Overall Program

Vegetation for Franchise Areas

Pre-Property Owner Meetings Owner Meetings 8 Weeks Prior 7 Weeks Prior 6 Weeks Prior 5 Weeks Prior 4 Weeks Prior 3 Weeks Prior 2 Weeks Prior 1 Week Prior Land Dept. PP Team completes Approve copy for initial PP Team meet with Regional leadership Land Dept. begins External Comms briefs Land Dept calls Land Dept. meets completes analysis of customer letters, and regional leadership team provide any outreach plan addressing initial local media on program property owners to with property owner encroachment data determine language customer letters to team to gather input additional input overview schedule initial meeting regarding program and Land Dept. completes requirements and finalize city-specific property owners encroachments Develop contact list for Land Dept. mails initial Internal Comms, sends city map(s) outreach plan Cust. Impact reviews affected communities Gov't Rel, continues customer letter to employee notification to Land Dept, informs Land Dept, provides team with customer list customer list and flags. Coordinate production briefing City, State, and regional employees team of any escalated Gov't Rel, briefs City, property owners of letters, brochures Federal on program property owners any concerns State, and Federal on and door hangers overview program overview (confirm mail dates and Approve copy for Gov't Rel. identifies 3rd print quantities) employee notification Party Organizations that may be impacted Veg. Mgmt completes Land Dept. completes Gov't Rel. briefs City. Gov't Rel. continues Continue negotiation Continue negotiation Gov't Rel, meets with Cust. Impact reviews Veg. Mgmt provides State, and Federal on briefing City, State, and field inventory city map(s) customer list and flags vegetation inventory to with City regarding with City regarding City and non-profits vegetation removal to discuss vegetation of vegetation any concerns the team vegetation removal Federal on vegetation vegetation removal Land Dept. provides team with customer list encroachment data work on franchise/city removal work on work on franchise/city work on franchise/city replacement efforts franchise/city property property property property Veg. Mgmt determines if permits are needed Post-Property Owner Meetings 2 Weeks After 1 Week After 3 Weeks After 4-5 Weeks After 6 Weeks After 7 Weeks After 8 Weeks After 9 Weeks After Through Completion Land Dept. continues Land Dept. meets with External Comms. Land Dept. and Project Contractors submit PM reviews proposals Contractor mobilizes Continue property Complete property Management (PM) team proposals to PM team and awards bid negotiations with property owner to sign meets with media onsite to begin property owner removal / owner removal / Action Plan conducts bid walk property owner and regarding escalated owner removal / replacement work replacement External Comms, briefs Begin broad advertising drafts an Action Plan owners, if needed replacement Cust. Impact continues Finalize artwork for campaign on safety media re: open house. Respond to customer Meet with property questions and/or media Cust. Impact to work with escalated print ad campaign as needed Respond to customer owner for sign-off questions and/or media coordinates with owners, if needed inquires, as needed Report completion of escalated owners, if inquires, as needed Identify publications for work to stakeholders needed print ads Thank participants and review possible community appreciation event Comms., Cust. Impact, Land Dept. meets Cust. Impact mails Land Dept. sends Mail open house invites, Cust. Impact canvases Veg. Mgmt continues with invitation, if open with City to finalize pipeline safety letter vegetation work and Land Dept. mobilizing on additional if needed Veg. Mgmt mobilizes vegetation removal to 500 ft radius of house needed participate in open removal work on proximity letters to onsite to begin removal upcoming vegetation house, if open house franchise/city property and mitigation plan for impacted property Veg. Mamt marks trees/ work on franchise/city franchise/city property removal work on needed Complete all vegetation owners shrubs that will be property (first group of franchise/city property removed Cust. Impact canvases removal, restoration Cust. Impact veg projects) (one time per city) removal area with and/or mitigation coordinates open house fact sheets and door Four month completion details, if open house hangers needed goal from Land Dept. first meeting with Finalize city-spectific property owners talking points

Outreach Timeline for Subsequent Vegetation Projects