



City of Austin

Austin's Community-Owned Electric Utility

Town Lake Center 721 Barton Springs Road • Austin, Texas 78704-1194 • (512) 322-9600

November 8, 2011

Ms Ellen Kelsey
Austin, TX 78759

Dear Ms Kelsey:

We are providing you with this information because you have been listed as your neighborhood representative. Austin Energy will be working in your neighborhood, Laurel Oaks Neighborhood Assn., pruning and removing trees from near the electric lines. The National Electric Safety Code requires Austin Energy to maintain our lines to ensure the safety of our customers and maintain reliable electric service to your neighborhood. Pending the completion of a utility tree regrowth rate study, Austin Energy has reduced the clearance requirements our Contractors maintain from the electric lines. After the study has been completed and reviewed, we may need to return to your neighborhood to obtain the proper clearance determined by the study.

Before we actually perform any work on the trees, we will attempt to contact each property owner that has trees that may be affected by the work. This notification will start approximately two weeks from the date of this letter. Our Contract notifiers and Austin Energy staff will work with each property owner to attempt to reach an agreement on the work to be performed on the property. Our notification process is provided below for your information.

- Contract notifiers evaluate each property to determine the proposed work to be done.
- If the property owner is not home, a door hanger with the details of the proposed work will be left at the residence, unless there is no house or structure.
- The notifiers will attempt to contact the property owners by telephone to discuss the proposed work.
- If the property owner can still not be contacted, a certified letter will be sent to them with a copy of the proposed work to be done.

During this process, each property owner may request the following actions from Austin Energy and its Contract personnel.

- You may request an on-site meeting with a Contractor representative to review the proposed tree work
- You may request an on-site meeting with an Austin Energy employee to discuss the proposed tree work

- You may request to have a third party present during the meetings
- You may request modifications to the proposed tree work
- You may request to not have trees removed on your property
- You may request to be present when the tree work is performed
- You will receive a written work plan (VWP) documenting the final plan for your property
- You may request pricing on potential electric system modification to minimize or reduce tree work

We are always available to answer any of your questions or concerns about the proposed tree work and also any possible tree replacements for your neighborhood or individual properties. If you or any of your neighbors have any questions or concerns, please contact me at 505-7546 or contact Ray Henning at 322-6930.



Craig Stoughton
Austin Energy