

STREET SIGN



**NATURAL GAS EQUIPMENT  
UPGRADES  
ARE UNDERWAY**

Questions? Call 313.256.6227



# Upgrade Complete / Survey Postcard (front)



NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES



**BUSINESS REPLY MAIL**  
FIRST-CLASS MAIL PERMIT NO. 61 DETROIT MI  
POSTAGE WILL BE PAID BY ADDRESSEE

GAS RENEWAL PROGRAM CUSTOMER SURVEY  
14270 SCHAEFER HWY  
DETROIT MI 48227-9800



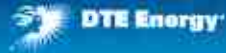
**DTE Energy**  
14270 Schaefer  
Detroit, MI 48227



## THANK YOU FOR YOUR PATIENCE



# Upgrade Complete / Survey Postcard (back)



## MAINTAINING A SAFE AND RELIABLE NATURAL GAS SYSTEM

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

### What DTE Energy does to ensure your safety and the consistent delivery of natural gas

- 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.
- 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.
- We conduct more than 300,000 gas meter safety inspections every year
- DTE Energy performs routine inspections inside some pipeline sections, using a sophisticated electronic device sent through pipelines to identify internal problems
- We survey nearly 10,000 miles of pipeline annually
- We continuously monitor our natural gas system using sensors, computers and remote telemetry equipment that detect changes in pressure that might indicate a concern

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## YOUR OPINIONS MATTER TO US

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 Coolidge 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    N/A

### COMMENTS AND SUGGESTIONS:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

NAME (PLEASE PRINT) \_\_\_\_\_  
ADDRESS \_\_\_\_\_ FLOOR / RPT # \_\_\_\_\_  
CITY \_\_\_\_\_ STATE \_\_\_\_\_ ZIP \_\_\_\_\_  
SERVICE PERFORMED \_\_\_\_\_ DATE \_\_\_\_\_

Thank you for your participation

### 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



# Construction Photos



# Construction Photos



# Construction Photos





## Restoration Before/After (Concrete)



## 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 safe guard construction area and excavations
- Snow fence – used to fence off excavated areas

