

DTE



**AN IMPORTANT MESSAGE FROM
DTE ENERGY CUSTOMER SERVICE**
Angie Pizzuti | Vice President & Chief Customer Officer,
Customer Service

DTE Customers,

DTE Energy has been hearing heartbreaking reports of scammers taking advantage of our customers. New technology has enhanced con artists' believability through lookalike phone numbers and emails, allowing them to disguise themselves and falsely impersonate a person or company, such as DTE. Anyone can fall victim. Awareness is the best form of defense against a scam. It is important for you to know the red flags and what to do when faced with a potential scam.

Here's what to look out for when someone is posing as a DTE Energy employee:

- **Threatening immediate power shut off if not paid immediately.** Scammers will often threaten energy customers with shut offs in order to scare them into rash decisions. We will never impose an unrealistic deadline for payment or threaten to disconnect power within a period of hours. Also, DTE will always try to work with customers to keep your service on.
- **Demanding a specific form of payment.** DTE provides a variety of payment options, but we never demand a specific type. Scammers will often request payments through unusual forms, such as cryptocurrency like Bitcoin, money transferring apps like Zelle, pre-paid debit cards like Green Dot, or Western Union wire transfers.
- **Unexpected home visits to collect payments.** Some on-site visits from DTE may be unexpected, but DTE will make every attempt to contact a customer before making a visit. DTE will never collect payment for utilities at your home or business. Be sure to ask for a personal identification badge from the worker.
- **Collecting payment at a customer's home or business.** DTE will never require in person payment for our utilities.
- **Asking for Social Security Numbers, bank account number or credit card information.**

I encourage DTE customers to listen to their gut when it comes to potential scams. If you are unsure of a potential DTE representative, call our customer service line at **1.800.477.4747**. If payment is truly required on your account, a customer service representative can make appropriate arrangements for payment. Customers can also challenge a caller by asking for confidential information that only DTE and the customer would know, such as the customer's account number.

Scams are on the rise across the country, and I want our customers to stand strong against these con artists. Always trust your instincts when it comes to your finances. If you have any questions, do not hesitate to reach out to our customer service line at **1.800.477.4747**.

Thank you,

Angie Pizzuti
Vice President & Chief Customer Officer

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