



Lawn & Snow Express Inc.  
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Dear Customer,

Once again, we are offering our alley plowing service to you and your neighbors. Since we communicate with most of our 4000+ customers just once per year (by mail), we need to communicate the most important points in one letter. Much more is available on our website (Lawn & Snow Express). There is a lot of information, so please don't mistake my attempt at brevity for rudeness!

**For \$33 per household per season:**

- We plow any individual snowfall exceeding 2".
- We almost always make at least 3 passes.
- We hope to always plow overnight, but storms don't always cooperate. We will adjust our schedule to maximize safety, efficiency, and accessibility. Except for extraordinary storms, we will have alleys plowed within 24 hours of the end of each event (but usually within about 8 hours).

**Other important information:**

- We reserve the right to skip plowing (in situations such as a small snow that's already melting).
- Our regular season is November 1st through March 31st, but we will plow large snowfalls outside of this timeframe should that occur.
- We have been plowing alleys in St. Paul since 1955. We are insured and have several trucks and drivers.

The quality of our work depends greatly on the cooperation of neighbors. We use the largest and best available equipment, but we can only pile snow and widen alleys so much. We need all obstacles removed from right of way including garbage cans, cars, boulders, downspouts, etc.

• Cans can be left out on pickup day but must be removed from alley during plowing hours. Right of way includes the area from utility poles to the center of the alley, and equal distance to the other side. Utility poles are 100% within right of way.

**Additional services available:**

• If you would like to request additional alley plowing after we have cleared snow, service calls are available for \$150. We will leave your alley in the best possible condition, but we can't control what happens once we leave. Examples might be things like ruts, city plow rolls, or neighbors throwing snow in the alley. Payment for a service call is due prior to service and is the responsibility of the requesting customer.

We do not take phone calls from alley customers. We answer questions regarding billing or additional service requests by email only. We communicate our plans through Facebook, Twitter, and we have a feed on our website homepage for those who don't use social media. Please consider "liking" or "following" us on one of these platforms for important updates. All other information is available through FAQs on our website.

In order to keep our prices low, please send **\$35 by October 1, 2024**. Please ensure that your check has the correct address listed. You can include an email address, but no other correspondence please. We only send emails in emergency situations, but they are good to have if we need to contact you quickly.

Sincerely,

*Jason C. Bever*

Jason Bever  
Lawn & Snow Express, Inc.