

2019 / 2020 WINTER SEASON



Recap from the 2018-2019 Season...

The 2018/2019 Season was a heavy season with 18 snow events and plenty of cleanup following the city plows. We finished last season with 289.7 CM as reported by the Ottawa Airport, which is far above the 10-yr average of 212 CM. On February 15th, 2019, we surpassed the 250 CM cap (for only the 3rd time in 20 years!). While some chose to "OPT-OUT", we continued to serve over 6,800 clients for the remainder of the season. Thank you for your continued trust in us and we look forward to handling all your snow removal needs again this winter season.

NEW THIS SEASON

Thank you to all who participated in our surveys last season (we received over 2,500 responses!). We are always striving to improve our service to ensure you, our valued customers, are completely satisfied. We've been working hard this summer to bring about some of the changes you've requested, including:

- Quicker service and better breakdown coverage (We have made equipment upgrades, added 2 additional routes and 4 additional tractors)
- New driveway markers for customers with Walkway Service
- Building a brand-new Online Support Centre to serve you better, including: Service Tickets, Call-Back Requests, Damage Reporting, Compliment Centre, Customer Portal, FAQs (Knowledge Base).

Two service package options to better serve your needs:

Seasonal Driveway Service:

- Full driveway clearing
- Access to the "Call-Back" service
- No shovel teams will visit the property

Seasonal Driveway + Walkway Service:

- Full driveway clearing
- Access to the "Call-Back" service
- Shovel teams to clear walkway, in front of the garage and around any vehicles

RENEW YOUR CONTRACT NOW

SPACE IS LIMITED. BOOK EARLY!

We encourage you to review your renewal contract and add/modify any of the missing or incorrect contact information (i.e. Home, Cell, & Work #'s and email address) for faster service and automatic lookup when you call. By providing your email address you will receive storm notifications, renewal contracts and other important information (i.e. notification of reaching the 250CM cap) directly to your Inbox.

MORE DETAILS ON REVERSE 



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Introducing Our Online Support Centre

Service Tickets

During a snow event, you may use this system to submit a service request. Services you may request include: driver missed my driveway on 1st pass, driveway was cleaned, but walkway was missed, plow came by and left a ridge, and driver blowing snow in wrong spot, among others.

Call-Back Requests

Due to the unpredictable nature of our work, there are many times when we are forced to start our clearings overnight while your vehicles are parked in the driveway. This service allows you to request a 2nd clearing in the event your vehicles were in the driveway when we came by. Our Call Back service opens after all routes are completed and allows you to pick a 3-hour time block in which your vehicles will be out of the driveway.

Damage Reporting Center

In the event something was accidentally damaged on your property during a snow clearing, please use this system to let us know. Please note that if accidental damage to property occurs during clearing, our operators are required to report it to the office. But because we sometimes have to clear overnight, an operator may not be aware of any damage caused. We request that customers report any damage incurred as soon as possible so it can be verified and remedied.

Compliment Center

Has one of our staff members provided exceptional service? Let us know here so we can thank them!

Knowledge Base

Have a question about our services, timing, or equipment? Get an answer to your questions at any time of day or night with our self-serve Knowledge Base.

****COMING SOON**** Customer Portal

Need to change your customer information? Use this service to add an additional name to your account, update email preferences, or opt-out of 250cm+ snow clearings.

YOUR OPINION MATTERS

We take your comments seriously, which is why we invested so heavily in the business this year to modernize the office, reduce wait times, and provide you with more up-to-the-minute information and service. Please feel free to write your comments regarding our services.

- Excellent _____
- Good _____
- Satisfactory _____
- Poor _____