

DTE cares about the health and well-being of our alumni. This guide was developed to assist you with resources that might be helpful as you and your families work to stay healthy and connected during this public health crisis.

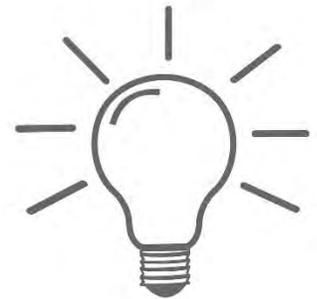
This guide will be posted shared on our DTE Alumni Network Facebook page and online at www.dteenergy.com/alumni.

While there are general resources listed below, we recognize that many are for Southeast Michigan residents. Many communities have resources available on their city/township pages and local chambers. If you have additional suggestions that would benefit members, please share them via email at alumni@dteenergy.com.

Utility Assistance

DTE knows that many of our customers are facing uncertainty and hardship during this challenging time. We are working with customers in need to ensure that keeping the lights on and heat flowing is not something you have to worry about during this crisis.

As Alumni you can be powerful ambassadors for our assistance programs. Please share with your friends and neighbors that we have a variety of programs to help support customers in need. Additionally, we have extended coverage on our low-income protection programs during this pandemic, and we are here to work with customers who are having difficulty paying bills now and in the future. All assistance programs can be found [here](#).



Special COVID-19 Relief efforts include:

- We have extended service protection for low-income customers (200% or less of Federal Poverty Level) through June 1. This timing may be extended as we watch the impact of the crisis.
- We have automatically extended coverage for customers enrolled in our Senior Winter Protection Program through June 1. (All seniors 62 and older are covered unless on another payment option.)

- Our 30-day medical hold policy now covers low-income customers who are physically exposed, infected, or quarantined by the COVID-19 virus (including influenza).

There are fast ways for customers to receive help:

1. Call us at 800.477.4747 for help with your energy bills. Tell us about your situation and we'll find the best form of help for you.
2. Call 211 for critical needs such as food, child care and more. Trained operators will connect you to assistance for a range of needs.

As a retiree, you can also complete an I Can Help request which escalates unresolved customer service issues. If you are approached by a customer who has had difficulty resolving their service or payment issues, please submit [this form](#) and provide us with the customer's name, address, email, phone and customer number along with an explanation of the issue.

[Gift of Energy](#) You can also help someone you know by paying all or a portion of their DTE Energy bill. You can use the Gift of Energy for:

- A charitable donation to someone in need
- Relatives living on a fixed income
- Children living away from home

Simply complete a [Gift of Energy form](#) (PDF) and mail it in with your check or money order. There are no fees and a card will be sent to the recipient notifying them of your gift.

Food Access and Assistance

Grocery Stores / Special Hours: During this pandemic, many grocery stores have established special hours for seniors that allow them early access which limits their interaction with others and helps to provide seniors the first opportunity to buy needed items. Be sure to disinfect or wash groceries for safe keeping.

- [Costco](#): On Tuesdays, Wednesdays, and Thursdays, Costco warehouses will open from 8 to 9 a.m. for members ages 60 and older, and for those with physical impairments. During this early hour, the pharmacy will be open, but the Costco Food Court will be closed.
- [Dollar General](#): Seniors and at-risk people are encouraged to come in for the first hour of operation from 8 a.m.-9 a.m.



- [Kroger](#): Seniors, expectant mothers, first responders and those with compromised immune systems have a dedicated hour of shopping. It's on Mondays, Wednesdays and Fridays from 7-8 a.m.
- [Meijer](#): Stores and pharmacies will provide dedicated shopping times for senior citizens and customers with chronic health conditions on Tuesdays and Thursdays from 7-8 a.m. Also, Meijer stores will now be closing at 10 p.m., overnight.
- [Nino Salvaggio](#): Open 7-8 a.m. daily for those immunity-deficient patrons. There are four locations; 17496 Hall Road, Clinton Township, 27900 Harper Ave., St. Clair Shores, 6592 Telegraph Road, Bloomfield Township and 6835 Rochester Road, Troy.
- [Papa Joe's Gourmet Market](#): The store is setting aside hours for seniors (62+), pregnant women, those who are disabled and those with compromised immune systems. The hours are 8-9 a.m. on Mondays and Thursdays. Shoppers can also utilize the curbside personal shopping service online.
- [Sam's Club](#): The chain is introducing two new programs to support seniors, those with disabilities or compromised immune systems.
 - Special Shopping Hours: Every Tuesday and Thursday from 7-9 a.m.
 - Concierge "Shop from Your Car" Service: During the special shopping hours, Sam's Club members can shop from a designated parking location and place the order from their car. A store associate will grab the items on the list and bring them to the car.
- [Target](#): The first hour of shopping each Wednesday at stores is reserved for vulnerable patrons. Target opens at 8 a.m.
- [Trader Joe's](#): The specialty supermarket will reserve the first hour of shopping for senior customers from 9-10 a.m. Many of the stores are also practicing social distancing by only letting a few shoppers in at a time.
- [Vince & Joe's Gourmet Market](#): Open from 8-9 a.m. for those over 60, pregnant women and those with disabled or compromised immune systems. There are two locations; 55178 Van Dyke Ave., Shelby Township and 41790 Garfield Road, Clinton Township.
- [Walgreens](#): The store is rolling out new services for seniors during the pandemic. Every Tuesday from 8-9 a.m. is "seniors only" shopping hour. The chain says customers 55 and older can also get special offers and discounts on Tuesdays both online and in person.
- [Walmart](#): Stores will host an hour-long senior shopping event every Tuesday for customers 60 and older, which will start one hour before stores open.

- [Western Market](#): Located in downtown Ferndale, the store has special hours for seniors and people with compromised immune systems. The hours are from 8-9 a.m.
- [Whole Foods Market](#): All customers who are 60 and older will be allowed to shop one hour before opening to the public.
- [Quality Meats and Culinary Specialties](#): This company has fresh-cut meats, desserts, bakery items, etc. and is headquartered in Southwest Detroit. Due to the pandemic, it's starting a new at-home delivery service, Monday through Friday. Order online or by phone (313-554-2500) and deliveries will be made the next day to your front door. Deliveries must be by 10 a.m. for them to arrive the next business day. Orders can also be picked up at the Detroit Processing Facility.
- [Savorfull](#): Stock up and save by shopping online for healthy, nutritionist approved snacks and pantry staples excellent for those with food allergies/intolerances or specific dietary lifestyles. Free delivery to your doorstep! Savorfull specializes in snacks for those with food allergies, celiac disease/gluten free, diabetes, plant based/vegan, kosher, keto, paleo and much more. The local company is also offering promo codes with your order:
 - STAYHOME \$5 OFF \$50
 - STAYSAFE \$15 OFF \$100
 - STAYHEALTHY \$20 OFF \$150
- [Beau's, Como's, Social, and MEX](#): Peas and Carrots Hospitality's restaurants (Beau's, Como's, Social, and MEX) will offer boxes of fresh produce available to purchase for \$10 per box,
- [Fresh Produce Options](#) - *Various* - This page has additional resources for fresh produce delivered to your door.
- [Delivery services \(both online and by app\) are making sure they delivery food with as little contact as possible](#). This could be a great option for your family and to help local businesses as well.

Restaurant Delivery: Supporting your local restaurants are a great way to continue to support your community and local business owners during this time. Many local restaurants are doing their own deliver or curbside pickup. There are also a few services that offer restaurant delivery through phone/computer apps. It's recommended to transfer carry out foods from original packaging to personal containers for safe keeping.



- [Pita Way](#): This healthy Mediterranean restaurant is offering food for kids and discounts for all. They're feeding kids for free anytime during their hours. Kids do not need to be present when parents pick up the order. The restaurant is also giving 10% off during the month. It has 9 locations in the Metro Detroit area; Brighton, Clarkston, Fenton, Lake Orion, Livonia, New Hudson, Troy, Warren and White Lake.
- [5-1 Diner](#): This Oxford restaurant has meal trains, food for the needy, carryout (12 hours/day) and delivery. The owner is also making sure all tips are going straight to the staff of the restaurant.
- [Andiamo](#): Offering BOGO offers, valued up to \$25, for all call-in orders only. Guests may choose from limited menu with individual meals. To take advantage of this offer, call your nearest Andiamo location and mention BOGO when placing your order. These meal options are available Monday through Sunday from 12-8 p.m.
- [Big Boy](#): The restaurant chain is introducing a pantry, new value bundles, free delivery and car-hop services. Car-Hop is basically driving up and getting your food delivered to your car. Locations include:
 - 16880 Hall Rd., Clinton Township
 - 3765 S. Rochester Rd., Rochester
 - 20800 Haggerty Rd., Novi
 - 1359 W. Main St., Gaylord
 - 7800 Granger Rd., Cleveland
- [Chick-Fil-A](#): The restaurant -- usually located inside Somerset Mall in Troy -- has set up a take-out building in the parking lot. A portion of the proceeds will go to TechTown, a small business fund for Metro-Detroit. If you're a first responder on the front lines of this pandemic, bring your badge for a free meal.
- [Emagine Theatres](#): This is just a fun offer that we can't forget to put on the list. You're probably watching a lot of movies right now -- so why not pair it with movie theater popcorn? Emagine Theatres isn't showing movies but want to help you with your movie night. Lobbies will be open for carry-out orders for guests to enjoy freshly popped popcorn.
- [Jillian's Coney Island & Grille](#): This restaurant is located at 23 Mile and Gratiot Avenue. They've been making hundreds of bag lunches for kids who rely on schools' free lunch programs. They're available Monday through Friday.
- [One-Eyed Betty's](#): This restaurant in Ferndale is providing free kids lunches as long as possible from 11 a.m.-3 p.m.

The Better Business Bureau is also keeping up with a list of places as well. [Check it out.](#)

Food Assistance / Free Food Resources

[Gleaners Community Food Bank](#): The food bank is continuing to serve those in need during this unprecedented time. If you're in need, call 211 or visit the organization's distribution page to find out where food is being handed out in your community.

HOW YOU CAN HELP:

- [Make a Donation](#) to help the bank collect food.
- [Create a Virtual Food Drive](#) to help Gleaners purchase and deliver food to those who need it.

Emergency Food

Hotline @ 586-574-4526: This can be used for senior residents and those with pre-existing conditions who are in need of food in Warren. It will be coordinated with local food pantries and volunteers from Warren.

[211](#) is a free service that connects callers to community resources, including food distribution locations. You can dial "2-1-1" directly at any time for referrals.

Staying Connected

Video Chat Applications: If phone calls are getting old and you are really missing *seeing* your friends and family, these applications are a great way to keep connected during these times. All the applications below are free to use and can be downloaded on a phone or computer.

- [Facebook Messenger](#): This Facebook app is primarily used for text chats, games and money transfers, but it also has video and audio call features that can connect up to six people at once.
- [FaceTime](#): FaceTime is available on all iPhones, and only between iPhone users. It allows up to 32 people to join one video call.
- [Google Duo](#): Google Duo is available for Apple and Android phones and computers. Up to eight people can be included in one call.
- [Google Hangouts](#): Up to 10 people can participate in video conference via Google Hangout, which is available on multiple platforms.
- [Houseparty](#): This teen-centric app can host impromptu video chats with up to eight people.



- [Skype](#): Skype is the oldest video chat app, allowing up to 50 people to participate in a call.
- [WhatsApp](#): WhatsApp is popular for instant messaging but also has a video chat platform that allows up to four people to come together at a time.
- [Zoom](#): Zoom video chats can connect up to 100 people at one time in the app's free version. A paid subscription, starting at \$14.99 per month, allows even more participants.

Virtual Entertainment: While we may not be able to travel or attend some of our favorite events, many outlets are taking their experiences online. Check out the links below to find fun and interesting ways to occupy your time.

- [Virtual Field Trips](#) - Enjoy zoos, museums, theme parks, and natural wonders from around the world all from the comfort of your home!
- [MET Opera on Demand](#) - The Metropolitan Opera is streaming a different opera each night beginning at 7:30 p.m. The opera will then be available for viewing for the following 23 hours. Check out the Met's [Press Releases](#) for the ongoing schedules.
- [HBO Shows and Movies](#) - HBO is offering free streaming of a number of their TV series, documentaries, and movies on both their HBOGo and HBONow applications.
- [Virtual Travel](#) - Travel and Leisure Magazine has created a list of 100+ travel experiences you can take part in virtually. Go sightseeing, check out a zoo cam or take a pasta making class from home!

Virtual Volunteerism

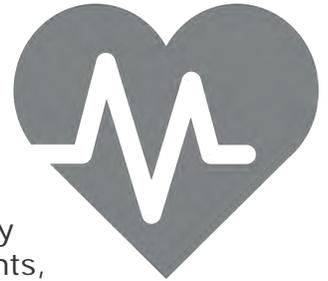
Stay connected by serving your community from home. Make sure to log your hours via CareForce!

- [DTE's CareForce](#) – Volunteer opportunities through DTE's CareForce portal
- [Points of Light](#) – Virtual volunteer opportunities throughout the country
- [United Way for Southeastern Michigan](#) – virtual and food delivery volunteers needed throughout SE Michigan



Health and Wellness

Staying active, nourished, and well is important – especially during times of uncertainty and change. DTE's EYL team has compiled a list of free physical activity resources:



- [EXOS at Home](#) is a FREE interactive web experience that features simple ways to start a workout plan and practice ways to improve mindset, nutrition, movement, and recovery through daily tips. The site will also offer live-streaming events, which will include everything from yoga and kid-friendly workouts to nutrition tips.
- [Planet Fitness](#) is live streaming free in-home workouts every day at 7 p.m. EST on their Facebook page that anyone who is available can follow.
- [Peloton](#) is offering a free 90-day subscription to their app that includes yoga, HIIT, stretching, strength training and more workouts. These can be accessed and done anytime from the Peloton app.
- [Fitness Blender](#) is also a free YouTube channel with over 500 workout videos to choose from, including HIIT, cardio, back and core conditioning, low-impact workouts and tons more.
- [American College of Sports Medicine \(ACSM\)](#) has a 7-min in-home circuit workout which utilizes only body weight, a chair and a wall. They also have links to a lot of other resources and tips for staying active.
- [Wellbeats](#) is providing instructor-led video workouts with a variety of classes to choose from. They have decided to offer FREE classes until April 30. Once on the site > click register via code > enter code: 57a4df63 > pick a class & get started!
- [American Heart Association \(AHA\)](#) is offering a web page to 'build your own circuit home workout'.
- [CorePower Yoga](#) is offering free online classes on its website, from beginner to expert levels.
- [Crossfit At Home](#) is a place to access the necessary tools—functional movement, simple nourishment—to sustain and preserve your health at home.
- [Headspace](#) is free to residents of Michigan and offers meditation and helpful resources to reduce stress.

Additional COVID-19 Community Resources

- [CDC](#)
- Michigan.gov/Coronavirus
- [Michigan Association of United Ways](#)
 - [United Way for Southeastern Michigan](#)
 - [United Way of Washtenaw County](#)
 - [United Way of Monroe](#)
 - [United Way of Lakeshore](#)



Note: DTE does not endorse or have written agreements with these providers. Our hope is that their inclusion provides opportunities to find key supports for you, your family and your community during this time.

DTE Perks / Beneplace – Special COVID-19 Discounts

Visit the [DTE Perks](#) site to take advantage of these deals!

- **Eco Ink** - Buy ink and toner at prices far below big box office suppliers.
- **Samsung** - Save up to 40% on select electronics.
- **Jabra** - Your exclusive discounts can save you on high-quality Jabra office equipment.
- **Office Depot** - Save 10% on personal office supplies.
- **Next Big Idea Club** - Save 15% off book subscriptions.
- **ABCmouse.com** - 30% monthly savings.
- **Kiwi Crate** - 35% off a crate of children's arts and crafts.
- **Diamondback** - You have direct access to Diamondback's current model year and prior model year bikes at unbeatable prices.
- **Matrix Fitness** - Save 4% on cardio machines.
- **Johnson Fitness & Wellness** - Save 4% on fitness equipment.
- **Swanson Health** - Save 20% on vitamins/supplements.
- **Care/Of** - Save 25% on your first order.
- **Only Natural Pet** - Save 15% sitewide on pet products.
- **Shipt** - Save \$50 on your first year of membership.
- **Vitamix** - Save on new and reconditioned blenders.
- **Corelle Brands** - Save 20% on everything you need for your kitchen and tabletop.
- **Easy Canvas Prints** - Save up to 75% on select prints.

