

Roadmap to Energizing Your Electric Service



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

DTE Contact Information:

Planner/Office Field Coordinator

Planning Supervisor

Case Manager

Common approval requirements and timeframes*

Name: _____

Name: _____

Name: _____

• Municipality Approvals: 2 to 4 weeks

Number: _____

Number: _____

Number: _____

• Tree or Shrub Removal: 1 to 2 weeks

Email: _____

Email: _____

Email: _____

• 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	Work Order Number: _____ Region Contact Info: _____	<input type="checkbox"/> Planner/Office Field Coordinator Assignment Date: _____	<input type="checkbox"/> Contact from Planner Date: _____ <input type="checkbox"/> Site Meeting with Planner Date: _____ <input type="checkbox"/> Negotiated Completion Date: _____ <input type="checkbox"/> Customer Want Date Agreement Date: _____ <input type="checkbox"/> Site Requirements Date: _____ <input type="checkbox"/> Documents by Job Date: _____	<input type="checkbox"/> Detailed Design Date: _____ <input type="checkbox"/> Easement Sketch (When Applicable) Date: _____ <input type="checkbox"/> Obtain Necessary City/Township Approval of Work (Permitting) Date: _____	<input type="checkbox"/> DTE Agreement for Service Date: _____	<input type="checkbox"/> Approval of Site for Construction Date: _____ <input type="checkbox"/> Necessary DTE Inspections Completed Date: _____ (Once All Site Requirements have been Completed) <input type="checkbox"/> Advise Customer that Case Manager is New Point of Contact Date: _____	Case Manager: <input type="checkbox"/> Contacts Customer Date: _____ <input type="checkbox"/> Calls Customer 1 Week Before Construction is Scheduled to Confirm Site Readiness Date: _____ <input type="checkbox"/> Proactively Calls Customer for any Scheduling Issues Date: _____ <input type="checkbox"/> Sends Customer Post-Design Satisfaction Survey Date: _____ <input type="checkbox"/> DTE Completes Construction of New Service Date: _____	<input type="checkbox"/> Case Manager Sends Post-Construction Satisfaction Survey Date: _____
Customer Will Provide	Customer Contacts DTE for Service & Construction or Relocations & Removals Call: 800.338.0178 Or Online at: nbrequest@dteenergy.com Information that may be needed: • Social Security or Tax Identification Number • Site Address • Contact Person's Name, Phone Number & Email	If Over 200 Amps: <input type="checkbox"/> Site Plan Date: _____ <input type="checkbox"/> Load Sheet Date: _____ <input type="checkbox"/> Riser Diagram Date: _____ <input type="checkbox"/> Proof of Ownership Date: _____	Agreed Upon Completion Date: _____ Customer Signature: _____ Date: _____ Planner Signature: _____ Date: _____ ___ # of Street/Parking Lot/ Outdoor Protective Lights needed ___ # of Electric Vehicle Charging Stations needed	Site Requirements: <input type="checkbox"/> City (Municipal Inspections) Date: _____ <input type="checkbox"/> Permits Date: _____ <input type="checkbox"/> Trenching Date: _____ <input type="checkbox"/> Conduits (Pull String) Date: _____ <input type="checkbox"/> Transformer Pads (Grounding) Date: _____ <input type="checkbox"/> Metering Equipment (CT Cabinet) Date: _____ (Requests for Redesign Work After Original Design Has Been Completed May Impact Schedule.)	Signed Easement: <input type="checkbox"/> Signed Easement Date: _____ (Easement Timelines May Differ Depending on Complexity) <input type="checkbox"/> Review Design and Scope of Work Date: _____ <input type="checkbox"/> Signed DTE Agreement for Service Date: _____ <input type="checkbox"/> Payment (check, money order, credit card - services only) Date: _____	All Site Requirements: • 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 Date: _____ Municipal Inspections Completed: Date: _____	• Maintain job site readiness for construction	• Verify Full Site is Energized • Complete Post-Construction Satisfaction Survey