

Molly Wingrove

From: Denise G <laxmom2g@gmail.com>
Sent: Tuesday, March 14, 2023 8:55 AM
To: Molly Wingrove
Cc: Denise G
Subject: DTE Issues

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Hello Clerk Wingrove,

I wanted to reach out to share my DTE story with you now that people are finally paying attention and will hopefully hold DTE accountable for their failing infrastructure and business processes. I have lived in my home in Brighton for 6 1/2 years where my electric services have continually degraded each year. For the last 2 summers alone, I have lost power for 5 and 4 days respectively. I had also applied for credits repeatedly and never once received one when my neighbors had - DTE credit applying seems random at best, however not really sure what \$25 would support. I have a well and septic and have to carry water to flush the toilets, go to a friends house to work (I work from home) and shower, buy ice or ask to store food at friends houses ect. In September of last year (2022) I finally had it and wrote a letter to the Attorney General's office for support. I received calls from the "executive office" which basically accomplished nothing other than giving me excuses. I received a letter from DTE on 10/20/2022 providing requirements for eligibility for a credit, of which I met more than one. Based on a follow up email from DTE on 11/8/2022, in a 12-month period I experienced 7 sustained and 4 momentary outages!!! They then went on to give excuses why I was experiencing the outages, weather, animals, blah blah blah. They are an electric company, it is their job to keep the electric on!! I experienced another outage on 11/5 for 6 1/2 hours and most recently for 2 full days 2/2/23-2/24/23 during the ice storm.

Meanwhile, I get to read about their record profits and see the BS commercials on TV about how much good they are doing with tree trimming and equipment upgrades. In the meantime I have contracted with a company to install a whole house generator in my home, spending \$10,500!

I just cannot handle the power outages any longer - and to this date have not received any type of credit from DTE despite meeting multiple eligibility requirements and being told it would be credited to my account up to 90 days after the last outage.

Please work on our behalf to hold them accountable and any type of monetary support I can receive to offset my costs would be welcome!

Denise Graves
8967 N Christine Dr.
Brighton
810-772-0626