



## **Working through**

### **COVID-19**

### **A Technicians'**

### **Perspective**



As we go into our second year of this global pandemic, we have all become accustomed to change. Be it online schooling for our kids, working from home, restrictions and curfews, these are all new things we've struggled to adapt to.

Waterwell went through many challenges in the field in the last year. From social distancing, creating our own work bubbles, offsetting exterior staff start times to limit group numbers – everything that was once taken for granted became an ever-changing routine. One of the most important changes for us was how to work safely and responsibly when interacting directly with our clients during the pandemic. We followed the provincial guidelines and introduced mandatory wearing of masks and gloves, sanitizing tools/equipment that enter a home and between each service call. While everyone is different, it was surprising to see a lot of other companies not following these basic guidelines. Trust us, trying not to touch your face/mask as you perspire on hot days and watching your gloves transform into water balloons as the sweat collected inside was something none of us wish we had to battle with daily. The most challenging days were working on construction sites which had their own safety and standards protocols. Add in a hardhat, safety glasses and add a couple more feet between coworkers and you'll get an idea of why sometimes work tasks take a lot longer.

At the beginning of last season, we were strongly discouraged from entering private homes, so the opening of the main valve and programming the irrigation timer were left for the client to do. For some, this represented a difficult task. Programming an irrigation timer is obviously not something most home owners know how to do, so we tried our best to walk clients through it using video call apps and providing manuals as needed. However, opening the main irrigation valve was the bigger issue. We found many homeowners who did not know what a valve is and how to open/close it. This is something we highly recommend every homeowner know how to do. It is the only way to protect your home in the event of an emergency/flood. If you require assistance locating and shutting off your main house valve, please ask one of our technicians to show you during your next service appointment and we will be happy to assist you.

We're looking forward to working with our clients again this season and we're sure that we'll be able to meet and overcome any new challenges the pandemic might bring upon us.

## ***Do you have a wifi timer?***

*If you've already upgraded to a wifi timer, you've got an advantage! Have your system opened during the first weeks of our 2021 season and we'll take care of tuning on your sprinklers when the time is right. It's easy:*

- ◆ *Schedule your opening to take place before April 30th*
- ◆ *Our technician will do a full verification of the system and make sure it's ready to go when the weather warms up.*
- ◆ *Wait for our Customer Service Team to activate your timer. We'll take the decision off your hands and use our years of experience to activate your timer when the weather warms up. This is typically around May 1st. Don't worry, you'll receive an email notification that your timer has been activated.*
- ◆ *Sit back and enjoy your yard. Beating the rush and taking advantage of this opportunity ensures that your system is opened and ready to use as soon as you need it.*

*Don't forget, you can also activate your own timer from your mobile Hydrowise app at any time.*

*For more information about this opportunity, contact our Customer Service Team today!*



## **Survey Says...**

We're putting a lot of effort in to improving our Customer Experience. Starting this year, when you receive a work order from a technician or finish a conversation with one of our Customer Service Agents you will be prompted by email to answer a short survey about your experience.

We are always looking for ways to improve and more importantly to try and get feedback from our customers in order to better our offerings. Changes and improvements are useless if it is not what is required or desired by the customer base similar to bringing a surf & turf meal to someone who is dying of thirst.

Getting feedback is always a hurdle and many people are reluctant for several reasons ranging from "can't be bothered" or "nothing will ever change" to fear of retribution impacting their service.

In an effort to correct this a new fast and easy questionnaire will be sent out by an independent firm following visits from our technicians or interactions with our Customer Service team. This will ensure that your comments are relayed to us anonymously and with minimal time and effort.

We ask that you take the time to provide the valuable feedback. We use the data obtained from the client participation to enhance existing services, develop new services and procedures as well as provide our employees with assessments and encouragement.

Your comments and concerns do not fall on deaf ears. Please respond to the questionnaire. We are listening!



**Have more questions? We have an extensive FAQ section on our website and our Customer Service Team is available 6 days a week during peak seasons.**

***Have a topic you'd like to see in our next Newsletter? Tell us! Speak to a Customer Service team member today***

## Why is my invoice higher than normal? What is this extra labor charge?

### I already prepaid, why am I getting another bill? What took so long?

We get these questions all the time. Our goal is to get your work completed as quickly and as efficiently as possible. We know you're busy, and so are we! We'll do everything we can to ensure that there is as little lost time as possible while working on your property and hopefully these tips will help us help you.



**Check your calendar!** The most frustrating situation for both Customers and our Service department is when clients forget their appointments or make changes to their schedules the day of. Our crews are booked weeks in advance so it is not possible for us to manipulate other appointments around to accommodate 1 client who may have forgotten or has found they have something else to do during their appointment window. Respecting the time frame for your appointment is also critical; if nobody is home this may incur a fee. Make sure you can be available for the duration of your appointment window as well as the time the work will take. If for whatever reason you are unable to make the appointment window, please call us in advance and we will be happy to reschedule the appointment.

**Have available parking** for the timeslot window on the day of your service call. While it may seem like common sense, it is often overlooked. Having to go to the truck to get parts multiple times, when the truck is parked a few houses away takes up more time and results in higher bills. We do our best to minimize visits to the truck during our visit but with over 500 different parts and tools, it's impossible to keep everything on hand at once.

**Be prepared!** Unlock gates, doors, have the keys in hand if they are required. Clear away space from your irrigation timer and valve, so that it is easily accessible. A timer hidden behind patio furniture and pool toys takes a lot of time to clear a path. Not the best use of your time with the technician, easily 15-30 min is lost gaining access and then again when put back. This can add \$20-\$40 to your invoice and is easily avoided by being prepared before he arrives.

**Try not to schedule other service companies the same day.** We are all short on time and making many appointments in one day seems like a great idea, but it's not. We've arrived to situations like cement being poured, houses being painted, windows being replaced, electrical work being done. We simply cannot work efficiently when there are others trying to do their work at the same time. It will either take much longer or is lost time, both are easily avoidable charges. Not to mention, we're sure your other workers aren't too keen on getting wet!\_

**Let the technician concentrate.** You probably are great with a shovel, but trying to help out actually hinders production for our crews. Keep the distractions to a minimum and it will benefit you in the end. Fending off demands for attention from your kids and pets also causes distractions so it's best to keep everyone corralled until the job is done.

## 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 a stable, long-term career opportunity and practical skills that can serve 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

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. Waterwell provides paid overtime and holidays, full medical and dental benefits to successful candidates. Both full and part time positions are available.

Applications should be sent to [info@waterwellirrigation.com](mailto:info@waterwellirrigation.com)