

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

BSS WINTER NEWSLETTER 25-26



**'WEATHER' 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 2025-2026 Winter season and beyond. We are sending this communication at the start of the season to address share some insights and address 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!

BSS Snow Removal Professionals

WHEN THE PLOWS ROLE

Our team monitors conditions closely and dispatches when snow is nearing your service trigger depth. 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 refer to your contract for your specific service trigger depths).*

At BSS - We don't run on a Clock — We run on the storm.

Completion times depend entirely on when the snow begins, when the service trigger is reached, and the severity and duration of the storm.

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 (Crews dispatch at 3:00AM)

Commercial properties - We strive to have one push completed by 7-8AM. If the snow continues to fall after the push is complete, we may 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 after the storm is over.

Commercial and handicap-access areas are cleared first for safety, then residential routes follow.

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). If snow continues to accumulate throughout the day we will return the following morning to clean this up.



Daytime Storms

Commercial properties - We will dispatch our crews once the snow accumulates to the service trigger designations. Lanes, handicap-access and high priority sidewalks will be serviced first. If needed, 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.

Each storm is different, the storm dictates the dispatch, not the clock.

trig·ger

/trɪɡər/

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

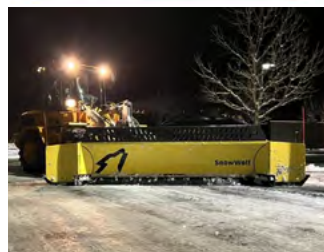
**Our completion goal for commercial properties is early AM. We will start the initial push once trigger depths are met. If triggers are reached later than 3AM this may cause delays in completion time goals.*

Note From the Office

We expect our crews to always do a great job, but if you really want a happy crew on your property, send compliments! We share them with the team, and they can even earn rewards when we pass them along.

If something isn't quite up to your expectations, please let us know right away so we can fix it and earn those compliments back.

Communication with our office is key. Rebeca and Shirley are the best, and they'll make sure you're taken care of!



COORDINATED PARKING

- Please be aware that cars parked in your driveway or on the street next to your driveway will impact snow removal services. To avoid any possible damage to your personal property, plowing may be impeded if a vehicle is in the driveway at the time of the plow. If you park on the street please ensure there is ample room (at least 4' 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 such as 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 snow pack and ice buildup.

HOW TO ACT AROUND SNOW REMOVAL CREW MEMBERS & 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. NOTE: Plow trucks are visually limited and require longer stopping distances.
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. NOTE: Snow removal machinery must operate at higher speeds to be effective — this may look fast, but is necessary due to the weight of the snow during snow.

SNOW PLACEMENT/STORAGE

Your snow will be stored on designated storage areas on your property. These spots are chosen to keep traffic, parking, and drainage clear throughout the season and to allow for future storm storage. As winter continues, these piles will naturally grow and compact.

If you need snow piles moved or relocated, we do provide this service as outlined in your property proposal, the [BSS Terms of Service](#), and upon your request.

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.

Due to city and county regulations, snow cannot be pushed across public or county roads or stored 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 minimize spillover, but some is unavoidable.**

HOW TO STAY IN THE LOOP COMMUNICATION IS KEY!

We will be striving to keep you informed as much as possible during each storm. Email is always the best way to stay informed during a storm. We send out weather and route updates throughout the season to keep you in the loop.

If you'd like others copied on our winter snow notifications, just send their email addresses to office@bozemansiteservices.com and we'll make sure they're included.



We'll also keep our Facebook page updated for general announcements, but your inbox will always have the most accurate information.

When you email us, please include pictures whenever possible — they help us see exactly what you're seeing and respond quickly. We do our best to reply as soon as we can, especially when the weather's busy.

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. On storm days, these lines of communication will be open 7AM-3PM.

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. Contact the BSS office or submit a portal entry to communicate your concern.
- Go through your property management company first, if applicable. Please attach pictures of the area of concern.
- Send an email to 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.



ADDITIONAL WORK?

If you would like or require additional services, please call our office or 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.

HOLIDAYS PLANS

Our crews give their all during every storm, often working long hours and odd shifts to keep things running smoothly and properties clear. We set aside a few days each winter so they can rest, recharge, and spend time with family before the next round of weather moves in.

To give our valued employees uninterrupted holiday family time this year, we will not be working on Thanksgiving Day, Christmas Day and New Year's 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 \$90 per request in addition to the normal snow removal 'Time and Material' prices. This service charge will go directly to the on call employee if triggered.

Thanksgiving - We are closed from 5pm Wednesday, November 26th to 3am Friday, November 28th

Christmas - We are closed from noon Wednesday, December 24th to 7am Friday, December 26th

New Years - We are closed from 3pm Wednesday, December 31st to 3am Friday, January 2nd

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



What about Ice Dams?

Ice Dams are often a reality for homes in our area. Do not ignore Ice Dams if they manifest on your roofline. We have the equipment and the expertise to remove these for you.

[CLICK HERE](#) to learn more.

Do you use Ice Melt?

Yes — we apply ice melt when needed for safety. Granular Ice Melt is uniquely effective in remediating the presence and the ever-present danger of ice on your property. No Ice Melt comes without warnings, but there are some forms that are kinder and gentler on our companion animals, our gardens and our grass.

[CLICK HERE](#) to learn more.

If you do not want ice melt used on your property, please email us and we'll note it on your account.

How cool is Bozeman Site Services?

Well... the office girls say it's literally freezing in the winter, but we like to think we're pretty cool anyway.

Why didn't we get plowed yet?

Please read the section of this newsletter '**When The Plows Role.**' Our strategic response to each storm is dependent on the specifics of each storm. Clearing your property is a priority to BSS.

[CLICK HERE](#) to learn more.

What do I do if my property snow storage is full?

This happened all over the valley back in the Winter of 2022. BSS provides Winter Addn T&M Services 'As Needed' to manage the storage of snow on your property and allow for future snow removal.

[CLICK HERE](#) to learn more.

The offering and instituting of these services is strictly performed only due to unprecedented snowfall and/or snowfall frequency.

What about Mailboxes & Hydrants?

The removal of snow from driveways, driveways and walkways often leaves these buried in drifts and piles.

We understand the inconvenience and potential hazards posed when these are buried. We provide a specialized service called "Snow Clearing Mailbox & Fire Hydrant." This robust service is designed to address and rectify the issue promptly, ensuring that these crucial elements remain accessible.

[CLICK HERE](#) to learn more.



BOZEMAN SITE SERVICES