

Bowden (King), Anissa

From: Joanne G Litak <joanne.litak@dteenergy.com>
Sent: Thursday, March 16, 2017 2:06 PM
Cc: Raymond Zoia
Subject: Community Lighting/Important Message about your DTE Street Lights



March 16, 2017

UPDATED MESSAGE

Dear Community Lighting Customer,

In order to better serve you, DTE is upgrading its customer relationship and billing technology. We are replacing aging tools to assist us with continuing to deliver the best possible account services. This new system will provide an enhanced online experience, improved payment processing and value-added account management services. You will have access to information, products and services at your fingertips.

Launch of the new system is scheduled for April 3, 2017 and after we implement the new technology you will notice several changes to current processes.

In addition to the items shared in February, please note the updated messages below:

- Your account number will change with the April 2017 bill. If you hard-code account numbers into your internal billing system, you will need to update your account information. New account numbers will not be available until April.
- **Update:** In March you will receive two (2) bills for your Street Lighting.
 - Your invoice for February lighting service will be mailed on the normal cycle in March and payment will be due 21 days from the date issued.
 - Your invoice for March lighting service will be mailed no later than March 28th. The payment due date for your March invoice will be extended beyond the normal payment cycle of 21 days in order to recognize the early issuance of the invoice. The March invoice payment will be due on approximately the same date that it would have been due had you been invoiced on your normal bill cycle.
 - Your invoice for April lighting service will be issued from our new billing system in May.
- To report an electric outage during cutover, call 800.477.4747. To report a gas leak or gas emergency, call 800.947.5000. To report a streetlight outage, please use the following link: dteenergy.com/streetlight. This link will allow you to track the resolution of your Streetlight outage.
- DTE Energy will be unable to accept payments March 28-April 3. If you make a payment by mail or third-party vendor during this time, it will post by April 3.

- After the new system goes live on April 3, customers currently enrolled in online reoccurring payments with a valid email address will be able to login to the new Online Experience at dteenergy.com. This new site will provide self-service options not available today.

We will continue to communicate more details as we get closer to implementation. In the meantime, please know that we are here to help. If you have any questions or concerns, contact your DTE Energy account manager.

Thank you for your patience as we prepare to cutover to the new system. We appreciate your business!

Community Lighting Team
DTE Energy