

ADDITIONAL SPRINKLER BLOW-OUT CHARGES:

In order to remain competitive in pricing sprinkler blow-outs for the vast majority of our customers, it has become necessary to allocate some of the additional costs associated with non-standard sprinkler systems to those customers that have systems requiring significant extra time, equipment and or knowledge.

Overall, homes that fall into this category represent less than 2% of our sprinkler blow out customers, however, due to large amount of extra time required to properly blow out these systems, they represent nearly 10% of our time, resources and attention each fall. For this reason, we will be charging these homes an additional amount for their sprinkler blow out and keeping our standard price of \$45.00 for 1-6 zones for everyone else.

Beginning in the fall of 2007, with our annual **letter to our previous customers**, we included the following disclaimer to the \$45* price:

***As a note primarily to those customers on the west side of town, we will be charging additional amounts for non-standard systems appropriate to the amount of extra work required to properly blow out the system. These amounts range from \$10 to \$40 additional for such things as no standard place to hook up air, no in ground valves or 2 back flow systems. Last year we may have left you a yellow sheet warning you of these additional charges beginning this year. 99.9% of the houses in Highlands Ranch, Parker and The Meadows as well as approximately 95% of the house on the South West part of town we serve, have professionally installed, standardized systems for which we price our service. In order to remain competitive and fair to the vast majority of our customers, we are allocating the additional charges only to those difficult systems that require significant extra time, knowledge and attention. The possibility for incurring this extra charge applies to less than 1% of our customers. For a more complete list of examples and charges, please consult our web site at www.BillSigler.com.**

Also, beginning in the fall of 2007, the following has been printed on **flyers** advertising sprinkler blow-outs that were delivered to areas where greater than 1% of the homes have non-standardized sprinkler systems:

***For standard, professionally installed, single back flow houses. 98% of the houses we do fall into this category but for systems with non-standard systems that require extra time to properly blow out, there will be an additional charge of between \$10 and \$40 assessed at the time of the blow out. For a list of some examples and their prices, please visit our web site at www.BillSigler.com.**



If you received an additional charge to blow out your system this fall:

- 1) **You may use the sheet we gave you as a coupon for that amount toward future work repairing the problem/s that necessitated this charge.** In order to use this coupon, you must pay the entire amount this fall for the blow-out and the additional charge, but you may apply the additional amount charged toward the cost of our company to repair/upgrade your system as it relates to whatever caused the additional work. This coupon must be used by August 31st of the following year. Save the sheet by your timer to remember where it's at.
- 2) The additional charge only covers our direct, extra expenses related to properly blowing out your sprinkler system. Often these systems take 4-5 times as long to figure out and service thus, to make as much profit as a standard house, we would have to charge upwards of \$200. The extra amount runs between \$10 and \$40 and is there to simply cover our additional costs.
- 3) We have no way of knowing which systems will require extra time until we get there. Large developments of tract houses that were built by large home builders have standardized systems; however, with individually built homes or homes that had sprinkler systems installed after they were built, there is no way of determining how the system was installed without looking at it. During this extremely busy time of year, we unfortunately cannot take our crew leaders away from blowing out systems and aerating, without charging a service fee for them to come out ahead of time to determine if there might be an additional charge.
- 4) Often the things that make a system non-standard were originally done to save cost at the time of the installation either in labor, materials or both. We train our crew leaders a minimum of 1 year before letting them do areas that are 99.9% standard systems and only send our most experienced, highest paid technicians into the neighborhoods where there is a greater percentage of non-standard systems. Use caution if considering another company that is not up front about charging more for difficult systems. You get what you pay for. Some systems are very challenging to do correctly and often require the full expertise and experience of our best crew and of our company that has done tens of thousands of blow-outs. That last twenty bucks seems like a bargain when your system ends up freezing because someone didn't know what they were doing and still charged you anyway.



To help you in determining yourself, whether you may have a non standard system, and to help us standardize these up charges, we have created the chart below as **a partial list only** of **some** of the items that cause us more work and/or are more difficult to do.

\$10 Additional Charges:

- Non standard or difficult central point to connect air into.
- Very difficult location of in-ground valves (such as far under a wooden deck).
- De-humidification of sprinkler lines.

\$20 Additional Charges:

- A combination of two of the above items.
- Two back flow systems. Actually, this is like doing 2 separate blow-outs.
- Very difficult central point to connect air into.
- No place to hook up the air except through each valve individually.
- Hooking air up inside garage.

\$40 Additional Charges:

- A combination of two or more of the above items.
- Hooking air up inside house/basement.

Remember, the above chart is only a generalized, partial list of some of the items that make a blow-out difficult. Every fall we are amazed at some of the different variations we see. We appreciate your understanding and cooperation in this matter and look forward to helping you update and standardize your system next summer.

THANKS,
BILL SIGLER LAWN SERVICE
Service@BillSigler.com

