

## Credit and Collection: Special Handling Department, Noble 3

(Case Management, Low Income Program Support and Special Accounts)

<b>Director:</b> Jeff Moran	313-256-5775
<b>Exec. Assist:</b> De' -Bor' -ah Jennings-Roberts	313-256-6046
<b>Manager:</b> Cheryl Tramble (tramblec@dteenergy.com)	248-223-2172
<b>Key Analyst :</b> Peggy Koss ( <a href="mailto:kossp@dteenergy.com">kossp@dteenergy.com</a> )	313-577-7264
Fax Number	313-577-7022

**Case Management** - Handles Low Income Customers with arrears over \$400, some source of income and no theft who cannot afford any of the payment options offered by Credit and Collection.

Supervisor: Vickey Griffin (griffinv@dteenergy.com)	248-223-2040
Analyst: LaToya Billingsley	248-223-2260
Case Specialist Number	800-545-8046
Fax Number	313-577-7016
LIHEAP Direct Program	866-200-2386

[Case\\_management@dteenergy.com](mailto:Case_management@dteenergy.com) - e-mail address for Case referrals

**Low Income Program Support-** Handles external agencies calls, low income payment processing, outbound campaigns for low income customers and low income customers with arrears under \$400 who cannot afford any of the payment options offered by Credit and Collection.

Supervisor: Sylvia Sartin (sartins@dteenergy.com)	248-223-2304
Analyst: Halimah Kafi-Luckey	248-223-2170
Low Income Support contact number	866-200-0386
Fax Number	313-256-5866 or 800-297-6719

E-mail Addresses for inquires, commitments, missing payments:

[fia\\_inquires@dteenergy.com](mailto:fia_inquires@dteenergy.com) - FIA inquires

[agencies\\_info@dteenergy.com](mailto:agencies_info@dteenergy.com) - All agencies

[LIPayments@dteenergy.com](mailto:LIPayments@dteenergy.com) - Missing payments or refunds

[HHC@dteenergy.com](mailto:HHC@dteenergy.com) - All HHC inquires

[Vitaltolife@dteenergy.com](mailto:Vitaltolife@dteenergy.com) - Customers on life threatening medical equipment

[HomelessProject@dteenergy.com](mailto:HomelessProject@dteenergy.com) - Agencies assisting customers in a homeless shelter

### Special Accounts

Apartments, Multi-Dwellings, Day Cares, Nursing Homes, Non Profit Organizations and Shelters: Tammey Stubb 313-577-7037

Landlord Tenant Account:

Dionne Latham 313-577-7261

Fax Number 313-577-7300