

**Electric Choice Supplier Handbook**  
**Chapter 4: Electric Choice Customer Support**

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## Electric Choice Supplier Handbook

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#### 4.0 Electric Choice Customer Support

This chapter informs suppliers about ongoing Detroit Edison Electric Choice customer transaction support.

Detroit Edison provides customers with a variety of Electric Choice information through the Detroit Edison website, brochures, assigned account managers, and the Electric Choice Customer Support Center.

Customer call handling is determined by the customer's billing system: Key Customer System (KCS) or Customer Service & Billing System (CSB).

The contact phone number for Electric Choice Customer Support is 1.888.235.3535. Customer calls are routed to the correct customer representative based on whether or not their account number begins with a zero (0).

#### 4.1 Summary of Electric Choice Customer Center Information

<b>Operating Hours</b>	<b>Monday-Friday, 8:00 a.m. - 5:00 p.m., Eastern Standard Time excluding holidays</b>
<b>Hotline Number</b>	<b>888.235.3535</b>
<b>Fax Number</b>	<b>313.235.3700</b>
<b>e-mail Address</b>	<a href="mailto:eccc@dteenergy.com"><b>eccc@dteenergy.com</b></a>
<b>Web Site Address</b>	<a href="http://www.dteenergy.com/businessCustomers"><b>http://www.dteenergy.com/businessCustomers</b></a>
<b>Mailing Address</b>	<b>Detroit Edison Electric Choice Customer Support Center One Energy Plaza, 323 WCB Detroit, MI 48226-1279</b>

#### 4.2 Customer Support for Industrial and Large Commercial Customers

Detroit Edison provides assigned account managers for industrial and large commercial customers. If a customer does not know who its account representative is, the customer can call its Assigned Account Analyst (see customer bill front page, middle right: Billing Inquiry phone number) to obtain the telephone number of its account representative. The customer can also call the Electric Choice Customer Support Center during normal business hours (Monday – Friday 8:00 am to 5:00 pm EST, excluding holidays) at 888.235.3535 for assistance.

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#### **4.3 Outage Inquiries/Power Quality Inquiries**

Detroit Edison continues to be responsible for responding to all customer inquiries regarding emergency system conditions, outages and safety. Customers should call Detroit Edison directly about any service delivery issues. Should an outage occur, contact the customer service line at 800.477.4747 immediately to report the outage location. The customer service line is available 24 hours per day, 7 days per week. Industrial and large commercial customers should call the Outage Contact Number listed at the top right corner of page 3 of their bill.

#### **4.4 Customer Account Information Disclosure**

Detroit Edison will release customer-specific usage data only upon the express request of the customer. The customer must make the request in writing and mail or fax the request to the address listed in Section 3.2.

Customers with Customer Service Billing (CSB) accounts can access their usage data via the Detroit Edison website. See Section 3.2.4 for more information on the CSB system. To gain access to the information, the customer needs to register on the website by providing either the last four digits of their social security number, if they are residential customers, or their federal tax identification number, if they are business customers. A maximum of 18 months data is available.

Alternative electric suppliers requesting this information on behalf of a customer must provide the Electric Choice Supplier Support Center (by mail or fax) with a signed Customer Information Release Form indicating the specific customer account and meter number(s). No electronic signatures will be accepted. The Customer Information Release Form, Appendix N, is available on the Detroit Edison web site in the Download & Links section.

Detroit Edison will forward the usage data to the customer or its authorized agent. Detroit Edison treats customer usage data in its possession as confidential. Under no circumstances is Detroit Edison liable for any damages alleged to be caused by disclosure of such information, either at the customer's request or otherwise.

#### **4.5 Data Types**

Upon receipt of a completed Customer Information Release Form, the following data types may be provided:

##### **4.5.1 12-Month Consumption History**

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Detroit Edison will provide the customer or its authorized agent with 12-month simple bill history data, free of charge. The data will be provided electronically via email and will include the following:

- Account number
- Customer name
- Mailing address
- Service address
- Rate code/s
- Standard Load Profile (SLP) code
- Usage data by month (includes meter read date, number of days in billing cycle, kWh, kW (if applicable))
- Previous bundled rate Standard Industrial Classification (SIC) Code
- Cycle number/billing unit
- Meter number
- Meter type
- Read type

Customer information will be forwarded to the requestor within ten (10) business days of receipt of the request, barring unusual circumstances. AESs or marketers with questions regarding the release of confidential customer information or status of customer information requests may contact the Electric Choice Supplier Support Center at 888.830.2170 or 313.235.3796.

#### **4.5.2 Customer Access to Interval Meter**

The customer or the customer's AES can have access to the customer's interval meter data. Detroit Edison will configure the customer's interval meter, at no additional cost, to accept incoming calls from a telephone line at each meter location. More information on how this access is obtained can be found in Section 6.4.

By requesting this access, the customer acknowledges that under this arrangement, the privacy of the usage data may be more easily compromised, especially if the telephone number is not kept private.

#### **4.5.3 Customer Access to Interval Meter Data via the Web**

Detroit Edison will provide the customer with access to interval meter usage data using a product known as MV-Web, which is located on the Detroit Edison website. A detailed description of this product can be found in Section 6.4.1.

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To obtain this service free of charge, the customer may contact the Electric Choice Supplier Support Center at 888.830.2170 or 313.235.3796. The Supplier Support Center will fax or mail the customer a MV-Web User ID and Password form to fill out.

The MV-Web User ID and Password will be forwarded to the customer only. Requests for IDs and Passwords from anyone other than the customer will not be honored.

Detroit Edison will provide the customer with a User ID and Password via e-mail or U.S. mail. (E-mail will be provided unless there is no e-mail address identified on the form.) MV-Web User ID and Password information can only be provided if the customer has an interval meter installed at the time of the request. Requests received without an interval meter at the site will be rejected and the customer will be notified that an interval meter must be installed at the time of the request. A User's Guide, giving detailed product use instructions, is also available on-line and, if desired, can be downloaded from the Detailed Usage Data section of the Detroit Edison web site, at <http://www.suppliers.detroitdison.com>.

#### **4.5.4 Generic Load Curves**

There are twelve Secondary Load Profiles and one Primary Load Profile. These are discussed in more detail in Chapter 6, Section 6.5, Load Profiling.

## **4.6 General Customer Billing Inquiries**

Detroit Edison will continue to receive general inquiries about energy-related matters. If Detroit Edison receives inquiries related to a particular alternative electric supplier's bill, the customer will be referred to its alternative electric supplier.

Billing inquiries will be processed based on the bill option selected (complete or separate billing), the subject matter in question, Detroit Edison's ability to answer the question and responsibility to respond. Callers inquiring about the energy portion of their complete bills will be referred to their alternative electric suppliers. When Detroit Edison provides alternative electric supplier billing services, the Detroit Edison bill will include two clearly identified sections:

- Detroit Edison services and charges
- Alternative electric supplier services and charges

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The alternative electric supplier name and contact information will be clearly displayed on its section of the bills to assist customers who wish to contact the alternative electric suppliers.

#### **4.7 Detroit Edison Website**

The Detroit Edison web site at <http://www.dteenergy.com> provides useful and timely electric choice information organized for both residential and business customers. The web site features an introduction to Electric Choice; how the program works; things to consider before participating; glossary of Electric Choice terms; Frequently Asked Questions, and more.

The site also links to the MPSC electric restructuring home page and to the MPSC listing of approved alternative electric suppliers.