



**DTE Energy®**

**DTE Gas Main Renewal Program  
City of East Grand Rapids**

**2019 Construction Plan  
Oakwood - Breton to Lake Grove**

# Gas Renewal Program (GRP) Introduction and Benefits



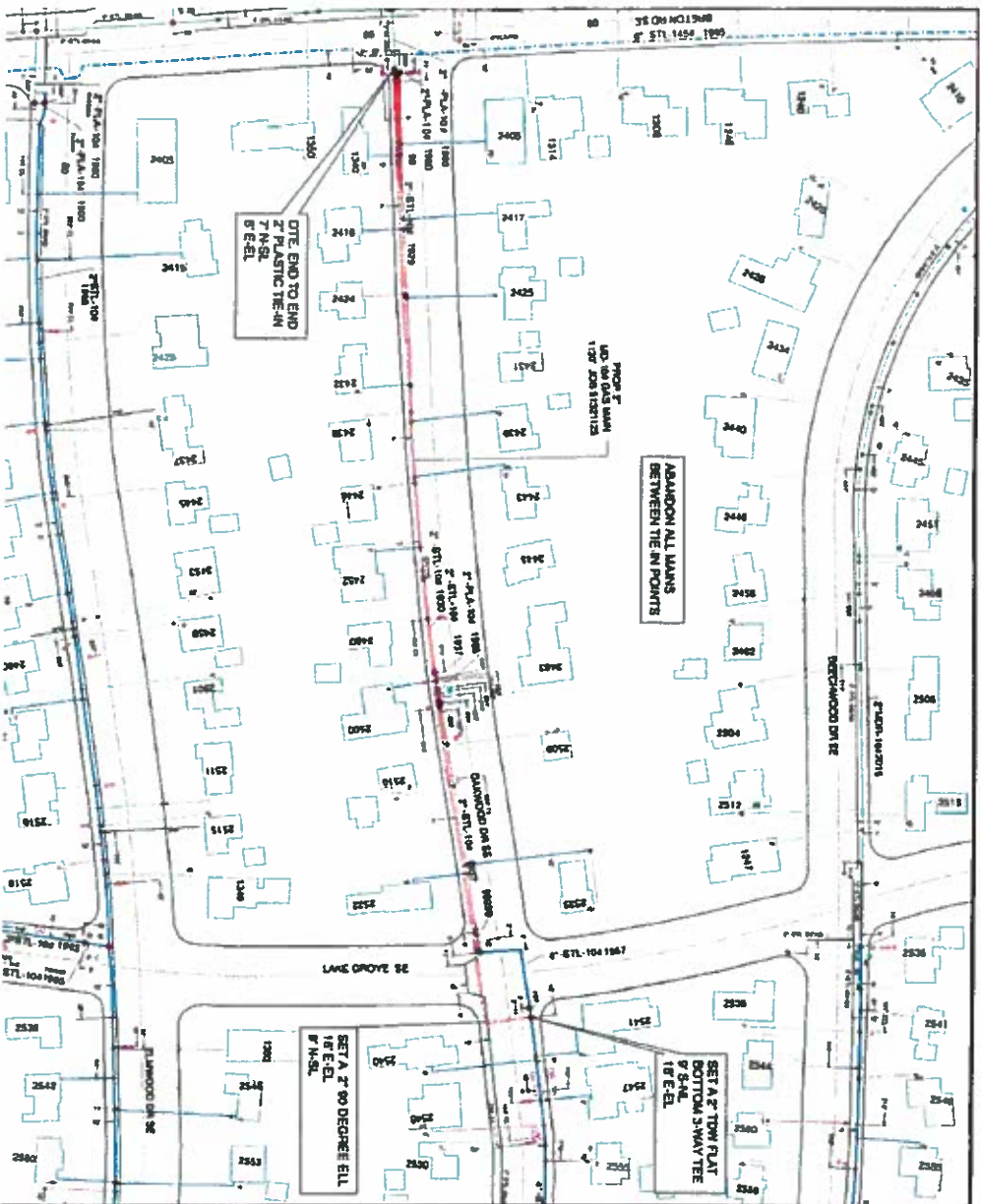
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- The GRP program is an upgrade of the aging natural gas infrastructure including: new pipes and service lines, meter relocation from inside to outside building locations and installation of new natural gas advance meters.
- Benefits of the program include:
  - Older main and service lines are being replaced with new and improved materials, minimizing the risk of gas leaks.
  - Enables improved response time to a gas system outage by turning the meter off from the outside.
  - Minimize estimated reads.
  - Minimize customer inconvenience by eliminating the need to enter the home for maintenance.
  - Improves customer satisfaction by facilitating more frequent and comprehensive inspections and maintenance work on a meter that has been placed outside.
  - The work will be done at absolutely no additional cost to customers.



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# Oakwood Scope of Work



## Scope

- Install 1130' of gas main between Brenton and Lake Grove
- 21 services impacted

## Permit Requirements

- Bore all driveways

# Gas Renewal Program Communication Plan



## Communication Cadence

Communication	Cadence	Distribution Method
Program Initial Letter	Prior to Initial Site Visit (Pipe-Fitting)	Mailing System
Frequently Asked Questions (FAQ) Letter	Prior to Initial Site Visit (Pipe-Fitting)	Mailing System
Appointment Scheduling Call	As Needed	DTE Energy Team Member
Sorry We Missed You	As Needed	DTE Energy Crew Members
MPSC Mandated Disconnect Notice	As Needed	DTE Energy Crew Members
Work Complete/Application Relight	As Needed	DTE Energy Crew Members
Restoration Carryover	As Needed	DTE Energy Crew Members

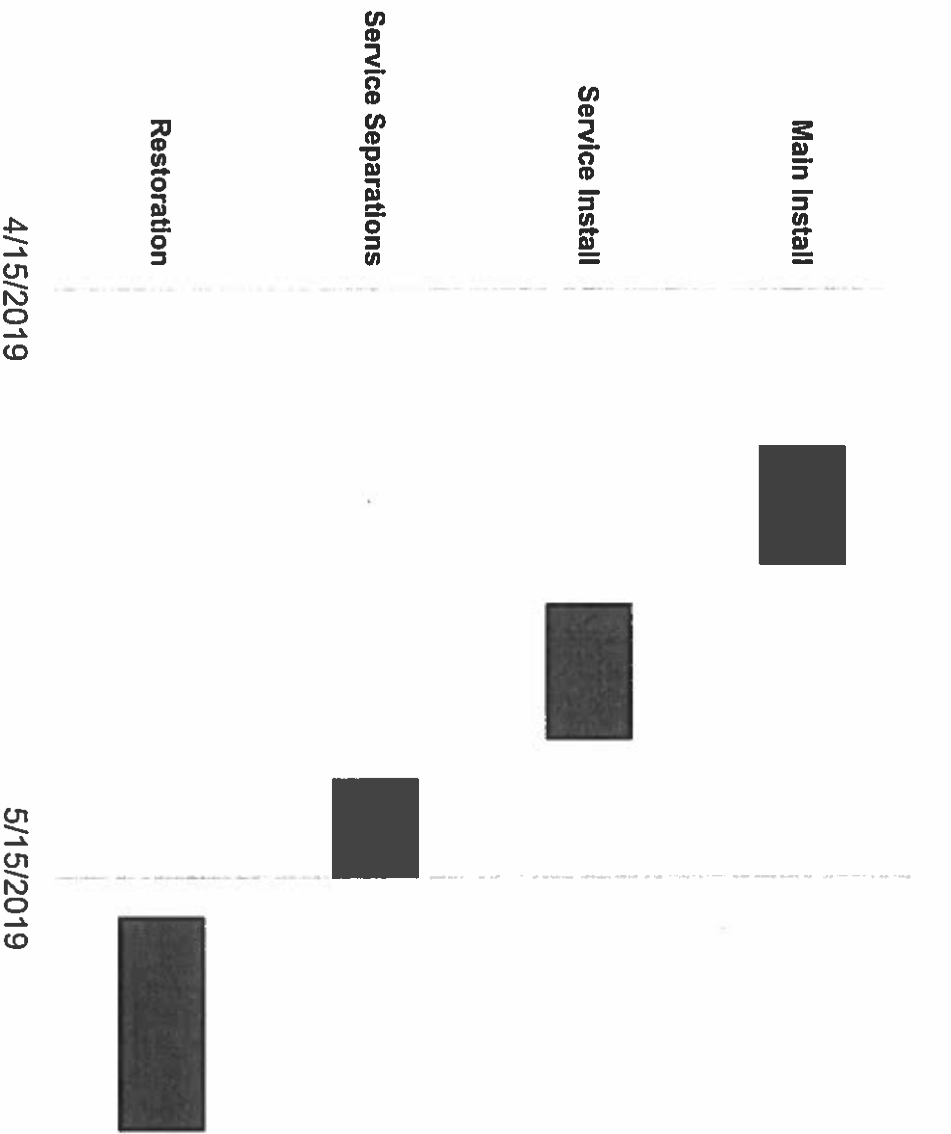
## Completed Customer Communication

- Program Initial Letter
  - Sent 12/26/18
- FAQ Letter
  - Sent 12/26/18

# Oakwood Construction Schedule



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- Construction Start  
– April 23<sup>rd</sup>
- Restoration Finish  
– May 28<sup>th</sup>

\* Schedule subject to change pending weather