



DTE Gas Main Renewal Program Grosse Pointe Park

2019 Construction Plan

Gas Renewal Program (GRP)

Introduction and Benefits



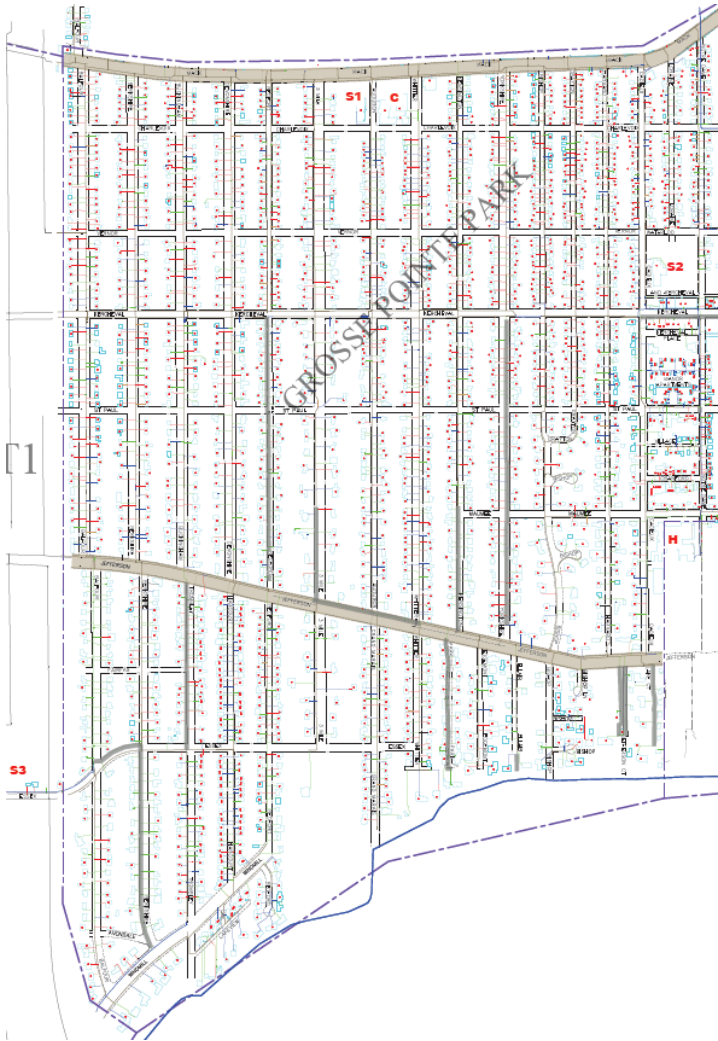
- The GRP program is an upgrade of the aging natural gas infrastructure including: new pipes and service lines, meter relocation from inside to outside building locations and installation of new natural gas advance meters.
- Benefits of the program include:
 - Older main and service lines are being replaced with new and improved materials, minimizing the risk of gas leaks.
 - Enables improved response time to a gas system outage by turning the meter off from the outside.
 - Minimize estimated reads.
 - Minimize customer inconvenience by eliminating the need to enter the home for maintenance.
 - Improves customer satisfaction by facilitating more frequent and comprehensive inspections and maintenance work on a meter that has been placed outside.
 - The work will be done at absolutely no additional cost to customers.

Grosse Pointe Park Meter Move Out - Scope of Work



- Installing a total of 23 miles of new gas main.
- Total of 2,339 gas services to be renewed.
- Tentative start of work is first week in December 2018. Completion approximately end of November 2019.
- Some final restoration will be completed in the spring of 2020 as weather permits.

Grosse Pointe Park Meter Move Out Area Map



Methods of Communication

- 1) Letter
 - Program & Frequently Asked Questions (30 days prior to construction to Site & Landlord)
 - Restoration Season (Jan. & Mar.- Sent out by Customer Sat. Team)
 - 10-day Notice to Service Termination (if access is not granted)
- 2) Door Hanger
 - Sorry We Missed You
 - Appliance Relight
 - Restoration Season
 - Restoration Care – Lawn/cement
- 3) Postcard
 - Thank you / Survey
- 4) Nextdoor.com (and app)
- 5) Email (two weeks prior to main installation)
- 6) Website
 - <http://dteenergy.com/gasrenewal>

Communication Cadence

	30 Days Before	14 Days Before	Construction Day	0-7 Days After
Letters	Initial Letter & Magnet			
Next Door Posts	Initial Post			Pre-Restoration
Emails		2 Week Notice		
Yard Signs			Daily during construction	
Door Hangers			Appointment	Pre-Restoration Post-Restoration (once completed)
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