

# nationalgrid

At National Grid we know that the #1 concern of our customers is that “the lights stay on.” Electrical outages are most often caused by nature, and, specifically, tree contact with our wires. One or more of the main distribution lines serving your community has been identified as having a chronic tree-caused outage problem. In order to minimize the impact of these outages on your community and others like yours throughout New England, National Grid is introducing a multi-year reliability improvement initiative.

Our research has shown that the vast majority of tree outages are caused by trees falling onto the wires from outside the zone we routinely maintain. In order to reduce or eliminate the outages associated with those trees, we have engaged Certified Arborists to assess the health, structural stability and other conditions of those trees outside the “routine maintenance zone” that may lead to the failure of all, or part of those trees. Our initial focus will be on those trees located on the main lines of your distribution circuit since these lines typically impact large geographic areas and large numbers of customers.

Should the trees on your property, or that of your neighbors, be identified as “high risk” trees, we will request permission to remove selected trees and overhanging limbs. Our goal is not only to improve the continuity of your electric supply, but to provide you and your neighbors with a safer property and neighborhood by eliminating weak and diseased trees.

To that end, we will be conducting a tree by tree investigation, looking for weak-wooded species overhanging the wires that are prone to failure; dead or dying trees; trees with serious disease, defects, and structural weaknesses such as hidden decay, splits, cracks, and poor limb attachment. Once we have completed the survey of trees on the main supply line across your property, we will attach a small piece of red ribbon to trees we propose to remove, and blue ribbon to trees we propose to prune. We will then review and discuss any potentially hazardous tree conditions with you. We will also discuss the remedial work needed to minimize or eliminate the hazard with you. Any work recommended by our Certified Arborists will be completed at NO CHARGE to you, your neighbors, or the Town.

Debris clean-up and disposal is an important part of this project. The clean-up may vary greatly from property to property, depending on site conditions and individual landowner requirements. Should your property be among those with trees that could compromise the reliability of your electric service, our Certified Arborists will review a specific clean-up and wood disposal plan with you, including your option to keep the wood for future use. National Grid will cut the stump as close to the ground as practical, but we do NOT remove stumps for property owners under this program.

We will also be working closely with the Town Tree Warden to identify Town trees with similar hazards, and will participate in any public hearings arranged to fully describe recommended work. We look forward to working closely with you, your neighbors and the Town to improve the continuity of your area electric supply and the safety of your neighborhood.

Any questions, please call us toll-free at **877-368-9235**. Thank you in advance for your support and cooperation.

*Joan Callahan*

Program Coordinator

NE Hazard Tree Mitigation Program