

NORTHERN SNOW CUSTOMER HANDBOOK

YOUR GUIDE TO SERVICE, SUPPORT & SUCCESS



PLEASE KEEP THIS
HANDBOOK FOR
FUTURE REFERENCE

HOW TO CONTACT US



CONTACT OUR SUPPORT TEAM

ONLINE SUPPORT FORM:

You can reach us by visiting northernsnow.ca/support or clicking the **Get Support** tab on our website to access FAQ's, and submit requests.



NORTHERN SNOW CHAT BOT:

You can reach us by using the chat widget in the bottom-right corner of our website for quick, instant assistance.

SUPPORT PHONE NUMBER:

You can reach us by calling 705-992-8222



CONTACT OUR SALES TEAM

ONLINE SALES FORM:

Reach us by visiting northernsnow.ca/snow/reserve-season-pass or clicking the **Services** tab on our website to request a **Season Pass**.



SALES EMAIL:

You can reach us by emailing sales@northernsnow.ca

SALES PHONE NUMBER:

You can reach us by calling 705-992-8222



HOW OUR SERVICE WORKS



Scan here
for support

DRIVEWAY SERVICE TIMES:



PREMIUM SERVICE:

- First pass before 7:00AM
- Second pass after 7:00AM



STANDARD SERVICE:

- One pass after 7:00AM

**Disclaimer: Service times can vary depending on when the snowfall reaches five centimeters (5CM).*

SNOW EVENT COMMUNICATION

Before Service:

Action Plans
(Email)

During Service:

Real-Time Updates
(Text Message)

After Service:

Service Confirmation
(Text Message)

PICKET INSTALLATION & REMOVAL

- Installed mid-October, removed late April.
- Please do not throw away your pickets.
- If removing early, place them by your house or garage and reach out to us through the **chatbot on the website** or by creating a support ticket at northernsnow.ca/support for pickup.



LIVE SERVICE TRACKING

- We highly recommend every homeowner signs up for text notifications.
- Text alerts let you know exactly when your operator is on the way and give you access to live service tracking.

TEXT ONLY: Live tracking is only available via text message.

NO CELL PHONE: If you don't have a cell phone, we recommend registering a family member's number so they can receive updates on your behalf.

You can follow our tractors in real-time as they make their way to your driveway. No more guessing when the service will arrive, you'll have updates right at your fingertips.



SCAN HERE FOR
SUPPORT!



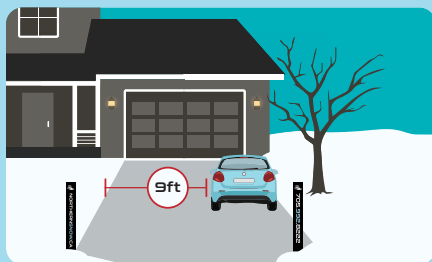
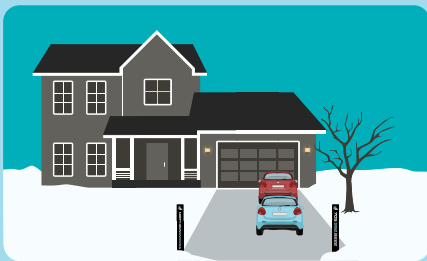
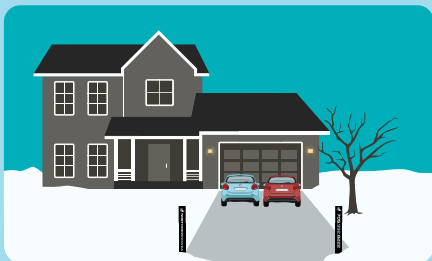
PREPARING FOR SERVICE



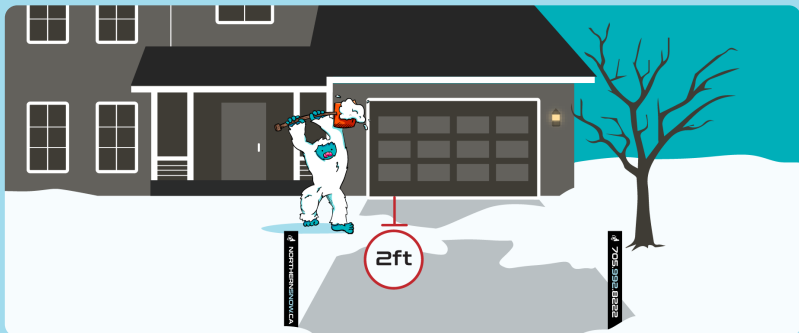
SCAN HERE
FOR SUPPORT!

VEHICLE PARKING GUIDELINES

To ensure smooth and complete snow removal, please follow these preferred parking methods steps.



CLEARING SNOW NEAR THE GARAGE & HOUSE



Our tractors can only clear within 2–3 ft of your garage and house. Please shovel snow from walkways, steps, and in front of garage doors into the driveway so we can clear it.



DRIVEWAY OBSTRUCTIONS



Please remove all:

- Hoses
- Extension cords
- Hockey nets
- Downspouts
- Other obstructions

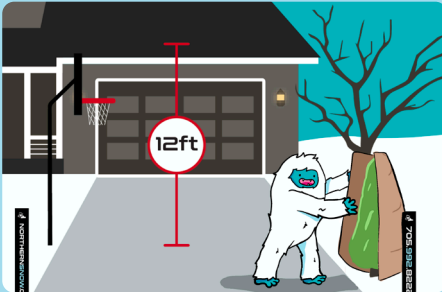


Mark off any non-removable obstructions:

- Retaining walls
- Air conditioning units
- Staircases

If assistance is needed, please contact the office!

TREES, SHRUBS & OVERHANGING OBJECTS



- Ensure there is a minimum of 12ft clearance over the entire driveway.
- Trim or tie back low-hanging branches, or anything that could block the tractor.
- Ensure all shrubs are covered or wrapped.

GARBAGE BIN PLACEMENT:



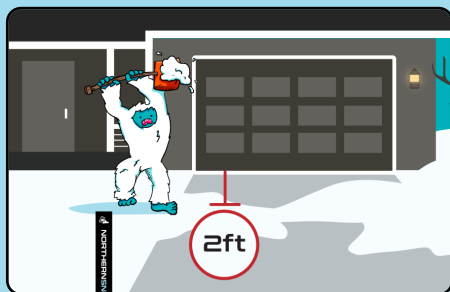
For smooth and complete snow removal, please ensure your garbage bin is not blocking the driveway.

DRIVEWAY PREPARATION GUIDE



PREFERRED VEHICLE PARKING

Park cars side by side, or close together on one side, as near to the garage or front of the house as possible.



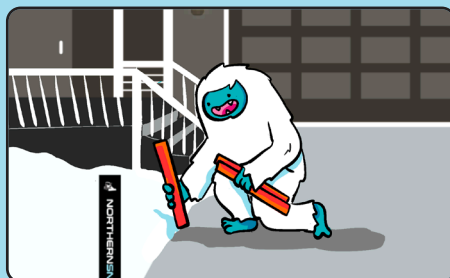
SNOW NEAR THE GARAGE & HOUSE

Please shovel snow from walkways, steps, and in front of garage doors into the driveway so we can clear it.



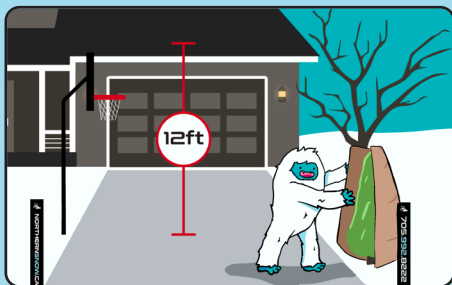
REMOVABLE OBSTRUCTIONS

Please remove all hoses, extension cords, hockey nets, and other obstructions.



NON-REMOVABLE OBSTRUCTIONS

Please mark off any non-removable obstructions such as retaining walls, air conditioning units, and staircases.



TREES, SHRUBS & OVERHANGING OBJECTS

Ensure there is a minimum of 12 ft of clearance over the entire driveway and that all shrubs are covered or wrapped.



GARBAGE BIN PLACEMENT

Ensure your garbage bin is placed away from the driveway, leaving at least 9 ft of clearance.

OFFERING YOU YEAR LONG SERVICES



SCAN HERE IF INTERESTED IN
SUBSCRIBING TO OUR SERVICES
ALL YEAR LONG.