

## Frequently Asked Questions

### **What type of trees do you offer?**

The trees offered through the Operation Cool Shade program include Net Leaf Hackberry, Desert Willow, Velvet Mesquite, Red Push Pistache, Catclaw Acacia, and Pomegranate. Please note that the variety of our trees could change throughout the year depending on the availability from the tree growers.

### **Where can I get information regarding the tree varieties that Trico offers?**

When ordering your trees online, you can view a brief description of each tree variety by clicking on the picture of the trees located at the top of the order form webpage. If you would like more detailed information, you can contact the Pima County Master Gardeners program, which is a volunteer organization that works in conjunction with the University of Arizona Cooperative Extension. They are qualified to provide research based information on urban horticulture, gardening and landscaping. They can be contacted at (520) 626-5161.

### **Is there a maximum number of trees that I can purchase?**

Each Trico membership can purchase up to three (3) trees per fiscal year.

### **When can I purchase trees?**

Trees purchased through Trico's Operation Cool Shade program are offered on a first-come first-served basis. You may purchase trees any time throughout the year as long as trees are available. Depending on the demand of the program, Trico cannot guarantee that trees will be available throughout the entire year.

### **How much does a tree cost?**

The trees provided through Trico's Operation Cool Shade program cost \$15 each.

### **How do I order trees?**

You can order trees online by logging onto Trico's website at [www.trico.coop](http://www.trico.coop) and clicking on the "Tree Program" link on the left-hand side of the page. You should then be directed to the Operation Cool Shade webpage. After clicking on the link on the bottom of the page, you will be prompted to login using your last name and Trico account number. After agreeing to the Terms and Conditions, you should then be able to place an order. If you experience difficulties or have questions about placing an order, you can contact Trico directly at (520) 744-2944 ext. 1605 or at [efficiencyprograms@trico.coop](mailto:efficiencyprograms@trico.coop). Please allow 1-3 business days for a response.

### **How do I pay for my trees?**

Once you place an order, a charge of \$15, \$30 or \$45, depending on the number of trees that you purchase, will be added to your next month's bill.

**Can I order trees if I don't have access to the internet?**

Yes, you can still order trees without having access to the internet. Please call Trico at (520) 744-2944 ext. 1605 and request that an Order Form be mailed to you and/or request to place an order over the phone. Please allow 1-3 business days for a Trico representative to contact you.

**How long after I place my order will it take for my trees to be delivered to my house?**

Your trees should be delivered to you within 8 weeks of placing your order.

**Will I be notified before my trees are delivered?**

Trico and Trees for Tucson (Tucson Clean and Beautiful) cannot guarantee that you will be notified before your trees are delivered. Trees for Tucson will attempt to call you before or after your trees are delivered. It is important that the contact information that you provide when placing your order is correct to ensure that you can be contacted by either Trees for Tucson or Trico regarding your tree order. If you have special delivery instructions or requests for the delivery personnel, please be sure to note these on your tree order form or you can contact Trico directly at (520) 744-2944 ext. 1605 or at [efficiencyprograms@trico.coop](mailto:efficiencyprograms@trico.coop). Please allow 1-3 business days for a Trico representative to contact you.

**Do I have to be home when my trees are delivered?**

No, you do not have to be home when your trees are delivered. Trees for Tucson (Tucson Clean and Beautiful) will notify you before and/or after your trees have been delivered. If you have a special request or instructions regarding the delivery of your trees, please note this when you place your order or contact Trico directly at (520) 744-2944 ext. 1605 or at [efficiencyprograms@trico.coop](mailto:efficiencyprograms@trico.coop). Please allow 1-3 business days for a Trico representative to contact you.

**Can I receive a refund on my tree purchase once my trees have been delivered?**

Per our terms and conditions, all sales are final. Once your trees have been delivered, we cannot offer you a refund.

**When is Tree Day (i.e. when do I pick up my trees)?**

Trico is no longer hosting a Tree Day. Your trees will be delivered to your residence within 8 weeks of placing your order. If you live more than 30 miles from downtown Tucson, Trees for Tucson (Tucson Clean and Beautiful) will coordinate a community pick-up time/location close to your residence for you to pick up your trees.

**Can I still participate in the Operation Cool Shade program if I live more than 30 miles from downtown Tucson? Will my trees still be delivered to me?**

You may still participate in the Operation Cool Shade program, even if you live more than 30 miles outside of downtown Tucson. Trees for Tucson (Tucson Clean and Beautiful) cannot guarantee that they will be able to deliver your trees to your residence if you live more than 30 miles outside of downtown

Tucson. However, they will arrange a community tree day at a location close to your residence for you to pick up your trees.

**How tall will my trees be when they are delivered? Approximately how old are the trees?**

When your trees are delivered, Trees for Tucson (Tucson Clean and Beautiful) guarantees that they will be at least 3 feet tall and between 1-2 years old.

**What type of container are the trees delivered in?**

Your trees may be delivered in a variety of different containers. Some trees are delivered in a 5-gallon container while others may have their roots bagged. Regardless of the container that your tree is delivered in, Trico and Trees for Tucson (Tucson Clean and Beautiful) guarantees that you will be receiving a quality tree and that it will be at least feet tall.

**Who delivers my trees?**

Trico currently works with Trees for Tucson who works in partnership with Tucson Clean Beautiful. Trees for Tucson is responsible for delivering your trees to you. If you have any questions or concerns regarding the delivery of your trees, you can contact Trico directly at (520) 744-2944 ext. 1605 or at [efficiencyprograms@trico.coop](mailto:efficiencyprograms@trico.coop). Please allow 1-3 business days for a Trico representative to contact you.

**What nurseries does your supplier use?**

Our supplier uses a variety of nurseries across southern Arizona in order to provide our members with the best looking and healthiest trees. Trees that are delivered can come from one of the following local nurseries: Civano nursery, Desert Trees, and/or AZ Pistachio Nursery.

**Why is it more expensive to purchase trees through Trico's program than it is for Tucson Electric Power (TEP) customers, which operates a similar program?**

Trico has a much smaller customer base than TEP and charges its members a smaller monthly Demand-Side Management surcharge. This means that Trico's budget is much smaller than TEP's and that Trico does not have the funds available to provide an equivalent incentive to that of TEP toward the purchase of a tree.