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## Contents

<b>5.0</b>	<b>Electric Choice Customer Support .....</b>	<b>2</b>
<b>5.1</b>	<b>Electric Choice Customer Center (Transaction Support) .....</b>	<b>2</b>
<b>5.2</b>	<b>Summary of Electric Choice Customer Center Information .....</b>	<b>3</b>
<b>5.3</b>	<b>Customer Support for Industrial and Large Commercial Customers .....</b>	<b>3</b>
<b>5.4</b>	<b>Outage Inquiries/Power Quality Inquiries .....</b>	<b>3</b>
<b>5.5</b>	<b>Customer Account Information Disclosure .....</b>	<b>3</b>
<b>5.6</b>	<b>Data Types .....</b>	<b>4</b>
5.6.1	12-Month Consumption History .....	4
5.6.2	Customer Access to Interval Meter .....	4
5.6.3	Customer Access to Interval Meter Data via the Web.....	5
5.6.4	Generic Load Curves.....	5
<b>5.7</b>	<b>General Customer Billing Inquiries .....</b>	<b>6</b>
<b>5.8</b>	<b>Detroit Edison Web Site .....</b>	<b>6</b>

## 5.0 Electric Choice Customer Support

Detroit Edison provides customers with a variety of electric choice information through brochures, the Detroit Edison web site, town hall meetings, assigned account representatives, and the Electric Choice Customer Center.

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

### 5.1 Electric Choice Customer Center

Detroit Edison Electric Choice Customer Center is designed to respond to general inquiries and provide problem resolution support for small secondary/mass market customers who are electric choice participants. The Electric Choice Customer Center is the primary contact point for these customers. This organization will respond to the following inquiries:

- Enrollment
- Billing
- Collection

The Electric Choice Customer Center normal hours of operation are Monday-Friday, 8:00 a.m. to 5:00 p.m., Eastern Standard Time. Voice mail, fax, and e-mail are available 24 hours, 7 days a week. The center will respond to requests in a timely manner.

### 5.2 SUMMARY OF ELECTRIC CHOICE CUSTOMER CENTER INFORMATION

Operating Hours	Monday-Friday, 8:00 a.m. - 5:00 p.m., Eastern Standard Time excluding holidays
Hotline Number	888.235.3535
Fax Number	313.235.3700
e-mail Address	<a href="mailto:eccc@dteenergy.com">eccc@dteenergy.com</a>
Web Site Address	<a href="http://www.utilities.dteenergy.com">www.utilities.dteenergy.com</a>
Mailing Address	Detroit Edison Electric Choice Customer Center 2000 2nd Avenue, 340 WCB Detroit, MI 48226-1279

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

Detroit Edison provides assigned customer account representatives for industrial and large commercial customers. If a customer does not know who its account representative is, the customer can look at the top left hand corner on its customer bill (usually second or third page) to obtain the telephone number of its account representative. The customer can also call the Electric Choice Customer Center during normal business hours (8:00 am to 5:00 pm) at 888.235.3535 for assistance.

### 5.4 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.

### 5.5 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 5.2](#).

Customers with Customer Service Billing (CSB) accounts can assess their usage data via the Detroit Edison web site. See [Section 3.2.2](#) 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.

## 5.6 Data Types

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

### 5.6.1 12-Month Consumption History

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
- Service address
- Billing address
- Rate codes/descriptions
- Usage data by month (includes meter read date, number of days in billing cycle, kWh, kW if applicable)
- Bill amount by month
- Standard Industrial Classification (SIC) Code
- Cycle number/billing unit
- Meter number
- Meter type
- Read type

### 5.6.2 Customer Access to Interval Meter

The customer or the customer's marketer 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 7.4](#).

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

### 5.6.3 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 web site. A detailed description of this product can be found in [Section 7.4.1](#).

To obtain this service, free of charge, the customer may contact its Detroit Edison customer account representative and ask to be enrolled in the “Detailed Usage Data” program or contact the Electric Choice Supplier Support Center at 888.830.2170. 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.

A User’s Guide, giving detailed product use instructions, is also available on-line and can be downloaded from the Detailed Usage Data section of the Detroit Edison web site, if desired.

### 5.6.4 Generic Load Curves

Generic load data is available on the Detroit Edison web site in the Customer-Based Data section. Summary data is presented in graphical form. Detailed data is available as downloadable files.

Data is presented for the following classes (designated by current bundled rate):

- 1 Residential
- 2 Commercial – General Service Rate – Manufacturing
- 3 Commercial – General Service Rate – Non-Manufacturing
- 4 Commercial – Large General Service Rate – Manufacturing
- 5 Commercial – Large General Service Rate – Non-Manufacturing
- 6 Primary – Primary Supply Rate – Manufacturing
- 7 Primary – Primary Supply Rate – Non-Manufacturing
- 8 Net System Output

For Electric Choice customers who are single phase and do not have an interval meter, the proxy curves used to distribute their total energy usage for the billing period on an hour-by-hour basis are explained in greater detail in [Section 7.5.1](#).

Customer information will be forwarded to the requestor within ten (10) business days of receipt of the request, barring unusual circumstances. Alternative electric suppliers 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.

## 5.7 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 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

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.

## 5.8 Detroit Edison Web Site

The Detroit Edison web site provides immediate access to electric choice information. The web site at <http://www.detroitedison.com> contains useful and timely electric choice information organized for both residential and business customers. The site also links to the MPSC electric restructuring home page and to the MPSC listing of approved alternative electric suppliers.

Other Detroit Edison web site features include an introduction to electric choice concepts, what will and will not change, a user-friendly glossary, and an e-mail address for submitting questions and comments.