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May 28, 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 bi-weekly Restoration of Service and Data Report.

Very truly yours,

Michael J. Solo

MJS/lah  
Encl.

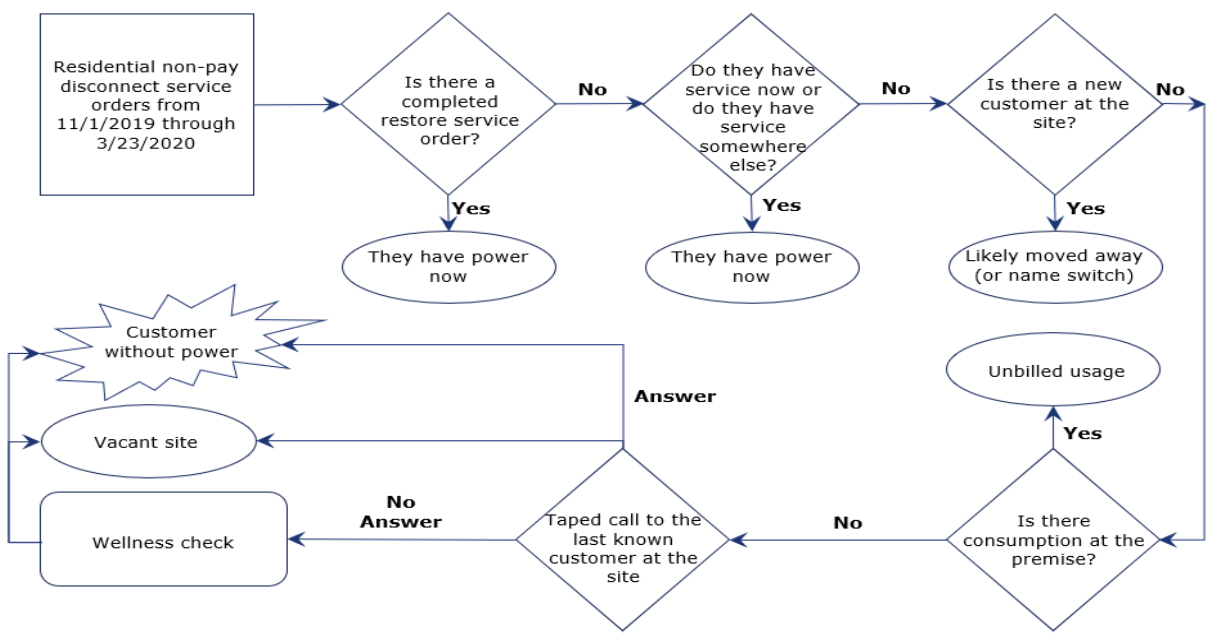
|                        |            |                      |                   |
|------------------------|------------|----------------------|-------------------|
| Utility Name           | DTE Energy |                      |                   |
| Report Submission Date | 5/28/2020  | Reporting Time Frame | 11/1/2019-5/27/20 |

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:



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graph TD
    Start[Residential non-pay disconnect service orders from 11/1/2019 through 3/23/2020] --> Q1{Is there a completed restore service order?}
    Q1 -- Yes --> A1([They have power now])
    Q1 -- No --> Q2{Do they have service now or do they have service somewhere else?}
    Q2 -- Yes --> A2([They have power now])
    Q2 -- No --> Q3{Is there a new customer at the site?}
    Q3 -- Yes --> A3([Likely moved away (or name switch)])
    Q3 -- No --> Q4{Is there consumption at the premise?}
    Q4 -- Yes --> A4([Unbilled usage])
    Q4 -- No --> Q5{Answer}
    Q5 --> A5([Customer without power])
    Q5 --> A6([Vacant site])
    Q5 --> A7([Wellness check])
    
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**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        |               | Combination        |               |
|---------------------------|--------------------|---------------|--------------------|---------------|--------------------|---------------|
|                           | Confirmed Occupied | Not Confirmed | Confirmed Occupied | Not Confirmed | Confirmed Occupied | Not Confirmed |
| A. Overall total          | 80                 | 1669          | 59                 | 737           | 8                  | 168           |
| B. Non low-income/senior* | 56                 | 1340          | 48                 | 565           | 8                  | 124           |
| C. Senior*                | 0                  | 0             | 0                  | 0             | 0                  | 0             |
| D. Low-income*            | 24                 | 329           | 11                 | 172           | 0                  | 44            |

See supplemental schedule 1 for additional information on meter level disconnects completed.

**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        |               | Combination        |               |
|---------------------|--------------------|---------------|--------------------|---------------|--------------------|---------------|
|                     | Confirmed Occupied | Not Confirmed | Confirmed Occupied | Not Confirmed | Confirmed Occupied | Not Confirmed |
| A. Unauthorized use | 0                  | 3133          | 0                  | 624           | 0                  | 318           |
| B. Safety           | 0                  | 0             | 0                  | 0             | 0                  | 0             |
| C. Access           | 0                  | 0             | 0                  | 231           | 0                  | 0             |

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)

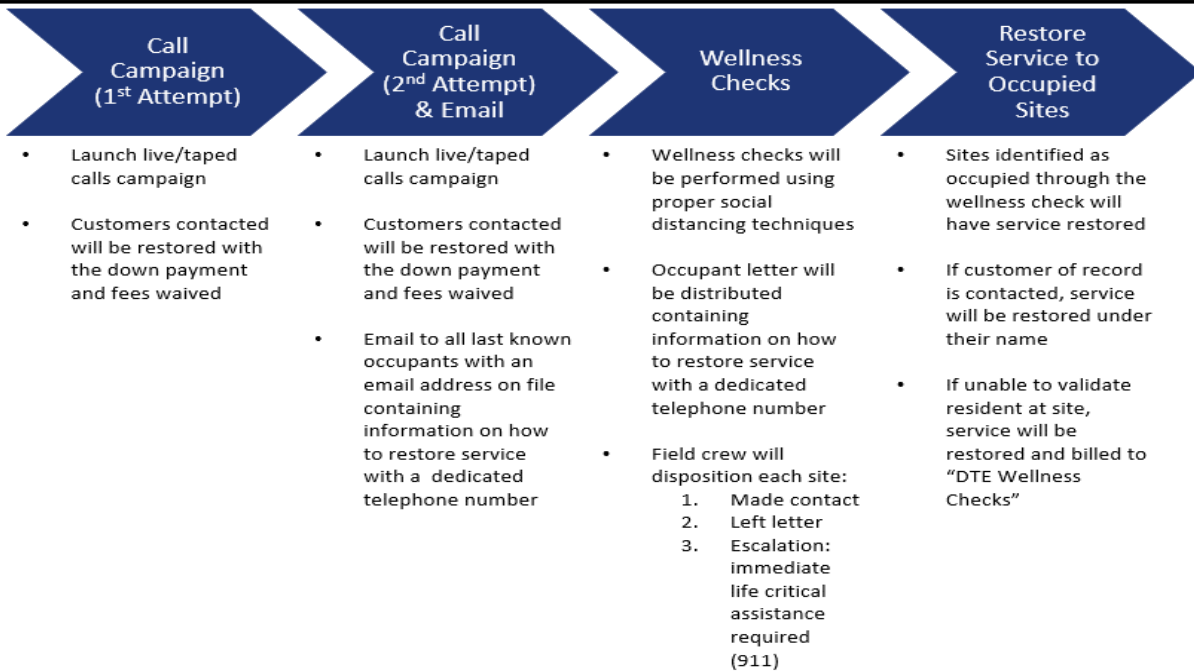
**4. What actions the utility has taken to reconnect natural gas and/or electric service for occupied residences, particularly those involving low-income or elderly individuals, or individuals impacted by the COVID-19 pandemic.**

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.

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

**Proactive customer outreach steps**



**Email to last known occupants for sites not yet restored**



**DTE Energy – Restoration of Service**

Dear 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 877.633.3387.

Thank you, and please stay safe and healthy.

Sincerely,

DTE Energy Customer Service

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

 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 877.633.3387.

Thank you, and please stay safe and healthy.

Sincerely,

DTE Energy Customer Service

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

 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 24<sup>th</sup>** to make an appointment to have your service restored. Restoration fees will be waived, and no payment is due at the time service is restored.

Thank you, and please stay safe and healthy.

Sincerely,

DTE Energy

| The number of customers in each category below:*  |                        |         | The total dollar amount in each category below:*   |                        |              |
|---|------------------------|---------|--|------------------------|--------------|
| 30 Days or More Arrears *<br>Not enrolled in a plan   | A. Senior / Low-income | 11,599  | 30 Days or More Amount *<br>Not enrolled in a plan | A. Senior / Low-income | \$2,440,170  |
|   | B. Non-low-income      | 38,335  |  | B. Non-low-income      | \$7,354,651  |
| Enrolled in a Plan*   | A. Senior / Low-income | 6,657   | Enrolled in a Plan*                                | A. Senior / Low-income | \$1,852,000  |
|   | B. Non-low-income      | 6,778   |  | B. Non-low-income      | \$1,672,160  |
| 60 Days or More Arrears *<br>Not enrolled in a plan   | A. Senior / Low-income | 7,470   | 60 Days or More Amount *<br>Not enrolled in a plan | A. Senior / Low-income | \$2,538,532  |
|   | B. Non-low-income      | 23,112  |  | B. Non-low-income      | \$6,070,420  |
| Enrolled in a Plan*   | A. Senior / Low-income | 7,090   | Enrolled in a Plan*                                | A. Senior / Low-income | \$2,633,898  |
|   | B. Non-low-income      | 7,052   |  | B. Non-low-income      | \$2,066,173  |
| 90 Days or More Arrears *<br>Not enrolled in a plan   | A. Senior / Low-income | 56,417  | 90 Days or More Amount *<br>Not enrolled in a plan | A. Senior / Low-income | \$57,901,723 |
|   | B. Non-low-income      | 89,988  |  | B. Non-low-income      | \$42,794,259 |
| Enrolled in a Plan*   | A. Senior / Low-income | 104,560 | Enrolled in a Plan*                                | A. Senior / Low-income | \$66,613,570 |
|   | B. Non-low-income      | 66,127  |  | B. Non-low-income      | \$24,349,582 |
| Customer count and arrears data is as of 5/20/20 for residential customers only.<br>Customers enrolled in a plan are those enrolled a Shutoff Protection Plan (SPP), Winter Protection Plan (WPP), Low Income Self-Sufficiency Plan (LSP), BudgetWise Billing (BWB), or a Payment Arrangement (PA).<br>Age of customers and arrears is based on oldest invoice due date. For example, if a customer has multiple past due invoices with multiple due dates, and the oldest due date is 65 days, they will be counted in the "60 Days or More" line and all of their arrears, regardless of age, will be included in the "60 Days or More" line. |                        |         |  |                        |              |

|   |
|---|
| <p align="center"><b>Supplemental schedule 1</b></p> <p align="center"><b>Non-pay disconnects and restores for question 2</b></p> |
|---|

|                          |
|--------------------------|
| <b>Total<sup>3</sup></b> |
|--------------------------|

| Customer <sup>1</sup>    | Disconnects   | Restored <sup>2</sup> | Not Restored |
|--------------------------|---------------|-----------------------|--------------|
| Electric : Low Income    | 17,228        | 16,821                | 407          |
| Electric: Non-Low Income | 51,781        | 50,201                | 1,580        |
| Electric Total           | 69,009        | 67,022                | 1,987        |
| Gas : Low Income         | 1,370         | 1,143                 | 227          |
| Gas: Non-Low Income      | 2,836         | 2,091                 | 745          |
| Gas Total                | 4,206         | 3,234                 | 972          |
| Total : Low Income       | 18,598        | 17,964                | 634          |
| Total: Non-Low Income    | 54,617        | 52,292                | 2,325        |
| <b>Grand Total</b>       | <b>73,215</b> | <b>70,256</b>         | <b>2,959</b> |

1. Disconnects for Senior customers have been suspended since November 1st through Senior Winter Protection
2. Restoration data represents restores as of May 27, 2020
3. Data is reported as unique customers at unique meters