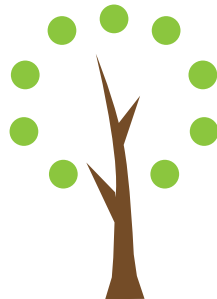




KUB Tree Pruning: A Customer Guide



Reliable Power. Healthy Trees.

KUB Tree Pruning: A Customer Guide

Table of Contents

Introduction	2
Plant Smart	4
Why Prune?	6
Before We Prune	8
Meet the Crew	10
How We Prune	12
Your Options	14
Resolving Issues.	18
FAQs	20
Appendix: Tree Pruning Examples	26
Our Commitment	32



Balancing Beauty With Safety and Reliability

When you flip a switch and your lights come on, you probably don't give us a thought. We like it that way. It means everything is going as it should. But when your power is out, it can be annoying—and restoring it can be dangerous for crews.

As beautiful as they are, as important as they are to the environment, trees growing near or into power lines are a danger and may cause power outages.

You have seen how storms, high wind, and heavy ice cause branches to blow into or fall on lines and damage them. But the danger also stems from the fact that trees conduct electricity. When a tree comes in contact with a power line, it gives that electrical current a path to the ground, causing an interruption of power and making the tree a potential electrocution hazard to crews and the public.

The Vegetation Management Program

As we strive to provide the safe and reliable services you rely on, we often have to prune trees or remove trees, brush, and vines that may be a threat to power lines near your home.

We realize that pruning is not always the most popular or attractive solution. Like many, we would prefer to have all the lines run underground.



As part of our effort to provide customers with safe, reliable electric service, KUB contract crews will be in your area within the next one to two weeks to prune trees and perform other vegetation management work. On the back of this card, you will find examples of work that may be required in the utility maintenance zone on your property to maintain safe and proper clearance around electric lines and poles.

Tree removal may be an alternative to tree pruning in some cases. If you would like to have a KUB forester visit your property to discuss tree removal or pruning plans, please call (865) 558-6658 as soon as possible to schedule an appointment.



For your complete customer guide to KUB tree pruning, call (865) 558-6658 or visit www.kub.org.



But the cost to move existing lines underground, approximately \$1 million per mile, would drive electric bills up considerably. Over 95 percent of new subdivisions are built with underground service, and we continue to promote that practice. However, there are thousands of miles of above-ground wires currently in use.

Our goal is to provide safe and reliable service while being as respectful of your trees as possible. It is a job that we take very seriously. With the help of a community-based Tree Trim Policy Review Panel, we refined our Vegetation Management Program to improve customer communications and to be even more focused on balancing the beauty of trees with safety and reliability for our customers.

Our Vegetation Management Program seeks to prevent problems before they occur through an ongoing maintenance program. It takes three to four years for us to inspect and clear our entire 5,000-plus miles of lines, then we start all over again. If you are concerned about a tree that is growing near power lines, however, we would be pleased to have one of our professional foresters come to your property and discuss options with you at any time.

KUB produced this guide and four videos to provide a comprehensive overview of our Vegetation Management Program, pruning guidelines, methods and practices, and how you, the customer, can be a part of the process. [To view the videos, see the Hot Topics Index on www.kub.org.]



Plant Smart.

To bring reliable power to your neighborhood, now and in the future, we need your help. The best way to avoid having to prune trees to avoid contact with power lines is to plant the right tree in the right place. If you are planning to plant a tree in your yard, you can help reduce power outages for you and your neighbors by following these simple steps to smart landscaping:

1 Choose the right tree. Whether you are planting for beauty, privacy, or shade, there is a tree that will suit your purpose. Before making your selection, be sure to determine how tall and wide the tree will be at maturity and how deep the root system will be.

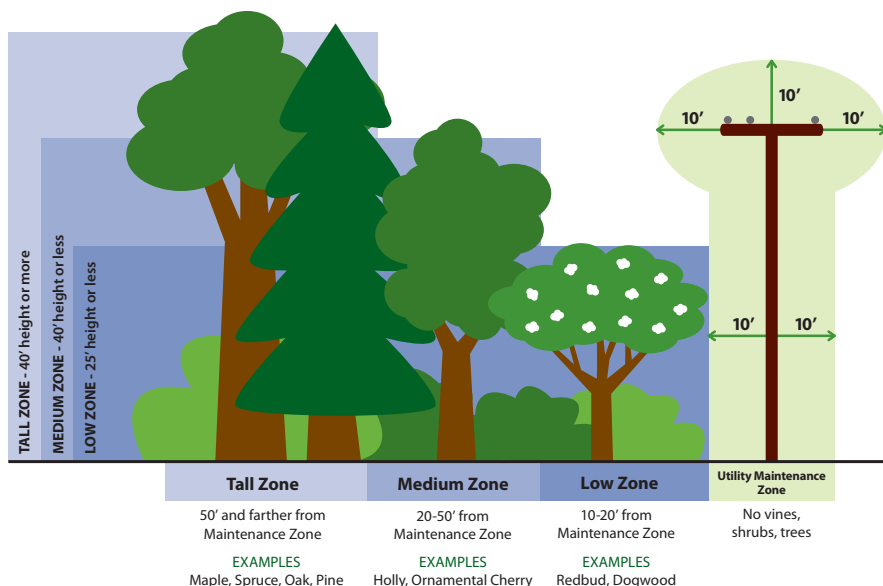
2 Choose the right spot. Remember to look up to make sure you are clear of any power lines. Where you plant your tree is just as important as the type of tree you choose. [See the diagram on page 5 for sizes and examples of trees that can be planted in the low, medium, and tall zones near electric lines.] Plan your spot based on the mature size of your tree to ensure there will be enough clearance as it grows. If you have any questions about the planting zones, call KUB Vegetation Management. A representative will be happy to discuss planting locations with you at no charge.

3 Call before you dig. What you can't see can hurt you! At least three business days before you dig, call 811 to have underground utilities marked for free.

Dig-ins on underground utility lines can be dangerous to you and to crews who must make repairs, and repairs are costly. Damage to the lines can also disrupt service to your entire neighborhood.



**Know what's below.
Call before you dig.**



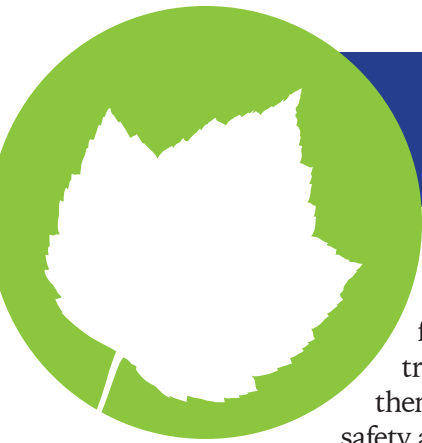
Tree Planting Zones

When planting a tree, follow these minimum safety maintenance zone guidelines keeping low-growing trees 10 to 20 feet away from the maintenance zone and tall trees at least 50 feet away.

Another consideration in landscaping is planting around pad-mounted transformers. Crews need safe access for routine maintenance or to restore power more quickly during outages.

If you prefer to hide your transformer behind landscaping or fencing, please keep everything six feet away from the front of the transformer and three feet from the back and sides. That safety zone allows our crews the access they need for maintenance and power restoration. Allow room for plants to grow and still meet the clearance requirements above at maturity.

KUB crews may remove any obstructions within this safety zone during maintenance or outage repairs. KUB is not responsible for replacement of any obstructions that have to be removed.



Why Prune?

Trees are an important part of the beauty of East Tennessee. We love their summer shade, fall foliage, and lush splendor in the landscape. When trees grow near or into power lines, we must prune them to balance this environmental beauty with the safety and reliability our customers expect.

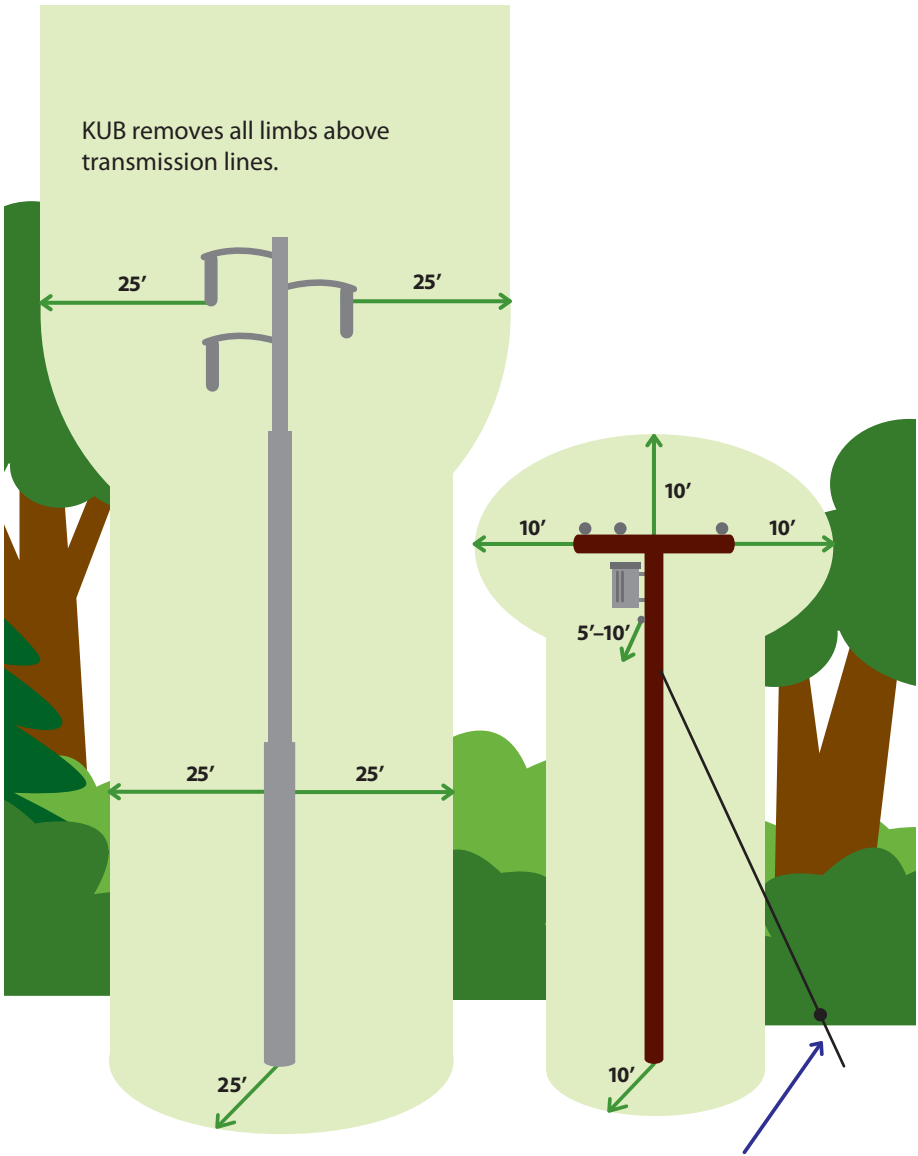
Since 2001, KUB has been recognized by the Arbor Day Foundation for our national leadership in properly caring for trees while meeting customers' needs for safe, reliable electric service.

As your public utility, KUB is responsible for providing power to nearly 200,000 customers through more than 5,000 miles of electrical lines. To ensure safe, dependable service, we inspect and prune the entire system on a three- to four-year rotating schedule to identify trouble spots before they pose a risk of electrical danger or preventable power outages. Once we get through the entire system, we begin the cycle again.

This service is performed as part of our ongoing system maintenance at no additional charge to our customers.

Our crews check to see if trees, brush, or vines are growing within the standard safety maintenance zones. We prune to maintain a **minimum** clearance of 10 feet above and below the distribution lines. We do not remove limbs above that clearance on distribution lines—unless they are dead, diseased, or otherwise a risk to our lines—but we do remove small limbs encroaching into the utility zone. We do remove all limbs above high voltage transmission lines and prune to a 25-foot clearance around those lines. Trees, brush, and vines that threaten poles or down guy wires (or that hinder crews' safe access to them) may also need to be removed. KUB has the legal right to enter properties to work on and around power lines within a reasonable area.

KUB does not prune trees or vegetation growing near home service lines. The line that brings electricity from the street directly into your home is your responsibility. For your safety, never prune a tree that is near or in contact with a utility line. Before you prune or hire a private tree service to prune near your service line, please call KUB to schedule a time for us to lower the line at no charge while you or your contractor prune. Trees do conduct electricity and pose a serious electrocution hazard.



Utility Maintenance Zone

To reduce the incidence of power outages and help ensure the safety of our crews and the public, KUB maintains a **minimum** 10-foot safety maintenance zone around distribution lines and a 25-foot maintenance zone around high voltage transmission lines.



Before We Prune

We will let you know when we are coming. At least two weeks before we will be in your neighborhood, KUB will send a letter telling you that we will be pruning trees in your area, and we will leave a door hanger about upcoming work.

If you have questions about upcoming work on your property, a KUB representative will be happy to explain what work is needed. We invite you to call us with any questions you may have as soon as possible so we can discuss the work with you before we begin pruning.

For pruning questions or to request that a forester explain work planned for your property, call KUB Vegetation Management at (865) 558-6658.

The Tree Pruning Map on our website can help you see if inspections or pruning will occur in the near future in your neighborhood. Visit www.kub.org and look under Environment for our Tree Pruning Map.

Of course, if you have a tree that you feel is a danger to the power lines, or would like to speak with us at any time, you may call KUB Vegetation Management at (865) 558-6658 Monday through Friday, 7 a.m.–9 p.m. Our staff would be happy to answer any questions you have or schedule a time to walk your property with you and discuss any trees that may interfere with power lines.





Meet the Crew

KUB employees know about power—and about trees. We have full-time foresters who manage the work of contract crews that are specially qualified to work near power lines and trained in the best tree-pruning practices.

Though many factors affect the health of trees, KUB uses the lateral pruning method recommended by the Arbor Day Foundation to protect the trees' health to the extent possible.

Providing in-house supervision but using contract crews helps keep our program cost-efficient. KUB or contract foresters who specialize in utility pruning inspect work done by crews to ensure it meets our standards and identify areas for improvement. Our goal is to ensure that KUB's Vegetation Management Program is doing a great job for you and our community.

If you have questions or concerns while crews are working on your property, please feel free to speak with the crew member identified by a special "Customer Contact" vest. He or she will be happy to help answer your questions or to help you contact a KUB representative who can assist you. At your request, your Customer Contact can instruct the crew to suspend pruning (as soon as they are safely able to do so) until we can make the options outlined in this guide available for your consideration.

We'd also like your feedback on the crews. To tell us how crews performed in your area, call (865) 558-6658 Monday through Friday, 7 a.m.–9 p.m., or e-mail trees@kub.org.





How We Prune

You can be assured we will do our best to preserve your tree's health as we prune. Utility companies and arborists agree that the best way to prune trees for both the health of the tree and for maintaining electric service is the lateral pruning method. This method, used by all our crews, has been recommended by tree experts, the Arbor Day Foundation, and the American National Standards Institute (ANSI). Our community-based Tree Trim Policy Review Panel also recommended that KUB continue to use lateral pruning.



Lateral Pruning

Lateral pruning refers to cutting tree branches back to the lateral or “parent” limb. If there is no lateral, the branch may have to be cut back to the trunk of the tree itself. Lateral pruning is healthier for the tree because it helps ensure that the tree's natural defenses can seal the pruning cut and prevent the spread of disease or decay. Cutting a branch in the middle of its length—and not back to the lateral—means that dozens of fast-growing sprouts shoot out vertically from the cut, opening up multiple avenues for disease and insects to enter the tree. It also means that repeat pruning will be required more often. Sometimes branches need to be cut back beyond minimum clearance requirements to reach a lateral limb and protect the health of the tree.

Lateral pruning also strives to train the tree to grow away from electric wires. This is because branches that are growing toward the lines are cut back to laterals that grow away from the power lines. This is how lateral pruning helps redirect growth away from the lines.

Some tree services previously used the “topping” or “rounding over” method of pruning, and customers still sometimes prefer that practice because it seems more visually appealing. The method is no longer considered healthy for the tree, again because cutting branches in the middle causes sprouts and opens up the tree to disease and insect infestation.

KUB only considers pruning when trees are threatening power lines by growing into the standard safety maintenance zone. If your trees are not within this utility zone, we will not prune them.

We do not prune trees that interfere with the individual service line that connects to your house. If you have a tree threatening your service line, however, you can call us to lower the line temporarily so your professional tree service can safely prune the tree. We will reconnect the line when your work is done.

To inhibit the growth of underbrush and vines around poles and lines, our certified contractors sometimes use a selective herbicide to control re-growth and re-sprouting of stumps. The EPA-approved herbicide is used according to manufacturer's directions and in strict accordance with federal and state regulations. It does not pose a health risk to humans, pets, wildlife, or the environment.

KUB contract crews only use pruning methods and guidelines approved by the Arbor Day Foundation. It's important to remember, however, that KUB is not the only entity that prunes trees in the right-of-way. To find out if the crew in your area is from KUB and not a telephone, cable, or highway crew, check KUB's online Tree Pruning Map at www.kub.org or call KUB Vegetation Management at (865) 558-6658 Monday through Friday, 7 a.m.–9 p.m.

BEFORE



AFTER



Lateral Pruning

KUB contract crews use the lateral pruning method recommended by the Arbor Day Foundation. Cuts are made to the nearest lateral branch growing away from the power lines, which may be beyond the minimum safety maintenance zone.



Your Options

As a homeowner, you have the right and responsibility to take care of your landscape. Similarly, we must care for our power lines. When we have identified a tree that is a potential problem for lines, poles, or guy wires, we are prepared to take care of that problem. However, you do have options.

If you have questions, we would be happy to speak with you. Please call KUB Vegetation Management at (865) 558-6658 immediately after receiving notice of KUB pruning work on your property so that we have time to discuss options with you before crews reach your area. If we do not hear from you, crews will proceed with standard pruning.

Contact our Vegetation Management team at (865) 558-6658 Monday through Friday, 7 a.m.–9 p.m., to discuss how the following options may work for you and sign a work agreement, if necessary.



Private Contractor

You can elect to hire, at your expense, a private tree service to prune your trees. Remember: Working around power lines is extremely dangerous and should only be done by someone specially trained and qualified for that type of work.

The contractor must prune to meet KUB minimum clearance requirements. KUB crews prune to maintain a minimum 10-foot clearance between limbs and distribution lines and a minimum 25-foot clearance from high-voltage transmission lines and may remove any trees, brush, or vines that are threatening (or hindering crews' access to) utility poles and guy wires.

If you wish to have a private service prune your trees, please contact Vegetation Management. A forester will provide a form for you to sign that includes the guidelines the service must follow and the date when the work must be completed.

Tree Removal

KUB only removes trees in the utility maintenance zone that are dead, unhealthy, or unsound and pose a risk to electric safety and reliability. If you and KUB agree to remove the tree, KUB's standard agreement calls for cutting the tree and removing the brush. Due to cost, KUB does not remove stumps, sawdust, or wood, but we will cut the trunk into 18-inch lengths for you.



You may choose to hire, at your expense, a private tree service. Call KUB Vegetation Management at (865) 558-6658 prior to scheduling. The company must be qualified to prune near power lines and must prune to meet KUB minimum clearance requirements.

Tree Replacement

We know trees are important to you and the environment. So if a significant tree has to be removed to keep power lines safe, we may be able to offer you a replacement tree. We will plant the tree in your yard in a mutually agreed on location that will not interfere with overhead or underground utilities.

If you are offered a replacement tree and do not want it placed in your yard, you may donate that tree for KUB to plant in a community planting somewhere in our service area.

As part of our efforts to help beautify our community, KUB has an active community tree-planting program. We also partner with Habitat for Humanity to plant a tree at each new Habitat house in our service area.

Special Status Trees

Some big, beautiful old hardwood trees are just special. Depending on size, age, health, and other factors, a tree may meet KUB's criteria to be labeled a special status tree. Although we can never just ignore a tree that is growing into the power lines, we can make some exceptions to the standard pruning requirements on special status trees.





Subordinate Lateral Pruning

Perhaps your tree is in good health but will require extensive pruning to meet the standard clearance requirements. As discussed earlier, lateral pruning may result in removing branches beyond the minimum clearance for the health of the tree.

Depending on the branching structure of the tree and the tree's proximity to electric lines, KUB may use subordinate pruning as a temporary measure to remove a branch over more than one pruning cycle rather than all at once. Subordinate pruning is consistent with industry best pruning practices.

This is more often an option for trees that have not been pruned before, rather than trees with regrowth from a previous pruning. KUB crews will make proper lateral pruning cuts to achieve standard clearance in three to four years during the next pruning cycle scheduled in your area, or sooner if the tree's branches grow to endanger electric lines again before then.

Reduced Clearance for Low-Growing or Slow-Growing Species

KUB encourages customers to plant only low-growing trees near power lines. If a tall, but slow-growing tree already exists beside lines, KUB foresters will evaluate the species, branching structure, and proximity of the tree to lines to determine if we can make an exception to the standard required clearance.

Other Engineering Solutions

If your trees will require extensive pruning and you believe you will be unhappy with the result, you may choose to pay to have the power lines relocated or moved underground. Those are expensive options, however, that may not be right for everyone.



Resolving Issues

KUB has an obligation to all our customers to maintain safe and reliable service. When tree pruning is necessary to accomplish that goal, we make every effort to consider our customers' input and to accommodate requests that do not compromise safety or reliability.

We encourage your input and questions, and invite you to take advantage of the foresters in our Vegetation Management Program to determine the best way to keep trees and power lines apart.

If a situation comes up that we are unable to resolve on site or in discussions with our foresters, we want you to know that you have somewhere to turn. Our Vegetation Management Customer Advocate will explore all options available for your specific issue and work with you to find a resolution.





If you have been unable to resolve an issue about tree pruning on your property and wish to appeal to the Vegetation Management Customer Advocate, e-mail treeadvocate@kub.org or call (865) 594-7900.

The Vegetation Management Customer Advocate will ensure that your concerns are heard and will explore all opportunities to resolve the issue. As part of KUB's quality assurance process, we will evaluate all concerns raised through dispute resolution to see if changes are necessary in any aspects of the program.



FAQs

KUB recognizes concerns exist about the impact of tree pruning. While we can't compromise on safety or reliability, we do make every effort to consider customers' input into our decisions and to accommodate specific requests to the extent possible. Below are answers to some of the most frequently asked questions. We always invite you to contact KUB Vegetation Management at (865) 558-6658, Monday through Friday, 7 a.m.–9 p.m., to discuss specific questions or to schedule an on-site evaluation with one of our foresters.

Why does KUB prune trees on private property?

Homes and businesses depend on KUB to maintain reliable power. Indeed, in some cases involving medical care, it can be critical. It is a responsibility we take very seriously, and it is why we prune trees to keep branches away from lines.

KUB has the legal right to enter properties to work on and around power lines within a reasonable area.

How will I know when KUB will be pruning in my area?

At least two weeks before we will be in your neighborhood, KUB will send you a letter telling you that we will be pruning trees in your area, and we will leave a door hanger. You can also check our Tree Pruning map at www.kub.org.

During any inspections, we will mark trees we spot that need to be pruned with blue or green paint and any trees or brush that need to be removed with orange paint. Because we do not mark trees scheduled for work in all areas, we encourage you to call us with any questions you may have about work scheduled for your property. A KUB representative can meet with you and explain which trees need to be pruned. Please contact us as soon as possible so we can discuss the work before we begin.

What trees will be pruned?

KUB contract crews are trained to prune only those trees that pose a hazard to electric transmission and distribution lines by growing within the standard safety maintenance zone. In addition to pruning trees, crews clear the utility maintenance zone of all brush, vines, and small tall-growing species of trees, which could grow to endanger lines. Crews consider the tree's species, growth rate, and health as they maintain the necessary electric line clearance. Tree limbs that are growing within 10 feet of distribution lines and 25 feet of transmission lines will be pruned. Lateral pruning helps protect the tree's health, but it may mean that KUB must prune more than the minimum required clearance to reach a lateral. Trees threatening service lines running directly to individual customer homes from the transformer are the homeowner's responsibility.

What if I have questions about the work KUB is doing in my area?

Please call KUB Vegetation Management at (865) 558-6658 Monday through Friday, 7 a.m.–9 p.m., if you have questions or would like a KUB representative to walk your property with you and explain which trees need to be pruned and what will be involved.

Who will be pruning my tree?

KUB only contracts with qualified tree companies who meet KUB guidelines and specifications, and we hold contractors to high standards. KUB foresters inspect the work done by contract crews to ensure it meets our standards.

Will I be able to communicate with the contract crew?

Each crew has a designated Customer Contact, clearly identified by a Customer Contact vest. The Customer Contact can help answer your questions or help you contact a KUB representative who can assist you. He or she can also suspend work at your request until we can make the options outlined in this guide available for your consideration.

What pruning method will KUB use?

KUB contract crews use the lateral pruning method, recommended by the Arbor Day Foundation as the best method for the health of the tree. This method removes the tree branch back to the closest lateral, or “parent” branch, growing away from the power line. This method helps make trees less susceptible to disease.

KUB does not “round over” or “top” trees, which can compromise tree health. You may opt to hire, at your expense, a private tree service qualified to work around electric lines to prune to KUB specifications with regard to required clearances. (Please see next question for more.)

What if I don’t want KUB to prune my trees?

You may opt to hire, at your expense, a tree service qualified to work around electric lines to prune to KUB specifications. A private tree service may prune to your preferences as long as they follow KUB specifications with regard to required clearances.

If you plan to hire a pruning service, please contact KUB at (865) 558-6658 Monday through Friday, 7 a.m.–9 p.m. A forester will provide a form for you to sign that includes the guidelines the service must follow and the date when the work must be completed.

What if I have a special tree I am concerned about?

If you have a large hardwood tree that you are concerned about KUB pruning, ask to talk to a KUB forester to see if it meets the criteria for special status trees. Although all trees must be pruned to achieve the appropriate safety clearance, KUB will evaluate exceptions to the standard pruning requirements for special status trees.

Can I be present during the pruning?

Yes, you can. Please call 558-6658 as soon as you learn about upcoming work in your area so we can set up a time for you to be present before crews reach your property. When you call, a forester will talk to you about work needed on your property, your options, and what to expect. When you and a forester decide on a plan and you sign any necessary work agreements, KUB will schedule a window of time for the work on a weekday between 8 a.m. and 5 p.m.

How often will trees be pruned?

KUB maintains more than 5,000 miles of lines. Pruning in your area every three to four years normally allows us to maintain the necessary clearance.

How much will be pruned?

Crews consider the tree's health as they maintain the necessary electric line clearance of at least 10 feet for distribution lines and 25 feet for high voltage transmission lines. If there is no lateral branch located near the 10- or 25-foot clearance distance, crews will remove more of the branch to reach a lateral branch or the trunk of the tree, which helps preserve the health of the tree.

If I am unhappy with pruning done by KUB, will KUB come back and remove the tree?

To hold costs down for all customers, KUB may not agree to pay for tree removal after a tree has been pruned. To discuss removing a tree in the utility maintenance zone or KUB's other Vegetation Management options, call KUB Vegetation Management at (865) 558-6658 as soon as possible after you receive notice that work is being planned in your neighborhood.

What happens with the brush and debris?

During routine pruning, all brush and debris will be removed within a couple of days of pruning. If you and KUB agree that it is better to remove the tree during KUB's routine maintenance cycle, KUB's standard agreement calls for cutting the tree and removing the brush. Due to cost, KUB does not remove stumps, sawdust, or wood, but we will cut the trunk into 18-inch lengths for you.

What if the pruning will ruin the look of my tree?

Lateral pruning helps protect the health of the tree, but it can result in an unattractive tree shape. If you have a tree that will need extensive pruning or think you will be unhappy with the resulting shape, you may opt to hire, at your expense, a private tree service qualified to work around electric lines to prune to KUB specifications. A private tree service may prune to your preferences as long as they follow KUB specifications with regard to required clearances.

If you choose to hire a private tree service, please contact KUB at (865) 558-6658 Monday through Friday, 7 a.m.–9 p.m. A forester will provide a form for you to sign that includes the guidelines the service must follow and the date by which the work must be completed.

Will you remove my tree instead of pruning?

Removing the tree entirely is sometimes a preferable choice, especially when a tree is dead, diseased, or structurally unsound. If you and KUB agree to remove the tree, KUB will cut the tree, remove the brush, and cut the trunk into 18-inch lengths for you. We do not remove stumps.

Will you replace my tree?

Depending on the type of tree removed, we can sometimes offer to plant a replacement tree in a different location on your property. If you prefer not to have the tree planted on your property, you can donate the replacement tree to a public area within our service area.

If I am unhappy with the scheduled work, who can I talk to?

If you have contacted KUB Vegetation Management and spoken with our foresters about your concerns and are still unhappy with the program, our Vegetation Management Customer Advocate can help. The Customer Advocate will explore all options available for your specific issue and work with you to find a resolution.

If you have been unable to resolve an issue about tree pruning on your property and wish to appeal to the Customer Advocate, submit a request via e-mail to treadvocate@kub.org or call (865) 594-7900.

What will happen if I refuse to let you prune or we can't reach agreement?

If a KUB forester is not able to reach an agreement with you through one of the standard options, the Vegetation Management Customer Advocate will ensure all opportunities to resolve your concerns have been explored.

KUB is responsible for maintaining a safe and reliable electric system, however, and ultimately must achieve adequate clearance.

I see blue, green, or orange paint markings on some trees. What do the markings mean?

During any inspections, KUB uses blue or green paint to mark trees to be pruned and orange paint for trees or brush to be removed. Because we do not mark trees in all areas, however, your tree may be pruned even if it is not marked. If you have any questions about work that may be needed on your property, please call us (856-558-6658) as soon as possible so a KUB representative can discuss the work with you before we begin pruning.

Have your policies ever been reviewed by a third party?

Yes. In 2010, KUB formed a community-based Tree Trim Policy Review Panel to review our entire program. The panel met 21 times, and all meetings included a public comment period. KUB also conducted four open forums to gather input from the community at large.

Based on input from the panel and the public, KUB adopted the panel's objectives and made policy changes and program improvements. We will continue to review the response to these improvements, keeping in mind associated costs and the financial impact on our customers.

The panel reinforced the basic premise of providing safe and reliable service as well as KUB's practice of using lateral pruning, which has been recommended by tree experts, the Arbor Day Foundation, and the American National Standards Institute (ANSI).

How can I get additional information on KUB's Vegetation Management policies or make comments or suggestions?

Check out the tree pruning section and videos online or use the contact information below to submit questions, comments, or suggestions.

- (865) 558-6658, Monday through Friday, 7 a.m.–9 p.m.
- (865) 524-2911, Outside normal business hours
- E-mail us at trees@kub.org
- Visit www.kub.org and see the Hot Topics Index to view the videos.

Appendix: Tree Pruning Examples

These pictures show examples of the types of pruning needed on various species of trees to ensure the required safe clearance around power lines. The examples can help you envision how your tree may look after pruning. Please note that utility line clearance pruning does not provide the preferred tree shapes of pruning done by landscapers.



V-cut pruning



V-cut pruning



V-cut pruning



V-cut pruning



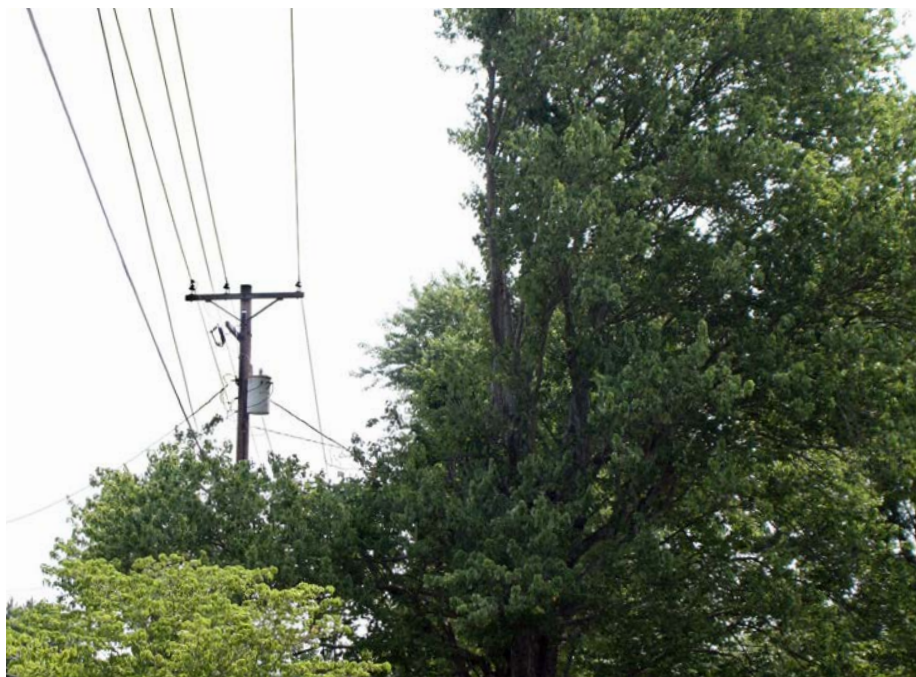
V-cut pruning



V-cut pruning



Side pruning



Side pruning



Side pruning



Side pruning



Pruning under lines



KUB clears unmaintained vegetation around poles for safe access.



Our Commitment

Trees play an important role in the beauty and livability of our neighborhoods, and KUB is committed to protecting this valuable resource as we provide the reliable service our customers expect.

Since 2001, KUB has been recognized by the Arbor Day Foundation for our national leadership in properly caring for trees while meeting customers' needs for reliable utility service.

The KUB Vegetation Management Program follows the core standards of the Arbor Day Foundation by participation in

- Quality tree care practices including use of the lateral pruning method to redirect tree growth away from power lines while preserving tree health to the extent possible.
- Continuous training in best practices for all KUB employees, contractors and supervisors.
- Public education programs to help homeowners plant the right tree in the right place to avoid future conflicts with power lines.
- Regular review of best practices and continuous improvement.
- Arbor Day celebration tree planting events.

As your public utility, KUB is responsible for providing safe and reliable power to our customers. We take this responsibility seriously. Trees near power lines pose a physical danger and can cause service interruptions for you and your neighbors. Our crews work hard to keep the lines clear, balancing the beauty of trees with our commitment to your service. Our Vegetation Management line is staffed Monday through Friday from 7 a.m.–9 p.m. We welcome your questions and your feedback.

Thank you,



Gabriel J. Bolas

KUB Chief Executive Officer and President



www.kub.org



TPCGY17M12