



## Snow Plowing Agenda

<http://www.britenightsinc.com>

p: (613) 823-1135

### Times of plowing:

The time of service can vary from storm to storm. We have two main target times, for which we attempt to have your laneway cleared. For any storm that accumulates 5cm prior to 10 PM, we will have a pass done on the laneway prior to 7 AM. For any storm that accumulates 5 cm prior to 8 AM, we will have a pass done on the laneway prior to 6 PM. In many cases the initial pass is to allow access only, and we will return after the storm is over to complete your service.

We appreciate being notified of city street clearing operations in your area. This allows us to service you quicker after the city clears your street. Please note that all times are guidelines only and can vary based on many factors including the timing of the storm, the magnitude of the storm, mechanical and other un-foreseen variables, etc.

### Large storms:

During a large storm we are working non-stop from the time 5 cm has accumulated, until all laneways, walkways, and city plow clean-ups are completed. When snowfalls exceed 10 cm, snow-clearing takes longer to complete, compounded with trying to maneuver in morning and evening rush hours, sometimes it can be difficult to be exactly where we would like to be at certain times. During any storm greater than 10 cm, our initial goal is to provide rough service on a continuous basis. This means we are only clearing enough of the laneway to allow you in or out if required. Providing this rough service allows us to have your drive opened up sooner in a large heavy storm, or when the city plow has passed, leaving a windrow at the foot of your drive. We will return when the storm has ended for completion. When a snowfall exceeds 20 cm, snow clearing operations take considerably longer to complete, please be patient.

### Walkways:

If the clearing of snow from your walkway is included in your contract, please note that during a large snow-storm, we may plow the laneway several times, however, the walkway will be completed once per storm. For storms of 10 cm or less, full completion is usually within 8 - 10 hrs of the storm ending.

### Cars and other obstacles:

It shall be the owner's responsibility to have vehicles or any objects removed from the areas the snow is to be plowed from or pushed to. Brite Nights Inc. is not responsible for snow to which vehicles or other objects are blocking the normal working conditions of clearing snow. If the vehicle is moved when we return for city plow clean-ups we will scrape that portion of the laneway, which was previously missed. Sorry but due to insurance restrictions we cannot move customer cars. Please remove basketball nets, planters, extension cords, etc from the areas where snow is to be removed from as we will not be responsible for damage to any items left on the driveway or walkway.

### Salt and Sand Service:

Salt and grit service for particularly icy times is available if this option was selected on your contract. Services are provided on an on-call basis. During freezing rain or particular icy conditions, we are available 24 hrs for emergencies!

Brite Nights Inc. assumes no responsibility or liability for the condition of the walk and/or drive at any time, it is the customers' responsibility to ensure the drive and walkway are in sufficient shape after a freezing rain event to allow for snow removal when required.

### Additional Services:

Salting, sanding, scraping, removal or relocating of snow is available for an additional cost, please call for pricing.

Please note that we take each and every snowfall of the season very seriously, and everyone clearing snow is working as quickly as possible to provide your service.