Additional repair considerations

Please keep the following in mind about repair work.

If repair includes new grass seed or sod, **you** are responsible for watering and maintaining the affected areas to ensure the seed or sod takes hold. We recommend watering every day for at least two weeks at a minimum. Weather conditions will dictate the actual need.

We also recommend that you do not treat newly seeded areas with herbicides until the fourth time you cut your lawn.

For seed and sod, customer is responsible for watering to ensure growth.

Where can I learn more?

Call us at 800-242-9137 or visit www.we-energies.com/surfacerepair.

More energy answers

How can we help you? Please contact us whenever we can assist you with your energy service.

Customer Service – 24 hours a day

800-242-9137
customerservice@mail.we-energies.com

Website

we-energies.com

Emergencies – 24 hours a day

Electric power outage hotline
800-662-4797

Natural gas leak or emergency
800-261-5325

Safety – Call three working days before you dig

Diggers Hotline (in Wisconsin)
811 or 800-242-8511

Miss Dig (in Michigan)
811 or 800-482-7171

Form 4075 9/19 Lot # 705-8275

Lawn and pavement **repair:**

Your guide to learning about We Energies' repair practices.

***Energy** you can depend on*

Overview

We must access or move our underground electric and natural gas facilities due to customer and municipal requests, as well as routine and emergency maintenance we initiate. How we excavate surfaces in the project area is determined by the type of work we are doing. We make the final decision on which construction method to use.

Regardless of the construction method used, the job often requires us to work on private property. When the work disrupts a surface, such as a lawn or driveway, repairing that surface is the final part of the job.

Throughout the process, our goals are to:

- Provide repair options as soon as possible.
- Understand your expectations.
- Treat your property with care.

When we initiate work that requires repair, we provide this service at no cost to you. Examples of activities for which we are responsible for repair:

- System maintenance or upgrade work.
- Company required or company-initiated work in road right-of-way.

When a property owner initiates work that requires repair, he or she pays for the repair costs. Examples of activities for which the property owner is responsible for repair:

- Customer-initiated work requests.
- Customer-initiated emergency orders, such as digging into our facilities.
- Service relocations or installations.

Surface repair types

Soft – typically, topsoil and seed are used; sod at added cost based on the work needed.

Hard – typically, concrete or blacktop.

If you are responsible for surface repair, you can choose from three options:

Basic: Cost included with construction charge. We use backfill from the excavation, leaving 6 to 8 inches mounded on the area to allow for settling. Excess soil is piled at a point farthest away from your house, garage or other structure.

Seed *(optional)***:** Cost added to construction charge. We use topsoil and seed after the area has settled or been compacted.

Sod *(optional)***:** Cost added to construction charge. Sod is applied after area is settled. Seed is oftentimes a better option, as sod may be hard to match to existing grass.

When will surface repair work be completed?

To allow for natural settling, repair work typically begins a minimum of three weeks after the work is completed. The exceptions to this are:

Inclement weather.

Other work activities in the same area, such as road widening, road resurfacing, municipal sewer or water work, etc. that make it necessary to coordinate efforts and delay repair. Let us know if you are aware of any planned municipal work.

Trenching construction, which requires a longer time to settle. Repair work is planned about six weeks from the trench backfilling date.

When *weather conditions* (typically winter) prohibit repair activities for the season, we notify you that restoration will be completed in the spring. As soon as we can resume repair work, we provide you with an expected completion date. Road weight restrictions, weather conditions and the backlog of repair work from the previous year also are factors in our ability to repair surfaces.

Three week minimum to start repair.