

WATER WORKS 2009 NEWSLETTER **“the Water Management Professionals”**

Dear friends and customers:

Welcome to our 17th annual Spring Newsletter. We hope that you will take time to read this letter as it contains important information about customer training sessions, our 2009 maintenance agreements, our service rates and a brief introduction of our friendly Water Works staff.

Customer training - This is a great opportunity to learn more about your Rain Bird Controller, maintaining your sprinkler system, rain shut off devices, drip systems, winterization valves, backflow preventers and the most efficient methods of watering your lawn and landscape. This training is free but we are encouraging donations to benefit the Durango Discovery Museum. A representative from the DDM will be on hand to meet you and answer questions. The training will be held at our office at 799A Tech Center Dr, located just up the hill from the recycling center and Waste Management in the Tech Center. The session will be held on March 25th from 5:00 to 7:00 PM. Brief presentations will be given on each topic outlined above followed by question and answers. There will be ample opportunities to meet and talk to our staff.

2009 Service Contracts - Included with this letter is your personal 2009 Service Contract with our estimated cost for the maintenance of your system. We encourage you to look over this agreement and sign up to enjoy the “peace of mind” that comes from knowing that your sprinkler needs will be taken care of by our professional staff. By signing up and paying in advance, your service work will be scheduled before our call-in customers and will receive priority treatment for repairs and emergency service. By scheduling your service in tandem with our other service accounts, we are able to efficiently route our service techs, helping to keep your rates lower than call-in customers. Please note that this contract covers the estimated cost for the maintenance of your system only and you may be billed extra for unexpected maintenance issues, repairs or upgrades to your system.

Service Rates - The hourly rates for our service technicians will not change from last year’s rate of \$70.00 per hour. Our standard in town service call will remain at \$70.00 for the first 45 minutes. The base rate for our out of town customers up to 10 miles from town will remain at \$80.00 if we can schedule you with other customers in the area. We charge travel time for emergency calls, remote customers and service calls placed on short notice where we cannot schedule conveniently. The service call rate for many of our in town Service Contract customers for 2009 is \$65.00. This is a benefit of being a contract customer and it likely means that you have a small, easy to service system that can be routed with other customers in that area. We have changed some of the rates for other customers this year based on our records from previous years, with an emphasis on last year. Some of the factors that affect your rate and the time to service your system are: size of your lot and system (the # of zones); your location within the city or county; who installed your system (ours are generally easier to maintain); the age of the system; if we service your system without you being home (an outside water shutoff i.e. winterization valve versus an inside crawl space or if your controller is outside or inside) and if you have city or ditch water for your water supply. In general, our Contract customers will pay substantially less for service than our call-in customers.

Staff – Most of our key staff is back this year, including Marci Daly, our awesome office manager, who is the one you talk to when you call the office. Don Marconett, a Water Works veteran, is our General Manager, overseeing the installation dept. John (JJ) Schiffel, our personable service tech of 10 years, will be our Service Manager this year. Jim Bolton our business manager, will be responsible for customer satisfaction and the highest standards of business ethics and professionalism.

Have a great growing season and Happy Watering from the Water Works Staff