

Frequently Asked Questions

ovoenergy.com/i-dig-trees



I Dig Trees has been created by OVO Energy in partnership with The Conservation Volunteers. OVO is aiming to plant **5** trees for every Greener customer choosing 100% renewable energy. Together we are planning to plant **250,000** trees by March 2017 to improve green spaces in local communities around the UK.

Who is eligible for the tree packs?

This is a community focused programme; we would like applications from: Community Groups, Housing, Residential Associations, Schools, Parish Councils, "Friends of" and other charities.

Are you:

- A not for profit organisation
- Planting in a publicly accessible space
- Obtaining any relevant land owner permission
- Involving volunteers in your tree planting activity

Still not sure if you qualify?

No problem, please email us and we will contact you to discuss; idt@tcv.org.uk

Where can we plant the trees?

The trees should only be planted in publicly accessible spaces – some restrictions may apply in schools, care homes, housing associations etc. Trees should not be planted on any private land the public cannot access.

Are the packs only available in England?

The OVO tree packs are available in mainland England, Scotland and Wales – some delivery restrictions may apply to the far north of Scotland and we will inform you when placing your order if delivery is an issue.

How many packs can I have?

You can order up to 950 trees = 19 packs. However, in the spirit of the programme we do ask that you only order volumes which you are sure you can plant.

I would like more than 950 trees?

Subject to availability and your planting scheme we may be able to support larger volumes, please contact TCV to discuss your requirements at idt@tcv.org.uk

Can I mix the trees within the packs?

Sadly no. Due to the scale of this programme we are unable to accommodate this request. However, you are able to choose different packs within your order mix.

Do the trees come with protection?

Yes, all the trees are supplied with: 50 x spiral guards (60cm x 50mm dia.) and supporting cane (90cm 12/14lbs), packaged in forestry co-extruded bags.

Please note: As an alternative we can supply; Tubex 60cm and stake 75cm x 25mm; but a cost of £30+ VAT per pack would be incurred for supplying. Email TCV for further information at idt@tcv.org.uk

Do we need permission to plant the trees?

Yes, you must obtain permission from the landowner to plant the trees, as all future responsibility for the trees will rest with the landowner. If you have difficulty establishing who owns the land you could try the local parish or county council for further information.

Are there areas I shouldn't plant trees?

Yes:

- Anywhere you do not have permission to do so
- Not too close to power lines, buildings or roads

I am not sure which pack or packs are best for me?

Further details of tree varieties and their suitability can be found on our website. If you still have questions please contact us at idt@tcv.org.uk

Where are the trees from?

All the trees are supplied by TCV's national tree partner; they are an approved supplier of UK provenance stock in accordance with the Forest Reproductive Materials Regulations (2002).

How long is the bare root season?

The season starts once total dormancy has occurred. Plants can then be lifted and graded ready for dispatch. Generally trees are ready for delivery from mid-November, with the expectation that all bare root trees are planted by the end of April 2017.

Can I amend or cancel my order?

Order amends or cancellations can be made up to 4 weeks before your agreed delivery date. Beyond this, we regret that we cannot amend your order due to the volume of distribution we have to manage.

When will my trees arrive?

Your trees will arrive on the date you have requested as your delivery date. Due to potential logistical and stock issues which may be unforeseen, we reserve the right to propose an alternative delivery date subject to informing you of this.

Can the courier call me before they deliver?

Unfortunately our couriers are not able to call you. We would expect someone to be available between 9.00-5.00pm on the date you have agreed to receive delivery of your trees.

What if I am not in when you deliver?

If possible, our courier will leave the trees in a safe location near to the delivery point. Failing that we would arrange a second delivery, but this could delay you actually receiving your trees.

How are the trees packaged and delivered?

Once the order has been picked, the plants are then placed into heavy gauge plastic bags and securely tied prior to dispatch to ensure the roots remain damp during transport.

Delivery is by a national parcel carrier for our smaller parcels. These may arrive either as a single parcel or multiple parcels for one consignment, dependent upon the nature of your order. Larger orders are securely palletised and sent through a national palletline company.

How should I care for them prior to planting?

All trees and hedging plants should be planted within one week of delivery.

Your plants can be 'heeled in' immediately or alternatively will remain healthy in their bags for up to 7 days. Make sure the bags containing plants are stored in a cool building overnight and are kept out of the elements. Any overnight frost contact with the bags can be damaging to the plants.

If you are unable to plant them within this time period, we recommend that you 'heel' your plants into the ground for safe storage and to prevent the health of your plants degrading. 'Heeled in' plants will store happily throughout the winter period until you are ready to plant them.

Please see our videos on looking after your trees tcv.org.uk/plantingtrees

I am not sure how to plant a tree?

Please watch our video link tcv.org.uk/plantingtrees or read our Planting Guide.

I don't have the tools to plant a tree?

Specialised tools aren't really required, though a good quality spade will make your day easier. We recommend a rabbiting/planting spade.

We need help to actually plant all our trees

TCV are happy to provide help and advice if you don't have enough volunteers. For some larger planting schemes we can deliver training, support and tools on the day – but there may be a charge for this. For more information contact idt@tcv.org.uk



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your tree planting
activities at
#IDigTrees

Find out more at
ovoenergy.com/i-dig-trees

Got a question about
tree packs or planting?

Email idt@tcv.org.uk
or visit tcv.org.uk/idigtrees