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December 9, 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 Monthly Restoration of Service and Data Report for the month of November.

Very truly yours,

Denise Diz

DD/erb  
Encl.

# U-20757 COVID-19 Response Data Residential

## General Comments:

LI Profile = 200% of Federal Poverty Level (FPL)  
Senior Profile = Age 62 or Older



Utility:		DTE Energy Co.	
Reporting Month:		November 2020	
Customer Payment Performance		Total	Comments
A.	Number of customers paid by the due date	2,270,342	Customers that are on an active payment arrangement that are current on their monthly payment amount are considered paid by the due date.
B.	Number of customers in each category below		
	Number of customers delinquent 6 - 30 days overall	135,225	Data reported is for customers with oldest arrears in the 1-30 days past the due date bucket as of month end. Customers only 1-5 days past due could not be separated out. Line item b represents non-LI and non-senior customers.
	a. Senior / Low-income	38,528	
	b. Non-Low-income	96,697	
	Number of customers delinquent 31 - 60 days overall	72,448	Data reported is for customers with oldest arrears in the 31-60 days past the due date bucket as of month end. Line item b represents non-LI and non-senior customers.
	a. Senior / Low-income	22,752	
	b. Non-Low-income	49,696	
	Number of customers delinquent 61 - 90 days overall	46,697	Data reported is for customers with oldest arrears in the 61-90 days past the due date bucket as of month end. Line item b represents non-LI and non-senior customers.
	a. Senior / Low-income	15,501	
	b. Non-Low-income	31,196	
	Number of customers delinquent 91 days or more overall	351,898	Data reported is for customers with oldest arrears in the >90 days past the due date bucket which includes customers with final arrears as of month end. Final arrears are written off 150 days after the final bill due date. Line item b represents non-LI and non-senior customers.
	a. Senior / Low-income	142,797	
	b. Non-Low-income	209,101	
C.	Total dollar amount in each category below		
	Dollar amount for customers delinquent 6 - 30 days overall	\$14,342,670	Data reported is for customers with oldest arrears in the 1-30 days past the due date bucket as of month end. Customers only 1-5 days past due could not be separated out. Line item b represents non-LI and non-senior customers.
	a. Amount of arrears Senior / Low-income	\$4,326,948	
	b. Amount of arrears Non-Low-income	\$10,015,722	
	Dollar amount for customers delinquent 31 - 60 days overall	\$12,553,337	Data reported is for customers with oldest arrears in the 31-60 days past the due date bucket as of month end. Line item b represents non-LI and non-senior customers.
	a. Amount of arrears Senior / Low-income	\$4,533,843	
	b. Amount of arrears Non-Low-income	\$8,019,494	
	Dollar amount for customers delinquent 61 - 90 days overall	\$11,107,258	Data reported is for customers with oldest arrears in the 61-90 days past the due date bucket as of month end. Line item b represents non-LI and non-senior customers.
	a. Amount of arrears Senior / Low-income	\$4,095,061	
	b. Amount of arrears Non-Low-income	\$7,012,197	
	Dollar amount for customers delinquent 91 days or more overall	\$196,580,346	Data reported is for customers with oldest arrears in the >90 days past the due date bucket which includes customers with final arrears as of month end. Final arrears are written off 150 days after the final bill due date. Line item b represents non-LI and non-senior customers.
	a. Amount of arrears Senior / Low-income	\$100,176,091	
	b. Amount of arrears Non-Low-income	\$96,404,254	
Payment Plans		Total	Comments
D.	Number of payment plan arrangements issued	3,609	Number of residential contract accounts that entered into a payment arrangement during the reporting month.
E.	Total dollar amount enrolled in a plan	\$1,627,358	Total arrears as of the last day of the reporting month for contract accounts that entered into a payment arrangement during the reporting month.
Winter Protection Plan (WPP)		Total	Comments
F.	Total enrolled in program at the end of the month overall	80	Number of residential contract accounts actively enrolled in WPP as of the last day of the month. Exceptions can be made to enroll non-LI and non-senior customers in WPP.
	a. Number of low-income customers enrolled at end of month	26	Number of residential LI contract accounts actively enrolled in WPP as of the last day of the month. This includes low income seniors.
	b. Number of seniors enrolled at end of month	38	Number of residential non-LI senior contract accounts actively enrolled in WPP as of the last day of the month.
G.	Number of defaults at end of month overall	34	Number of residential contract accounts that defaulted/unenrolled from WPP during the reporting month. Exceptions can be made to enroll non-LI and non-senior customers in WPP.
	a. Senior / Low-income	27	Number of residential LI and/or senior contract accounts that defaulted/unenrolled from WPP during the reporting month.
Alternative Shutoff Protection Plan		Total	Comments
H.	Total enrolled in program at end of month overall	88,982	Number of residential contract accounts actively enrolled in SPP as of the last day of the month. Exceptions can be made to enroll non-LI or non-senior customers in SPP.
	a. Number of low-income customers enrolled at end of month	37,119	Number of residential LI contract accounts actively enrolled in SPP as of the last day of the month. This includes low income seniors.
	b. Number of seniors enrolled at end of month	27,424	Number of residential non-LI senior contract accounts actively enrolled in SPP as of the last day of the month.
I.	Number of defaults at end of month overall	9,877	Number of residential contract accounts that defaulted/unenrolled from SPP during the reporting month. Exceptions can be made to enroll non-LI and non-senior customers in SPP.
	a. Senior / Low-income	7,058	Number of residential LI and/or senior contract accounts that defaulted/unenrolled from SPP during the reporting month.
Shutoff Information		Total	Comments
J.	Total discontinuation notices issued at end of month	66,966	Total number of residential contract accounts that received a Notice of Intent Letter during the reporting month.
	Electric overall	34,233	Total number of residential contract accounts that have an account type of electric only that received a Notice of Intent Letter during the reporting month.
	a. Senior / Low-income	2,624	Total number of residential contract accounts that have an account type of electric only and a senior and/or LI flag that received a Notice of Intent Letter during the reporting month.
	b. Non-Low-income	31,609	Total number of residential contract accounts that have an account type of electric only and do not have a senior or LI flag that received a Notice of Intent Letter during the reporting month.
	Natural Gas overall	6,419	Total number of residential contract accounts that have an account type of gas only that received a Notice of Intent Letter during the reporting month.
	a. Senior / Low-income	857	Total number of residential contract accounts that have an account type of gas only and a senior and/or LI flag that received a Notice of Intent Letter during the reporting month.

b. Non-Low-income	5,562	Total number of residential contract accounts that have an account type of gas only and do not have a senior or LI flag that received a Notice of Intent Letter during the reporting month.
Combination overall	26,314	Total number of residential contract accounts that have an account type of combo (both gas and electric) that received a Notice of Intent Letter during the reporting month.
a. Senior / Low-income	5,565	Total number of residential contract accounts that have an account type of combo (both gas and electric) and a senior and/or LI flag that received a Notice of Intent Letter during the reporting month.
b. Non-Low-income	20,749	Total number of residential contract accounts that have an account type of combo (both gas and electric) and do not have a senior or LI flag that received a Notice of Intent Letter during the reporting month.
K. Total of customers physically discontinued due to non-payment	2,718	Total number of residential premises that were disconnected from 11/1/2019 to the last day of the reporting month that have not been restored as of 12/7/2020.
Electric overall	1,183	Total number of residential premises that were disconnected from 11/1/2019 to the last day of the reporting month that have not been restored as of 12/7/2020. The electric service only is disconnected.
a. Low-income	223	Total number of residential premises that were disconnected from 11/1/2019 to the last day of the reporting month that have not been restored as of 12/7/2020. The electric service only is disconnected and the profile has a LI flag.
Confirmed Occupied	11	Number of residential LI premises with electric service still disconnected that have been confirmed to have a person occupying the premise.
Unconfirmed Occupied	212	Number of residential LI premises with electric service still disconnected that have not been confirmed to have a person occupying the premise
b. Non-Low-income	874	Total number of residential premises that were disconnected from 11/1/2019 to the last day of the reporting month that have not been restored as of 12/7/2020. The electric service only is disconnected and the profile does not have a LI or senior flag.
Confirmed Occupied	40	Number of residential non-LI and non-senior premises with electric service still disconnected that have been confirmed to have a person occupying the premise.
Unconfirmed Occupied	834	Number of residential non-LI and non-senior premises with electric service still disconnected that have not been confirmed to have a person occupying the premise
c. Senior Non-Low-income	86	Total number of residential premises that were disconnected from 11/1/2019 to the last day of the reporting month that have not been restored as of 12/7/2020. The electric service only is disconnected and the profile has a senior flag, but no LI flag.
Confirmed Occupied	0	Number of residential non-LI senior premises with electric service still disconnected that have been confirmed to have a person occupying the premise.
Unconfirmed Occupied	86	Number of residential non-LI senior premises with electric service still disconnected that have not been confirmed to have a person occupying the premise
Natural Gas overall	1,420	Total number of residential premises that were disconnected from 11/1/2019 to the last day of the reporting month that have not been restored as of 12/7/2020. The gas service only is disconnected.
a. Low-income	255	Total number of residential premises that were disconnected from 11/1/2019 to the last day of the reporting month that have not been restored as of 12/7/2020. The gas service only is disconnected and the profile has a LI flag.
Confirmed Occupied	4	Number of residential LI premises with gas service still disconnected that have been confirmed to have a person occupying the premise.
Unconfirmed Occupied	251	Number of residential LI premises with gas service still disconnected that have not been confirmed to have a person occupying the premise
b. Non-Low-income	934	Total number of residential premises that were disconnected from 11/1/2019 to the last day of the reporting month that have not been restored as of 12/7/2020. The gas service only is disconnected and the profile does not have a LI or senior flag.
Confirmed Occupied	46	Number of residential non-LI and non-senior premises with gas service still disconnected that have been confirmed to have a person occupying the premise.
Unconfirmed Occupied	888	Number of residential non-LI and non-senior premises with gas service still disconnected that have not been confirmed to have a person occupying the premise
c. Senior Non-Low-income	231	Total number of residential premises that were disconnected from 11/1/2019 to the last day of the reporting month that have not been restored as of 12/7/2020. The gas service only is disconnected and the profile has a senior flag, but no LI flag.
Confirmed Occupied	0	Number of residential non-LI senior premises with gas service still disconnected that have been confirmed to have a person occupying the premise.
Unconfirmed Occupied	231	Number of residential non-LI senior premises with gas service still disconnected that have not been confirmed to have a person occupying the premise
Combination overall	115	Total number of residential premises that were disconnected from 11/1/2019 to the last day of the reporting month that have not been restored as of 12/7/2020. The gas and electric services are disconnected.
a. Low-income	16	Total number of residential premises that were disconnected from 11/1/2019 to the last day of the reporting month that have not been restored as of 12/7/2020. The gas and electric services are disconnected and the profile has a LI flag.
Confirmed Occupied	1	Number of residential LI premises with gas and electric service still disconnected that have been confirmed to have a person occupying the premise.
Unconfirmed Occupied	15	Number of residential LI premises with gas and electric service still disconnected that have not been confirmed to have a person occupying the premise
b. Non-Low-income	83	Total number of residential premises that were disconnected from 11/1/2019 to the last day of the reporting month that have not been restored as of 12/7/2020. The gas and electric services are disconnected and the profile does not have a LI or senior flag.
Confirmed Occupied	5	Number of residential non-LI and non-senior premises with gas and electric service still disconnected that have been confirmed to have a person occupying the premise.
Unconfirmed Occupied	78	Number of residential non-LI and non-senior premises with gas and electric service still disconnected that have not been confirmed to have a person occupying the premise

c. Senior Non-Low-income	16	Total number of residential premises that were disconnected from 11/1/2019 to the last day of the reporting month that have not been restored as of 12/7/2020. The gas and electric services are disconnected and the profile has a senior flag, but no LI flag.
Confirmed Occupied	0	Number of residential non-LI senior premises with gas and electric service still disconnected that have been confirmed to have a person occupying the premise.
Unconfirmed Occupied	16	Number of residential non-LI senior premises with gas and electric service still disconnected that have not been confirmed to have a person occupying the premise.
L. Total of customers physically discontinued due to unauthorized use	5,198	Total number of premises that were terminated for unauthorized use from 11/1/2019 to the last day of the reporting month that have not been restored as of 12/7/2020.
a. Electric	4,070	Total number of premises that were terminated for unauthorized use from 11/1/2019 to the last day of the reporting month that have not been restored as of 12/7/2020. The electric service only is still disconnected.
b. Natural Gas	701	Total number of premises that were terminated for unauthorized use from 11/1/2019 to the last day of the reporting month that have not been restored as of 12/7/2020. The gas service only is still disconnected.
c. Combination	427	Total number of premises that were terminated for unauthorized use from 11/1/2019 to the last day of the reporting month that have not been restored as of 12/7/2020. The gas and electric service are still disconnected.
M. Total of customers physically discontinued due to safety		Safety disconnects are not separately tracked.
a. Electric		Safety disconnects are not separately tracked.
b. Natural Gas		Safety disconnects are not separately tracked.
c. Combination		Safety disconnects are not separately tracked.
N. Total of customers physically discontinued due to access	677	Total number of premises that were disconnected due to access issues from 11/1/2019 to the last day of the reporting month that have not been restored as of 12/7/2020.
a. Electric	0	DTE has not performed electric cuts due to no access in 2020.
b. Natural Gas	677	Total number of premises where the gas service was disconnected due to access issues from 11/1/2019 to the last day of the reporting month and the service has not been restored as of 12/7/2020.
c. Combination	0	DTE has not performed electric cuts due to no access in 2020; thus, there are no combination cuts to report.
O. Total of customers physically discontinued due to "other"		There are no other categories tracked by DTE for discontinuations.
a. Electric		There are no other categories tracked by DTE for discontinuations.
b. Natural Gas		There are no other categories tracked by DTE for discontinuations.
P. Discontinuations prevented or restored due to "medical emergency" overall	23	The number of residential contract accounts that had a 21 day medical lock placed on the account in the reporting month.
a. Senior / Low-income	13	The number of residential contract accounts that had a 21 day medical lock placed on the account in the reporting month and have a senior and/or LI profile flag.
b. Non-Low-income	10	The number of residential contract accounts that had a 21 day medical lock placed on the account in the reporting month and do not have a senior or LI profile.
Q. Discontinuations prevented or restored due to "critical care" overall	13	The number of residential contract accounts that had a critical care lock placed on the account in the reporting month.
a. Senior / Low-income	6	The number of residential contract accounts that had a critical care lock placed on the account in the reporting month and have a senior and/or LI flag.
b. Non-Low-income	7	The number of residential contract accounts that had a critical care lock placed on the account in the reporting month and do not have a senior or LI flag.
R. Total number of seniors identified	1,209,374	Number of residential contract accounts that have a senior flag.
<b>Restoration Information</b>		<b>Comments</b>
S. Total number of customers restored	930	Total number of residential premises restored during the reporting month.
Electric overall	789	Total number of residential premises that only had electric service restored during the reporting month.
a. Senior / Low-income	416	Total number of residential premises that only had electric service restored during the reporting month and have a senior and/or LI profile flag.
b. Non-Low-income	373	Total number of residential premises that only had electric service restored during the reporting month and do not have a senior or LI profile flag.
Natural Gas overall	86	Total number of residential premises that only had gas service restored during the reporting month.
a. Senior / Low-income	44	Total number of residential premises that only had gas service restored during the reporting month and have a senior and/or LI profile flag.
b. Non-Low-income	42	Total number of residential premises that only had gas service restored during the reporting month and do not have a senior or LI profile flag.
Combination overall	55	Total number of residential premises that had electric and gas service restored during the reporting month.
a. Senior / Low-income	35	Total number of residential premises that had electric and gas service restored during the reporting month and have a senior and/or LI profile flag.
b. Non-Low-income	20	Total number of residential premises that only electric and gas service restored during the reporting month and do not have a senior or LI profile flag.
T. Total restored due to receiving assistance	42	Total number of residential premises that restored in the reporting month and the associated contract account received a commitment 0-30 days prior to the restoration date.
Electric overall	29	Total number of residential premises that only had electric service restored during the reporting month and the associated contract account received a commitment 0-30 days prior to the restoration date.
a. Senior / Low-income	28	Total number of residential premises that only had electric service restored during the reporting month, have a senior and/or LI flag on the contract account, and the contract account received a commitment 0-30 days prior to the restoration date.
b. Non-Low-income	1	Total number of residential premises that only had electric service restored during the reporting month, do not have a senior or LI flag on the contract account, and the contract account received a commitment 0-30 days prior to the restoration date.

Natural Gas overall	5	Total number of residential premises that only had gas service restored during the reporting month and the associated contract account received a commitment 0-30 days prior to the restoration date.
a. Senior / Low-income	5	Total number of residential premises that only had gas service restored during the reporting month, have a senior and/or LI flag on the contract account, and the contract account received a commitment 0-30 days prior to the restoration date.
b. Non-Low-income	0	Total number of residential premises that only had gas service restored during the reporting month, do not have a senior or LI flag on the contract account, and the contract account received a commitment 0-30 days prior to the restoration date.
Combination overall	8	Total number of residential premises that had electric and gas service restored during the reporting month and the associated contract account received a commitment 0-30 days prior to the restoration date.