Dear xx,

DTE Energy will be in your neighborhood soon to upgrade the natural gas infrastructure. We are replacing the aging natural gas lines with modern, long lasting pipes to ensure safe, reliable delivery of gas service to you now and for future generations.

The upgrade includes moving equipment located inside your home to your home's exterior. To do this, we need to access your home (see phase three). Exterior located gas meters eliminate the need for DTE to enter your home for meter maintenance and readings and allows more frequent, comprehensive meter inspections. This work is done at no additional cost to you.

If you have questions about this upgrade, please contact us at the phone number below.

Bryan Valrance  
Manager, Gas Operations, DTE Energy

Check your status: dteenergy.com/gasrenewal
Frequently Asked Questions: dteenergy.com/gasrenewal
Contact: 313.270.9240
A DTE rep is available from 8:00 am – 4:00 pm Monday – Friday. Leave a message if calling after hours.

**What to expect**

**PHASE ONE: Notification**
- This is your first notice; upgrade construction begins in approximately 2-3 weeks.
- During the upgrade, we will communicate progress via door hangers, face to face and on Nextdoor.com
- Check your status here: dteenergy.com/gasrenewalmaps

**PHASE TWO: New Gas Lines Installed**
- New main gas lines will be installed near the street and new service lines will be run to homes.
- Sidewalks and lawns may be torn up. A temporary solution will be put in place until permanent restoration is complete.

**PHASE THREE: Interior Meter Moved Out**
- Gas meters located inside the home will be moved to your home’s exterior where the gas line enters your home and upgraded if needed.
- DTE will knock on your door to schedule a convenient time during the construction process on your street to move the meter. We’ll leave a door hanger with contact information if you are not home.
- If the meter is already outside, DTE will only enter your home after the installation is complete to relight your appliances. We’ll let you know how to schedule this appointment once your upgrade is complete.
- During this phase your gas service will be interrupted for 2-3 hours.

**PHASE FOUR: Property Restoration**
- DTE will restore all affected sidewalks, lawns, landscaping and driveways within 30 days of completion in May-October.
- If the upgrade is completed in November-April, a temporary solution will remain in place until weather permits permanent restoration. All restoration will be completed by June 30.