

**Appendix D12.**  
**Letter Notifying Customer of Phone Line “Hardship” Determination**

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Date

Customer  
Address  
City, ST, ZIP

Re: Account Number 12345678901/Meter Number 1234567

Dear Customer:

The Detroit Edison Retail Access Service Rider for customers participating in the Electric Choice Program requires a Primary customer to install and maintain a working phone line to the meter to allow the interval meter to be read remotely.

The Rider also provides that a hardship exception may be made for cases where installation of both land-line and digital cellular telephony is impractical. Customers who are granted such exception will have their interval meters read manually, once per month, at the time of Detroit Edison’s billing, at an additional monthly cost of \$37.00 per month.

Detroit Edison has determined that such a hardship exists for Meter Number 1234567 located at Customer site, anytown, MI. Accordingly, Account 1234567890 will be released from the requirement to maintain a working phone line for this meter; a manual meter reading charge of \$37.00 per month will be assessed, and the \$45.00 per month digital cellular charge will be removed effective mm/dd/yyyy.

If you have any questions regarding this, please contact Detroit Edison Electric Choice Customer Support at 1.888.235.3535.

Sincerely,

**Electric Choice Customer Support**