

2017 MARCH WIND STORM BY THE NUMBERS

TOTAL CUSTOMERS IMPACTED

800,000 Total customers

Approx. **2 million** People (800k * 2.5 per household)

TOTAL PEOPLE WORKING

1,700 Lineworkers (DTE and out-of-state workers)

1,000 Tree trimmers (local and out-of-state)

1,750 DTE Electric employees (non-lineworkers)

100 Out-of-state damage assessors

100 Support staff (logistics, warehouse, mechanics, etc.)

100 Licensed electricians

400 Customer Service representatives (working 27,079 hours)

200 Other DTE employees (Gas, Public Affairs, etc.)

5,350 Total number of people working on restoration efforts

COMPARISON TO "TYPICAL" CATASTROPHIC STORM

7 times Worse than typical cat. storm (800k vs. 115k outages)

12,000 Number of power lines down (compared to 600 in a typical catastrophic storm)

MATERIAL INSTALLED

1,240 Number of utility poles replaced

1,600 Cross arms replaced

924,000 Feet of power lines replaced (that's 175 miles)

CUSTOMER INTERACTIONS

18,000 Mentions on social media

435,400 Number of customer calls handled

Numbers as of March 15, 2017