



DTE Energy Assistance Policies and Programs during COVID-19 Public Health Emergency

DTE 电力能源公司在新冠病毒公共卫生紧急期间的援助政策和方案

DTE Energy's number one priority is the health and safety of our employees and customers. We make every effort, every day, to ensure we deliver reliable energy to our more than 3 million customers. And we have well established processes that provide financial assistance to hundreds of thousands of customers who, at times, need help to ensure their energy delivery is uninterrupted.

DTE 电力能源公司之员工和客户与健康与安全，是我们的第一优先。我们每天竭尽全力确保提供可靠的能源给超过 300 万的客户。我们已经建立完善的流程，提供财务援助给数十万暂时需要支助的客户，以确保他们的电力不间断。

In the face of this global coronavirus pandemic, we are on high alert to help those customers whose lives are being disrupted. As a result, we are taking the following measures to help ensure every one of our customers has energy during this challenging time.

面对全球性新冠病毒大流行，我们高度警觉地预备提供帮助给生活受到干扰的客户。因此，我们采取以下措施，以确保每位客户在这个挑战时期都可以获得电力。

Low Income and Senior Policies Extended

延长低收入和老年人政策

- We have extended coverage for customers in our shutoff protection programs for low income customers (200% or less of Federal Poverty Level) and senior citizens (62 and older). Note, all seniors (62 and older) are included in the Winter Protection Program unless they chose another payment option. Get more details at <http://dteenergy.com/covid19>.
- 对已在我们断电保护方案内的低收入客户（等于或低于 200%联邦贫困线）和老年公民（62 岁及以上），我们已延长了保护范围。请注意，所有老年人（62 岁及以上）均包括在“冬季保护方案”（Winter Protection Program）中，除非他们选择其他付款方式。详情请查看网站：<http://dteenergy.com/covid19>

COVID-19 Personalized Service Protection Program

新冠病毒个人化服务保护方案

- DTE is here to help any customer experiencing loss of income or medical condition due to COVID-19. Impacted customers should reach out to us right away at 800.477.4747, and we can personalize a payment plan to help them maintain their energy service.
- DTE 愿意帮助因新冠病毒而面临收入损失或医疗状况的任何客户。受影响的客户应立即致电 800.477.4747 与我们联系。我们可以个人化设定付款方案，帮助他们保留其电源服务。

Additional Low Income Assistance - Low Income Self-Sufficiency Plan (LSP)

其他低收入援助-低收入自给自足计划 (LSP)

- Low income customers should see if they qualify for State Emergency Relief (SER) to cover part of their energy bill or help restore service. Start the application process by contacting a local Department of Health and Human Services office, or by visiting <http://www.michigan.gov/mibridges>.
- 低收入客户应查看他们是否有资格获得州紧急救济基金 (SER) ，来涵盖部分账单或帮助恢复电力。请联系当地的卫生和公共服务部办公室或到 <http://www.michigan.gov/mibridges> 来启动申请流程。
- If customers have trouble filling out the SER application, help is available! Call 211 or visit <http://www.211.org> to connect with an agency who can help in the process, as well as assist with food, child care and other needs.
- 如果客户在填写州紧急救济基金申请表时遇到困难，可寻求帮助！请致电 211 或查看 <http://www.211.org> ，来联系客服机构，得到申请过程的帮助，也可得到申请食物，儿童看护及其他需求的帮助。