

How Does PG&E Communicate with me about my trees?

AUDIO DESCRIPTION

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Host Neda Iranpour, standing outside and wearing a PG & E hard hat and vest introduces the segment and narrates throughout.

A tree maintenance worker talks with a female homeowner, then is shown placing a notification of work to be done on a front door. Workers in bucket trucks wearing hard hats are seen removing trees from around main transmission lines with pruning tools. A tree maintenance worker and landowner look at main transmission lines going through a rural property. A worker uses a chain saw to fell a large tree near a power line. Jonathan Eyring, arborist, wearing a hard hat and safety goggles, speaks to the camera about being willing to get questions.

TRANSCRIPT

If you're like most of the property owners we meet, you want three things from the people who work on your trees. You want to be informed about the work that we do, you want your trees to be pruned properly, and when we leave you want the work area restored to the condition it was in before we arrived. Here's how we do our best to satisfy these concerns. We keep you informed and we listen to you. We attempt to notify you before we inspect your tree or work on it. You may get an automated phone call or a knock on the door from an inspector who will explain the work that must be done and a rough time frame. If we can't reach you by phone or in person, we'll leave a door hanger with this information. We encourage you to call us if you have any questions or if extensive work is planned. Tree removals are handled a little differently depending on the type of nearby power line. Dead, dying, or diseased trees that could fall across a power line are prioritized for removal to protect public safety and prevent tree caused outages. For distribution lines, we give the property owner notice before removing any trees on their property unless it's an emergency. For transmission lines, we also provide notice for tree removals in right of ways. Removals near these larger lines are completed on a case by case basis to ensure public safety and reduce the risk of large scale outages. We work hard to find win win solutions. Sometimes we have to remove trees in critical transmission line corridors without notifying the owner simply because the work is immediately necessary for public safety, system reliability, or regulatory compliance.

- I want our customers to talk to us if they have any questions about what we do. I'm always happy to answer any questions and I know the rest of my crews are too.

- You can also call PG&E at 1-800-PGE-5000 anytime to request a personal visit to discuss proposed tree work. Remember, it's all about keeping you safe and keeping the lights on. This message brought to you by Pacific Gas and Electric Company.