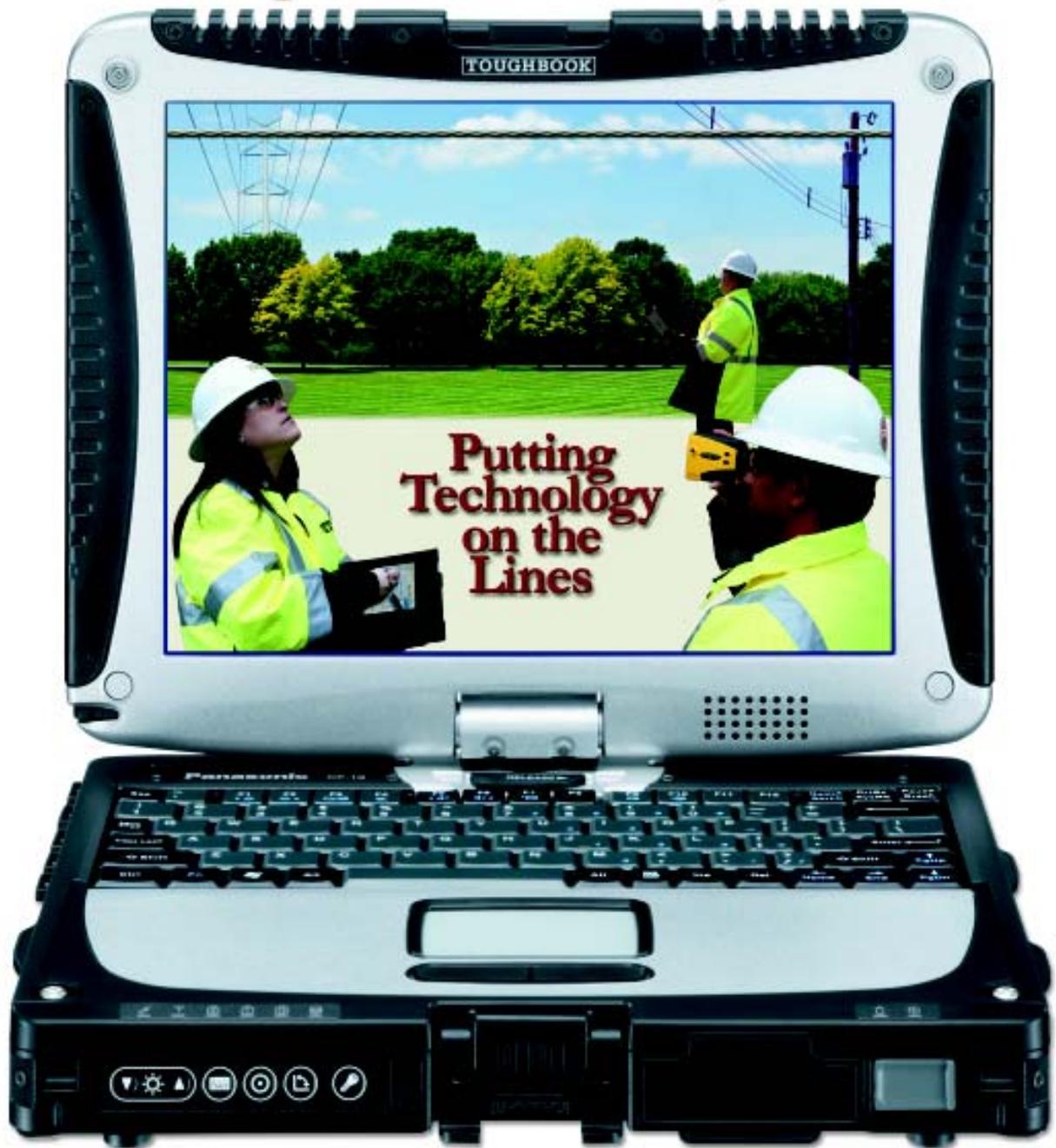




Vegetation Management
People • Processes • Systems



ArborMetrics
A Solutions, Inc.

Information is power. The more information you have about the vegetation on your transmission or distribution circuits, the more power you have to manage it.

Vegetation never sleeps.

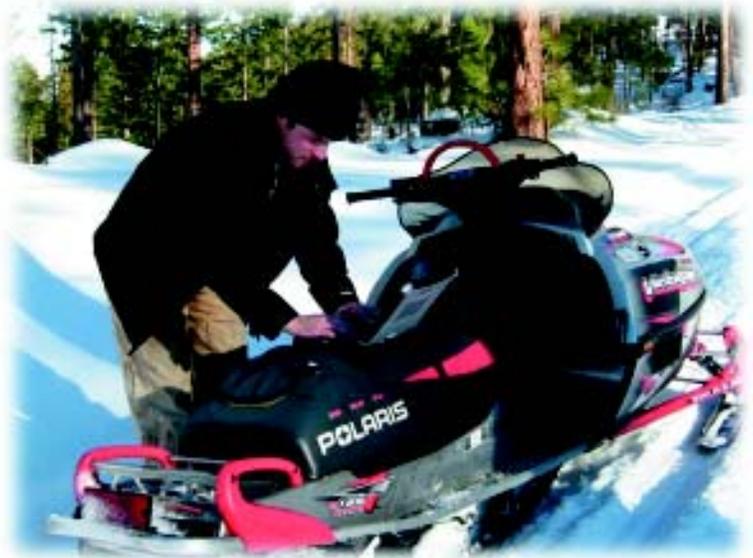
Neither do the processes and systems ArborMetrics Solutions implements to help you manage your vegetation (our people do require some sleep). Knowing what vegetation is where, what's required to keep it in check, and when you have to perform the required tasks to minimize the risk of an outage is vegetation management at its best.

Traditionally, vegetation management has been performed largely as scheduled tasks. But with more information, vegetation can be managed proactively, using people, processes and systems to get the job done more economically and effectively.

We See the Trees and the Forest.

ArborMetrics Solutions is the eyes, ears and brains of a successful vegetation management program. Our highly trained mobile workforce can catalog the vegetation on your transmission and distribution lines, obtain permissions for access to it, assess the vegetation's threat to your service, issue the work orders for its trimming, and follow up with quality control audits to ensure the work was done correctly. This can be done from the ground, or from the air using LiDAR technology. ArborMetrics partners with URM, the industry's leading LiDAR provider.

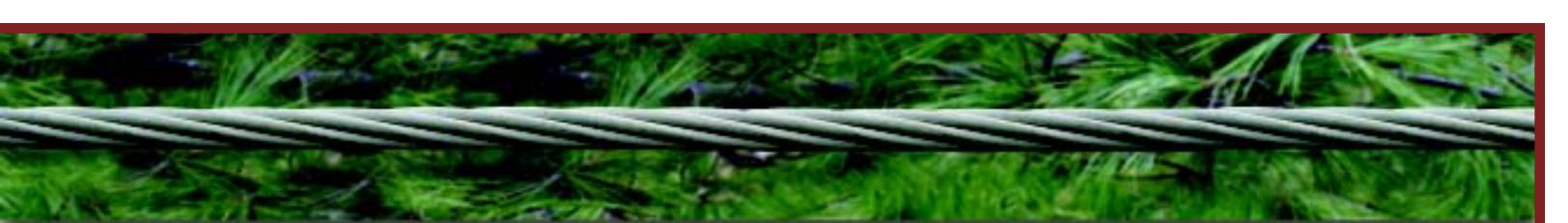
The key to our success is the continuous flow of information from the first observation through the final audit. Data, obtained from "boots-on-the-ground" arborists or via aerial LiDAR survey, is readily available from a web-based data repository. Imagine being able to see, with a few keystrokes, the progress of your vegetation management schedule and budget. Now that's management!



ArborMetrics Solutions provides a mobile workforce no matter what the climate or terrain.



In this URM-supplied LiDAR-generated image, the encroachment of vegetation on distribution lines can be seen.



ArborMetrics Solutions employees use the latest in mobile computing technology.

It's Our People.

ArborMetrics' employees receive extensive on-the-job and classroom training to maximize their safety and effectiveness in the field. Starting with carefully selected people, ArborMetrics provides advanced training in the many new and changing technologies we employ, such as the use of GPS devices, electronic job ticketing and quality control auditing. As much as our processes and systems are constantly being refined, we try to foster a culture of continuous improvement in our people. And it shows. According to one utility executive "...we're already meeting our objectives in a program that is less than a year old."

Our people learn your business and culture, so we can integrate and adapt our processes to yours. And they have the people skills needed to interact with your customers.

We take safety very seriously. ArborMetrics wholeheartedly supports its parent company's (Asplundh Tree Expert Co.) corporate safety vision: **Safety First ... No One Gets Hurt!**[®] Training in Work Zone Safety and Decision Driving are all part of ArborMetrics' ongoing safety management commitment.

It's Our Processes.

We all know we can't just manage vegetation and be done with it. It's an ongoing commitment that can be a costly investment if not run properly. By bundling an unparalleled depth of experience and resources in vegetation management with a commitment to push the envelope in technology and continuous process improvement, we're able to help you deliver vegetation management decisions that are effective and economical.

From beginning to end, from the bid to the project's completion, every phase of our work follows a carefully mapped out process – one that is continuously improved. Training, patrolling, planning, budgeting . . . all are guided by an ArborMetrics process to ensure a successful vegetation management program.



The diagram above maps a permissions process for vegetation management on a utility right of way.



Captured data is used to develop, implement and monitor the ongoing vegetation management program.

It's Our Systems.

ArborMetrics people use a number of systems to carry out the tasks determined by our processes. From highly specialized, proprietary software that can analyze huge amounts of vegetation data, to simple, off-the-shelf mapping programs, we rely on these systems to serve our customers and our employees. To drive and optimize field operations, we use ruggedized computers and other field devices to deliver work order management and web-based reporting through a central data repository. Combined with trained personnel, these components allow you to streamline assessment, notification, work assignment, and quality assurance. ArborMetrics can help

you speed up data collection, capture GPS locations, eliminate the need for paper maps, and automate work order generation and reporting.

Among the tasks performed by these systems are:

- *Identify location, diameter, and species of trees for pruning or removal*
- *Indicate and quantify mowing or spraying locations*
- *Automatically generate and populate property owner permission forms*
- *Capture tamper-proof digital signatures*
- *Identify refusals and sensitive customers*
- *Assign equipment and crews by type of work, circuit or geography*
- *Create and deliver work orders for hazardous tree conditions*
- *Generate specifications for contractor bids*
- *Synchronize upload/download of work orders*
- *Capture time and work completed by field crews*
- *Track completed work by line segment or costs per unit*
- *Integrate vegetation management and outage records to analyze reliability*
- *Generate reports required by state and federal regulators*



We invite you to learn more about our people, processes and systems. You can visit us on the web or contact us today to schedule an appointment with an ArborMetrics Solutions representative.

© 2010 ArborMetrics Solutions, Inc.

224 Thompson Street #104 • Hendersonville, NC 28792

Phone toll free: 1-866-685-1880 • www.arbormetricssolutions.com • E-mail: info@arbormetricssolutions.com