



## Energy Action Days Frequently Asked Questions

**Q. What are the benefits of Energy Action Days?**

- A.** There are many benefits to being enrolled in Energy Action Days, including:
- Reduce strain and increase the reliability of your natural gas resources
  - Save energy and in return, money on your energy bill
  - Learn new energy-saving actions to use every day

**Q. Will I be charged a different rate?**

- A.** No, rates will remain the same for Energy Action Days participants, including during Energy Action Days.

**Q. What is an Energy Action Day?**

- A.** An Energy Action Day is a winter day that is forecasted to be especially cold, which means most people will be using more natural gas to heat their homes than normal.

**Q. When will Energy Action Days occur?**

- A.** Energy Action Days will occur on weekdays, excluding holidays. No more than five Energy Action Days will occur during each winter season (typically between October – March).

**Q. How long is an Energy Action Day?**

- A.** Each Energy Action Day will last up to a full day (24 hours), from midnight to midnight.

**Q. How will I be notified of an Energy Action Day?**

- A.** You will be notified of each Energy Action Day the day prior by email and/or automated phone message.

**Q. How will my bill be impacted by Energy Action Days?**

- A.** Although your rates will not differ, your energy-saving actions can help lower your energy bill.

**Q. What if I cannot reduce my natural gas usage during Energy Action Days?**

**A.** There is no penalty if you are unable to take action to reduce your natural gas use during an Energy Action Day. You will simply pay your standard rate.

**Q. Where can I find tips for reducing my usage during Energy Action Days?**

**A.** We've compiled a variety of ways to save throughout your home – [learn more](#) ways to save on Energy Action Days and all winter long.

**Q. Why have I been enrolled into Energy Action Days?**

**A.** Customers were selected at random to participate in the Energy Action Days program. You were automatically enrolled into the program, but your participation is voluntary, and you can opt-out at any time.

**Q. How do I unenroll from Energy Action Days?**

**A.** You may unenroll by clicking [here](#). Please note, to unenroll online you will need to create an account, separate from your DTE online account.

If you need help unenrolling, you may also call **844.604.5510** or email [DTE\\_EnergyActionDays@icf.com](mailto:DTE_EnergyActionDays@icf.com). Our dedicated team of Energy Action Days experts is here to help Monday through Friday 8 a.m. to 8 p.m. and on Saturdays 8 a.m. to 5 p.m. You will also be given the opportunity to unenroll yourself through each Energy Action Day alert.