

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

Prior to your appointment, you must fill out and return the e-Signature and Consent Form. 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.

How long do I have to sign the e-Signature and Consent Form?

You will be required to complete a consent form prior to the appointment. You will receive an email when your appointment is scheduled that includes a link to the online consent form. If you are unable to complete the online version, a paper consent form will be left on your door step for you to complete inside your home. Must be completed before the appointment can begin.

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

Yes, a paper copy of the consent form can be left on your doorstep. You will need to sign it inside your home prior to us beginning the 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 for any issues or leaks. Additionally, they will check how much water each or most of your zones use to verify if there are any unseen 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 communicate with you via phone calls as they walk around your yard to inspect your irrigation system.

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 your home.

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

We will ask that you run your irrigation system while on the phone with the consultant. This may require pausing conversation to switch over to the app, but we anticipate it will not cause problems.

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 wipes 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 consult.

Will I get a notification before the consultant arrives?

You can expect the consultant will arrive during the assigned time window. In addition, they will call you prior to leaving their previous appointment to notify you that they are on their way to your house. Please ensure you've taken all of the necessary steps to prepare for your consultation before the consultant arrives.

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.**