



When the power goes out, DTE must respect your rights.

You have a **right to receive a \$38 credit from DTE** if you experience a power outage in your home. However, this credit is subject to the following timing restrictions. **(1)**

You are eligible for an outage credit IF:

- A power outage lasts more than 16 hours due to an event that results in an interruption affecting 1% or less of DTE's electric customers.

or;

- A power outage lasts more than 48 hours due to an event that results in an interruption affecting greater than 1% but less than 10% of DTE's electric customers.

or;

- A power outage lasts more than 96 hours under catastrophic conditions. Catastrophic conditions are defined as an event that results in an official state of emergency or an event that results in an interruption of 10% or more of DTE's electric customers.

You have a **right to have access to qualified personnel from DTE who are available at all times** to respond to shut-off and outage issues. **(2)**

You have a **right to receive prompt and effective assistance from DTE**, even if you are not able to communicate in English. **(3)**

You have a **right not to be targeted or discriminated against by DTE for exercising your consumer rights**. **(4)**

(1) Mich. Admin. Code R. 460.744;
MPSC Case No. U-20629
(2) Mich. Admin. Code R. 460.147
(3) Mich. Admin. Code R. 460.147
(4) Mich. Admin. Code R. 460.10



What to do if you experience an outage

Report the outage to DTE immediately. Don't assume that DTE is aware of the outage or that your home was impacted. Also document the time of the outage for yourself and track how long your power is off for.

→ Report a power outage via DTE's online portal.

→ Report a power outage via phone by calling DTE at 800-477-4747

If you are eligible for a credit, confirm that you received the correct credit (i.e. \$38 for the power being out and an additional \$38 credit for each day it was off) from DTE.

If DTE did not credit you the correct amount given how long your power outage lasted, submit a complaint to DTE or an informal or formal complaint to MPSC.

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

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



Outage response resources from
Michigan Public Service Commission:



Michigan Environmental Justice Coalition

www.michiganej.org