

DTE ENERGY Shut-Off Notice

NAME OF CUSTOMER OF RECORD: [REDACTED]

ADDRESS SUBJECT TO SHUT-OFF: [REDACTED]

REASON FOR SHUT-OFF: [REDACTED]

DATE OF SHUT OFF: ON OR AFTER [REDACTED]

Please contact the Company Immediately. If we do not hear from you, disconnection of service can occur on or after [REDACTED]

To make an inquiry, discuss resolution of this matter or enter a settlement agreement, please contact the utility at 800.477-4747, between 8:30 a.m. and 5 p.m. (EST), Monday through Friday.

- In order to cure the basis for shut-off, the customer has the right to enter into a settlement agreement with the utility.
- The customer has the right to file a complaint disputing the claim of the utility before the proposed date of the shutoff of service.
- The customer has the right to request a hearing before a utility hearing officer if the complaint cannot be otherwise resolved and that the customer must continue to pay to the utility their utility bill.
- The customer has the right to represent himself or herself, to be represented by counsel, or to be assisted by other persons of his or her choice in the complaint process.
- The utility will not shut off service pending the resolution of a complaint that is filed with the utility in accordance with these rules.
- If the customer believes he or she might be eligible for emergency economic assistance the customer should contact a social services agency immediately.
- The utility will postpone the shutoff of service if a medical emergency exists at the customer's residence.
- The utility may require a deposit and restoration charge if the utility shuts off service for nonpayment of a delinquent account.

• The customer should contact the utility for information about the winter protection plan if the date on or after which shutoff of service may occur is between November 15 and