



Dear New Natural Gas Customer,

Thank you for your request for natural gas service. In order to expedite your request and meet your schedule, we have developed the following list of items requiring action (Customer Responsibilities). These are requirements that must be met before we can install your new service.

#### CUSTOMER RESPONSIBILITIES

- 1) Meter Location: Your meter location is indicated by the solid square on the attached drawing. This location cannot be within 18 inches of any opening (i.e. window that opens or a door) and cannot be within 3 feet of a motor driven air intake, high efficiency furnace air intake or exhaust or any ignition source. Please call me immediately if any of these conditions exist. Your fuel line will need to be run to this location.
- 2) Meter Installation: If this is a new gas service and your meter isn't being set at the time the service pipe is being installed, you will need to call for a meter set at least 24 hours before you need the meter set, by calling 1-800-477-5050, 24 hours a day. If you are unclear about this call me.
- 3) Payment: Payment in Full is required prior to the installation of your service. You will be receiving your billing in a separate mailing. Please call me if you have any questions when you receive your billing.
- 4) Site Conditions: The site must be within 3 inches of final grade before we can start our work. To avoid delays, clear a 12 foot wide equipment path free of building materials, brush, trees, shrubs, etc. along the proposed service route. When we finish, we will backfill and place excavated earth over the trench. You are responsible for final restoration of the trench.
- 5) Staking: To avoid damage, stake your existing underground facilities such as; well, septic system, sprinkler system, any underground wires, buried LPG tanks, piping or other unusual buried facilities. Please make sure these stakes are apparent when we arrive to install the service. We cannot reimburse you for damage to your facilities that are not properly staked. You do not need to stake the utilities' electric, gas or communication lines.
- 6) Mobile Home: If you requested service to a mobile home, you will be required to install a 2" galvanized steel post per Consumers Energy specifications. Call me for information.
- 7) Gas Usage: You must begin using gas within two years following service installation or the service will be disconnected from our system. Following that, another request for gas service requires the payment of a reconnection charge plus the charge for construction of any new service pipe.

- 8) Additional Charges: Underground services installed during the months December through April may be subject to an additional charge. Unusual site conditions may also require an additional charge. These charges will be communicated to you in advance of construction.
- 9) Joint Trenching: Discounts for installation of Consumers Energy's electric and gas service in the same trench (joint trench) are applied in calculating the gas service contribution.
- 10) Usage Rate: Customers are billed at a general service rate while the structure is under construction. If the structure is a home, then the owner of the home, upon receiving a Certificate of Occupancy, should call 1-800-477-5050 to ensure the gas and/or electric rates are changed to an appropriate rate.

Please keep these procedures in a convenient location to review as we proceed with designing your service and constructing the job.

To avoid any delays, please call me as soon as possible if you have any questions regarding these requirements.

Sincerely,

Contact Name:

Office Phone Number:

Cell Phone Number: