

Step 8 – Surface restoration

All service work includes basic surface restoration.

- **Basic** – Cost included with construction charge. We use native soil backfill leaving 6 to 8 inches mounded on the area to allow for settling. Excess soil is piled at a point farthest away from your house, garage or other structure.

Additional options are available for existing structures. Customers have the option to request we plant seed or sod at an additional cost. The customer may choose to perform the restoration themselves or hire an outside contractor.

- **Seed** – Cost added to construction charges. We use topsoil and seed after the area has settled or has been compacted.
- **Sod** – Cost added to construction charge. We use sod after the area has settled or has been compacted.



A door hanger is left explaining that construction and basic restoration have been completed. If additional restoration was requested, completion timelines depend on the initial trench construction.

Note: Customer is responsible for watering after restoration is completed.

Backhoe and boring construction – Crews typically can use their equipment to drive over the affected area and compact/level the site. Basic restoration is completed at the time of construction. We allow approximately three weeks for additional restoration to be completed, barring any unforeseen weather delays or difficult soil conditions.

Trenching construction – This construction method often is used when there is not enough room for other equipment. Because the trench is so narrow, any compacting typically affects only the top few inches. Basic restoration is completed at the time of construction. When the area settles, some deep holes may form. We allow about five to six weeks for additional restoration to be completed, barring any unforeseen weather delays or difficult soil conditions.

Visit we-energies.com
for more information about
service installation.



Service Process Overview

We look forward to working with you to make your project a success. This service process overview explains the steps we take to install electric and/or natural gas service.

The more you can communicate about the job at the outset, the more quickly and efficiently we can complete the work. Overlooked details may increase costs and lengthen construction times.

For specific questions about our service process, please contact your We Energies representative.



We Energies – Energy You Can Depend On

Step 1 – Application

Complete an application and return to us. A service representative may contact you to verify the information.

Step 2 – Site visit

After receiving a completed application, one of our representatives may visit the site and may request an on-site meeting with the customer and/or contractor.

Step 3 – Design

We generate a design and, if necessary, calculate installation costs. When the design is complete, we discuss costs, credits and extension agreements (if applicable) with you and/or your customer.

Design considerations

Depending on the job, all applicable requirements must be completed before to scheduling and construction.

• Right-of-way

If the job requires obtaining easements, we must determine a path that is acceptable to all parties (including third parties where and if required). We require a signed authorization approving the easement.

Potential delay: A third party may be slow in providing access or may want to receive compensation for the easement.

• Permits

Municipal, county and state permit requirements, as well as environmental issues, can impact the installation timeline.

Potential delay: The permit process can take eight weeks or more.

• Joint-use process

We partner with other service providers (phone, cable) to reduce costs to the customer, potential installation conflicts and dig-in damages to facilities.

Potential delay: In some cases, the process requirements for the other service providers can delay

their response. Customers may be able to reduce this delay by contacting the providers directly to apply for their service. We consult with the customer to determine if waiting for the other service providers is acceptable in the event of a delay.

• Long lead-time materials

The amount of time needed to get materials for the job.

Potential delay: If your design requires items that typically are not stocked, the installation may be delayed to order the items needed.

• Pre-existing facility relocation work

If your service work requires moving existing facilities, we will provide a cost estimate.

Potential delay: Additional engineering and construction time may be added to the project.

Step 4 – Scheduling contingencies

• Cost, design sketch, site ready card

After the cost letter and the final design sketch are sent to the customer, we require payment (if applicable), signed approval of the design sketch and signed site ready card returned to us.

Potential delay: Payment must be received before the service is constructed.

• Inspection (electric only)

An inspection form must be received from the municipal inspector confirming that the customer-owned equipment is wired correctly.

For some commercial and for all industrial installations, a We Energies representative also must inspect to ensure the installation complies with company standards. These standards are laid out in the Electric Service and Metering Manual, which can be found at www.we-energies.com/contractors/electrician/electricians.htm.

Potential delay: A service may be installed but cannot be energized until the municipal inspection is received.



Step 5 – Scheduling

After all the scheduling contingencies are completed, we schedule the order. For smaller, routine installations, work is completed in about three weeks. For larger, more complicated orders, construction time is longer.

Step 6 – Outage coordination (electric only)

Sometimes installation work requires an outage for third-party customers served from the same distribution system. When this happens, we attempt to coordinate the outage to minimize impact on all parties. Some outages may require a considerable amount of preliminary coordination.

Step 7 – Energizing the service

We install a meter and energize service when work is completed. For smaller jobs, the construction crew can install the meter. Larger jobs require us to perform an inspection and install and program the meter. The energized date for larger jobs may trail the construction completion date by a few days.