



City of Wyandotte Gas Infrastructure Renewal

2023 Project Preview

April 3, 2023

Agenda

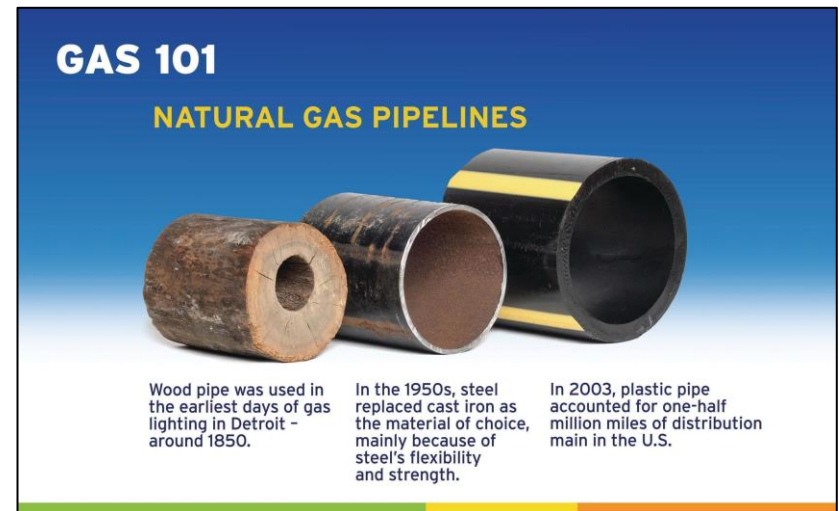
- Introductions
- Purpose: Gas Upgrade Benefits
- Scope: Wyandotte overview
- Construction Process
- Communications for Wyandotte residents
- Property Restoration Plan
- Contact Information

Program Introduction and Benefits

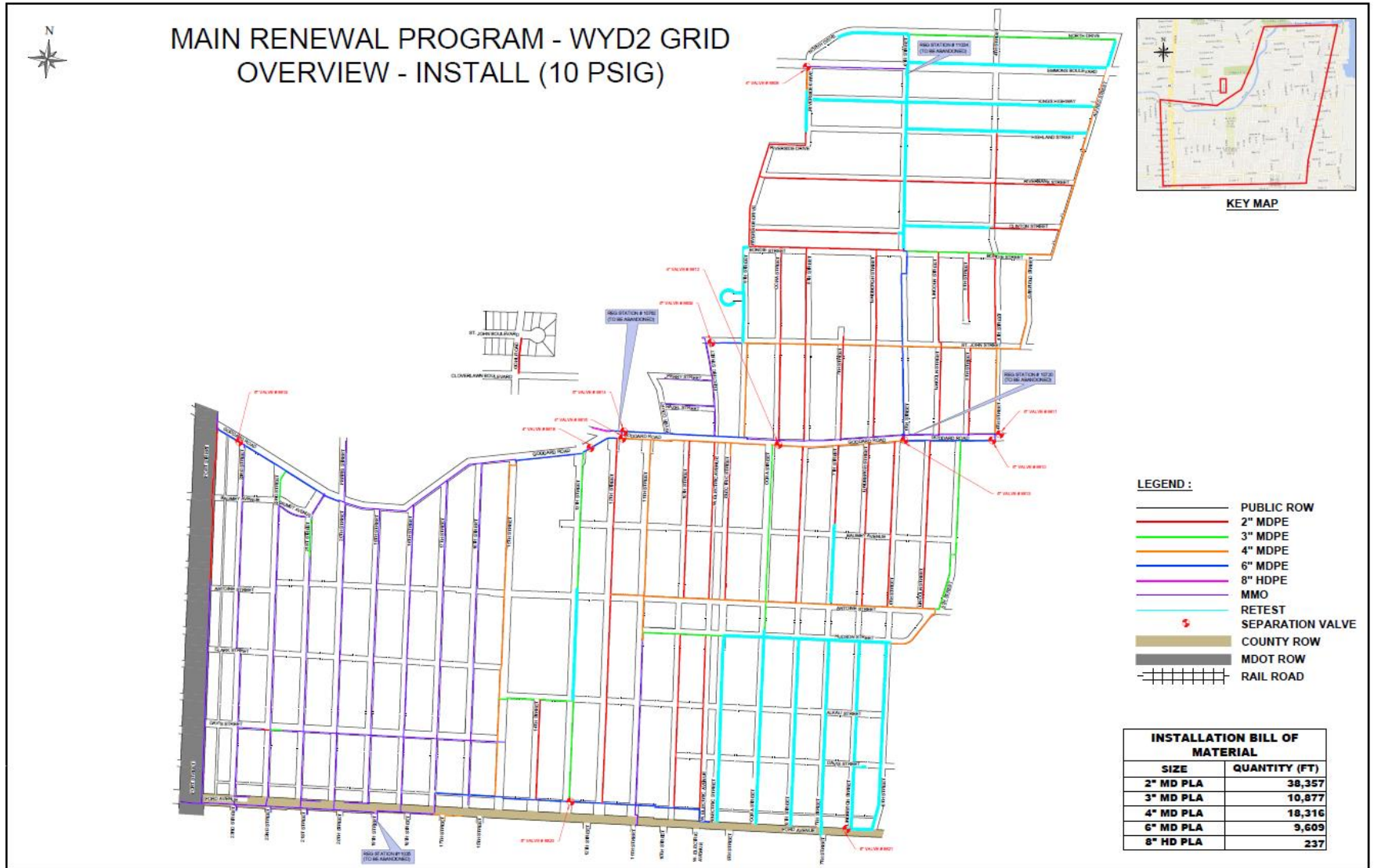
- \$3.5 billion investment over 18 years to update our natural gas infrastructure and improve safety and reliability.
- Upgrades include new pipes and service lines, meter relocation from inside to outside of the building and installation of new, advanced natural gas meters.

Program Benefits

- New and improved materials minimize the risk of gas leaks
- Enables remote meter shutoff response to gas leaks
- Minimizes estimated meter reads
- Eliminates the need for DTE to enter the home for maintenance
- Facilitates more frequent comprehensive inspections and maintenance



Scope: DTE Gas Work in Wyandotte for 2023



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14.1 miles of new gas main will be installed and 2,077 service lines will be upgraded

649 meters will be moved from inside to outside of structures

Property restoration will be completed within 30 days of service line upgrade (May-Oct)

Construction: April – Oct 2023

Construction Process



Sewer Inspection



Gas Main Installation



Meter Relocation
Service Line Upgrades
Main Retirement



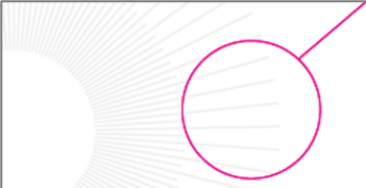
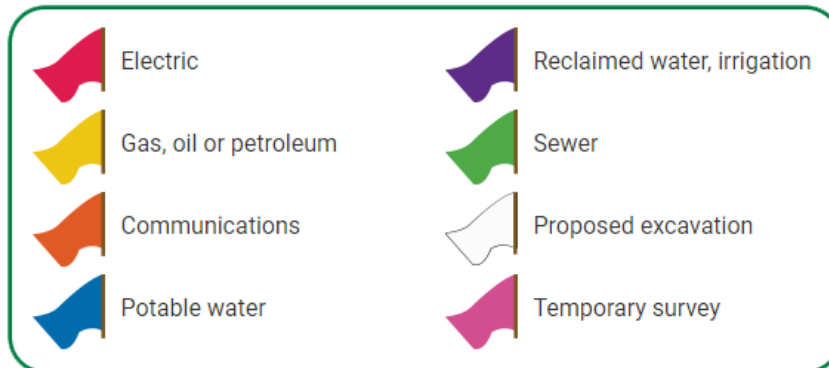
Property Restoration

Pre-Construction Activities

Prior to construction, Miss Dig and DTE contractors will help ensure project safety by:

- Locating and marking existing underground utilities (electric, water, gas, sewer, comm)
- Performing periodic staking of the road right-of-way boundaries
- Inspecting and locating privately-owned sewer service lines (may require home entry*)

*During a sewer inspection, a contractor may ask to enter the property to insert a special camera into the sewer line. This step helps ensure that our work doesn't interfere with existing underground pipes



DTE

SORRY WE MISSED YOU!

It's Time for Your Safety Inspection

Dear Neighbor,

A DTE contractor stopped by today to set up your routine gas safety inspection, including a video camera look into the sewer lines inside your home or business. This step helps ensure that our work doesn't interfere with existing underground pipes.

Please call the number below to set up your inspection. Someone who is at least 18 years old must be there to let our team member inside.

[Call now to set up your safety inspection!](#)

Questions? Call: 313.270.9240

Renters: Please contact your landlord about this notice so they can set up the inspection.

Thanks for your cooperation!

COVID-19 Safety

DTE crew members comply with current state health and safety guidelines. We also require that they wear a mask when entering your home or business.


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Customer Communications

- 1) Initial Notice – Direct Mail Flyer and Email
 - USPS flyer, email sent to premise and landlord
- 2) Reminder – Postcard and Email
 - USPS postcard, email sent to premise and landlord
- 3) Door Hangers
 - Schedule Meter Move Appointment
 - Schedule Relight Appointment
 - Property Restoration Process/Care
 - Schedule Sewer Camera Inspection
- 4) Paid and Organic Social Media (Facebook, Google and Nextdoor)
- 5) Property Restoration
 - Property Restoration process/care doorhangers
 - Backlog flyer, November - April
 - Website page and videos: dteenergy.com/repairs
- 6) Website
 - About Natural Gas Upgrades: dteenergy.com/natural-gas-upgrades
 - Program Status Map: dteenergy.com/gas-map

Initial Customer Communication - Direct Mail Flyer

- Mailed approximately 45 days prior to start of main installation
- QR Code links to website



**Coming Soon to
Your Neighborhood!**

Upgrades to Your
Natural Gas Delivery.

Dear Neighbor,

DTE crews will be working in your neighborhood soon to ensure safe, reliable and more environmentally-friendly natural gas delivery.

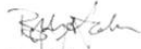
We'll start by upgrading the pipes that run under the street and to your property with more efficient, longer-lasting materials. Next, we'll replace your indoor gas meter with an outdoor meter that we can read and maintain without having to enter your home or business.

Here are a few details you should know:

- During construction you may see stakes or flags; please do not move them. They mark boundaries and underground utilities and help promote efficiency and safety.
- An approved DTE contractor may ask to come inside to inspect your sewer line and confirm its location. This step helps ensure that our work doesn't interfere with existing underground pipes.
- DTE crew members and contractors comply with current state health and safety COVID-19 guidelines. We also require that they wear a mask when entering your home or business.

If you have questions, please call us at 313.270.9240.

Thanks for your cooperation!



Bryan Valrance
Manager, Gas Operations, DTE Energy

What to expect

PHASE 1: Communication Begins

- Construction usually begins two to three weeks after you receive this letter.
- During the upgrades, we will communicate with door hangers, on [Nextdoor.com](https://www.nextdoor.com) and in person.
- You can get info and check your status at: dteenergy.com/gasrenewalmaps



PHASE 2: New Gas Lines Installed

- We will install new gas lines under the street and upgrade the pipes that run to your home or business.



PHASE 3: Inside Meters Moved Out

- A crew member will knock on your door to set up a time for your meter move.
- Indoor gas meters will be moved outside where the gas line enters your property.
- The move will take two to three hours and your gas service will be temporarily turned off.
- If your meter is already outside, DTE will only enter your home to relight your appliances when work is completed.



PHASE 4: Property Repaired

We repair anything we disturb to its original condition.

- For work done May-October, we will permanently repair affected sidewalks, driveways, landscaping and lawns within 30 days.
- For work done November-April, we'll put in a temporary repair to take you safely through the winter. We'll return to make final repairs when weather allows and finish them by June 30.



Gas Renewal Program Contact Information

313 - 270 - 9240

**A DTE representative is available
Monday – Friday, 8 a.m. – 4 p.m.**

If calling after hours, leave a message and we will return your call within two business days.

dteenergy.com/natural-gas-upgrades

