

**In the past month, DTE electric service to customers in the Metamora area has not been up to the standards you expect to receive and that we expect to deliver, and we're sorry.**

**Power outages have been caused by various issues, including trees falling in overhead power lines, equipment failures, and even a truck knocking down power lines. Please be assured, improving the reliability of your service is a priority for us. We are committed to providing you with safe, reliable power.**

**Over the past few weeks, our teams have completed patrols and assessments of the area, and our field teams have begun replacing and upgrading equipment, including 3,000 feet of wire and poles. We're also working on some strategic tree trimming to address major causes of tree-related issues in your area, and we've pulled ahead our regular maintenance tree trimming work. You'll see our crews out throughout September working to reduce the impact of trees on your service.**

**Your reliability will improve with each step of the process, and we expect all work to be completed by the end of the year.**

**Thank you for your patience and understanding.**

**Michael L. Sage**

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**We Are: Safe – Caring – Dependable – Efficient**

