



DTE Energy®

2018 Gas Renewal Program

Taylor MMO Project Presentation



Gas Renewal Program (GRP) Overview



- 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.

2018 Gas Renewal Program – Taylor MMO Project



1. Project Boundaries: Lochmoor Rd, Parkcrest, Interstate 94 / Harper, Canyon/Moran/McMillian, Ridge, Fisher, Maumee, Notre Dame, Jefferson, Sycamore Ln, Lake Shore/Jefferson Ave.

Gas Renewal Program (GRP) Communications



- 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 dteenergy.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.dteenergy.com/gasrenewal
- Call 313.256.6227 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 well into the future. By upgrading our gas equipment, it helps 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 leaders 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 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 \$300.00 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 - 1.855.838.7258 - 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 1.800.947.5000 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 313.256.6227.

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 /or 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 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 location will need to be agreed upon by the customer and DTE Energy. The fee will 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 this fee.

Will my service be restored if I am past due on my account or in shut-off 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 313.256.6227 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 48 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.

Restoration Season and 10 Day Notice



One Energy Plaza, Detroit, MI 48226-1279

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.

Be 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. – 4:00 p.m., Monday through Friday. All calls will be returned no later than the next business day.

Thank you

DTE Energy



DTE Energy

One Energy Plaza
Detroit, MI 48226-1279

FINAL NOTICE OF GAS SERVICE TERMINATION

DTE Energy needs to access our equipment that is currently inside your residence. Because you have not made arrangements to allow us access to our equipment - either by not contacting us or by direct refusal - **DTE Energy will terminate your gas service ON OR AFTER 10 CALENDAR DAYS of the posted date of this notice.**

If DTE Energy terminates your gas service, there is a required Connection Fee of at least \$300.00. To prevent termination of your gas service and paying fees, call 313.256.6227 to schedule an appointment, Monday through Friday, from 8:00 am to 4:00 pm.

Understand that DTE Energy will only disconnect and connect your gas service during the normal business hours of 8:00 am and 4:00 pm, Monday through Friday. Your DTE account will be flagged in our system with direction to adhere to the instructions on this notice.

THIS IS YOUR FINAL NOTICE

This is not a voluntary program and your assistance is required.

Note: If you are renting at this address, please contact your landlord immediately regarding the Gas Renewal Program.

If you are concerned about an unpaid balance on your account and you currently have gas service, be assured that DTE Energy will, regardless of your account status, restore service once the meter relocation is completed.

DTE Case Managers are available to assist customers who are having trouble paying their bills or have a current balance due. You can talk with a case representative by calling 1.800.477.4747.

ADDRESS:

POSTING DATE:

In order to cure the basis for a shut-off, the customer must grant reasonable access to the utility facilities consistent with state regulatory agency regulations. In addition, the state regulatory agency requires that the following information is provided along with shut-off notices, based on the reason for the shut-off: some or all of these provisions may not be applicable to your situation. If applicable, the customer has the right to enter into a settlement agreement with the utility if the claim is for an amount that is not in dispute and the customer is presently unable to pay in full. The customer has the right to file a complaint disputing the claim of the utility before the proposed date of the shut-off of service. The customer has the right to request a hearing before a utility hearing officer if the complaint cannot be otherwise resolved and that the customer must pay to the utility the portion of the bill that is not in dispute within 3 days of the date that the customer requested a hearing. The customer has the right to represent him/herself, to be represented by counsel, or to be assisted by other persons of his or her choice in the complaint process. The utility will not shut off service pending the resolution of a complaint that is filed with the utility in accordance with these rules. To make an inquiry, discuss payment options or a potential complaint or enter a settlement agreement, please contact the utility at (313) 256-6227. If the customer believes he or she might be eligible for emergency economic assistance the customer should contact a local services agency immediately. The utility will postpone the shut-off of service if a medical emergency exists at the customer's residence. The utility may require a deposit and restoration charge if the utility shut off service for nonpayment of a delinquent account. The customer should contact the utility for information about the winter protection plan if the date on or after which shut-off of service may occur is between November 1 and March 31.

DOOR HANGERS



Sorry We Missed You

SORRY WE MISSED YOU!

Date: _____
 Service Address: _____

Dear Valued Customer:

A DTE Energy Gas employee was at your home today to schedule a mandatory upgrade of your existing gas meter and service line. This may include relocating your existing gas meter from inside your home to outside or work on your existing outside meter. The upgrade is necessary in order to provide a safe environment and a more consistent, reliable natural gas service. Once completed, temporary repairs or restrictions will be made. We will return within 3 weeks to complete repair of the finished installation. *Delays due to weather may occur.

To complete the work required, we must gain access. The work involved and the selected outside meter location will be discussed with you in detail during this inspection.

The completion of the work requires that you provide safe access to the gas meter line of entry. Also, at least one gas appliance in good working condition must be connected to your existing fuel line before we can return to complete the job.

Please call for an appointment at your earliest convenience as we do not want to leave you without gas service through the process.

Someone at least 18 years of age should be present to provide access.

Appliance Relight

WORK COMPLETED

We have completed work on your gas service line. Your appliances will need to be relit. Please call 800-477-4747 to restore your service.

When you call, please tell our representative that you received this door hanger.

Thank you!

Lawn Repair Notice

LAWN REPAIR NOTICE

Service Address: _____

Date/Time of Installation: _____

DTE Energy has completed repairs on your property. Because you are a valued customer, we want to make sure you are satisfied with the work.

If you have any questions or concerns, please feel free to contact DTE Gas Renewal Program at 313.256.6227.

LAWN MAINTENANCE TIPS

GRADE and SEED

- "Grade and seed" is grass seeds and black dirt with straw on top. Straw protects the seeds from being eaten by animals and fall runoff.
- Water twice a day.
- Do not cut grass until it is at least 4 inches high.
- Please try not to walk or drive on the new grass.

SOD

- Water twice a day. Saturate when watering.
- Less watering is needed once the sod has rooted.
- Mow only after the sod has rooted.
- Keep mower blades sharp and mow to a height of 2 - 3 inches.

We apologize for the inconvenience and thank you for your patience and understanding.

Cement Repair Notice

CEMENT REPAIR NOTICE

Service Address: _____

Date/Time of Installation: _____

Recently, DTE Energy has completed repairs on your property. Because you are a valued customer, we want to make sure you are satisfied with the work.

If you have any questions or concerns, please feel free to contact DTE Gas Renewal Program at 313.256.6227.

The following tips will help preserve and protect your new cement:

- 48 hours**
No pedestrian traffic
- 7 days**
No vehicles on new cement

We apologize for the inconvenience and thank you for your patience and understanding.

Double-sided