



**DTE Energy<sup>®</sup>**

# 2016 Gas Renewal Program

Project Presentation

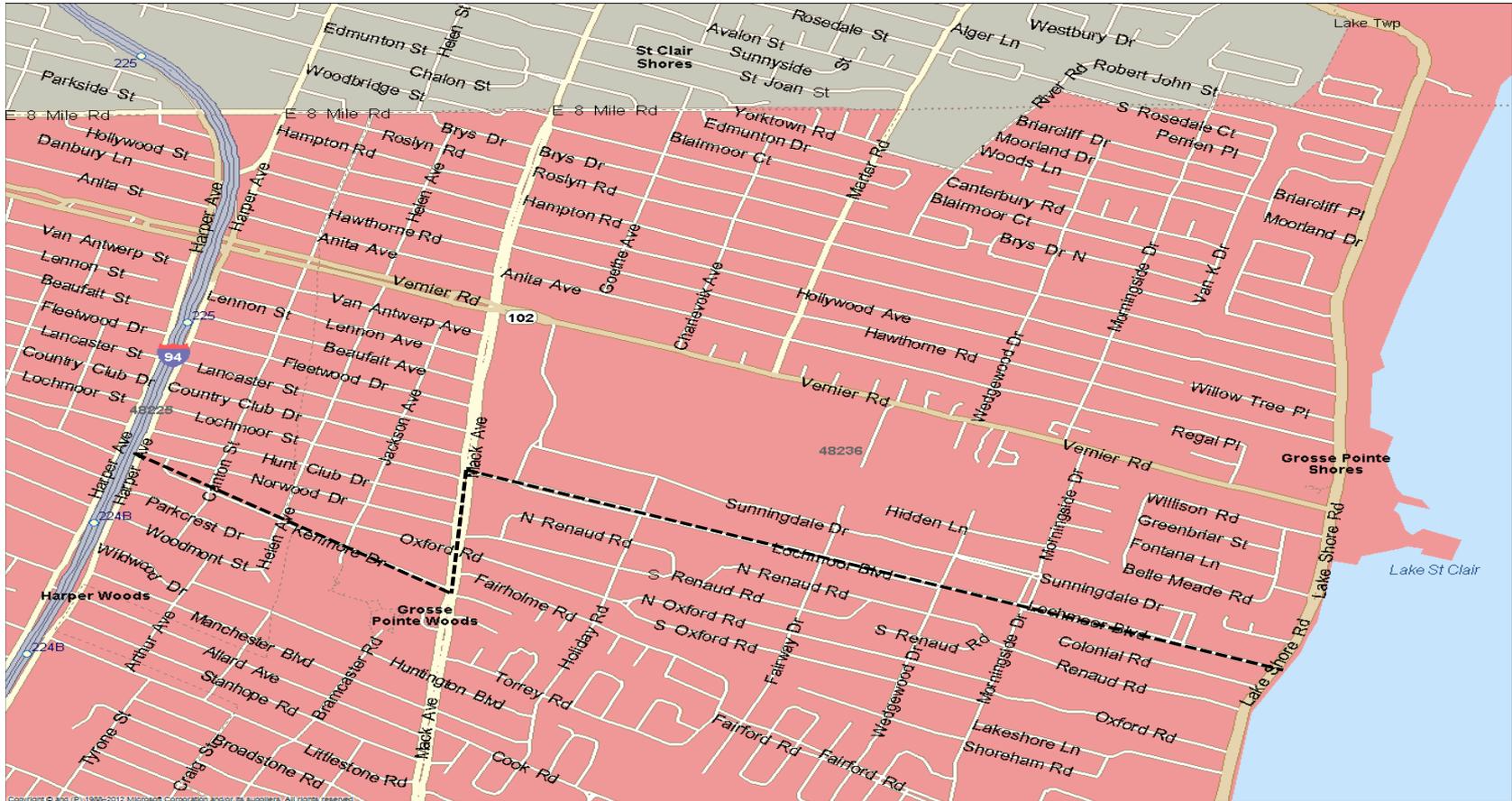


- Gas Renewal Program (GRP) Overview
  - Construction Area Maps
- Benefits
- Communications
  - Letters
  - Doorhangers
- Property Restoration
- Photos
  - Construction
  - Restoration
- Contact Escalation
- Q & A

# Gas Renewal Program (GRP) Overview

- DTE Energy has undertaken an initiative as part of a general rate order (U-15985) directed by the Michigan Public Service Commission (MPSC). The initiative is the Gas Renewal Program (GRP). This program is not voluntary, there is not opt-out your assistance is required.
- The program consists of the replacement of aging natural gas infrastructure as it currently consists mainly of cast iron or unprotected steel mains and steel or copper service lines, some of which may be 100 years old and the installation and relocation of new natural gas advance meters from inside to outside locations including renewing service lines that will offer customers safer and more convenient service.
- DTE is currently replacing approximately 76 miles of gas main a year and planning to increase to 110 miles per year starting in 2016. 50 – 60 miles in Dearborn and 30 miles in the Grosse Pointes.
- Gas Renewal Program Process (*overview*)
  - 1) DTE Energy contractors will install the Gas Main.
  - 2) DTE Energy employees/crews will install/upgrade services.
  - 3) DTE Energy contractors will complete restorations.

# 2016 Gas Renewal Program – Grosse Pointe / Harper Woods Project Area 1



# Gas Renewal Program (GRP) Benefits

## The key benefits to the program

- Older main and service lines are being replaced with new and improved materials, minimizing the risk of gas leaks.
- Improve response time to a gas system outage by turning the meter off from the outside.
- Minimize estimated reads.
- Minimize customer inconvenience by eliminating the need to enter the home for maintenance.
- Improves customer satisfaction by facilitating more frequent and comprehensive inspections and maintenance work on a meter that has been placed outside.
- Existing outside meters are being scraped and painted.
- The work will be done at absolutely no additional cost to customers.

- DTE utilizes 3 methods of communication
  - **Letter**
    - Program (30 days prior to construction to Site & Landlord)
    - Frequently Asked Questions (FAQ)
    - Restoration Season (Jan. & Mar.)
    - 10-day Notice to Terminate Service (if access is not granted)
  - **Door Hanger**
    - Sorry We Missed You
    - Appliance Relight
    - Restoration Care/Season
  - **Postcard**
    - Upgrade Complete
    - Survey

# Program and Frequently Asked Questions (FAQ)



## GAS RENEWAL PROGRAM

In the coming weeks, DTE Energy will begin working in your community to renew the natural gas main and service line at this address. The purpose of this upgrade is to offer customers safer, more convenient service. If your gas meter is located inside we will also relocate it to an outside location and install a natural gas advanced meter. **This work will be done at absolutely no cost to you.**

The new gas meter will be installed in close proximity of the previous meter. However, if you prefer an alternate location please be aware that DTE Energy will charge you a fee (including costs for permits required by your local municipality) for this alternate location.

**Note: If you no longer live at this address, please disregard this letter. If you are renting at this address, please contact your landlord immediately regarding this Gas Renewal Program.**

### What you will need to do:

- Ensure that someone 18 years or older is available to provide inside access to the premises (the work takes approximately 2-3 hours to complete).
- Provide an accessible path to the meter that is clear and free of debris.
- Keep animals in a secure area, away from employees and work areas.

### What DTE Energy will do:

- DTE Energy contractors will install the new main near the old main location.
- DTE Energy crews will:
  - Dig a hole approximately 3' x 3' at the location where the gas service enters the home and possibly another hole at the street.
  - Drill a 1 1/2" hole through the basement wall where the new natural gas pipe will enter the home.
  - Remove the existing inside natural gas meter and install a new natural gas advanced meter on the outside where the natural gas service enters the home.
  - Refill the hole, clean up and restore the area.
  - Relight the natural gas appliances when the work is completed.
  - DTE Energy will fully repair any damage that may occur while moving the natural gas meter outside of the home. Any interior fixtures, landscaping or concrete that is disturbed during the meter move out work will be repaired or replaced at no cost to the customer.

**CAUTION:** DTE Energy employees and contractors working for DTE Energy will carry proper identification and you will see DTE Energy trucks on your street during this program. We encourage you to ask to see their identification before allowing entry to your home. If you wish to verify the person requesting access to your home works for DTE Energy, please call 313.256.6227.

If you are concerned about an unpaid balance on your account and you currently have gas service, please be assured that DTE Energy will, regardless of your account status, restore service once the work is completed. Though your service will be restored during this Gas Renewal Program, you are still responsible for the status of your account. DTE Energy customer service representatives are available to assist customers who are having trouble paying their bills or have a current balance due. You can talk with a representative by calling **1.800.477.4747**.

**Please note that this is not a voluntary program and that your assistance is required.** If we are unable to gain inside access to complete the upgrade – **DTE Energy will terminate your gas service.**

**Please call 313.256.6227 if you have questions regarding this program between 8:00 AM and 4:00 PM, Monday through Friday only. If after business hours, please leave a message including name, address, and phone number and your call will be returned within 2 business days.**

## DTE Energy 2016 Gas Renewal Program Frequently Asked Questions (FAQ)

**Gas Renewal Program Description:** The purpose of the program is to reduce the amount of unprotected main in our system and upgrade natural gas equipment. This will improve safety and reliability while enhancing customer service by minimizing the need to enter your home or business to read meters, provide maintenance, conduct inspections or make repairs.

### BEFORE INSTALLATION

#### » What if my meter is currently located outside?

Maintenance may need to be performed on your outside meter and/or your gas service line.

#### » What do I need to do before DTE Energy crews enter my home to relocate the meter?

Please make sure that you provide an accessible path to the meter that is clear and free of debris and restrain animals. If DTE Energy crews determine that existing conditions are unsafe to perform the necessary work, you will be notified and your meter will be interrupted until conditions are made safe.

#### » When DTE Energy moves the meter outside of my house, where will it be located?

The meter will be located on the outside of the house as close as possible to the existing natural gas service line.

#### » Do I need to call in and schedule an appointment to have the meter moved outside?

No, DTE Energy crew leaders will go door to door once they are in the working neighborhoods to schedule appointments.

### INSTALLATION

#### » Can I have someone else other than myself grant DTE Energy access inside my home so that my meter can be relocated outside?

Yes, you can arrange to have an adult (**18 years or older**) present to grant access to a DTE Energy crew member to have the meter moved out of your house. All DTE Energy employees carry company ID. You should ask to see ID before allowing anyone claiming to be a DTE Energy employee access to your home.

#### » How can I verify that the DTE Energy employees coming to my home are actual employees of the company?

DTE Energy employees and anyone working for DTE Energy will carry proper identification and you will see DTE Energy trucks on your street during this program. We encourage you to ask to see their identification before allowing entry to your home. If you wish to verify the person requesting access to your home works for DTE Energy, please call 313.256.6227.

#### » What type of meter will be installed?

DTE Energy will install a natural gas advanced meter at your home or business. More than one million households in Michigan are now served by advanced meters. Get more information on DTE Energy advanced metering program. ([dteenergy.com/advancedmeter](http://dteenergy.com/advancedmeter))

#### » Does DTE Energy own the meter in the house and if so, do they have the right to come into my house and remove the meter?

Yes, all natural gas and electric meters are DTE Energy's property. The Michigan Public Service Commission has given DTE Energy permission to install, inspect, test, repair, turn off, relocate or remove meters and other property of the Company which is located on our customers' property.

#### » Will my gas service be interrupted and for how long?

Yes, the work takes approximately 2-3 hours to complete.

# Restoration Season and 10 Day Notice



One Energy Plaza, Detroit, MI 48226-1279

Dear Customer,

DTE Energy is committed to delivering reliable energy that you can depend on.

Recently, our crews completed some work on your property. The purpose of this work was to provide you with the safest, most reliable service possible. In the process, our crews disturbed a portion of your lawn, landscaping or concrete.

Be assured that DTE Energy will fully repair and replace any property that has been impacted as soon as possible.

We want to inform you that our repair season and schedule runs as follows:

- **November through March – Restoration will be scheduled in the spring for completion by June 30, as weather permits**
- **April through October – Repairs will be scheduled throughout restoration season, as weather permits**

If you have any questions or concerns about your specific restoration schedule, please contact us at «Contact».

Please note our business hours are from 8:00 a.m. – 4:00 p.m., Monday through Friday. All calls will be returned no later than the next business day.

Thank you

DTE Energy



One Energy Plaza  
Detroit, MI 48226-1221

## FINAL NOTICE OF GAS SERVICE TERMINATION

DTE Energy needs to access our equipment that is currently inside your residence. Because you have not made arrangements to allow us access to our equipment - either by not contacting us or by direct refusal - **DTE Energy will terminate your gas service ON OR AFTER 10 CALENDAR DAYS of the posted date of this notice.**

If DTE Energy terminates your gas service, there is a required Connection Fee of at least \$300.00. To prevent termination of your gas service and paying fees, call 313.256.6227 to schedule an appointment, Monday through Friday, from 8:00 am to 4:00 pm.

Understand that DTE Energy will only disconnect and connect your gas service during the normal business hours of 8:00 am and 4:00 pm, Monday through Friday. Your DTE account will be flagged in our system with direction to adhere to the instructions on this notice.

### THIS IS YOUR FINAL NOTICE

This is not a voluntary program and your assistance is required.

Note: If you are renting at this address, please contact your landlord immediately regarding the Gas Renewal Program.

If you are concerned about an unpaid balance on your account and you currently have gas service, be assured that DTE Energy will, regardless of your account status, restore service once the meter relocation is completed.

DTE Case Managers are available to assist customers who are having trouble paying their bills or have a current balance due. You can talk with a case representative by calling 1.800.477.4747.

ADDRESS:

POSTING DATE:

In order to cure the basis for shut-off, the customer must grant reasonable access to the utilities facilities consistent with state regulatory agency regulations. In addition, the state regulatory agency requires that the following information is provided along with shut-off notices, based on the reason for the shut-off some or all of these provisions may not be applicable to your situation: If applicable, the customer has the right to enter into a settlement agreement with the utility if the claim is for an amount that is not in dispute and the customer is presently unable to pay in full. The customer has the right to file a complaint disputing the claim of the utility before the proposed date of the shut-off of service. The customer has the right to request a hearing before a utility hearing officer if the complaint cannot be otherwise resolved and that the customer must pay to the utility that portion of the bill that is not in dispute within 3 days of the date that the customer requested a hearing. The customer has the right to represent himself or herself, to be represented by counsel, or to be assisted by other persons of his or her choice in the complaint process. The utility will not shut off service pending the resolution of a complaint that is filed with the utility in accordance with these rules. To make an inquiry, discuss payment options or a potential complaint or enter a settlement agreement, please contact the utility at (800) 477-4747. If the customer believes he or she might be eligible for emergency economic assistance the customer should contact a social services agency immediately. The utility will postpone the shut-off of service if a medical emergency exists at the customer's residence. The utility may require a deposit and restoration charge if the utility shuts off service for nonpayment of a delinquent account. The customer should contact the utility for information about the winter protection plan if the date on or after which shut-off of service may occur is between November 1 and March 31.

# DOOR HANGERS

## Sorry We Missed You

**SORRY WE MISSED YOU!**

Date: \_\_\_\_\_  
 Service Address: \_\_\_\_\_

Dear Valued Customer:  
 A DTE Energy Gas employee was at your home today to schedule a mandatory upgrade of your existing gas meter and service line. This may include relocating your existing gas meter from inside your home to outside or work on your existing outside meter. The upgrade is necessary to continue to provide a safe environment and a more convenient, reliable natural gas service. Once completed, temporary repair or restoration will be made. We will return within 3 weeks to complete repairs or hard/soft restoration. \*Delays due to weather may occur.

To complete the work required, we must gain access. The work involved and the selected outside meter location will be discussed with you in detail during this inspection.

The completion of the work requires that you provide safe access to the gas meter free of debris. Also, at least one gas appliance in good working condition must be connected to your existing fuel line before we can return to complete the job.

Please call for an appointment at your earliest convenience as we do not want to leave you without gas service through this process.

Someone at least 18 years or older must be present to provide access.

## Appliance Relight

We have completed work on your gas service line. Your appliances need to be relit. Please call 1-800-477-4747 to restore your service.

When you call, please tell our representative that you received this card.

Thank You.

112 JUN 02

## Lawn Repair Notice

**LAWN REPAIR NOTICE**

Service Address: \_\_\_\_\_  
 Date/Time of Installation: \_\_\_\_\_

DTE Energy has completed repairs on your property. Because you are a valued customer, we want to make sure you are satisfied with the work. If you have any questions or concerns, please feel free to contact DTE Gas Renewal Program at 313.256.6227.

**LAWN MAINTENANCE TIPS**

**GRADE and SEED**

- "Grade and seed" is grass seeds and black dirt with straw on top. Straw protects the seeds from being eaten by animals and rain runoff.
- Water twice a day.
- Do not cut grass until it is at least 4 inches high.
- Please try not to walk or drive on the new grass.

**SOD**

- Water twice a day. Saturate when watering.
- Less watering is needed once the sod has rooted.
- Mow only after the sod has rooted.
- Keep mower blades sharp and mow to a height of 2 - 3 inches.

We apologize for the inconvenience and thank you for your patience and understanding.

## Cement Repair Notice

**CEMENT REPAIR NOTICE**

Service Address: \_\_\_\_\_  
 Date/Time of Installation: \_\_\_\_\_

Recently, DTE Energy has completed repairs on your property. Because you are a valued customer, we want to make sure you are satisfied with the work. If you have any questions or concerns, please feel free to contact DTE Gas Renewal Program at 313.256.6227. The following tips will help preserve and protect your new cement.

**48 hours  
No pedestrian traffic**

**7 days  
No vehicles on new cement**

We apologize for the inconvenience and thank you for your patience and understanding.

Double-sided

# Upgrade Complete Postcard



Dear Valued Customer:

DTE Energy has recently finished upgrading the gas equipment and relocating the natural gas meters on your street. Thank you for your patience during the construction period. Like thousands of other customers, your outdoor meter enables you to enjoy the following benefits:

- **Fewer estimated natural gas reads.**
- **Greater privacy** – an outside location eliminates the need for us to enter your home or business to perform inspections, maintenance or repairs.
- **Safer service** – an outside meter gives us the ability to isolate the gas service in case of an emergency or fire.

Because our goal is to provide you the highest quality customer service, a DTE representative may contact you to insure you are 100% satisfied with the service.

We appreciate the opportunity to be your energy provider. If you have questions about this project or the quality of the work performed, please call us at **313.256.6227**.

With great appreciation, the **Gas Renewal Program**

# Upgrade Survey Postcard



Dear DTE Energy Customer:



Please take a few minutes to fill out this **Customer Service Survey** to evaluate your recent experience. If you have an immediate question, concern, or feedback, contact the **Coolidge Station at 313.256.6227. Thank you.**

Service Performed:  Meter Move Out       Main Renewal  
 Main Retirement       Other: \_\_\_\_\_

Service was:  Excellent     Good     Fair     Poor (*please comment below*)

Service Person was:  Courteous     Discourteous (*please comment below*)

Meter Location Discussed?  Yes  No

Lawn, property restoration discussed?  Yes  No

Sprinkler and/or underground lighting identified?  Yes  No

*Comments and Suggestions:*

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Customer Name:		
_____		
Address	FL/APT.City	ZIP
Service Performed		Date
S/E Name	DTE ID	Station

# Gas Renewal Program (GRP) Restoration

## Restoration Season is April through October

- April through October – Restoration will be scheduled as weather permits.
- November through March – Restoration will be scheduled for completion starting the following April when restoration season begins.

When restoration is complete, a door hanger is left with tips on how to properly care for the completed work.

❖ ***All soft surface restoration will be completed using SOD.***



# Construction Photos



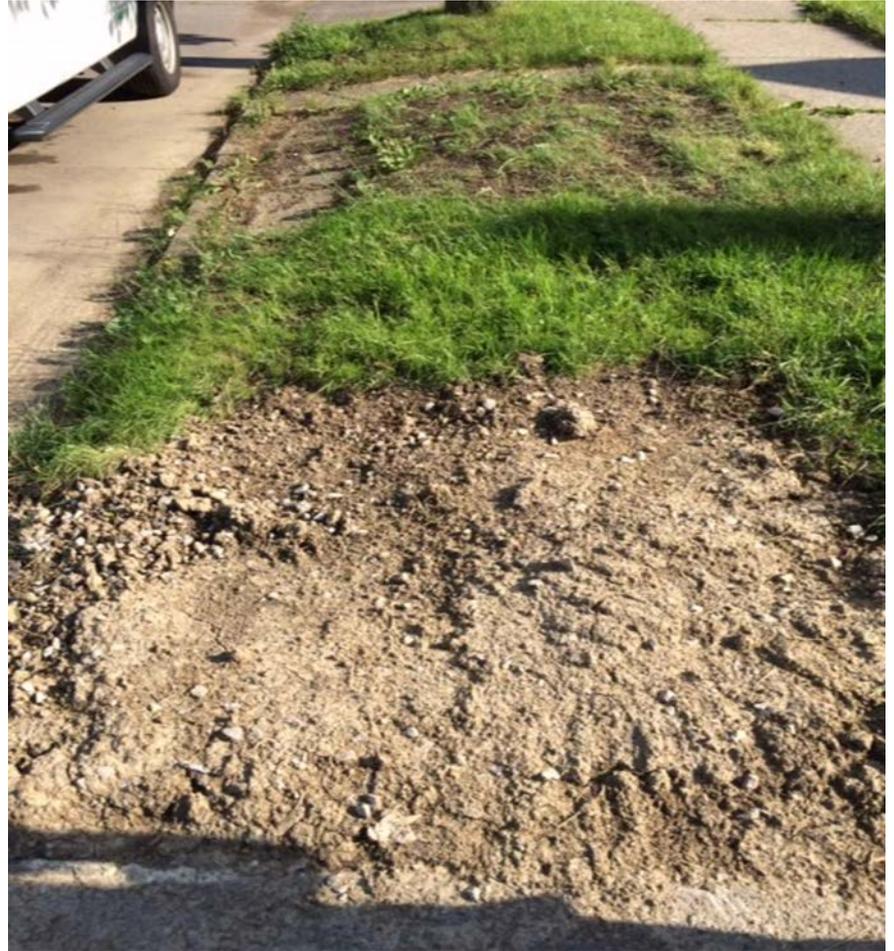
# Construction Photos



# Construction Photos



# Construction Photos



# Restoration Before/After (sod)



# Restoration Before/After (Concrete)



# Contact Escalation

- **1<sup>st</sup> Point of Contact : Project Station**
  - Coolidge Service Station | 313.256.6227
- **2<sup>nd</sup> Point of Contact : Project Construction Supervisors**
  - Ryan Scratch | [scratchrc@dteenergy.com](mailto:scratchrc@dteenergy.com) | 586.651.5692
  - Zac White| [whitez@dteenergy.com](mailto:whitez@dteenergy.com) | 313.405.6024
- **3<sup>rd</sup> Point of Contact : Construction Manager**
  - Tyrome Turner | [turnertd@dteenergy.com](mailto:turnertd@dteenergy.com) | 313.310.3108

# Q & A

