



DTE Meter Assembly Check Program

Presentation to
Wyandotte City Council

February 24, 2020

Meter Assembly Check (MAC)

- DTE is required to conduct meter assembly checks every 36 months, and we have not been able to gain access to these homes to conduct the inspections.
- Moving the natural gas meter to the outside of the home reduces the need for DTE to access homes for future meter maintenance, readings and safety inspections.
- It also allows DTE to quickly access the meter and turn off gas service in case of an emergency.
- This service is free and it only takes 2-3 hours to move the meter (gas service is temporarily interrupted during this time).
- Customers can make appointments to best suit their schedules. Someone aged 18 or older must be present to provide access to the home, meter and gas appliances.



Meter Assembly Check (MAC)

- Some residents who are **not** having their meters moved may see work crews digging on their property. This may happen when the gas main is located on the opposite side of the street from the location experiencing the meter move out.
- DTE Gas may need to dig along the easement across the street to access the gas main and tie-in the gas service for the new meter.
- Once DTE has completed work on an individual home, property will be temporarily restored.
- When all the gas meter work on a street is complete, DTE will permanently repair and/or restore all property that has been disrupted as weather allows.



Wyandotte Scope of Work - Status as of February 24, 2020



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



Property
restoration
completed
within 30 days

Methods of Communication

1) Postcard

- Customer Notification USPS Postcard (sent to premise and landlord)
- Restoration Reminder (left on door)
- 10-day Notice to Service Termination (if access is not granted; left on door)

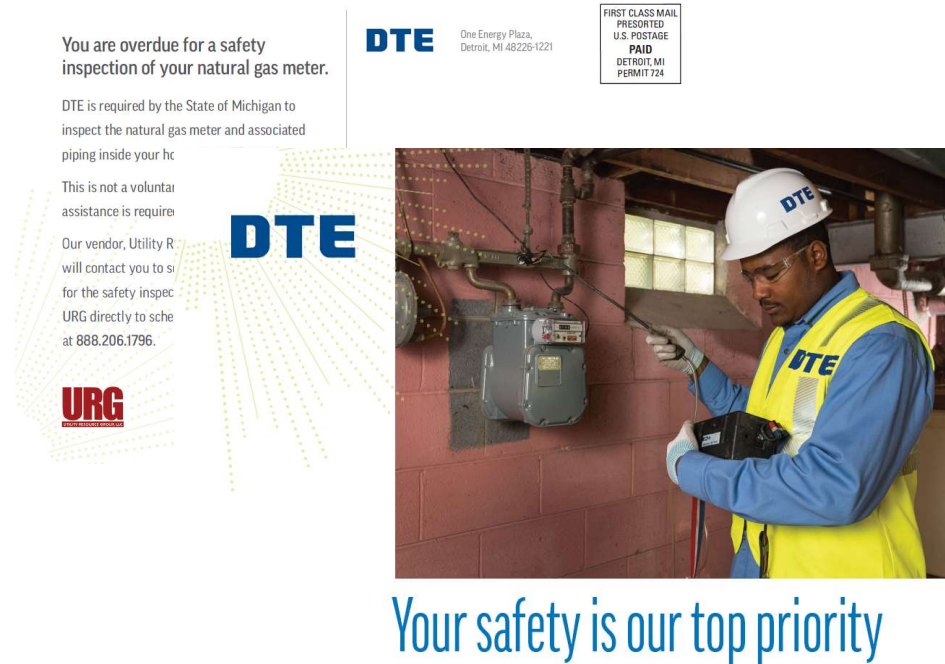
2) Door Hangers

- Schedule Appointment
- Gas Upgrade in Neighborhood
- Restoration Process/Care

3) Website

- Frequently Asked Questions:
<http://dteenergy.com/gasrenewal>
- <https://newlook.dteenergy.com/wps/wcm/connect/dte-web/home/problems-and-safety-landing/common/gas-safety/safety-reliability>


Customer Notification Postcard (MAC)



Postcard sent prior to start of MAC Inspection.

- Sent to customers who have not allowed DTE access into their homes in 36 months for a meter inspection.

Door Hangers



Sorry We Missed You

Upgrading meters and service lines helps maintain a safe and reliable natural gas system.

Dear Valued Customer:

A DTE Energy service employee was at your home today to schedule a mandatory upgrade of DTE's existing natural gas meter and service line. This may include relocating the existing gas meter from inside your home to outside or working on the existing outside meter. The upgrade is necessary to continue to provide safe and reliable natural gas service to you.

To complete the required work, we must gain access to the inside of your home.

Please call the name and telephone number provided below as soon as possible to schedule an appointment.

If you have questions or concerns, please contact us at 313.294.3445.

Thank you.




DTE Gas is updating some of the natural gas equipment in your neighborhood.

At this time, we do not plan to do any gas service work at your residence, but we may need to dig along the easement in front of your home to access our gas lines.

As soon as work is complete, DTE Gas will temporarily restore any disturbed property and will send out a landscaping contractor to permanently restore hard surfaces, such as sidewalks and driveways. You do not need to do anything to have your property repaired.

If you have any questions about the work we are doing, please call 313.294.3445.

Thank you.



GAS WORK 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: 313.294.3445

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.

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.

- Customers upgraded in Dec 2019 – April 2020 property restoration complete by June 30, 2020.
- Customers upgraded in May 2020 – November 2020 property restoration complete within 30 days.
- Customers upgraded in November 2020 – April 2021 property restoration complete by June 30, 2021.

Communication Cadence

	30-14 Days Before	5 Days Before	Construction Day	0-7 Days After
Postcards	Postcards			
Door Hangers		Schedule Appointment		Post Restoration
NextDoor	Posts for MAC Inspections			

Infrastructure Construction Maintenance Program Contact

313 - 294 - 3445

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