

**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. Someone over the age of 18 must be home for the appointment to sign a consent form to allow us to run your irrigation system.

**Will the consultant be coming into my home?**

No, no one will be entering your home. The consultants will remain outside and can communicate over the phone if you prefer to stay indoors. Please make your request for a no-contact consultation when scheduling your appointment.

**Will the consultant be running my irrigation system?**

Yes, 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. You may choose to 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.

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

A person who has access to the app must be home for the appointment so that they may run the system for the consultant. If you are doing a no-contact consultation, 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 consultations. Consultants will wear face masks, wipe controllers with disinfectant wipes before and after touching them, carry hand sanitizer and maintain social distancing with any residents at the home.

**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 to notify you that they are on their way to your house which could be as little as a few minutes' notice. Please answer the phone and ensure you have 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. The consultant will ask if you would like them to change your settings and will only change them if given explicit consent. **This means you can say yes or no to the recommendations for your irrigation control settings from the SAWS consultant.**