



DTE's LSP Terms and Conditions 2024- 2025

LSP is an affordable payment plan for income qualified households. LSP allows customers to make affordable monthly payments based on their consumption history, with a portion of their current energy bill being paid with energy assistance funds. The program was modified in October 2024.

Federal and State Eligibility Criteria

- Customer must be approved for State Emergency Relief after Oct 1, 2024.
- A customer's income must be equal to or less than the 150% Poverty Level Guidelines (FPL).
- Customer must NOT have unaddressed theft/fraud on the account. If theft or fraud is identified while on the program, the participant may be removed.

Program Benefits

- The customer has 24 months of affordable monthly payments.
- The customer is protected from shutoff while enrolled in the plan.
- The past due balance on the account is frozen at the time of enrollment in LSP and will be paid off over time, up to \$3,000, as long as the customer is actively enrolled in LSP.
 - Payments up to \$600, as needed, are made 30 days after enrollment. After 1 year in the program, an additional payment up to \$600 is made. If necessary, a final payment of up to \$1,800 will be paid at completion of the program at 24 months.
- Every six months, DTE reviews the customer's energy usage to make sure their monthly payment is still accurate, which may cause the monthly payment to fluctuate. This helps us to ensure that the customer is appropriately paying down their account balance and makes the end of year settlement as low as possible.
- During the 12-month review, if the customer used less energy than we estimated, they will receive a credit on their next bill. If they used more energy than we estimated, they will be encouraged to reduce their energy usage. We will cover the extra energy they used during the first 12 months.

- During the 24-month review, at the end of the program, if the customer used less energy than we estimated, they will receive a credit on your next bill. If they used more energy than we estimated in the final 12 months of the program, they will be required to pay for that energy to successfully complete the program.
- The monthly LSP gap credits are only applied towards energy charges. Non-energy charges (e.g., Home Protection Plan) are still the customer's responsibility in addition to their monthly LSP bill.
- A dedicated team of DTE Customer Advocates are available to assist LSP customers.

Enrollment Process

- Advise customer to apply for an SER before applying for LSP.
- Customers must maintain active service to qualify.
- The customers who were new enrollees in the 2023- 2024 program will continue to participate in the plan by making monthly plan payments.

Payment Plan Amounts

Payment plan amounts are based on average monthly usage and reduced by a fixed amount to ensure LSPM is more affordable than paying for your normal usage.

LSP Hotline 1-800-317-9073