

April 27, 2020

## Sprinkler System Activation Update / COVID-19 Information



To our Valued Irrigation Customers,

Under the new guidelines of the Governor's Executive order 2020-59(COVID-19), the Spartan Irrigation field service staff will be returning to work over the week of April 27<sup>th</sup>. We will begin our sprinkler activation season starting the week of May 4<sup>th</sup>. For the safety of our office staff and to comply with the current stay-at-home order, our office staffing remains limited. The most efficient way to reach us is by email at [service@spartanirrigation.com](mailto:service@spartanirrigation.com) or via online chat on our website at [spartanirrigation.com](http://spartanirrigation.com).

Our typical activation season is a 6-week process. **We are starting the season four weeks behind.** As we do with all regular maintenance services, we have pre-scheduled your activation. We will mail your schedule letter approximately one week prior to visiting your home.

We are asking for your patience. Our goal is to move through our schedule as quickly and efficiently as possible and minimize further delays in service. **If you are not able to keep your activation appointment as scheduled, or if you need to re-schedule, please contact us as soon as possible after receiving your letter. We need to have every possible appointment time filled to help shorten wait time for all customers.**

If you turned your sprinkler system on yourself this spring and don't need your regular start-up service, we understand. **Please contact us right away and cancel your appointment.** This will allow us to reach another customer's home more quickly.

**We respectfully ask that if you or a family member is not well or you are under self quarantine due to exposure, even asymptotically, please cancel your appointment immediately. We are happy to reschedule your appointment at a later date that is safe for all.**

Spartan Irrigation is strongly committed to the safety of our customers and service staff. We have instituted the following precautions:

- Employees will be health screened each day as they report to work.
- Employees will work independently and practice safe social distancing of at least 6' from others.
- Employees will wear masks during all interactions with others.
- Employees will sanitize hands between calls.
- Employees will wear gloves and/or wipe down all shared customer surfaces they contact, ie interior water valves, controller interfaces, etc.
- Employees will not require customer signatures or accept payment on site.
- No paperwork will be left on site at time of service. All invoices will be processed and mailed from our office.

Thank you in advance for your patience. We appreciate each and every customer and remain committed to providing the best possible service during this difficult time. If you have any concerns, please don't hesitate to contact us.

Best Regards,

Tiffany Greenman

Manager  
Spartan Irrigation  
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