



Oct. 5, 2018

Dear Wixom Residents and Businesses,

DTE Energy is aware of the concerns many of you have expressed about power quality in parts of your community. The level of service you have received has been unacceptable and does not come close to meeting the high standards we hold for ourselves. Please be assured we are committed to providing you with safe, reliable, affordable service.

We have implemented several corrective measures in the area north of Maple, south of Proud Lake Campground, east of Charms and west of Benstein, including:

- Tree trimming in areas where line interference has occurred or is expected to cause ongoing issues. So far, we've trimmed about 2 miles in this area and will complete the rest of the trimming in the next 7 days.
- We have replaced and upgraded significant overhead equipment and installed multiple animal guards.
- We are leveraging new drone technology available to us to survey the overhead equipment with a special video camera. This will be completed in the next few days. This patrol will help us determine if additional tree trimming and equipment upgrades are necessary.
- If additional work is deemed necessary, we have crews identified who will immediately begin that work.

If you see the DTE safety van or community van in the area over the course of the next week, please feel free to stop by to ask questions or share concerns.

As crews continue work on the circuit, reliability will improve. If you continue to have reliability problems, the quickest way to reach DTE and get a response is to file your concern through our website. Concerns submitted through this link are being reviewed daily by the highest levels of our company including DTE's president and chief operating officer.

Here's the link: <https://www.newlook.dteenergy.com/wps/wcm/connect/dte-web/quicklinks/help-center> Scroll to the bottom and click on "file a complaint."

We thank you for your patience and understanding.

Sincerely,  
DTE Energy