



If you fall behind on your bills, DTE must respect your rights.

You have a right to receive information from DTE about energy assistance and shut-off protection programs. (1)

If you are falling behind on your DTE bills, you have the right to negotiate and enroll in a payment agreement with DTE to avoid a shut-off. (2)

If you are not able to pay your outstanding DTE bill in full, DTE must allow you to enter into a minimum of two (2) documented payment plans for the amount that you owe to DTE (provided that you are not disputing the amount that you owe). To determine a reasonable payment plan, DTE must negotiate in consideration of the following factors:

- The amount of your energy bill that you are unable to pay;
- How much you are able to pay based on your income;
- The amount of time that you've had an outstanding debt with DTE;
- The reasons that you are not able to pay your DTE bill;
- Your payment history with DTE;
- Any other relevant factors that may influence your ability to pay DTE for your energy use. (3)

You have a right to enroll in an equal monthly billing program and have a set DTE bill each month. (4)

You have a right to receive your utility bills 21 days before the bill is due. (5)

You have a right to receive prompt and effective assistance from DTE, even if you are not able to communicate in English. (6)

You have a right not to be targeted or discriminated against by DTE for exercising your consumer rights. (7)

(1) Mich. Admin. Code R. 460.129
(2) Mich. Admin. Code R. 460.147(a),
(3) Mich. Admin. Code R. 460.146
(4) Mich. Admin. Code R. 460.121,
(5) Mich. Admin. Code R. 460.120
(6) Mich. Admin. Code R. 460.147
(7) Mich. Admin. Code R. 460.10



What to do if you cannot afford your DTE bill

1. If you are at or below 150% of the federal poverty level, apply for the State Emergency Relief (“SER”) Program to receive financial support for your energy bill.
2. Apply for the Home Heating Credit. Eligibility is determined based on income, the number of exemptions you qualify for, and household heating costs.
3. If you have applied for SER and still need additional support, apply for the Michigan Energy Assistance Program.
4. Contact DTE and negotiate a Payment Agreement for the amount that you are unable to pay. By negotiating a Payment Agreement, you can pay off the outstanding amount that you owe over a period of time without any late fees. A note of caution, DTE may require you to make a downpayment on your outstanding bill and then pay the rest of your outstanding bill in monthly installments. To set up or modify a Payment Agreement, you can contact a DTE customer representative at 800-477-4747.
5. If you believe that you are not able to afford your bill because DTE incorrectly charged you for your energy service, please review *the Know Your Rights: DTE Incorrectly Charged You Guide*.

Reach out to the Sugar Law Center for Social and Economic Justice if you would like a lawyer to help you navigate a DTE shut-off issue.

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Michigan Environmental Justice Coalition

www.michiganej.org