

Roadmap to Energizing Your Electric Service



Customer Name: _____ **Customer Address:** _____

DTE Contact Information:

Planner/Office Field Coordinator

Name: _____
 Number: _____
 Email: _____

Planning Supervisor

Name: _____
 Number: _____
 Email: _____

Case Manager

Name: _____
 Number: _____
 Email: _____

Common approval requirements and timeframes*

- Municipality Approvals: 2 to 4 weeks
- Tree or Shrub Removal: 1 to 2 weeks
- Railway Crossings: 6 to 12 months
- Land Easements: 6 to 8 weeks

* Meeting the deadline for this project depends on completing the requirements of each phase before we move to the next phase. In addition, weather could be a factor in changing the schedule.

	Phase: Getting Started Timeline: 2 Business Days DTE Contact: DTE Energy Representative	Phase: Collection of Documents Timeline: 1-4 Weeks DTE Contact: Regional Support Specialist	Phase: Initial Design & Site Meeting Timeline: 2-6 Business Days DTE Contact: Planner/Office Field Coordinator	Phase: Detailed Design 1-4 Weeks DTE Contact: Planner/Office Field Coordinator	Phase: Customer Approval & Payment Timeline: 1-5 Business Days DTE Contact: Planner/Office Field Coordinator	Phase: DTE Final Approval/ Site Evaluation Timeline: 3-5 Business Days DTE Contact: Planner/Office Field Coordinator	Phase: Scheduling & Construction Timeline: Underground - 4 Weeks Overhead - 6 Weeks DTE Contact: Case Manager/ Regional Capacity Coordinator (Larger Jobs May Take Longer)	Phase: Meter Installation & Energizing Service Timeline: 3-7 Business Days DTE Contact: Case Manager/ Regional Capacity Coordinator
DTE Energy Will Provide	<p>Work Order Number: _____</p> <p>Region Contact Info: _____</p>	<p>Planner/Office Field Coordinator Assignment Date: _____</p>	<p>Contact from Planner Date: _____</p> <p>Site Meeting with Planner Date: _____</p> <p>Negotiated Completion Date: _____</p> <p>Customer Want Date Agreement Date: _____</p> <p>Site Requirements Date: _____</p> <p>Documents by Job Date: _____</p>	<p>Detailed Design Date: _____</p> <p>Easement Sketch (When Applicable) Date: _____</p> <p>Obtain Necessary City/ Township Approval of Work (Permitting) Date: _____</p>	<p>DTE Agreement for Service Date: _____</p>	<p>Approval of Site for Construction Date: _____</p> <p>Necessary DTE Inspections Completed Date: _____</p> <p>(Once All Site Requirements have been Completed) Advise Customer that Case Manager is New Point of Contact Date: _____</p>	<p>Case Manager:</p> <p>Contacts Customer Date: _____</p> <p>Calls Customer 1 Week Before Construction is Scheduled to Confirm Site Readiness Date: _____</p> <p>Proactively Calls Customer for any Scheduling Issues Date: _____</p> <p>Sends Customer Post-Design Satisfaction Survey Date: _____</p> <p>DTE Completes Construction of New Service Date: _____</p>	<p>Case Manager Sends Post-Construction Satisfaction Survey Date: _____</p>
Customer Will Provide	<p>Customer Contacts DTE for Service & Construction or Relocations & Removals Call: 800.338.0178 Or Online at: nbrequest@dteenergy.com</p> <p>Information that may be needed:</p> <ul style="list-style-type: none"> • Social Security or Tax Identification Number • Site Address • Contact Person's Name, Phone Number & Email 	<p>If Over 200 Amps:</p> <p>Site Plan Date: _____</p> <p>Load Sheet Date: _____</p> <p>Riser Diagram Date: _____</p> <p>Proof of Ownership Date: _____</p>	<p>Agreed Upon Completion Date: _____</p> <p>Customer Signature: _____</p> <p>Date: _____</p> <p>Planner Signature: _____</p> <p>Date: _____</p> <p>___ # of Street/Parking Lot/ Outdoor Protective Lights needed</p> <p>___ # of Electric Vehicle Charging Stations needed</p>	<p>Site Requirements:</p> <p>City (Municipal Inspections) Date: _____</p> <p>Permits Date: _____</p> <p>Trenching Date: _____</p> <p>Conduits (Pull String) Date: _____</p> <p>Transformer Pads (Grounding) Date: _____</p> <p>Metering Equipment (CT Cabinet) Date: _____</p> <p>(Requests for Redesign Work After Original Design Has Been Completed May Impact Schedule.)</p>	<p>Signed Easement:</p> <p>Signed Easement Date: _____</p> <p>(Easement Timelines May Differ Depending on Complexity) Review Design and Scope of Work Date: _____</p> <p>Signed DTE Agreement for Service Date: _____</p> <p>Payment (check, money order, credit card - services only) Date: _____</p>	<p>All Site Requirements:</p> <ul style="list-style-type: none"> • Trenching is free of debris and accessible • All staking is intact and visible • Path to the site is clear • Fence is unlocked • Grade of property is maintained • Inspection and permit documentation is visible • Pets are secured and yard is safe to enter <p>Date: _____</p> <p>Municipal Inspections Completed: Date: _____</p>	<ul style="list-style-type: none"> • Maintain job site readiness for construction 	<ul style="list-style-type: none"> • Verify Full Site is Energized • Complete Post-Construction Satisfaction Survey