

Austin Energy will be working in your neighborhood pruning and removing trees from near the electric lines in advance of work designed to improve the lines and raise poles along the 38 ½ St. corridor. The National Electric Safety Code requires Austin Energy to maintain our lines to ensure the safety of our customers and maintain reliable electric service to your neighborhood.

Before we actually perform any work on the trees, we will attempt to contact each property owner that has trees that may be affected by the work. Our Contract notifiers and Austin Energy staff will work with each property owner to attempt to reach an agreement on the work to be performed on the property. I have bulleted out our notification process for your information.

- Contract notifiers evaluate each property to determine the proposed work to be done.
- If the property owner is not home, a door hanger with the proposed work will be left at the residence, unless there is no house or structure.
- The notifiers will attempt to contact the property owners by telephone to discuss the proposed work.
- If the property owner can still not be contacted, a certified letter will be sent to them with a copy of the proposed work to be done.

During this process, each property owner may request the following actions from Austin Energy and its Contract personnel.

- You may request an on-site meeting with a Contractor representative to review the proposed tree work
- You may request an on-site meeting with an Austin Energy employee to discuss the proposed tree work
- You may request to have a third party present during the meetings and/or during the work
- You may request modifications to the proposed tree work
- You may request to not have trees removed on your property
- You may request to be present when the tree work is performed
- You will receive a written work plan (VWP) documenting the final plan for your property
- You may request pricing on potential electric system modification to minimize or reduce tree work

We are always available to answer any of your questions or concerns about the proposed tree work and also any possible tree plantings. If you or any of your neighbors have any questions or concerns, please contact me at 322-6932 or contact Ray Henning at 322-6930.

Michelle McAfee
Austin Energy