

# Welcome to the Ann Arbor Sustainable Energy Utility!

## Here’s what you need to know about what comes next

Once you sign the service request form, the Ann Arbor Sustainable Energy Utility (A2SEU) will begin preparing your site for installation. The complete process may take several months, and the A2SEU will manage every step on your behalf, notifying you if any action is required.

We are excited you are supplementing your home with clean, resilient, and affordable energy through the A2SEU! We want you to know we appreciate your patience during the installation process, and we’re committed to ensuring a smooth experience with minimal disruption to you and your property.



The future of energy lives here.

### Step 1: Sign the service request form – COMPLETE! ... What happens now?

STEP  
2

**Site visit** — Your property is assigned to one of our installation contractors (Oak Electric, Michigan Solar Solutions, or Homeland Solar), and they will contact you to schedule a site visit and walkthrough of your property.

**When:** Within the next two weeks, you will hear from the installation contractor.

**What to expect:**

- The site visit may include your: roof, attic, main breaker panel, external walls, and electric meter.
- The contractor will confirm the location for your solar panel system and battery system.

**Action required:** Wait for the contractor to contact you to schedule the walkthrough. Be present for the walkthrough.

STEP  
3

**Building permit** — The installation contractor will apply for a building permit on your behalf through the City of Ann Arbor.

**When:** This process typically takes less than two weeks.

**Action required:** None.

STEP  
4

**DTE Interconnection Agreement** — The installation contractor will apply on your behalf.

**When:** This process may take several weeks.

**What to expect (important please read!):**

- You will receive several emails from DTE throughout the process, from [interconnect\\_account@dteenergy.com](mailto:interconnect_account@dteenergy.com). Your assigned contractor will take all the action requested in these emails (paying the indicated fees, uploading documents to DTE, etc.)
- ONLY ONE email requires your attention:
  - Email subject title: DTE Electric Interconnection: Interconnection Agreement Not Signed
  - When you receive this email, find the email from [dse\\_na2@docusign.net](mailto:dse_na2@docusign.net). The subject will contain: “eSignature request: Project:”
  - **Please sign this as soon as possible.** If you run into technical issues with signing, please reach out to your installer or the A2SEU, [seu@a2gov.org](mailto:seu@a2gov.org), right away for help. Delays in signing prevent your system installation and operation.
- Emails from DTE that **do not** require your attention may be titled:
  - Interconnection Application Submitted
  - Interconnection Application Fee - Payment Received
  - Fast Track Review Screens
  - Rejected Application/Design Document(s)
  - CAT1/2 - Distributed Generation (DG) Tariff Approval and Interconnection

**Action required:**

- Watch your email for the “eSignature request: Project:” message from sender [dse\\_na2@docusign.net](mailto:dse_na2@docusign.net)
- Follow the instructions.
- Sign the agreement (contact A2SEU for help signing if needed).

Ann Arbor Sustainable Energy Utility

STEP  
5

**System installation —** The installation contractor will contact you to schedule the physical work at your property, which will take one to two days.

**When:** Usually after the interconnection agreement is signed (Step 4) but in some cases, the installation can happen earlier.

**What to expect:**

- Installations require access to the: roof, main electrical panel, and electric meter.

**Action required:** Wait for the contractor's call and schedule the installation start date; make sure all areas of installation are safely accessible for the installation (and after).

STEP  
6

**City inspection —** Once the system is installed, the installation contractor will schedule an electrical inspection from the City of Ann Arbor to approve the installation.

**When:** This typically occurs within a couple days to two weeks after your system has been installed.

**What to expect:**

- The city inspector will visit your property to inspect the solar, battery, and electrical panel.
- The system is NOT yet operational at this stage.

**Action required:** Wait for the contractor to contact you to coordinate the inspection. Keep all system components accessible at all times, with a minimum of 3-feet of clearance for the lifetime of their installation.

STEP  
7

**DTE paperwork —** Once the system is inspected and approved by the City of Ann Arbor, the installation contractor will file the required installation paperwork with DTE for their review.

**When:** This process can take up to several weeks.

**What to expect:**

- Any emails you receive from DTE at this step do not require your attention.
- The system is not yet operational at this stage.

**Action required:** None

STEP  
8

**DTE inspection —** After DTE approves the paperwork, they will schedule a DTE technician to inspect the system and grant permission to operate (officially turning on your system).

**When:** This process can take up to several weeks.

**What to expect:**

- The DTE representative will visit the outside of your property to inspect the systems. You do not need to be present.
- Should the DTE representative approve the installation, your system will be turned on and begin generating energy.
- Should the DTE representative not approve the installation, the A2SEU, with the installation contractor, will manage any changes required and will work with DTE to reinspect the installation.

**Action required:** Keep all systems components accessible, with a minimum of 3-feet of clearance for the lifetime of their installation.

STEP  
9

**A2SEU turns on your system! —**

Once the system is officially granted permission to operate from DTE, it will be turned on and begin providing power to your property.

**When:** Once permission is granted.

**What to expect:**

- Your A2SEU system begins generating and storing clean, renewable energy.
- Your billing period will begin with the A2SEU.
- You will receive your monthly A2SEU utility bill thereafter.

**Action "required": Enjoy and spread the word!**

- Your new SEU system will function automatically, without any action from you.
- Optional: Monitor your system performance on the FranklinWH mobile app, if desired.
- Keep all system components accessible at all times, with a minimum of 3-feet of clearance.
- Please share with a neighbor how they, too, can enjoy the many benefits of the A2SEU and how simple it is to get started (at A2SEU.com).

Questions? Reach out to us at [seu@a2gov.org](mailto:seu@a2gov.org). You may also find helpful information on the frequently asked questions section of our website, [www.a2gov.org/SEUFAQ](http://www.a2gov.org/SEUFAQ)

Thank you, again, for choosing supplemental energy from the A2SEU. Your participation is helping protect health and safety in our community, reduce climate pollution, and support our local economy.



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Energy Utility