

# ***Greater Grand Rapids HBA meeting***

***Featuring:***

## **Customer On-Time Delivery**

**June 14, 2018**

**Consumers Energy**

*Count on Us*

## We are Customer Energy Management (CEM)

- Our primary goal is to coordinate customer-requested projects working with several departments and external agencies. We are focused to do so in a timely manner to meet your needs.
- To provide World Class Performance while delivering Hometown Service.
- **Energy Request Center - Statewide;**
  - Handles all requests to be assigned to CEM Project Coordinators and Technicians.
  - Makes initial call to requestor to validate request and to collect scoping information. Initial call is made within 24 hours of new request.
  - Initial discussion of requested date of service.

- **Express Design Department - Statewide:**
  - Handles all residential subdivision service requests statewide as well as services requests to qualifying unplatted and land divided properties.
  - Must meet criteria of having pre-installed facilities to serve immediately from. Can involve some additional coordination. 4-6 week lead time.
  - Staffed with technicians to draw up service prints. Prints are drawn within 5 business days. Temporary services are drawn within 24 hours.
  - Also handles gas meter upgrades and gas & electric project demolitions.

- **Zonal Department – Area/HQ specific:**
  - Handles larger scope residential and commercial project work that involves bringing line facilities to properties in order to serve from. Assigned to Project Coordinators.
  - Complex design and coordination. Typically 8-12 week lead time.
  - This type of work encompasses long lead time factors such as obtaining municipal permits, easements, tree trimming, and billing contracts.
  - Simple work (services, demos, etc) handled by Technicians.

- **Support Center – Statewide**
  - Services provided to Express and Zonal teams;
    - Customer packet/invoice
    - Contracts
    - Permit submittal
    - Inspection notices
- **Customer Attachment Program (gas) – Statewide**
  - Providing financed gas mains.
  - Currently suspended for new mains.

## Internal groups we coordinate with:

- Low Voltage Design team (LVD)
- Right of Way Specialist
- Forestry Department
- Permitting (Support Center)
- Billing/Contracts (Support Center)

## External entities we coordinate with:

- Municipal agencies
- MDOT and Federal (MDEQ, FAA)
- Railroad companies
- Other utility companies

**Take a breather !**

**Any questions?**

# **COTD! (Customer On Time Delivery)**

Applies to ALL new service requests.

We work to deliver service on your timeline established upon request or as adjusted by you during project (Calculator).

As business partners, we will work with you to determine an install-by date based on when you will have your requirements met.

Our focus is to discuss our standard timelines with you upfront so you are well informed. This will enable us to be ready to serve you when you are ready.



**Our processes drive a standard way of doing business as well as provide consistency.**

Developed process timelines for each phase of the project.

- Initiation (1 business day)
- Scoping (5 business days)
- Design/Drawing (5-20 business days)
- Prerequisites/Pre-Scheduling (up to 30 bdays+)
- Scheduling (dependent on job classification)
- Installation (dependent)

## Timeline specifics – after release to Scheduling

- Overhead services - **3 to 5** business days after release.
- Underground services – **6 to 8** business days after release.
- Single pole installations w/service – **9 to 11** business days after release.
- Multiple pole or underground line installations w/service -  
**16 to 18** business days after release.
  - less than 80 crew hours of work.
- Multiple pole or underground line installations-  
**28 to 30** business days after release.
  - more than 80 crew hours of work.
  - Typically developments and large commercial.

## Communication practices

- ERC 24 hour call back.
- Project Coordinator or Technician contacts within 24-48 hours upon assigned work.
- Regular contact during design and prerequisite phases (every two weeks or agreed upon increments).
- **NEW – Robo calls for pending prerequisites.**
- Upon release of work to Scheduling (with expected date range of install).
- Scheduling calls (site check + schedule date range)
- Delay updates.
- Site check issues.

## **Automated/Robo calls during prerequisite phase:**

### **Outstanding Construction Payment:**

This campaign will place a call to a customer 10 days after their bill has been generated if the payment has not yet been received yet. If caller answers they'll have the option to transfer directly to Paymentus to make their payment over the phone. For a call that goes to voicemail, a message is left reminding them of the needed payment in order for their job to proceed.

### **Aged Notifications:**

This campaign will place a call to a customer 21 days prior to the required end date on the notification.

This call reminds the customer of the COTD date as well as providing them the due date to have required prerequisites met in order for their job to be installed by the COTD date.

The same message is played both for calls answered by the customer and calls that go to voicemail.

## **Site check:**

Occurs the week before install date

Will receive auto calling indicating to be out that week

After 2 failed site checks service will be removed from the schedule

Scheduling will contact customer after 1<sup>st</sup> failed site check and

design will contact after 2<sup>nd</sup> to align on new install date

If job is removed from schedule then picture will once again be

required

## **Installation:**

If issues arise during install operations/scheduling will align with customer to resolve.

If resolution cannot take place within 30 mins, request may be removed from the schedule and sent to design for further alignment.

(Express Design) If job is removed from schedule then picture will once again be required.

## **Express Design Specs:**

Once scoping is complete, customer packet will be sent out in 7 business days.

Once design is done but prior to receiving billing the customer will receive an email from the designer detailing the side of service and when pre-reqs are needed to align with want date.

Electric meter will be placed on the 1<sup>st</sup> available corner from the side of the existing source

Requirement for scheduling service:

- Payment

- Gas meter location marked and/or electric socket installed

- Inspection

- Flagged customer owned facilities

- 3 inches within final grade

- 12' clear service path

- 2 site photos (1 of meter location and 1 of the service path from the source location)

- Signed go ready form

# Application for Residential Service

## Construction Request - Natural Gas & Electric



Please return completed application to one of the following (e-mail preferred):

E-mail: [poboxceservicerequest@cmsenergy.com](mailto:poboxceservicerequest@cmsenergy.com)

Fax: 517-374-2424

Mail: Consumers Energy Service Request, 530 W Willow St, Lansing, MI 48906

### Service Request

Gas   
  Electric   
  Both   
  Temporary Electric

Ready For Service Date: \_\_\_\_\_

Four week notice required (three week notice required for temporary electric)

### Applicant Information

Name of Applicant or Business (Builder or Homeowner – Builder is preferred)		
Mailing Address (Address to receive documents prior to construction completion)		
City	State	Zip Code
Phone Number (With area code)	E-mail Address	

### Site Information

Site Address for Service		
City	Zip Code	Multi-unit Condo? <input type="checkbox"/> Yes <input type="checkbox"/> No
Subdivision/Development and Lot Number		# of units: <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4
County	Township	

Builder / Contractor Name & Company (if different)	Builder / Contractor E-mail Address (if different)	Builder On Site Phone Number (With area code)
--	--	---

### Building Type

Frame Construction     New     Walkout  
 Mobile / Factory Built Home     Existing     Daylight  
 Temporary Electric (Maximum Underground Length of 10 ft)

### Current Construction Stage

Vacant Lot     Framed  
 Footing     Completed  
 Basement – Backfill Completion Date - \_\_\_\_ / \_\_\_\_ / \_\_\_\_

### Service Requirements

#### Electric Service Requirements

Water Heating - \_\_\_\_\_ kW     Heat Pump - \_\_\_\_\_ kW  
 Geothermal System - \_\_\_\_\_ kW     Air Conditioning - Size \_\_\_\_\_ Tons    Service Size - \_\_\_\_\_ Amps  
 Other (pool heater/instantaneous water heater/garage/etc) – Qty \_\_\_\_\_ - \_\_\_\_\_ kW

#### Gas Service Requirements

Furnace/Boiler - Qty \_\_\_\_\_ - \_\_\_\_\_ Btus     Dryer - Qty \_\_\_\_\_ - \_\_\_\_\_ Btus  
 Range - Qty \_\_\_\_\_ - \_\_\_\_\_ Btus     Water Heater - Qty \_\_\_\_\_ - \_\_\_\_\_ Btus    Total Gas Load - \_\_\_\_\_ Btus  
 Other (generator/pool heater/Instantaneous water heater/grill/etc) - Qty \_\_\_\_\_ - \_\_\_\_\_ Btus

**PLEASE NOTE:**  
 Accurately  
 completing this  
 section allows us to  
 size facilities  
 correctly

# Residential Scoping Document



Please return completed application to one of the following (e-mail preferred):

E-mail: [EDRequestCenter@cmsenergy.com](mailto:EDRequestCenter@cmsenergy.com)

Phone: 1-844-316-9537

Fax: 1-517-374-2424

Mail: Energy Delivery Request Center, Lansing Service Center Room 1  
PO Box 30162, Lansing, MI 48909-7662

Consumers Energy's Preferred Load data method is Full Project Prints, including: (Site Plan, Mechanical Plan, Electric Panel Schedule and Surveys). **Consumers Energy cannot provide a cost or design without ALL Complete and Accurate Information for the Utility Type Requested.** Additional information may be required.

## Authorization

I certify that I own, or am the authorized representative of the person(s) who owns, the property indicated in this application. I certify that the information provided is accurate and will promptly inform Consumers Energy of any plan revisions. If installation requirements differ from what is submitted on this application, I understand these changes may result in an increased cost to me and delay my project.

Signature:

Printed Name:

Date:

## Service Request

New  Existing / Change / Upgrade

Notification Number:

Gas  Electric  Both

Ready For Service Date:

## Customer Contact Information

Customer Name

Customer E-mail Address

Customer Phone Number

Address of Job Location (If no address, please include Road Name, City, Cross Roads, Lot #, Parcel ID #, County and Township)

## Site Contact Information

Builder Name & Company

Builder E-mail Address

Builder On-Site Phone Number

Electrician Name & Company

Electrician E-mail Address

Electrician On-Site Phone Number

Mechanical Contractor Name & Company

Mechanical Contractor E-mail Address

Mechanical Contractor On-Site Phone Number



# Customer Scoping Document for Project Initiation



Notification #

Consumers Energy's Preferred Load data method is Full Project Prints, including: (Site Plan, Mechanical Plan, Electric Panel Schedule and Survey) **Consumers Energy cannot provide a cost or design without ALL Complete and Accurate Information for the Utility Type Requested.** Additional forms may be required.

Customer Contact Information		
Customer Name <input type="text"/>	Customer E-mail Address <input type="text"/>	Customer Phone Number <input type="text"/>
Address of Job Location (If no address, please include Road Name, City, Cross Roads, Lot #, Parcel ID #, County and Township) <input type="text"/>		
Site Contact Information		
Electrician Name & Company <input type="text"/>	Electrician E-mail Address <input type="text"/>	Electrician On-Site Phone Number <input type="text"/>
Mechanical Contractor Name & Company <input type="text"/>	Mechanical Contractor E-mail Address <input type="text"/>	Mechanical Contractor On-Site Phone Number <input type="text"/>
Account Type		
<b>Residential</b>		
<input type="checkbox"/> New <input type="checkbox"/> Existing / Change / Upgrade	<input type="checkbox"/> Modular Home <input type="checkbox"/> Permanent <input type="checkbox"/> Temporary	Square Footage of Home <input type="text"/>
<b>Commercial / General Service</b>		
<input type="checkbox"/> New <input type="checkbox"/> Existing / Change / Upgrade	<input type="checkbox"/> Pole Building <input type="checkbox"/> Business <input type="checkbox"/> Permanent <input type="checkbox"/> Temporary	
<b>Business Operation Type:</b> <input type="text"/>		
<input type="checkbox"/> Months of Operation <input type="text"/>	<input type="checkbox"/> Hours of Operation per Week / Month <input type="text"/>	<input type="checkbox"/> Number of Shifts per Day <input type="text"/>
<input type="checkbox"/> Square Footage of Building <input type="text"/>	<input type="checkbox"/> Number of Employees <input type="text"/>	<input type="checkbox"/> Number of Units <input type="text"/> <input type="checkbox"/> Number of Stories <input type="text"/>
<b>Agricultural</b>		
<input type="checkbox"/> New <input type="checkbox"/> Existing / Change / Upgrade	<input type="checkbox"/> Pole Building <input type="checkbox"/> Grain Dryer <input type="checkbox"/> Irrigation	<input type="checkbox"/> Line Relocation <input type="checkbox"/> Other <input type="text"/>

# Q&A

**Consumers Energy**

*Count on Us*

**Thank you!**

**Consumers Energy**

*Count on Us*