

STAY INFORMED

When weather causes a power outage, you don't have to be left in the dark about what we're doing to restore you.

SOCIAL MEDIA

Follow us on Facebook or Twitter to:



- Know when bad weather is expected
- See the progress we're making to restore power across the region
- Find locations of emergency centers
- Know how you can stay safe and comfortable during a storm

DTE ENERGY OUTAGE CENTER

Visit dteenergy.com/outage to:



- Report an outage or downed wire
- View the outage map
- Receive restoration updates
- Sign up for storm alerts
- Learn more about causes of outages, how power is restored and what you can do to stay safe during a storm

DTE ENERGY MOBILE APP




- Report an outage or downed wire
- View the outage map
- Receive restoration updates
- Find local businesses with power


BE SAFE

Safety is always a top priority. When severe weather rolls through, keep these safety tips top-of-mind.


Downed Wire

 Assume any downed wire is live. Stay at least 20 feet away and report it immediately via the DTE Mobile app, DTE website or by calling 1.800.477.4747.


Generators

 Generators emit carbon monoxide. Always operate it in a dry place outside to avoid a deadly buildup of the poisonous gas. Follow manufacturer instructions to connect and run your generator safely.


Flooding

 Water and electricity don't mix. Never enter a flooded basement until all power has been shut off to your home. Even if you've lost power, it could suddenly return and cause an electrocution.

Appliances

 Minimize fire hazards during an outage by turning off or unplugging heat-producing appliances, such as stoves, clothes dryers and curling irons. This ensures they won't turn back on once power is restored.

Yard Clearance

 Storms can make a mess of your yard. But, before clearing debris, look around to make sure there are no hidden hazards, such as a downed wire that might be buried in brush.



GUIDING YOU THROUGH THE STORM



HOW DTE ENERGY RESTORES POWER

When widespread outages occur, DTE Energy follows a plan that calls for restoring power to the largest number of customers as promptly and safely as possible.

- 1 For everyone's safety, we start with dangerous situations like downed power lines. You may see our employees standing guard to protect the public from coming in contact with wires.
- 2 Simultaneously, we repair power lines and equipment serving critical health and safety facilities like hospitals and police stations.
- 3 At the same time, we focus on getting the most customers restored promptly. We begin by repairing substation equipment, which delivers power to entire communities.
- 4 We then move on to distribution lines that serve large subdivisions and businesses.
- 5 Then, we fix the equipment that powers individual homes.

