



DTE Energy and partnering agencies are hosting a

VIRTUAL Customer Assistance Day (CAD)

When: Thursday, January 13, 2021 - 9:00 a.m. to 4:00 p.m.

Where: Call any agency listed below

To be eligible, you must have:

- Income at or below 150% of the Federal Poverty Guidelines
- No unauthorized usage
- \$100 in arrears or greater, no max. (past due amount for SER)
- \$3,000 arrears max. (past due for LSP)
- \$2,000 arrears max. (past due for SER Co-pay or 1- time assistance)
- Service must be in the name of the person applying for assistance

OR you must have:

- An unexpired SER Decision Notice that requires a co-pay and would like to enroll on LSP, or
- An unexpired approved SER Decision Notice and would like to enroll in LSP, or
- You received a SER payment on your account after October 1st and want to enroll in LSP

You must have these items available during your phone call:

1. A form of photo ID: driver’s license, State ID, or passport
2. Social Security cards for all household members
3. Copy of last **60 days proof of income** for ALL household members, including: *Social Security income, unemployment, cash assistance, family independence program (FIP), adoption subsidy/direct care, worker’s compensation, alimony, self-employment, child support – 30 days)*

Call one of these numbers below:

For help applying for these assistance programs:

	Appointment Required	State Emergency Relief (SER)	Low Income Self Sufficiency (LSP)	SER Co-Payment Assistance	One-Time Assistance	Home Heating Credit
DTE 800-477-4747		X				
Salvation Army 313-822-2800		X	X	X	X	
THAW 800.866-8429	X	X	X	X	X	
St Vincent DePaul 313-393-2855		X	X		X	
Superior Watershed Partnership 906-273-2742			X		X	
United Way 844-211-4994		X	X	X	X	
Wayne Metro 313-388-9799		X	X	X		

