



April 27, 2020

Dear Valued Customer,

At DTE Energy, the safety of our employees and customers remains our top priority. That's why we've been working closely with medical experts to implement safety procedures that will help keep our team members, and you, as safe as possible as we gradually resume important work, including property restoration, that will allow us to continue to deliver safe and reliable natural gas.

We'd like to thank you for your patience with us as we work on the natural gas system in your neighborhood. Our construction activities may have disturbed lawns, driveways and/or sidewalks in your neighborhood, and our restoration efforts have been delayed due to the COVID-19 pandemic.

Rest assured that we are committed to doing what's right. We plan to resume work in the coming weeks, and **we are still committed to fully restoring any property damage that we are responsible for by June 30.**

When you see or interact with our crews, know that they will be following medically-recommended safety protocols, including daily health screenings, social distancing and wearing face masks and gloves. If they need to enter your home, they will take additional precautions, like wearing safety glasses, a mask and nitrile gloves. We need your help, too – please keep a safe distance (at least six feet) from our crews and let us know if you or anyone in your home has recently been ill.

We know these are uncertain times, but you can feel confident that DTE is doing everything in our power to keep you and your neighbors safe.

If you have any questions or concerns, please contact us at 616.226.6913. A DTE representative is available Monday – Friday, from 8:00 a.m. – 4:00 p.m. All calls will be returned no later than the next business day.

Thank you,

DTE Gas