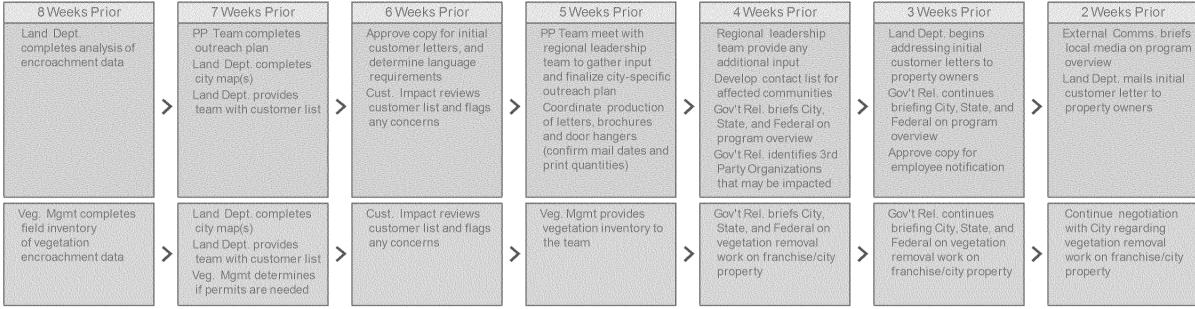


Pre-Property Owner Meetings



Post-Property Owner Meetings

1 Week After		2 Weeks After		3 Weeks After		4-5 Weeks After		6 Weeks After		7 Weeks After		8 Weeks After
Land Dept. continues negotiations with property owner and drafts an Action Plan Cust. Impact coordinates with escalated owners, if needed	>	Land Dept. meets with property owner to sign Action Plan Cust. Impact continues to work with escalated owners, if needed Identify publications for print ads	>	External Comms. meets with media regarding escalated owners, if needed	>	Land Dept. and Project Management (PM) team conducts bid walk Finalize artwork for print ad campaign	>	Contractors submit proposals to PM team Begin broad advertising campaign on safety	>	PM reviews proposals and awards bid External Comms. briefs media re: open house, as needed	>	Contractor mobilized onsite to begin prope owner removal / replacement Respond to customer questions and/or me inquires, as needed
	>	Land Dept. meets with City to finalize vegetation removal and mitigation plan for franchise/city property	>	Cust. Impact mails pipeline safety letter to 500 ft radius of upcoming vegetation removal work on franchise/city property (one time per city)	>	Land Dept. sends vegetation work proximity letters to impacted property owners Cust. Impact coordinates open house details, if open house needed Finalize city-spectific talking points	>	Mail open house invites, if needed	>	Cust. Impact canvases with invitation, if open house needed Veg. Mgmt marks trees/ shrubs that will be removed	>	Comms., Cust. Impac and Land Dept. participate in open house, if open house needed Cust. Impact canvase removal area with fact sheets and door hangers
Overall F	Prog	jram	Vege	tation for Franchise Areas	5	Outreact	n Tir	neline for Subsequent Ve	geta	tion Projects		

CONFIDENTIAL 11/12/13 City Engagement Timeline

