NATURAL GAS EQUIPMENT UPGRADES ARE UNDERWAY

Questions? Call 313.256.6227
THANK YOU FOR YOUR PATIENCE
Dear Valued Customer:

DTE Energy has recently finished upgrading the gas equipment on your street as part of our effort to maintain a safe and reliable natural gas system. Thank you for your patience during the construction period. Like thousands of other customers, the equipment upgrade provides the following benefits:

- **Minimizes the risk of gas leaks**
- **Fewer estimated natural gas reads**
- **Greater privacy** - an outside location eliminates the need for us to enter your home or business to perform inspections, maintenance or repairs
- **Safer service** - an outside meter gives us the ability to isolate the gas service in case of an emergency or fire

Because our goal is to provide you the highest quality customer service, a DTE Energy representative may contact you to ensure you are 100% satisfied with the service.

We appreciate the opportunity to be your energy provider. If you have questions about this project or the quality of the work performed, please call us at 313.256.6227.

With great appreciation,

DTE Energy Gas Renewal Program

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<table>
<thead>
<tr>
<th>MAINTAINING A SAFE AND RELIABLE NATURAL GAS SYSTEM</th>
<th>YOUR OPINIONS MATTER TO US</th>
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<tbody>
<tr>
<td>What DTE Energy does to ensure your safety and the consistent delivery of natural gas</td>
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<tr>
<td>- DTE Energy plans significant infrastructure investment over the next five years as part of its effort to maintain a safe and reliable natural gas system.</td>
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<td>- Last year, we replaced 80 miles of pipeline and are on track to replace another 100 miles in 2016. This work is extremely important as we modernize our infrastructure to ensure safe and reliable service for customers for years and years to come.</td>
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<td>- We conduct more than 300,000 gas meter safety inspections every year</td>
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<td>- DTE Energy performs routine inspections inside some pipeline sections, using a sophisticated electronic device sent through pipelines to identify internal problems</td>
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<td>- We survey nearly 10,000 miles of pipeline annually</td>
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<td>- We continuously monitor our natural gas system using sensors, computers and remote telemetry equipment that detect changes in pressure that might indicate a concern</td>
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Dear Valued Customer:

Please take a few minutes to complete this customer service survey to evaluate your recent experience. If you have an immediate concern, contact the Cooks Edge Station at 313.256.6227.

**SERVICE PERFORMED**
- ☐ Main Renewal  ☐ Meter Move Out  ☐ Property Restoration  ☐ Other: ____________________________

**SERVICE WAS:**
- ☐ Excellent  ☐ Good  ☐ Fair  ☐ Poor (please explain) ____________________________

**SERVICE PERSON WAS:**
- ☐ Courteous  ☐ Discourteous  ☐ (Please explain) ____________________________

**WAS A SAFETY CHECK PERFORMED?**
- ☐ Yes  ☐ No  ☐ NA

**COMMENTS AND SUGGESTIONS:**

________________________________________________________________________

________________________________________________________________________

__________

Name (if applicable)

ADDRESS:  _____/_____ / 3-4

LEFT: TOTAL: 30

Signed / Verification Date
Restoration Season is April through October

- April through October – Restoration will be scheduled as weather permits.

- November through March – Restoration will be scheduled for completion starting the following April when restoration season begins.

- When restoration is complete, a door hanger is left with tips on how to properly care for the completed work.

- All soft surface restoration will be completed using cover grow.
Construction Photos

UTILITY WORK AHEAD
Construction Photos
What DTE Energy Does to Ensure your Safety

- ID - All DTE employees carry proper Identification
- Cones - used to section off DTE vehicle identification and excavations
- Barricades - used to safeguard construction area and excavations
- Snow fence – used to fence off excavated areas