

# LANDLORD AUTOMATIC TRANSFER OF SERVICE FORM

## Automatic Transfer of Service Program Terms and Conditions

Participation in DTE Energy's Automatic Transfer of Service (ATS) program can be initiated one of three ways:

- A. **Online** - Register for the Landlord Utility Manager program online at [landlord.dteenergy.com](http://landlord.dteenergy.com), then select 'register here.' Once you've completed the registration process, you can enroll your residential properties in the Automatic Transfer of Service program.
- B. **By Phone** - If you do not have internet access or you want to enroll commercial properties or individually owned condominium units, please call our Landlord Customer Care group at **800.482.8720 (option 2)**. One of our landlord specialists will be happy to assist you with the registration process..
- C. **Paper Form** - If you want to register using the paper enrollment form, please use the attached form. Additional enrollment forms are available online at [dteenergy.com/landlord](http://dteenergy.com/landlord). Select Automatic Transfer of Service from the left and then click the enrollment form link.

Submit your completed enrollment form using one of the following methods:

- E-mail to: [landlord\\_acct@dteenergy.com](mailto:landlord_acct@dteenergy.com)
- Mail to: **DTE Energy**  
**Attention: Landlord Customer Care**  
**4420 44th St. SE, Suite B**  
**Grand Rapids, MI 49512-4011**

1. To participate in the Automatic Transfer of Service program, a landlord's account must be current (i.e., can not have a past due balance). As an incentive to participate in this program, the \$5.00 new electric account charge will be waived for all accounts transferred into the landlord's name.
2. Energy service will remain in the landlord's name until the tenant requests service, either by calling DTE Energy at **800.477.4747** or online at [dteenergy.com](http://dteenergy.com), and the application for service has been accepted and processed by DTE.
3. If a tenant requests DTE to start service (either online at [dteenergy.com](http://dteenergy.com) or by phone at **800.477.4747**) and all requirements are met, the tenant will receive a confirmation number and service will be transferred into their name on an agreed upon date.
4. If a tenant requests DTE to end service (either online at [dteenergy.com](http://dteenergy.com) or by phone at **800.477.4747**), the tenant will receive a confirmation number and service will be transferred out of the tenant's name on an agreed on date and placed back into the landlord's name.
5. If a landlord has a change in mailing address or contact information, it is the landlord's responsibility to update this information, either by calling DTE Energy at **800.482.8720** or online at [dteenergy.com](http://dteenergy.com). If the landlord purchases additional properties under a new federal tax identification number, the new properties must be enrolled with a new registration in our Landlord Utility Manager, a new contract form, or by speaking with a landlord specialist at **800.482.8720 (option #2)**.
6. DTE Energy reserves the right to cancel the Automatic Transfer of Service program on any or all properties at any time if the landlord's bills are not paid in a timely manner or if there are repeated attempts to avoid responsibility for electric/gas units used by the landlord, as determined by DTE Energy.
7. The Automatic Transfer of Service program does not apply where DTE Energy discontinues electric or gas service due to tenant nonpayment, safety concerns or due to any violation of DTE's policies. Electric or Gas Service at properties enrolled in the Automatic Transfer of Service program may be shut off if the tenant fails to pay for electric/gas service they used or otherwise violates the rules of DTE Energy. This action can be taken against a tenant without notice to the landlord. A tenant's disruption notices, including shut off for non-payment, can only be sent to the landlord if an optional Landlord-Tenant Property Protection Plan is active for that tenant. For more information on the free Landlord-Tenant Property Protection Plan and other services we offer landlords, visit [dteenergy.com/landlord](http://dteenergy.com/landlord) or call our Landlord Customer Care staff at **800.482.8720**.
8. The Automatic Transfer of Service program will include all apartments within a designated building. DTE will not add or remove one apartment without adding or removing all apartments in the building. Properties removed from the Automatic Transfer of Service program must remain off the program for one year.
9. The landlord will not be held accountable for paying bills accrued by a tenant once DTE establishes service in the tenant's name at the landlord's property address. Bills for service will remain the tenant's responsibility until the date the tenant requests service to be disconnected or the landlord accepts responsibility. DTE will not become involved in any disputes between a landlord and a tenant.
10. **If the landlord sells the property or chooses to cancel any or all of the Automatic Transfer of Service (ATS) program, it is the landlord's responsibility to remove the property from the program either online through the Landlord Utility Manager at [landlord.dteenergy.com](http://landlord.dteenergy.com), by phone at **800.482.8720 (option#2)**, or by submitting a completed Removal Form (attached) using one of the methods listed at the bottom of that form.**

**Removals from the Automatic Transfer of Service (ATS) program will not impact energy service to units in a tenant's name. Any units in the landlord's name that are removed from the ATS program will have a disconnect order placed. If the meter is not accessible by DTE field personnel during this disconnect order, utility service will remain in the landlord's name until access is provided and the meters can be disconnected. If the landlord does not want energy service disconnected at units in their name, it is their responsibility to advise DTE that the energy service should not be disconnected by either checking the unit's "Remain On" box when submitting the completed removal form (attached) or by calling our Landlord Customer Care group at **800.482.8720****