



Date

Customer Name  
Account #  
Street Address  
City, State ZIP

## REMOTE METER RELOCATION PROGRAM – FINAL GAS SHUTOFF NOTICE

Consumers Energy has sent several letters explaining the need for access to our equipment and your home to relocate our remotely installed gas meter.

Due to the fact that we have not been granted access to our facilities or your home despite attempts to make arrangements to do so, we have scheduled your gas for shutoff on the date of (insert date). To avoid shutoff, our equipment must be relocated prior to or on this date.

**This is the final notice.** If shutoff, there will be up to a \$500 fee to have the gas service restored. To prevent the shutoff please make arrangements to be at home on the date stated above. We will relocate the remote meter if you are present to grant access to our equipment and your home. Otherwise the gas will be shutoff on the above date and fees imposed to restore your service.

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.