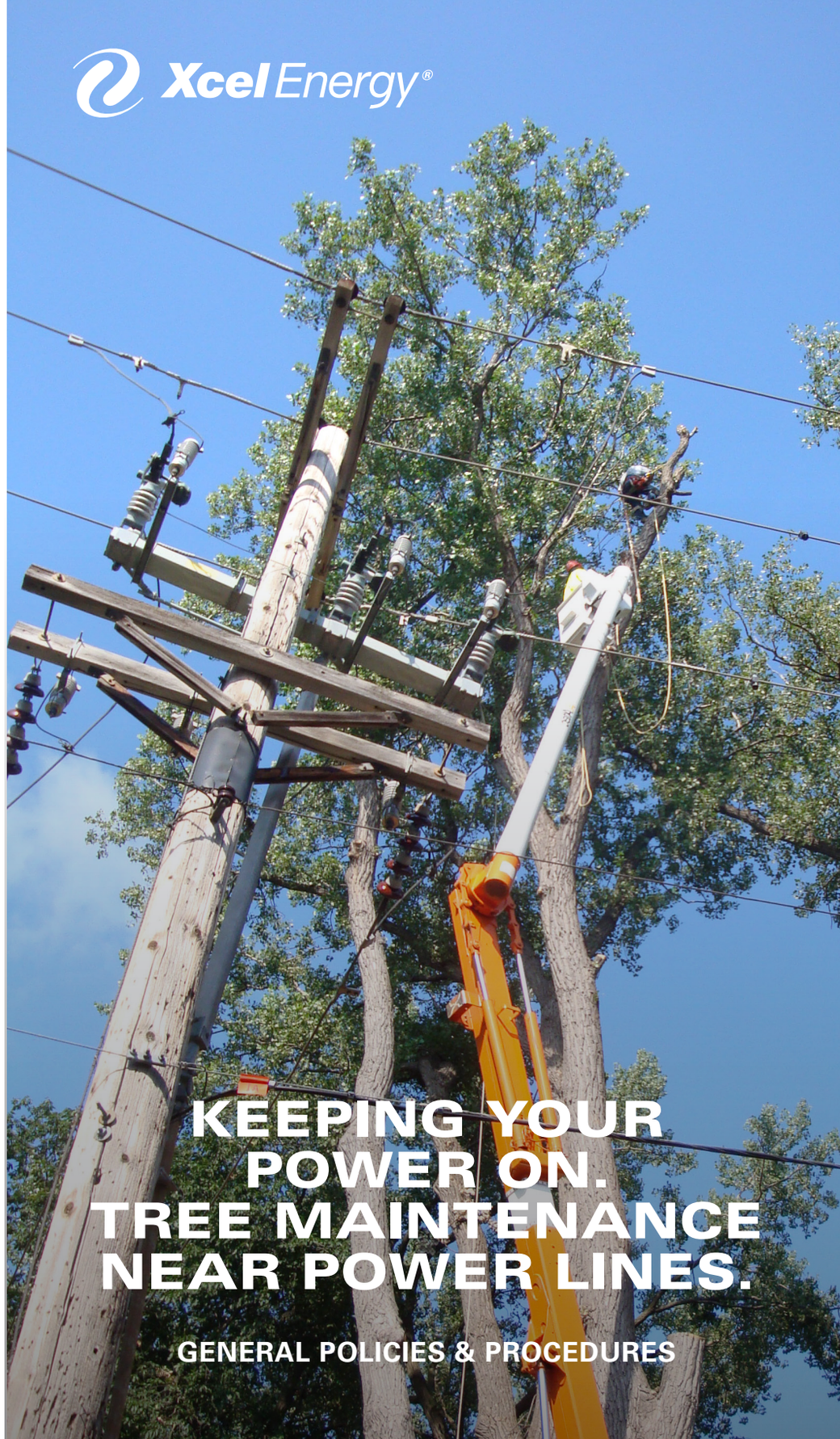
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Xcel Energy®



KEEPING YOUR POWER ON. TREE MAINTENANCE NEAR POWER LINES.

GENERAL POLICIES & PROCEDURES

KEEPING YOUR POWER ON
TREE MAINTENANCE NEAR POWER LINES

General Policies & Procedures

Safety and Reliability: With almost 50,000 miles of distribution power lines in our service area, Xcel Energy prunes and/or removes trees on our maintenance schedule to assist in keeping the public safe and to help ensure reliable electricity. Trees near power lines, either through growth or broken branch failure, can cause downed lines and power outages. People who work or play in or near trees close to power lines can suffer severe injury or even death from electric contact.

Routine Pruning and Tree Removal: During our maintenance, we prune and remove trees to provide adequate clearance for our power lines. When doing this work, small brush and limbs are hauled away, but large limbs and logs are cut into manageable lengths and left on site for the homeowner's use or disposal. If a tree is removed, we do not grind the stump but may treat it with an EPA-registered herbicide to prevent sprouting.

Dead or Dying Trees: Our contract crews are also looking for dead and dying trees, sometimes called hazard trees, that may fall on the lines. The amount cleared on these trees is based on the tree's height and its distance from the power lines. Brush and wood from this work is not hauled away.

We'll Check Your Trees Near Power Lines: Report all broken tree branches on power lines. If you or your private tree contractor plan to prune or remove a tree that is near power lines, call us first at **800-895-4999**. We'll have a field representative come out and evaluate the situation.

We may prune or clear a portion of the tree away from power lines to provide "make ready" clearance for you and your qualified tree contractor. In these situations, wood and brush are not hauled away by Xcel Energy because work was requested by the property owner.

Sometimes trees may be interfering with the power line that runs to your house. In these pole-to-house line situations, you'll need to call us at **800-895-4999** to request to have your electric service wire disconnected or de-energized so you can have a qualified tree worker perform the tree work. In certain areas, a service fee may apply.

Removing Debris from an Emergency Situation: Sometimes a tree branch may fall onto the power lines as a result of an emergency situation—such as a storm. We'll come out and remove the branch—or in extreme cases, the entire fallen tree—but the debris disposal is the tree owner's responsibility.

Working With Property Owners

Because distribution lines are on the property of customers we serve, we have access to them through our customer service agreements. However, there are times when a landowner may disagree with us on a specific issue. If that happens, our goal is to work diligently to resolve the problem and attempt to reach a mutually agreeable solution.

If you have a question or concern about our distribution vegetation management program, please contact us at **800-895-4999**. You can also learn more about our program, by visiting **xcelenergy.com/Trees**.

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