

# DTE Energy is Upgrading Natural Gas Infrastructure

# DTE

## RE: Natural gas upgrade

Address  
Address

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 infrastructure work that will allow us to continue to deliver safe and reliable natural gas.

Rest assured that we are committed to doing what's right. 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 will soon be working in your neighborhood to replace aging natural gas lines with modern, long lasting pipes. The upgrade includes moving equipment located inside your home outside. To do this, we will need to come into your home (see phase three).

Placing the gas meter on the outside of your home eliminates the need for DTE to enter your home for future meter maintenance and readings and allows more frequent, comprehensive safety inspections. This work is done at no additional cost to you.

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 questions about the upcoming work, please contact us at the phone number below.



Bryan Valrance

Manager, Gas Operations, DTE Energy

متوفر باللغة العربية

Disponible en español

Dostępne w języku polskim

[dteenergy.com/gasrenewal](https://dteenergy.com/gasrenewal)

## What to expect



### PHASE ONE: Notification

- This is your first notice; upgrade construction begins in approximately 1 - 2 weeks.
- During the upgrade, we will communicate progress via door hangers, face to face and on [Nextdoor.com](https://Nextdoor.com)
- Check your status here: [dteenergy.com/gasrenewalmaps](https://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.

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## DTE GAS INFRASTRUCTURE UPGRADE

Check your status: [dteenergy.com/gasrenewalmaps](https://dteenergy.com/gasrenewalmaps)

Frequently Asked Questions: [dteenergy.com/gasrenewal](https://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.