

APR 19 2016



3/28/2016

Attention Rexus Irrigation Service Customers:

Rexus irrigation service department now offers a weekend emergency response service. **If you have irrigation water running and are unable to shut it off**, please call us for assistance.

Here's how it works: After you call the number below and report your emergency, the on-call technician will do one of two things, whichever is appropriate for the given situation:

- 1) When it's applicable, we will talk you through the necessary steps over the phone to shut off the water, or
- 2) When that's not applicable, we will drive to the site in a company vehicle to shut off the water for you.

After the water is shut off, if a repair is needed, the on-call technician will forward your information to our scheduler, who will contact you the following Monday to schedule the repair.

The labor charge for a weekend emergency service call is \$85/hour, which includes travel time. Any parts used will be additional.

Rexus Irrigation
Emergency Line
541-972-1873

Emergency Service is available from 8:00am—5:00pm every Saturday, Sunday and holiday from April 2nd through October 3rd.

For regular irrigation service please call 541-335-8060.

We hope this new service will provide our customers with peace of mind for any unforeseen irrigation mishaps that may arise over the weekend. Please remember: **ONLY** call the number above if you have irrigation water running and you can't shut it off. Thank You!

Sincerely,

Erin F. Byrd
Rexus Irrigation Service Coordinator
erinb@rexius.com
541-335-8060