

Fall Greetings!

It is time to make arrangements for the seasonal maintenance of your irrigation system. There are many options available to you for protecting and maintaining your system throughout the season. Simply make your selections on page 2 - Yearly Irrigation Maintenance Contract Form, and we'll take care of the rest!

Renew or Enroll:



see page 2 of 4 - Yearly Irrigation Maintenance Contract Form:

- 1) Fill out personal information, especially if there are changes.
- 2) Choose one of the three options (opt I, opt II or a la carte) - you will find information relative to these options on page 3 of 4.
- 3) Note any special scheduling requests - if no requests are made, your services will be scheduled within the parameters listed below (see Important Scheduling Info).
- 4) Select your Add-on Options - you will find information relative to these options on page 4 of 4. *Note: If you already have a Backflow Blanket, we recommend you have it in place no later than the end of October.*
- 5) Mail it along with your payment in the enclosed envelope by October 2, 2017.

Important Scheduling Info:

We will be starting our winterizations on October 16th and plan to finish the bulk of them by December 15th. Start-up service will start in March and continue through May 2018. As usual, we will schedule by neighborhood in order to get everyone shut down (and started up) expeditiously. However, if you have any special scheduling request, please note it in the appropriate space on the enclosed Maintenance Contract Form. **Otherwise, we will pre-schedule you by geographic area.**

We will contact you in advance with your scheduled date so that you can make arrangements for us to have clear access to your control box panel and shut off valve (usually in your crawlspace). **We must have a confirmation** for your date from you as we cannot assume you are able to leave us access to the controller or you may have other work going on that would prevent us from servicing your system.

Referral Rewards:

- ✓ You are eligible for a \$75.00 Visa gift card when you let us know that you have referred someone to us in the past year, and they had Miller Irrigation install their system.
- ✓ If you refer someone who has signed up for a Yearly Maintenance Contract, you will receive a \$25.00 Visa gift

If you have any questions, our friendly office staff is happy to assist you. As always, we sincerely appreciate your business and welcome any comments on improving our services to you.

Best regards,

The Miller Irrigation and Landscape Lighting Team

Your Information:

| | |
|---|--|
| date: | |
| name: | |
| street address: | |
| phone contact: | |
| email contact: | |
| Signature: | |
| <i>I have read and accept the terms on the contract</i> | |

Circle Your Maintenance Option Choice (details on reverse):

| √ | Your zone range | Contract Option I | Contract Option II | A La Carte Service |
|---|-----------------|-------------------|--------------------|--------------------|
| | 1 - 6 | \$229.00 | \$165.00 | \$98.00 |
| | 7 - 12 | \$247.00 | \$176.00 | \$105.00 |
| | 13 - 18 | \$302.00 | \$214.00 | \$122.00 |
| | 19 - 24 | \$366.00 | \$270.00 | \$160.00 |
| | 25 - 32 | \$469.00 | \$341.00 | \$213.00 |

Note Any Special Scheduling Requests (details on cover page):

| winterization 2017 | spring start up 2018 | summer walk through 2018 |
|--------------------|----------------------|--------------------------|
| | | |

Select Your Add-on Options (details on cover page and insert):

| √ | Add-on Option | Add-on Price |
|---|---|-------------------------|
| | Backflow Blanket (includes measuring, fabricating, and delivery up to 65 total linear inches) | \$175.00 |
| | Chesterfield County Backflow Certification for: 1. contract customers / 2. a la carte service | 1. \$65.00 / 2. \$85.00 |

Select Payment Type:

| √ | payment type | the details | payment amount |
|---|---|--|----------------|
| | I have enclosed a check | check number: | \$ |
| | I have scheduled a bank bill pay | date expected to receive: | \$ |
| | Visa or MC number expiration date code: | _____-_____-_____-_____-_____-_____-_____/_____-_____-_____- | \$ |

Irrigation Maintenance Contract Option Information

Fill out the information requested on the reverse side of this form by choosing one of the three options for irrigation maintenance below, and return it along with your payment in the enclosed envelope by **October 2, 2017**. The discounted pricing for Options I & II expires on December 31, 2017. After this date regular winterization & labor rates apply (see A La Carte pricing chart).

- Option I – Winterization, Spring Start-Up & Summer Audit (valid through summer 2018):** This option is the best value – your winterization, spring start up & summer walk-through audit services are discounted, you are automatically scheduled for service and there is a substantially discounted labor rate should you require any service during the irrigation season. Pre-payment is required for this discounted bundle of services.

Winterization

- Remove water from system by blowing pressurized air through all main and lateral lines.
- Bleed backflow preventer of water.
- If any repairs are needed in order to shut the system down, they will be billed by the quarter hour if time allows at this visit.
- Miller Irrigation, Inc. will not be held responsible for damages to your backflow due to freezing prior to winterization. Protect your device before your winterization service if it is not installed in your crawl or basement and sustained freezing temps are forecast. See Backflow Blanket page 4 of 4

Spring start-up and system audit

- Pressurize system.
- Perform audit of entire system for proper operation.
- Clean clogged nozzles and adjust arcs that are clearly out of adjustment. Ask office for details.
- Re-set controller for general spring schedule unless you let us know otherwise.
- Provide you with an estimated punch list of items identified during the audit for repair and/or suggested improvements for more effective coverage, if needed. This will be left in a hanging bag (on your access door) along with a blue card that contains information about today's service call. However, if the repairs are needed and minimal (approximately an \$80.00 threshold including parts and/or labor) the technician will make the repairs so you can avoid the minimum service fee since we are already onsite. Anything over this amount will have to be scheduled for a future service date once you have approved the punch list estimate. It is necessary to schedule a future date because it would be impossible for us to anticipate and plan time for any potential problems your system may or may not have.
- Miller Irrigation, Inc. will not be held responsible for damages to your backflow due to freezing after the start up service. Protect your device after the start up service if it is not installed in your crawl or basement and sustained freezing temps are forecast. See Backflow Blanket page 4 of 4

Summer audit

- Covers same bullet points as spring start-up; controller is set for current weather conditions.

Discounted labor rate (single technician) is \$80.00/hour for the contract year. There is a one hour minimum service fee. You will be billed in 15 minute increments after the first hour.

- Option II – Winterization & Spring Start-Up:** (valid through summer 2018): same as Option I except there is no discounted summer audit of your system.

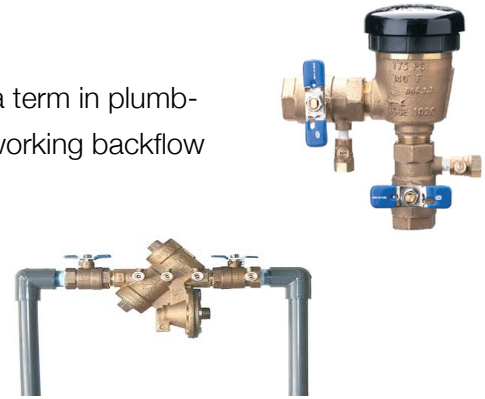
- A La Carte Service– Winterization Only:** We will pre-schedule your winterization; however, this option requires you to contact us in the spring to be scheduled for start up. Pre-payment or payment at the time of service is required for this option.

Winterization - see bullet point in Option I.

Standard labor rate (single technician) is \$95.00/hour for the contract year. There is a one hour minimum service fee. You will be billed in 15 minute increments after the first hour.

What is a Backflow device?:

This device is an important part of your irrigation system. Backflow is a term in plumbing for an unwanted flow of water in the reverse direction. A properly working backflow device prevents contamination of our potable water supply. The device is piped above ground and is susceptible to freeze damage when temperatures dip below freezing for several hours *unless* it is installed in your crawl space or basement.



Should I Care About This?:

1. YES unless your backflow is installed in your crawl space or basement. To avoid costly repairs, you need to **protect** it against sudden cold snaps *if we have not yet performed your winterization OR we have started your system up in the early spring*. We suggest you cover it in the fall by the end of October (if we have not yet winterized) and keep it covered in the spring (if we have started your system up for the season) until May. Since this device is piped above ground (unlike the other components of an irrigation system which are naturally insulated by the ground until much later in the winter season), you need to insulate your backflow if temperatures are forecast to dip below freezing for several consecutive hours.

We have researched
pleased to

the market for reliable protection and are
offer a rugged Backflow Blanket. It is an insu-
lated polyfill core covering constructed with a
22 oz poly-vinyl cover that is UV resistant
and waterproof. Each seam is double sewn

to seal out all weather elements and it comes with
two brass grommets to secure the bag. It has been tested for

up to 10 hours in zero degree temperatures. This will allow you to utilize your irrigation system late into the fall or early in the spring without worrying about sudden cold snaps.

Don't wait for the cold! Must
be custom ordered!



✓ Select this as an **add-on option** on your contract selection page.

2) YES if you live in Chesterfield County. If you do, you are required to have a licensed DPOR technician certify your backflow preventer on an annual basis to ensure that it is in good working order.

We have a certified technician on staff that will take care of the certification and file the paperwork with Chesterfield County on your behalf. We also keep a copy in your permanent file for future reference.

✓ Select this as an **add-on option** on your contract selection page.