

## TJB-INC's Commercial Snow Removal Protocol

**Snow Removal:** TJB-INC will provide a price estimate for snow removal services for your property based upon the total depth of a snow or ice event for a single complete clearing of the areas you have contracted for. The official depth for your location will be from The Connecticut Weather Center (data collection center for the National Weather Service) located at [www.CTWeather.com](http://www.CTWeather.com) and your charges will be based upon their calculations. Snow Depth reports are available from TJB-Inc upon request.

**Exceptions:** If your location requires a complete plowing by a particular time (IE: 7am) so you can open your building for business and the storm is ongoing, you will be charged for a full removal service but based upon the depth of snow fallen by that time. If you need additional clearings during an on-going snow/ice event to keep your building accessible, you will be charged (pro-Rated) for whatever services are completed. Here are some examples of a 12" Snow Event:

**1. Single Plowing:** We have a 12" snow event that starts after close of business and ends before you open the following day, we will clear the property as contracted and you will be charged based upon a 12" depth.

**2. Open Plowing & Final Plowing:** We have a 12" snow event that starts after close of business but continues into the next business day and does not stop until late the following day and you have asked that your property be open for business by a stated time (IE: 7 am), then we will completely open your property by that time and you will be charged based upon the depth of snow at that time. (IE: If the snow depth cleared is 5.5" then you will be charged based upon your 0" – 6" charge.) If the next clearing is after the storm has stopped, then we will charge based upon the depth of snow at that time. (IE: If the snow depth cleared is 6.5" then you will be charged based upon your 6" – 9" charge.)

**3. Continuous Plowing:** We have a 12" snow event that starts after close of business but continues into the next business day and does not stop until late the following day and you have asked that your property be open for business by a stated time (IE: 7 am), then we will completely open your property by that time and you will be charged based upon the depth of snow at that time. (If the snow depth cleared is 5.5" then you will be charged based upon your 0" – 6" charge.)

If we need to return throughout the event, (say every additional 2" depth) then we will charge based upon services provided for each visit. If you require a full clearing, then we will charge based upon snow depth at the time of service. If all you require is partial plowing or sidewalk clearing, then we will pro-rate our charge based upon the area(s) requiring attention.

If we can wait until the end of the storm to clean the property for the next business day after our first clearing, then we will charge based upon the actual depth at the time of the second clearing. (IE: 6.5" would result in a 6" – 9" charge).

**Closures:** If you are going to close your building(s) and send your employees home, please let TJB-INC know ASAP. If needed, we can come and make a couple of passes to make sure they can get out of your lot safely. If you decide to close your building before your normal opening time, please let TJB-INC know before we plow your property open so we can send our resources elsewhere and clear your property at the end of the storm.

**Sanding/Deicing** applications are charged per application. TJB-INC will treat all areas but if a partial treatment is all that is necessary, and then we will pro-rate the charge based upon the amount of material used and time spent in application.

**Post Storm Clean-up:** If cars are in your lot(s) during our clearing services and leave after we finish, return trips to clear these areas and/or if your driveway aprons get filled in by the state/town, we will return to clear these area at no additional charge to you.

**Snow Relocation/Removal off Site:** During a winter season that we have lots of snowfall and you run out of places to put the snow, we offer snow relocation and snow removal services at an additional charge. Many times, we can bring in a piece of equipment and relocate the snow on site to make more room. This charge is based upon the type of equipment required and length of time needed to complete the service. This service will require authorization first by you. If the snow needs to be trucked off-site, we can provide this service as well. This charge is based upon the type of equipment required and length of time needed to complete the service. This service will require authorization first by you.

**Season Contracts (Snow Insurance):** All snow plowing of your lot(s), sidewalk(s), & steps along with all sanding and de-icing applications are covered under the seasonal charge. Payments for seasonal contracts are due the first of the month (November – March). If we have an early or late snow event (Oct & April), you are covered by the season contract. TJB-INC does not have any minimum or maximum snow depth on our seasonal contracts. Snow Relocation/Removal off Site is not covered under a Seasonal Contract and will be charged additional if services are authorized.

**Contact Info:** [tjb@TJB-INC.com](mailto:tjb@TJB-INC.com) can be used for any non urgent updates or concerns. We are not in the office during snow events and will not receive your message until a day or two later.

**203-287-0636 is our main office telephone #.** If we are out of the office, the calls will be forwarded to our 24/7 answering service who will take your message. Since we receive hundreds of calls during a large winter event, we have instructed our answering service to tell everyone we are not accepting any new customers. Tell the service you are a Regular Customer and on our contract list. Please provide your name, property address, and describe your concern. They will text page us in the field with your information. If you require service, we will find the closest truck/crew and dispatch them to your site as soon as possible

**Payments:** TJB-INC will send out invoices for completed work along with the times the work was completed. Commercial accounts must pay within 30 days or risk having services discontinued. Any past due amounts will be subject to a 2% per month statement charge.

**Thank you for using TJB-INC as your Snow Removal Contractor this winter season!**