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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.

**MPSC****Michigan Public Service Commission****U-20757 Reporting Form**

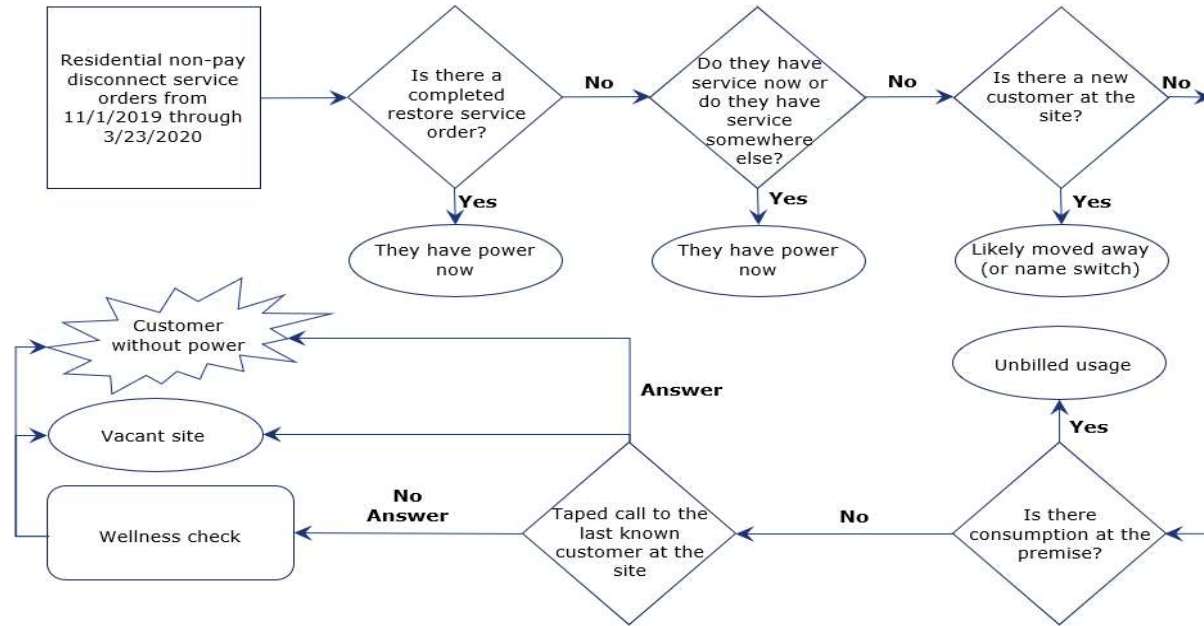
Utility Name	DTE Energy		
Report Submission Date	4/30/2020	Reporting Time Frame	11/1/2019-4/28/20

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 as unique customers at unique meters. See supplemental schedule for additional information broken down by time period.
B. Non low-income/senior*	2,024		248	
C. Senior*	0		0	
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	
A. Unauthorized use	5,245		2,217	Data represents unique meters that have been disconnected from November 1st through April 26th. To date, the full site analysis described by the process 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 submission.
B. Safety	0		0	
C. Access	0		251	

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
- C. Denying access to the Company's equipment to:
 - Move inside meters outside as part of the Meter Move Out/Main Renewal Programs (MMO/MRP), including vacant sites
 - Switch analog meters to Advanced Metering Infrastructure (AMI)

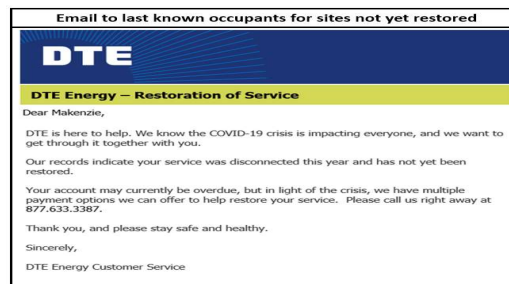
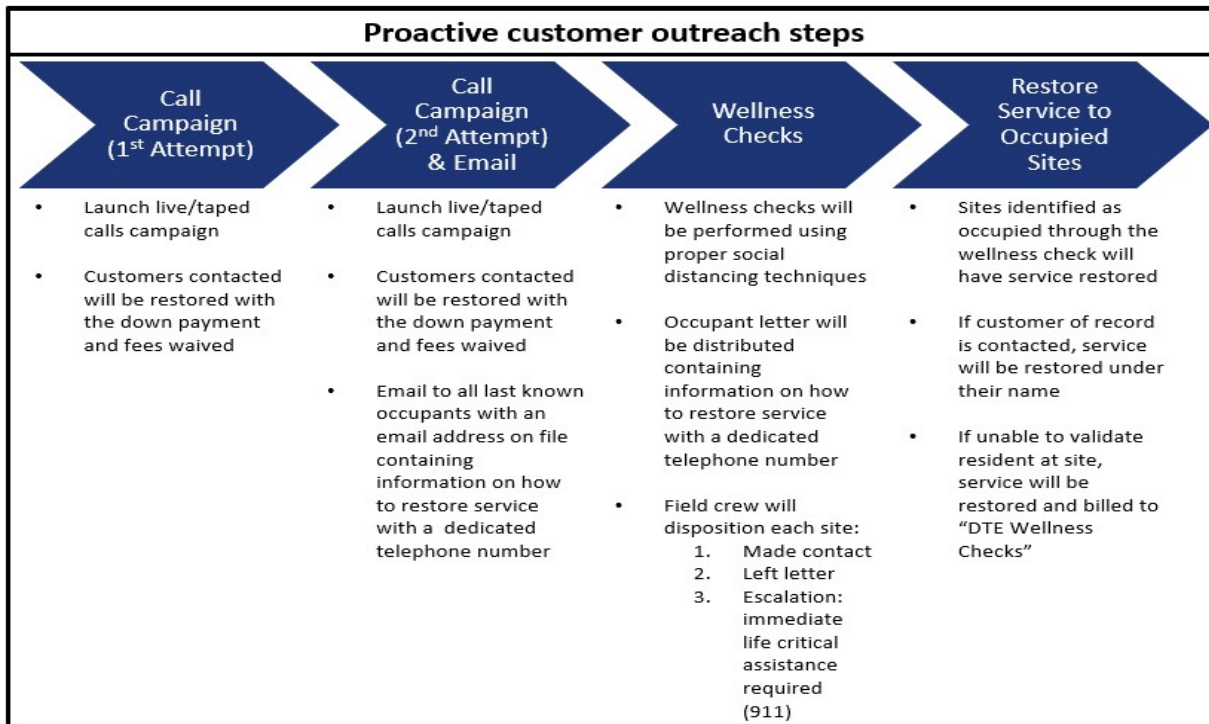
4. What actions the utility has taken to reconnect natural gas and/or electric service for occupied residences, particularly those involving low-income or elderly individuals, or individuals impacted by the COVID-19 pandemic.

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

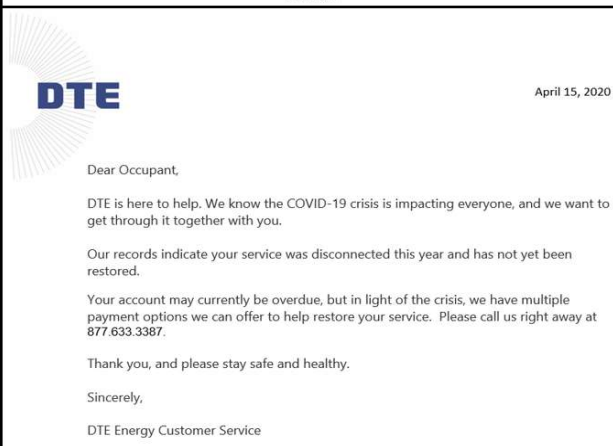
DTE has implemented a detailed outreach campaign to restore service to sites that are currently without active service due to non-payment. Wellness checks to the site are performed for those customers that do not respond to the outreach calls and emails. Sites that are deemed occupied through contact 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:



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



Additional wellness check and letter left at sites that require an in-home appointment to restore service



* = Not specified in Order No. U-20757

Supplemental data for question #2

Disconnect Data from November 1st through December 31st

Customer ¹	Disconnects	Restored ²	Not Restored
Electric : Low Income	5,885	5,755	130
Electric: Non-Low Income	16,357	15,802	555
Electric Total	22,242	21,557	685
Gas : Low Income	656	575	81
Gas: Non-Low Income	1,112	835	277
Gas Total	1,768	1,410	358
Total : Low Income	6,541	6,330	211
Total: Non-Low Income	17,469	16,637	832
Grand Total	24,010	22,967	1,043

Disconnect Data from January 1st through March 23rd

Customer ¹	Disconnects	Restored ²	Not Restored
Electric : Low Income	11,343	10,943	400
Electric: Non-Low Income	35,424	33,955	1,469
Electric Total	46,767	44,898	1,869
Gas : Low Income	714	547	167
Gas: Non-Low Income	1,724	1,205	519
Gas Total	2,438	1,752	686
Total : Low Income	12,057	11,490	567
Total: Non-Low Income	37,148	35,160	1,988
Grand Total	49,205	46,650	2,555

Total

Customer ¹	Disconnects	Restored ²	Not Restored
Electric : Low Income	17,228	16,698	530
Electric: Non-Low Income	51,781	49,757	2,024
Electric Total	69,009	66,455	2,554
Gas : Low Income	1,370	1,122	248
Gas: Non-Low Income	2,836	2,040	796
Gas Total	4,206	3,162	1,044
Total : Low Income	18,598	17,820	778
Total: Non-Low Income	54,617	51,797	2,820
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