



DTE Energy and partnering agencies are hosting a

# VIRTUAL Customer Assistance Day (CAD)

**When:** Thursday, March 18, 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 1<sup>st</sup> 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	
St Vincent DePaul 313-393-2855		X	X	X	X	
United Way 844.211.4994		X	X	X		
Wayne Metro 313.388.9799		X	X	X		

