



Shut-Off Notice From DTE



If you get a shut-off notice, DTE must respect your rights.

You have a **right to receive a shut-off notice from DTE** before your power is shut off. (1)

You have **10 days to respond to a shut-off notice** from DTE before your power is shut off. (1)

You have a **right to pay the outstanding amount you owe to DTE before your shut-off date** and keep the power on at your home. (2)

You have a **right not to have your power shut off if you have an informal complaint, customer hearing, or formal hearing pending** with either DTE or the Michigan Public Service Commission. (3)

You have a **right not to have your power shut off if you have paid all your utility service bills**, but you have not yet paid for other items or services provided by DTE. (3)

If you are a low-income customer, you have a **right to participate in the Winter Protection Program** and keep your power if you pay 7% of your total annual bill each month in the winter. You will still owe your full bill at the end of the winter. (4)

If you are a low-income customer who is faced with a shut-off, you can **choose to pay one bill** to retain either electric or gas service. (5)

You have the **right to enroll in a payment plan** with DTE to make payments on your outstanding debt and avoid a shut-off. (4)

If you are a low-income customer, you have the **right to enroll in a shut-off protection plan**. You may be required to pay a downpayment to enroll. (4)

If you are a senior (65+), you have a **right to energy service during the winter season** and DTE cannot shut-off your energy. You do not have to make a minimum payment. (5)

If you are on active duty in the military, you have a **right to have 90 days to respond to a shut-off notice** before DTE can shut off your power. (6)

You have a **right to have 21 days to respond to a shut-off notice if you or someone in your home has a serious medical condition**. (7)

If you are a **critical care customer**, you have a right to be protected from utility shut-offs. (7)

You have a **right to a final reading** of your meter by DTE. (8)

You have a **right not to have your service shut off when DTE services are not available to the general public** to restore service (i.e. you cannot be shut off outside of DTE working hours) (9)

You have a **right to have your power turned back on when you are able to pay your outstanding balance** or enroll in a payment plan with DTE. (10)

(1) Mich. Admin. Code R. 460.139

(2) Mich. Admin. Code R. 460.123

(3) Mich. Admin. Code R. 460.138

(4) MCL Chapter 460.r; Mich. Admin Code R. 460.131

(5) Mich. Admin. Code R. 460.123

(6) Mich. Admin. Code R. 460.133

(7) Mich. Admin. Code R. 460.130

(8) Mich. Admin. Code R. 460.113

(9) Mich. Admin. Code R. 460.124

(10) Mich. Admin. Code R. 460.144

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KNOW YOUR
**CONSUMER
RIGHTS**



What to do if you've received a shutoff notice

File a complaint with DTE energy via phone by calling 800-477-4747 or online at the QR code below.

If you believe your rights have been violated, write a clear description of how DTE violated your customer rights in your complaint. Even if you don't believe your rights have been violated, but you're struggling to pay your bills on time or have issues with your utility service, it's worth contacting DTE to try to negotiate a payment plan or discuss affordability programs that can help you pay off your past due balance.

File an informal complaint with the Michigan Public Service Commission if your customer rights have been violated.

via phone by calling 800-292-9555;

via the Michigan Public Service Commission website;

or by mail to:

MPSC Customer Assistance P.O. Box 30221, Lansing, MI 48909

Before you file your complaint, make sure to document your issue(s) as much as possible. Gather receipts of previous bills you've paid on time, information about incorrect charges you've noticed on your account, and information for other public benefits programs you may be applying for or already participating in.

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.



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

File a complaint with DTE:



Michigan Environmental Justice Coalition

www.michiganej.org