**How to Initiate Service**

1. Call Eric Harris (DTE Account Manager) at 313-600-3586 or e-mail him at eric.harris@dteenergy.com

2. Information to include:
   - Project Name
   - Billing Address
   - Site Address
   - Architect: name, contact person, phone, fax, e-mail, address
   - Current Account # and Meter # (if applicable)
   - Current load data for existing structure, Cfh load and pressure (if applicable)
   - New load data with Cfh and pressure
   - Preferred meter location
   - Timing requirement

**What makes a Job Complex?**

1. Gas main modifications/extensions
2. Special pressure requirements
3. Special line routing
   - Buildings, parking lots, etc. in the way
4. Winter construction issues
   - Snow and ice build-up, etc.
   - Construction heat
5. Multiple buildings
   - * Allow additional led time for all special accommodations

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**Request for Information Natural Gas**

I need to Install a new gas service for my building

Who do I call?

New construction and building renovation projects have the same requirement

A request for services is made to our DTE Account Rep. Richard Werner 616-240-2091

DTE contacts U/M Utilities Dept. and provides data for rate schedule and determines transportation type

A meeting is set up by U/M Project Manager to discuss the details of the job

Pressure Requirement?

DTE obtains site plan/prints and walks the site

DTE Engineering determines and approves size and costing of gas service

DTE Account Manager provides written quotation of project cost, and estimates completion date and easements/permits required

DTE Account Manager notifies U/M of project completion and visits site to review work and provide meter

DTE confirms receipt of payment form from U/M

U/M Project Manager files out a Utility Service Request Form and sends to U/M Utility Department

DTE Field Crew installs facilities

U/M provides fuel line tie-in and hook-up of appliances

DTE Account Manager notifies U/M of project completion and visits site to review work and provide meter

DTE Field Crew turns on gas and starts billing

Job is closed out

**Return from Temp Construction Heat Process**

Is temp. construction heat required?

See additional process for Temp Construction Heat
Temporary Construction Heat Process

A

U/M Contractor is to provide a minimum of 3-day turn-on notice to DTE Account Manager

DTE Account Manager confirms appropriate billing party (U/M or Contractor) and notifies Special Ledger of billing info.

DTE Account Manager notifies U/M of project completion, visits U/M to review work and provides meter # for completion of the U/M internal Utility Service Request Form

DTE Account Manager confirms receipt of payment

DTE Account Manager notifies DTE Special Ledger for turn-on

DTE Account Manager follows-up on gas turn-on, elevated pressure requirement, and billing

U/M Project Manager fills out a Utility Service Request Form and sends to U/M Utility Department

DTE Field Crew turns on gas

Contractor or U/M notifies DTE Account Rep to terminate construction heat with 3-day notice

Job is closed out

B

IMPORTANT
If elevated pressure is required a separate request letter is needed
What To Do If You Smell A Gas Leak

Emergency
I smell a gas leak

Who do I call?

Non - GF Buildings

Contact your Facility Manager during working hours. After hours call DPS at (734) 763-1131

GF Buildings

Call Plant Operation Call Center (POCC) (734) 647-2049

POCC will dispatch a Zone Maintenance Mechanic to evaluate the problem

The problem will be fixed internally by the Zone Maintenance Mechanic

Maintenance Mechanic will call DTE for assistance (1-800-947-5000) and stay with problem until resolved

Non – GF Building with a Service Level Agreement

Customer contacts POCC and authorizes Customer Pay Work

POCC will issue a WR# to charge time

POCC will dispatch a Zone Maintenance Mechanic to evaluate the problem

External Building Problem?

Maintenance Mechanic will fix problem internally or contact POCC for assistance from Plant Operations (Customer Handles All Notifications)

POCC is notified that the problem has been resolved (All Clear is sent)

External Building Problem?

Zone Maintenance Mechanic will call DTE for assistance (1-800-947-5000) and stay with problem until resolved

Additional Process

Severity of Problem

Large

POCC will issue a priority 1# WR which will trigger notification

Small

The problem will be fixed internally by the Zone Mechanic

Notification is sent to Building Facility Managers, DPS & OSEH

The problem will be fixed internally by Zone Maintenance or the Central Shop

Problem is fixed

Large

Small

Need the Assistance of Plant Operations

Internal Building Problem

Maintenance Mechanic will fix problem internally or contact POCC for assistance from Plant Operations (Customer Handles All Notifications)

Internal or External Building Problem?

Facility Manager or DPS will dispatch a Maintenance Mechanic to evaluate the problem

Problem is fixed

Large

Small

Maintenance Mechanic will contact DPS & OSEH if needed

Non - GF Buildings

Contact your Facility Manager during working hours. After hours call DPS at (734) 763-1131

Customer contacts POCC and authorizes Customer Pay Work

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