

***Made in the Shade* Customer Pledge**

As a Burbank resident whom Burbank Water and Power (BWP) is providing with free trees, stakes, ties, arbor guards, and proper tree planting and care instructions, I promise to do the following:

- I will call Underground Service Alert (also known as Dig Alert) at 1-800-227-2600 at least two working days before digging any holes. This is a free service. Dig Alert will contact all utilities on my behalf. Within 48 working hours, the utilities will come out to my property to mark all underground utility lines. This will insure that I not hit any underground lines while digging holes for my trees.
- I will call the program arborist if any previously agreed-upon planting site is determined to be ineligible due to underground utility lines. The arborist will meet with me again to select eligible planting locations.
- I will plant the trees in the agreed-upon locations indicated on this pledge within two weeks of delivery. I understand that I will be charged up to \$90.00 for each tree incorrectly planted.
- I will properly care for the *Made in the Shade* trees, giving them every opportunity to thrive and provide my household with years of shade and beauty.
- I permit program representatives to deliver my trees and leave them on my property if I am unavailable to receive them in person. Most deliveries will be made within three weeks of my on-site meeting with the *Made in the Shade* program arborist.
- I grant BWP or its representatives access to my property within six months of the trees being delivered to inspect them for proper planting.
- I understand and agree that the trees I obtain through the *Made in the Shade Program* will be my property and not the property of the City of Burbank. I understand that I will be responsible for injury or damage to persons or property that may be caused by the planting, maintenance or presence of the trees on my property. I further agree to indemnify and hold harmless the City Of Burbank, its officers, employees, and agents from any injury or damages related to the trees I receive under the *Made in the Shade* Program.

Name of Customer (print clearly): _____

Signature: X _____

Date: _____ Daytime Phone: _____

If the Customer is a tenant or renter, the property owner must sign in the space provided below, reflecting his or her permission for Customer's participation in the *Made in the Shade* program and agreement to be bound by this Customer Pledge.

Name of Owner (print clearly): _____

Signature: X _____

Date: _____ Daytime Phone: _____