



Dear Customer:

Trees are a beautiful and vital part of Michigan's landscape. They're also the leading cause of power outages and can pose a serious public safety hazard if they grow too close or into power lines. That's why our tree experts will be visiting [INSERT PREMISE ADDRESS] and the surrounding area soon to trim and, if necessary, remove trees growing too close to power lines.

Our tree trimming program follows industry standards and uses trimming methods that promote healthy trees and safe, reliable power. All work will be completed by tree professionals who have been trained on safe, proper and environmentally responsible work practices. Get a full view of DTE's tree trimming program at dteenergy.com/treecare.

COVID-19 Update: Our crews are still working during the pandemic, while following strict health and safety protocols. We are working closely with medical experts to implement procedures that will keep our team members, and you, safe as we continue critical work to make sure you have the power you need. If you see or interact with our crews, please do your part and stay at least six feet away.

In addition to this letter, you should have received an automated phone call informing you of upcoming tree work in your area. This does not guarantee work will be needed on your property.

We are committed to working with you throughout this process and will be here to address any concerns you might have before tree work begins. Here's what you can expect in the upcoming weeks:

- You may see DTE representatives in your yard or neighborhood identifying trees that need to be trimmed, or potentially removed, due to them growing too close or into the pole to pole power lines. Representatives will be wearing high-visibility vests and carrying DTE ID badges. How soon you will see representatives will depend on where planning begins in the area. Trimming will follow after planning is completed.
- Please note: it may be several weeks until planning starts and several more weeks until trimming work begins.
- You do not need to be home when representatives arrive in your area. If tree work is needed on your property, the representative will knock on your door. If you are not home, we will leave a "Tree Work Scheduled" door card. If you have questions about the work intended for your property, please call the number on the door card. You will have the opportunity to speak to a representative before tree work begins.
- If a tree poses a serious hazard to power lines or if trimming will put the tree's health at risk, we may need to remove it. In this case, representatives will leave behind additional information and make considerable attempts to work directly with the property owner before removing any trees.

- Crews adhere to a tree trimming specification to clear around DTE electrical equipment, depending on the species of the tree and voltage of the power lines. We do not trim around telecommunication wires or the wire going from the pole to the house, called the service drop. Trimming around the service drop is the customer's responsibility. As this is an energized line, we highly recommend using a professional tree trimming service to perform any tree work near the service drop.

We appreciate your support as we work to provide you with safe, reliable and affordable energy.

Questions?

If you have any tree trimming questions or comments, please call 800.477.4747 to speak with a DTE representative.

Sincerely,

DTE's Tree Trimming Team

P.S. *Thinking about planting a tree?* Support a safe and reliable energy grid by planting powerline-friendly trees. Get free advice on where and what to plant at dteenergy.com/treecare.