Build a Canopy. Go Paper-free!

FREQUENTLY ASKED QUESTIONS

What is Save a Tree, Plant a Tree?
Save a Tree, Plant a Tree is a new City of Fort Lauderdale program that offers free trees to customers who choose to switch to a paper-free utility billing process.

Why is the City of Fort Lauderdale implementing the Save a Tree, Plant a Tree program?
The City of Fort Lauderdale is implementing the Save a Tree, Plant a Tree program to:

- promote and encourage sustainability through paper-free services that save energy and natural resources,
- increase the tree canopy to cool, shade and beautify homes, paths, parks and roads,
- enhance the beauty of the City's neighborhoods, and
- offer fiscally responsible, greener programs that reduce expenses.

How does the Save a Tree, Plant a Tree program work?
The City of Fort Lauderdale will provide utility customers with one tree if they sign up for either automatic bill payment or e-billing. Customers who sign up for both services will get two trees.

Why should I sign up for Automatic Bill Payment or E-billing?
If you sign up for automatic bill payment, you'll have the security of knowing you'll never have to worry about missing a payment due date, being charged a late payment penalty or having a payment get lost in the mail. You'll also save the paper and postage required to mail your payment.

If you sign up for e-billing, you'll receive an electronic bill that you will view online. This provides you with round-the-clock access to your utility bill using any electronic device with Internet access.

If you sign up for both programs, you'll join the City of Fort Lauderdale in reducing our carbon footprint by saving trees and reducing waste.

What are the eligibility requirements?
In order to qualify for the Save a Tree, Plant a Tree program you must be a new or existing City of Fort Lauderdale utility customer, and your account must be current, meaning you cannot have a past due balance.

How do I register for Save a Tree, Plant a Tree?
To register for Save a Tree, Plant a Tree, please visit the City of Fort Lauderdale's website at www.fortlauderdale.gov/saveatree and complete the Automatic Bill Payment Plan & E-billing Authorization Form.

What information do I need to sign up for Save a Tree, Plant a Tree?
If you are only signing up for e-billing, you will need your utility billing account number and email address. If you are also signing up for automatic bill payment, you will need your bank account information and a blank check marked "VOID" or a blank deposit slip.

AUTOMATIC BILL PAYMENT AND E-BILLING QUESTIONS

What is an E-bill?
An e-bill is an electronic bill that can only be viewed online. It replaces the paper bill that customers receive in the mail. For more information about e-billing, please read the E-billing Q&A on the City of Fort Lauderdale's website at www.fortlauderdale.gov/utilitybilling.

What is automatic bill payment?
Automatic bill payment is a paperless service that gives the City permission to automatically withdraw your utility payment from your checking or savings account each month.

How do I sign up for Automatic Bill Payment or E-billing?
Complete the Automatic Bill Payment Plan & E-billing Authorization Form and submit it to the City of Fort Lauderdale's Utility Billing Office.

Is there a fee to sign up for either Automatic Bill Payment or E-billing?
No, there is not a fee to sign up for either of these services. They are offered at no cost to City utility customers to make managing their utility billing account easier and more convenient.

If I sign up for Automatic Bill Payment, do I have to sign up for E-billing?
The City encourages a paper-free process for our utility billing customers; therefore, we encourage you to sign up for both services. However, you may continue to receive a monthly paper bill if preferred.

If I sign up for either of these services, is my personal information safe and secure?
A secure login process and 128-bit encryption protects your online bill and ensures that you are the only person who has access to your billing information.

TREE QUESTIONS

How many trees will I get through the Save a Tree, Plant a Tree program?
You will be eligible for a total of two (2) free trees; one tree for each paper-free service (automatic bill payment and e-billing) you sign up for.

I already have a lot of trees in my yard, or I live in a multi-family building and cannot plant my tree on the property. Can I donate my tree?
Yes, you may donate your tree to the City and it will be planted in one of Fort Lauderdale's parks.

Are the trees being given away native and Florida-Friendly?
Yes, the trees are native and Florida-friendly, which means they are adapted to Florida's climate, are not invasive, and require minimal water, chemicals, and fertilizers.

Will I be able to choose the type of tree I want?
Yes, you will be able to choose from the following three types of trees that are large, medium and small in size at full growth.

1. Live Oak Tree (large, 30 or more feet tall)
2. Pigeon Plum (medium, 20-30 feet tall)
3. Jamaica Caper (small, less than 20 feet tall)

For more information about these trees, please visit the Save a Tree, Plant a Tree web page at www.fortlauderdale.gov/saveatree.

How do I know which tree to select?
Visit the Save a Tree, Plant a Tree webpage at
www.fortlauderdale.gov/saveatree for more information about the three
different types of trees available.

Where and when can I pick up my tree(s)? (PROOF OF RESIDENCY)
Information concerning tree pickup dates/times will be posted on the website
www.fortlauderdale.gov/saveatree periodically throughout the year. Please
check the site often to see when the next pickup date will be.

Proof of residency (i.e., utility bill, electric bill, driver's license, etc.) will be
required when picking up your tree.

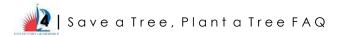### What if I cannot pick up and/or plant my tree?
The City cannot plant the tree(s) for you, but in special need cases, we
will deliver them.

How large will the trees be when I pick them up?
The trees will be in 3-gallon plastic containers and will between 2 to 4 feet tall,
depending what type of tree it is. They will be small enough to fit into any
vehicle.

How do I plant the trees?
Simply follow the tree planting instructions that will be provided to you when
you pick up your tree, or you may view them online at
www.fortlauderdale.gov/saveatree. Make sure not to plant the tree too deep
and to water it well at planting. You will also need to water your tree daily for a
few months following planting. **Note that trees received through this program
are not suitable for installation within the ROW swales and must be planted on
private property.**

Where can I plant the trees?
The tree can be planted anywhere on your property as long as you follow the guidelines for the type of tree you have selected. For example, large trees should not be place planted near power lines, sidewalks, etc. For more information on the proper placement of trees, review the *Homeowners & Trees* brochure online at www.fortlauderdale.gov/saveatree.

Can I plant my tree in my swale?
Since the tree will be so small when you receive it, it's best to plant it in a protected area of your yard. If you intend to plant your tree in the swale (not recommended) then you will need to get a permit from the City of Fort Lauderdale.

How long will it take the trees to mature?
In most cases, your tree will reach close to its mature height in 10 to 15 years.

How much care will the trees need?
Once the tree is planted, you should hand water it daily for the first six weeks. Continue hand watering every other day for the next six weeks, and then twice a week for the following six weeks. Once you have completed this cycle, you should only have to monitor your tree to see if it needs any additional water.

If my trees die, can I get another one?
A guarantee is not provided with the tree, but the City has annual tree giveaways at various events throughout the year where you may pick up another tree.

Can I buy more trees from the City?
The City does not offer a program for residents to purchase trees, but there are many retail nurseries located throughout Broward County.