DTE Energy

2018 Gas Renewal Program

Taylor MMO Project Presentation
DTE Energy has undertaken an initiative as part of a general rate order (U-15985) directed by the Michigan Public Service Commission (MPSC). The initiative is the Gas Renewal Program (GRP). This program is not voluntary.

The program consists of the replacement of aging natural gas infrastructure as it currently consists mainly of cast iron or unprotected steel mains and steel or copper service lines, some of which may be 100 years old and the installation and relocation of new natural gas advance meters from inside to outside locations including renewing service lines that will offer customers safer and more convenient service.

DTE is currently replacing approximately 130 miles of gas main a year and planning to increasing to 150 miles through 2021 in Southeast Michigan. DTE plans to complete 12,790 Meter Move Outs per Year in Southeast Michigan through 2031.

Gas Renewal Program Process (overview).

1) DTE Energy employees/crews will install/upgrade services.

2) DTE Energy contractors will complete restorations.
- GRP uses 5 methods of communication

1) Letter
   - Program & Frequently Asked Questions (30 days prior to construction to Site & Landlord)
   - Restoration Season (Jan. & Mar.- Sent out by Customer Sat. Team)
   - 10-day Notice to Service Termination (if access is not granted)

2) Door Hanger
   - Sorry We Missed You
   - Appliance Relight
   - Restoration Care/Season

3) Street Sign
   - Natural Gas Upgrades

4) Postcard
   - Thank you / Survey

5) Website
   - http://dteenergy.com/gasrenewal
GAS RENEWAL PROGRAM

We're upgrading the natural gas system in your neighborhood to ensure safe and reliable service.

WHAT DTE ENERGY WILL DO:

- ASSIGN a DTE crew leader to coordinate a convenient time to gain indoor access to relocate your meter.
- LOCATE the existing natural gas meter then identify and mark the new outside advanced meter location. At that time, please be sure to alert us of any sprinkler systems or underground lighting.
- UPGRADE the natural gas main. This pipe typically runs underneath your street or alley.
- UPGRADE the natural gas service line. This is the pipe that runs from the natural gas main line to the meter that services your home or business.
- RELOCATE any existing inside natural gas meter and install a new natural gas advanced meter on the outside of your home or business. Get more information on advanced meters at dtenergy.com/advancedmeter. Your service will only be interrupted approximately 2-3 hours during the process. For more detailed information, please refer to the Frequently Asked Questions.
- RELIGHT all working appliances when the upgrade at your home or business is complete.
- RESTORE your property to the original or better condition. We will restore any related damage inside or outside the home or business that may occur during the upgrade. Please note that our restoration season runs from April through October and restoration will be scheduled throughout this timeframe as weather permits.

WHAT YOU WILL NEED TO DO:

- Ensure that someone, 18-years or older, is available to provide indoor access to the premises (the work takes approximately 2-3 hours to complete).
- Provide an accessible path to the natural gas meter that is clear of debris.
- Keep animals in a secure area, away from employees and work areas.
- If you are not the property owner or are renting at this address, please contact the property owner or your landlord immediately regarding this Gas Renewal Program.

MORE INFORMATION:

- Read the Frequently Asked Questions (Please note the questions about meter relocation on page 1.)
- Visit www.dtenergy.com/gasrenewal
- Call 313.266.6227 between 8:00 AM and 4:00 PM, Monday through Friday. If after business hours, please leave a message including name, address, and phone number. Your call will be returned within 2 business days.

CAUTION: DTE Energy employees carry proper identification with their name, photo and employee identification number. We encourage you to ask to see their identification before allowing entry to your home. You will see DTE Energy trucks on your street during this program.

DTE Energy appreciates your business. We are proud to be your energy provider. We are committed to delivering safe, reliable service to all our customers.

Have a safe day,

DTE Energy Gas Renewal Program
FREQUENTLY ASKED QUESTIONS

Why is DTE Energy upgrading my natural gas system in my neighborhood? We are committed to providing safe, reliable and affordable energy for our customers, so we upgrade our gas equipment, which is crucial to ensure that we can deliver on that commitment.

What exactly is being upgraded? The upgrade includes modernizing cast iron and steel main pipelines with updated materials as well as moving inside meters to outside locations and upgrading the devices to advanced meters. The upgrades will improve customer service by minimizing the need to enter your home or business to perform maintenance, safety inspections or make repairs. This work will be done at no additional cost to you.

BEFORE INSTALLATION

How will I be notified about the gas service upgrade? A notice will be mailed to your home or business. Once DTE crews are on your street a crew leader will make direct contact with you to coordinate a convenient time to gain inside access to relocate your meter. If no one is available, we will leave an orange "Sorry We Missed You" door hanger with the DTE crew leader's name and telephone number.

Do I need to call in and schedule an appointment to have the meter moved outside? No, DTE Energy crew leaders will go door to door to schedule appointments.

DURING INSTALLATION

Can I opt out of the Gas Renewal Program? Opting out is not an option nor is this a voluntary program, your assistance is required. We will work with you to schedule a time when we can gain inside access to relocate our gas meter outside. However, if we are unable to gain access after a reasonable effort, DTE Energy will have no choice but to terminate your gas service. This is a state regulatory mandated program.

Does DTE Energy own the meter in the house? If so, do they have the right to come into my house and remove the meter? Yes, all natural gas and electric meters are DTE Energy's property. State regulations allow DTE Energy to install, inspect, test, repair, turn off, relocate or remove meters and other property of the company that is located on our customers' property.

Where will the outside meter be located? The meter will be installed where the natural gas service enters your home or business. For safety reasons the outside meter cannot be closer than 3 ft. to a driveway, road, dryer vent, in front of enclosures containing exposed electric conductors and under first floor windows and air conditioning units.

What happens if I refuse to let DTE Energy access to my home or refuse to respond to the Final Notice of Gas Service Termination? If a customer refuses DTE Energy access to their home to move the meter outside, DTE Energy will terminate the gas service to the home. If the gas service is terminated, there will be a fee of at least $200.00 to connect your service, which will need to be paid before the gas service can be connected. In order to have gas service connected, you will need to either call 1.800.477.4747 or visit a customer service center to pay the Connection Fee. Once the Connection Fee is paid, the account is in good status and the customer allows DTE Energy access to the inside meter, DTE will then move the meter outside and connect gas service. If the customer refuses to pay the Connection Fee and wants to escalate the issue, they will be referred to the GAS STREET & RECONNECT TEAM at 1.800.338.7358 - Option #4.

SAFETY

What should I do if I smell gas after the meter is relocated outside of my house? Do not use any electronic devices or open flames, leave the area immediately and call 1.800.477.4747 from a neighbor's house. (Note: This number is designated for gas leak reporting only.)

How can I verify that the DTE Energy employees coming to my home are actual employees of the company? DTE Energy employees and anyone working for DTE Energy will carry proper identification and you will see DTE Energy trucks on your street during this program. We encourage you to ask to see their identification before allowing entry to your home. If you wish to verify the person requesting access to your home works for DTE Energy, please call 1.800.477.4747.

REPAIRS AND PROPERTY RESTORATION

Will DTE Energy repair any related damage to my residence that may occur during the construction? DTE Energy will fully repair and for restore any related damages inside or outside the home or business that may occur during the upgrade at no cost to you. Restoration season runs April through October of every year weather permitting. If DTE Energy does not work on your property after October, our crews will return the following season, beginning in April, to complete restoration work.

COST AND BILLING

How much will it cost? If I want the outside meter installed in another location that is not nearby the existing natural gas service line? DTE Energy may charge you a fee for a location that is not over the existing gas service line. This fee will need to be agreed upon by the customer and DTE Energy. The fee will not be determined by DTE Energy and must be approved and signed by the homeowner prior to any construction. If you desire to change the location, contact a DTE Energy crew member in the vicinity of the area during the move and they will arrange to have a DTE planner come out to communicate the fee.

Will my service be restored if I am past due on my account or in short-term status? Absolutely. If you are concerned about an unpaid balance on your account and you currently have gas service, please be assured that DTE Energy will, regardless of your account status, restore service once the work is completed. Though your service will be restored during this Gas Renewal Program, you are still responsible for the status of your account. DTE Energy customer service representatives are available to assist customers who are having trouble paying their bills or have a current balance due. You can talk with a representative by calling 1.800.477.4747.

QUESTIONS

If I have questions and/or concerns about the Gas Renewal Program, who can I contact? Please call 1.800.477.4747 to speak with someone directly involved in the Gas Renewal Program. A DTE representative will be available from 8 a.m. to 4 p.m. Monday through Friday. Otherwise, please leave a message and someone will return your call within 24 hours.

If I have questions about my natural gas or electric bill, who can I contact? Please call 1.800.477.4747 for assistance regarding your gas or electric bill.
Dear Customer,

DTE Energy is committed to delivering reliable energy that you can depend on.

Recently, our crews completed some work on your property. The purpose of this work was to provide you with the safest, most reliable service possible. In the process, our crews disturbed a portion of your lawn, landscaping or concrete.

It is assured that DTE Energy will fully repair and replace any property that has been impacted as soon as possible.

We want to inform you that our repair season and schedule runs as follows:

- **November through March** - Restoration will be scheduled in the spring for completion by June 30, as weather permits.
- **April through October** - Repairs will be scheduled throughout restoration season, as weather permits.

If you have any questions or concerns about your specific restoration schedule, please contact us at [Contact].

Please note our business hours are from 8:00 a.m. - 4:30 p.m., Monday through Friday. All calls will be returned no later than the next business day.

Thank you.

DTE Energy