



Please Schedule Your Natural Gas Meter Safety Inspection to Avoid Shut-off of Your Service.

You are overdue for a safety inspection of the natural gas meter inside your home.

Schedule Your Gas Safety Meter Inspection Today! Call 877.853.9434 or email GFO-MeterAssemblyCheck@dteenergy.com.

We have made several attempts to set up a time to enter your property and inspect your natural gas meter. This inspection is not optional. It's for your safety, required by state and federal regulations (49 C.F.R 192.481 and Mich. Admin. Rule 460.20606).

Inspections are available 8 a.m. through 8 p.m. any day that's convenient for you. We're dedicated to being efficient to minimize disruptions in your day – inspections take approximately 15 minutes.

Someone who is at least 18 years old must be home to let our team member inside. (We are happy to provide our badge for identification upon request.) We need your assistance in guaranteeing that we can access your meter.

Let's Work Together to Avoid a Shut-Off

Please call **877.853.9434** or email **GFO-MeterAssemblyCheck@dteenergy.com** to schedule our free natural gas meter safety inspection.

If you are a renter, contact your landlord about this notice immediately.

If you fail to schedule this inspection, your natural gas service will be shut off on or after _____, and you may be responsible for the cost (**up to \$6,000**) to restore your service as required under section C5.8 of DTE Gas Company's rate book.

Safety

Please know that we prioritize the health and safety of all customers and will follow all current guidelines to protect you and our employees.

Additional Information Regarding this Shutoff Notice

In order to prevent shut off or to restore service following shutoff under this notice, you must grant reasonable access to DTE Gas's facilities to allow us to perform the inspection listed above. In addition, the Michigan Public Service Commission requires that the following information is provided to you, however, some of these provisions may not be applicable to this notice: You have the right to enter into a settlement agreement with DTE Gas if the claim is for an amount that is not in dispute and you are presently unable to pay in full. You have the right to file a complaint disputing the claim of DTE Gas before the proposed date of the shutoff service. You have the right to request a hearing before a utility hearing officer if the complaint cannot be otherwise resolved and you must pay DTE Gas that portion of the bill that is not in dispute within 3 days of the date that you requested a hearing. You have the right to represent yourself, to be represented by counsel, or to be assisted by other persons of your choice in the complaint process. DTE Gas will not shut off service pending the resolution of a complaint that is filed with DTE Gas in accordance with these rules. To make an inquiry, discuss payment options or potential complaint or enter a settlement agreement, please contact DTE Gas at **800.477.4747**. If you believe you might be eligible for emergency economic assistance you should contact a social services agency immediately. DTE Gas will postpone the shutoff of service if a medical emergency exists at your residence. DTE Gas may require a deposit and restoration charge if DTE Gas shuts off service for nonpayment of a delinquent account. You should contact us for information about the winter protection plan if the date on or after which shutoff of service may occur is between November 1 and March 31.