



# Welcome to your new home

Your guide for new service installation



## Welcome to We Energies!

Congratulations on building your new home! We are excited to work with you to provide electric and/or natural gas service. Because building a new home requires much work and coordination, we want to help make your installation as easy as possible.

The first thing we suggest you do is talk to your builder and determine who is responsible for arranging electric and/or natural gas service installation. This will help ensure that any of the new service installation steps aren't missed or duplicated.

This brochure provides you with an overview of the steps we'll take together to get your new service installed. It also provides you with a checklist you can use to track progress on the job.

Also enclosed, you will find a new service application and site plan. Your first step to getting new service installed is to complete and return the new service application. You also will need to send a **certified plat of survey** along with your completed application. If you do not have a plat of survey, please use the enclosed site plan and return that, along with your completed application.

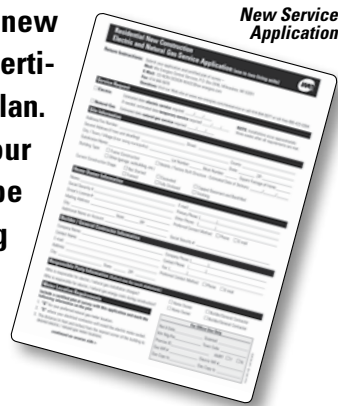
While the information we provide will give you a helpful overview of our process, we have additional information available at **[www.we-energies.com/newservice](http://www.we-energies.com/newservice)**.



We are pleased to have you as a customer. Providing safe and reliable energy service is our commitment to you.

We look forward to working with you to install new electric and/or natural gas service. Here's an overview of the new service installation process.

**1. Complete and return a new service application and certified plat of survey or site plan. Be sure to check with your builder to see who will be responsible for returning the new service application, Ready for Service cards and any applicable payments.**



**2. Receive confirmation information.**

- First, we call you to confirm that we've received your new service application.
- Next, we send a letter that serves as an invoice for the installation costs. We also send Ready for Service card(s).



**3. Let us know when you are ready for service.**

Send your Ready for Service Card(s) back when all requirements for your new service are complete. If all requirements are not met, your new service may be delayed.

**4. Schedule new service installation.**

- Upon receiving your signed Ready for Service card(s), we will schedule your new service installation(s).

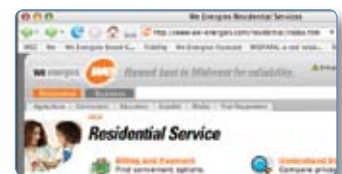
- New service installations from Dec. 1 through March 31 are subject to additional charges. To avoid additional charges, you have two options:
  - > **Option 1:** Submit the completed and signed Ready for Service card(s) for electric and/or natural gas service installation on or before Dec. 1. By submitting the card(s) you are verifying all the conditions listed on it are complete, you are ready for service and that all requirements (permits, inspections, etc.) are met.
  - > **Option 2:** Request your electric and/or natural gas service to be scheduled for installation during the weeks following March 31.

Once all the requirements are met, we will schedule your new service installation. Installation is typically completed within three weeks after all requirements are met. This timeline is dependent on the complexity of your job, weather, road restrictions and crew availability. We do everything we can to manage to your targeted required-by date. We will contact you if we are unable to meet the target date.

### More information available online

Visit [www.we-energies.com/newservice](http://www.we-energies.com/newservice) for new service installation details, including information on:

- Meter location
- Tree planting
- Billing details
- Surface restoration
- Seasonal installation charges
- Ready for service requirements
- Marking private underground facilities
- Service installation path requirements
- Coordinating other utility services (cable, telephone)



## New Service Checklist

Use this checklist to keep track of how your new service installation is progressing.

- I sent in my completed service application and certified plat of survey (or site plan).  
Date: \_\_\_\_\_
  
- I received a phone call from a We Energies representative confirming receipt of my new service application.
  
- I received the following information from We Energies:
  - Invoice letter with the installation cost and additional information.
  - Ready for Service card(s).  
Date: \_\_\_\_\_ (electric)  
Date: \_\_\_\_\_ (natural gas)
  
- I sent my payment for installation costs (if applicable).  
Date: \_\_\_\_\_ (electric)  
Date: \_\_\_\_\_ (natural gas)
  
- I have met all of the requirements for service installation and sent in my Ready for Service card(s).  
Date: \_\_\_\_\_ (electric)  
Date: \_\_\_\_\_ (natural gas)
  
- I received a phone call(s) from a We Energies representative informing me of my installation schedule.  
Date: \_\_\_\_\_ (electric)  
Date: \_\_\_\_\_ (natural gas)
  
- I called We Energies at 800-242-9137 to have account information transferred to my name (if necessary) after my service has been installed.  
Date: \_\_\_\_\_

**Questions?** If you have questions about your new service that aren't discussed here or at [www.we-energies.com/newservice](http://www.we-energies.com/newservice), please call us.

**414-944-5677 or  
866-423-0364 (toll-free)**