

DTE Energy Storm Update

Friday, March 10, 2017 - 10 a.m. update

Strong Progress / Prepare for Cold Temps

As out-of-state crews join forces with DTE Energy line workers, progress continues as about 400,000 customers have had their power restored. Current projections are that another 200,000 will be restored today with the expectation that 90 percent of customers will be restored by Sunday evening.

The safety of employees and residents are of particular concern, as frigid nighttime temperatures are anticipated over the weekend. DTE Energy is working with local municipalities, human resource agencies, city governments, United Way and the American Red Cross to set up Warming Centers for families and customers to stay warm and safe in Macomb, Monroe, Oakland, Washtenaw and Wayne counties.

We ask residents to check on elderly and vulnerable seniors, those with disabilities or medical needs, and anyone else who may need assistance.

For those with medical needs:

- Call United Way's 2-1-1 crisis hotline, which will help you find local resources, 24 hours a day, 7 days a week
- Call 9-1-1 if it is urgent or life-threatening

More information about dealing with the impending cold weather can be found at:

<http://empoweringmichigan.com/unprecedented-storm-dte-history-stay-safe-stay-warm/#.WMGu3LNz4bM.facebook>

In total, more than 800,000 DTE Energy customers were impacted by the wind storm and approximately 400,000 remain without power as of 10 a.m. Friday. This was the most significant weather event DTE Energy has experienced in its more than 100-year history. DTE recognizes this event is difficult for customers and asks for your ongoing patience.

The outages are widespread across the region, with the hardest hit areas in Wayne, Oakland, Macomb and Washtenaw counties.

The high winds caused extensive tree damage, resulting in more than 9,000 reported downed power lines. Due to the unusually warm weather this winter, as well as significant rainfall, the ground is very soft and saturated. That, combined with the high winds, caused trees to uproot, falling onto DTE's poles and power lines.

DTE Energy crews include more than 1,800 linemen and 700 contractors and workers from other states. They are focused on restoration efforts around the clock. DTE also has 700 tree trimmers working.

Safety is always a priority. Customers should stay at least 20 feet away from all power lines and anything they may contact, and consider them live. They are extremely dangerous. Treat every downed power line as if it is energized. Customers should also heed the warning of yellow caution

tape, which indicates there is a downed power line in the area. DO NOT CROSS YELLOW CAUTION TAPE.

Customers have three ways to contact DTE during an outage. Customers can report an outage, check on the status of an outage and view an outage map from their smart phones using the DTE Energy Mobile App, which is available free of charge from the Apple Store or Google Play. DTE encourages customers to use the website at dteenergy.com as well. Customers can also call DTE at 800-477-4747 to report power outages or downed lines.

Storm Tips:

- Carbon monoxide (CO) is a colorless, odorless gas that is produced whenever fuel is burned. CO can build up quickly in an enclosed space. Prolonged exposure can cause headache, weakness, nausea and dizziness. To avoid the potential of CO exposure, do not operate fuel-burning devices like generators without ventilation. Anyone experiencing symptoms of CO exposure should move quickly to an area with fresh air and seek medical attention.
- **Never drive across a downed power line.** If a power line falls on your vehicle, remain inside until help arrives.
- **Always operate generators outdoors** to avoid dangerous buildup of toxic fumes.
- **Turn off or unplug all appliances** to prevent an electrical overload when power is restored. Leave one light switch on to indicate when power is restored.
- **Don't open refrigerators or freezers more than absolutely necessary.** A closed refrigerator will stay cold for 12 hours. Kept closed, a well-filled freezer will preserve food for two days.
- If a customer is elderly or has a medical condition that would be adversely impacted by a power outage, they should try to make **alternative accommodations** with family or friends.