

Customer Journey to New Service Installation

Project Coordinator/Technician

Name: _____

Phone: _____

Email: _____

Real Estate

Name: _____

Phone: _____

Email: _____

Reference Information

Notification #: _____

Address or Lot #: _____

www.consumersenergy.com/residential/programs-and-services/service-connection

- Common Approval Requirements & Timelines**
- Municipality approvals: 2 - 8 weeks
 - Tree or shrub removal: 1 - 2 weeks
 - Railway crossing approval: 3 - 18 months*
 - DNR easements: 3 - 18 months*
 - Land easements: 6 - 8 weeks
- * Additional charges may also apply.

Meeting project deadlines depends on the weather and completing the requirements in each phase before moving to the next.

| | INITIATION | SCOPING Timing: 1 - 5 days contingent on receiving information from customer to move job forward. | DESIGN Timing: 2 - 6 weeks (except when railroad/DNR approval required) PC/Tech is Point of Contact | PREREQUISITES Timing: 2 days - 3 months (permits are the variable) PC/Tech is Point of Contact | SCHEDULING & CONSTRUCTION Timing: 5 - 30 business days (depends on scope of project) Scheduler and PC/Tech are Points of Contact | CLOSEOUT Timing: 1 - 5 business days PC/Tech is Point of Contact |
|---|---|---|---|--|---|---|
| CONSUMERS ENERGY RESPONSIBILITIES | <ul style="list-style-type: none"> <input type="checkbox"/> ERC (Energy Request Center) calls back within 24 hours of customer request <input type="checkbox"/> Gather initial details regarding the scope of the project. <input type="checkbox"/> Provide Notification number <input type="checkbox"/> PC/Tech assigned, name provided during ERC call then emailed | <ul style="list-style-type: none"> <input type="checkbox"/> Call customer within 1 business day and proactively call customer on negotiated timeline <input type="checkbox"/> Gather current and future project details <input type="checkbox"/> Conduct initial research to understand surrounding area <input type="checkbox"/> Discuss customer's desired installation date <input type="checkbox"/> Conduct property rights research (ROW, easements) <input type="checkbox"/> Meet customer onsite for field visit, if requested <input type="checkbox"/> Initial review with System Planning for load requirements <input type="checkbox"/> Provide a rough order of magnitude estimate, if requested | <ul style="list-style-type: none"> <input type="checkbox"/> Begin researching permits <input type="checkbox"/> Complete the design <input type="checkbox"/> Confirm with System Planning that capacity is available <input type="checkbox"/> Conduct a field visit, if requested <input type="checkbox"/> Identify if an outage is needed <input type="checkbox"/> Review and approve proposed service route <input type="checkbox"/> Identify and discuss Forestry work | <ul style="list-style-type: none"> <input type="checkbox"/> Walk through the site, if requested <input type="checkbox"/> Assist customer in obtaining easements <input type="checkbox"/> Obtain permits <input type="checkbox"/> Send documents to customer (bill, Go Ready form, contracts, etc.) <input type="checkbox"/> Process payment when received <input type="checkbox"/> Complete/confirm forestry work <input type="checkbox"/> Complete site readiness check | <ul style="list-style-type: none"> <input type="checkbox"/> Notify customers if an outage is needed. <input type="checkbox"/> Site check occurs: Contact customer, schedule and execute <input type="checkbox"/> Confirm service installation date with customer <input type="checkbox"/> Submit MISS DIG request <input type="checkbox"/> Crews arrive onsite to conduct installation <input type="checkbox"/> Validate MISS DIG staking <input type="checkbox"/> Confirm owner's facilities are staked <input type="checkbox"/> Determine if restoration is required in ROW or neighboring properties | <ul style="list-style-type: none"> <input type="checkbox"/> Inform customer of additional costs that may have been incurred during construction |
| Contact your Project Coordinator or Technician if the scope of your project changes. | | | | | | |
| CUSTOMER RESPONSIBILITIES | <ul style="list-style-type: none"> <input type="checkbox"/> Provide SSN # or Tax ID <input type="checkbox"/> Provide site address or lot number <input type="checkbox"/> Provide contact information (email, primary phone number and secondary phone number) <input type="checkbox"/> Provide contact information for general contractor <input type="checkbox"/> Provide contact information for electrician | <ul style="list-style-type: none"> <input type="checkbox"/> Submit detailed site sketch (Form 1483) <input type="checkbox"/> Complete Residential Scoping Form if required. It is recommended to be done verbally (Form 1481) <input type="checkbox"/> Meter location must be compliant with guidelines on page 2 of Form 1481. <input type="checkbox"/> Discuss elevated pressure and obtaining signatures (Form 662) <input type="checkbox"/> Provide detailed equipment load requirements (mechanical plans and electric panel schedules are preferred) <input type="checkbox"/> Meet PC/Tech on-site for field visit, if requested <input type="checkbox"/> Initial target install date: _____ <input type="checkbox"/> Initial target site ready date: _____ | <ul style="list-style-type: none"> <input type="checkbox"/> Meet PC/Tech/Designer on-site for follow-up field visit, if necessary <input type="checkbox"/> Analyze, review, and discuss proposed service route <input type="checkbox"/> Answer additional questions as needed <p>Note: Requests for redesign after original design is complete may impact the schedule.</p> | <ul style="list-style-type: none"> <input type="checkbox"/> Pay bill to construction account (not service billing account) <input type="checkbox"/> Sign and return contracts (if applicable) <input type="checkbox"/> Obtain property documents ROW, easements, deeds) <input type="checkbox"/> Share site coordination issues <input type="checkbox"/> Provide required inspections <input type="checkbox"/> Prepare site to rough grade <input type="checkbox"/> Ensure conduit is installed correctly <input type="checkbox"/> Complete and return Go Ready Form (Form 1250) <input type="checkbox"/> Confirm tree trimming is complete (if owner took on task of tree trimming) <input type="checkbox"/> Stake customer-owned facilities before crew arrives (e.g., septic, yard lighting, dog fence, sprinklers, charging station) | <ul style="list-style-type: none"> <input type="checkbox"/> Maintain site in ready state (materials cleared from route path, etc.) <input type="checkbox"/> Contact Consumers Energy if anything has changed that will prevent crews from completing the job <input type="checkbox"/> Ensure crews have access to site (gates unlocked, etc.) <input type="checkbox"/> Perform restoration on own property if needed | <ul style="list-style-type: none"> <input type="checkbox"/> Pay additional costs that may have been incurred during construction <input type="checkbox"/> Call Customer Service at 800-477-5050 to establish the billing rate that best fits your needs |