



## Snow Removal FAQ's

Provided below are a list of frequently asked questions about our snow removal service. These questions provide a brief introduction to our service.

### **WHAT FACTORS IMPACT THE PRICE OF A CONTRACT?**

There are certain fixed and variable costs that we incur to provide a responsive snow removal service. Most of the fixed expenses, like facility rent, payroll for operators, staff and mechanics, insurance, equipment payments, marketing, communications and taxes do not change much due to the severity of the winter. However, the variable expenses include fuel, parts and repairs, which fluctuate from year to year and season to season.

Our season contract price also varies depending upon the driveway's difficulty, size and amount of snow accumulation. The time spent clearing driveways represents only one portion of the labor needed to maintain a reliable snow removal service. We have a team working all season long to ensure our snow removal service is reliable and professional.

Please call us regarding your driveway and we would appreciate the opportunity to provide you with a snow removal quote.

### **WHAT TIME WILL YOU BEGIN SNOW REMOVAL?**

The timing of our snow removal is subject to the unpredictable timing of winter storms. We will begin snow removal operations when snowfall reaches a depth of approximately 3-4". The timing of snow removal varies from day to day. Due to the unpredictability and severity of winter storms, we cannot guarantee that we will arrive at your house at a set time every day.

Most of our snow clearing shifts occur during the middle of the night and allow us to complete our driveway clearing before you need to leave your house in the morning. However, there may be some instances when you may wake to find snow in the driveway because the snow did not accumulate until later in the morning, thus delaying the start time of our snow removal service until later in the day. Additional factors that impact timing are road closures, travel advisories, etc. Safety is of the absolute utmost importance for our clients and staff alike.

Rest assured knowing that we monitor the snow accumulation around the clock and will start clearing as soon as possible.

### **WHERE AM I ON THE SNOW REMOVAL ROUTE?**

The routes are structured so that all driveways on the route can be cleared within 4.5- 5 hours. During a severe storm, it may take longer to clear each route. The operators are assigned to a specific route and clear the same driveways in order to provide the fastest, most effective snow removal service. It's our goal to keep the routes structured as close to the prior season to keep the same semblance of timing and predictability.

You can help us by signing up for snow removal service as early as possible. The earlier we can accurately identify the routes and start familiarizing the operators with their routes, the quicker we can provide you with timely, thorough snow removal service.

#### **WHY DO YOU CLEAR DRIVEWAYS IN THE MIDDLE OF THE NIGHT?**

Operating during the middle of the night allows us to work quickly and without the risk or delays of traffic. We clear driveways in the middle of the night whenever possible because there is very little traffic on the roadways. Ultimately, reducing the chances of accidents with vehicles.

#### **WHAT IF I'VE GOT 1-2 FEET OF SNOW IN MY DRIVEWAY, AND I WANT TO GET OUT?**

If there's heavy snow in your driveway, there's probably also heavy snow on the roads. Consider the possibility that it may not be safe for you to operate your vehicle on the road.

We encourage you to proceed only if you can do so safely. Please be aware of your vehicle's capabilities and limitations. We strive to be on the road during all snow events, apart from when safety is of concern. Rest assured, if you have snow in your driveway – we are doing everything possible to get to you, and get you out, safely.

#### **HOW CLOSE CAN YOU GET TO MY GARAGE DOOR?**

In most cases, our small equipment can safely maneuver within 12 " to 18 " inches of your garage door, car, stairs and/or entry. Our operators will remove snow from around these areas to the best of their ability.

#### **DO YOU STAKE MY DRIVEWAY AND WHAT SHOULD I DO IF ONE OF MY MARKERS HAS BEEN KNOCKED OUT?**

At the beginning and end of each season TPM will install and remove snow poles at no charge.

If you have a marker that has been knocked out, please try to reinstall yourself. If it is not possible to reinstall it, please notify us and we will send someone out to fix it.

#### **WHAT IF A CAR IS PARKED IN MY DRIVEWAY?**

If you are not home or unable to move vehicles, we will only clear up to and around vehicles and/or any area that is accessible. We will attempt again to cleanup on our return visit.

#### **CAN WE CALL AND HAVE OUR DRIVEWAY CLEARED AS NEEDED?**

Yes. "On-Calls" cost an average of \$150.00-\$200.00 per clearing. However, just like a seasonal snow removal quote, the fee will vary based on driveway size and the amount of snow accumulation.

Most people prefer the seasonal as it proves to be more cost effective and gives the comfort of knowing you are locked into a set rate, for the entire season.

**WHAT IS TPM’S POLICY ON DAMAGE TO MY PROPERTY?**

TPM will reasonably repair damage to your property caused by our snow removal service. TPM is not responsible for chain marks, scratches or gouges resulting from normal snow removal operations. Nor will we be responsible for driveway damage resulting from poor construction. TPM is not responsible for damage to property left in, constructed or placed adjacent to the driveway that is not clearly visible to the operator and properly marked by the homeowner.

**HOW MANY DRIVEWAY CLEARINGS DO I GET FOR MY SEASONAL FEE?**

Homeowners receive unlimited driveway clearings from November 1<sup>st</sup> until March 15<sup>th</sup> If weather dictates services either before or after said date, there will be a per-push rate billable upon service.

**CAN YOU SHOVEL OUR WALKWAYS, SIDEWALKS, STEPS, ENTRANCES, ETC?**

Yes. We offer a comprehensive service designed to include all the areas of your property that you want cleared. Please make sure to include a detailed description of service needs when requesting your quote.

**WILL MY SNOW BE AUTOMATICALLY CLEARED?**

Yes, your service will always be performed automatically. There is absolutely no need to call - once you sign up for your contract we come to clear whenever the snow reaches our clearing trigger of one centimeter.

**WHEN DO I HAVE TO PAY?**

We expect the first month of your service to be paid prior to 11/1. The remaining balance is due on or before the 1<sup>st</sup> of each month thereafter. Personal checks & American Express are not accepted at this time. A Credit Card Authorization Form is required for all future payments for those who qualify, and this form must be included with your client information documents and/or when finalizing your contract, unless noted otherwise.

**WHAT FORMS OF PAYMENT DO YOU ACCEPT?**

We accept payment by all major credit cards (Visa, MasterCard, Discover) except for AMEX. We also accept cash & ACH. All payments will receive an electronic invoice, emailed to the email address we have on file.

**DO I NEED TO BE AT HOME WHEN YOU COME TO CLEAR?**

No, once the account is set-up you do not need to be home for us to take care of the property.

For additional questions, please contact our office at 315-273-0555, email us at [contact@tri-countypm.net](mailto:contact@tri-countypm.net) or you may use the contact us form on our website at [www.tri-countypm.net](http://www.tri-countypm.net)