



DTE Gas Main Renewal Program

2019 Project Update
presented to
Grosse Pointe Park City Council

June 10, 2019

Gas Renewal Program (GRP) Introduction and Benefits

- \$3.5 billion investment to the natural gas infrastructure improving safety and reliability.
- Upgrade Includes: new pipes and service lines, meter relocation from inside to outside of the building and installation of new natural gas advance meters.

Benefits include:

- New and improved materials minimize the risk of gas leaks.
- Enables remote meter shutoff response to gas leaks.
- Minimize estimated meter reads.
- Eliminates the need for DTE to enter the home for maintenance.
- Facilitates more frequent comprehensive inspections and maintenance
- Done at absolutely no additional cost to customers.



Grosse Pointe Park Scope of Work - Status June 7, 2019



Installing 23
miles of new
gas main
14.6
completed to
date

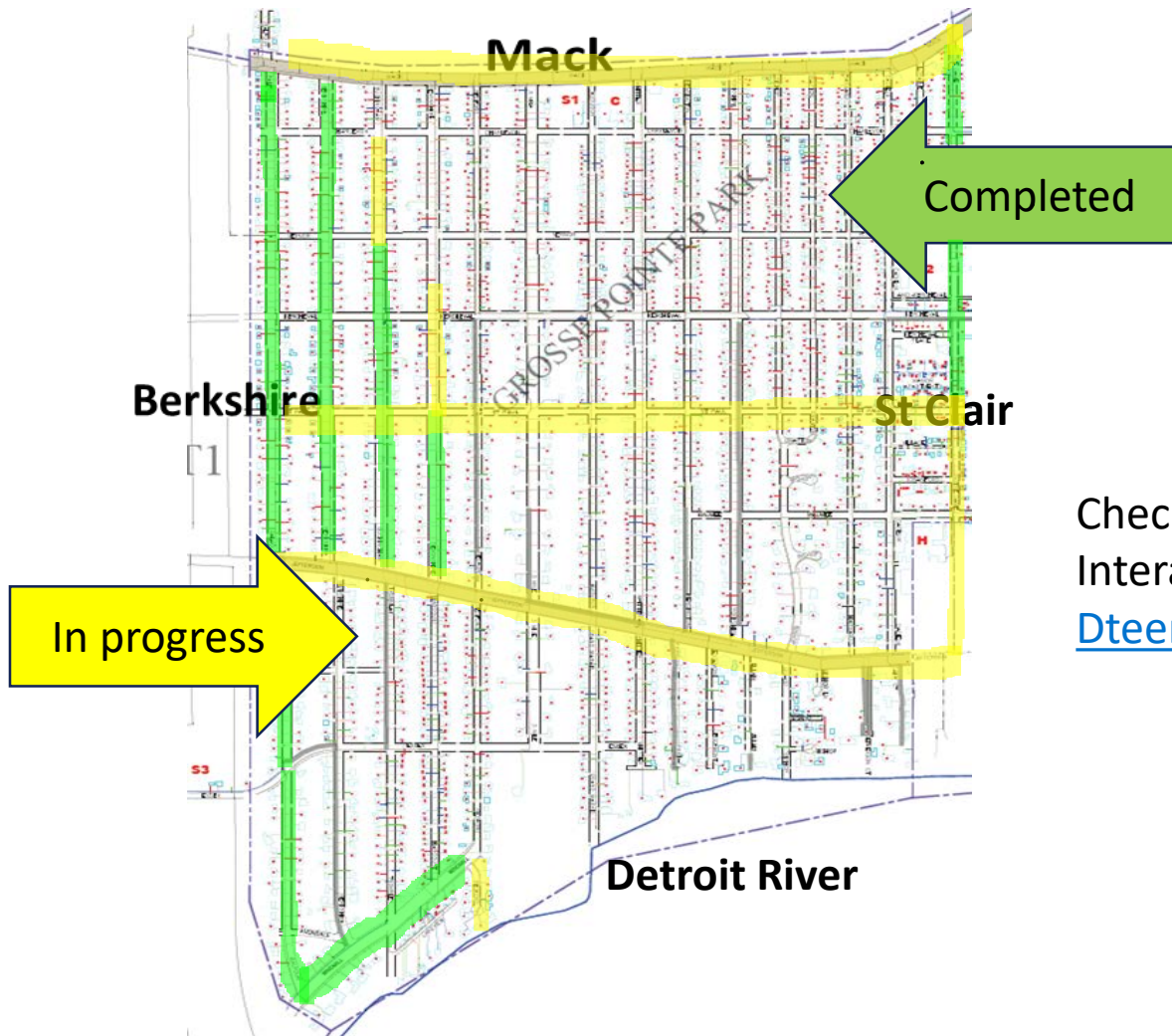


2,339 meters
will be moved
to home's
exterior
307 moved
outside to date



Property
restoration
completed
within 30 days
140 completed
to date

Grosse Pointe Park Meter Move Out Status June 7, 2019



Check your status on our
Interactive map available here:
Dteenergy.com/gasrenewalmaps

Property Restoration Following Upgrade

DTE

ALL PROPERTY RESTORATION IS DONE IN PHASES:

Phase 1
A temporary patch is put in place.

Phase 2
Hard surface repairs such as concrete are repaired.

Phase 3
Soft surfaces such as grass and landscaping are replaced.

TEMPORARY PATCHING

Once your gas upgrade is completed, a temporary patch will be put in place until permanent restoration can be finished.



PERMANENT RESTORATION



LAWN RESTORATION

Once concrete restoration is complete, grade and seed occurs.



Restoration of Sidewalks, Driveways and Streets

After temporary patching, restoration of hard surfaces such as sidewalks and driveways will be completed.

Once the new concrete is poured it will take several days to dry.

Please follow these guidelines:

- No pedestrian traffic on the new concrete for 48 hours
- No vehicles on concrete for 7 days

Restoration of Lawns

After the new concrete is in place and settled, DTE Energy contractors will grade and seed the areas of your lawn that were damaged. When complete, straw will be placed on top of the grade and seed.

Please follow these guidelines:

- Water Twice Daily
- Do not cut grass until it is at least 4 inches high.
- Do not walk or drive on the new grass.

It is your responsibility to water these areas as recommended so that the new grass can take root. DTE is not responsible for watering and offers no guarantee of new grass growth.

QUESTIONS?

Call: 313.270.9240

DTE representatives are available from 8:00 am - 4:00 pm, Monday - Friday.

Leave a message if calling after hours and expect a return call within 2 business days.

Frequently Asked Questions:
dteenergy.com/gasrenewal

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- Customers upgraded in Dec 2018 – April 2019 property restoration complete by June 30, 2019.
- Customers upgraded in May 2019 – Nov 2019 property restoration complete within 30 days.
- Customers upgraded in Nov 2019 – April 2020 property restoration complete by June 30, 2020.
- Restoration Information available here: (See tab “What Gas Customers Can Expect”)

Dteenergy.com/gasrenewal

Methods of Communication

1) Letter

- Customer Notification Letter and email (sent to premise and landlord)
- Restoration Reminder Nov – April (sent to premise and landlord)
- 10-day Notice to Service Termination (if access is not granted; left on door)

2) Door Hangers

- Schedule Appointment
- Restoration Process/Care
- Final – restoration complete


3) Nextdoor.com (and app)

4) Website

- Frequently Asked Questions: <http://dteenergy.com/gasrenewal>
- Program Status map: <http://dteenergy.com/gasrenewalmaps>

Customer Notification Letter

DTE Energy is Upgrading Natural Gas Infrastructure




RE: Natural gas upgrade
Address
Address

Dear **xx**,

DTE Energy will be in your neighborhood soon to upgrade the natural gas infrastructure. We are replacing the aging natural gas lines with modern, long-lasting pipes to ensure safe, reliable delivery of gas service to you now and for future generations.


The upgrade includes moving equipment located inside your home to your home's exterior. To do this, we need to access your home (see phase three). Exterior located gas meters eliminate the need for DTE to enter your home for meter maintenance and readings and allows more frequent, comprehensive meter inspections. This work is done at no additional cost to you.

If you have questions about this upgrade, please contact us at the phone number below.



Bryan Valrance
Manager, Gas Operations, DTE Energy

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Disponible en español
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dteenergy.com/gasrenewal



DTE GAS INFRASTRUCTURE UPGRADE

Check your status: dteenergy.com/gasrenewalmaps
Frequently Asked Questions: dteenergy.com/gasrenewal
Contact: 313.270.9240
A DTE rep is available from 8:00 am - 4:00 pm Monday - Friday.
Leave a message if calling after hours.

What to expect

PHASE ONE: Notification

- This is your first notice; upgrade construction begins in approximately 2-3 weeks.
- During the upgrade, we will communicate progress via door hangers, face-to-face and on Nextdoor.com
- Check your status here: dteenergy.com/gasrenewalmaps

PHASE TWO: New Gas Lines Installed

- New main gas lines will be installed near the street and new service lines will be run to homes.
- Sidewalks and lawns may be torn up. A temporary solution will be put in place until permanent restoration is complete.

PHASE THREE: Interior Meter Moved Out

- Gas meters located inside the home will be moved to your home's exterior where the gas line enters your home and upgraded if needed.
- DTE will knock on your door to schedule a convenient time during the construction process on your street to move the meter. We'll leave a door hanger with contact information if you are not home.
- If the meter is already outside, DTE will only enter your home after the installation is complete to relight your appliances. We'll let you know how to schedule this appointment once your upgrade is complete.
- During this phase your gas service will be interrupted for 2-3 hours.

PHASE FOUR: Property Restoration

- DTE will restore all affected sidewalks, lawns, landscaping and driveways within 30 days of completion in May-October.
- If the upgrade is completed in November-April, a temporary solution will remain in place until weather permits permanent restoration. All restoration will be completed by June 30.

Letter and email sent prior to start of gas main installation

Copy of letter and translations available here. See tab "What Gas Customers Can Expect" Dteenergy.com/gasrenewal




One Energy Plaza
Detroit, MI 48226-1221

FIRST CLASS MAIL
PRESORTED
U.S. POSTAGE
PAID
DETROIT, MI
PERMIT 724

Customer Name
Address
Address


Notification of Service Interruption

Door Hangers



DTE ENERGY GAS INFRASTRUCTURE UPGRADE

DTE Energy needs access to our equipment in your home. Contact us now to schedule your upgrade appointment.



This is our:

■ 1st attempt ■ 2nd attempt ■ 3rd attempt

If we do not hear from you after 3 attempts to contact you, DTE will issue a Notice to Terminate Service. You will have 10 days to schedule your appointment or your service will be terminated.

Questions about the Gas Upgrade:
Call: 313.270.9240. A DTE representative is available between 8 a.m. - 4 p.m. If calling after hours, leave a message expect a call back within 2 business days.

100405-01/w/1/1/1-8

DTE GAS UPGRADE COMPLETED

Dear Valued Customer:


DTE Energy has finished the natural gas upgrade in your home. In the process, our crews disturbed a portion of your lawn, landscaping or concrete.

- A temporary patch was put in place until permanent property restoration can be completed. Please see inside for example photos and care instructions.
- If you have an inground sprinkler system, please check your sprinklers as soon as possible. If your sprinkler system was damaged, please contact us at the phone number below.
- Property restoration occurs May through October. During this timeframe, property restoration is done on an ongoing basis as the gas upgrade is completed on your street and as weather permits. We expect permanent property restoration to be completed within (30) days following the completion of the gas upgrade.
- Due to weather conditions in November - April, only temporary restoration can be put in place. Permanent property restoration work will begin as soon as temperatures allow, with completion by June 30, weather permitting.

QUESTIONS?
Call: 313.270.9240
DTE representatives are available from 8:00 am - 4:00 pm, Monday - Friday.
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Frequently Asked Questions:
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DTE ENERGY GAS INFRASTRUCTURE UPGRADE

Your gas infrastructure upgrade and property restoration is complete!

Thank you for your patience during this important upgrade.

If you have any questions about the upgrade or your property restoration
Call: 313.270.9240. A DTE representative is available between 8 a.m. - 4 p.m. If calling after hours, leave a message expect a call back within 2 business days.

Thank you for being a valued DTE Energy customer!



100405-01/w/1/1/1-8

Communication Cadence

	30 Days Before	14 Days Before	Construction Day	0-7 Days After
Letters	Notification Letter & Magnet			
Next Door Posts	Initial Post			Post Restoration
Email		2 week notice		
Yard Signs			Daily	
Door Hangers			Schedule Appointment	Post services Post Restoration
Website Map	Weekly Updates			

Gas Renewal Program Contact

313 - 270 - 9240

A DTE representative is available

Monday – Friday, 8 a.m. – 4 p.m.

If calling after hours, leave a message and expect a return call within 2 business days.

FAQ's

www.dteenergy.com/gasrenewal