

The logo for Consumers Energy features the company name in a bold, blue, sans-serif font. The text is positioned above a thick, green, horizontal swoosh that curves upwards at both ends, resembling a stylized 'C' or an energy arc.

Consumers Energy

Count on Us

*Consumers Energy
One Energy Plaza
Jackson, MI 49201-2276*

Consumers Energy

Count on Us

Electricity and Natural Gas
*A Customer Guide for Requesting
New Service*



Table of Contents

Introduction	2
Processing Your Request	3
Property Information	
Electric Service Information	
Natural Gas Service Information	
Preparing Your Property	5
Customer Responsibilities	7
A Friendly Reminder	
Important Terms	9

Introduction

This brief, easy-to-understand guide was created to help you request and receive electric and/or natural gas service from Consumers Energy.

The guide explains the information we need from you to process your request, along with details of your responsibilities.

This information will help us plan how we'll connect electricity or natural gas to your home and accommodate your future plans.

Finally, we have included a list of key terms that may be helpful to know and how you can contact us when you're ready to proceed.

Please understand this is a basic reference guide; it is not meant to be a comprehensive manual that answers every question you may have.

If you have questions after reading this guide, please call us at 1-800-477-5050, or visit us at www.consumersenergy.com.

*Thanks in advance for your cooperation.
We look forward to serving you.*

Processing Your Request

When you call Consumers Energy for electric or natural gas service, a customer service representative will assign a number and one of our customer energy specialists to your project.

We'll ask you to gather several items of information.

Then, within two business days, we will call you for the following information:

Property Information

- Nearest cross street and closest neighbor's address
- Distance of your building from the road
- Name and address of the person who will pay for the work
- Direction of your building from the road
- Legal description or survey
- Site plan

Electric Service Information

We'll also need to know:

- Electrical panel size
- Type of home heating
- Type of water heater: electric or gas; standard or instantaneous*
- Size of central air conditioner or square footage of home
- Whether you want electric lines installed underground or overhead



Natural Gas Service Information

We'll need:

- A list of natural gas appliances you plan to use (furnace, water heater, stove, clothes dryer or pool heater)
- Total Btus for all natural gas appliances you plan for the home



*Electric instantaneous water heaters may result in increased installation charges.

Preparing Your Property

You or your electrician are responsible for providing us with any necessary easements or permits before we can connect our service lines. Wiring should comply with local and state electrical codes.

Our customer energy specialist will explain how and where our electric and/or natural gas lines will connect to your home.

If you need an easement, our right-of-way department and customer energy specialist will provide easement documents. These will help you secure approval of our construction route from any third-party landowners involved.

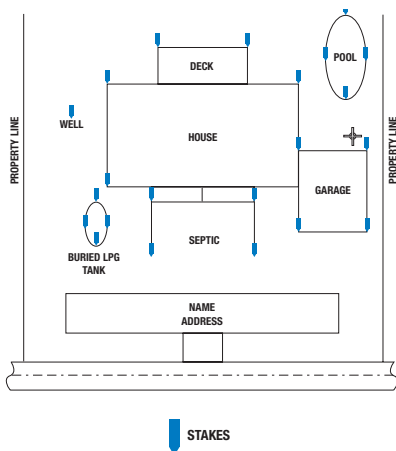
You will be responsible for any charges for easements or permits. Overhead line construction requires a minimum of 15 feet of tree clearance on each side of the line. Underground facilities require five feet of tree clearance on each side.

Winter charges: Underground natural gas and electricity services installed from December 15 through April 15 are subject to a surcharge.

Payment: Any costs for installing service must be paid before we schedule the work.

Staking: Before we visit your site, you'll need to stake your property lines. These lines include the corners of your house, garage and pole barn and where you'd like to have your meter installed*.

* Consumers Energy reserves the right to select the meter location.



Please place a sign near the road with your name or address clearly indicated.

We also need to know the location of existing or proposed wells, septic and other tanks, buried liquid petroleum gas (LPG) tanks and associated fuel lines.

Be sure you stake:

- Proposed locations for future additions and decks, swimming pools, sheds or other storage buildings.

Customer Responsibilities

Important: It is your responsibility to stake or expose underground tanks or any other facilities or obstructions you own, including flagpoles and landscaping, as well as add-ons.

Anyone undertaking an excavation project — from home projects such as decks and landscaping, to large road or other construction jobs — is required by state law to call MISS DIG at 1-800-482-7171 to have public service lines staked. After staking, you'll have to hand dig and expose underground utilities before work begins.

You are required to stake customer-owned facilities such as natural gas or electric lines to garages and other buildings.

Underground facilities must be staked by the time we arrive to install our service lines. We cannot pay for damages to facilities not properly staked.

It may be necessary for us to dig to install electric or natural gas lines or equipment on your property. Please understand that restoring your property is your responsibility.

If any construction revisions are made, contact your assigned customer energy specialist to avoid unnecessary construction delays and reinspections. If facilities need to be moved later due to changes you make, it will be done at your expense.

Your site must be within three inches of final grade before we can start our work. For underground service, clear a 12-foot-wide equipment path of building materials, brush, trees, shrubs or other obstacles along the proposed service route to avoid delays.

A Friendly Reminder

If you plan to dig in Michigan, you need to call MISS DIG a minimum of three working days ahead of time.

MISS DIG will contact utilities so they can mark their underground facilities. This service is free.

MISS DIG 1-800-482-7171

It's the law.

Important Terms

Electric line or gas main extension:

The electric or natural gas line from our service at the street to your property line. It may be necessary for extensions if your building is far from our existing lines.

Customer energy specialist: The Consumers Energy employee assigned as your contact during installation. This employee will visit your property to determine where our service lines and meter will be installed.

Right-of-way: Right to use a particular path for access or passage. A type of easement, which is a limited right to use another's land for a special purpose.

Winter charges: Underground natural gas and electric services installed from December 15 through April 15 are subject to a surcharge.

To request new electric or natural gas service, call us at 1-800-477-5050, or visit us at www.consumersenergy.com.

