



We Energies
231 W. Michigan St.
Milwaukee, WI 53203
www.we-energies.com

Rewire process for electricians

Summary

State of Wisconsin licensed electricians are able to complete an online training course to become We Energies-certified for electric meter removals and installations. The certification grants electricians the ability to remove and reinstall electric meters for residential rewires of the same voltage and type (ex: 120 V overhead to 120 V overhead).

Electricians are not allowed to temporarily energize overhead to underground service rewires. Our policy is to perform same-day reconnections, including an inspection, as long as the electrician allows enough time to plan and schedule the cutover date and inspection. Scheduling and communication are key to efficiently managing same-day service for you.

To learn more: Visit the contractors page on we-energies.com for more information about our policy.

Questions and answers – All rewires

Why did We Energies change this policy?

We Energies is allowing certified licensed electricians this ability to better accommodate typical electrician starting times in the field. We realize our earliest disconnect of 9 a.m. was not early enough for many.

Does this new policy pertain to all rewires?

No. Commercial rewires and residential 320A rewires still require scheduling a disconnect and reconnect. Overhead to underground and underground to underground rewires require scheduling a reconnect.

Is an inspection required to re-energize the service?

Yes.

Who should I contact in an electric emergency?

We are available 24 hours a day at 800-662-4797 to take emergency calls and dispatch crews.

Do I need to submit an application for rewire work?

An application is required for any work involving a rewire/upgrade. A We Energies job owner is assigned when an application is submitted.

What is a job owner?

He or she is the point of contact for the customer and electrician.



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What happens if we do not follow this policy?

Offenders will be reported to Wisconsin Department of Safety and Professional Services.

What information does We Energies require from me to register?

After completing the online course, there is a webpage that will ask for your first and last name, license number, date of birth, phone number, email address and completion date.

Why does We Energies need my D.O.B., phone number and email address?

We will use your date of birth to help prevent fraudulent calls. Your phone number and email will be used to contact you if we have an issue verifying your information.

After I pass the online learning and register, how long will it take to add me to your system?

Please allow 7 to 10 business days for your information to be added to our system.

How long is the certification good for?

Your certification is valid for one year from the date of completion.

Questions and answers – Overhead to underground rewires

What if I can't get the work done by 3:30 p.m.?

We can perform service reconnects and accept verbal inspections after hours and on weekends. Inspectors should call 800-300-0100, ext. 9100, and electricians should call 800-242-9137.

How long does the process take and how early should I schedule a reconnect?

For overhead to underground rewires, after all contingencies are met, it is scheduled to construction and will be completed in approximately three weeks.

How do we explain to a customer that an overhead to underground rewire will cost more and cause them to be out of power for two days if they want to reuse the existing service location on the house?

As long as the necessary planning and scheduling have been done ahead of time, the customer should still experience only a one-day outage.