



# DTE Gas Main Renewal Program

City of Grosse Pointe  
Construction Plan

August 19, 2019

# Gas Renewal Program (GRP)

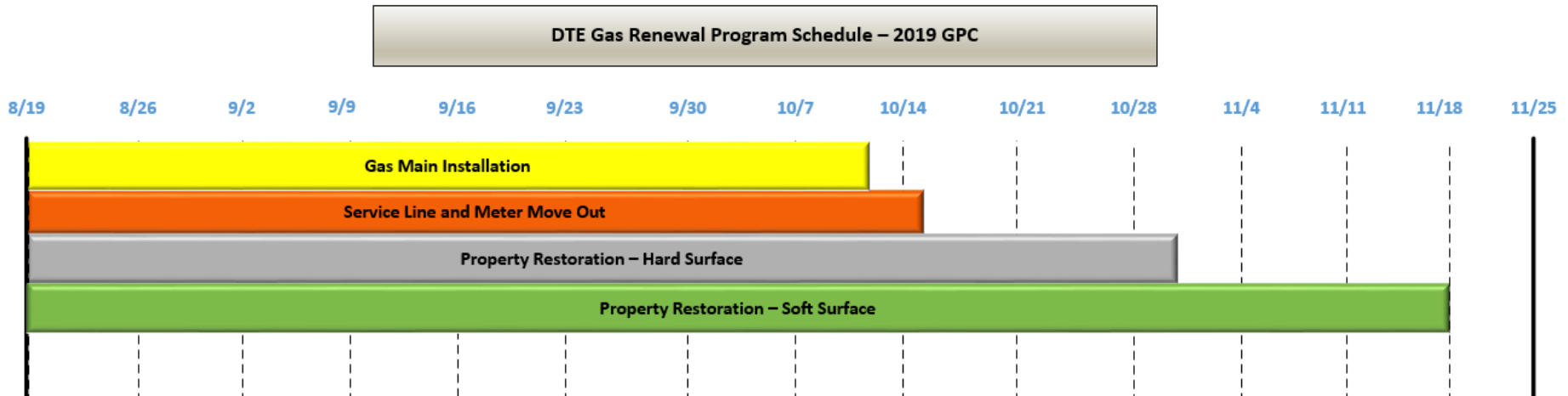
## Introduction and Benefits

- 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.

## Scope of Work

- Installing a total of 23 miles of new gas main.
- Total of 2,339 gas services to be renewed.

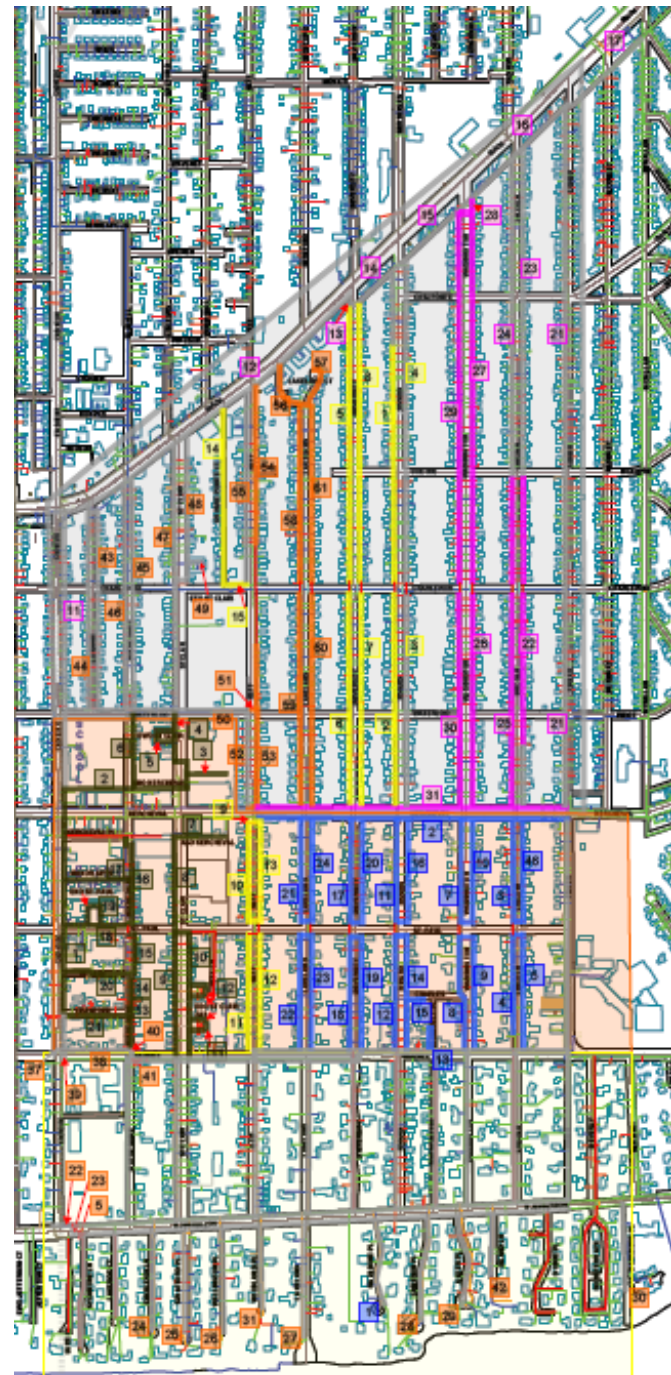
# Project Schedule



	<b>Completed</b>	<b>Total</b>	<b>% Complete</b>
Gas Main Installed (Miles)	12.2	24.9	49%
Services Upgraded (EA)	449	1180	38%

# Project Sequence

1. Gas Main installation crews (Infrasource)
2. Meter Move Out crews (DTE)
3. Restoration begins within 16 days of service completion



# Methods of Communication

## 1) Letter

- Customer Notification Letter and email (sent to premise and landlord)
- Restoration Reminder(sent to premise and landlord)
- 10-day Notice to Service Termination (if access is not granted; left on door)

## 2) Door Hangers

- Schedule Appointment
- Restoration Process/Care
- Final – Restoration complete

## 3) Nextdoor.com (and app)

## 4) Website

- Frequently Asked Questions: <http://dteenergy.com/gasrenewal>
- Program Status map: <http://dteenergy.com/gasrenewalmaps>

# Communication Cadence

	30 Days Before	14 Days Before	Construction Day	0-7 Days After
<b>Letters</b>	Notification Letter & Magnet			
<b>Next Door Posts</b>	Initial Post			Post Restoration
<b>Email</b>		2 week notice		
<b>Yard Signs</b>			Daily	
<b>Door Hangers</b>			Schedule Appointment	Post services Post Restoration
<b>Website Map</b>	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](http://www.dteenergy.com/gasrenewal)