



CONGRATULATIONS!

SOON YOU'LL RECEIVE AN UPGRADED METER FROM CONSUMERS ENERGY!



Sample A. Sample
1234 Anystreet
Anytown USA 12345-6789

Re: Installation at 1234 Anystreet
Installation at 1234 Anystreet

Dear Sample A. Sample,

In the next few weeks, we'll be in your area to install upgraded meters. We're upgrading to enhance our customer service and provide new tools and information to help you make better-informed energy choices. The first step to help us serve you better is to install your smart meter. Already, more than 65 million state-of-the-art meters like the one you'll receive have been installed in homes and businesses nationwide. We'll be installing 1.8 million of them for our electric customers in Michigan by 2017.

Here's some important information about your installation:

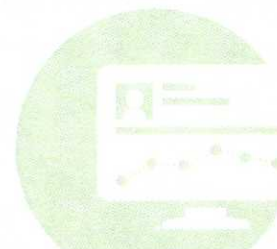
- You only need someone present if your meter is being installed inside your home or office.
- If your current meter is outside, please make sure it's clear of any obstructions so our service technician can access it.
- If you operate sensitive medical or electronic equipment we should be aware of in your home or office, **or if you'd prefer to schedule an installation appointment**, please call 1-888-862-2199.
- Our technician will let you know when he or she arrives. At that time, you may power down your electronic devices. There will be a 5- to 10-minute interruption to your electric service during installation. We apologize for any inconvenience. The technician will leave a door hanger notifying you that your upgraded meter has been installed.
- Once installed, smart meters begin sending daily energy usage to Consumers Energy. To ensure accuracy, meter readers will continue to read meters for a period of time.

For more information, please contact us at 1-888-862-2199 or visit ConsumersEnergy.com/smartenergy. Energy that works smarter for you. That's our Promise to Michigan.

Sincerely,

Garrick J. Rochow
Vice President, Customer Operations & Quality

Para ayuda en español, llame al 1-888-862-2199.



TAKE CHARGE OF YOUR ENERGY USE ONLINE

Thanks to your smart meter, now you can visit ConsumersEnergy.com/smartenergy and explore new tools that let you:

- Review your energy use by hour, day or month
- Discover energy-saving tips
- Receive automated alerts when your energy use is trending higher

RECOGNIZING YOUR CONSUMERS ENERGY AUTHORIZED CONTRACTOR

The service technician installing your meter will be wearing a photo ID badge and safety vest and will be driving a vehicle displaying the Consumers Energy logo.



SAFETY VEST



ID BADGE



MARKED VEHICLE