



If you are wrongfully billed, DTE must respect your rights.

DTE sometimes wrongly charges customers for the gas and electric services that you use. Below, please find an overview of your consumer rights if you are incorrectly charged by DTE, as well as, the steps you can take to resolve a billing issue and receive a refund for the amount that you were wrongfully charged by DTE.

If DTE overcharges you, **you are entitled to a refund or credit** of the amount that you were wrongfully billed. (1)

You have a **right to view records of your actual energy use** data from the last 12 months. (2)

You have the **right to read your energy meter** and report your actual energy use to DTE. (3)

You have a **right to file a complaint and dispute an incorrect charge** with DTE. (3)

You have a **right to request a Customer Hearing or an investigation from the Michigan Public Services Commission** to resolve a dispute with DTE about an incorrect billing charge. (4)

You have a **right to receive prompt and effective assistance from DTE**, even if you are not able to communicate in English. (5)

You have a **right not to be targeted or discriminated against by DTE** for exercising your consumer rights. (6)

1. Mich. Admin. Code R. 460.126a
2. Mich. Admin. Code R. 460.114
3. Mich. Admin. Code R. 460.154
4. Mich. Admin. Code R. 460.155
5. Mich. Admin. Code R. 460.147
6. Mich. Admin. Code R. 460.103



What to do if you've been wrongfully billed

File a complaint with DTE Energy via phone by calling 800-477-4747 or in the QR code below.

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 evidence of the consumer rights violation, which in this case could include your actual meter reading, a miscalculation by DTE that resulted in you having a higher bill, or an incorrect charge that you received from DTE.

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.

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



File a complaint with DTE:



Michigan Environmental Justice Coalition

www.michiganej.org