



Are you in a financial hardship?

The economy in Michigan is difficult. And many of our customers are experiencing difficult times.

We offer several programs to assist our customers with paying their energy bills. **Please contact us at 800.477.4747 BEFORE your service is subject to shutoff.** We will work with you to set up a payment plan or advise you of assistance agencies in your area.

Programs for all customers

- 211 United Way
- Credit Counseling
- Double Notice Protection Plan
- Medical Emergencies
- Shut-Off Protection Plan
- Shut-Off Protection: Active Military

Programs for low-income customers only

- Case Management
- Earned Income Credit
- Home Heating Credit
- Low-Income Weatherization
- State Emergency Relief Program
- THAW (The Heat And Warmth Fund)
- Winter Protection Plan

Contact DTE Energy as soon as you know you will need to stop or transfer your energy service by calling 800.477.4747 or by visiting dteenergy.com and go to the Start/Stop tab.

This is important because:

- It allows us time to schedule a service person to disconnect your gas or electric service. To start or stop service, call us 10 days before moving.
- You have time to schedule our visit at a time when you will be available to provide the required access to our meter. Hours are Monday – Friday, from 8:30 a.m. to 4:30 p.m.
- Failure to do so may result in continued billing.
- Your real estate agent, lien holder, the bankruptcy court or other property entities are not responsible for the energy use billed in your name or for providing access to our meter.

800.477.4747

Our representatives are ready to help you:

- Stop or transfer your energy service
- By offering payment options
- By providing referrals to assistance agencies