



## CONSUMERS ENERGY ODOR ISSUE UPDATE NOVEMBER 9, 2017



A CMS Energy Company

- Consumers Energy continues to investigate an ongoing odor issue in the Royal Oak and Birmingham area.
- Our top priority is always the safety of our customers and the general public. At this time we have found no evidence that this odor is related to natural gas.
- We continue to actively investigate this odor issue and have performed/are performing the following safety inspections:
  - Individual gas leak inspections as requested by customers that include checks both inside and outside the home/business
  - Walking surveys by employees using specialized equipment to check for the presence of natural gas
  - Mobile gas leak surveys using trucks with specialized equipment designed to detect the presence of natural gas
  - Collecting samples of the odor for analysis by and having it analyzed by Consumers Energy's Laboratory Services department.
- Consumers Energy continues to respond to gas leak and other emergency calls 24 hours a day, seven day a week. Customers with these concerns should call 800-477-5050.