



Electric and natural gas service change requests

Your guide for a service change request



Energy you can depend on

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.

Questions?

Call 866-423-0364

Electric service changes

Underground work from **Dec. 1** through **March 31** is subject to additional charges.

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 may be associated with rewire/service upgrade changes. A representative will provide you with more information about your costs.

Steps:

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

We will contact you to confirm receipt of the request form and answer questions you may have.

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. Rewire/service upgrade is scheduled when we receive the following from you:

- 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 (e.g., adding a deck, building extension, swimming pool or landscaping), and there is no change in service size.

Costs are associated with service relocation changes. A representative will provide you with more information about your costs.

Steps:

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

We will contact you to confirm receipt of the request form and answer questions you may have.

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. Service relocation is scheduled when we receive the following from you:

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

Meter change or addition

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 may be associated with meter change or addition. A representative will provide you with more information about your costs.

Steps:

1. Complete and return the service change request form.

We will contact you to confirm receipt of the request form and answer questions you may have.

2. A representative will inform you of the requirements you need to meet before work can be scheduled.



Natural gas service changes

Underground work from **Dec. 1** through **March 31** is subject to additional charges.

Service relocation

Request a natural gas service relocation when you are:

- ➔ Making changes to your property that conflict with our natural gas service, e.g., adding a deck, building extension, swimming pool or landscaping.

Costs are associated with service relocation. A representative will provide you with more information about your costs.

Steps:

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

We will contact you to confirm receipt of the request form and answer questions you may have.

2. Receive confirmation information.

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

3. Service relocation is scheduled when we receive the following from you:

- 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 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 contact you to confirm receipt of the request form and answer questions you may have.

2. Change in delivery pressure is scheduled when we receive payment, if applicable.



Surface repair

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 repair practices. Visit www.we-energies.com/surfacerepair for more information.

Meter change or addition

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 may be associated with a meter change or addition. A representative will provide you with more information about your costs.

Steps:

1. Complete and return the service change request form.

We will contact you to confirm receipt of the request form and answer questions you may have.

2. Meter change or addition is scheduled when we receive the following from you:

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



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