

**Washtenaw County Government – Office of Community & Economic Development**

**DTE ORA Memorandum of Understanding**

**Memorandum of Understanding**

This Memorandum of Understanding (MOU) is entered into on \_\_\_\_\_ (dd/mm/yy) between Washtenaw County Government – Office of Community and Economic Development, hereafter known as “OCED” and [AGENCY NAME], hereafter known as “Agency” regarding access and use of the DTE Online Resources for Agencies (ORA) web portal, hereafter known as “ORA”.

**Section I - Background**

OCED Staff provide administrative support to the Barrier Busters Network, which works to reduce and prevent barriers in human services to Washtenaw County residents experiencing crisis by providing emergency financial assistance. The Agency provides direct service evaluation, including emergency utility assistance screenings.

**Section II - Purpose and Goals**

Access to ORA by the Agency would provide additional accuracy and details in assessing household need. Information obtained from the DTE ORA website will only be used to determine eligibility for energy assistance programs or DTE energy bill payment assistance. Any ORA access by an unauthorized agency or person is prohibited.

Agency ORA usage includes:

- Grant Agency login to the DTE ORA password protected web portal..
- Grant Agency access to review account history, for the express purpose of aiding utility assistance screenings.
- Grant agencies the ability to place one (1) ten (10) day hold for DTE customers who are being screened by the Agency.

In order to be granted access to DTE ORA, Agency staff needs to complete the following:

- Complete Barrier Buster Network Membership Agreement Form
- Emergency Unmet Needs Fund use Agreement Form
- Read the DTE ORA Training Manual
- Complete and Sign DTE ORA MOU Agreement

**Section III – Confidentiality**

To access ORA, Agency will ensure:

- Obtain DTE customer’s written consent to view their DTE account history.
- Treat customer information obtained as confidential.
- Resident’s information will not share, sell, give away, or disseminate customer information to person(s) not authorized by OCED to have such private and confidential information.

**Section IV –Monitoring**

A record of Agency’s ORA account history is auto recorded upon login. Login history will be monitored OCED staff on a regular basis, with follow up where a breach of the MOU is suspected.

**Section V - Duration**

This MOU is at-will and may be modified by mutual consent of the agency and authorized officials from OCED. This MOU is effective once signed by the authorized officials from the Agency and will remain in effect until modified or terminated by any one of the parties by mutual consent.

OCED may terminate the Agreement upon the occurrence of any of the following event:

- a) Breaching of the Contract of any material term of this agreement;
- b) Violating of the Terms of Use, as defined by the most recent version of DTE Energy’s “ORA Training Manual”;
- c) Adding more than one (1) ten day hold;
- d) Sharing username and password privileges;
- e) Placing commitment payments within DTE ORA;

In the absence of mutual agreement by the Barrier Busters staff this MOU shall end on (2 years from date signed).

**Contact Information**

Partner name  
 Partner representative  
 Position  
 Address  
 Telephone  
 Fax  
 E-mail

Partner name  
 Partner representative  
 Position  
 Address  
 Telephone  
 Fax  
 E-mail

\_\_\_\_\_Date:  
 (Barrier Buster Staff signature)  
 (Partner name, Barrier Buster Staff)

\_\_\_\_\_Date:  
 (Partner signature)  
 (Partner name, organization, position)