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June 11, 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/erb  
Encl.

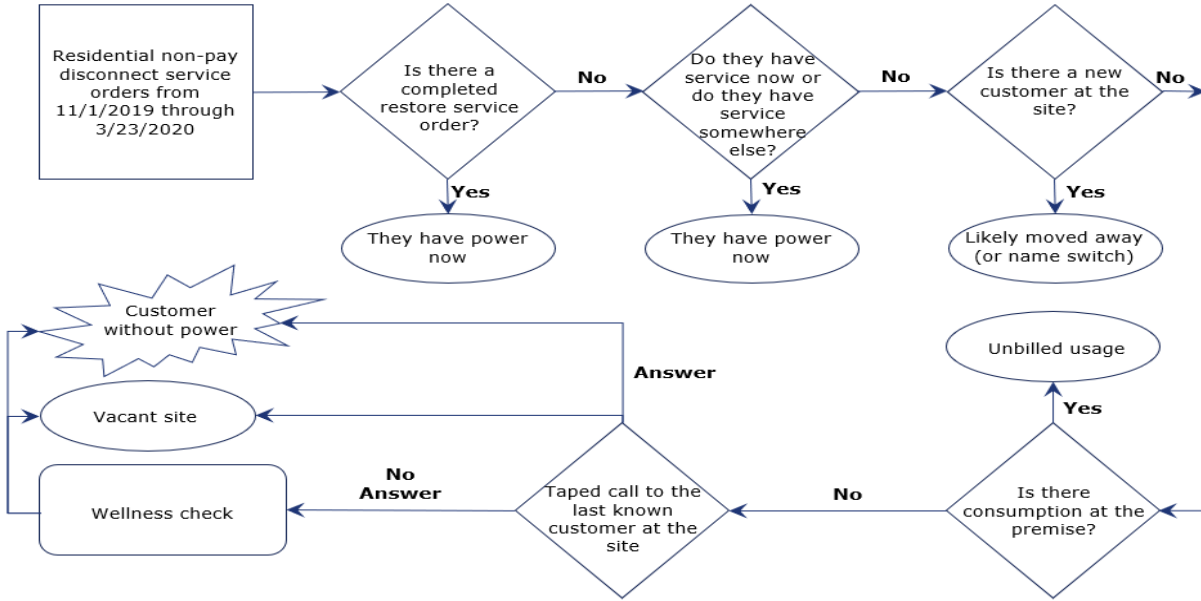
Utility Name	DTE Energy		
Report Submission Date	6/11/2020	Reporting Time Frame	11/1/2019-6/10/20

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		Combination	
		Confirmed Occupied	Not Confirmed	Confirmed Occupied	Not Confirmed	Confirmed Occupied	Not Confirmed
A. Overall total		77	1545	59	734	8	157
B. Non low-income/senior*		58	1289	53	603	8	130
C. Senior*		0	0	0	0	0	0
D. Low-income*		19	256	6	131	0	27

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	3406	0	639	0	328
B. Safety		0	0	0	0	0	0
C. Access		0	0	0	256	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.

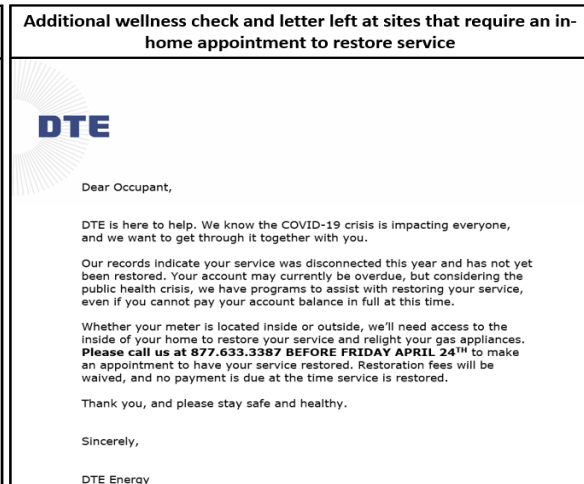
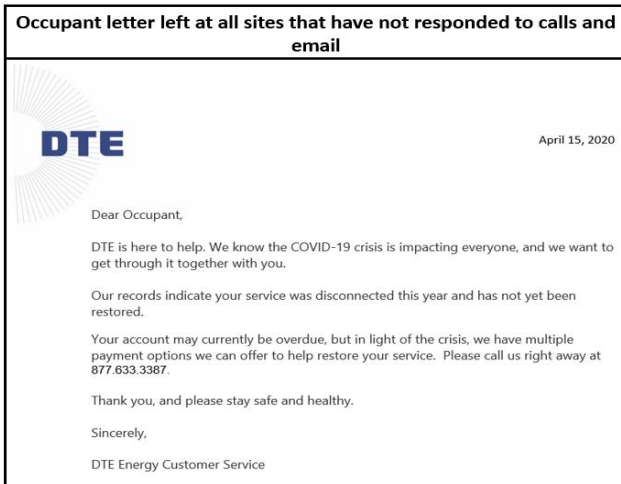
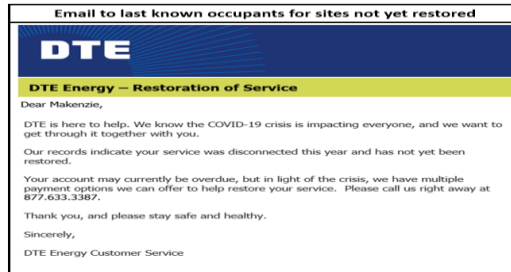
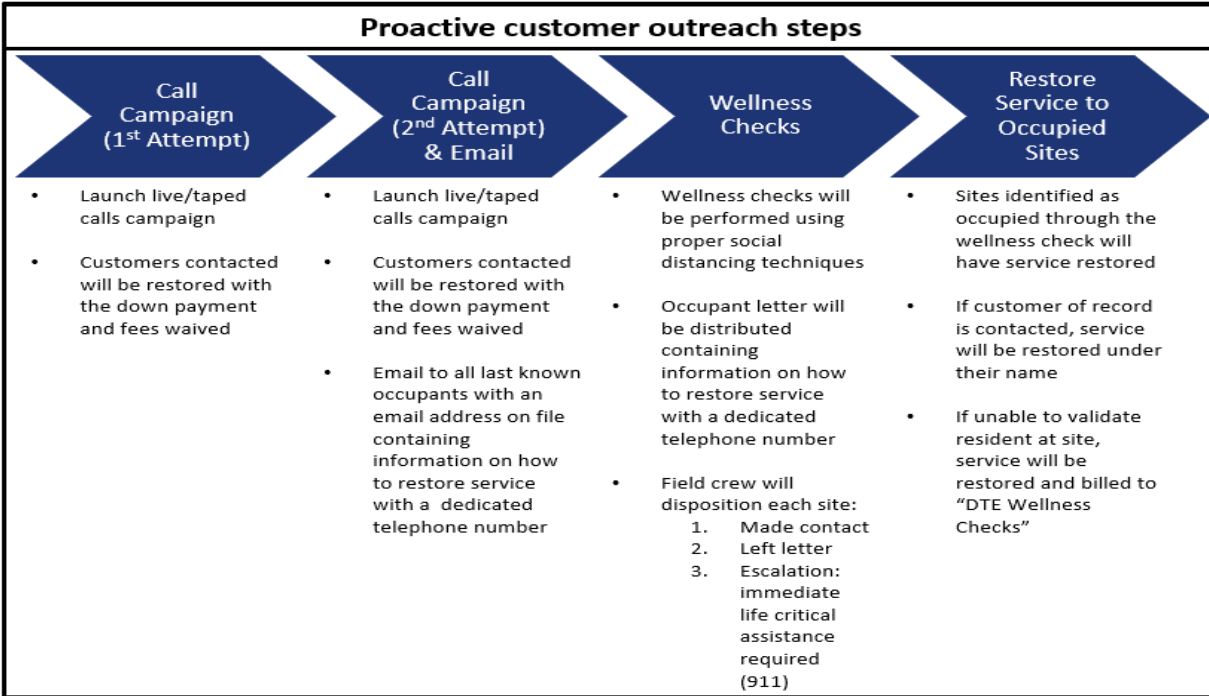
- A. Unauthorized use of utility service (theft)
- B. Safety disconnects are not separately tracked
- C. Denying access to the Company's equipment to:
  - Move inside meters outside as part of the Meter Move Out/Main Renewal Programs (MMO/MRP), including vacant sites
  - Switch analog meters to Advanced 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:



The number of customers in each category below:*			The total dollar amount in each category below:*		
30 Days or More Arrears * Not enrolled in a plan	A. Senior / Low-income	10,961	30 Days or More Amount * Not enrolled in a plan	A. Senior / Low-income	\$2,200,726
	B. Non-low-income	31,265		B. Non-low-income	\$5,971,742
Enrolled in a Plan*	A. Senior / Low-income	5,642	Enrolled in a Plan*	A. Senior / Low-income	\$1,549,768
	B. Non-low-income	6,026		B. Non-low-income	\$1,618,452
60 Days or More Arrears * Not enrolled in a plan	A. Senior / Low-income	7,772	60 Days or More Amount * Not enrolled in a plan	A. Senior / Low-income	\$2,605,128
	B. Non-low-income	25,622		B. Non-low-income	\$7,138,724
Enrolled in a Plan*	A. Senior / Low-income	6,729	Enrolled in a Plan*	A. Senior / Low-income	\$2,597,761
	B. Non-low-income	6,753		B. Non-low-income	\$2,034,758
90 Days or More Arrears * Not enrolled in a plan	A. Senior / Low-income	56,105	90 Days or More Amount * Not enrolled in a plan	A. Senior / Low-income	\$58,790,402
	B. Non-low-income	91,491		B. Non-low-income	\$46,294,214
Enrolled in a Plan*	A. Senior / Low-income	103,624	Enrolled in a Plan*	A. Senior / Low-income	\$66,702,588
	B. Non-low-income	66,412		B. Non-low-income	\$25,323,180

Customer count and arrears data is as of 6/03/20 for residential customers only.

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).

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.

**Supplemental schedule 1**  
**Non-pay disconnects and restores for question 2**

**Total<sup>3</sup>**

Customer <sup>1</sup>	Disconnects	Restored <sup>2</sup>	Not Restored
Electric : Low Income	17,228	16,916	312
Electric: Non-Low Income	51,781	50,244	1,537
Electric Total	69,009	67,160	1,849
Gas : Low Income	1,370	1,206	164
Gas: Non-Low Income	2,836	2,042	794
Gas Total	4,206	3,248	958
Total : Low Income	18,598	18,122	476
Total: Non-Low Income	54,617	52,286	2,331
<b>Grand Total</b>	<b>73,215</b>	<b>70,408</b>	<b>2,807</b>

1. Disconnects for Senior customers have been suspended since November 1st through Senior Winter Protection
2. Restoration data represents restores as of June 10, 2020
3. Data is reported as unique customers at unique meters