

Newsletter 2020

"Like people, plants respond to extra attention" -H. Peter Loewer



Ping! "Your Technician is on the way"



Over the last few seasons the most frequent request from customers is to be notified when their technician is on their way. Starting this spring you'll be notified by text message when your technician is on the way. All customers who have a mobile number registered to their file will be automatically opted-in. Technician arrival times will vary based on geographical locations and traffic so make sure to check that text!

Booking Appointments Online

Look, we get it. At times it can be tough to get to the phone, especially during work hours. Sometimes it's just easier to do things online. That's why for your convenience, Waterwell Irrigation is now offering online appointment booking for your openings, inspections and closings!

We'll provide you with a unique log-in code and password for you to get started. Your customer information has already been saved to your profile so there's little work to set up your account. Simply log in, pick your services, pre-pay to get our 10% discount and then book your date right away!

Want to be reminded about your upcoming appointment? When you book using our portal, a confirmation email is sent in a format that's easy to slide into your Apple, Outlook or Google calendar.

Using our online appointment booking portal you can select a date and time, let us know your concerns and/or requirements, and even tell us how you want your timer programmed.

OUR ONLINE PORTAL!

You can log in, check the status of your invoices, pay for your seasonal package, book your opening, inspection or closing and even get a 2% discount on any invoice you pay through the portal.*

And the best part is, you can do it all 24hrs/day, so that you don't have to wait for office hours to book your next visit with one of our specialized technicians.

** Your account must be registered as paperless to benefit from the 2% discount on all invoices paid on time except for installation and pre-paid packages. This can be done by contacting the office by phone or email and asking to have this applied to your account.*

Irrigation Technology You Should Know

About

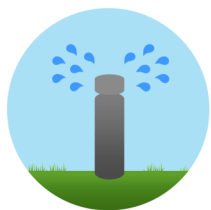
The last few years have brought several advancements in irrigation technology.

Namely devices that convert your existing irrigation system into a wifi-ready, handle from anywhere system. Our **Wifi-enabled timer** comes with a **free mobile app** that allows you to manage your watering schedule, receive alerts for out of ordinary activity and start-stop the system from anywhere you and your mobile device are.

Pairing the wifi timer with a **flow sensor** will also allow you to **be notified** in the event of a leak, too little watering or too much watering. **You'll know exactly how much water you're using.** To install a flow sensor, customers can expect to spend about \$325.00. However, this price reflects peace of mind. Once installed the flow sensor will **send an alert** if it **detects a leak**. This warning gives you the **time to react**, shut down the system from your mobile device and prevent damages to plants and property that could cost much more.

Want more information? Our Customer Service Team has the answers

514-333-0808



Know someone looking for an exciting new employment opportunity?

Refer us an employee who starts work before July 1st and completes the year with us and we'll reward you up to \$300.00!

We are looking for candidates who want to join our team and grow with us; we offer many opportunities for advancement with integrated on-the-job training. We can provide you with a stable, long-term career opportunity and practical skills that can serve you both on and off the job.

This position is ideal for hard-working individuals who are goal and results oriented, wanting to gain knowledge and experience while working outdoors whose main functions will be the installation and service of underground sprinkler systems and outdoor lighting systems. Your qualifications should be:

- Experience in basic manual labour, plumbing and electricity would be an asset.
- Excellent physical condition: physical work including digging with a shovel, kneeling and bending over for extended periods.
- Position is best suited to those who are bilingual and learn quickly, on the go.
- Paid overtime and holidays, full medical and dental benefits
- Full-time candidates must be available 4 weekdays and 1 weekend day OR 3 week days and 2 weekend days. Positions are also available for part-time candidates, week-days or weekends.

Applications should be sent to info@waterwellirrigation.com

Newsletter 2020

Choosing Your Service Package

"Choose consciously and wisely. You are only one choice away from changing your world" - Brent Weeks



Choosing the right maintenance package for your property can make a *big difference* in the way your irrigation performs throughout the season. *Waterwell offers 5 unique service contract options*; each option consisting of a predetermined amount of time per service. Customers who chose to prepay their package for the season receive the technician's travel time *at no extra charge* (30 minutes) and a 5% - 10% discount based on the chosen package. The amount of time included in your services is indicated on the back of your *seasonal contract*. These times vary from property to property based on the *size and spectrum of the irrigation*. Parts are never included and if something unforeseen requires additional time, there may be an invoice generated. Customers with landscape lighting systems can expect a verification of the system as well as bulb changes with all packages except for Bronze (closing only).

For customers who are more interested and/or able to be involved in the general upkeep of their systems, *single service packages* such as the Bronze package may be best suited. For customers who would rather our technicians take care of everything, *full service packages* such as the Gold package may be preferred. Either way, *Waterwell has a package type for every property and every customer.*

Copper (Opening Only)

Customers who perform their own closings are few in number. However, those that do may choose this package to ensure that the system is opened and fully verified to ensure that every component is working as it should be. The copper package includes: turning on the water, rain sensor verification*, system programming, and verifying your irrigation system for leaks, running zone tests, checking for proper coverage and completing obvious head adjustments; Minor repairs will be carried out immediately and larger repairs and/or improvement recommendations will be noted in your file so that our Customer Service Team can provide you with an estimate for your approval.

*If accessible from the ground

Bronze (Closing Only)

This package is becoming increasingly popular as customers begin to take a hands-on approach to their irrigation. Properly closing your irrigation system before the temperature drops is one of the most important components in maintaining your irrigation system. This package includes: turning off your water at the main valve and securing the handle to prevent accidental opening, flushing of the water from the irrigation lines using an air compressor, shutting down the controller and winterizing any heads that risk being damaged over the winter. We also make note of repairs that are needed to the system for the following spring.

Silver (Opening + Closing)

Our most popular package combines an opening and a closing with all the features described above. Choosing this package also gets you the travel time for both visits included in the price and customers who choose to prepay their seasonal services receive a 10% discount on the combined services. Purchasing this package prioritizes you ahead of customers who don't bundle their services.

Gold (Opening, Closing + Inspection)

An upgrade to the Silver package, the Gold package also includes one full system inspection during the summer season. Commonly confused as an inspection at opening, the gold package inspection is a mid-season (July- Early September), 1 hour visit from one of our technicians. During the inspection, we will run system tests, check for leaks, perform adjustments such as height or angle tailoring for your plants that have grown in since opening and make sure that your watering schedule is optimized for your property. Any repairs that are required in this check-up will be performed but additional charges may apply. Customers who chose this package will also receive a 10% discount on the combined services.

Platinum (Opening, Closing + 2 Inspections)

Our most elite package which includes a second mid-season inspection over and above the Gold package. This package is ideal for large or extensively landscaped properties, customers who may not be at home often during the season or those who just want additional peace of mind and to ensure that they're getting the most out of their system. Those choosing this package should consider opening their system on the earlier side of the season to allow for even spacing of the visits throughout the season. The Platinum package is offered with the 10% discount included in the Silver and Gold packages.

Have more questions? We have an extensive FAQ section on our website and our Customer Service Team is available 7 days a week during peak seasons. Call traffic is high during these periods; we appreciate your patience and cooperation

We're always "Working Harder for You"

