

# Tree Services FAQs

**Q: What is the FirstEnergy Tree Service program and which services are available?**

A: FirstEnergy offers a tree service and maintenance program for residential customers of our operating companies in Ohio, Pennsylvania, West Virginia and Maryland to assist with a variety of service options to meet their needs.

The following tree services are available to our customers:

- Tree and stump removals
- Emergency tree services
- Tree pruning and trimming
- Replanting and site restoration

A variety of health and structure maintenance services may include:

- Tree and shrub fertilization
- Insect and disease control
- Tree cavity treatment
- Cabling and bracing
- Lightning protection

**Q: Can a contractor come out, look at my trees and make a recommendation?**

A: Yes, an independent tree contractor will come to your home and discuss your tree needs. You will be provided with a free written estimate.

**Q: What are the costs involved for these services?**

A: A representative from the tree service company will contact you to set an appointment for a free estimate on the tree service you have requested. Estimates will vary depending on the type of service requested and location of your trees.

**Q: What are the payment options?**

A: Customers may add the tree service charges to their electric bill for up to 36 months with approved credit\*. No down payments or hidden fees. Or you can pay your contractor directly by check (payable to FirstEnergy) or credit card at the time of service.

*\*Enrollment eligibility may be contingent on our ability to add the program charge to your monthly electric utility bill.*

**Q: Who does the tree service work?**

A: Independent companies in your area that specialize in tree services have contracted with FirstEnergy and will provide the requested services for your home. These approved independent contractors maintain full insurance coverage to address property damage or other liabilities.

**Q: Is the customer responsible for clean-up?**

A: Contractors will normally handle any major cleanup work needed after the tree services have been completed.

**Q: How soon should I expect the work to be completed?**

A: You can expect the referred independent contractor to contact you within 3 business days to set up a free estimate and the work is typically completed within 3 weeks of the order date.