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RE: SNOW CLEARING POLICIES

Dear Valued Customer:

This is a courtesy letter to inform you of our general snow clearing policies and timelines to eliminate any confusion with regards to future snowstorms throughout the season. As per your contractual agreement, snow removal will be provided in the event of snowfalls exceeding 2 inches. Amounts 2 inches and less will be cleared at our discretion based on forecasted temperatures.

In the event of overnight storms, all efforts will be made to clear your property by the times you requested on your contract, allowing you to exit your property by morning.

In the event storms occur throughout the day, or storms that possess blizzard-like conditions, or extremely rapid accumulating amounts, the procedure for removal will be as follows:

Properties will be cleared periodically throughout the storm on rotations, keeping up with the snowfall. This will allow access to the property (as best as possible) during the storm. Don't be alarmed in thinking we have forgotten walkways or sidewalks. Final clean-ups and details including clearing of walkways and public sidewalks will be addressed after the snow has stopped falling. Snow must be cleared from public sidewalks within 24 hours of snowfall **ending**, so please be patient, as clearing will be done to meet those guidelines.

In the event of forecasted transition storms (Starting as snow, turning to sleet or ice), we will delay the dispatching of trucks until the ice has subsided. Delaying removal will allow the sleet or ice to accumulate on top of the fallen snow. We will then be able to plow, removing both the snow and ice allowing the safest solution. Of course the amount of snow forecasted to fall prior to the ice transition would be addressed according to each individual scenario. (Excessive snowfall amounts forecasted prior to a transition will most likely be cleared at least once throughout the snowfall.)

Finally, please understand we monitor weather reports the same ways you do. We try to anticipate each storm's results according to forecasters. If forecasts are missed, it will most likely take us a little more time to adjust from the incorrect reports.

Thank you for your understanding, as we will do the best job possible, as always, to continue serving you.

Sincerely,

Reno DeNovellis
Customer Service

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