



Keep the outside heat outside

Avoiding heat generating activities and using spot ventilation can help keep your home cool during the hot summer. On days when the outside temperatures are higher than the temperature inside your house, tightly close all windows and exterior doors. Also, install window shades or other window treatments and keep them closed during the day to help block out direct sunlight as well as radiated heat.

Cooking can be a major source of heat within a home. When it's hot outside, avoid using the oven; cook on the stovetop, or better yet, grill outside. When you must use the stovetop or oven, activate the spot ventilation of your oven hood to help remove the heat from the house.

Bathing, washing laundry, and other activities can also pump heat into your home. When you shower, or take a bath, use the spot ventilation of a bathroom fan to remove the heat and humidity from your home.

Your laundry room might also benefit from spot ventilation. Ensure your electric dryer is vented to the outside (for safety, gas dryers should ALWAYS be vented to the outside) to avoid added heat. Save when washing your clothes: Water heating consumes about 90% of the energy it takes to operate a clothes washer, and it also produces heat and humidity in your home. Use the cold cycle to reduce energy use further.

Get more tips at dteenergy.com/summer



Recycle and get rewarded!

Calling all DTE electric customers! Have an old, energy guzzling refrigerator or freezer you're ready to get rid of? We can help! With our Appliance Recycling program, we'll not only pick up your old fridge or freezer for FREE, but you'll also receive a \$50 check! Add an air conditioner or dehumidifier with your old refrigerator or freezer, and we'll throw in an additional \$20. Schedule an appointment today at dteenergy.com/recycle or call **866.796.0512**.

How can I save on my energy bill this summer?

Schedule a DTE Energy Home Energy Consultation. An energy expert will visit your home and install energy-saving products (up to \$400 value), plus provide a personalized report to help you save even more. * It's all FREE and part of your DTE customer benefits. Sign up today by visiting dteenergy.com/hec or by calling **866.796.0512**.

*Energy-saving products installed are dependent upon DTE Energy account type and eligibility.





Let natural gas fuel your cookout

When it comes time to fire up the grill for a cookout or to simply avoid adding additional heat to your home this summer, natural gas is the clear winner over propane or charcoal for convenience and cost. With a natural gas grill you:

- Never worry about making a trip to the store to exchange a propane tank.
- Spend less time waiting for the grill to heat up – it can reach 600 degrees in six minutes.
- Save money. Natural gas cookouts cost only about one-sixth the cost of cooking with charcoal, and about one-third the cost of propane.

Find out more at dteenergy.com/gashouse

Heads up! No, seriously, heads up

Remember these tips to keep your family and neighbors safe around downed power lines.

1. Look up! While it may seem counterintuitive to look up for a downed power line, spotting a downed line isn't always easy. Like a snake in the grass ... danger can lie beneath; looking up will help you identify a downed wire before it puts you or someone else at risk.



2. Consider all lines to be live – and stay away. Not all live power lines spark, smoke or buzz, but they all have potential to be deadly. Never attempt to touch or move a wire with your hands or any type of object. Be sure to stay at least 20 feet away – about the length of an ambulance – and don't touch anything the line may come into contact with.

3. Report without delay: You can report a downed wire several ways: through the DTE Energy Mobile app, or by calling DTE at **800.477.4747**. If it's an emergency, call **911**.

For more, visit EmpoweringMichigan.com/headsup

Fewer emissions, greener Michigan **MI Green Power**™

We make it easy and affordable for Michiganders to reduce their carbon footprint, preserving our state's natural beauty for future generations. With our MIGreenPower program, you can attribute more of your energy use to local wind and solar power without adding new equipment to your home. See how easy it is to help at dteenergy.com/migreenpower

Michigan Public Service Commission billing rule changes

The MPSC recently approved updated consumer standards and billing practices for electric and natural gas customers. The following information outlines substantial changes resulting from the implementation of these new rules.

Critical care shutoff protection – Utilities shall restore – or refrain from shutting off – service due to nonpayment if there is a critical care customer living in the home receiving service, and an interruption of service would be immediately life threatening. A critical care customer is somebody who requires home medical equipment or a life-support system and submits MPSC-approved medical certification forms documenting his/her continued status as a critical care customer. If a customer's status as a critical care customer ends, a customer/occupant in the household must notify the utility of the status change.

Occupancy rules – When an occupant resides with an account holder and there is a delinquent (utility) account that remains unpaid during shared residency, both the occupant and the account holder are equally responsible for the unpaid bill(s). Note: An "occupant!" is an individual or entity other than the account holder who occupies – and receives utility service – at a premises. If an occupant wishes to continue service after an account holder has departed, he/she must contact the utility to establish a new account. Failure to do so could cause service to be shut off.

Deposit refunds and interest – The interest rate paid for deposits, billing errors and meter errors has been reduced from 7 percent to 5 percent. Deposit interest will be credited semi-annually to the account holder who paid the deposit, or paid to the account holder when a deposit is returned – whichever occurs first.

Learn more at dteenergy.com/billingrules



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