

SaskPower Shand Greenhouse

ORDERING SEEDLINGS FAQ

Thanks for your interest in tree and shrub seedlings from SaskPower's Shand Greenhouse. Please visit saskpower.com/ShandGreenhouse to order seedlings, review our eligibility requirements and learn about the seedling species we offer.

If your question isn't answered in this FAQ, email greenhouse@saskpower.com or call 306-634-9771 or 1-866-778-7337.

1. WHEN DO YOU ACCEPT APPLICATIONS FOR SEEDLINGS?

We accept applications starting on Aug. 1 or the next business day if Aug. 1 falls on a weekend or statutory holiday. Online ordering begins at approx. 9 a.m.

We accept applications until Feb. 1 or until we run out of stock, whichever comes first. The demand for seedlings is high, and some species are "sold out" within days. Typically, all seedlings are spoken for by November.

2. HOW MUCH DO SEEDLINGS COST?

There is no charge for our seedlings. Note – limitations of our online ordering system mean you'll see references to cost(s) throughout the ordering process. Please disregard those references.

3. WHO'S ELIGIBLE TO RECEIVE SEEDLINGS?

Tree and shrub seedlings are provided free-of-charge to Saskatchewan not-for-profit organizations, service clubs, conservation groups and individual landowners with 10 acres or more for the purpose of:

- Land conservation, reclamation, shelterbelts, etc.
- Afforestation in Saskatchewan
- Non-commercial use (for example - seedlings may not be used for u-pick or tree farms)

Visit saskpower.com/ShandGreenhouse for more information on eligibility.

4. HOW DO YOU DECIDE WHO GETS SEEDLINGS?

We allocate seedlings on a first-come, first-served basis. Depending on when we received your order and the species you selected, you'll either receive all the seedlings you ordered or a portion of what you ordered.

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5. WHAT SPECIES ARE AVAILABLE?

We usually have about 24 species of conifer and deciduous trees and shrubs in our outdoor shade houses. This number can vary due to factors like germination rates, insects/diseases and storm events. Visit saskpower.com/ShandGreenhouse to browse the variety seedlings on offer.

6. HOW MANY SEEDLINGS CAN I ORDER? CAN I ORDER EVERY YEAR?

You can order as many seedlings as you need, and you can order seedlings every year. But please order only as many seedlings as you can plant and properly care for and maintain. To help ensure fair distribution, there may be limits for certain species. As always, we allocate seedlings on a first-come, first-served basis.

7. HOW DOES THE ONLINE ORDERING SYSTEM WORK?

First, access the online ordering system at saskpower.com/ShandGreenhouse. During steps 1 and 2 of the ordering process you'll find a list of the tree and shrub species names and photos. Select the desired seedling species and quantities. Please also be prepared to select your preferred area for a pick-up location.

8. I CAN'T FIND THE SPECIES I'M LOOKING FOR IN THE ORDERING SYSTEM. WHERE DID IT GO?

We closely monitor our supply of seedlings and the public's demand for seedlings throughout the season. When there's more demand for a species than our estimated supply for that species, we remove it from the online ordering system.

9. WHY CAN'T I ADD MORE SPECIES TO MY CART?

If you can't add another species to your cart and you don't see the "Continue Shopping" button, your browser may be outdated. To bypass this issue, select "Order Seedlings" from the menu. This will take you back to the beginning of the ordering process. Once there you can select a species and add it to your cart.

10. WHY DO I RECEIVE AN ERROR MESSAGE WHEN TRYING TO GET INTO THE ONLINE ORDERING SYSTEM?

This can happen when there are many people accessing the ordering system at the same time – typically when we start accepting orders. In this case, try refreshing the page. If the problem persists, try using another browser or another device.

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11. HOW DO I KNOW IF MY APPLICATION WAS RECEIVED?

If your online application was submitted successfully, you'll receive an auto-generated confirmation email. If you don't receive that email, please check your spam or junk folder(s). If the email isn't there, please contact the greenhouse at 306-634-9771 or greenhouse@saskpower.com.

If you faxed or emailed your application directly to the greenhouse and haven't received a response, please let us know.

12. MY CONFIRMATION EMAIL SAID I WAS GETTING EVERYTHING I REQUESTED. WHY DIDN'T I GET MY COMPLETE ORDER?

The auto-generated confirmation email only confirms the species and quantities that you requested and that your application was received. It doesn't guarantee that you'll receive every seedling you requested. At end of March, you'll receive a second, detailed email from the greenhouse that will confirm which seedlings we're able to provide.

13. HOW DO I GET MY SEEDLINGS?

We ship the seedling bundles to a pick-up location in your area. Your pick-up location is based on the distribution area you selected in your application. You'll receive an email at the end of March that will include the date, time and location for pick up. Seedlings are available for pick up for two days after they're dropped off.

When picking up your seedlings, you won't need a trailer. Most orders will fit in a car, SUV or truck box.

14. WHEN ARE SEEDLINGS SHIPPED?

Orders are shipped to the pick-up locations between mid-April and early-May, starting with the south of the province and moving north over three weeks.

15. WHAT IF I CAN'T PICK UP MY ORDER ON THE SPECIFIED DATES?

If you can't pick up your order on the specified dates, please plan for someone else to pick up your order on your behalf. Please note that many locations are unable to hold your order beyond the designated pick-up dates.

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16. I CAN'T PLANT MY SEEDLINGS RIGHT AWAY. WHAT SHOULD I DO?

Seedlings should be planted immediately because they've been in transit for a few days before you pick them up. But if that isn't possible, please follow the instructions below:

- **Storing for a few days.** If you need to store the seedling bundles for a few days, check to see if they're still moist. If they're moist, open the box/bag and stand the bundles upright. This will allow air to flow around the stems and needles which helps reduce the chance of mould.
- **Storing longer than a few days.** If you need to store the seedlings longer or the bundles require watering, stand the bundles upright in a container that holds water such as pails, storage bins, kiddie pools, water troughs, etc. If seedlings are still dormant and weather permits (not freezing too hard), place them outside in a shaded area to avoid direct sunlight as direct sunlight will dry out the peat moss in the root plugs. Following these directions will allow the seedlings to acclimate to natural conditions with minimal stress.
- **If it snows while you're storing seedlings.** If it starts to snow, freeze hard or the seedlings begin to break bud and leaf out, treat them like bedding plants. Move them inside or outside as needed to mimic natural conditions. They're mostly dormant when we pack them so unless they're starting to break bud, they can take some cool conditions. If the bundles need watering, place them in a container and add a couple inches of water so the bundles can soak it up from the bottom until peat is moist. Add more water, if necessary, but avoid letting them stand in water continuously.