

May 23, 2024

Customer Name  
Mailing Address1  
City, MI ZIP

**Notification:** [1234567890]

Dear [Mr./Ms. Last Name or Dear Neighbor],

We do our best to provide safe, reliable service to all customers, and doing so includes continual monitoring of our system. We recently discovered the gas facilities located at [service address] are in need of updating and/or maintenance to meet code standards. **Please use the contact information below to call and discuss the necessary upgrade(s) and coordinate access to the premise.**

The required maintenance is scheduled to begin approximately [DATE - FORMAT AS: Nov. 4, 2020]. Work may result in disruptions to your service, including shut-off\* when necessary, and you may receive an invoice upon completion. Though we strive to minimize damage to your lawn and/or hard surface, final restoration will be your responsibility. Failure to contact us will not result in a delay or termination of the work.

We've tried to contact you several times to discuss the upgrade but have been unable to reach you. If you have questions related to the work, its associated cost or property restoration, please use the contact information below. Reference your notification number, above.

Thank you for your patience while we work to complete this upgrade.

Sincerely,

First name Last Initial. | Title  
Phone (555) 555-5555  
Email@cmsenergy.com

\*If your services cannot be accessed for the necessary maintenance activities, we have the right to shut off service pursuant to the MPSC Rule below:

- MPSC Rule 460.137 allows the Company to terminate or shut off service in accordance with the rules and regulations of the company or commission for, among other reasons:
- E. Failure of the customer to permit the company reasonable access to equipment installed upon the premises for the purpose of inspection, meter reading, maintenance, replacement or removal.