

Installing On Main Natural Gas Service Lines

Getting Started	Internal Processing	Scheduling & Construction	Meter Installation & Turn On
<p>DTE Energy Will Provide</p> <ul style="list-style-type: none"> Acknowledgment that request has been received 	<p>Timeline: 12-15 business days DTE Energy Contact: DTE Energy Representative</p> <ul style="list-style-type: none"> Notify customer job is out for work with contractor Contractor contact info 	<p>Timeline: 10-15 business days DTE Contact: DTE Contractor</p> <ul style="list-style-type: none"> Contractor calls customer 48 hours before construction is scheduled to begin to confirm site is cleared Contractor will inform DTE of any site or customer issues during installation process Perform installation 	<p>Timeline: 2-3 business days DTE Contact: DTE New Service Representative</p> <ul style="list-style-type: none"> Meter set is scheduled Send post-construction satisfaction survey
<p>Customer Will Provide</p> <ul style="list-style-type: none"> Obtain application online at www.newlook.dteenergy.com/wps/wcm/connect/dte-web/quicklinks/landing-pages-temp/builders/natural-gas-service or call 800.338.0178 Mail application to: DTE Energy New Services 17150 Allen Rd. Melvindale, MI 48122 Or email application to newcustse@dteenergy.com 	<ul style="list-style-type: none"> Coordinate install date with contractor Ensure job site readiness 	<ul style="list-style-type: none"> Clear pathway for underground installation at construction site Building walls erected to hang meter bracket 	<ul style="list-style-type: none"> Call DTE New Services at 800.338.0178 to schedule meter set—specify whether standard set or express set Standard meter set requires customer to have working gas appliance connected to the manifold and representative on-site when tech arrives Express set does not require customer representative on-site and does not require working gas appliance Complete post-construction survey