



One Energy Plaza, Detroit, MI 48226-1279

Dec. 19, 2017

Dear DTE Energy Customer:

This letter is to provide an update on DTE Energy's comprehensive plan to build a stronger grid in your community and to address concerns about power quality in your area.

What caused the outages in Plymouth Township?

The vast majority of the power outages in this area have been caused by trees, or tree branches, falling onto overhead powerlines, including during the large storm we had at the end of November. Trees are a leading cause of power outages nationwide and two-thirds of the time that DTE customers spend without power is due to trees. In fact, one tree that falls on a wire near a substation or other vital equipment can cause an outage for thousands of customers. Although the trees have been the most recent cause of most outages, we have also identified opportunities to improve reliability.

What immediate steps is DTE taking to reduce the power outages in Plymouth Township?

Trimming trees – We're currently trimming trees on the circuit and expect to complete this work by the end of the year. Trimming trees has proven to reduce tree-related outages by up to 70 percent.

Rebuilding pole top equipment – Our field crews are replacing selected pole-top equipment that could cause outages, such as insulators, cross arms, lightning arrestors, fuses, etc. – at locations that have been identified during our engineering patrols. As trees are trimmed, the pole top equipment will be inspected. Communications will be sent out if emergency repairs are needed requiring intentional outages for crews to work safely.

Upgrading vital equipment – Major substation equipment has been replaced and new overhead devices were installed on the circuit to isolate power outages and minimize the number of customers affected by outages. These devices also allow us to re-route power when an outage occurs. We are also currently replacing 11,000 feet of cable.

How will I know if the trees in my yard will be trimmed?

DTE Energy's tree trimming process is designed to provide communication and collaboration with customers every step of the way. If we need to trim or remove a tree on your property, our tree trimming work planner will knock on your door and leave a door hanger describing the work necessary. The work planner will also leave a name and direct phone number for you to contact if you have questions.

How will DTE provide us with updates moving forward?

We understand that outages are frustrating and disruptive for customers. We have been attempting to keep our customers informed through voice mail messages, letters and door to door visits. We are also committed to providing customers with periodic updates as work continues.

How can I contact DTE if I have additional questions?

If you have additional questions, please contact an engineering representative at 1-888-397-4012.

Sincerely,

A handwritten signature in blue ink, appearing to read "Heather Rivard". The signature is fluid and cursive, with the first name "Heather" written in a larger, more prominent script than the last name "Rivard".

Heather D. Rivard
Senior Vice President
Distribution Operations, DTE Energy