

Exhibit -A-

Mr. James Ingram

July 5, 2021

Customer Advocacy Coordinator

Rocky Mountain Power

Dear Mr. Ingram,

We appreciate your willingness to be flexible with everyone's timeframe. With schedules being so full of work and trying to take some time off, after the pandemic, time has really slipped away. Needless to say, the huge hole in our pines caused by the employee at Trees LLC is still there. That area of privacy in our yard has not come back. In fact, due to the severe heat this year, the lack of protection from the larger branches that were carelessly removed and the direct harsh sun, is causing more damage to the other branches. They have never been exposed to such severe direct sun and this kind of heat before.

We were able to meet with our Arborist, Christopher Erickson. Christopher came out to our house and assessed the situation. We are attaching Christopher's letter to us, which is also in alignment with what Allen Webb at Trees LLC told Kip, the day he came out to our house, after this horrific event took place.

As the letter from Christopher clearly states, planting other trees to replace this horrific damage is not an option. The next option is to try and design some sort of fencing/trellis system that will provide the privacy that we lost, and will also accommodate a year-round vine, providing the privacy we lost, like an ivy or something similar.

We are in the process of discussing and looking at different options. Just yesterday, I saw something that may work. Dave has not seen this yet. We will both go and look at this piece and take photos and investigate. Unfortunately this trellis is on a building that is visible from a freeway onramp so it is difficult to stop and look or take photos. It will be a challenge to do this. We will make this work. This is extremely important to both of us.

After meeting with Christopher and discussing the limited options we have, we are still very upset that we even have to deal with this situation in the first place. As Christopher points out in his letter, we have a significant investment in the addition that we added to our home just last year. This is very frustrating and we are trying to deal with it as best we can. Besides, frustrating, this is very annoying, to have to put energy into a project like this. It makes us both very angry.

I paid the bill from Christopher's company for the consultation of \$200.00. How do you want to handle the reimbursement?

Dave and I will go look at the trellis system and, if Dave is in agreement, I have a place in mind that I believe can give us a bid on creating the piece. At this point, we will share the information with you. We can move forward from there.

Regards,

Kip Swan & Dave Thompson

Attachment (1)