

“I want to reduce my bills by using less energy...”

### Home Energy Consultation (HEC)

DTE Energy offers FREE home energy consultations to provide a personalized overview of ways to save on your monthly energy bill. You may also receive free energy-savings products (up to a \$400 value). Call **866.796.0512**. (press option 1) or schedule online at [dteenergy.com/hec](https://dteenergy.com/hec).

### ENERGY SAVING REBATES

#### LED Lighting Discount

Get instant discounts on ENERGY STAR®-certified light bulbs at participating retailers. Learn more at [dteenergy.com/lightingdiscounts](https://dteenergy.com/lightingdiscounts)

#### Appliance Recycling Rebates

Recycle your old, working fridge or freezer for free and you'll receive a \$50 check. Learn more at [dteenergy.com/recyclerebates](https://dteenergy.com/recyclerebates)

#### Heating and Cooling Rebates

Get rebates up to \$900 when you upgrade to a high-efficiency furnace, boiler, air conditioner, or water heater. Learn more at [dteenergy.com/hvacrebates](https://dteenergy.com/hvacrebates)

#### Insulation and Windows Rebates

Get rebates for adding insulation and upgrading to energy-efficient windows. Learn more at [dteenergy.com/insulationrebates](https://dteenergy.com/insulationrebates)

#### ENERGY STAR Appliance Rebates

Get rebates from \$20 to \$50 on qualifying clothes washers, clothes dryers, room air conditioners, dehumidifiers, room air purifiers, pool pumps, and Wi-Fi enabled thermostats. Learn more at [dteenergy.com/appliancerebates](https://dteenergy.com/appliancerebates)

### SAVE ON YOUR ENERGY BILL

#### DTE Marketplace

Customers receive instant rebates on products selected by DTE. Save on light bulbs, thermostats, outlets and more. Looking for a new fridge or freezer? Check the Comparison Tool to find the most energy efficient models. Visit [dtemarketplace.com](https://dtemarketplace.com)

#### DTE Insight

The DTE Insight app and Energy Bridge connect to your home's smart meter to show your energy use and give you the information you need to make decisions to save on your energy bill. Download the Insight app and request the Energy Bridge today. Learn more at [dteenergy.com/dteinsight](https://dteenergy.com/dteinsight)

### AGENCY ASSISTANCE PROGRAMS

The following agencies may provide energy assistance or connect you to other agencies across the state who may be able to help:

- **United Way of Southeastern Michigan** - call **844.211.4994** 
- **The Heat and Warmth Fund (Thaw)** - call **800.866.THAW (8429)** or visit [thawfund.org](https://thawfund.org) 
- **Salvation Army** - call **855.929.1640** or visit [sawmni.org/wmni/energy-assistance](https://sawmni.org/wmni/energy-assistance)  
- **Truenorth** - call **231.359.5880** or visit [truenorthservices.org](https://truenorthservices.org)
- **Michigan Community Action** - visit [mcaaa.org](https://mcaaa.org) 
- **The Accounting Aid Society** - in SE Michigan call **866.673.0873**
- **Superior Watershed Partnership** - visit [superiorwatersheds.org/energy-conservation](https://superiorwatersheds.org/energy-conservation)
- **St. Vincent de Paul** - visit [svdpdet.org/need-help/energy-assistance](https://svdpdet.org/need-help/energy-assistance)

\*Agency assistance programs may require a down payment.

### ADDITIONAL RESOURCES

#### GreenPath Financial Wellness

You may qualify to receive budget counseling, debt management and credit report help. Call **888.235.1003** for information.

#### Lifeline

This program makes basic local telephone service more affordable for Michigan families at or below 150% the federal poverty level. Contact your local telephone company for more information.

“Do I qualify for help?”

Check your income to see if you are eligible\*\*

Number of Household Members and/or Exemptions	Maximum Income 110% (HHC) Annual	Maximum Monthly Income 150% (SER, THAW, Salvation Army, MCAAA)	Maximum Monthly Income 200% (WAP, SPP)
1	\$14,036	\$1,595	\$2,127
2	\$18,964	\$2,155	\$2,873
3	\$23,892	\$2,715	\$3,620
4	\$28,820	\$3,275	\$4,367
5	\$33,748	\$3,835	\$5,113
6	\$38,676	\$4,395	\$5,860
Each Additional Family Member Add	\$4,928	\$560	\$747

\*Some non-profit agencies might provide assistance to households with a higher income level. Please contact the agency for details.

\*\*These are income qualifications for the 2020/2021 program year.



# 2020-2021 Payment Assistance Programs

... and ways to lower your energy bill



# Trouble paying bills? Don't wait... ask for help!

DTE Energy, along with government and private agencies, can provide assistance with paying your energy bill. Visit DTE Energy at [dteenergy.com/help](https://dteenergy.com/help) or call us at **800.477.4747**.

Please use this guide to learn more about the programs that can help you.



Income-based Program



62+ Senior Assistance Program



Military Eligibility Program



General Assistance Program

## “I’m active duty military or a veteran...”

### Active Military Protection

If you are called to full-time active military duty during a national or state emergency you can apply for disconnect protection for up to 90 days. You can then reapply for extensions of this protection.

### Michigan Veteran's Trust Fund

This program provides temporary assistance if you are a veteran facing a financial emergency or hardship including payment of energy bills. Visit [michiganveterans.com](https://michiganveterans.com) or call Michigan Veterans Trust Fund at **517.284.5299**.

## “I’m behind on my energy bills...”

### Shutoff Protection Plan (SPP) 62+

If you are below 200% of the federal poverty level\*, this plan provides year-round protection from service disconnects if monthly payments are met. You will need to pay a down payment to enroll – the amount of which will affect monthly payments. Visit [dteenergy.com/SPP](https://dteenergy.com/SPP) for information.

### Winter Protection Plan (WPP) 62+

This is designed to prevent service disconnect during the heating season for low-income customers below 150% of the federal poverty level\*. During this period, you must pay a budgeted amount.

### Senior Winter Protection Plan 62+

This program protects all customers aged 62+ from disconnects during the winter months. You are encouraged to pay your monthly bills in order to avoid a large balance in the spring.

### Double-Notice Protection Plan

You can ask us to send a copy of your disconnect notice to a consenting friend, relative or agency. This person or group is not responsible for paying an overdue bill; the duplicate simply alerts them to your situation.

### State Emergency Relief (SER)

Provides immediate help if you meet federal income guidelines\* and have a past due bill or disconnect notice. Contact the Department of Health and Human Services (DHHS) at 855.275.6424 or visit [newmibridges.michigan.gov](https://newmibridges.michigan.gov).

### Michigan Energy Assistance Program (MEAP)

If you submit a State Emergency Relief Application, you may be eligible for additional assistance through MEAP. It is designed to help you become more self-sufficient through education on how to pay bills on time, budgeting and becoming more energy efficient. Go to [www.michigan.gov/energyassistance](https://www.michigan.gov/energyassistance) for more information.

## “I live on a fixed income and need help paying my energy bill...”

### Low Income Self-Sufficiency Plan

If you are 150% below the federal poverty level\*, this program allows you to keep up with energy bills through a fixed payment plan based on income and energy use. Visit [dteenergy.com/lsp](https://dteenergy.com/lsp) for information.

### Payment Agreement

A Payment Agreement is an installment plan available for all customers needing additional time to bring their account up to date. You must make a down payment and agree to pay the remaining balance in monthly installments, plus your current energy charges and any non-energy charges, on the same date your current bill is due.

### Residential Income Assistance Credit (RIA)

If you are below 150% of the federal poverty level\*, you may qualify for a \$7.50 per month credit on your electric account and/or a \$12.25 per month credit on your gas account.

### Home Heating Credit (HHC)

If you are below 110% of the federal poverty level\*, you may be eligible for a home heating credit for the 2020 tax year to help pay winter heating bills. File anytime between 1.19.21 - 9.30.21. If you are approved and receive an energy draft, please return it with a postmark of 12.15.21 to make sure you receive the credit in full. Contact United Way or the Accounting Aid Society if you need help filing.

### Low-Income Weatherization Assistance Program

This program provides free home energy conservation services if you have an income below 200% of the federal poverty level\*. Visit [energy.gov/energysaver](https://energy.gov/energysaver) for information.

*\*See income chart on opposite side.*

### Customer Assistance Days (CAD) 62+

Attend a Customer Assistance Day to receive energy case management solutions, energy saving tips and payment help. Visit [dteenergy.com/CAD](https://dteenergy.com/CAD) for more information and list of upcoming CAD events.

## “I’ve experienced a medical emergency...”

### Critical Care Protection

If you require a life support system in your house, you may be eligible for annual shutoff protection. You will need a Medical Certification Form completed by your physician or a medical professional.

### Medical Emergencies

If you have a proven medical emergency, you can apply for shutoff protection for up to 21 days. You will need to provide written proof from a doctor or public health official identifying the nature of the emergency.

