



Date

Customer Name
Account #
Street Address
City, State ZIP

REMOTE METER RELOCATION PROGRAM - NOTICE OF PROPOSED GAS SHUTOFF

This letter is to inform you that Consumers Energy has set a date to shut off gas service to your house. We are moving our remotely installed outside residential meters and you have refused to allow us access to our equipment by not responding to our attempts to contact you or by direct refusal to allow us to relocate your equipment.

The scheduled date for your shutoff is on or after date.

If a gas shutoff is necessary, we will follow the rules approved by the Michigan Public Service Commission. Gas service will be shutoff by turning the outside valve or by digging a hole over the service line and stopping the gas. Upon agreement to the remote meter relocation, we will restore gas and light your appliances. There will be up to a \$500 fee to have the gas service restored.

Any attempt by you to restore the gas is unlawful and dangerous.

To prevent this shutoff, please call me at (xxx) xxx-xxxx to schedule the meter to be attached to the outside of your home.

Name/Title
Office (xxx) xxx-xxxx
Pager (xxx) xxx-xxxx
Service Center Location

Note: As a utility customer, you have the following rights in accordance with the Michigan Public Service Commission Consumer Standards and Billing Practices:

1. To file a complaint prior to scheduled date of shutoff objecting to the remote meter relocation.
2. To request a hearing before a utility hearing officer if a complaint cannot be otherwise resolved.
3. To represent yourself or be represented by counsel or other person of your choice during the complaint process.
4. To have the shutoff postponed if you have a medical emergency.

Service will not be shutoff pending the resolution of a complaint filed in accordance with these rules.

Attachment: Excerpt from the Gas Rate Book

MPSC APPROVED RULE C5 – CUSTOMER RESPONSIBILITIES

C5.1 Access to Customer's Premises

The Company's authorized agents shall have access to the customer's premises at all reasonable hours, to install, inspect, read, repair, relocate or remove its meters; to install, operate, maintain, relocate and remove other Company property, and to inspect and determine the load characteristics of appliances installed on the customer's premises. Neglect or refusal on the part of the customer to provide reasonable access shall be sufficient cause for shutoff of service by the Company, and assurance of access may be required before service is restored.