Gas Major Account Services (Gas MAS) – Services Provided

The Account Manager is the primary point of contact for the customer and its broker. The account manager has a thorough understanding of DTE Gas Company's Tariff, policies, procedures, process and associated systems that relate to handling of both gas transportation service and general service and enforcement of such rules and regulations on a consistent basis.

All service requests and inquiries not addressed by Major Accounts Billing or Gas Nominations should be directed to the Account Manager assigned to the account. The Account Manager will assist customers and their brokers with any inquiries, requests, problems or issues that arise in a timely manner, including but not limited to:

1) Billing errors
2) ACQ and MDQ review or adjustments
3) Unregistered gas
4) Aggregation and/or allocation of account review
5) Rate/service selection
    a. EUT Service requests/analysis
    b. Return to General Sales requests/analysis
6) DTE Gas Company Tariff inquiries and information
7) Marketer/Supplier list
8) Construction (add load) projects
    a. Coordinates construction cost estimates
    b. Coordinates gas facilities service installation/construction
    c. New/expansion of services
    d. Elevated pressure requests
9) Meter turn on or disconnects
10) Service Cut and Cap requests
11) Termination of service or transfer of service
12) Assist with Collections/Arrearage activities
13) Electronic Remote Metering requests

Major Account Billing (MAB) – Services Provided

NOTE: A valid Agency Form must be on file to obtain information.

Primary Contact Number: 1-866-256-6510

a. **Handle Billing Inquiries**
   a. Provide copies of bill statements
   b. Provide 12 month consumption history
      i. Please allow 3 to 5 business days for processing
   c. Provide month end meter readings and/or consumption
      i. Please allow 3 to 5 business days for processing
   d. Provide Meter change information (Stop/Start read & consumption, etc.)
   e. Discuss and process late fees
   f. Handle missing payment investigations (copy of check required)
   g. Process Mailing Address Changes
      i. Written request on company letter head required
   h. Handle other billing inquiry items as needed

b. **Process Service & Meter Orders (non emergency)**
   a. Low Pressure Orders
   b. Basic Meter Repair Orders
   c. Meter Investigate Orders
   d. Miscellaneous Read Orders
   e. Other non emergency orders as needed

c. **Provide Account Manager contact information to customer upon request**
   a. Email address
   b. Office phone
   c. Cell phone

d. Gas Nominations Services (GNS) – Services Provided

NOTE: A valid Agency Form must be on file to obtain information.

Primary Contact: Sheryl Maloney @ 313.235.1038

1) Handle Nomination Inquiries
   a. Provide current MDQ/ACQ
   b. Provide Delivery Point (Map) numbers
   c. Provide preliminary month-end consumption reads
      i. As available
      ii. Report available starting 4th workday
      iii. Updated Therms on 6th workday
      iv. Consumption data is updated through 10th workday
   d. Generate and distribute nomination reports
      i. Nomination Change Report
      ii. Final Scheduled Quantity Reports
   e. Handle other nomination issues as needed

2) Provide eNominator Training
   a. Provide 1 on 1 training via 'shadowing'
   b. Provide 1 on 1 training in-house

3) Process Storage Transfers
   a. Provide Storage Transfer Forms
   b. Enter 'flowing supply' nominations to eNominator

4) Administer EUT Agency Forms
   a. Provide Agency Forms to brokers
   b. Process forms by loading into eNominator
   c. Fax copies of forms to MAB for their records and handling
      i. Only when customer checks box marked: "Review and receive customer's billing information…"

5) Administer eNominator Security Rights/Handle Logon Issues
   a. Assign and terminate eNominator login ids and passwords
   b. Assist with logon and printing problems

6) Provide MAB and Major Account Representative Contact Information upon Request

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