

The following announcement is from DTE Energy:



We understand the uncertainty customers may be facing with the impact of COVID-19. Please help us share this information by forwarding this message on to your network in the way that works best for you. Let us know how we are doing in response to the COVID-19 pandemic in this [survey](#).

## How DTE is here for you: business and residential customers

### Important Phone Numbers

DTE is here to help. Please share these phone numbers with anyone you know who might be having issues paying their bill.

Residential:

**800.477.4747**

Business:

**855.383.4249**

### Residential Customers

Residential customers may have seen DTE Energy will be providing \$30 to \$40 million in [bill relief](#) to its electric utility customers for the months of June and July, to complement the new [Personalized Service Protection](#) program to help customers during COVID-19.

Some customers may meet guidelines for State Emergency Relief (SER) to pay rent or utilities. Visit the Michigan Department of Health and Human Services' (MDHHS) [website](#) to learn more and to apply. For help with the application, visit [www.211.org](http://www.211.org). For family well-being programs within MDHHS, customers can use [this guide](#).

Residential customers can also call DTE at **800.477.4747** to discuss their payment options, or visit our new [website](#) with a comprehensive list of programs.

## Business Customers

Business customers can take advantage of the forgivable loans offered by the [Paycheck Protection Program \(PPP\)](#) to help pay mortgages, rent and more.

Groups like the [Accounting Aid Society](#) of Detroit are also available for businesses impacted by COVID-19. They can help with applying for the PPP or taxes and are available via a hotline at **1.844.806.5780**.

Businesses can contact DTE at **855.383.4249** to discuss their bill payment options, or visit our new [website](#) with a comprehensive list of programs, like our [small business toolkit](#).

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## Updates to DTE critical work reactivation

Since the outbreak of the pandemic, we've spent the past month refining our safety processes. To maintain the reliability and safety of our operations, we are reactivating larger portions of our critical gas and electric operations workforce. This includes preventative maintenance and infrastructure upgrades for electric generation, the electric grid and our natural gas distribution systems.

We are committed to doing what's right. When you see or interact with our crews, know that they will be following medically-recommended safety protocols, including daily health screenings, social distancing and wearing face masks and gloves. If they need to enter your home, they will take additional precautions, like wearing safety glasses, a mask and nitrile gloves. We need your help, too – please keep a safe distance (at least six feet) from our crews working outside and in the home and let us know if you or anyone in your home has recently been ill.



## Spread the News

To keep the most up-to-date on DTE programs and to share the news, follow DTE Energy on [Twitter](#), [Facebook](#) and [LinkedIn](#). You can also share helpful information with these sample posts:

- Twitter: #COVID19 has caused many financial difficulties so @DTE\_Energy is providing \$30-40 million in bill relief to offset energy costs across electric customers for June and July, when cooling needs increase. Learn more: <https://bit.ly/35IV3Jf>
  - Facebook: @dteenergy knows this pandemic has caused financial hardships for many Michiganders. The company is continually working on ways to support customers, which is why it is providing \$30-40 million in bill relief to offset energy costs for electric customers for June and July, when cooling needs increase. Learn more: <https://bit.ly/35IV3Jf>
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## Do you need some help from our skilled workforce?

Nonprofits are critical to serving their communities in these trying times. While in-person volunteering remains limited, skills-based virtual volunteer opportunities are key to their success. Nonprofits interested in virtual volunteering assistance from DTE employees, from taxes to graphic design, can submit an RFP request through this [form](#).

To learn more about DTE's involvement in the community throughout COVID, visit our [community impact page](#).

