

SAWS No-Contact Irrigation Consultation FAQ

How do I schedule an appointment?

Call the Conservation Department at 210-704 –SAVE (7383). When you schedule the appointment by phone, we will send you an email containing information about your appointment and a link to the ***e-Signature and Consent Form***.

At least 48 hours prior to your appointment, you must fill out and return the *e-Signature and Consent Form*.

What do I need to do to prepare for my appointment?

To prepare your home, please open your garage, clear a path to your controller, and open any gates to access your backyard. Additionally, please ensure any pets are secured inside your home.

What if I do not return the e-Signature and Consent Form?

You have until 48 hours before your appointment window to complete and return the form. If you do not return it by then, your appointment will be automatically cancelled. You will receive an email informing you of the cancellation. You will need to call to reschedule if you desire.

Will paper copies of the Consent Form be available if I don't have access to an email or computer?

Yes, paper copies of the consent form can be mailed to your house. Request a paper copy by calling 210-704-SAVE (7283). However, this will result in approximately a 10-day delay in scheduling your appointment. Complete the paper form and mail it back ***prior*** to calling to schedule your appointment.

Will the consultant be coming into my home?

No, no one will be entering your home. The consultants will remain outside while you stay indoors and communicate over the phone.

Will the consultant be running my irrigation system?

Yes! Just like irrigation consultations prior to COVID-19, the consultant will be running your irrigation system to check how much water your irrigation system uses each minute it runs and determine total use based on the irrigation controller settings. Additionally, they will check for any issues or leaks.

Will I need to speak to the consultant face-to-face?

No. In fact, we require that you stay inside your home while our consultants are at your residence. They will speak to you on the phone as they walk around your yard to inspect your irrigation system or at the end of the consult, whichever you prefer.

Can I speak to the consultant face-to-face if I want to?

No. In an effort to protect all customers and our team, our consultants are instructed to leave your appointment if you do come outside. Please stay safe in the comfort of your home.

What if my irrigation is app-based/run from my smartphone?

You will need to run your irrigation system from your controller phone app while on the phone with the consultant. This may require pausing conversation to switch over to the app as you turn on each zone for the consultant to review.

How will SAWS ensure sanitation?

Each consultant's temperature will be taken in the morning at SAWS headquarters prior to leaving for irrigation consults. Consultants will wear face masks, wipe controllers with disinfectant before and after touching them, carry hand sanitizer, and avoid contact with any residents at the home. To ensure everyone's safety, we are requiring that residents stay inside their home during their irrigation consultation.

Will I get a notification before the consultant arrives?

You can expect the consultant to arrive during your assigned time window. They will call you prior to leaving their previous appointment to notify you that they are on their way to your home.

Please ensure you've taken all the necessary steps including preparing access to your controller, opening any fence gates and securing any dogs or other pets in the house before the consultant arrives. The consultant will also call you when they arrive.

What if I do not want the consultant to change the settings on my irrigation controller at the end of the consultation?

The decision is always yours to make. On the consent form, you agreed with the statement "I give consent for the SAWS staff member conducting this appointment to adjust my irrigation controller (only if needed or upon agreement after the appointment is completed)." This means you can say yes or no to the recommendations for your irrigation control settings from the SAWS consultant. The consultant will note on the irrigation form if you elect to keep your settings or go with SAWS recommendations.