



Energy Delivery

**VM-ED-P026**  
**Rev. 0**  
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**Effective Date: 3/22/06**

FUNCTIONAL AREA													
AD	AM	CM	CS	EA	EN	EP	EX	FI	FM	GO	HR	IT	OP
							X						
PC	QA	RE	SA	SM	TQ	VM	WM						
		X				X							

**“This Document Supercedes VM-ED-649-807”**

**VEGETATION MANAGEMENT REFUSALS PROCESS**

**1 PURPOSE**

1.1 To provide guidelines for responding to and completing customer refusals.

**2 TERMS AND DEFINITIONS**

2.1 Refusal: A property where line clearance tree trimming is required by Exelon, but the owner or customer refuses to allow proper line clearance tree trimming to be completed.

**3 RESPONSIBILITIES**

**3.1 TREE TRIMMING CONTRACTOR**

3.1.1 Receives initial refusals and resolves any possible.

3.1.2 Completes tree trimming to Exelon standards.

**3.2 EXELON VEGETATION MANAGEMENT PROJECT LEAD**

3.2.1 Resolves high level refusals.

3.2.2 Ensures completion and documentation of refusals.

**3.3 EXELON CORPORATE SECURITY INVESTIGATOR**

3.3.1 May accompany Vegetation Management personnel during meetings with customers who have threatened the safety of Exelon personnel or contractors.

3.3.2 May arrange for law enforcement agency presence, as needed.

#### 4 **MAIN BODY**

##### 4.1 **REFUSAL INITIATION**

4.1.2 A REFUSAL CAN RESULT FROM ANY OF THE FOLLOWING:

- Customer is notified that EED Vegetation Management will be out to trim trees, and customer responds to the notification
- Crew is on site and is thrown off the property by the customer
- Customer's file shows a history of strong refusals

4.1.3 Refusal resulting from customer's response to notification

- Customer calls in to the Vegetation Management Department's 1-800-311-6345, or initiates contact with Vegetation Management in some other way.

4.1.3.1 The customer's request is sent to the appropriate contract General Foreman (G.F.) or field personnel to address.

4.1.4 Refusal resulting from Vegetation Management Contract Crew on customer's property

- Customer reacts to crew on their property by refusing any trimming.
- Crew should immediately leave the property and report the refusal to their General Foreman.

##### 4.2 **RESPONSE TO CUSTOMER REFUSAL**

4.2.1 Vegetation Management Contract General Foreman

- Receives refusal information from customer ticket, phone call, or from the crew.
- Contacts the customer to discuss tree trimming, with objective of resolving the refusal.
- If the G.F. is able to resolve the refusal, the G.F. should ensure completion of the tree trimming.
- If the G.F. is unable to resolve the refusal, the G.F. should fill out the appropriate paperwork (at ComEd, Scantron "Vegetation Management Refusals Log", see Attachment VM-ED-P026-1) and turn it over to the Vegetation Management Contract Supervisor.

4.2.2 Vegetation Management Contract Supervisor

- Receives refusal information from the General Foreman.

- Contacts the customer to discuss tree trimming, with the objective of resolving the refusal.
- If the Supervisor is able to resolve the refusal, he should ensure completion of the tree trimming.
- If the Supervisor is unable to resolve the refusal, he should turn over all paperwork and/or records to the Vegetation Management Project Lead.

#### 4.2.3 Vegetation Management Project Lead

- Receives refusal information from Vegetation Management Contract Supervisor.
- Project Lead contacts and/or visits the customer to address concerns and explain the scope of the work scheduled.
- If the Project Lead is able to resolve the refusal, the Vegetation Management Contract General Foreman should be contacted to complete the tree trimming.
- If the Project Lead made the arrangements for the trimming, he or she should be on site at the start of work to make sure the agreed upon trimming is performed and no communication problems arise as to what was agreed upon.

##### 4.2.3.1 Process when Project Lead is unable to resolve the refusal after discussion with the customer

- The Vegetation Management Project Manager may be informed.
- The Project Lead may submit a search for easement request to find out if ComEd **REDACTED** has easement rights.
  - At ComEd, if no easement rights are found, the Project Lead should reach out to Legal and External Affairs for support.
- The Project Lead may explore viable options other than trimming, such as construction changes.
- If other options are exhausted and the customer is still a refusal, the Project Lead should arrange for a certified letter, return receipt requested, to be sent to the customer. See Attachment VM-ED-P026-2 (ComEd) **REDACTED**
- The Project Lead may inform the External Affairs Manager that a certified letter has been sent to the customer and that security may or may not be arranged.
- After the certified letter receipt is received, the customer will be given at least 10 and no more than 30 days to respond to the letter.
- At ComEd, if the customer does not accept the certified letter, a second letter will be mailed out to the customer via regular U.S. Mail. The Project Lead must wait three (3) days for delivery and then 10 days for a response.

- If the customer responds to the letter and agrees to trimming, the Project Lead and General Foreman should schedule trimming.
- If the customer replies to the letter and states that he/she refuses to allow crews on the property, threatens the crew's safety, or threatens to damage the utility's equipment, security should be arranged, as below, and then trimming should be scheduled and completed as below in 4.2.3.2.1.

**REDACTED**

- At ComEd, the Project Lead should notify the local law enforcement authorities to arrange security while trimming is taking place. If the local authorities refuse to assist, the Project Lead should contact the Exelon Corporate Security investigator for assistance.
- If the customer does not reply to the letter within 10 days, the Project Lead and General Foreman should schedule the trimming, and proceed as below in 4.2.3.2.

4.2.3.2 Process for completing tree trimming where the customer is still refusing after the certified letter has been sent

4.2.3.2.1 If the local law enforcement authorities or security service has been arranged

- Before proceeding to perform the work, the Project Lead must wait for the police/sheriff/security to arrive.
- Once the authorities have arrived, the Project Lead should knock on the customer's door to inform them that the crews will be trimming on their property and the local authorities have been notified to intervene in the event of a confrontation.
- Vegetation Management Contractor should proceed with and complete the tree trimming.

4.2.3.2.2 If the local law enforcement authorities/security have not been notified

- Project Lead must knock on the customer's door as a courtesy to inform the customer that tree trimming will be performed on their property.
- If no one answers the door, the Vegetation Management Contractor should proceed with and complete the trimming.
- If the customer answers the door, the Project Lead and General Foreman should explain what their reasons are for being there and explain the scope of the work being performed. If the customer is compliant, the Vegetation Management Contractor should proceed with and complete the tree trimming.
- If after the Project Lead and G.F. explain the reason for being there the customer is irate or hostile and not compliant, the Project Lead and Vegetation Management Contractor should leave the property. The local authorities and/or security should be arranged, and trimming should proceed as explained in 4.2.3.2.1.

4.3 Refusal Close-out Process

4.3.1 Vegetation Management Project Lead ensures that the documentation of the customer refusal is submitted into the project files and appropriate databases.

5 **DOCUMENTATION**

5.1 Documentation generated during performance of this procedure shall be filed by the Exelon Vegetation Management Project Lead and maintained for a minimum of 5 years.

6 **REFERENCES**

6.1 None

7 **ATTACHMENTS**

7.1 VM-ED-P026-1, Vegetation Management Refusals Log

7.2 VM-ED-P026-2, ComEd Certified Letter

**REDACTED**

8 **DEVELOPMENT HISTORY**

<b>Revision 0</b>		<b>Date 03/22/2006</b>
Writer	Emily Kramer (ComEd Vegetation Management)	
Reviewer(s)	Katie Runyan (Vegetation Management); Jeffrey Watson (Vegetation Management)	
Approver(s)	Approver's Name(s) Doreen Masalta	
Reason Written	Revised information; changed from Procedure to Process to conform to Management Model Hierarchy. Supercedes VM-ED-649-807.	

<b>Revision 1</b>		<b>Date XX/XX/XXXX</b>
Writer	Writer's Name (work group) [text will wrap as necessary for all lines in table]	
Reviewer(s)	Reviewer's Name (work group); Reviewer's Name (work group)	
Approver(s)	Approver's Name(s)	
Reason Written	Brief description explaining why the procedure was written or revised.	

<b>Revision 2</b>		<b>Date XX/XX/XXXX</b>
Writer	Writer's Name (work group) [text will wrap as necessary for all lines in table]	
Reviewer(s)	Reviewer's Name (work group); Reviewer's Name (work group)	
Approver(s)	Approver's Name(s)	
Reason Written	Brief description explaining why the procedure was written or revised.	



Attachment 2 – ComEd Certified Letter

Date

Customer's Name  
Customer's mailing address  
City, State, Zip Code

Dear (Customer's Name):

Recently a Commonwealth Edison Company Representative contacted you regarding trimming trees on your property. Periodic trimming of trees growing near electrical wires and equipment helps prevent damage to this equipment thus minimizing power outages and reducing safety hazards.

We want to make sure that the trees do not interfere with the use and operation of the electrical wires and equipment that serve you and your neighbors. To do this, trees in your yard must be trimmed.

Because some large growing trees are growing very close to or directly under electrical lines, adequate tree trimming may be detrimental to the appearance of the tree. Under such circumstances some property owners prefer to remove unavoidably disfigured trees.

If you are considering any tree planting near the electric wires, we recommend that you only plant low growing trees, or shrubs which will not grow tall enough to conflict with high voltage lines. We will be glad to provide information about low growing trees that will add to the attractiveness of your property without creating a future threat to electrical service for you and your neighbor.

The serious nature of the tree conditions on your property mandates that tree trimming take place soon to eliminate hazardous conditions, protect electrical wires and minimize potential power outages. Our tree-trimming contractor will be directed to do this work within the next ten (10) days.

Should you have any questions or need more information, please call me at (Project Lead's office phone).

Sincerely,

(Project Lead's Name)  
Project Lead  
Vegetation Management  
(Office Phone Number)

Attachment VM-ED-P026-2  
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REDACTED

REDACTED

Attachment VM-ED-P026-3  
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