

# Waterwell Newsletter

Waterwellirrigation.com

March 2004 Volume 4

Writing the 2004 Newsletter made me realize how quickly another year has gone by. Each year, as I write these short pieces, I try to answer the most commonly asked questions and statements that I hear from all the people I come into contact throughout the year. This year, I thought it was more important to thank all the people who have helped me in yet another successful year.

As a society, people are always prone to complain about the things that go wrong, and how they never measure up to high expectations. Very few people take the time or effort to acknowledge a job well done, and rather we are quick to point out and remember the negative aspects, a notion that I am sometimes guilty of as well. With this being said, I would like to start from the beginning.

I would like to thank my suppliers for getting the material on time, in addition to excellent prices and resolving my numerous inquiries. Often, the time delay between ordering and delivery is not adequate, but they still pull through in the end and meet the demand.

I applaud the numerous technicians, for not only the way they represent Waterwell, but for their tireless effort in achieving quality and efficient work. I get many compliments on our team work, from politeness and professional knowledge, to the pride they take in our work.

Similarly, I must also thank the office staff for working hard behind the scenes, organizing our staff to get the job done and being very attentive to customer satisfaction. Everyday they start early, and it is always intense up until the very last minute. For this, I commend them for their excellent work ethic and professional stamina.

There are many other people responsible for getting you the end result, as I am not one who can take all the credit. So in closing, I would like to thank everybody for helping me perform my job to the best of my abilities, and in the future I will try and let you know more frequently...better late than never!

If any of you have had a pleasant experience with our group, or something commendable, I encourage you to e-mail us at [feedback@waterwellirrigation.com](mailto:feedback@waterwellirrigation.com) and let us know.

**Mark Wiegard**

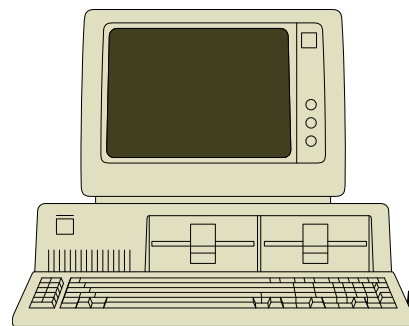
## Save Time. Do It On Line. And get a 5% Discount!

Did you know that you can pre-pay your opening and closing online? Do it before April 15th and save 5%!

(5% discount is for our residential customers only)

Is there a particular day when someone is always home? Do you prefer that we come to open your system then?

Let's us know!  
Fill out your  
Early Booking Form  
online today!



**Waterwellirrigation.com**

## Win A Free Closing!

To enter is easy. With the temporary access code enclosed, go to [waterwellirrigation.com](http://waterwellirrigation.com) and login into your account. Once you pre-pay your service contract, your name is automatically entered in the draw for a free closing this fall. Remember to fill out your Early Booking Form online before April 15th and save 5%.

## Are You Planning Some Changes To Your Property?

If you are planning major landscaping changes or any project that will affect the sprinkler or lighting systems, please advise us as soon as possible. Any modification to your property means a modification to your sprinkler or lighting system in order for both systems to operate efficiently. Some alterations may require only minor changes. However, if you are building a deck, installing a pool, or adding a lot of planting beds, major work on our underground systems might be necessary.

Here are some helpful tips to save time and money:

1. Always notify us BEFORE you start excavating so that we can send a crew to remove the major components in those areas where they may be damaged. This short service will save you hundred of dollars when it is time to reinstall the system.
2. Ask us to give you a quotation on the required modifications to your irrigation or lighting systems before starting your project so that you don't get surprises after the excavation has started.
3. Expect delays of at least three to five weeks depending on the extent of the modifications or repairs required.

**Joel Shugar**

Unfortunately, last year we were not able to donate a sprinkler system. We did, however, have three suggestions, one of which was under consideration until realizing they already had a sprinkler system donated to them that year. Regarding the two other suggestions - like most companies dealing with the public, we wanted to keep religious and political beliefs out of the equation. Due to these circumstances, and in trying to follow through with the "do good"

philosophy, we will be donating \$750.00 of toys to St. Justine's and the Children's Hospitals.

This year we hope to donate yet another system. If there is a charity that could have the use of a sprinkler system, please e-mail us the contact information or include it with your prepayment. Regretfully, if there is a lack of participation, we will have to withhold this generosity. We thank all who participated in the past.

**Charity**  
By: Mark Wiegard

**Why are regular inspections beneficial?**

1. Break-downs can occur at any time. If you don't have the time to verify your system periodically, give us a call.
2. As plants grow, they often block the spray from the sprinkler heads.
3. Burnt light bulbs can be replaced.
4. Any modifications to your property require modifications to the irrigation and lighting systems. Minor adjustments can be made, and, if there are major modifications required, the technician will advise our office immediately.

At Waterwell, our goal is to keep your property beautiful all season long. Contact us if you wish to schedule inspections of your irrigation and/or lighting systems (standard rates apply). These inspections can be monthly, weekly, or any frequency you desire, and can be pre-scheduled or called-in at any time.

**Outdoor Lighting  
Beauty & Security**

**There are many important benefits to having a professionally designed and installed outdoor lighting system.**

**Highlight the beauty of your property while increasing security.**

**Call to set up an appointment for a free estimate today!**

**(514) 333-0808**

**The Technician Training Program**

Over the years, we have developed a sophisticated multi-level Training Program for the Crew Chiefs we send to your property. In addition to the experience we have gained in the industry since 1985 as a contractor, these courses have been derived from lectures, demonstrations, product information sessions and convention we have attended. Most importantly, in each one of our courses, our technicians learn from a contractor's point of view, drawing on examples and showing potential problem areas that are specific to our soil and weather conditions, and environmental concerns. When an employee has gained enough experience, he is evaluated based on professionalism, honesty, work ethic, motivation, communication and other skills. Those who excel in these areas are then invited to take the next level of our courses. Our courses give them the opportunity to learn theoretical material and get thorough practical instruction out in the field. Our apprenticeship program has been designed to ensure each trainee has the appropriate amount of experience to perform his job efficiently and safely while maintaining the high standards of quality expected. Occasionally, a service technician may feel that a specific problem requires a more highly trained Crew Chief.



**Love working outdoors?**

We are looking for team players to join our team! Send us your resume at [HR@waterwellirrigation.com](mailto:HR@waterwellirrigation.com)

He makes this recommendation only in the customer's best interest since complicated repairs such as underground wiring problems are solved quickly with the proper training and can save the customer money as well as reducing the amount of excavation required to the property.  
**Joel Shugar**

**Did you know that many of our customers open their own systems?**

**YOU CAN TOO!**  
Read all about it at [waterwellirrigation.com](http://waterwellirrigation.com)