



DULTA

Snow Removal Customer Guide

Service Overview

Residential driveway snow removal provided under a seasonal snow removal pass. Service is triggered when snowfall reaches 5 cm or more and is typically performed overnight.

Premium Pass Timing

Premium Pass customers receive one clearing before 7:00 AM and one follow-up clearing after 7:00 AM if required due to continued snowfall or municipal plowing.

What We Clear

Driveways are cleared to a practical snow-free surface. Snow is cleared up to 2 feet from the home where possible. Snow is stacked on the driveway where space permits or at the end of the driveway as coordinated with the customer.

Customer Responsibilities

Customers must move vehicles to the right side of the driveway, ensure at least 12 feet of driveway clearance, mark hazards using pickets provided by us, and tie back any low-hanging branches that may interfere with equipment.

Vehicles Blocking Access

If a vehicle blocks the driveway and prevents access, service cannot be completed and the visit will be rescheduled.

Property Limitations & Safety

Gravel areas are generally avoided, but final judgment is at the discretion of the operator. Heavy ice, frozen slush, packed snow, unmarked hazards, or blocked access may limit results.

Communication

Customers are notified before service when possible and may contact us by phone, email, or customer portal.

Our Commitment

We aim to provide reliable service, professional operators, and clear communication all winter long.