DTE Energy Company One Energy Plaza, 1635 WCB Detroit, MI 48226-1279



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April 30, 2020

Lisa Felice Executive Secretary Michigan Public Service Commission 7109 West Saginaw Highway Lansing, Michigan 48909

RE: In the matter, on the Commission's own motion, to review its response to the novel

coronavirus (COVID-19) pandemic, including the statement state of emergency, and to provide guidance and direction to energy and telecommunications providers

and other stakeholders. MPSC Case No: U-20757

Dear Ms. Felice:

Attached for electronic filing in the above referenced matter on behalf of DTE Energy Company is the Company's April 30, 2020 bi-weekly Restoration of Service and Data Report.

Very truly yours,

Michael J. Solo

MJS/lah Encl.



U-20757 Reporting Form

Michigan Public Service Commission

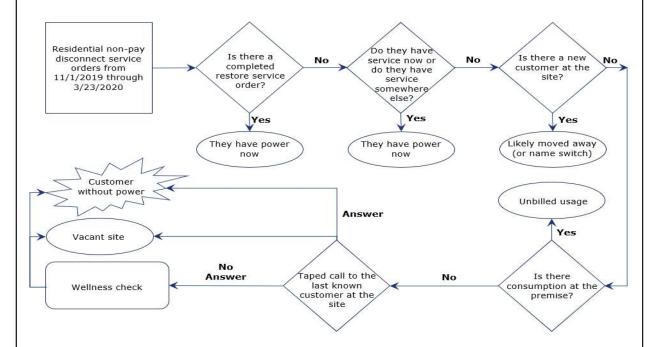
Utility Name	DTE Energy		
Report Submission Date	4/30/2020	Reporting Time Frame	11/1/2019-4/28/20

The information requested below should reflect data from November 1, 2019 to current.

1. An account of efforts made to determine which occupied residences within the utility's service territory do not have natural gas and/or electric service.

Please enter account in the space provided below. If needed, attach additional documents with this form.

All meters disconnected for non-payment are analyzed to determine if there is active service at the premise. Those that are determined to be without service are then put through an outreach campaign to contact the occupant (call, email, wellness check). See below for analysis process flow:



2. The number of occupied residences within the utility's service territory that do not have natural gas and/or electric service as a result of a shutoff due to non-payment.

	Electric		Natural Gas			
A. Overall total	2,554		1,044	In order to present data by commodity data is reported		
B. Non low- income/senior*	2,024		248	as unique customers at unique meters. See supplemental schedule for additional information		
C. Senior*	ior* 0		0	broken down by time period.		
D. Low-income*	530		796			

3. The number of occupied residences within the utility's service territory that do not have natural gas and/or electric service as a result of any reason other than non-payment broken down into the following categories:

	Electric	Natural Gas	Data represents unique meters that have been		
A. Unauthorized use	5,245	2,217	disconnected from November 1st through April 26th. To date, the full site analysis described by the process		
B. Safety	0	0	flow in question 1 has not been completed on the unauthorized use and access disconnects. The complete analysis will be included in the next report		
C. Access	0	251	submission.		

D. Other - Please explain the reasons households are in this category in the space provided below. This includes households that cannot be confirmed occupied or unoccupied.

If needed, attach additional documents with this form.

- A. Unauthorized use of utility service (theft)
- B. Safety disconnects are not separately tracked

4. What actions the utility has taken to reconnect natural gas and/or electric service for occupied residences, particularly those involving low-income or elderly individuals, or individuals impacted by the COVID-19 pandemic.

Please explain actions in the space provided below. If needed, attach additional documents with this form.

DTE has implemented a detailed outreach campaign to restore service to sites that are currently without active service due to non-payment. Wellness checks to the site are performed for those customers that do not respond to the outreach calls and emails. Sites that are deemed occupied through contact with an individual are put through the restore process. Electric AMI meters are restored remotely. However, occupied sites with a manual electric meter or gas meter are given a second wellness check to schedule an appointment for restore (due to safety and access reasons, these meters cannot be restored without an appointment). Meters restored without a customer of record are established under a newly created account, DTE Wellness Checks.

Note: To date, the meters disconnected in 2019 due to non-payment have not been put through the proactive customer outreach steps. The proactive outreach for these meters will be completed the week of May 4th, and included in the next report submission.

See below for the proactive outreach steps, as well as customer communications:

Proactive customer outreach steps

Call Campaign (1st Attempt)

Call Campaign (2nd Attempt) & Email

Wellness Checks

Restore Service to Occupied Sites

- Launch live/taped calls campaign
- Customers contacted will be restored with the down payment and fees waived
- Launch live/taped calls campaign
- Customers contacted will be restored with the down payment and fees waived
- Email to all last known occupants with an email address on file containing information on how to restore service with a dedicated telephone number

DTE Energy Custo

- Wellness checks will be performed using proper social distancing techniques
- Occupant letter will be distributed containing information on how to restore service with a dedicated telephone number
- Field crew will disposition each site:
 - Made contact
 - 2. Left letter
 - 3. Escalation: immediate life critical assistance required (911)

- Sites identified as occupied through the wellness check will have service restored
- If customer of record is contacted, service will be restored under their name
- If unable to validate resident at site, service will be restored and billed to "DTE Wellness Checks"

Email to last known occupants for sites not yet restored DTE BERGY - Restoration of Service Dar Makenzie, DTE is here to help. We know the COVID-19 crisis is impacting everyone, and we want to get through it together with you. Our records indicate your service was disconnected this year and has not yet been restored. Your account may currently be overdue, but in light of the crisis, we have multiple payment options we can offer to help restore your service. Please call us right away at 877(33)_387 Thank you, and please stay safe and healthy. Sincerely,

Occupant letter left at all sites that have not responded to calls and email

DTE

April 15, 2020

Dear Occupant,

DTE is here to help. We know the COVID-19 crisis is impacting everyone, and we want to get through it together with you.

Our records indicate your service was disconnected this year and has not yet been restored.

Your account may currently be overdue, but in light of the crisis, we have multiple payment options we can offer to help restore your service. Please call us right away at 877.633.384.

Thank you, and please stay safe and healthy.

Sincerely

DTE Energy Customer Service

Additional wellness check and letter left at sites that require an inhome appointment to restore service

DTE

Dear Occupant,

DTE is here to help. We know the COVID-19 crisis is impacting everyone, and we want to get through it together with you.

Our records indicate your service was disconnected this year and has not yet been restored. Your account may currently be overdue, but considering the public health crisis, we have programs to assist with restoring your service, even if you cannot pay your account balance in full at this time.

Whether your meter is located inside or outside, we'll need access to the inside of your home to restore your service and relight your gas appliances. Please call us at 877.633.3387 BEFORE FRIDAY APRIL 24¹¹¹ to make an appointment to have your service restored. Restoration fees will be walved, and no payment is due at the time service is restored.

Thank you, and please stay safe and healthy.

Sincerely

DTE Energy

* = Not specified in Order No. U-20757

Supplemental data for question #2

Disconnect Data from November 1st through December 31st			Disconnect Data from January 1st through March 23rd				Total				
		2				2				2	
Customer	Disconnects	Restored ²	Not Restored	Customer ¹	Disconnects	Restored ²	Not Restored	Customer ¹	Disconnects	Restored ²	Not Restored
Electric : Low Income	5,885	5,755	130	Electric : Low Income	11,343	10,943	400	Electric : Low Income	17,228	16,698	530
Electric: Non-Low Income	16,357	15,802	555	Electric: Non-Low Income	35,424	33,955	1,469	Electric: Non-Low Income	51,781	49,757	2,024
Electric Total	22,242	21,557	685	Electric Total	46,767	44,898	1,869	Electric Total	69,009	66,455	2,554
Gas : Low Income	656	575	81	Gas : Low Income	714	547	167	Gas : Low Income	1,370	1,122	248
Gas: Non-Low Income	1,112	835	277	Gas: Non-Low Income	1,724	1,205	519	Gas: Non-Low Income	2,836	2,040	796
Gas Total	1,768	1,410	358	Gas Total	2,438	1,752	686	Gas Total	4,206	3,162	1,044
Total : Low Income	6,541	6,330	211	Total : Low Income	12,057	11,490	567	Total : Low Income	18,598	17,820	778
Total: Non-Low Income	17,469	16,637	832	Total: Non-Low Income	37,148	35,160	1,988	Total: Non-Low Income	54,617	51,797	2,820
Grand Total	24,010	22,967	1,043	Grand Total	49,205	46,650	2,555	Grand Total	73,215	69,617	3,598

^{1.} Disconnects for Senior customers have been suspended since November 1st through Senior Winter Protection

^{2.} Restoration data represents restores as of April 28, 2020