) rate. The GCR covers the actual price that DTE Gas pays for the gas you use. For more information, visit dteenergy.com/price.



17-20240626-c-3215-200215099273

Page 1 of 2

****To stay on SPP PAY NOW \$34.57**

Please return **all** payment coupons with your check or money order, payable to DTE Energy, five business days prior to the due date. Do not send cash or attach notes to the payment coupon.

Be sure to write your account number(s) on your check or money order.

The average DTE Gas residential customer is expected to save \$2.37 each month because of energy optimization programs over the remaining program life.

Your account is past due. Please pay the past-due balance now. To pay by phone, call us at 800.477.4747. If paid, please disregard this notice.

Other Information

Detail of Current Charges

For Service at [REDACTED]

DTE Gas Company Residential Gas Heating

Current Charges

Customer Charge		13.50
Gas Distribution Charge	21 CCF @ 0.388590	8.16
Gas Cost Recovery	21 CCF @ 0.377000	7.92
U-20940 IRM		3.78
Reservation Charge	21 CCF @ 0.035000	0.74
Other Delivery Surcharges		0.58
Residential Michigan Sales Tax		1.39
Total DTE Gas Company Current Charges		36.07

Current Billing Information

Service Period	May 30, 2024 - Jun 26, 2024
Days Billed	28
Meter Number	[REDACTED]
Meter Reading	6149 Actual - 6170 Actual
CCF Used	21.00000
Your next scheduled meter read date is on or around JUL 26, 2024	

Usage History - Average per day

	Current Month	Last Month	Year Ago
CCF Usage	0.8	1.2	1.1
Change		-33%	-27%

DTE Gas Company Home Protection Plus Charges

Current Charges

Basic Protection Plan***	12.95
Total DTE Gas Company Current Charges	12.95

Service Period	May 25, 2024 - Jun 26, 2024
Days Billed	33

***This service is unregulated by the Michigan Public Service Commission.

Total Current Charges 49.02

If You Smell Natural Gas and DTE Gas Company is Your Natural Gas Provider, Call 800.947.5000

If the odor is strong, leave the building immediately. Do not use electric switches or an open flame. Open doors and windows.

If Your Electricity Goes Out

Check your fuses or circuit breakers, then see if your neighbors' lights are on. To report an outage or fallen power line, contact your electric company. DTE Electric Company customers, call 800.477.4747 or visit dteenergy.com from a location that has power. Stay at least 20 feet away from a fallen power line and anything it's touching, including metal fences and puddles.

Energy Theft is illegal & dangerous

Confidentially report suspected tampering by calling our theft hotline at 800.441.6698.

For More Information

For more information on your bill or alternative payment methods, call 800.477.4747, visit dteenergy.com, or write to DTE Energy, One Energy Plaza, Detroit, MI 48226-1221 before the due date.

17-20240626-c-3215-200215099273

Page 2 of 2

MPSC Case No: U-21860

Requester: DAAO

Question No.: DAAODE-7.6a

Respondent: N. Foley

Page: 1 of 1

Question: 6. Please reference DAAODE-4.14.

a. Please list any additional unregulated programs offered to customers that were not included in the original attachment.

Answer: DTE Electric does not offer any additional unregulated programs beyond those that were included in the original attachment.

The Company notes that its gas utility, DTE Gas, offers an additional unregulated program (known as "Home Protection Plus"), but that is outside the scope of this electric rate case.

Attachment: *None*

MPSC Case No: U-21973

Requester: FLO

Question No.: FLODG-3.25

Respondent: J. L. Huffman

Page: 1 of 1

Question: The number of HPP contracts rose about 1% from 2021 to 2024, and HPP's direct expenses rose about 6% from 2021 to 2024. Please explain why and how HPP profits have increased 55% over this same period.

Answer: DTE Gas objects for the reason that the information requested is not relevant or proportional to the needs of the case. Subject to these objections, but without waiving them, DTE Gas's response follows:

The premise in the question that HPP profits "increased 55%" from 2021 to 2024 is not accurate. The correct figure is 53.5% based on profit over that period. Please see NDA U-21973 AGDG-2.79ab 01 2019-2025 VAPS Summary.xlsx supporting this corrected percentage.

The comparison of only two individual years—2021 and 2024—does not provide a complete picture of the business or the fluctuations that naturally occur in a competitive environment. These are snapshots, not trend analyses. Looking at the change from 2020 to 2025 shows a different view, with revenues growing by 34.9 percent, total expenses changing by 37.7 percent, and profits increasing by 25.6 percent. In other words, revenues, expenses, and profits are all growing in roughly proportional terms over this period reflecting the performance of the business and the economic environment rather than any anomaly between two isolated years.

Attachment: None

Co-Respondent(s): Legal

MPSC Case No: U-21973

Requester: FLO

Question No.: FLODG-3.26

Respondent: J. L. Huffman

Page: 1 of 1

Question: DTE's revenue for HPP programs increased by an average of 5.3% per year from 2021-2024. Please explain why DTE uses the 2024 revenue as the value for the test year.

Answer: DTE Gas uses 2024 as the historical test year because revenues can fluctuate from competitive pressures, economic trends and the level of customer service requests. The use of actual revenues is consistent with the Company's methodology used in prior rate cases.

Attachment: None

DTE Gas Company
One Energy Plaza, 1635 WCB
Detroit, MI 48226-1279



Breanne K. Reitzel
(313) 235-9772
breanne.reitzel@dteenergy.com

April 29, 2022

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

Re: In the matter, on the Commission's own motion regarding the regulatory filings, determinations, and/or approvals necessary for **DTE GAS COMPANY** to fully comply with the Code of Mich Admin Code, R 460.10101 *et seq.*

MPSC Case No. U-20676

Dear Ms. Felice:

Pursuant to the Michigan Public Service Commission's December 20, 2018 Order in Case No. U-18361 formally adopting administrative rules required by MCL 460.10ee(1), enclosed for filing in the above-captioned matter is DTE Gas Company's Code of Conduct Annual Report for Year Ending December 31, 2021 in compliance with R 460.10112.

Very truly yours,

Breanne K. Reitzel

BKR/klo
Attachment

DTE Gas Company
Code of Conduct
2021 Annual Report
Case No. U-20676

April 29, 2022

I certify that to the best of my knowledge the information contained in this report is true and accurate and complies with MCL 460.10ee and R 460.10112.

Robert D. Feldmann
Vice President, Gas Sales and Supply

DTE Gas Company (DTE Gas) submits this annual Code of Conduct report for calendar year 2021 pursuant to R 460.10112. The Company reserves the right to amend or supplement this Report as necessary and reserves the right to object to any specific disclosures as they may arise in the future.

Questions regarding the contents of this Report should be directed to Kevin O'Neill, Principal Project Manager – Regulatory Affairs, One Energy Plaza, Walker Cisler Building, Detroit, MI 48226, or 313-235-7822 or kevin.oneill@dteenergy.com.

Rule 12(1)(a)

Utilities shall file the code of conduct annual report information required under section 10ee(6)(c) and (15), 2016 PA 341, MCL 460.10ee, no later than April 30 of each year in the docket in which the utility filed its notification for a new program or service, or in a new docket for an existing program or service. Code of conduct annual reports shall include all of the following:

(a) Designation of a corporate officer of the utility who will oversee compliance with these rules and be available to serve as the commission's primary contact regarding compliance.

RESPONSE

Robert D. Feldmann, Vice President – Gas Sales & Supply is the corporate officer of DTE Gas who will oversee compliance with these rules. Rajan Telang, Director – Regulatory Affairs (313-235-5039) will be available to serve as the Commission's primary DTE Gas contact regarding compliance.

Rule 12(1)(b)

Utilities shall file the code of conduct annual report information required under section 10ee(6)(c) and (15), 2016 PA 341, MCL 460.10ee, no later than April 30 of each year in the docket in which the utility filed its notification for a new program or service, or in a new docket for an existing program or service. Code of conduct annual reports shall include all of the following:

(b) An organizational chart of the parent or holding company showing all regulated entities and affiliates and a description of all programs and services provided between the regulated entity and its affiliates.

RESPONSE

Please refer to Attachment 12(1)(b)-1 that shows an organizational chart of the parent company, DTE Energy Company and all regulated entities and affiliates as of 12/31/2021.

Please refer to Attachment 12(1)(b)-2 that shows a description of all programs and services provided between DTE Gas and its affiliates as of 12/31/2021.

Rule 12(1)(c)

Utilities shall file the code of conduct annual report information required under section 10ee(6)(c) and (15), 2016 PA 341, MCL 460.10ee, no later than April 30 of each year in the docket in which the utility filed its notification for a new program or service, or in a new docket for an existing program or service. Code of conduct annual reports shall include all of the following:

(c) An overview of the report year, including a detailed accounting of how costs were apportioned between the utility and the value-added program or service, expectations for the following year, and any 5-year projections available for each value-added program and service.

RESPONSE

The Table on the next page provides an overview and detailed accounting of costs for DTE Gas's value-added program/service, Home Protection Plus (HPP)¹

2

¹ There are a total of 90 subscriptions at year end 2021 for the DTE Gas' Filter Replacement Program that was initiated in July 2020. The Filter Subscription Program is a VAPS program where customers may elect to subscribe to a furnace filter replacement program through a third-party vendor, Second Nature ("Program"). Customers who enroll in the Program do so subject to pricing and terms established by Second Nature. Additionally, on September 23, 2021 DTE Gas submitted its 30-day notice for the Pocket Geek Home Electronics Protection Program. In December 2021, Pocket Geek had 39 customers. The revenue and expense of the Filter Subscription and Pocket Geek programs is included in the Home Protection Plus income statement.

**Home Protection Plus
Financial Detail
12/31/2021**

Operating Revenue	
Total Operating Revenue	\$92,906,468
Operating Expenses	
Labor and Benefits	\$15,933,268
Vendor Repairs	\$30,326,354
Advertising	\$4,420,128
Material	\$4,245,435
Other	<u>\$9,409,065</u>
Total Direct Expenses	\$64,334,250
Indirect Expenses	
Corporate Allocations ²	\$6,307,940
Federal Taxes	\$4,675,498
State Taxes	<u>\$1,460,537</u>
Total Indirect Expenses	\$12,443,975
Total Expenses	\$76,778,225
Profit	\$16,128,242

A - Includes corporate allocations from the Gas utility using the Massachusetts formula

B - Federal taxes are based on a 21% tax rate.

Massachusetts Formula (Mass Formula) – For reporting purposes this calculation is used to allocate indirect expenses across organizations using the organizations ST labor, Gross Margin \$s and Plant Property and Equipment as a % of the Corporations same categories at 33% each.

For budgeting and ratemaking purposes, DTE assumes future periods are consistent with the most recent actuals.

Rule 12(1)(d)

Utilities shall file the code of conduct annual report information required under section 10ee(6)(c) and (15), 2016 PA 341, MCL 460.10ee, no later than April 30 of each year in the docket in which the utility filed its notification for a new program or service, or in a new docket for an existing program or service. Code of conduct annual reports shall include all of the following:

(d) A table illustrating the customer count, revenue, and expense of each value-added program and service.

RESPONSE

See the table below for DTE Gas's value-added program and service, Home Protection Plus.

2021	2021	2021
Average	HPP	HPP Total
Monthly	Revenue	Expenses
<u>Contract Count</u>	<u>Revenue</u>	<u>Expenses</u>
222,057	\$92.9M	\$76.8M

There is a difference between contracts and customers. In HPP, DTE Gas counts contracts. A property owner may have several properties, counting as one customer, but the contract would be counted multiple times.

Rule 12(1)(e)

Utilities shall file the code of conduct annual report information required under section 10ee(6)(c) and (15), 2016 PA 341, MCL 460.10ee, no later than April 30 of each year in the docket in which the utility filed its notification for a new program or service, or in a new docket for an existing program or service. Code of conduct annual reports shall include all of the following:

(e) A balance sheet, where available, and income statement for each value-added program and service offered by an affiliate or other entity within the corporate structure, including revenues, less direct and indirect expenses broken out separately. Direct and indirect revenues and expenses shall be separated by category and then aggregated at the direct and indirect levels, and the report shall include gross income, amounts flowed back to ratepayers to reduce rates, and net income. Each category of indirect cost should be accompanied by formulas / calculations / allocations showing how they have been derived.

RESPONSE

No balance sheet is available for the Home Protection Plus program. See the Company's response to Rule 12(1)(c) above for an income statement of the Home Protection Plus program, which includes direct and indirect revenues and expenses.

In DTE Gas's most recent base rate case, Case No. U-20940, the Commission order projects \$86.6 million of revenue flowed back to ratepayers and projected \$60.0 million of operating expense resulting in a projected profit margin of \$26.6 million.

Rule 12(1)(f)

Utilities shall file the code of conduct annual report information required under section 10ee(6)(c) and (15), 2016 PA 341, MCL 460.10ee, no later than April 30 of each year in the docket in which the utility filed its notification for a new program or service, or in a new docket for an existing program or service. Code of conduct annual reports shall include all of the following:

(f) General ledger and trial balance for each value-added program and service shall be provided to the commission staff separately on a USB thumb drive or other appropriate technological device with formulas intact.

RESPONSE

No general ledger or trial balance is maintained for the Home Protection Plus program.

Rule 12(1)(g)

Utilities shall file the code of conduct annual report information required under section 10ee(6)(c) and (15), 2016 PA 341, MCL 460.10ee, no later than April 30 of each year in the docket in which the utility filed its notification for a new program or service, or in a new docket for an existing program or service. Code of conduct annual reports shall include all of the following:

(g) The number and type of complaints received in the prior calendar year regarding code of conduct issues from customers, alternative electric suppliers, or any other person or entity, and a summary of the resolution of any complaint that occurred during the calendar year.

RESPONSE

There were no complaints regarding code of conduct issues from customers, alternative electric suppliers, or any other person or entity during the calendar year.

Rule 12(1)(h)

Utilities shall file the code of conduct annual report information required under section 10ee(6)(c) and (15), 2016 PA 341, MCL 460.10ee, no later than April 30 of each year in the docket in which the utility filed its notification for a new program or service, or in a new docket for an existing program or service. Code of conduct annual reports shall include all of the following:

(h) The number of times during the prior calendar year that customer information was provided to an affiliate or competing provider of an unregulated value-added program or service, the identity of the affiliate or competing provider, and a description of the information shared.

RESPONSE

During the prior calendar year there were no known occurrences of customer information being provided to an affiliate or competing provider of an unregulated value-added program or service.

Rule 12(1)(i)

Utilities shall file the code of conduct annual report information required under section 10ee(6)(c) and (15), 2016 PA 341, MCL 460.10ee, no later than April 30 of each year in the docket in which the utility filed its notification for a new program or service, or in a new docket for an existing program or service. Code of conduct annual reports shall include all of the following:

(i) A description of the nature of each transaction with an affiliate or other entity within the corporate structure and of the basis for the cost allocation and pricing established in each transaction.

RESPONSE

DTE Gas routinely reports such transactions between its affiliates and/or subsidiaries. See Attachment 12(1)(i)-1, Pages 228B through 228.1B, "Receivables from Associated Companies," Attachment 12(1)(i)-2, Pages 260B through 260.1B, "Payables to Associated Companies," Attachment 12(1)(i)-3, Pages 358 through 359.1, "Summary of Costs Billed to Associated Companies," and Attachment 12(1)(i)-4, Pages 360 through 361.1, "Summary of Costs Billed From Associated Companies."

All of these attachments were taken from the MPSC Annual Report Form P-522 for the year 2021.

The description of the basis upon which cost allocations and transfer pricing have been established in these transactions are contained in the "Subsidiary Company Master Service Agreement" and "Service Level Agreement – Shared Services," shown in Attachment 12(1)(i)-5.

Rule 12(1)(j)

Utilities shall file the code of conduct annual report information required under section 10ee(6)(c) and (15), 2016 PA 341, MCL 460.10ee, no later than April 30 of each year in the docket in which the utility filed its notification for a new program or service, or in a new docket for an existing program or service. Code of conduct annual reports shall include all of the following:

(j) Reports of internal audits conducted by the utility regarding transactions between the utility and its affiliates, or transactions between the utility and other entities within the corporate structure offering value-added programs or services.

RESPONSE

There were no applicable internal audits conducted during 2021.

Rule 12(2)

The annual report shall be signed by the designated corporate officer or a person responsible for each value-added program and service attesting to the accuracy of the information in the annual report and certifying that there is no cross-subsidization between regulated and non-regulated utility programs and services.

RESPONSE

The annual report has been signed.

Rule 12(3)

(3) Copies of federal income tax returns for utilities, affiliates, and, where applicable, other entities within the corporate structure who offer a value-added program or service, shall be available to the commission for inspection and review.

RESPONSE

Copies of federal income tax returns shall be made available to the Commission for inspection and review upon request.

DTE Gas Company
One Energy Plaza, 1635 WCB
Detroit, MI 48226-1279



Breanne K. Reitzel
(313) 235-9772
breanne.reitzel@dteenergy.com

April 26, 2023

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

Re: In the matter, on the Commission's own motion regarding the regulatory filings, determinations, and/or approvals necessary for **DTE GAS COMPANY** to fully comply with the Code of Mich Admin Code, R 460.10101 *et seq.* MPSC Case No. U-20676

Dear Ms. Felice:

Pursuant to the Michigan Public Service Commission's December 20, 2018 Order in Case No. U-18361 formally adopting administrative rules required by MCL 460.10ee(1), enclosed for filing in the above-captioned matter is DTE Gas Company's Code of Conduct Annual Report for Year Ending December 31, 2022 in compliance with R 460.10112.

Very truly yours,

Breanne K. Reitzel

BKR/erb
Attachment

DTE Gas Company
Code of Conduct
2022 Annual Report
Case No. U-20676

April 26, 2023

I certify that to the best of my knowledge the information contained in this report is true and accurate and complies with MCL 460.10ee and R 460.10112.

Henry J. Decker

Digitally signed by Henry J.
Decker
Date: 2023.04.25 15:20:06 -04'00'

Henry J. Decker
Vice President, Gas Sales and Supply

DTE Gas Company (DTE Gas) submits this annual Code of Conduct report for calendar year 2022 pursuant to R 460.10112. The Company reserves the right to amend or supplement this Report as necessary and reserves the right to object to any specific disclosures as they may arise in the future.

Questions regarding the contents of this Report should be directed to Andrea Hardy, Principal Project Manager – Regulatory Affairs, One Energy Plaza, Walker Cisler Building, Detroit, MI 48226, or 313-235-8929 or andrea.hardy@dteenergy.com.

Rule 12(1)(a)

Utilities shall file the code of conduct annual report information required under section 10ee(6)(c) and (15), 2016 PA 341, MCL 460.10ee, no later than April 30 of each year in the docket in which the utility filed its notification for a new program or service, or in a new docket for an existing program or service. Code of conduct annual reports shall include all of the following:

(a) Designation of a corporate officer of the utility who will oversee compliance with these rules and be available to serve as the commission's primary contact regarding compliance.

RESPONSE

Henry J. Decker, Vice President – Gas Sales & Supply is the corporate officer of DTE Gas who will oversee compliance with these rules. Rajan Telang, Director – Regulatory Affairs (313-235-5039) will be available to serve as the Commission's primary DTE Gas contact regarding compliance.

Rule 12(1)(b)

Utilities shall file the code of conduct annual report information required under section 10ee(6)(c) and (15), 2016 PA 341, MCL 460.10ee, no later than April 30 of each year in the docket in which the utility filed its notification for a new program or service, or in a new docket for an existing program or service. Code of conduct annual reports shall include all of the following:

(b) An organizational chart of the parent or holding company showing all regulated entities and affiliates and a description of all programs and services provided between the regulated entity and its affiliates.

RESPONSE

Please refer to Attachment 12(1)(b)-1 that shows an organizational chart of the parent company, DTE Energy Company and all regulated entities and affiliates as of 12/31/2022.

Please refer to Attachment 12(1)(b)-2 that shows a description of all programs and services provided between DTE Gas and its affiliates as of 12/31/2022.

Rule 12(1)(c)

Utilities shall file the code of conduct annual report information required under section 10ee(6)(c) and (15), 2016 PA 341, MCL 460.10ee, no later than April 30 of each year in the docket in which the utility filed its notification for a new program or service, or in a new docket for an existing program or service. Code of conduct annual reports shall include all of the following:

(c) An overview of the report year, including a detailed accounting of how costs were apportioned between the utility and the value-added program or service, expectations for the following year, and any 5-year projections available for each value-added program and service.

RESPONSE

The Table on the next page provides an overview and detailed accounting of costs for DTE Gas's value-added program/service, Home Protection Plus (HPP)¹

¹ There are a total of 125 subscriptions at year end 2022 for the DTE Gas' Filter Replacement Program that was initiated in July 2020. The Filter Subscription Program is a VAPS program where customers may elect to subscribe to a furnace filter replacement program through a third-party vendor, Second Nature ("Program"). Customers who enroll in the Program do so subject to pricing and terms established by Second Nature. Additionally, on September 23, 2021 DTE Gas submitted its 30-day notice for the Pocket Geek Home Electronics Protection Program. In December 2022, Pocket Geek had 150 customers. The revenue and expense of the Filter Subscription and Pocket Geek programs is included in the Home Protection Plus income statement.

**Home Protection Plus
Financial Detail
12/31/2022**

Operating Revenue	
Total Operating Revenue	\$99,256,889
Operating Expenses	
Labor and Benefits	\$15,812,773
Vendor Repairs	\$32,407,113
Advertising	\$5,230,653
Material	\$2,982,737
Other	<u>\$9,925,832</u>
Total Direct Expenses	\$66,359,109
Indirect Expenses	
Corporate Allocations	\$6,714,492
Federal Taxes	\$5,498,491
State Taxes	<u>\$1,717,624</u>
Total Indirect Expenses	\$13,930,606
Total Expenses	\$80,289,715
Profit	\$18,967,174

A - Includes corporate allocations from the Gas utility using the Massachusetts formula

B - Federal taxes are based on a 21% tax rate.

Massachusetts Formula (Mass Formula) – For reporting purposes this calculation is used to allocate indirect expenses across organizations using the organizations ST labor, Gross Margin \$s and Plant Property and Equipment as a % of the Corporations same categories at 33% each.

For budgeting and ratemaking purposes, DTE assumes future periods are consistent with the most recent actuals. No formal 5-year projections exist for this program.

Rule 12(1)(d)

Utilities shall file the code of conduct annual report information required under section 10ee(6)(c) and (15), 2016 PA 341, MCL 460.10ee, no later than April 30 of each year in the docket in which the utility filed its notification for a new program or service, or in a new docket for an existing program or service. Code of conduct annual reports shall include all of the following:

(d) A table illustrating the customer count, revenue, and expense of each value-added program and service.

RESPONSE

See the table below for DTE Gas’s value-added program and service, Home Protection Plus.

2022	2022	2022
Average Monthly	HPP	HPP
<u>Contract Count</u>	<u>Revenue</u>	<u>Total Expenses</u>
223,627	\$99.3M	\$80.3M

There is a difference between contracts and customers. In HPP, DTE Gas counts contracts. A property owner may have several properties, counting as one customer, but the contract would be counted multiple times.

Rule 12(1)(e)

Utilities shall file the code of conduct annual report information required under section 10ee(6)(c) and (15), 2016 PA 341, MCL 460.10ee, no later than April 30 of each year in the docket in which the utility filed its notification for a new program or service, or in a new docket for an existing program or service. Code of conduct annual reports shall include all of the following:

(e) A balance sheet, where available, and income statement for each value-added program and service offered by an affiliate or other entity within the corporate structure, including revenues, less direct and indirect expenses broken out separately. Direct and indirect revenues and expenses shall be separated by category and then aggregated at the direct and indirect levels, and the report shall include gross income, amounts flowed back to ratepayers to reduce rates, and net income. Each category of indirect cost should be accompanied by formulas / calculations / allocations showing how they have been derived.

RESPONSE

No balance sheet is available for the Home Protection Plus program. See the Company's response to Rule 12(1)(c) above for how costs are derived and an income statement of the Home Protection Plus program, which includes direct and indirect revenues and expenses.

In DTE Gas's most recent base rate case, Case No. U-20940, the Commission order projects \$86.6 million of revenue flowed back to ratepayers and a projected profit margin of \$26.6 million.

Rule 12(1)(f)

Utilities shall file the code of conduct annual report information required under section 10ee(6)(c) and (15), 2016 PA 341, MCL 460.10ee, no later than April 30 of each year in the docket in which the utility filed its notification for a new program or service, or in a new docket for an existing program or service. Code of conduct annual reports shall include all of the following:

(f) General ledger and trial balance for each value-added program and service shall be provided to the commission staff separately on a USB thumb drive or other appropriate technological device with formulas intact.

RESPONSE

No general ledger or trial balance is maintained for the Home Protection Plus program.

Rule 12(1)(g)

Utilities shall file the code of conduct annual report information required under section 10ee(6)(c) and (15), 2016 PA 341, MCL 460.10ee, no later than April 30 of each year in the docket in which the utility filed its notification for a new program or service, or in a new docket for an existing program or service. Code of conduct annual reports shall include all of the following:

(g) The number and type of complaints received in the prior calendar year regarding code of conduct issues from customers, alternative electric suppliers, or any other person or entity, and a summary of the resolution of any complaint that occurred during the calendar year.

RESPONSE

There were no complaints regarding code of conduct issues from customers, alternative electric suppliers, or any other person or entity during the 2022 calendar year.

Rule 12(1)(h)

Utilities shall file the code of conduct annual report information required under section 10ee(6)(c) and (15), 2016 PA 341, MCL 460.10ee, no later than April 30 of each year in the docket in which the utility filed its notification for a new program or service, or in a new docket for an existing program or service. Code of conduct annual reports shall include all of the following:

(h) The number of times during the prior calendar year that customer information was provided to an affiliate or competing provider of an unregulated value-added program or service, the identity of the affiliate or competing provider, and a description of the information shared.

RESPONSE

During the prior calendar year there were no known occurrences of customer information being provided to an affiliate or competing provider of an unregulated value-added program or service.

Rule 12(1)(i)

Utilities shall file the code of conduct annual report information required under section 10ee(6)(c) and (15), 2016 PA 341, MCL 460.10ee, no later than April 30 of each year in the docket in which the utility filed its notification for a new program or service, or in a new docket for an existing program or service. Code of conduct annual reports shall include all of the following:

(i) A description of the nature of each transaction with an affiliate or other entity within the corporate structure and of the basis for the cost allocation and pricing established in each transaction.

RESPONSE

DTE Gas routinely reports such transactions between its affiliates and/or subsidiaries. See Attachment 12(1)(i)-1, Pages 228B through 228.1B, "Receivables from Associated Companies," Attachment 12(1)(i)-2, Pages 260B through 260.1B, "Payables to Associated Companies," Attachment 12(1)(i)-3, Pages 358 through 359, "Summary of Costs Billed to Associated Companies," and Attachment 12(1)(i)-4, Pages 360 through 361.1, "Summary of Costs Billed From Associated Companies."

All of these attachments were taken from the MPSC Annual Report Form P-522 for the year 2022.

The description of the basis upon which cost allocations and transfer pricing have been established in these transactions are contained in the "Subsidiary Company Master Service Agreement" and "Service Level Agreement – Shared Services," shown in Attachment 12(1)(i)-5.

Rule 12(1)(j)

Utilities shall file the code of conduct annual report information required under section 10ee(6)(c) and (15), 2016 PA 341, MCL 460.10ee, no later than April 30 of each year in the docket in which the utility filed its notification for a new program or service, or in a new docket for an existing program or service. Code of conduct annual reports shall include all of the following:

(j) Reports of internal audits conducted by the utility regarding transactions between the utility and its affiliates, or transactions between the utility and other entities within the corporate structure offering value-added programs or services.

RESPONSE

There were no applicable internal audits conducted during 2022.

Rule 12(2)

The annual report shall be signed by the designated corporate officer or a person responsible for each value-added program and service attesting to the accuracy of the information in the annual report and certifying that there is no cross-subsidization between regulated and non-regulated utility programs and services.

RESPONSE

The annual report has been signed.

Rule 12(3)

(3) Copies of federal income tax returns for utilities, affiliates, and, where applicable, other entities within the corporate structure who offer a value-added program or service, shall be available to the commission for inspection and review.

RESPONSE

Copies of federal income tax returns shall be made available to the Commission for inspection and review upon request.



Breanne K. Reitzel
(313) 235-9772
breanne.reitzel@dteenergy.com

April 30, 2024

Ms. Lisa Felice
Executive Secretary
Michigan Public Service Commission
7109 West Saginaw Highway
Lansing, Michigan 48909

Re: In the matter, on the Commission's own motion, to open a docket to implement the provisions of Section 10ee of 2016 PA 341.
MPSC Case No. U-20676 (Paperless e-file)

Dear Ms. Felice:

Attached for electronic filing in the above referenced matter is DTE Gas Company's Code of Conduct 2023 Annual Report.

Very truly yours,

Breanne K. Reitzel

BKR/erb
Attachment

DTE Gas Company
Code of Conduct
2023 Annual Report
Case No. U-20676
April 30, 2024

I certify that to the best of my knowledge the information contained in this report is true and accurate and complies with MCL 460.10ee and R 460.10112.

Henry J. Decker
Vice President – Gas Sales & Supply

DTE Gas Company (DTE Gas) submits this annual Code of Conduct report for calendar year 2023 pursuant to R 460.10112. The Company reserves the right to amend or supplement this Report as necessary and reserves the right to object to any specific disclosures as they may arise in the future.

Questions regarding the contents of this Report should be directed to Nicholas Chuey, Principal Project Manager – Regulatory Affairs, One Energy Plaza, Walker Cisler Building, Detroit, MI 48226, or 313-235-5569 or nicholas.chuey@dteenergy.com.

Rule 12(1)(a)

Utilities shall file the code of conduct annual report information required under section 10ee(6)(c) and (15), 2016 PA 341, MCL 460.10ee, no later than April 30 of each year in the docket in which the utility filed its notification for a new program or service, or in a new docket for an existing program or service. Code of conduct annual reports shall include all of the following:

(a) Designation of a corporate officer of the utility who will oversee compliance with these rules and be available to serve as the commission's primary contact regarding compliance.

RESPONSE

Henry J. Decker, Vice President – Gas Sales and Supply is the corporate officer of DTE Gas who will oversee compliance with these rules. Seth Shpargel, Director - Regulatory Affairs, (313-235-8039) will be available to serve as the Commission's primary DTE Gas contact regarding compliance.

Rule 12(1)(b)

Utilities shall file the code of conduct annual report information required under section 10ee(6)(c) and (15), 2016 PA 341, MCL 460.10ee, no later than April 30 each year in the docket in which the utility filed its notification for a new program or service, or in a new docket for an existing program or service. Code of conduct annual reports shall include all of the following:

(b) An organizational chart of the parent or holding company showing all regulated entities and affiliates and a description of all programs and services provided between the regulated entity and its affiliates.

RESPONSE

Please refer to Attachments 12(1)(b)-1 that shows an organizational chart of the parent company, DTE Energy Company and all regulated entities and affiliates as of 12/31/2023.

Please refer to Attachments 12(1)(b)-2 that contains a description of all programs and services provided between DTE Gas and its affiliates as of 12/31/2023.

Rule 12(1)(c)

Utilities shall file the code of conduct annual report information required under section 10ee(6)(c) and (15), 2016 PA 341, MCL 460.10ee, no later than April 30 of each year in the docket in which the utility filed its notification for a new program or service, or in a new docket for an existing program or service. Code of conduct annual reports shall include all of the following:

(c) An overview of the report year, including a detailed accounting of how costs were apportioned between the utility and the value-added program or service, expectations for the following year, and any 5-year projections available for each value-added program and service.

RESPONSE

The Table on the next page provides an overview and detailed accounting of costs for DTE Gas's value-added program/service, Home Protection Plus (HPP)¹

¹ There are a total of 143 subscriptions at year end 2023 for the DTE Gas' Filter Replacement Program that was initiated in July 2020. The Filter Subscription Program is a VAPS program where customers may elect to subscribe to a furnace filter replacement program through a third-party vendor, Second Nature ("Program"). Customers who enroll in the Program do so subject to pricing and terms established by Second Nature. Additionally, on September 23, 2021 DTE Gas submitted its 30-day notice for the Pocket Geek Home Electronics Protection Program. In December 2023, Pocket Geek had 117 customers. The revenue and expense of the Filter Subscription and Pocket Geek programs is included in the Home Protection Plus income statement.

**Home Protection Plus
Financial Detail
12/31/2023**

Operating Revenue	
Total Operating Revenue	\$103,901,297
Operating Expenses	
Labor and Benefits	\$13,454,384
Vendor Repairs	\$31,864,020
Advertising	\$5,409,418
Material	\$4,234,881
Other	\$9,137,270
Total Direct Expenses	\$64,099,972
Indirect Expenses	
Corporate Allocations	\$5,322,083
Federal Taxes	\$7,240,641
State Taxes	<u>\$2,261,838</u>
Total Indirect Expenses	\$14,824,562
Total Expenses	\$78,924,534
Profit	\$24,976,763

A - Includes corporate allocations from the Gas utility using the Massachusetts formula

B - Federal taxes are based on a 21% tax rate.

Massachusetts Formula (Mass Formula) – For reporting purposes this calculation is used to allocate indirect expenses across organizations using the organizations ST labor, Gross Margin \$s and Plant Property and Equipment as a % of the Corporations same categories at 33% each.

For budgeting and ratemaking purposes, DTE assumes future periods are consistent with the most recent actuals. No formal 5-year projections exist for this program.

Rule 12(1)(d)

Utilities shall file the code of conduct annual report information required under section 10ee(6)(c) and (15), 2016 PA 341, MCL 460.10ee, no later than April 30 of each year in the docket in which the utility filed its notification for a new program or service, or in a new docket for an existing program or service. Code of conduct annual reports shall include all of the following:

(d) A table illustrating the customer count, revenue, and expense of each value-added program and service.

RESPONSE

See the table below for DTE Gas's value-added program and service, Home Protection Plus (HPP).

2023	2023	2023
Average Monthly	HPP	HPP
<u>Contract Count</u>	<u>Revenue</u>	<u>Total Expenses</u>
223,307	\$103.9 million	\$78.9 million

There is a difference between contracts and customers. In HPP, DTE Gas counts contracts. A property owner may have several properties, counting as one customer, but the contract would be counted multiple times.

Rule 12(1)(e)

Utilities shall file the code of conduct annual report information required under section 10ee(6)(c) and (15), 2016 PA 341, MCL 460.10ee, no later than April 30 of each year in the docket in which the utility filed its notification for a new program or service, or in a new docket for an existing program or service. Code of conduct annual reports shall include all of the following:

(e) A balance sheet, where available, and income statement for each value-added program and service offered by an affiliate or other entity within the corporate structure, including revenues, less direct and indirect expenses broken out separately. Direct and indirect revenues and expenses shall be separated by category and then aggregated at the direct and indirect levels, and the report shall include gross income, amounts flowed back to ratepayers to reduce rates, and net income. Each category of indirect cost should be accompanied by formulas / calculations / allocations showing how they have been derived.

RESPONSE

No balance sheet is available for the Home Protection Plus program. See the Company's response to Rule 12(1)(c) above for how costs are derived and an income statement of the Home Protection Plus program, which includes direct and indirect revenues and expenses.

In DTE Gas's most recent base rate case, Case No. U-20940, the Commission order projects \$86.6 million of revenue flowed back to ratepayers and a projected profit margin of \$26.6 million.

Rule 12(1)(f)

Utilities shall file the code of conduct annual report information required under section 10ee(6)(c) and (15), 2016 PA 341, MCL 460.10ee, no later than April 30 of each year in the docket in which the utility filed its notification for a new program or service, or in a new docket for an existing program or service. Code of Conduct annual reports shall include all of the following:

(f) General ledger and trial balance for each value-added program and service shall be provided to the commission staff separately on a USB thumb drive or other appropriate technological device with formulas intact.

RESPONSE

No general ledger or trial balance is maintained for the Home Protection Plus program.

Rule 12(1)(g)

Utilities shall file the code of conduct annual report information required under section 10ee(6)(c) and (15), 2016 PA 341, MCL 460.10ee, no later than April 30 of each year in the docket in which the utility filed its notification for a new program or service, or in a new docket for an existing program or service. Code of conduct annual reports shall include all of the following:

(g) The number and type of complaints received in the prior calendar year regarding code of conduct issues from customers, alternative electric suppliers, or any other person or entity, and a summary of the resolution of any complaint that occurred during the calendar year.

RESPONSE

There were no complaints regarding code of conduct issues from customers, alternative electric suppliers, or any other person or entity during the 2023 calendar year.

Rule 12(1)(h)

Utilities shall file the code of conduct annual report information required under section 10ee(6)(c) and (15), 2016 PA 341, MCL 460.10ee, no later than April 30 of each year in the docket in which the utility filed its notification for a new program or service, or in a new docket for an existing program or service. Code of conduct annual reports shall include all of the following:

(h) The number of times during the prior calendar year that customer information was provided to an affiliate or competing provider of an unregulated value-added program or service, the identity of the affiliate or competing provider, and a description of the information shared.

RESPONSE

During the prior calendar year there were no known occurrences of customer information being provided to an affiliate or competing provider of an unregulated value-added program or service.

Rule 12(1)(i)

Utilities shall file the code of conduct annual report information required under section 10ee(6)(c) and (15), 2016 PA 341, MCL 460.10ee, no later than April 30 of each year in the docket in which the utility filed its notification for a new program or service, or in a new docket for an existing program or service. Code of conduct annual reports shall include all of the following:

(i) A description of the nature of each transaction with an affiliate or other entity within the corporate structure and of the basis for the cost allocation and pricing established in each transaction.

RESPONSE

DTE Gas routinely reports such transactions between its affiliates and/or subsidiaries. See Attachment 12(1)(i)-1, Pages 228B and 228.1B, “Receivables from Associated Companies,” Attachment 12(1)(i)-2, Pages 260B and 260.1B, “Payables to Associated Companies,” Attachment 12(1)(i)-3, Pages 358 through 359.1, “Summary of Costs Billed to Associated Companies,” and Attachment 12(1)(i)-4, Pages 360 through 361.1, “Summary of Costs Billed From Associated Companies.”

All of these attachments were taken from the MPSC Annual Report Form P-522 for the year 2023.

The description of the basis upon which cost allocations and transfer pricing have been established in these transactions and are contained in the “Subsidiary Company Master Service Agreement” and “Service Level Agreement – Shared Services,” shown in Attachment 12(1)(i)-5.

Rule 12(1)(j)

Utilities shall file the code of conduct annual report information required under section 10ee(6)(c) and (15), 2016 PA 341, MCL 460.10ee, no later than April 30 of each year in the docket in which the utility filed its notification for a new program or service, or in a new docket for an existing program or service. Code of conduct annual reports shall include all of the following:

(j) Reports of internal audits conducted by the utility regarding transactions between the utility and its affiliates, or transactions between the utility and other entities within the corporate structure offering value-added programs or services.

RESPONSE

An audit was conducted in 2023 on a DTE Electric facility that entered into an agreement with DTE Gas. The audit report is confidential and therefore filed under seal with the MPSC.

Rule 12(2)

The annual report shall be signed by the designated corporate officer or a person responsible for each value-added program and service attesting to the accuracy of the information in the annual report and certifying that there is no cross-subsidization between regulated and non-regulated utility programs and services.

RESPONSE

The annual report has been signed.

Rule 12(3)

(3) Copies of federal income tax returns for utilities, affiliates, and, where applicable, other entities within the corporate structure who offer a value-added program or service, shall be available to the commission for inspection and review.

RESPONSE

Copies of federal income tax returns shall be made available to the Commission for inspection and review upon request.



Breanne K. Reitzel
(313) 235-9772
breanne.reitzel@dteenergy.com

April 30, 2025

Ms. Lisa Felice
Executive Secretary
Michigan Public Service Commission
7109 West Saginaw Highway
Lansing, Michigan 48909

Re: In the matter, on the Commission's own motion, to open a docket to implement
the provisions of Section 10ee of 2016 PA 341.
MPSC Case No. U-20676 (Paperless e-file)

Dear Ms. Felice:

Attached for electronic filing in the above referenced matter is DTE Gas Company's
Code of Conduct 2024 Annual Report.

Very truly yours,

Breanne K. Reitzel

BKR/erb
Attachment

DTE Gas Company
Code of Conduct
2024 Annual Report
Case No. U-20676
April 30, 2024

I certify that to the best of my knowledge the information contained in this report is true and accurate and complies with MCL 460.10ee and R 460.10112.

Henry J. Decker
Vice President – Gas Sales & Supply

DTE Gas Company (DTE Gas) submits this annual Code of Conduct report for calendar year 2024 pursuant to R 460.10112. The Company reserves the right to amend or supplement this Report as necessary and reserves the right to object to any specific disclosures as they may arise in the future.

Questions regarding the contents of this Report should be directed to Jamie Williams, Senior Strategist – Regulatory Affairs, One Energy Plaza, Walker Cisler Building, Detroit, MI 48226, or 313-235-4993 or james.l.williams@dteenergy.com.

Rule 12(1)(a)

Utilities shall file the code of conduct annual report information required under section 10ee(6)(c) and (15), 2016 PA 341, MCL 460.10ee, no later than April 30 of each year in the docket in which the utility filed its notification for a new program or service, or in a new docket for an existing program or service. Code of conduct annual reports shall include all of the following:

(a) Designation of a corporate officer of the utility who will oversee compliance with these rules and be available to serve as the commission's primary contact regarding compliance.

RESPONSE

Henry J. Decker, Vice President – Gas Sales and Supply is the corporate officer of DTE Gas who will oversee compliance with these rules. Jamie Williams - Regulatory Affairs, (313-235-4993) will be available to serve as the Commission's primary DTE Gas contact regarding compliance.

Rule 12(1)(b)

Utilities shall file the code of conduct annual report information required under section 10ee(6)(c) and (15), 2016 PA 341, MCL 460.10ee, no later than April 30 each year in the docket in which the utility filed its notification for a new program or service, or in a new docket for an existing program or service. Code of conduct annual reports shall include all of the following:

(b) An organizational chart of the parent or holding company showing all regulated entities and affiliates and a description of all programs and services provided between the regulated entity and its affiliates.

RESPONSE

Please refer to Attachments 12(1)(b)-1 that shows an organizational chart of the parent company, DTE Energy Company and all regulated entities and affiliates as of 12/31/2024.

Please refer to Attachments 12(1)(b)-2 that contains a description of all programs and services provided between DTE Gas and its affiliates as of 12/31/20234

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Rule 12(1)(c)

Utilities shall file the code of conduct annual report information required under section 10ee(6)(c) and (15), 2016 PA 341, MCL 460.10ee, no later than April 30 of each year in the docket in which the utility filed its notification for a new program or service, or in a new docket for an existing program or service. Code of conduct annual reports shall include all of the following:

(c) An overview of the report year, including a detailed accounting of how costs were apportioned between the utility and the value-added program or service, expectations for the following year, and any 5-year projections available for each value-added program and service.

RESPONSE

The Table on the next page provides an overview and detailed accounting of costs for DTE Gas's value-added program/service, Home Protection Plus (HPP)

**Home Protection Plus
Financial Detail
12/31/2024**

Operating Revenue		
	Total Operating Revenue	\$108,545,733
Operating Expenses		
	Labor and Benefits	\$14,370,719
	Vendor Repairs	31,333,255
	Advertising	\$6,480,403
	Material	\$5,257,208
	Other	\$7,703,135
	Total Direct Expenses	\$65,144,720
Indirect Expenses		
	Corporate Allocations	\$5,811,529
	Federal Taxes	\$7,261,942
	State Taxes	<u>\$2,268,492</u>
Total Indirect Expenses		\$15,341,962
Total Expenses		\$80,486,683
Profit		\$28,059,050

A - Includes corporate allocations from the Gas utility using the Massachusetts formula

B - Federal taxes are based on a 21% tax rate.

Massachusetts Formula (Mass Formula) – For reporting purposes this calculation is used to allocate indirect expenses across organizations using the organizations ST labor, Gross Margin \$s and Plant Property and Equipment as a % of the Corporations same categories at 33% each.

For budgeting and ratemaking purposes, DTE assumes future periods are consistent with the most recent actuals. No formal 5-year projections exist for this program.

Rule 12(1)(d)

Utilities shall file the code of conduct annual report information required under section 10ee(6)(c) and (15), 2016 PA 341, MCL 460.10ee, no later than April 30 of each year in the docket in which the utility filed its notification for a new program or service, or in a new docket for an existing program or service. Code of conduct annual reports shall include all of the following:

(d) A table illustrating the customer count, revenue, and expense of each value-added program and service.

RESPONSE

See the table below for DTE Gas’s value-added program and service, Home Protection Plus (HPP).

2024	2024	2024
Average Monthly	HPP	HPP
<u>Contract Count</u>	<u>Revenue</u>	<u>Total Expenses</u>
224,173	\$108.5 million	\$80.5 million

There is a difference between contracts and customers. In HPP, DTE Gas counts contracts. A property owner may have several properties, counting as one customer, but the contract would be counted multiple times.

Rule 12(1)(e)

Utilities shall file the code of conduct annual report information required under section 10ee(6)(c) and (15), 2016 PA 341, MCL 460.10ee, no later than April 30 of each year in the docket in which the utility filed its notification for a new program or service, or in a new docket for an existing program or service. Code of conduct annual reports shall include all of the following:

(e) A balance sheet, where available, and income statement for each value-added program and service offered by an affiliate or other entity within the corporate structure, including revenues, less direct and indirect expenses broken out separately. Direct and indirect revenues and expenses shall be separated by category and then aggregated at the direct and indirect levels, and the report shall include gross income, amounts flowed back to ratepayers to reduce rates, and net income. Each category of indirect cost should be accompanied by formulas / calculations / allocations showing how they have been derived.

RESPONSE

No balance sheet is available for the Home Protection Plus program. See the Company's response to Rule 12(1)(c) above for how costs are derived and an income statement of the Home Protection Plus program, which includes direct and indirect revenues and expenses.

In DTE Gas's most recent base rate case, Case No. U-21291, the Commission order projects \$99.2 million of revenue flowed back to ratepayers from the HPP, with a projected profit margin of \$28.0 million.

Rule 12(1)(f)

Utilities shall file the code of conduct annual report information required under section 10ee(6)(c) and (15), 2016 PA 341, MCL 460.10ee, no later than April 30 of each year in the docket in which the utility filed its notification for a new program or service, or in a new docket for an existing program or service. Code of Conduct annual reports shall include all of the following:

(f) General ledger and trial balance for each value-added program and service shall be provided to the commission staff separately on a USB thumb drive or other appropriate technological device with formulas intact.

RESPONSE

No general ledger or trial balance is maintained for the Home Protection Plus program.

Rule 12(1)(g)

Utilities shall file the code of conduct annual report information required under section 10ee(6)(c) and (15), 2016 PA 341, MCL 460.10ee, no later than April 30 of each year in the docket in which the utility filed its notification for a new program or service, or in a new docket for an existing program or service. Code of conduct annual reports shall include all of the following:

(g) The number and type of complaints received in the prior calendar year regarding code of conduct issues from customers, alternative electric suppliers, or any other person or entity, and a summary of the resolution of any complaint that occurred during the calendar year.

RESPONSE

There were no complaints regarding code of conduct issues from customers, alternative electric suppliers, or any other person or entity during the 2024 calendar year.

Rule 12(1)(h)

Utilities shall file the code of conduct annual report information required under section 10ee(6)(c) and (15), 2016 PA 341, MCL 460.10ee, no later than April 30 of each year in the docket in which the utility filed its notification for a new program or service, or in a new docket for an existing program or service. Code of conduct annual reports shall include all of the following:

(h) The number of times during the prior calendar year that customer information was provided to an affiliate or competing provider of an unregulated value-added program or service, the identity of the affiliate or competing provider, and a description of the information shared.

RESPONSE

During the prior calendar year there were no known occurrences of customer information being provided to an affiliate or competing provider of an unregulated value-added program or service.

Rule 12(1)(i)

Utilities shall file the code of conduct annual report information required under section 10ee(6)(c) and (15), 2016 PA 341, MCL 460.10ee, no later than April 30 of each year in the docket in which the utility filed its notification for a new program or service, or in a new docket for an existing program or service. Code of conduct annual reports shall include all of the following:

(i) A description of the nature of each transaction with an affiliate or other entity within the corporate structure and of the basis for the cost allocation and pricing established in each transaction.

RESPONSE

DTE Gas routinely reports such transactions between its affiliates and/or subsidiaries. See Attachment 12(1)(i)-1, Pages 228B and 228.1B, “Receivables from Associated Companies,” Attachment 12(1)(i)-2, Pages 260B and 260.1B, “Payables to Associated Companies,” Attachment 12(1)(i)-3, Pages 358 through 359.1, “Summary of Costs Billed to Associated Companies,” and Attachment 12(1)(i)-4, Pages 360 through 361.1, “Summary of Costs Billed From Associated Companies.”

All of these attachments were taken from the MPSC Annual Report Form P-522 for the year 2023.

The description of the basis upon which cost allocations and transfer pricing have been established in these transactions and are contained in the “Subsidiary Company Master Service Agreement” and “Service Level Agreement – Shared Services,” shown in Attachment 12(1)(i)-5.

Rule 12(1)(j)

Utilities shall file the code of conduct annual report information required under section 10ee(6)(c) and (15), 2016 PA 341, MCL 460.10ee, no later than April 30 of each year in the docket in which the utility filed its notification for a new program or service, or in a new docket for an existing program or service. Code of conduct annual reports shall include all of the following:

(j) Reports of internal audits conducted by the utility regarding transactions between the utility and its affiliates, or transactions between the utility and other entities within the corporate structure offering value-added programs or services.

RESPONSE

No Audits were performed during 2024.

Rule 12(2)

The annual report shall be signed by the designated corporate officer or a person responsible for each value-added program and service attesting to the accuracy of the information in the annual report and certifying that there is no cross-subsidization between regulated and non-regulated utility programs and services.

RESPONSE

The annual report has been signed.

Rule 12(3)

(3) Copies of federal income tax returns for utilities, affiliates, and, where applicable, other entities within the corporate structure who offer a value-added program or service, shall be available to the commission for inspection and review.

RESPONSE

Copies of federal income tax returns shall be made available to the Commission for inspection and review upon request.

	2021	2022	2023	2024	TOTAL
Number of contracts	222,057 N/A	223,627 0.71%	223,307 -0.14%	224,173 0.39%	223,291 1.0%
Total operating revenue	\$92,906,468	\$99,256,889	\$103,901,297	\$108,545,733	\$404,610,387
Change vs previous yr	N/A	6.84%	4.68%	4.47%	16.8%
Revenue per contract	\$418.39	\$443.85	\$465.28	\$484.21	
Change vs previous yr	N/A	6.09%	4.83%	4.07%	15.7%
Operating Expenses					
Labor and benefits	\$15,933,268	\$15,812,773	\$13,454,384	\$14,370,719	\$59,571,144
Vendor repairs	\$30,326,354	\$32,407,113	\$31,864,020	31,333,255	\$125,930,742
Advertising	\$4,420,128	\$5,230,653	\$5,409,418	\$6,480,403	\$21,540,602
Material	\$4,245,435	\$2,982,737	\$4,234,881	\$5,257,208	\$16,720,261
Other	\$9,409,065	\$9,925,832	\$9,137,270	\$7,703,135	\$36,175,302
Total Direct Expenses	\$64,334,250	\$66,359,108	\$64,099,973	\$65,144,720	\$259,938,051
Change vs previous yr	N/A	3.15%	-3.40%	1.63%	1.3%
Indirect Expenses					
Corporate Allocations	\$6,307,940	6,714,492	\$5,322,083	\$5,811,529	\$24,156,044
Federal Taxes	\$4,675,498	\$5,498,491	\$7,240,641	\$7,261,942	\$24,676,572
State Taxes	\$1,460,537	\$1,717,624	\$2,261,838	\$2,268,492	\$7,708,491
Total Indirect Expenses	\$12,443,975	13,930,607	\$14,824,562	\$15,341,963	\$56,541,107
Change vs previous yr	N/A	11.95%	6.42%	3.49%	23.3%
Total Expenses	\$76,778,225	\$80,289,715	\$78,924,535	\$80,486,683	\$316,479,158
Change vs previous yr	N/A	4.57%	-1.70%	1.98%	4.8%
Profit	\$16,128,243	\$18,967,174	\$24,976,762	\$28,059,050	\$88,131,229
Profit per contract	\$72.63	\$84.82	\$111.85	\$125.17	74.0%
Change vs previous yr	N/A	16.78%	31.87%	11.91%	72.3%

Workpaper 1c - Table 2 Weighted Average Calculations, Workpaper 1b.i

Table 2. Calculation A. - Calculating the weighted average shutoff rate among the 9 municipalities with highest shutoff rates.

Total Residential Gas Customers (2025)
1,476,435

Rank	City	% of DTE Customers	% BIPOC	Shutoffs (2025)	Shutoff %	Share of DTE Gas shutoffs	Customer count
1	Detroit	16.80%	88.90%	47,668	19.20%	61.80%	248041
2	Ypsilanti	2.20%	49.90%	2,843	8.90%	3.70%	32482
3	Dearborn	1.80%	57.70%	2,292	8.50%	3%	26576
4	Heights	1.10%	51.70%	1,793	11%	2.30%	16241
5	Inkster	0.50%	86.30%	1,702	21.50%	2.20%	7382
6	Taylor	1.20%	36.80%	1,658	9.10%	2.10%	17717
7	Belleville	0.90%	34.40%	1,365	9.90%	1.80%	13288
8	Romulus	0.80%	41.50%	1,320	11.30%	1.70%	11811
9	Lincoln Park	0.70%	44.90%	1,313	12.40%	1.70%	10335
TOTALS / AVERAGES				61,954	16.14%		383,873
				(Total shutoffs)	(average shutoff rate)		(Total customers)

Table 2. Calculation B. - Calculating the weighted percentage of BIPOC customers among the 9 municipalities with the highest shutoff rates. **Total Residential Gas Customers (2025)**
1,476,435

Rank	City	% of DTE Customers	% BIPOC	Shutoffs (2025)	Shutoff %	Share of DTE Gas shutoffs	BIPOC count	Customer count
1	Detroit	16.80%	88.90%	47,668	19.20%	61.80%	220509	248,041
2	Ypsilanti	2.20%	49.90%	2,843	8.90%	3.70%	16208	32,482
3	Dearborn	1.80%	57.70%	2,292	8.50%	3%	15334	26,576
4	Dearborn Heights	1.10%	51.70%	1,793	11%	2.30%	8396	16,241
5	Inkster	0.50%	86.30%	1,702	21.50%	2.20%	6371	7,382
6	Taylor	1.20%	36.80%	1,658	9.10%	2.10%	6520	17,717
7	Belleville	0.90%	34.40%	1,365	9.90%	1.80%	4571	13,288
8	Romulus	0.80%	41.50%	1,320	11.30%	1.70%	4902	11,811
9	Lincoln Park	0.70%	44.90%	1,313	12.40%	1.70%	4640	10,335
TOTALS / AVERAGES			74.88%				287,452	383,873
			(average across 9 communities)				(Total BIPOC customers)	(Total customers)

Methodology

Calculation A:

1. Determine customer counts in each municipality by multiplying column C by the total 2025 DTE residential gas customer count (Cell I3)
2. Sum total shutoffs, E5:E13
3. Sum total customers in the top 9 municipalities, H5:H13
4. Divide the sums for the weighted average, E14/H14

Calculation B:

1. Copy customer counts from Calculation A into cells I20:I28
2. Determine the BIPOC customer count in each municipality (H20:H28) by multiplying customer count (Column I) by u% BIPOC (Column D)
3. Sum total customers in the top 9 municipalities, I20:I28
3. Sum total BIPOC customers in the top 9 municipalities, H20:H28
5. Divide the sums for the weighted average, H29/I29

STATE OF MICHIGAN

BEFORE THE MICHIGAN PUBLIC SERVICE COMMISSION

In the matter of the application of **DTE GAS COMPANY** for authority to increase its rates, amend its rate schedules and rules governing the distribution and supply of natural gas, and for miscellaneous accounting authority.

Case No. U-21973

ALJ Christopher S. Saunders

PROOF OF SERVICE

I, Mark N. Templeton, certify that an electronic copy of the **Accompanying Exhibits FLO-216 to FLO-228 and FLO-230 to FLO-234** (Part 2 of 2) for the **Direct Testimony of Justin Schott on Behalf of Frontline Organizations** was served on the following on March 13, 2026.

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The statements above are true to the best of my knowledge, information, and belief.

Date: March 13, 2026

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