



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
PUBLIC SERVICE COMMISSION

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August 18, 2023

RE: DTE Customers with Inside Meters

The Michigan Public Service Commission (Commission) required DTE Gas Company (DTE) to develop a meter move-out program and in 2011 DTE began a program to move gas meters from the inside of homes to the outside. Inside meters prohibit DTE's access to perform maintenance and conduct required state and federal safety inspections. Lack of access creates safety concerns related to emergency response, corrosion, damage, tampering, and theft. Commission employees have investigated fires and explosions at locations with inside meters where there were injuries and/or property damage related to these issues.

In 2018, in case U-18999, DTE stated that there were 127,593 inside meters that had an overdue meter assembly check (MAC), to which the Commission responded:

This violates state and federal regulations and may constitute a safety and reliability risk. Because this is a serious and compounded problem, the Commission finds that it is imperative that the company devote significant capital resources and overhaul customer outreach and education programs to resolve this issue. While compliance with the regulations addressed through MAC inspections is no doubt important, the Commission stresses the need to move meters out of homes to improve access, safety, and long-term compliance with the assembly check requirements.

Allowing DTE access to the meters for required inspections and replacement will help to make sure you, your family, and neighbors are safe. Lack of required safety inspections and denied access can allow safety concerns to remain and require the utility to send letters demanding access. If DTE cannot gain access, Rule 460.2372 allows a gas utility to cut service when there is a hazardous condition or access is refused. If your service is cut because access is refused, you can be required to pay the cost to reconnect the service.

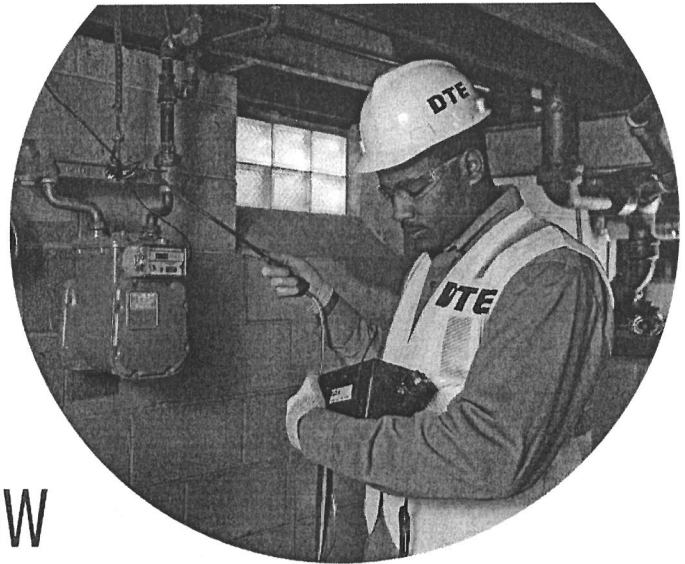
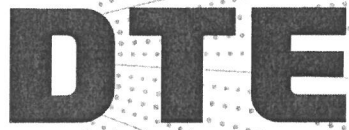
Thank you for support and cooperation with these important safety programs.

Sincerely,

David J. Chislea, Director
Gas Safety and Operations Division

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Everything you need to know about your indoor natural gas meter safety inspection

Every year, DTE conducts more than 100,000 natural gas meter inspections, with one goal in mind: keeping our customers safe. If it's time to inspect your indoor natural gas meter, we will notify you, and it's critical for you to respond and schedule an inspection. In fact, without this vital safety inspection, we must stop service until an inspection can be performed. We are sending letters to those who haven't responded to multiple requests for access letting them know we will have to disconnect service if we can't perform an inspection soon. If you've received this final notice, or you know someone who has, here are important points to understand.

Why do I need an indoor gas meter inspection?

All gas meters need to be regularly inspected for your safety and to ensure reliable service. If your gas meter is located inside your home, we need your permission to come into your home every three years to perform a safety inspection. Additionally, this inspection is required by the state of Michigan and needs to be completed for your safety.

Will I be charged for this inspection?

No. This natural gas meter safety inspection is free for all DTE Energy-owned gas meters and service pipes located inside your home, and it's required by the state of Michigan.

What happens if I don't allow the inspection?

If you do not respond to your final letter requesting access for the inspection, we will be forced to disconnect your service. If you then reach out to restore your service, a **restoration could cost approximately \$6,000** due to the complex processes and equipment required to safely re-establish a connection to your property. You can avoid this cost, and the inconvenience of being without natural gas, by responding to your inspection notice immediately to set up an inspection.

How do I schedule my gas meter inspection?

Please call **877.853.9434** or email GFO-MeterAssemblyCheck@dteenergy.com to schedule your inspection.

How long does a gas meter inspection take?

We're dedicated to being efficient to minimize disruptions in your day, and we can typically perform inspections in approximately 15 minutes. However, if a leak is detected the technician will address it, free of charge. Please note, an adult (age 18 or older) must be present to provide access to the gas meter and point of entry for the service pipe.

Who performs the inspection?

Inspections will be performed either by a DTE employee, or a representative of our vendor, RECONN.

How can I tell if the person at my door is a real DTE or RECONN technician?

Our inspectors always have a DTE badge or a RECONN badge that indicates they're an official DTE vendor. If they can't present their badge to you, please don't let them into your home, as they could be an imposter. Additionally, we will never ask for payment because these safety inspections are free. If you are unsure if the person is from DTE or RECONN, please ask the representative to wait while you call **877.853.9434** to verify.



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.