

DTE's LSP Terms and Conditions



DTE

LSP is an affordable payment plan for income qualified households. This program allows customers to make affordable monthly payments based on their income and annual consumption. The remaining portion of their energy bill and arrears forgiveness are paid monthly with MEAP 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 does not exceed the average annual usage for a residential customer.
- A customer must have arrears.
- New customers applying for LSP cannot have arrears that exceed \$3,000.

2) Program Benefits:

- Affordable fixed monthly payments based on income and annual consumption.
- 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 Customer Advocates are available to assist LSP customers.
- The customer is protected from shutoff while enrolled in the plan.

3) Enrollment Process:

- Customers must maintain active service to qualify.
- Advise customer to apply for an SER before applying for LSP
- The LSP program requires income and energy usage validation each year for all participating customers.
- The customers who were new enrollees in the 2018- 2019 program will continue to participate in the plan by making monthly plan payments.

For Customer Questions

- **LSP Hotline for Customers: 1-800-317-9073**