



Dear Customer:

The Lansing Board of Water & Light (BWL) is committed to providing safe and reliable electricity to all of our customers. To support that commitment, BWL conducts a program to trim and, when necessary, remove trees growing too close to power lines. Trees are the major cause of downed electric power lines and power outages. For instance, the severe storm on July 8, 2016 caused widespread outages in East Lansing as a result of trees knocking down power lines. This storm tripped 14 East Lansing power circuits which resulted in 100 percent of customers on those circuits to go without power until repairs were made. In other areas of BWL's service territory where trees were trimmed, only 5-10 percent of customers experienced outages caused by this storm.

The BWL's tree trimming program is designed to reduce power outages caused by trees, and prevent dangerous situations for line crews and the public. This program aims to complete a tree trimming cycle for our entire service area every five years and is based on the most up to date and best practices in the electric power industry.

BWL tree crews will be in your neighborhood in the next one to four weeks to plan to trim trees and, when necessary, remove trees growing too close to power lines. BWL's tree contractors have a "BWL Authorized Contractor" sign on their vehicles. Our crews are required to follow BWL's tree trimming program standards and will do their best to perform their work with respect to you and your property. Please treat them with respect in return.

If we determine tree trimming or removal is necessary, we will leave a door card on your door with a name and telephone number for you to contact for further information. A single painted blue dot on the tree indicates trimming is necessary. Two painted blue dots painted on the tree indicate that a removal is recommended. Once the customer acknowledges the removal, the tree will be painted with a blue "X". Removals may be required under certain circumstances including when a tree is too close to a power line, dead or diseased. Occasionally, small trees and brush may also be removed, but not marked in advance. When trees are removed, stumps are cut as close to the ground as possible. Trunks, limbs and branches over 4" in diameter will be cut to manageable lengths and left on the site for the property owner. Smaller limbs and branches will generally be chipped and removed by BWL. You will not be billed for any of this work.

For more information regarding our tree trimming program, visit our website at [lbwl.com/vegetation.aspx](http://lbwl.com/vegetation.aspx) or call 517-702-6082 between 7am-4:30pm Monday through Friday. We appreciate your cooperation as we work to maintain a safe and reliable electric power system.

Sincerely,

BWL Tree Trimming Department