

## **Services & Emergency Process Review**

### **- Sonoma Pines Meeting on May 13, 2009 @ 11:30 -**

Please review our **Service Request Process** that we have created in order to organize and ensure that all irrigation service requests are looked after in a timely manner:

- Submit your request either via email or phone to our office.
- Your request will then be added to our "Irrigation Service Request List"
- The list is organized in order from most urgent repairs to general service requests.
- The list is then forwarded on to our Irrigation Technicians to begin completing requests.
- Once the Irrigation Technician has completed the service at your residence he will leave a Door Knocker Service Card notifying you that he has completed your request.
- The list will be updated weekly with current requests that have been submitted.

For any regular irrigation service requests please contact Mandy Foster, our Client Services Coordinator at 250.860.3753 during regular business hours Monday through Friday 9:00 a.m. – 5:00 p.m. and she will be pleased to help you in any way she can.

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We understand that there are **Irrigation Emergencies** that can occur. As a result we have a team that handles these situations in a timely manner.

For irrigation emergencies we have established a course of action for the main emergencies that you may come across:

- If there is a **main line break** resulting in water bubbling from the ground, turn off water supply located either in your basement or garage crawl space by the hot water tank.
- If there is a **zone stuck on** resulting in the zone continually running, turn off water supply by closing the shut off valve on the outside of the house.
- If there is a **zone stuck on** resulting in the zone continually running in a common area.
- **After you have assessed the situation, please contact our Irrigation Emergency Contact Number at (250)258-8533.**

For any Irrigation Service Emergencies kindly contact our Emergency Number at (250)258-8533 for 24 hour service.