

# Frequently Asked Questions

## Q: What is WW?

**A:** WW is Weight Watchers reimagined. Our purpose is to inspire healthy habits for real life. For people, families, communities, the world, for everyone. No matter what your goal is—to lose weight, eat healthier, move more, develop a more positive mindset, or all of the above—we will bring you science-based solutions that fit into your life. WW welcomes everyone who seeks to be healthier, not just manage their weight.

## Q: Why is DTE Energy partnering with WW?

**A:** DTE Energy has teamed up with WW to bring you a program that gives you real-life solutions to get healthier, all at a special price.

## Q: Who can take advantage of the WW offerings?

**A:** All DTE Energy employees, spouses, and pre-65 retirees are eligible to participate. Workshops are not available in some areas in the U.S. To find out if the county you reside in is a non-participating area, please visit: <http://wwfranchisecountylist.com>.

### To become a WW member, you must:

- Be at least 18 years old.
- Not be pregnant.
- Not have an active medical diagnosis of bulimia nervosa or anorexia nervosa.

## Q: If I register for WW, will my membership and weight information be kept confidential?

**A:** Yes, it will. Although DTE Energy will receive information about the total membership weight loss, DTE Energy will not receive any individual or personally identifiable information.

## Q: If I'm a current WW member can I receive the special pricing?

**A:** Of course! There's an option to link your current account through DTE Energy's registration process. If you have any issues, call WW at 1-866-237-6032 for assistance with getting your membership switched.

## Q: Do I need my Employee ID to sign up for WW?

**A:** Yes, you will need your DTE Energy Employee ID to sign up for WW. DTE Energy employees and pre-65 retirees will use their Employee ID to sign up. Spouses registering will not need to enter an Employee ID.

## Q: What are the WW offerings and monthly cost through DTE Energy?

**A:** You can choose the plan that fits your lifestyle.

Pricing for DTE Energy Employees, Spouses, and Pre-65 Retirees that reside in the Michigan counties listed below\*:

### Offering 1: Digital

Cost: \$8.48 per month

### Offering 2: Digital + Workshops

Cost: \$64 for 12-wks (12-wks paid in advance)

Pricing for DTE Energy Employees, Spouses, and Pre-65 Retirees that reside in all other counties:

### Offering 1: Digital

Cost: \$8.48 per month

### Offering 2: Digital + Workshops

Cost: \$19.11 per month

Select Michigan Counties: Alcona, Alger, Alpena, Antrim, Baraga, Bay, Benzie, Charlevoix, Cheboygan, Chippewa, Crawford, Delta, Dickinson, Emmet, Genesee, Gogebic, Grand Traverse, Houghton, Huron, Iosco, Iron, Kalkaska, Keweenaw, Lapeer, Leelanau, Luce, Mackinac, Macomb, Manistee, Marquette, Mason, Menominee, Midland, Missaukee, Monroe, Montmorency, Oakland, Ogemaw, Ontonagon, Oscoda, Otsego, Presque Isle, Roscommon, Saginaw, Sanilac, Schoolcraft, St. Clair, Tuscola, Washtenaw, Wayne and Wexford.

You will be charged each month until you cancel your membership or if you are no longer eligible for DTE Energy's offering. State taxes will be added where applicable.

## Q: Can I bring a WW Workshop to my workplace?

**A:** If you're looking to bring a WW Workshop to your workplace, email [EYL\\_Account@dteenergy.com](mailto:EYL_Account@dteenergy.com) for more information. There is a 15 WW Member minimum requirement to get a Workshop started at your location.

## Q: How do I cancel my WW membership?

**A:** Our cancellation process is hassle-free. You can easily cancel your membership on our website. Simply log in to your account, go to "Settings," > "Account" to view your cancellation options. If you would like assistance, you can call 866-204-2885. If you have already been billed for your next month, call 866-204-2885 to receive a full refund for the upcoming month. Please note you will not receive a refund for the month in which you cancel, except as provided in the Cancellation Policy.

## Join WW today!

To sign up or for more information, visit [weightwatchers.com/us/DTE](http://weightwatchers.com/us/DTE) and enter Access ID: 14649939.

Questions? Call 866-204-2885 or email [wellnesshelp@weightwatchers.com](mailto:wellnesshelp@weightwatchers.com).



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