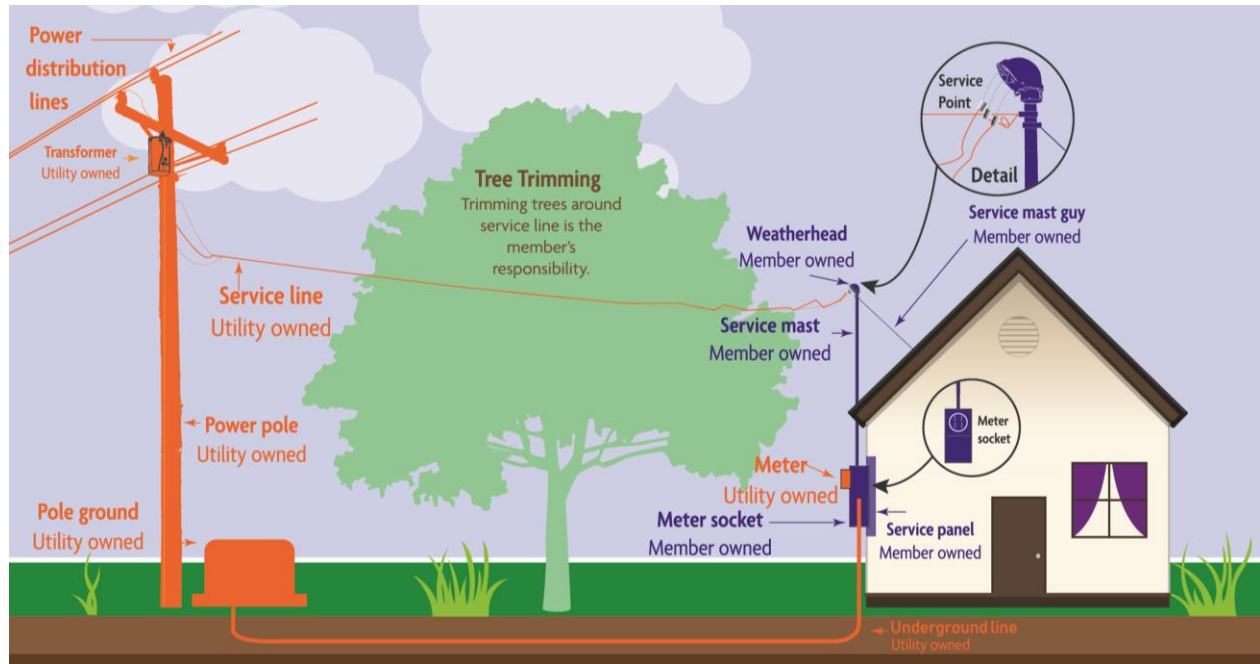


## Integrated Vegetation Management Program: Service Lines

The Service Line (also referred to as Service Drop), lines running from a pole or transformer unit to the home, is the responsibility of the Member to maintain in way of routine tree pruning (refer to diagram below).



Union Power Cooperative's IVM Department **will** address the following situations, per assessment by our personnel, at no cost to the Member:

- Hard contact from a branch causing line displacement
- A branch attempting to grow around the Service Line
- A tree pushing up the Service Line from below
- Dead branches over the line whether making contact with the line or not
- Dead tree nearby that, if it were to fall toward the line it could tear the line down, up to a "reasonable" size as determined by one of our Arborists (normally around 12 inches in diameter at a height of 4 ½ feet from the ground).

Situations we **will not** address include:

- Large trees over the cutting size parameter of 12 inches (or as determined by our Arborists)
- When there's no access to the tree for mechanized equipment or tree unsafe for climbing
- Branches or leaves that are "tickling" the line
- Live branches that "may" contact the line from ice or snow loads
- Old open-wire service lines (this is an old equipment configuration where there are three distinctly separate wires running to the weatherhead).
- Pruning when removal is the prudent choice or removing a tree when pruning is what is needed (ex. in the case of a branch making hard contact).

If you and/or your tree pruning vendor have any concerns or are uncomfortable working near the lines please contact us at 704 289-3145 and ask for a wire drop (48-hour notice required). We will disconnect the wire for your safety at no charge. Call us back when ready for us to re-attach the wire.