



Electric and natural gas service change requests

Questions? Call 866-423-0364



Your guide for a service change request

We look forward to working with you on your electric and/or natural gas service change. We want to help make your project as easy as possible. The information in this brochure is meant to provide a helpful overview of the various electric and natural gas service change options available.

Start by talking to your contractor and confirm who is responsible for arranging this work to be completed. This will help ensure critical steps aren't missed or duplicated. Then, complete the enclosed service change request form and return it along with a sketch or certified plat of survey, if applicable.

All jobs are different and your project may include additional steps not covered here. Your We Energies representative can provide you with more information. We are pleased to have you as a customer. Providing safe and reliable energy service is our commitment to you.



Rewire/service upgrade

Request a rewire/service upgrade when you are:

- Upgrading overhead or underground service to an existing building.
- Changing from overhead to underground service.

Costs:

- Costs may be associated with rewire/service upgrade changes. A representative will provide you with more information about your costs.
- Underground work from Dec. 1 through March 31 is subject to additional charges.

Steps:

1. Complete and return the service change request form and, if applicable, sketch, site plan or certified plat of survey.

We will call you to:

- confirm receipt of request form.
- review the form and answer any questions.

2. Receive confirmation information.

- You will receive a letter that serves as an invoice for the installation costs.
- You may receive a sketch and a Ready for Service card that must be signed and returned.

3. We schedule your rewire/service upgrade when we receive the following:

- Ready for Service card, if applicable.
- Signed sketch, if applicable.
- Inspection from your municipal electrical inspector.
- Payment, if applicable.

Service relocation

Request a service relocation when you are:

- Making changes to your property that conflict with our electric service, i.e. building addition, adding a deck, swimming pool, landscaping etc. and there is no change in service size.

Costs:

- Costs are associated with service relocation changes. A representative will provide you with more information about your costs.
- Underground work from Dec. 1 through March 31 is subject to additional charges.

Steps:

1. Complete and return the service change request form and, if applicable, sketch, site plan or certified plat of survey.

We will call you to:

- confirm receipt of request form.
- review the form and answer any questions.

2. Receive confirmation information.

- You will receive a letter that serves as an invoice for the installation costs.
- You will receive a sketch and a Ready for Service card that must be signed and returned.

3. We schedule your relocation when we receive the following:

- Ready for Service card.
- Signed sketch.
- Inspection from your municipal electrical inspector may be required.
- Payment, if applicable.

Meter change(s) or addition(s)

Request a meter change or additional meter when you are:

- Consolidating or splitting electric use.
- Adding electric equipment and need a larger capacity meter.
- Removing electric equipment and need a smaller capacity meter.

Costs:

- Costs may be associated with meter change(s) or addition(s). A representative will provide you with more information about your costs.
- Underground work from Dec. 1 through March 31 is subject to additional charges.

Steps:

1. Complete and return the service change request form.

We will call you to:

- confirm receipt of request form.
- review the form and answer any questions.

2. A representative will inform you of the requirements you need to meet before work can be scheduled. After those requirements are met, we will schedule the work.

Service relocation

Request a natural gas service relocation when you are:

- Making changes to your property that conflict with our natural gas service, i.e., building addition, adding a deck, swimming pool, landscaping, etc.

Costs:

- Costs are associated with service relocation. A representative will provide you with more information about your costs.
- Underground work from Dec. 1 through March 31 is subject to additional charges.

Steps:

1. Complete and return the service change request form and, if applicable, sketch, site plan or certified plat of survey.

We will call you to:

- confirm receipt of request form.
- review the form and answer any questions.

2. Receive confirmation information.

- You will receive a sketch that must be signed and returned.

3. We schedule your service relocation when we receive the following:

- Signed sketch.
- Payment.

Change in delivery pressure

Request a natural gas meter pressure change when you are:

- Changing the original set pressure.
- Adding natural gas equipment and need more pressure.
- Removing natural gas equipment and need less pressure.

Costs:

- Costs may be associated with meter pressure changes. A representative will provide you with more information about your costs.

Steps:

1. Complete and return the service change request form.

We will call you to:

- confirm receipt of request form.
- review the form and answer any questions.

2. We schedule your change in delivery pressure when we receive the following:

- Payment, if applicable.

Meter change(s) or addition(s)

Request a natural gas meter change when you are:

- Consolidating or splitting natural gas use.
- Adding natural gas equipment and need a larger capacity meter.
- Removing natural gas equipment and need a smaller capacity meter.

Costs:

- Costs may be associated with meter changes. A representative will provide you with more information about your costs.

Steps:

1. Complete and return the service change request form.

We will call you to:

- confirm receipt of request form.
- review the form and answer any questions.

2. We schedule your meter change/addition when we receive the following:

- Signed sketch, if applicable.
- Payment, if applicable.



Restoration

After our construction activity is complete, we will replace the excavated soil and mound the affected area.

Please make sure you review our entire surface restoration practices. Visit www.we-energies.com/surfacere restoration for more information.