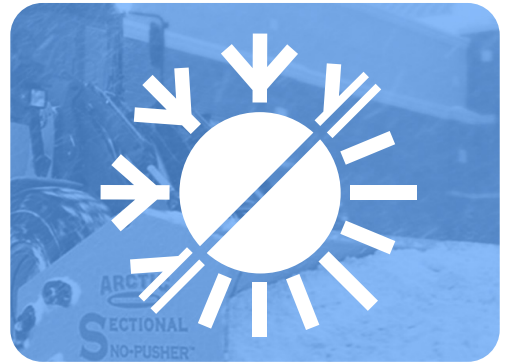


*We are moving forward with preparations to enable us to meet and exceed your expectations.*

# BSS WINTER NEWS LTR



WHETHER IT'S GROWING OR SNOWING  
**BSS IS YOUR SOLUTION!**



Dear Valued Bozeman Site Services' Client,

Bozeman Site Services, is looking forward to providing you with exceptional snow removal service throughout the 2023/2024 Winter season and beyond. We are sending this communication prior to the season to address some common questions that arise each year. It is our hope that this will alleviate some stress during any given snowstorm.

*Please remember that each snowstorm is different and presents its own unique set of challenges.*

Be assured we are working extremely hard to provide you the absolute best service in the most timely fashion as our teams familiarize themselves with their routes and individual properties and continually improve throughout the season.

Within this newsletter there are some key things to know and remember for this snow season. Thank you for choosing Bozeman Site Services for your Winter service needs!

Doug Duschene - CEO BSS

## STRATEGIC SERVICE TIME LINES

We have created routes that are designed to be completed within 8-10 hours once the snow accumulates and exceeds the triggers within our contracts. *(please check your contract for your specific contract triggers)*. **Completion times are totally dependent on the time the snow starts to fall, the time the trigger depths are realized, and the severity and longevity of the storm and accumulation.** Please know, once we complete a snow removal round and it is still snowing, snow will begin to accumulate again. We will return for a second round either later that day or the following day if triggers are met again.

### Overnight Storms

**Commercial properties** - We strive to have one push complete by 7-8AM. If the snow continues to fall after the push is complete, we will return later in the day or the following early morning to clean up if triggers are met again. If the storm warrants it, we may need to come back a third time, if needed, after the storm is over.

**Residential properties** - These properties will receive one push per day. We will begin to push residential properties mid morning with the expectation of completion by 5PM (weather permitting).

### Daytime Storms

**Commercial properties** - We will dispatch our crews once the snow accumulates to the service trigger designations. Lanes and high priority sidewalks will be serviced first. We will return the next morning to complete the snow removal.

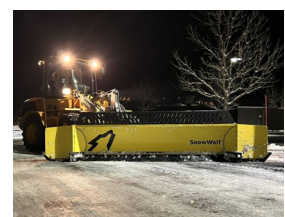
**Residential properties** - These will be serviced that day or the next day depending on the timing of the storm.

trig·ger

/trigər/

[Verb] to cause (an event or situation) to happen or exist.

**\* Our completion goal for commercial properties is 7-8AM. We will start the initial push once trigger depths are met. If triggers are met later than 3AM this may cause delays in completion time goals.**



## COORDINATED PARKING

- Please **do not park in your driveway or on the street next to your driveway**. We will not plow if a vehicle is in the driveway to avoid any possible damage to your personal property. If you park on the street please ensure there is ample room (4 feet from driveway) for the plow trucks to maneuver.
- If you have vehicles that stay in a parking lot overnight, please **consolidate vehicles** into rarely used spots.
- Please attempt to **leave entire sidewalks clear of obstacles** such as electric cords for plugging in vehicles and all overhanging objects like car bumpers. These can limit our ability to effectively utilize snow removal equipment on the walkway to remove the snow.
- **Do not park in front of snow storage areas**. If you don't know where this area is located on your property, please let us know and we will be happy to email you documentation.
- **Rotate your parking spots** to allow us to remove snow on a regular basis and to prevent ice build up.

## SNOW PLACEMENT

*We all want to be safe. Here are five important things to remember . . .*

### HOW TO ACT AROUND SNOW REMOVAL EQUIPMENT

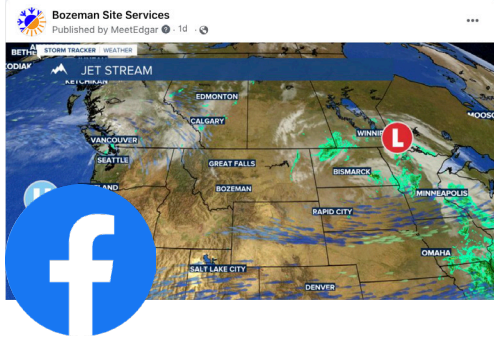
1. **Do not tailgate - Give plow trucks significant room to maneuver.**
2. **Go around plow trucks (if they are driving towards you in your lane). This is rare as we always attempt to plow in the direction of traffic but it is sometimes unavoidable.**
3. **Know that plow trucks are visually limited and difficult to stop.**
4. **When our technicians are moving snow they may not see you and cannot hear you. Please catch their attention (eye contact is the best way as we usually have hearing protection on) or simply stay clear of the machinery. We will stop work as we see someone is approaching to ensure safety.**
5. **Please know that snow removal machinery must operate at a certain speed to effectively remove snow. The speed may seem to be excessive but is necessary due to the weight of the snow.**

We store snow on your property. If you need snow piles moved or relocated, we do provide this service as per your property proposal & the BSS Terms of Service.

All BSS Properties - If snow storage areas are full, we may need to relocate the snow on-site or remove the snow off-site. We do this on an "as needed" basis without pre-notification or also at a customer's request. There are additional charges for these services.

It is illegal for us to push snow across public/county roads or pile snow from your property onto another property. If this is an issue please contact our office.

As for roads, we push the snow from the center of the road to the curb or ditch. We cannot control the spilling of snow into driveways and sidewalks. We do our best to spill as little as possible but it is unavoidable.



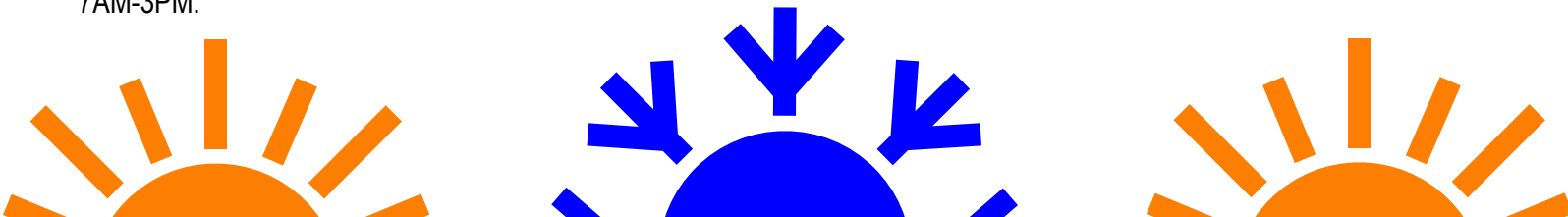
## Need an activity update during a storm?

### Follow us on Facebook and get the latest news!

### COMMUNICATION IS KEY!

*We will be striving to keep you informed as much as possible during each storm.*

- Follow us on social media [\[Facebook\]](#) - We will update progress during each storm on Facebook. These feeds will begin at approximately 6:30AM for an overnight storm.
- Once each job is complete, our technicians will send you, or your representative, a service notification via email or text to let you know the snow service has been completed.
- We desire to be attentive to all your snow needs. If you need to reach us, please utilize your [BSS Portal Link](#), call 406-570-9893 or email us at [office@bozemansiteservices.com](mailto:office@bozemansiteservices.com). On storm days, these lines of communication will be open 7AM-3PM.



## HOW TO REQUEST ADDITIONAL WORK

If you require additional services, please reach out to us via your BSS portal.

Explain in detail the scope of work, the specific location and your expectation of what you would like to be done. If possible, a map or photograph of the area that is in need of attention would be helpful.

If you need a link or portal information please contact the BSS office at: [office@bozemansiteservices.com](mailto:office@bozemansiteservices.com).

## HOW TO REGISTER A QUALITY CONCERN

- We strive for 100% customer satisfaction. In the event that you need to register a concern please take the steps listed below.
- Please do not complain to the snow removal technicians. BSS needs to document and identify training opportunities.
- Go through your property management company first, if applicable. Please attach pictures of the area of concern.
- Send an email to [office@bozemansiteservices.com](mailto:office@bozemansiteservices.com) or use your client portal on our website with an explanation of your concern. Please attach pictures to submit a work request.

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**To Visit your Client Portal please [Click Here](#). For a 'How to Video' on how to log a concern please [Click Here](#).**

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### HOLIDAYS

Bozeman Site Services places a high value on family. To give our valued employees uninterrupted family time this year we will not be working on Thanksgiving day and Christmas day. Please read through the specific dates and times below. We will have one technician on call for emergencies, if anything should arise. There will be an emergency service charge of \$75 per request in addition to the normal snow removal price and that service charge will go directly to the on call employee if triggered.

*Thanksgiving - We are closed from 5pm Wednesday, November 22nd to 3am Friday, November 24th*

*Christmas - We are closed from Noon Sunday, December 24th to 7am Tuesday, December 26th*

*Thank you for your business. We will do our best to give you the highest quality snow removal possible during every storm this Winter season. We look forward to exceeding your expectations.*

**Doug Duschene**  
Chief Executive Officer



# BOZEMAN SITE SERVICES