

APPENDIX D11.
Letter Notifying Customer of Non-Working Phone Line

Date

ABC Company
123 Any Street (Note: There will be two letters sent if the billing and site address is different)
Livonia, MI 12345

Re: Account Number XXXXXXXXXXXX

Dear Customer:

The Detroit Edison Retail Access Service Rider for customers participating in Electric Choice requires that customers with interval meters install and maintain working phone lines to allow for the meter to be read via a phone line connected to the meter.

(Paragraph based on indicator of 1 meter or multiple meters at site)

| 1 meter | Our records indicate that your phone line to our meter is not working. | | | | | | |
|-----------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|---------------|--|--|--|--|
| Multiple meters | Our records indicate that your phone lines to our meters are not working for the following: <table border="1" data-bbox="500 1016 1300 1096"> <thead> <tr> <th data-bbox="500 1016 902 1050">Meter Number</th> <th data-bbox="902 1016 1300 1050">Enrolled Date</th> </tr> </thead> <tbody> <tr> <td data-bbox="500 1050 902 1077"> </td> <td data-bbox="902 1050 1300 1077"> </td> </tr> <tr> <td data-bbox="500 1077 902 1096"> </td> <td data-bbox="902 1077 1300 1096"> </td> </tr> </tbody> </table> | Meter Number | Enrolled Date | | | | |
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You may be assessed manual meter reading charges in accordance with Section 2.9.2 Meter Reading of the Detroit Edison Retail Access Service Rider, which states, in part:

The Customer is responsible for assuring the performance of the telephone line. If the telephone line used for metering is out of service, Detroit Edison will retrieve the data manually for a fee of \$37.00/month (one reading) after the first manual read.

Our records show this meter(s) has been read manually for XX consecutive months.

| | |
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| Primary | In the event that the telephone service at your location is out for three consecutive months, Detroit Edison may terminate your retail access service and return your location to Full Service, subject to the provisions of Section 5.3. Term, Commencement and Return to Full Service. |
| OIMS | In the event that the telephone service at your location is out for three consecutive months, Detroit Edison may terminate your Optional Interval Metered Service and place you on the applicable standard energy metered service. If Detroit Edison terminates your Optional Interval Metered Service before you complete your 12-month commitment on Optional Interval Metered Service, you will be subject to the monthly charge for the balance of your Optional Interval Metered Service 12-month term. |

To avoid future manual meter reading charges and maintain your current service, please arrange to repair the required phone line and notify Detroit Edison at 888.235.3535 when this work is complete. For your convenience, see the attached summary of phone line instructions.



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Detroit Edison would like to point out that unplugging the phone line to your meter, even temporarily, may make it impossible for Detroit Edison to collect the meter data electronically, leading to extra charges and

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| Primary | termination of your participation in Electric Choice. |
| OIMS | termination of your Optional Interval Metered Service. |

If you have any questions regarding this, please contact <Detroit Edison Electric Choice Customer Support at <CSB 888.235.3535> or <KCS 888.235.3535> **OR** <Account Manager> at <account manager phone>.

Sincerely,

Electric Choice Customer Support

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Non-Working Phone Line Letter – Enclosure

What You Should Know

Your metering equipment will be furnished, installed, read, maintained and owned by Detroit Edison. To ensure a smooth transfer of your electric service from Detroit Edison Full Service to the Electric Choice Program—and maintain your Electric Choice Service—you should know the following special meter requirements that must be met.

Special meter requirements

- An analog phone line is required to transmit usage data from your meter to Detroit Edison for billing.
- The phone line must be installed and working before you may take service in the Electric Choice Program.
- You are responsible for all costs associated with supplying and maintaining the phone line.
- Detroit Edison does not require that it be used exclusively for the meter. The phone line can be shared with other devices such as a fax machine. Your AES may require a dedicated phone line. Contact your phone company if an analog phone line must be installed.
- When the phone line is properly installed and operational, please contact Detroit Edison at 888.235.3535.
- Detroit Edison will visit your location to verify successful communication from the meter to Detroit Edison’s data collection system.
- If the phone line is not operational, Detroit Edison will collect the meter data manually for a charge of \$37 per meter, per month, after the first manual read.
- If this problem is not resolved within three (3) months, Detroit Edison may

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| Primary | discontinue your participation in the Electric Choice Program and return you to Detroit Edison Full Service, subject to the provisions of Section 5.3. Term, Commencement and Return to Full Service. |
| OIMS | terminate your Optional Interval Metered Service and place you on the applicable energy metered service. |

If you have questions, please contact your Alternative Electric Supplier or visit <http://www.dteenergy.com/businessCustomers/productsPrograms/customerChoice/electricChoice/electricChoiceMetering.html> to learn more about the special meter requirements.