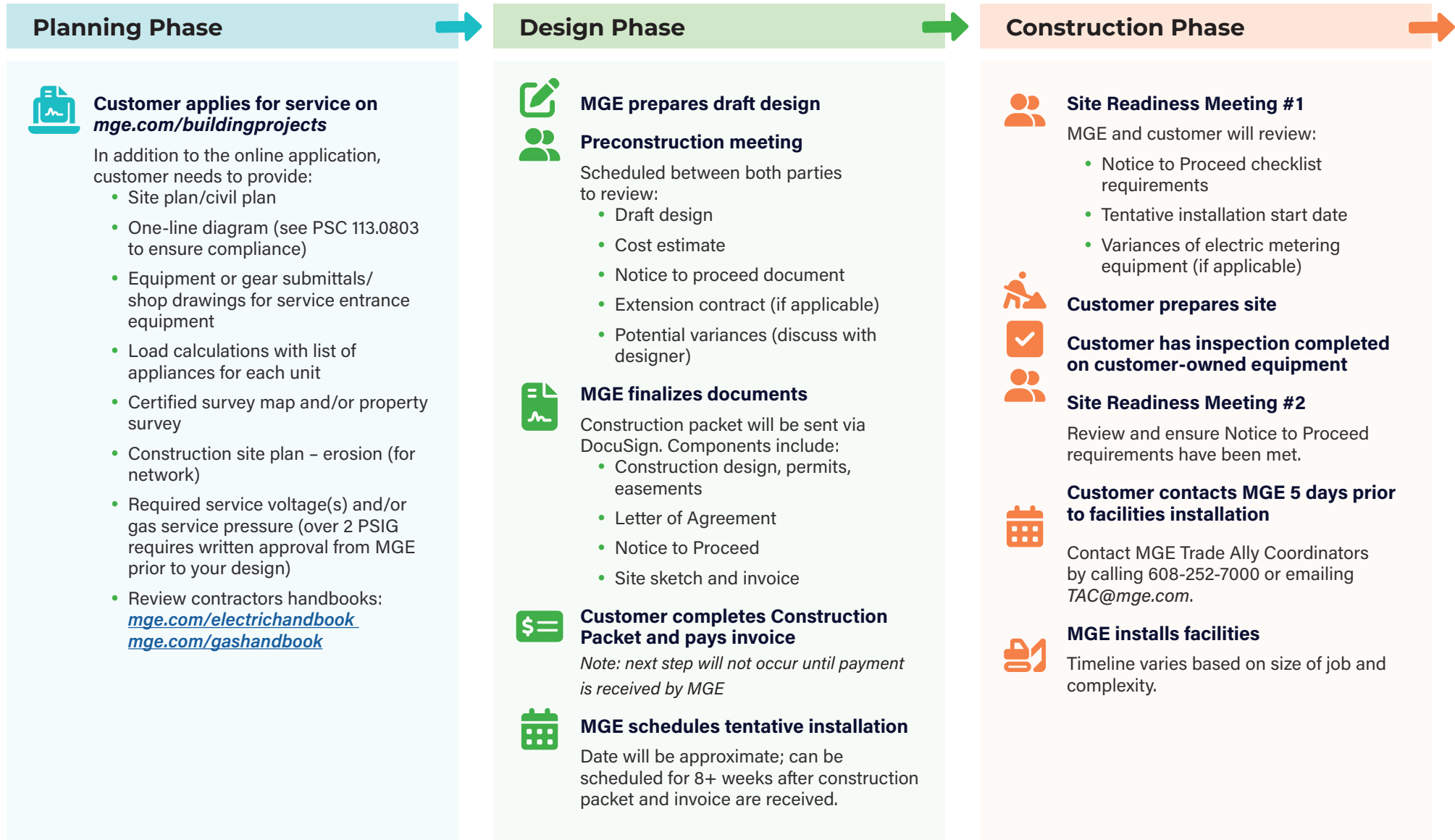




New Service Installation–Commercial Process



New Service Installation–Commercial Process (continued)

Energize/Metering Phase



Customer completes necessary inspections by local municipalities



Customer labels all addresses/ units



MGE installs meters



MGE energizes / pressurizes facilities



MGE begins billing appropriate party for usage



Project Completion Phase



MGE sends final construction bill

Customer may be invoiced or credited difference in actual cost for completed work.

Best Practices for a Successful Service Installation

- Provide MGE information on new projects as early as possible, even if it's preliminary.
- Provide complete plans and drawings during your development/planning phase.
- Encourage internal and external partners to promptly reply to MGE communications to help prevent delays.
- Provide MGE with accurate dates and the project timeline.
- Properly prepare the site, ensuring it's free of obstructions and is graded a minimum of 6 inches for the installation of MGE facilities. Permanent services/meters will not be installed until final grading is completed.
- Winter charges apply from December 1 to March 31 each year and are determined by when MGE actually digs, not by the date of your application.
- Remember, most steps in this process cannot be started until the previous step is completed.
- Adhering to MGE Service policies throughout the design process and communicate changes to engineering

Your responsibilities

You are responsible for the “customer steps” in this process, as noted on the left side of the flow chart above. This includes coordinating with owners, engineers and contractors on your team. Taking time to communicate and get everyone on the same page will help ensure a successful energy project for everyone.

Timeframes

It's important to note that the phase timeframes listed above are typical but will vary depending on the size and scope of your project. Please keep in mind that certain variables specific to your site and project plan may impact the service installation timeframe. As your community energy company, we strive to accommodate reasonable requests within the predefined schedule.

Questions?

Visit mge.com/buildingprojects or email our Trade Ally Coordinators at TAC@mge.com.