



Everything you need to know about your indoor natural gas meter safety inspection

Every year, DTE conducts more than 100,000 natural gas meter inspections, with one goal in mind: keeping our customers safe. If it's time to inspect your indoor natural gas meter, we will notify you, and it's critical for you to respond and schedule an inspection. In fact, without this vital safety inspection, we must stop service until an inspection can be performed. We are sending letters to those who haven't responded to multiple requests for access letting them know we will have to disconnect service if we can't perform an inspection soon. If you've received this final notice, or you know someone who has, here are important points to understand.

Why do I need an indoor gas meter inspection?

All gas meters need to be regularly inspected for your safety and to ensure reliable service. If your gas meter is located inside your home, we need your permission to come into your home every three years to perform a safety inspection. Additionally, this inspection is required by the state of Michigan and needs to be completed for your safety.

Will I be charged for this inspection?

No. This natural gas meter safety inspection is free for all DTE Energy-owned gas meters and service pipes located inside your home, and it's required by the state of Michigan.

What happens if I don't allow the inspection?

If you do not respond to your final letter requesting access for the inspection, we will be forced to disconnect your service. If you then reach out to restore your service, a **restoration could cost approximately \$6,000** due to the complex processes and equipment required to safely re-establish a connection to your property. You can avoid this cost, and the inconvenience of being without natural gas, by responding to your inspection notice immediately to set up an inspection.

How do I schedule my gas meter inspection?

Please call **877.853.9434** or email **GFO-MeterAssemblyCheck@dteenergy.com** to schedule your inspection.

How long does a gas meter inspection take?

We're dedicated to being efficient to minimize disruptions in your day, and we can typically perform inspections in approximately 15 minutes. However, if a leak is detected the technician will address it, free of charge. Please note, an adult (age 18 or older) must be present to provide access to the gas meter and point of entry for the service pipe.

Who performs the inspection?

Inspections will be performed either by a DTE employee, or a representative of our vendor, RECONN.

How can I tell if the person at my door is a real DTE or RECONN technician?

Our inspectors always have a DTE badge or a RECONN badge that indicates they're an official DTE vendor. If they can't present their badge to you, please don't let them into your home, as they could be an imposter. Additionally, we will never ask for payment because these safety inspections are free. If you are unsure if the person is from DTE or RECONN, please ask the representative to wait while you call **877.853.9434** to verify.