



One Energy Plaza, Detroit, MI 48226-1279

August 10, 2017

Dear DTE Energy Customer:

We were in your neighborhood today to provide you with information about the work we're doing to improve your electrical service. We know you've had some concerns about power quality in your area, and we want you to know we're listening and taking action.

We've developed a comprehensive plan to build a stronger grid in this community. The questions and answers below provide specifics on how DTE is making this work a priority and committing to provide you more dependable electricity.

What caused the outages in Plymouth Township?

The most recent outage, which occurred on August 9, was an intentional outage for the majority of the circuit in order for crews to make emergency repairs. The vast majority of the power outages in this area have been caused by trees, or tree branches, falling onto overhead powerlines. 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 in key areas. Tree trimming is also planned for the remaining areas on the circuit. 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 – On June 9, major substation equipment was replaced. Short power outages were necessary so that we could safely complete this work. In addition, a new sectionalizing device was installed on the circuit in July to isolate power outages and minimize the number of customers affected by outages.

Within the next week, two sectionalizing devices on the circuit will be put back in service after repairs/replacements are made. These devices allow us to isolate outages and re-route power when an outage occurs. We are also currently replacing 11,000 feet of cable serving the Ridgewood Hills subdivision.

What is DTE doing in the longer term to reduce the chances that this situation will re-occur?

Longer term, we are evaluating options to re-configure the circuit to remove the circuit backbone from areas heavy with trees. Within the next few weeks we will have a plan developed to begin construction later this year and into 2018.

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.

Will the customers who experienced power outages receive customer credits?

As a one-time courtesy, DTE we will automatically provide you a \$25 reliability credit. While we are processing this credit immediately, it may take up to two billing cycles to go into effect. Please refer to the second page of your bill to confirm the credit, which will appear as "reliability credit" or "miscellaneous."

How can I contact DTE if I have additional questions?

If you have additional questions, please contact an engineering representative at 313-235-4141.

Sincerely,
DTE Energy, Southwest Regional Planning