



## DTE ENERGY LSP TERMS AND CONDITIONS

**LSP is a low & affordable payment plan for 'eligible' low income families. LSP allows customers to make affordable monthly payments based on their income with the remaining portion of their energy bill being paid monthly with energy assistance funds.**

### 1. Federal and State Eligibility Criteria:

- A customer's income must be equal to or less than the 150% Poverty Level Guidelines (FPL).
- Energy consumption (electric and gas) over the last 12 months is comparable with the average annual usage for a residential customer.
- A customer must have arrears.
- New customers applying for LSP cannot have arrears that exceed \$4,000.

### 2. Program Benefits:

- Affordable fixed monthly payments based on income and energy usage.
- Outstanding arrears are frozen at the time of enrollment and will be reduced if the customer makes regular monthly payments.
- A dedicated team of DTE Energy Customer Advocates are available to assist LSP customers.
- The customer's electric and/or gas are protected from shutoff while the customer is enrolled in the plan.

### 3. Enrollment Process:

- Customers must maintain active service in order to qualify.
- Advise customer that requesting an application does not stop collection activities.
- The LSP programs requires household income and energy usage validation each year for all participating customers.
- Existing LSP customers as of 9/30/2018 will have continued benefits through 9/30/2019, provided that they continue to participate in the plan by making monthly plan payments
- The enrollment process can take up to (ten) 10 business days.