



TOWNSEND TREE SERVICE

Delivering Excellence In Integrated Vegetation Management Services



- Focus on safety
- Line clearance expertise
- Extensive equipment assets
- Skilled, experienced personnel
- Habitat management knowledge

Townsend Tree Service...

Delivers Solutions to meet Customer IVM Goals

Introduction

Townsend Tree Service is one of the largest companies in the country specializing in tree-trimming, line clearance and Integrated Vegetation Management (IVM) services critical to the proper maintenance of electric power lines, communications lines, pipelines and roadways.

With over 3,000 equipment assets and a large geographic footprint, the company is primarily focused on performing Right-Of-Way (ROW) tree-trimming and line clearance services.



Key Clients

Key clients include:

- Major investor-owned electric utilities
- Rural electric cooperatives
- Municipal systems
- Pipelines
- State Departments of Transportation

Resources to Do the Job Right

Townsend Tree Service possesses extensive equipment capabilities and resources. The



company has one of the largest fleets of All Terrain Aerial Buckets (ATAB), Right-Of-Way (ROW) brush mowers, spray application equipment and other specialty equipment in the industry.

Setting Industry Standards

Through the use of modern IVM techniques and advanced herbicides that target invasive species, Townsend Tree Service provides the best in habitat management.



Townsend Tree Services continually help redefine ROW stewardship, resulting in a variety of corporate and societal benefits like enhanced environmental efficacy, better service crew access, lower maintenance costs, improved drainage and enhanced aesthetics.

Storm Response & Restoration Services



Many Townsend employees are ISA certified arborists and utility specialists, licensed pesticide applicators and/or CTSPs enabling them to better contribute to client IVM programs.

Crews from Townsend Tree Service are well-trained and experienced in storm restoration activities. We know fast response time is vital to success when natural disasters such as hurricanes, ice storms and major wind storms hit. We know what is required to perform with excellence under such trying conditions.

TTS Services

- Vegetation Management
- T & D ROW Clearance
- Herbicide Spray Application
- Line Assessments
- Electronic Work Planning
- IVM Programs
- Customer Notification Programs
- Storm Response & Restoration Services
- Consulting and Planning Services

Safety Training... A Vital Component of Townsend Tree Service Safety Performance

Training for Safety

Townsend Tree Service employs an active safety training program throughout the company. Our strong safety culture is a major reason for an industry leading safety performance. We know this metric is an important key to how many of our clients are evaluated.



We utilize two mobile training centers equipped with an indoor theater and multiple training props. These training trailers travel across the country visiting different crews to perform both classroom and OJT.

Our Forestry Safety Managers are Certified Treecare Safety Professionals (CTSP). The CTSP designation signifies a culture of safety within Townsend Tree Service. Maintaining Certified Treecare Safety Professionals on staff means a commitment to the highest level of safe practices in utility vegetation management programs.

TCIA Accreditation

Townsend Tree Service is the first company in the USA to be accredited under a new Utility Contractor–Tree Service Company Accreditation program administered by the Tree Care Industry Association (TCIA).



Achieving accreditation means that a company adheres to industry standards for safety and best business practices, maintains a trained, professional staff and is dedicated to providing top quality services.

The TCIA compliance audit of Townsend Tree Service verified adherence to the following items that utility and other ROW purchasing agents routinely require in contracts:

- Compliance with governmental regulations
- Industry standards for performance and safety
- Internal human resource policies and procedures
- Internal safety training and qualification program
- ISA Certified Arborist - Utility Specialist and TCIA Certified Tree-care Safety Professionals on staff
- Internal Injury and Illness Prevention Program (safety program)

Mission Statement

The Townsend Corporation's Mission is to provide our clients with outstanding service quality in a safe and reliable manner. We endeavor to develop long term relationships with our customers by consistently delivering superior service excellence while adhering to the highest ethical and professional standards in our industry. We are committed to reliability, responsiveness and customer-centered solutions.

Our Core Values

Safety

- Our most important core value. Our associates work to live, not live to work. We are committed to ensuring that every employee goes home safely every night.

Excellence

- The best equipment, well-trained, experienced professionals, value-driven performance each and every time.

Integrity

- A partner that can be trusted.

Character

- We expect our leadership and field personnel to conduct themselves at all times as professionals and experts in their respective fields.

Accountability

- Serving our client's needs safely, efficiently, and dependably; committed to reliability, responsiveness and customer-centered solutions.

Qualified, Equipped, Experienced and Trained to Perform A Range of IVM Services

Integrated Vegetation Management

Integrated Vegetation Management (IVM) is the strategic use of multiple techniques including both mechanical methods and herbicide treatment to achieve optimal vegetation control at the lowest total cost.



Through the use of modern IVM techniques and advanced herbicides that target invasive species, Townsend Tree Service provides the best in environmental stewardship and habitat management. From the development of specialized equipment to innovative approaches in the treatment of invasive species, we strive to continually improve productivity and efficiency for our customers.

IVM Improves Quality of Life

Townsend Tree Service IVM services help produce a wide array of environmentally friendly benefits that enhance the quality of life. Benefits like this and more:

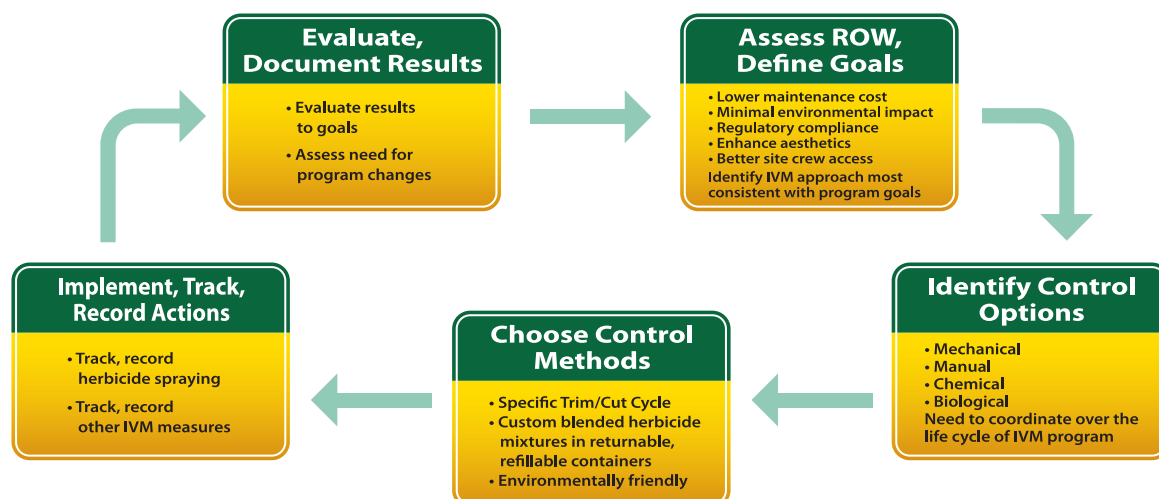
- Better service crew access
- Lower maintenance costs
- Improved drainage
- Enhanced aesthetics
- Reduced fire hazards



Herbicide Application Services

We are a leader in herbicide application services for utility ROWs as well as plant and substation applications. Our extensive staff of licensed applicators is supported by a comprehensive fleet of innovative equipment and a vertically integrated organization in full collaboration with the industry's leading manufacturers and research universities.

The IVM Process



Committed to Safely Meeting Client Tree Trimming & Vegetation Management Needs

Overview

Townsend Tree Service is committed to safely meeting emerging customer tree trimming and vegetation management needs. We offer clients an array of solutions to help solve the myriad of issues they face every day.

Client Services

Townsend Tree Service provides tree trimming, ROW line clearance, mowing, and herbicide application services that best meet a client's strategy and goals.

Our field managers work with clients to offer the optimum solutions to meet their needs. We understand the need for utilities to comply with the latest in complex regulatory standards.

We know that many customer requirements may be driven by local government and/or federal/state environmental concerns.

And we know that in many cases a longer-term Integrated Vegetation Management (IVM) strategy may be the lowest cost approach to meeting some or all of these requirements.



Professional Care and Safety

Our crews utilize the best, most innovative equipment available to safely manage your tree trimming, line clearance and vegetation management needs. And our spray applicators are certified to all applicable standards to assure that the most professional service is provided with the utmost care and safety.

Wide Selection of Herbicides

We work closely with all of the major herbicide suppliers to provide the latest in herbicide selection and application technology. And, we offer custom-blended mixtures through Eco-Pak LLC, the leading expert in supplying custom-blended solutions in returnable, refillable packaging throughout the United States.

Safety & Performance Excellence

Safety and performance excellence are key core values at the heart of Townsend Tree Service. We strive to hire the best people and provide them with tools to get the job done right the first time, every time!

We never compromise on our highest priority... to safely meet or exceed customer expectations! We set employee performance standards to the highest levels for on-the-job safety, performance excellence and personal and business integrity.

Consulting and Planning Services

Townsend Tree Service offers consulting services to its clients. Our internal capabilities in combination with external partnerships provide the best consulting and planning services for vegetation management programs.



Our consulting services include:

- Workload Assessments
- Quality Assurance Audits
- Customer Service & Notification Programs
- Electronic/GIS Mapping and Planning
- Regulatory Compliance Support

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The Townsend Corporation

The Townsend Corporation, headquartered in Parker City, IN is a leading service provider to the energy, industrial and defense industries. The company's core businesses include vegetation management services, line clearing and herbicide application services for electric utilities, pipeline

companies and roadways; power line and substation construction for the energy industry; in-plant construction and electrical maintenance services; custom blended herbicide services; and emergency storm restoration services. For more information, please visit our website at www.townsendcorporation.com.



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Services

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