

Storms and Tree Related Outages

Ice and wind storms often cause severe damage to trees. Major tree limbs break and entire trees can uproot and fall over. During storms, NIPSCO's top priorities are safety and restoring power to affected customers. When crews work on damaged trees during storms, they only perform the work that is necessary to make repairs to our facilities and restore power to customers. Our crews do not clean-up or remove branches and debris that occur due to storm conditions.

Tree work during storm situations is very dangerous and crews work long hours in order to restore service as quickly and safely as possible. Please stay clear of crews and the area where they are working. Your cooperation and understanding is greatly appreciated when these situations occur.

Any time you see electric lines sagging into trees, laying on the ground, or anywhere else they could be touched, please **DO NOT TOUCH THE LINES**. Report this immediately to NIPSCO at **1-800-4-NIPSCO** (1-800-464-7726).

For more information visit
www.nipSCO.com/trees

Only Professionals Perform Tree Work for NIPSCO

NIPSCO uses only nationally recognized, insured, and properly certified contractors to perform tree work along our power lines. More than 50 tree crews work year-round to provide you with safe and reliable service with the least amount of inconvenience to you. NIPSCO requires that contractor employees receive extensive and on-going training in proper pruning techniques, quality customer service principles and worker safety.

We are aware that individuals may attempt to impersonate NIPSCO & contractor personnel in order to gain entry into the homes and yards of our customers. Because of this, all NIPSCO authorized tree contractor personnel carry photo ID issued by their company. As an additional measure, all contractor supervisors carry an additional NIPSCO issued photo ID. If there is any doubt as to whether someone is conducting authorized NIPSCO business or not, their identity can be immediately verified by calling us toll free at **1-800-4-NIPSCO** (1-800-464-7726).

NIPSCO is a proud member of:
Indiana Arborist Association
International Society of Arboriculture



Free Wood Mulch

NIPSCO's tree work generates large amounts of ground up branches and leaves. This wood mulch is ideal for landscaping projects and other uses. If you would like mulch, please contact NIPSCO or ask one of our tree contractor representatives. While we can not guarantee mulch to all who ask, we will do our best to provide mulch if we are working in your general area.



Protecting Your Power

The Need to Clear Limbs & Trees

NIPSCO

Trees + Power Lines = Public Safety Risk

Trees coming in contact with electric lines are a major cause of power outages and a safety hazard. In fact, one tree coming in contact with main distribution power lines could result in loss of electricity to hundreds of customers. If power is lost to medical facilities, water systems, traffic lights or emergency services, the results can seriously impact the affected communities.

Because a dependable supply of electricity is so important, Northern Indiana Public Service Company (NIPSCO) must clear trees and branches away from electric power lines. This keeps electrical equipment operating safely and helps NIPSCO provide customers with reliable electric service.

NIPSCO's top priority is the safety of customers and personnel who live and work near our facilities. Since trees coming into contact with electric lines can become a path for electricity to travel and create a dangerous situation, it is important that trees and branches remain clear of power lines.

You should never attempt to prune limbs or remove trees that are close to power lines. Tree work near power lines requires specialized, non-conductive equipment and OSHA-mandated worker safety and skills training. For your safety, always contact



NIPSCO if you see a tree that you suspect is causing a potentially dangerous condition or a power outage.

Talk to your children about potential electrical hazards in and around places they live and play. It is especially important that kids know the following life saving rules:

- Stay away from power lines and never touch them with anything.
- Don't climb or play in trees growing near power lines.
- Don't build tree houses in trees near power lines.

How Does NIPSCO Determine What to Prune and What to Remove?

Before tree work is scheduled or performed, an arborist trained in utility operations will inspect trees near the power lines to determine whether pruning or removal is needed. Considerations during this assessment include:

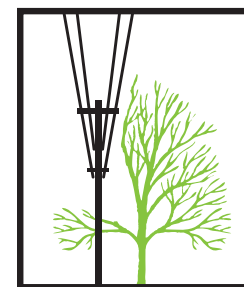
- What is the physical condition of the tree? Are there hollows, cracks, splits, decay, disease, etc. that put the tree at increased risk of falling into the lines and causing an outage?
- Would removing the tree or limbs eliminate the hazard?
- What is the species of the tree and what is its natural mature height, crown spread, wood strength and rate of growth?
- Will future growth lead to increasing conflict with the power lines?

- What voltage is the power line and what is the position of the tree in relation to the line? The greater the voltage, the greater the clearance distance required.
- What will be the visual and health impact of the work on the tree?
- Would the amount of required clearance impact the tree to such an extent that complete removal would be recommended?

Whenever tree work is planned, you will be notified in advance by receiving a door hanger packet that includes a letter from NIPSCO and this pamphlet. When tree removal is planned, you will receive an additional notice in the packet requesting that you contact the utility arborist working in your area to discuss the issues of concern identified during their inspection.

Pruning

All pruning work we do along power lines is done by directional pruning techniques that result in limbs being cut back to another existing branch, crotch or trunk. This approach tends to guide new growth away from power lines while taking advantage of the natural ability of trees to heal-over pruning cuts made at those locations. This method of pruning meets the standards and practices established by the American National Standards Institute's A300—*Tree Pruning Standard*, the International Society of Arboriculture, the Tree Care Industry Association and the Arbor Day Foundation. Before any pruning begins and after arriving at your property, our tree contractor



is to knock at the door to announce themselves and then begin work. When the job is done, tree crews will chip and haul away smaller trimmings and do a general clean-up of the work area. Larger limbs that have value as firewood will be cut into manageable lengths and left at the base of the tree for your use unless other arrangements have been made.

Removal

NIPSCO understands the many benefits of trees to our environment and their contribution to the quality of life in the communities we serve. We will only completely remove trees when it is prudent or necessary

to do so. Trees are cut down only with the consent of the land owner and only after they have been identified by our arborists as being a high or immediate risk to safety or reliable electric service. All arrangements made with you related to tree removal will be documented in writing and a copy of the agreement provided to you. The arborist will then mark the trees and let you know a general time frame for when the work is scheduled. Upon arriving at your property, our tree contractor is to knock at the door to announce themselves and then begin work. When the job is done, tree crews will chip and haul away smaller trimmings and do a general clean-up of the work area. The resulting wood will be handled per your written agreement.

