

# Memorandum



CITY OF DALLAS

DATE February 27, 2015

TO Honorable Mayor and Members of the City Council

SUBJECT **Vegetation Management**

On Wednesday, March 4, 2015, the City Council will be briefed by Charles Elk and Andrea Sanders with Oncor regarding vegetation management. Briefing materials are attached for your review.

If you have any questions, please let me know.

A handwritten signature in black ink, appearing to read 'Theresa O'Donnell'.

Theresa O'Donnell  
Chief Planning Officer

c: A.C. Gonzalez, City Manager  
Warren M.S. Ernst, City Attorney  
Craig D. Kinton, City Auditor  
Rosa A. Rios, City Secretary  
Daniel F. Solis, Administrative Judge  
Ryan S. Evans, First Assistant City Manager  
Eric D. Campbell, Assistant City Manager

Jill A. Jordan, P.E., Assistant City Manager  
Mark McDaniel, Assistant City Manager  
Joey Zapata, Assistant City Manager  
Jeanne Chipperfield, Chief Financial Officer  
Sana Syed, Public Information Officer  
Elsa Cantu, Assistant to the City Manager – Mayor & Council

# VEGETATION MANAGEMENT

Dallas City Council Briefing

March 4, 2015

WE DELIVER.



# WHY DOES ONCOR PRUNE TREES?

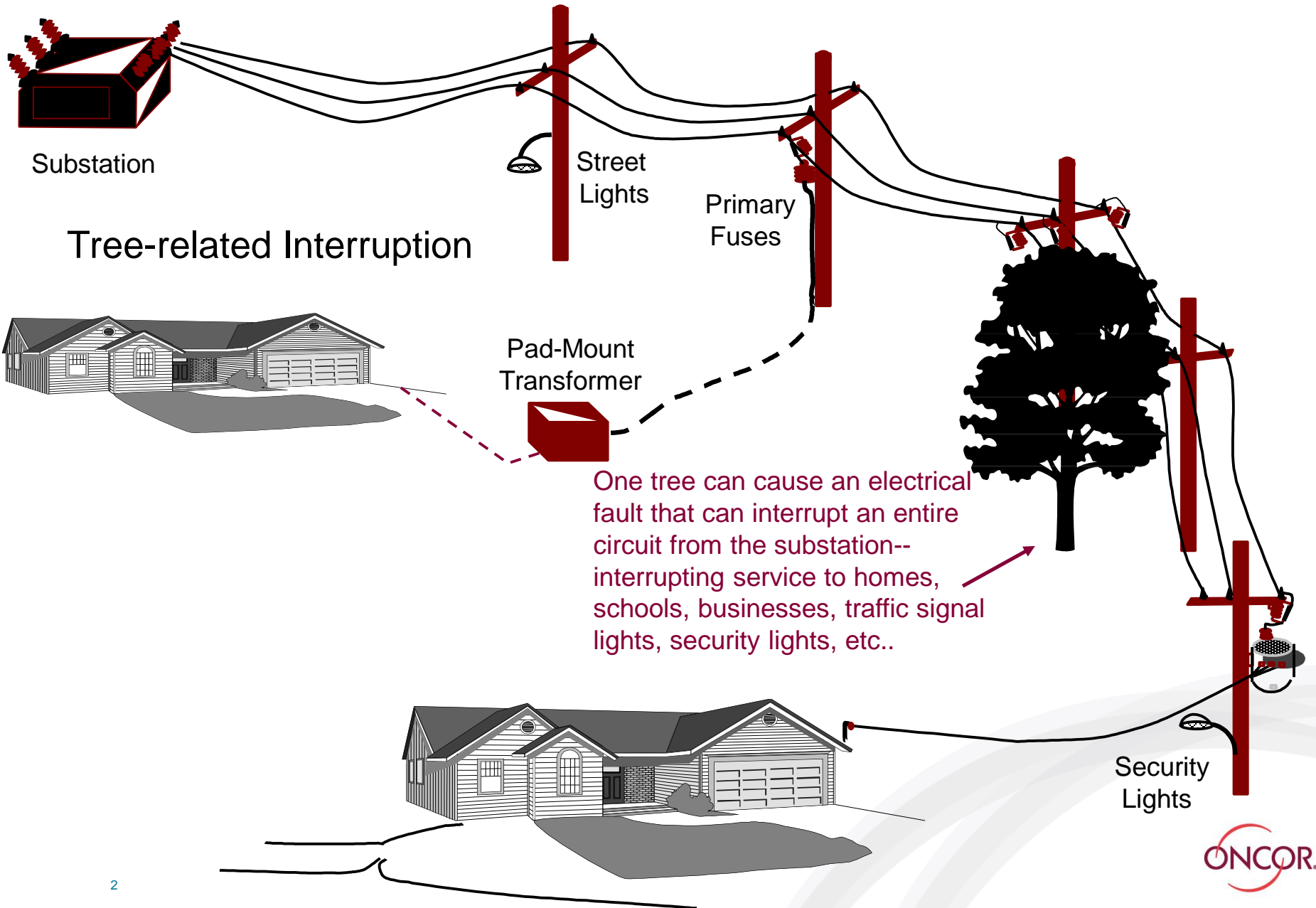
## SAFETY & RELIABILITY

**Vegetation Management is the balance of cost, reliability & aesthetics.**

- Adequate clearance from power lines is essential to providing safe and reliable service
- Tree limbs can provide wildlife access to power lines
- Vegetation contact can create hazardous conditions



# TREE LIMBS IN POWER LINES CAN IMPACT MANY CUSTOMERS

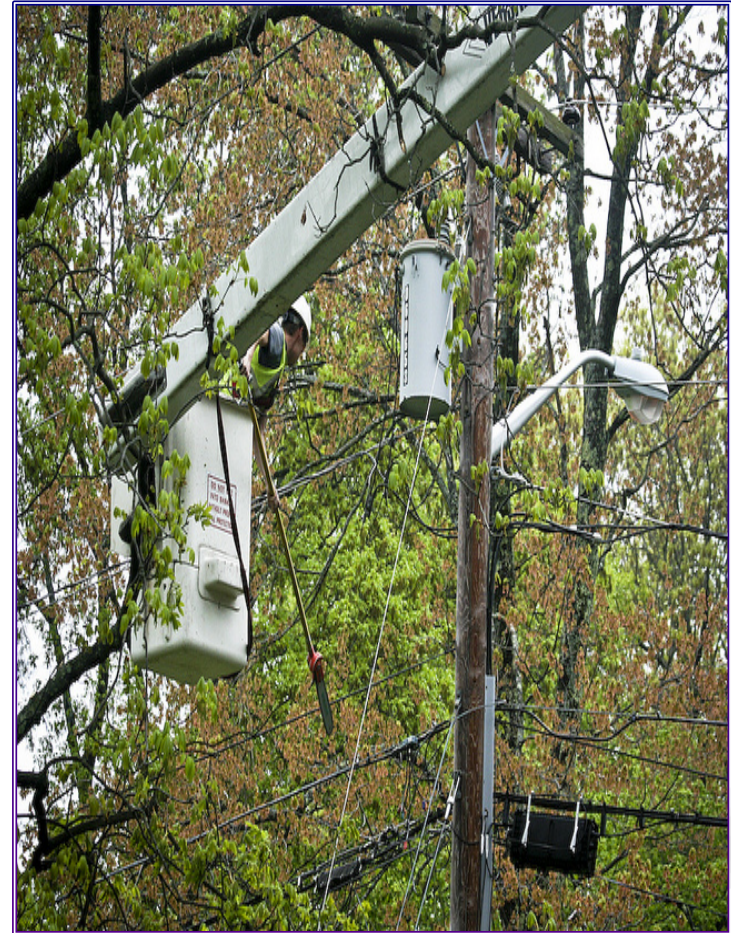


# TREES ARE BEAUTIFUL BUT LIMBS IN POWER LINES CAN BE HAZARDOUS



# WHAT WE ARE DOING

- We have pruned 442 miles of distribution line since the beginning of this year.
- We anticipate pruning 1,450 miles of distribution line by the end of May.
- We anticipate pruning a total of 1,550 miles of distribution line in Dallas by the end of this year.



# REACHING OUT

We provided vegetation management information packets in January to:

- Elected officials
- 478 Homeowners and Neighborhood Associations
- Various City Departments including Dallas PD, City Managers office, Planning & Neighborhood Vitality.



# VEGETATION MANAGEMENT INFORMATION

- Cover letter informing customers of the pending pruning for their area
- A map of the Council District and where pruning would occur
- A list of the Line Certified Contractors working with us
- VM Brochure about our pruning plan for Dallas
- A green VM door card
- Communicating with Oncor
- A Public Utility Commission Utili-Facts overview
- Know Before You Grow brochure
- Frequently Asked “Tree Trimming” Questions.





# KEEPING DALLAS INFORMED

**Oncor will provide monthly VM update emails to:**

- City Council and various City Departments including Dallas PD, City Managers office, City Forestry,
- Homeowners Associations
- Neighborhood Associations
- Crime Watch Organizations
- Additionally, Oncor will be available to speak at community meetings (HOA, NA and Crime watch etc.)



## OVERVIEW OF MARCH 2015 VM COMMUNICATION BY DISTRICT

CITY COUNCIL DISTRICT	DESCRIPTION OF PRUNING LOCATION	DALLAS MAPSCO	COUNCIL DISTRICT REPRESENTATIVE
1	HAMPTON / JEFFERSON	53-D	Council member Scott Griggs
1	CLARENON / TYLER	49 V	Council member Scott Griggs
1	COLORADO / BECKLEY	44 V	Council member Scott Griggs
1	WESTMORELAND / CLARENDON	53-Q	Council member Scott Griggs
2	No trimming is scheduled in this District at this time		Council member Adam Medrano
3	PINNACLE PARK / DAVIS	53 K	Council member Vonciel Jones-Hill
3	CALUMET / JEFFERSON	52 H	Council member Vonciel Jones-Hill
3	REDBIRD / WESTMORELAND	63 N	Council member Vonciel Jones-Hill
3	KIEST / WESTMORELAND	52 Z	Council member Vonciel Jones-Hill
4	ANN ARBOR / SUNNYVALE	66 B	Council member Dwaine Caraway
4	MORRELL / CORINTH	55 F	Council member Dwaine Caraway
4	ILLINOIS / LANCASTER	55 T	Council member Dwaine Caraway
4	KIEST / CEDAR CREST	56 J	Council member Dwaine Caraway

# OVERVIEW OF MARCH 2015 VM COMMUNICATION BY DISTRICT

CITY COUNCIL DISTRICT	DESCRIPTION OF PRUNING LOCATION	DALLAS MAPSCO	COUNCIL DISTRICT REPRESENTATIVE
5	SCYENE / JIM MILLER	48-W	Council member Rick Callahan
5	SAINT AUGUSTINE / LAKE JUNE	59-K	Council member Rick Callahan
6	I 35 / WALNUT HILL	22 M	Deputy Mayor ProTem Monica Alonzo
6	SINGLETON / HAMPTON	43 Q	Deputy Mayor ProTem Monica Alonzo
6	I 35 / ROYAL	22 D	Deputy Mayor ProTem Monica Alonzo
7	LANGNOW / S FITZHUGH	46 M	Council member Carolyn Davis
7	PRAIRIE CREEK / MILITARY PRWY	49-N	Council member Carolyn Davis
7	BUCKNER / I-30	48 C	Council member Carolyn Davis
8	KIRNWOOD / I 35	64 Z	Mayor ProTem Tennell Atkins
8	MURDOCK / LOOP 12	58 Y	Mayor ProTem Tennell Atkins
8	HAMPTON / KIRNWOOD	63-Z	Mayor ProTem Tennell Atkins



## OVERVIEW OF MARCH 2015 VM COMMUNICATION BY DISTRICT

CITY COUNCIL DISTRICT	DESCRIPTION OF PRUNING LOCATION	DALLAS MAPSCO	COUNCIL DISTRICT REPRESENTATIVE
9	No trimming is scheduled in this District at this time		Council member Sheffie Kadane
10	PLANO / WALNUT HILL	28 J	Council member Jerry Allen
11	No trimming is scheduled in this District at this time		Council member Lee Kleinman
12	No trimming is scheduled in this District at this time		Council member Sandy Greyson
13	INWOOD / FOREST	25-A	Council member Jennifer Gates
14	LEMON / TURTLE CREEK	45 B	Council member Philip Kingston
14	GREENVILLE / BELMONT	36-X	Council member Philip Kingston

# CLEARING THE WAY TO BETTER RELIABILITY

- We are performing VM work that will impact 59 substations in the city of Dallas
- This will affect every council district by the end of this year.
- Our VM activities are designed to improve reliability throughout the city and across our service area



# COMMUNICATING WITH CUSTOMERS

- There are 21 Arborists in the field assisting customers with VM questions
- 16 Notifiers go door to door informing customers of scheduled pruning
- 7 Distribution Service Advisors available to assist customers on-site with general Oncor related questions.



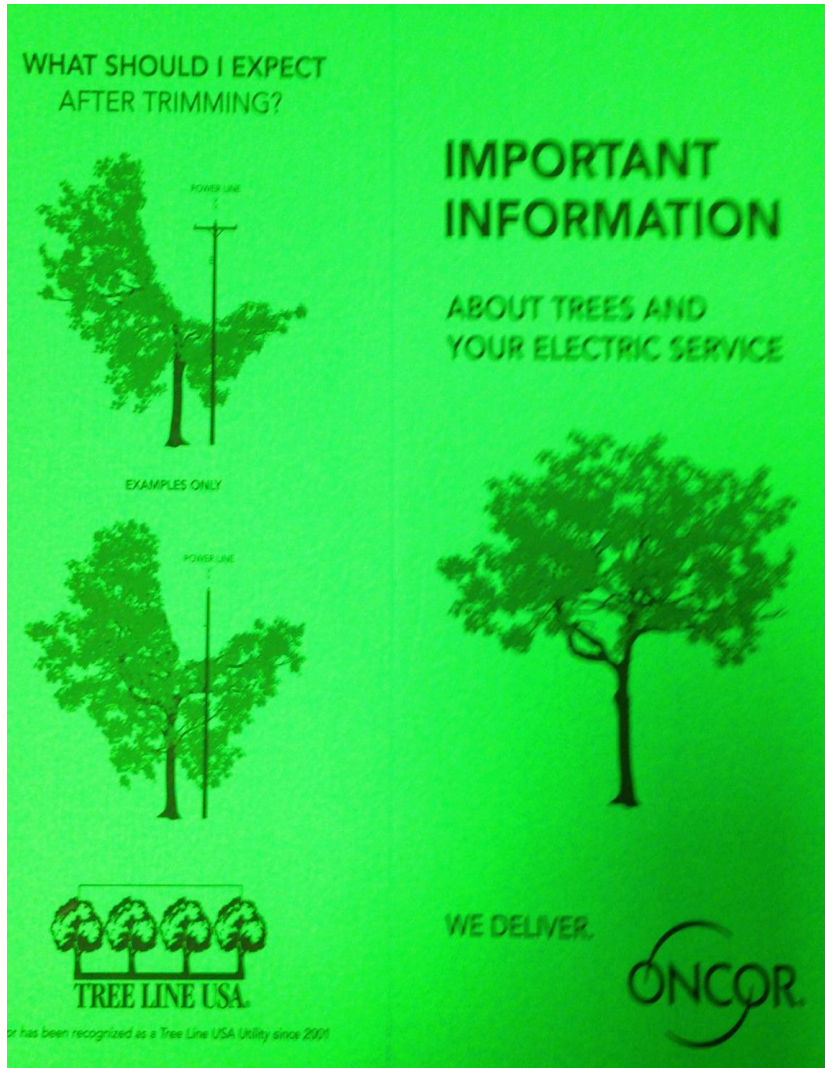
# SUBJECT MATTER EXPERTS

**Certified Arborists are available to visit residents on site to provide:**

- Education on the pruning process
- Respond to specific concerns regarding the health of a tree
- Discuss the necessary pruning for a for a specific property



# VM Notification Door Card



- Fourteen to thirty days prior to the scheduled pruning, notifiers go door to door informing customers of pending pruning in their area
- If the first attempt to contact the resident is unsuccessful a second attempt is made five to ten days after the first attempt. VM door cards are left during each contact attempt.
- Door cards are left on the door or with the customer; which provides VM and contact information
- We have hung 43,759 door cards in Dallas informing customers of the pending pruning
- We have visited with 13,000 residents during our notification process which is 30% of the door hangers provided to date
- Distribution Service Advisors are in the field and assist with customer concerns/complaints



# ONCOR REPRESENTATIVES

Oncor utilizes a diverse group of Line Clearance Certified companies to conduct routine vegetation maintenance.

Citizens may see these companies in their neighborhood.



# IT IS ALL ABOUT KEEPING THE LIGHTS ON.

It is our responsibility  
to provide safe and  
reliable service;  
vegetation  
management is key to  
this commitment



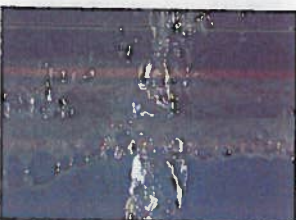
# QUESTIONS



# UTILI-FACTS

## All About Trees and Power Lines

Trees provide beauty, shade, and habitat for wildlife. They help conserve soil and water and act as wind, noise, and visual buffers. A community's trees are an asset and must be managed to maintain their health and prevent problems. Reliable electric service is also an integral part of our lives. Electric utilities strive to provide safe and reliable electric service. To achieve these goals, they must manage trees near power lines.



### Why is it necessary for the wires company to manage trees near power lines?

First and foremost is public safety. Every year in Texas, people are injured or even killed when they climb or prune trees near power lines. High-voltage lines are not insulated, and direct contact usually results in death by electrocution.

A tree contacting a power line can also become energized, injuring someone touching the tree. Children should never climb or play in trees near power lines. Trees contacting power lines can also start fires, endangering lives and property.

Many trees are located too close to power lines. Power outages can occur when trees grow into or fall on power lines. Service interruptions caused by trees are more than an inconvenience; they can endanger lives through the failure of life support systems, fire alarms, and traffic signals. Power outages can also be very costly, especially to commercial and industrial customers.

### How does the wires company manage trees near power lines?

The wires company routinely requires access to inspect trees near its lines and schedules periodic maintenance. The wires company prunes trees that interfere with power lines and may even need to completely remove a tree because of its condition. When pruning trees, the wires company determines the

required distance based on the voltage of the power line and the type of tree.

Some trees need to be pruned more than others to prevent problems. According to the American National Standards Institute A300 Pruning Standards, most wires companies hire professionals to prune trees. Because the Public Utility Commission does not have rules regarding tree trimming, contact your local wires company to learn about its policies and practices.

### Can I prune my own trees?

NO! By Texas law (Health & Safety Code, Chapter 752), only professionals who are authorized by the wires companies are allowed to prune or remove trees closer than 6 feet to high voltage power lines. These professionals have been properly trained and equipped to do so. Serious injury and even death can occur when untrained persons or homeowners attempt to prune trees closer than 6 feet to high voltage power lines. Call your wires company for assistance.

### What trees can be planted near power lines?

Texas has a wide variety of lowgrowing trees that can be planted near power lines. As a rule, trees planted near power lines should have a mature height of less than 25 feet. Taller growing trees must be planted further away to prevent future problems. Homeowners should evaluate their trees near power lines and help ensure the trees are maintained to acceptable height. Most wires companies have tree planting booklets available to their customers that give advice on types of trees to plant. Remember, before you plant a tree, look up for power lines and call the "Call Before You Dig" toll-free line at 1-800-344-8377 to locate any buried lines.

### QUESTIONS:

Call: 1-888-782-8477, in Austin 512-936-7120  
(TTY 512-936-7136) (FAX 512-936-7003)

Write: PUC - Customer Protection Division  
P.O. Box 13326, Austin, TX 78711-3326

Online: <http://www.puc.texas.gov/consumer/complaint/Complaint.aspx>



## TREE TRIMMING CONTRACTORS

Oncor works with highly trained tree service professionals to achieve our vegetation management goal. Ensuring proper clearance from our power lines is important to service reliability. Additionally, consideration for the health of the trees we are trimming is also important. Oncor's contractors are trained in understanding best practices when addressing the health of trees.

Customers may identify some of our contractors in their community. Oncor works with five different tree service companies including: Wright Tree Service, Nelson Tree Service, Asplundh Tree Experts, ABC Professional Tree Service and Davey Tree Expert Service. If you have any questions or concerns regarding the trimming in your area, call 1-800-518-2375.



**Wright Tree service** was founded in 1933. They provide vegetation management services to utilities throughout the U.S and have more than 2,600 employees.



**Nelson Tree Service** was founded in 1919. They provide line clearance trimming services to utilities throughout the U.S.



**Asplundh Tree Experts** is a family-owned and operated corporation founded in 1928. Asplundh has grown to employ 30,000 service professionals throughout the U.S., Canada, New Zealand and Australia.



**ABC Professional Tree Services** provides right of way vegetation management and emergency restoration services for: investor owned electric utilities, electric membership corporations and municipalities. The company was founded in June 2002.



**Davey Tree Expert Services** provides residential, commercial and utility tree services. The company was founded in 1880 and has branches throughout the U.S.

## ONCOR TREE TRIMMING FREQUENTLY ASKED QUESTIONS



### **Why can't I trim my own trees near power lines or hire my own arborist?**

Some people are tempted to prune their trees out of power lines. For safety reasons, Oncor asks that customers do not go within 10 feet of tree limbs in high voltage lines. Except for the low voltage service drop line running over your property from the pole to the meter, Oncor arranges for trees to be pruned around its power lines and equipment. To report a tree within 10 feet of power lines that could cause a potentially hazardous condition like sparking, customers should call the number on their electric bill to report the situation. If there is a fire or sparking occurring, call 9-1-1.

A consistent source of shock injuries and electrocutions each year occur when people accidentally come into close contact with power lines while pruning trees. Tree limbs in contact with power lines can act as conductors, and a person can be seriously injured if contact is made.

### **What options do I have when it comes to having my trees pruned?**

You should never get near an electric line or use any kind of equipment close to a line or attempt to prune branches near high-voltage lines. If tree branches have grown into lines in an alley, street or backyard utility easement (this includes all major lines except the service lines that go over your property from the pole to the electric meter), you should call the number on your electric bill, to report the situation. If the branches have grown near the service line running across your property from the pole to the meter, you should call a qualified tree trimmer or arborist to prune the tree limbs. For safety reasons, if you will be doing the pruning yourself, Oncor recommends contacting your Retail Electric Provider to request a temporary disconnect and reconnect. This allows Oncor to temporarily lower the service line to your home or business, thereby allowing you to safely trim the trees. After you complete the work, Oncor will re-install the line and reconnect the electricity. There is a nominal charge for this service. You can avoid the expense and inconvenience of calling a qualified tree trimmer by never planting trees that could grow tall near or under the service line.

### **Why does Oncor have to prune trees so drastically near power lines?**

Oncor follows generally accepted industry guidelines and best practices to have minimal impact on the health of trees pruned. Oncor's standards are based on several factors: the minimum safe working distance for a utility worker, how much trees and conductors sway in high winds and the ability of limbs to break and fall on lines. Oncor can never prune enough to prevent all tree-related outages; however a well-managed tree pruning program can drastically reduce tree outages and provide a safer environment for utility workers and the public. If the property owner does not perform maintenance on their trees and those trees causes interference with service quality, then Oncor becomes involved in the process of maintaining the tree. Oncor does not recommend that unqualified persons prune trees in proximity to the power lines and that such work be left to line clearance qualified workers.

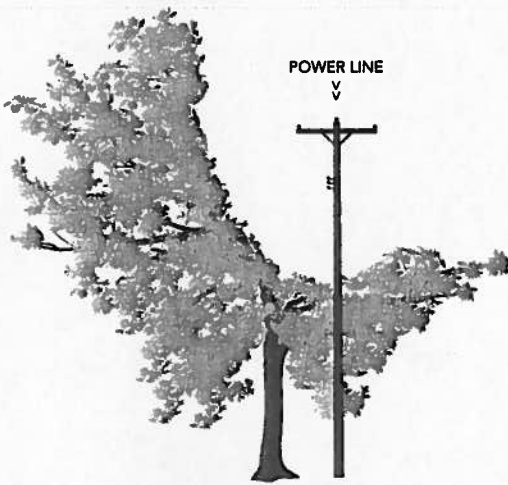
### **If Oncor trims trees near my house, does the company haul away the brush afterwards?**

Oncor will remove any tree debris created by us when pruning, including after storms. Following major storm events, debris removal may take up to several weeks, as our first priority will be to restore power as quickly and safely as we can to everyone affected in our service territory. While we will remove the debris we create, we do not remove debris from trees that have fallen over due to the storm or other reasons not-related to Oncor. If a tree falls, it is the resident's responsibility to remove it.

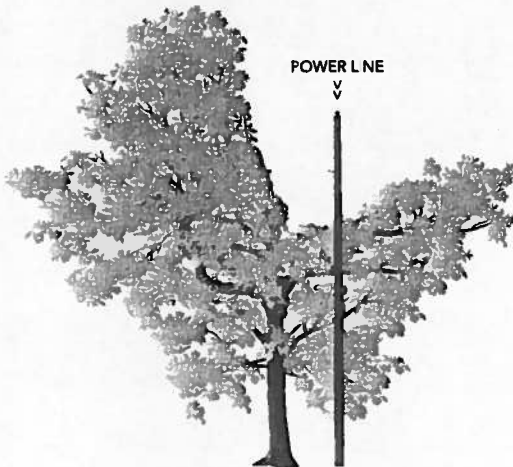
### **Tree limbs are growing into and through the main power lines near my home. These are the pole to pole lines, not the service line. Will Oncor prune these?**

If tree branches have grown into lines in an alley, street or backyard utility easement (this includes all major lines except the service lines that go over your property from the pole to the electric meter or weatherhead), you should call the number on your electric bill to report the situation. To report a tree within 10 feet of Oncor's power lines (not the service line, which is your responsibility to keep clear), call the number on your electric bill to see if an inspection is needed. Additionally, if you see any hazardous conditions, such as sparking, arcing or burning near the line or in the tree branches touching the line, please call 911. Oncor works closely with local police and fire departments during such situations.

## WHAT SHOULD I EXPECT AFTER TRIMMING?



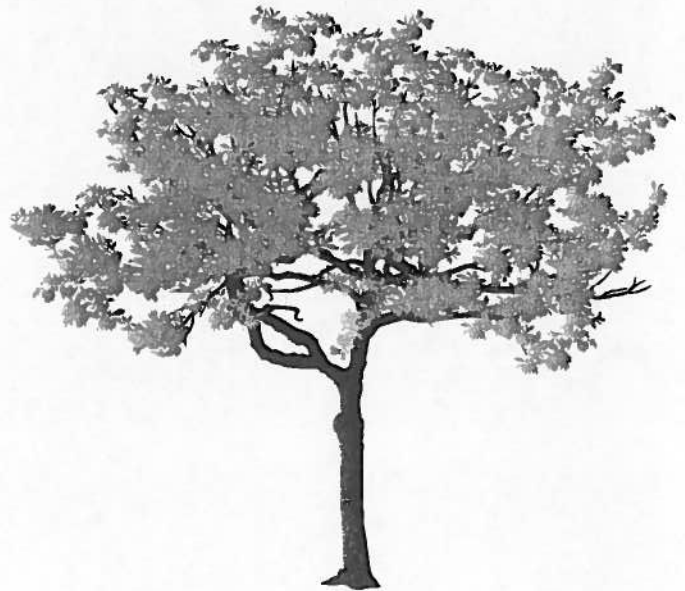
EXAMPLES ONLY



*Oncor has been recognized as a Tree Line USA Utility since 2001*

# IMPORTANT INFORMATION

## ABOUT TREES AND YOUR ELECTRIC SERVICE



WE DELIVER.



DATE: \_\_\_\_\_

FECHA: \_\_\_\_\_

Dear Homeowner,

Estimado Dueño de Casa,

\_\_\_\_\_ specialists under contract with **Oncor**, will be in your neighborhood pruning trees and removing vegetation a safe distance away from the power lines.

La compañía experta de árboles,

\_\_\_\_\_ bajo contrato con **Oncor**, estará en su vecindado para podar árboles y quitando vegetación una de seguridad lejos de las líneas de energía.

Trees growing too close to power lines can cause damage to Oncor facilities and interrupt service to you and your neighbors. Oncor's goal is to provide for the safe and reliable delivery of energy.

Árboles que crecen cerca de líneas de energía pueden causar daño a las instalaciones de Oncor e interrumpir servicio a usted y a sus vecinos. La meta de Oncor es prever la entrega segura y fiable de la energía.

If you are not at home on the day of the work, we will proceed in a professional manner with any necessary pruning and clean-up.

Si usted no está en su casa en el día del trabajo, procederemos de una manera profesional con cualquier poda y limpieza necesarias.

If you have questions concerning the work, please call 1.800.518.2375 to speak to an Oncor representative.

Si, tienen preguntas en cuestión del trabajo, por favor llamen 1.800.518.2375 para hablar con un representante de Oncor.

Thank you for your cooperation!

¡Gracias por su cooperación!

Feeder # \_\_\_\_\_

# de Feeder \_\_\_\_\_

Contact Person: \_\_\_\_\_

Persona de Contacto: \_\_\_\_\_

**FOR MORE INFORMATION,  
VISIT [ONCOR.COM/VEGETATION](http://ONCOR.COM/VEGETATION)**

**PARA MAS INFORMACIÓN VISITE  
[ONCOR.COM/VEGETATION](http://ONCOR.COM/VEGETATION)**





## IMPROVING RELIABILITY IN DALLAS

Oncor is committed to providing safe and reliable electric service to the communities we serve, which is why we perform regular maintenance pruning throughout our service area.

We work with five different tree service contractors to implement our vegetation management program. Certified arborists and degreed foresters work with experienced line-clearance qualified crews to prune trees, balancing the health of trees with electrical safety for tree maintenance near power lines.

### OUR COMMITMENT INCLUDES:

- Continuing routine maintenance on our system to evaluate the reliability and make necessary improvements.
- Ensuring only trained and responsible crews conduct tree trimming on our customers' property.
- Notifying customers at least five days in advance of scheduled trimming.
- Providing notification door hangers when customers are not available.
- Being available to answer questions and concerns from customers regarding the tree trimming program.
- Providing effective communication on vegetation management plans in communities across our service territory.
- Continuing education on the importance of safety near power lines and the connection between vegetation management and safe, reliable service.
- Increasing the number of certified arborists and degreed foresters in the field to provide more accessibility throughout the communities we serve.

IF YOU HAVE ANY QUESTIONS OR CONCERNS, PLEASE DO NOT HESITATE TO REACH OUT TO ONCOR. VISIT [ASKONCOR.COM](http://ASKONCOR.COM) OR CALL **888.875.6279**.

CONNECT WITH ONCOR ONLINE  
Our Website: [oncor.com](http://oncor.com)  
24/7 Resource for FAQs: [askoncor.com](http://askoncor.com)  
News and Stories: [thewire.oncor.com](http://thewire.oncor.com)



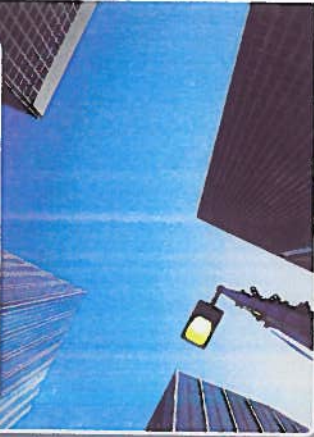
[facebook.com/oncor](https://www.facebook.com/oncor)



[twitter.com/oncor](https://twitter.com/oncor)

WE DELIVER.





# IMPROVING THE CUSTOMER EXPERIENCE



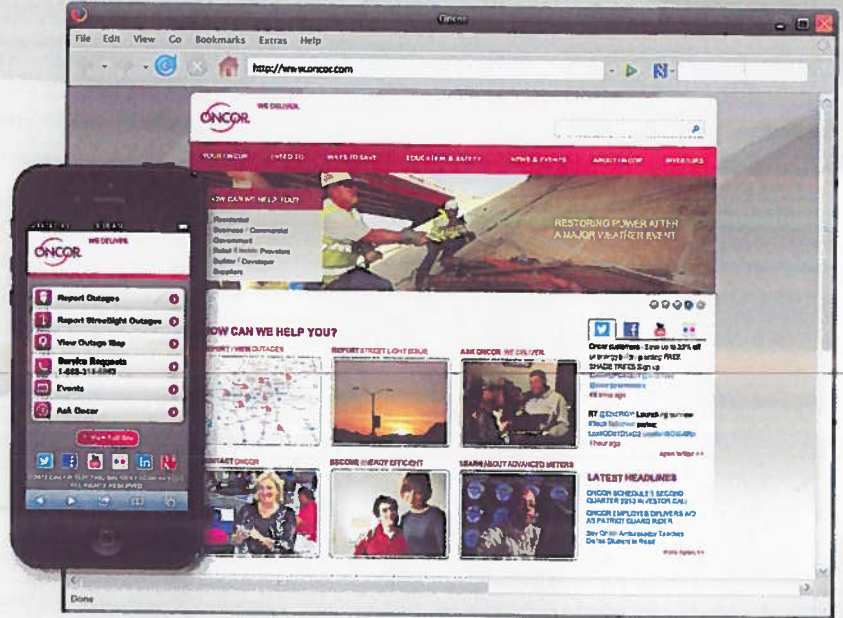
WE DELIVER.



# ONCOR.COM

Oncor offers a variety of online tools designed to provide important information sought by customers – outage reporting for homes, businesses and streetlights, outage maps, and Ask Oncor support.

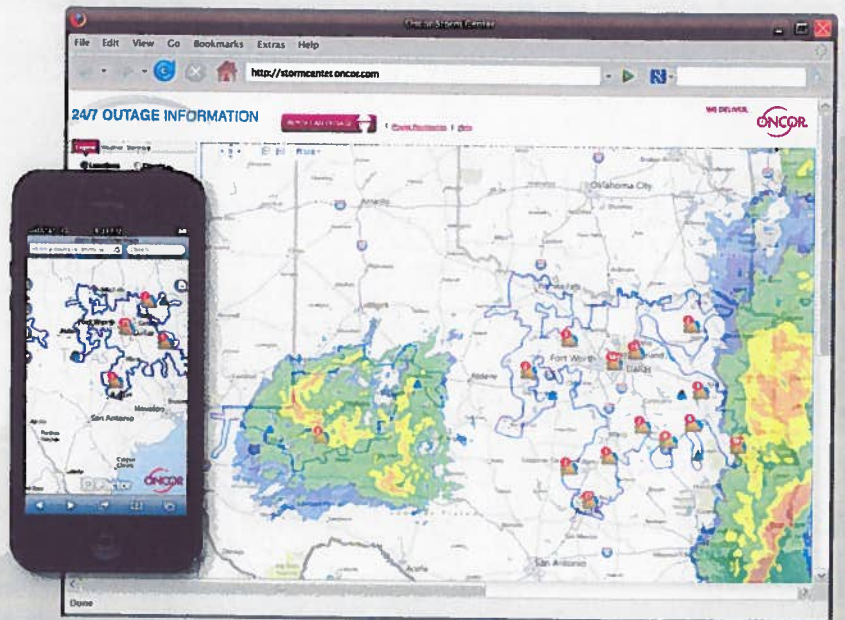
The mobile menu of [oncor.com](http://oncor.com) is a streamlined version that allows customers on-the-go to dial phone numbers and access key functionality quickly and easily.



# OUTAGE MAP

An enhanced outage map adds transparency through regularly updated outage information, including an estimated time of restoration and cause of the outage, when available.

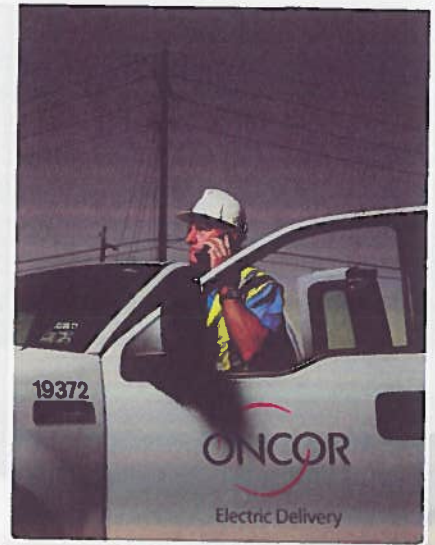
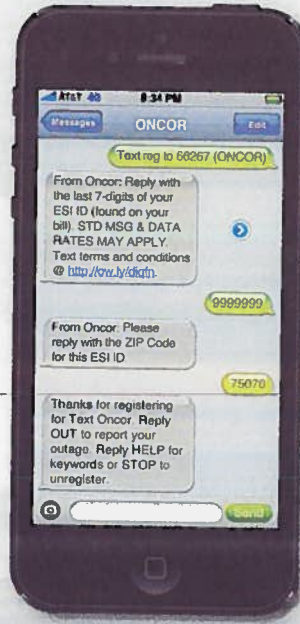
Visitors to [stormcenter.oncor.com](http://stormcenter.oncor.com) enjoy premise-specific mapping display with the ability to report outages from the map and select to receive text updates. An optional weather overlay provides context on severe weather moving through the service territory and allows customers to track storms.



# TEXT ONCOR

Customers are able to report outages via text message, and may opt to receive outage ticket and service request information in return.

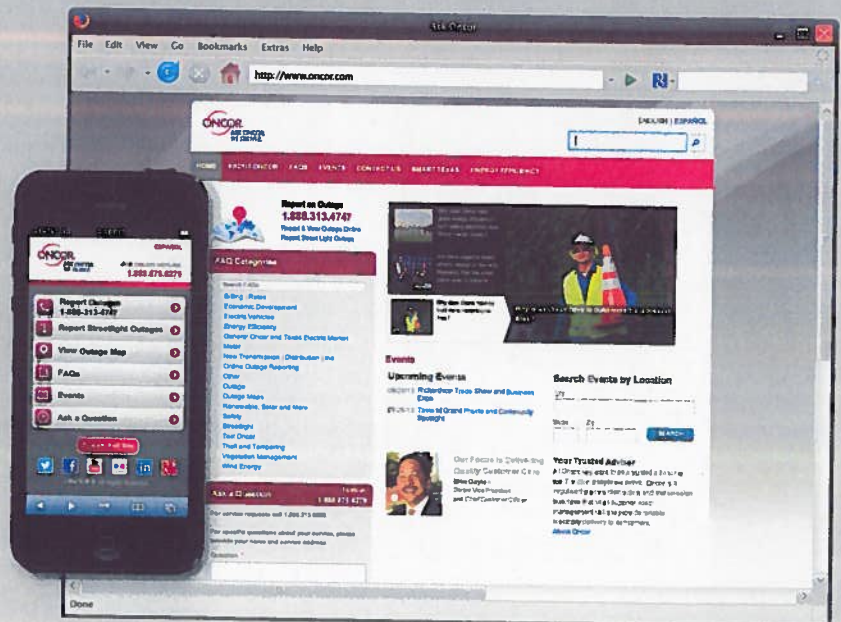
Texting **OUT** to **66267** allows customers to register from mobile devices, report outages and receive updates related to outages. Additional features include the ability to register multiple phone numbers to a single address as well as multiple addresses to specific phone number.



# ASK ONCOR

[askoncor.com](http://askoncor.com) is at the center of Oncor's commitment to be a Trusted Advisor. The site allows customers to have their questions answered by our electricity experts in both English and Spanish, along with the option to access a full-Spanish version at [preguntaoncor.com](http://preguntaoncor.com). Questions submitted by other customers are also available, along with their corresponding answers.

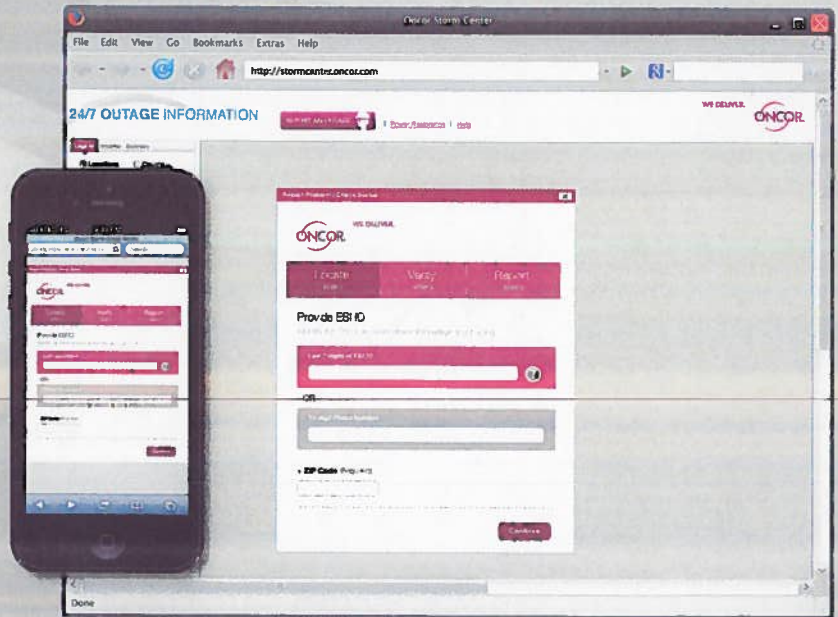
Robust search capabilities, the option to ask questions and view maps to Ask Oncor events are all a part of the portal, available both online and on-the-go.



## ONLINE OUTAGE REPORTING

Customers are able to report outages online via a web portal at [stormcenter.oncor.com](http://stormcenter.oncor.com), both on online and on the go.

Clicking on the "Report an Outage" icon allows customers to enter the Electric Service Identifier (ESI ID) or phone number on their account along with their zip code. Customers then receive an estimated time of restoration and cause of their outage, when available, and have an option to receive outage updates.



## STREET LIGHT OUTAGE REPORTING

[oncorstreetlight.com](http://oncorstreetlight.com) gives customers an easy way to report street light outages using an interactive map that is accessible from a computer or on the go. The color-coded map also identifies private and guard lights, providing additional information on fixtures regardless of whether Oncor maintains them.

The site offers a full screen Google Maps interface, an automatic location finder and the option for customers to be contacted with an update on their reported outage by phone, text or email.

