CONSUMERS ENERGY is committed to delivering hometown service. We're ready to make your new construction service installation as simple and efficient as possible.

Your New Construction Team

Consumers Energy offers a skilled team of project coordinators and design technicians committed to your success. Your calls and emails will be returned within 24 hours.

Energy Request Center: 844-316-9537
Call Center: 800-477-5050
Before we start:
Please stake all facilities. These include property lines, the four corners of the home, desired meter locations and underground customer-owned facilities.

1. Meet
If applicable, our project lead will contact you by phone to set a project site meeting. We’ll discuss and confirm:

- Electric and natural gas line routes and alternatives (if applicable) and service options.
- Design criteria, including: meter location(s); preferred and alternative line routes; and conduit options.

Any changes you make after this meeting may increase cost, extend completion time and require modifications to signed documents.

2. Fulfill Terms
Payment, easement, permits, inspection, tree work and any other job requirements are due to your project lead before construction is scheduled. We’ll explain what’s needed and when.

3. Get Ready
Your project lead will contact MISS DIG 811 to mark all underground public utilities. It is your responsibility to confirm site readiness. Criteria are:

- Electric and natural gas line routes and alternatives (if applicable).
- Approved electrical inspection.
- Clearly marked electric and natural gas meter locations on walls or approved pedestals.
- A path at least 12 feet wide (underground) or 30 feet wide (overhead) to accommodate our construction service installation work.
- A site that is leveled or sloped with a clear path 12 feet wide and ready for top dressing or sod, with no additional dirt added or removed.
- Submission of a Go-Ready form when all site readiness criteria are satisfied.
- All customer-owned underground facilities staked.

4. Schedule
You’ll receive a courtesy call or email to schedule service installation.

5. Install
We’ll complete energy service installation according to the construction blueprint.

6. Confirm
When you receive an occupancy permit, call us at 800-477-5050. We’ll transition the site from a general rate to a residential rate.

Things to Know About Our Work
- We may dedicate separate crews to complete installation depending on project size and complexity.
- Site readiness and adverse weather may delay installation.
- We’ll use large trucks and heavy equipment, so please use caution near the construction area.
- When trenching, we’ll backfill dirt in the trench without leveling.
- Final restoration is your responsibility.