

UTILITIES ASSISTANCE DURING COVID-19

In response to the COVID-19 pandemic, many government agencies and organizations are offering assistance with water and utilities. Below you will find resources related to electricity and heat, water, and internet service. Please note that many of the programs listed below are for families or individuals that fall below a certain income level and that the income requirements may vary from program to program.

UNITED WAY HELPLINE: DIAL 2-1-1

You can call the **United Way Helpline at 2-1-1** to be referred to resources for food, shelter, medical assistance and more. The helpline is available in English and Spanish. You can request assistance in other languages once you reach an operator, who will connect a translator to the call.

ELECTRICITY AND HEAT

DTE CUSTOMERS

If your service was suspended because you were unable to pay your bills due to COVID-19, you may be eligible for the DTE COVID-19 Payment Assistance Plan, which will restore your service with no or low down payment. Call 1-800-477-4747 to see if you qualify.

If you are struggling to pay your DTE bill, you may be eligible for a 30-day "collection lock" on your account and you may be able to create a personalized payment plan. Call 1-800-477-4747 to see if you qualify.

If you were exposed, infected or quarantined with the virus, you may qualify for a 30-day medical hold. To apply, you and your physician or a public health official will need to complete the form found here: <https://newlook.dteenergy.com/wps/wcm/connect/fc0e641e-102a-48b3-bdf1-b25220f15512/Medical-emergency-hold-request.pdf?MOD=AJPERES>.

Use these payment options to pay your bill while social distancing:

- Pay at kiosk locations, which can be found at <http://www.dtekiosk.com>
- Pay online at dteenergy.com/online

If you are experiencing a no heat emergency or non-working vital home appliances, such as a broken furnace, water heater or refrigerator, you may qualify for help from Global Detroit and DTE. Call Global Detroit at 313-676-9905 for more information.

For more information about DTE's COVID-related programs, visit <https://newlook.dteenergy.com/wps/wcm/connect/dte-web/quicklinks/footer/covid19-residential>.

CONSUMERS ENERGY CUSTOMERS

- Shutoffs have been suspended through June 1, 2020
- Winter Protection Program end dates have been automatically extended through June 1, 2020

If you are struggling to pay your Consumers Energy bill, call 1-800-477-5050 to discuss payment options.

Continue to the next page for more information and resources.

For more COVID-19 information and resources, visit globaldetroitmi.org/covid19.

The information in this document has been verified to the best of our abilities but should not be considered as tax or legal advice. We strongly recommend consulting with an accountant and/or lawyer before taking action. Global Detroit cannot guarantee that there are no mistakes or errors despite our best efforts and, given the rapidly changing nature in current circumstances, changes may occur after time of publication that impact the accuracy of the information in this document. This document was last updated on May 29, 2020.



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WATER

If your water has been shut off or you have received notice that it will be shut off, you are eligible for the City of Detroit Water Restart Plan. To access this program call Wayne Metro Action Agency at 313-386-9727 from 9 a.m. to 7 p.m. Monday through Friday and 9 a.m. to noon Saturday.

It will cost \$25 to have your water service restored and \$25 per month for service until the COVID-19 pandemic passes. After the pandemic, you will be expected to resume paying your water bill in full.

If you need assistance to keep your water on, there are several programs that can assist you. Visit <https://detroitmi.gov/departments/water-and-sewerage-department/bill-assistance-and-credits/how-do-i-keep-my-water-flowing> for more information.

The Wayne Metro CARES program can provide additional support with water payment and plumbing emergencies. More information is below.

INTERNET

If you are having trouble paying your internet bills, your provider may have assistance available. Many service providers have pledged they will not turn off internet service or charge late fees during the crisis through the Keep Americans Connected Initiative.

See if your service provider took the pledge here: <https://www.fcc.gov/keep-americans-connected>. If they did, you can contact them directly if you have trouble paying your bills. This program has no set end date.

If you do not currently have internet, you may be eligible for the following programs:

- Comcast Internet Essentials
First two months are free to new customers through June 30, 2020, and then service will cost \$9.95 per month. For more information and to see if you are eligible, visit https://www.internetessentials.com/covid19#thingstoknow&all_DolliveinaComcastarea
- Access from AT&T
First two months are free to new customers through May 24, 2020, and then service will cost \$10 per month. For more information and to see if you are eligible, visit <https://www.att.com/shop/internet/access/index.html?source=ECmj0000000000mbU&wtExtndSource=access#!#%2F>

WAYNE METRO CARES

Wayne Metro is offering relief and recovery services for water and energy assistance, food and income support, emergency plumbing repair, rent and mortgage assistance, property tax assistance, and funeral assistance.

For more information or to apply, call **313-388-9799** or visit www.waynemetro.org/CARES

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