



## If DTE caused property damage, they must respect your rights.

You have a **right not to have your home or property destroyed or damaged** by DTE.

You have a **right to compensation** if DTE destroys or damages your property.

You have a right to ask any DTE representatives for **picture identification** confirming they work for DTE. (1)

You have a **right to receive prompt and effective assistance** from DTE, even if you are not able to communicate in English. (2)

You have a **right not to be targeted or discriminated against** by DTE for exercising your consumer rights. (3)

### Steps to Take if DTE Destroys or Damages Your Property:

#### Gather Documentation of the Damage that DTE did to your Home or Property.

Take pictures of any damage that you believe was caused by DTE. Any supporting invoices, receipts, photos, videos, or other materials can be very helpful to advance your complaint.

In addition, try to collect: repair estimates or invoices, receipts and purchase records. Make sure to indicate model number, serial number and year of any equipment for which you are seeking compensation.

# DTE Caused Property Loss or Damage at Your Home

KNOW YOUR  
**CONSUMER  
RIGHTS**



## More steps to take if DTE destroys or damages your property

File a Damage Claim with DTE Energy

Call 800-477-4747 or file online at the QR link below.

Make sure to note:

- When and where the incident occurred
- Why DTE was on your property
- How DTE's actions caused damage to your home or property
- What the damage was that DTE caused to your home or property
- What you believe would be fair compensation for the damage that DTE caused to your home or property

Once they receive your claim, DTE must investigate and reach a decision within 30 days if your complaint was submitted online. DTE will let you know whether they've accepted your claim and will provide you with compensation or if they have denied your claim. If you are not satisfied with the outcome of your complaint (i.e. it was not sufficient to compensate you for damage and/or your claim was denied), you can file a claim against DTE in Small Claims Court or in District Court.

**Reach out to the Sugar Law Center for Social and Economic Justice if you would like a lawyer to help you navigate an issue with DTE Energy.**



Email: [ljacob@sugarlaw.org](mailto:ljacob@sugarlaw.org) | Phone: (313)-324-8497

File a damage claim  
with DTE online:



**Michigan Environmental Justice Coalition**

[www.michiganej.org](http://www.michiganej.org)