



## Landlord Automatic Transfer of Service Program Terms and Conditions

To participate in the Automatic Transfer of Service (ATS) program, a landlord's account must be current – accounts with past-due balances cannot be enrolled. Our standard \$5 new electric account charge will be waived for all existing tenant accounts transferred into the landlord's name.

Once transferred to the landlord, energy service will remain in the landlord's name until the tenant requests service, either by calling [800.477.4747](tel:800.477.4747) or [online](#). DTE will notify the landlord if the tenant requests service. The tenant's application for service must be accepted and processed by DTE.

If a tenant requests that service be transferred into tenant's name, and all requirements are met, DTE will transfer service to the tenant's name on an agreed-upon date.

If a tenant requests DTE to end service – either [online](#) or by phone at [800.477.4747](tel:800.477.4747) – DTE will confirm the request was received and notify the landlord, then service will be transferred out of the tenant's name on an agreed-upon date and placed back into the landlord's name.

If a landlord has a change in mailing address or contact information, it is the landlord's responsibility to update this information [online](#) or by calling DTE at [800.482.8720](tel:800.482.8720) (option 2). If the landlord purchases additional properties under a new Federal Tax Identification or Employer Identification Number, the new properties must be enrolled with a new registration in our online [Landlord Utility Manager](#), by filling out our [ATS - Enrollment Authorization Form](#) or by speaking with a landlord specialist at [800.482.8720](tel:800.482.8720) (option 2).

DTE reserves the right to cancel the ATS program on any or all properties at any time for any reason, including but not limited to, 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.

The ATS program does not apply when DTE discontinues electric or gas service due to tenant and/or landlord nonpayment, safety concerns or any violation of DTE's policies. Properties that receive electric or natural gas service – and are enrolled in the ATS program – may be shut off if the tenant and/or landlord fails to pay for service or if the tenant and/or landlord otherwise violates the DTE policies. A tenant's service can be shut off without landlord notification. If service becomes subject to shutoff due to nonpayment while in a tenant's name, we will attempt to notify the landlord of the pending shutoff via the United States Postal Service. These courtesy notifications will only be mailed to landlords who have provided a mailing address to be used specifically for tenant shutoff notifications. It is the landlord's responsibility to update this mailing address. You can do so by calling our Landlord Assistance Line at [800.482.8720](tel:800.482.8720) (option 2). Changes may also be made [online](#) when available through our Landlord Utility Management tool at [dteenergy.com/landlord](https://dteenergy.com/landlord).

A landlord's ATS program registration will include all units within a designated building. DTE will not add or remove one unit without adding or removing all remaining units. Properties removed from the ATS program must remain unenrolled for one year before the landlord is eligible to re-enroll in DTE's ATS program.

Landlords will not be held accountable for paying bills accrued by their tenant(s) once we establish service in the tenant's name at the landlord's property address. Energy bills will remain the tenant's responsibility until the tenant requests service to be disconnected, or until the landlord accepts responsibility for the bills. DTE will not be part of landlord/tenant disputes, and landlord and tenant agree not to engage DTE in any dispute between them.

If a landlord sells a property or chooses to cancel any or all ATS program enrollments, it is his or her responsibility to remove the property, or properties, from the program via DTE's [online Landlord Utility Management tools](#), by calling our Landlord Assistance Line at [800.482.8720](tel:800.482.8720) (option 2) or by submitting a completed [ATS Program – Contract Removal Form](#) through one of the methods listed at the bottom of the form.

Any units in the landlord's name that are removed from the ATS program will remain in the landlord's name unless the landlord specifically requests a shutoff at a particular unit. If the landlord chooses to disconnect service at the time he or she unenrolls from the ATS program and the meter/meters is/are not accessible by DTE field personnel during the disconnect order, service will remain in the landlord's name until access is provided and the meter/meters is/are disconnected. Notwithstanding any of the above, energy service in a tenant's name will not be impacted if landlord unenrolls from the ATS program.



A landlord can register to participate in DTE's ATS program in one of three ways:

1. **Online** - Create a [dteenergy.com](https://dteenergy.com) [online account](#). Once you've created your online account, you will be able to enroll your properties in the ATS program by visiting [dteenergy.com/landlord](https://dteenergy.com/landlord).
2. **By Phone** - If you do not have internet access, or if you want to enroll individually-owned condominium units, please call our Landlord Assistance Line at [800.482.8720](tel:800.482.8720) (option 2). One of our experts will guide you through the registration process.
3. **Paper Form** - If you want to register by mail, please fill out the [Automatic Transfer of Service \(ATS\) Program - Enrollment Authorization Form](#). Additional enrollment forms can be printed off and submitted.

You can submit your completed form(s) in one of three ways:

- Email to [landlord\\_acct@dteenergy.com](mailto:landlord_acct@dteenergy.com)
- Online at [dteenergy.com/documents](https://dteenergy.com/documents)
- Mail to:  
DTE Energy  
Attention: Landlord Customer Care  
2689 Walkent Dr NW  
Suite F  
Walker, MI 49544

If you have any questions, please call our Landlord Customer Care group at [800.482.8720](tel:800.482.8720) (option 2).