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www.signpros.net

March 15, 2017

Dear Sign Pros Customer,

Effective 5pm on Friday, March 17, 2017 all sign installation requests will be subject to Washington's 811 underground utility locate service. This requirement will necessitate several changes to our installation service.

As many of you know this issue has been a recent hot topic of discussion. We have been operating under an exemption in the law that allows for excavations of less than 12" by a property owner or agent of the property owner. We have taken great care to make sure our yard arm posts do not exceed this depth, and have obtained legal counsel to confirm we are operating legitimately within the confines of Washington's law. Recently there have been some alternate interpretations of that law by individuals who have the authority to impose significant fines. In an effort to avoid a legal battle we have made the decision to conform.

This is an unfortunate turn of events for our industry, but one we will all get through. The most noticeable change is that we can no longer provide next day service. 811 requires two working days to locate underground utilities so we will initially be scheduling installations three working days after the request date, and this schedule is subject to change. Furthermore the sign location must be marked with a white flag or spray paint prior to calling 811. We will offer this service as a paid option, but this is something the real estate broker or homeowner can easily do to save time and expense. Sign Pros will place all 811 calls as part of our service.

Here is how our service will work for all orders placed after 5pm on Friday:

1. To expedite the process and save expense you can optionally mark the sign location ahead of time with a white flag (free from Sign Pros) or white spray painted "X".
2. You will place your installation request with us as you always have. At that time we will ask if you have marked the sign location.
3. If you have already marked the sign location and have placed your request by 5pm, we will call 811 the same day and schedule your installation. If you have not marked the location we will send someone on the next available day (subject to our coverage area), and mark it for a \$15 trip fee. This will delay the scheduled installation by at least one day.
4. Assuming 811 locates utilities as planned, we will install your post on the scheduled day of service.



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We anticipate an adjustment period while we are all getting into the swing of things. We will do our very best to limit delays, but at this time we will not be able to offer our installation guarantee since we are sure to encounter variables we have no control over. We ask that you please schedule sign installations as far in advance as you can, and bear with us while we implement this new system. We are also working on solutions for temporary signs or “next day” options that do not require digging. Look for this in the near future.

We regret that this change is taking place and apologize in advance for the inconveniences that are sure to follow. We will do our very best to make this transition smooth and will adapt our service as quickly and efficiently as possible.

Thank you for your continued support, and please feel free to contact us with any questions or concerns.