

DTE is here for you.

DTE Energy knows you're facing uncertainty and hardship during this challenging time. We are working with customers in need to ensure that keeping the lights on and heat flowing is not something you have to worry about during this crisis.

We want you to know:

- We have extended our low income programs, and we are here to work with you if you are having difficulty paying bills.
- We have extended service protection for low income customers (200% or less of Federal Poverty Level) through April 30th. This timing may be extended as we watch the impact of the crisis.
- We have automatically extended coverage for customers enrolled in our Senior Winter Protection Program through May 3rd. (All seniors 62 and older are covered unless on another payment option.)
- Our 30-day medical hold policy now covers low income customers who are physically exposed, infected, or quarantined by the COVID-19 virus (including influenza).



Two fast ways to get help:

1. Call us at **800.477.4747** for help with your energy bills. Tell us about your situation and we'll find the best form of help for you.

2. Call **211** for critical, non-energy needs. Trained operators will connect you to available assistance for a range of needs.

Please reach out for help, and we will get through this crisis together.