



At DTE, the health and safety of our customers and partners is a top priority. As the global coronavirus pandemic affects us globally, the health and safety of your team members and the people you serve is of vital importance to us. Our communities depend on us to keep that focus, which is why we are actively monitoring trends and coordinating our actions with other energy companies and local health service providers. To stop the spread and impact, we ask that if you are ill, do not feel well or are around others who are ill, please do not interact with customers.

We are committed to working closely with you to ensure a productive and safe relationship. We ask that you join us in proactively combating the spread of this virus by implementing the following safeguards:

- Ask team members to stay home if they are ill.
- Wash your hands with soap and water for at least 20 seconds. If soap is not available, use hand sanitizer.
- Avoid touching your eyes, nose or mouth.
- Contain the spread of germs by coughing or sneezing into your upper sleeve or a tissue.
- Don't shake hands or touch people.
- Stay six feet away from people whenever possible.
- Visit [cdc.gov/coronavirus](https://www.cdc.gov/coronavirus) for more information.

Along with the guidance from the State of Michigan and the Michigan Department of Health and Human Services (MDHHS) we have created the attached guide on best practices for customer interaction and in-home activity for as long as the crisis continues. **Please review and share with your respective field representatives and contractors.**

If your organization has taken further precautions or made other process adjustments, please keep us informed. Additionally, if field activity has been suspended or limited, DTE will be supportive, though you must make us aware of any suspension or limitation. Please contact your Account Manager regarding any procedural changes or questions.

Thank you, and together let's stay safe and healthy.