



To Whom it May Concern:

At DTE Energy, we explored a myriad of options to better serve our customers with electronic payment options and convenience while also seeking to reduce our costs associated with bill collections.

We were pioneering collaborators with DivDat on the initial kiosk solution to provide customers with virtual real-time access to their account information and ability to pay quickly and easily via a kiosk with cash, personal check or credit card.

The collaboration with DivDat created a reliable, safe, secure and perhaps most importantly, user-friendly payment channel that has been embraced by DTE Energy customers throughout our service territory. Perhaps the greatest testament to this alliance is the fact that other major important billers such as the Wayne County Treasurer, City of Detroit Treasurer, Detroit Water and Sewerage Department have also successfully joined the kiosk network.

As the nation's seventh largest utility company, we take all customer interactions very seriously and the kiosk network has allowed us to offer a substantial sector of our customer base a convenient way to pay their bills in a neighborhood location that has extended hours to meet their schedules while also keeping a branded DTE presence in the neighborhoods. The kiosk solution has helped to achieve some operational efficiencies while enhancing customer service, collections and customer satisfaction rating as acknowledged by J.D. Power company bestowing awards on DTE for being an industry leader.

We think that our usage of the payment kiosk currently provided by the DivDat Kiosk Network is among best practices in the industry. Please let me know if I can be of any further assistance.

Sincerely,

David L. Johnson

Senior VP Customer Service & Economic Development