

Electric Choice Supplier Handbook
Chapter 3: Electric Choice Supplier Support Center

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3.0 Electric Choice Supplier Support Center

The Electric Choice Supplier Support Center is designed to assist suppliers (AESs) as they participate in Electric Choice in the Detroit Edison service area. The Supplier Support center staff serves as the primary point of contact between Detroit Edison and each program participant **excluding customers**. The staff is available to answer Electric Choice questions and respond to requests for forms or agreements.

The Supplier Support Center will not provide legal or financial advice in response to any inquiry. Market analysis and its business implications (e.g., legal, financial, regulatory or otherwise) are the sole responsibility of the participant.

3.1 Location

The Supplier Support Center is located at:

Detroit Edison Company
Electric Choice Supplier Support Center
One Energy Plaza, 319 WCB
Detroit, MI 48226-1279

3.2 Contact Information

The Supplier Support Center can be contacted for assistance by telephone, fax, e-mail, or by writing to the center. As discussed in Section 3.2.4, the Detroit Edison website provides answers to many of the electric choice program questions. If the information provided on the website does not address a specific issue, the request should be telephoned or e-mailed to the center.

3.2.1 Operating Hours

The Electric Choice Supplier Support Center's normal hours of operation are:
Monday - Friday
8:00 a.m. – 5:00 p.m. (Eastern Time)

3.2.2 Supplier Hotline

Supplier Support Center representatives can be reached using the toll-free supplier hotline number, 888.830.2170 or by dialing 313.235.3796. In the event a caller is unable to reach a representative, voicemail is available to allow callers to leave a

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message or inquiry. A representative will respond to all calls, faxes, and e-mails in a timely manner.

3.2.3 Fax and e-mail

Fax and e-mail services are available 24 hours a day. Correspondence can be faxed to 313.235.0531. Questions or comments regarding the program can be e-mailed to suppliers@dteenergy.com and a response will follow within one (1) business day.

3.2.4 Website

Information on the Electric Choice Program can be viewed or downloaded from the Detroit Edison website in the Energy Suppliers section. For detailed information regarding the site, refer to Section 8.1.

The website includes information such as:

- Electric Choice Supplier Handbook
- Retail Access Service Rider
- Customer-based information, such as proxy curves
- Downloadable documents used by suppliers to qualify and participate in Electric Choice
- Educational workshop dates and registration information
- Frequently Asked Questions (FAQs) related to Electric Choice
- Glossary of Terms

SUMMARY OF ELECTRIC CHOICE SUPPLIER SUPPORT CENTER INFORMATION

Operating Hours	Monday – Friday, 8:00 a.m. – 5:00 p.m., Eastern Time, excluding holidays
Hotline Number	888.830.2170 or 313.235.3796
Fax Number	313.235.0531
e-mail Address	suppliers@dteenergy.com
Web Site Address	www.suppliers.detroitdison.com
Mailing Address	Detroit Edison Company Electric Choice Supplier Support Center One Energy Plaza, 319 WCB Detroit, MI 48226-1279

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3.3 Personnel

The Supplier Support Center is staffed by knowledgeable personnel who are available to address inquiries from interested parties. Each supplier will be assigned a supplier representative who will provide personalized attention. The supplier representatives are:

Supplier Representative	Phone No.	Pager No.	E-mail address
Stan Evans	313.235.8944	248.272.0541	evanss@dteenergy.com
Tony Moffett	313.235.8293	313.940.5263	moffetta@dteenergy.com
Celeste Moffett	313.235.8183	313.280.3061	moffettcp@dteenergy.com

Supplier Support Center staff responsibilities include, but are not limited to:

- Addressing specific questions or issues regarding the Detroit Edison Electric Choice Program.
- Addressing questions related to supplier billing.
- Addressing supplier requests for customer historical usage information. See Section 5.4 for specific requirements to obtain customer information.
- Providing educational materials (located at www.dteenergy.com.)
- Maintaining web site information on supplier qualification status.
- Administering agreements between Detroit Edison and AESs.
- Serving as the initial point of contact for resolving disputes between Detroit Edison and other participants.
- Communicating changes to the Detroit Edison Electric Choice Program participation requirements.