

# Inside Safety Inspections

## Frequently Asked Questions



**Q: *What is an Inside Inspection?***

**A:** An Inside Safety Inspection is a free inspection for all DTE Energy-owned gas meters and service pipes located inside your home or business. Our certified technicians or authorized-contractors perform these quick 10-minute inspections.

**Q: *What will be inspected?***

**A:** A DTE Energy gas technician will inspect the service pipe from the point of entry to your building to the gas meter, as well as all other gas meters in the building and the pipes linking them. Customer owned or house pipe and gas appliances are not included in the inspection.

**Q: *Why are Inside Safety Inspections necessary?***

**A:** Federal law requires DTE Energy to conduct these inspections every 39 months to ensure that service pipes and gas meters meet safety regulations.

**Q: *How long will the inspection take?***

**A:** An Inside Safety Inspection generally takes 10 to 15 minutes for a single meter. If there are multiple meters in your building, it may take longer.

**Q: *How do I schedule an appointment?***

**A:** Call our approved vendor Utility Resource Group (URG) at 888.206.1796 to schedule your inspection today.

**Q: *What happens if I fail to have an inspection?***

**A:** If DTE Energy is unable to complete all required Inside Safety Inspections in a building, it is required by law to disconnect service to the building.

**Q: *What if I schedule an appointment but other residents of my building fail to schedule appointments?***

**A:** In cases where we need access to meters and pipes in individual units within a building, we will make multiple attempts to reach the residents of each affected unit. If some residents do not respond to the requests, we may disconnect service to the entire building. For residents who receive the inspection, DTE Energy will reconnect service at no cost to you once all required inspections in the building have been completed.

**Q: *What happened if my service is disconnected for failing to schedule an appointment?***

**A:** If DTE Energy is forced to disconnect service, you may be required to pay a reconnection fee to have service restored.

**Q: *How long will it take to restore my service if it is disconnected?***

**A:** Appointments are made on a first-come, first-served basis and are typically scheduled within five business days from the date of payment. If service is disconnected because another resident failed to comply, service will be restored as soon as possible at no cost to you once all the required inspections in the building have been completed.

**Q: *What should I do to prepare for an Inside Safety Inspection?***

**A:** An adult (age 18 or older) must be present to provide access to the gas meter and point of entry for the service pipe. Please remove anything obstructing access to the gas meter and service pipe and ensure all pets are secured away from the technician and work area. Gas meters concealed behind a wall must be accessible via an access panel.

**Q: *What if the technician finds a problem with the service pipe or meter?***

**A:** DTE Energy will fix the problem immediately at no cost to you.

**Q: *What if the technician finds a problem with the customer's house pipe or gas appliances?***

**A:** Customers are responsible for any repairs to house pipes leading from gas meters to gas appliances and to the gas appliances themselves. If a potentially hazardous situation involving house pipes or gas appliances is observed, DTE Energy will disconnect service at the meter until repairs are completed.