



Liberty Utilities®

Tree Safety and Vegetation Management FAQs

Liberty Utilities invests \$4.0 million each year to trim trees and branches around our structures to reduce outage and fire-related risks. Reliability has steadily increased since initially making this commitment in 2011. Below are some frequently asked questions about our program.

How does Liberty decide what trees and/or branches need to be trimmed?

As a California-based utility regulated by the California Public Utilities Commission (CPUC), Liberty Utilities must maintain clearance between vegetation and high voltage power lines at all times in all areas for public safety and electric system reliability. The CPUC's General Order 95 is the authority by which this requirement is enforced. We also must adhere to the State of California and Cal Fire Public Resources Code for vegetation management requirements. You can find links to all these regulatory agencies' pertinent webpages on our website at www.libertyutilities.com on our Tree Safety webpage.

What is the clearance requirement?

We must maintain a reasonable amount of vegetation clearance beyond the minimum requirements to allow for several years' worth of growth, potential wind sway and other environmental factors. A minimum of four feet of clearance from vegetation to energized equipment is required during fire season and we strive to maintain that clearance year-round too. Hazardous trees, or parts of trees, with the potential to fall into utility lines must be removed. Poles that carry non-exempt hardware (known as subject poles) require a ten-foot radius of ground clearance around the pole and eight foot vertical clearance from encroaching branches and vegetation. For more information please see CALFIRE's Power Line Fire Prevention Field Guide.

How do you determine where you'll be trimming vegetation?

Liberty Utilities routinely inspects and monitors vegetation to ensure compliance with the laws previously mentioned. Each year, we develop a plan to address necessary vegetation management along circuits serving customers. In general, each neighborhood served by identified circuits is on a 3-year cycle for maintenance purposes.

How will I be notified if my neighborhood is to have vegetation management occur?

During tree inspections, Liberty representatives will attempt to talk to you about our plans to remove hazardous vegetation. These employees will always have a Liberty Utilities ID and will

be driving a company issued vehicle. If we are unable to visit with you that day, we will leave a door hanger with a number so you can call us. On rare occasions, we may call you if we have been unable to reach you before work is scheduled to begin. Property owners will be given notice regarding tree removals on their property unless the work is considered an emergency.

What do I do if I see a problem?

If you have a tree on your property—or you observe one elsewhere—that you believe could potentially fall on one of our power lines, we want to know about it! **DO NOT ATTEMPT TO REMOVE OR TRIM THIS TREE YOURSELF!** Please go to our website at www.libertyutilities.com to find and complete our Tree Trim Request Form. Simply select your community on the homepage, then click on the “Safety” link at the top of the page, select “Electrical Safety” and scroll down to the “Tree Safety” link near the bottom of the page. Once your request is submitted, Liberty’s staff of ISA Certified Arborists will visit your site to determine if we need to remove the tree.

What is the process for residential tree pruning and/or removal?

1. Property owner or resident submits a tree inspection request
2. Liberty assigns this request to an Arborist for inspection (Note: inspection may take up to 6 weeks from the time the inspection request is received)
3. Arborist inspects tree/vegetation and determines if work is required
4. If work is required, a work order is generated and assigned to a tree crew
5. Work is scheduled and property owner/resident is notified

Total expected time frame from inspection request submission to tree work may take up to 12 weeks. However, the timing can vary depending on: tree condition, tree crew and arborist resources available and other higher priority projects. It is typical for **non-emergency** tree work identified in the summer months to be scheduled for work in the fall or even winter months.

If you remove a tree on my property, what happens to the wood debris?

If we determine that a tree poses a threat to one of our structures, we will let you know that and schedule a professional tree removal contractor to do the work. However, neither the contractor nor Liberty have the authority to remove wood because the trees on your land are your property. As a courtesy, tree crews cut larger limbs into more manageable lengths and leave wood on-site for customer use. They also chip woody debris, including dead material, up to 4 inches in diameter wherever accessible, and follow best-management practices established for safe, environmentally responsible debris disposal.

I have cables that go from the pole to my home. Will you trim trees that surround those?

The power line running from the pole to your home is called a service drop. If a tree or tree branch is too close to this wire and is consequently rubbing against it causing strain and/or abrasion, you can contact Liberty Utilities' vegetation department to evaluate if these limbs will need to be removed. All other tree related maintenance in the vicinity of service drops is the responsibility of the property owner. If you wish to perform work to a tree in close proximity to your service drop please contact Liberty Utilities' engineering department to schedule an AM/PM. We will come to your residence and disconnect the service wire in the morning so you can remove the encroaching vegetation (during which time you will not have power to your home), and then come back in the afternoon to reconnect your service wire. **DO NOT ATTEMPT TO DO MAINTENANCE OF ANY VEGETATION TOUCHING YOUR PRIMARY SERVICE WIRE WITHOUT CONTACTING US FIRST TO TEMPORARILY DISCONNECT YOUR POWER.** You can call our Customer Service number at (800) 782- 2506 to schedule an appointment with our engineering department.

Please visit our website for more information. If you still have questions, contact us at CAtree@libertyutilities.com