



March 24, 2020

Dear Builder Community:

To safeguard the health and safety of DTE Energy employees, customers and communities against the coronavirus outbreak, DTE Energy has activated company-wide crisis plans. These plans help us ensure that we continue to deliver safe and reliable energy to your homes and families in a manner that places health and safety first. As a result, we are suspending some work to ensure the safety of both the public and our employees and contractors.

**Construction-type work that is being suspended at this time includes:**

- Alterations to existing service, including upgrading of meters, rerouting of service lines, or meter relocations;
- Cut and Capping of existing service lines;
- New main and service installations, and;
- All meter sets

While much of our field work is suspended, we are accepting future requests for the above referenced work. Our team will continue to work on planning and preparation for these projects to be ready to resume work when it is safe to do so.

Our Field Service team will continue to respond to emergency leak calls 24 hours a day, 7 days a week, and to perform other visits that are necessary to ensure safe and reliable gas service. To report an emergency please call 800.947.5000.

We will continue to provide updates as more information becomes available about when work will resume. For questions, we have two email addresses to reach our team:

- For inquiries in Oakland, Wayne, Livingston, Washtenaw and Monroe counties: [Grat@dteenergy.com](mailto:Grat@dteenergy.com).
- For inquiries in all other parts of Michigan: [Westmi@dteenergy.com](mailto:Westmi@dteenergy.com).

We look forward to serving you when this crisis passes. Please stay healthy and safe.

DTE Energy

