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



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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.



## U-20757 Reporting Form

## Michigan Public Service Commission

Utility Name	Utility Name DTE Energy									
Report Submission Date	6/11/2020			Reporting Time Frame	11/1/2019-6/10/20					
The information reques	The information requested below should reflect data from November 1, 2019 to current.									
1. An account of ef	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:									
		/		$\land$		$\wedge$				
Residenti	al non-pay			Do they	have					
	ect service s from	Is the comp	leted		now or 🔪 No	Is there a customer				
	L9 through /2020	restore ord		service		site?				
					else?					
			Yes	Yes		Yes				
	They have power now They have power now Likely moved away (or name switch)									
	ustomer									
	nout power	(				Unbilled	usage			
				Answer			3			
> Vaca	nt site 🔾 🔶					ı آ	ſes			
			/							
		No Answer	Taped	call to the	No	Is the	re			
Wellr	ness check	Wellness check								
customer at the site premise?										
			custo							
			custo							
2. The number of o	ccupied residences with	nin the utility's service to		site	tric service as a result		se?			
2. The number of o	ccupied residences with	-		site		premis	payment.			
2. The number of o	ccupied residences with	-	erritory that do not have	site e natural gas and/or elec		of a shutoff due to non-p	payment.			
2. The number of o	A. Overall total	Elec	erritory that do not have	site e natural gas and/or elec Natura	al Gas	of a shutoff due to non-p	se? payment.			
2. The number of o		Elec Confirmed Occupied	erritory that do not have	site e natural gas and/or elec Natura Confirmed Occupied	al Gas Not Confirmed	of a shutoff due to non-p Combi	payment. Ination Not Confirmed			
2. The number of o	A. Overall total B. Non low-	Elec Confirmed Occupied 77	erritory that do not have ctric Not Confirmed 1545	e natural gas and/or elec Natura Confirmed Occupied 59	al Gas Not Confirmed 734	of a shutoff due to non-p Combi Confirmed Occupied 8	payment. nation Not Confirmed 157			
2. The number of o	A. Overall total B. Non Iow- income/senior*	Confirmed Occupied 77 58	erritory that do not have ctric Not Confirmed 1545 1289	e natural gas and/or elec Natura Confirmed Occupied 59 53	al Gas Not Confirmed 734 603	of a shutoff due to non-p Combi Confirmed Occupied 8 8	nation Not Confirmed 157 130			
	A. Overall total B. Non low- income/senior* C. Senior* D. Low-income*	Confirmed Occupied 77 58 0	erritory that do not have ctric Not Confirmed 1545 1289 0 256	site natural gas and/or elec Natura Confirmed Occupied 59 53 0	al Gas Not Confirmed 734 603 0	of a shutoff due to non-p Combi Confirmed Occupied 8 8 0	nation Not Confirmed 157 130 0			
See supplemental sche	A. Overall total B. Non low- income/senior* C. Senior* D. Low-income* dule 1 for additional informa ccupied residences with	Elec Confirmed Occupied 77 58 0 19 tion on meter level disconne	erritory that do not have ctric Not Confirmed 1545 1289 0 256 ects completed.	site e natural gas and/or elect Natura Confirmed Occupied 59 53 0 6	al Gas Not Confirmed 734 603 0 131	of a shutoff due to non-p Combi Confirmed Occupied 8 8 0	nation Not Confirmed 157 130 0 27			
See supplemental sche 3. The number of o	A. Overall total B. Non low- income/senior* C. Senior* D. Low-income* dule 1 for additional informa ccupied residences with	Elec Confirmed Occupied 77 58 0 19 tion on meter level disconne in the utility's service te	erritory that do not have ctric Not Confirmed 1545 1289 0 256 ects completed.	site natural gas and/or elec Natura Confirmed Occupied 59 53 0 6 natural gas and/or elec	al Gas Not Confirmed 734 603 0 131	of a shutoff due to non-p Combi Confirmed Occupied 8 8 0 0 0	nation Not Confirmed 157 130 0 27			
See supplemental sche 3. The number of o	A. Overall total B. Non low- income/senior* C. Senior* D. Low-income* dule 1 for additional informa ccupied residences with	Elec Confirmed Occupied 77 58 0 19 tion on meter level disconne in the utility's service te	erritory that do not have etric Not Confirmed 1545 1289 0 256 ects completed. erritory that do not have	site natural gas and/or elec Natura Confirmed Occupied 59 53 0 6 natural gas and/or elec	al Gas Not Confirmed 734 603 0 131 tric service as a result	of a shutoff due to non-p Combi Confirmed Occupied 8 8 0 0 0	nation Not Confirmed 157 130 0 27 non-payment broken			
See supplemental sche 3. The number of o	A. Overall total B. Non low- income/senior* C. Senior* D. Low-income* dule 1 for additional informa ccupied residences with	Elec Confirmed Occupied 77 58 0 19 tion on meter level disconne in the utility's service to Elec	erritory that do not have ctric Not Confirmed 1545 1289 0 256 erritory that do not have ctric	site natural gas and/or elect Natura Confirmed Occupied 59 53 0 6 natural gas and/or elect Natura Natura	al Gas Not Confirmed 734 603 0 131 tric service as a result al Gas	of a shutoff due to non-p Combi Confirmed Occupied 8 8 0 0 0 0	Avayment. Ination Not Confirmed 157 130 0 27 I non-payment broken Ination			
See supplemental sche 3. The number of o	A. Overall total B. Non low- income/senior* C. Senior* D. Low-income* dule 1 for additional informa ccupied residences with ving categories:	Elec Confirmed Occupied 77 58 0 19 tion on meter level disconner in the utility's service to Elec Confirmed Occupied	erritory that do not have ctric Not Confirmed 1545 1289 0 256 erritory that do not have ctric Not Confirmed	site natural gas and/or elect Natura Confirmed Occupied 59 53 0 6 natural gas and/or elect Natura Confirmed Occupied	al Gas Not Confirmed 734 603 0 131 tric service as a result al Gas Not Confirmed	of a shutoff due to non-p Combi Confirmed Occupied 8 8 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Avayment. Ination Not Confirmed 157 130 0 27 I non-payment broken Ination Not Confirmed			

## 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)

-Switch analog meters to Advanced Metering Initiastructure (An

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 Call Restore Call Campaign Wellness Service to Campaign (2<sup>nd</sup> Attempt) Checks Occupied (1<sup>st</sup> Attempt) & Email Sites Launch live/taped Launch live/taped Wellness checks will Sites identified as calls campaign calls campaign be performed using occupied through the wellness check will proper social Customers contacted Customers contacted distancing techniques have service restored will be restored with will be restored with the down payment the down payment Occupant letter will If customer of record and fees waived and fees waived be distributed is contacted, service containing will be restored under Email to all last known information on how their name occupants with an to restore service email address on file with a dedicated If unable to validate containing telephone number resident at site. service will be information on how to restore service . Field crew will restored and billed to with a dedicated disposition each site: "DTE Wellness telephone number 1. Made contact Checks" Left letter 2. Escalation: з. immediate life critical assistance required (911)Email to last known occupants for sites not yet restored DTE DTE Energy – Restoration of Service 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 877.633.387. Thank you, and please stay safe and healthy. Sincerely DTE Energy Cus Additional wellness check and letter left at sites that require an in-Occupant letter left at all sites that have not responded to calls and home appointment to restore service email DTE April 15, 2020 DTE Dear Occupant, 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. DTE is here to help. We know the COVID-19 crisis is impacting everyone, and we want to 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. get through it together with you. Our records indicate your service was disconnected this year and has not yet been restored 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 877.633.337 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. 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 Thank you, and please stay safe and healthy. Sincerely, Sincerely, DTE Energy Customer Service DTE Energy

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 *	A. Senior / Low- income	\$2,200,726
	B. Non-low-income	31,265	Not enrolled in a plan	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 *	A. Senior / Low- income	\$58,790,402
	B. Non-low-income	91,491	Not enrolled in a plan	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			
Grand Total	73,215	70,408	2,807			

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