



## W.W. Fairbairn & Sons, Inc.

Established 1895

“The House of Service”

### **COTTAGE DRAINING NOTIFICATION**

Dear Cottage Customer

On the opposite side of this letter, you will find our **COTTAGE DRAINING FORM**. As soon as you have finalized your Fall plans, please complete the form and return it to us via USPS or fax. A fillable version of the form can also be found on our website, [wwfairbairn.com](http://wwfairbairn.com), and our office is always happy to take your call. The information requested on the form is critical to our scheduling process, so your cooperation is much appreciated.

Please keep the following points in mind as you plan your departure.

- We must receive advance notification, of at least ten (10) business days, of your “drain-after” date. When determining this date, please account for any workmen or cleaning crews who may need water after your personal departure.
- **A premium rate will be applied if we do not receive the requested ten (10) business-day advance notice.**
- While you can request a specific appointment, we cannot always accommodate such requests due to our work load and/or prior commitments.

**Your safety, and that of our employees and their families, is extremely important to us. Therefore, we are requesting that you or your representative refrain from being in the residence while our technician is on site. Please consider giving us a key to the house, or alternatively, that there is someone nearby that you can rely on to unlock the house for us.**

- If we already have access to the house and you have changed locks, or installed or made changes to a security system, please let us know.
- Please make sure that we are notified if you have had changes made to your plumbing system or have had appliances replaced or additional ones installed.
- If you have natural gas and prefer to have DTE lock out your gas meter during your absence, you, as the account holder, must make this arrangement. DO NOT schedule an appointment with DTE before contacting our office as we may not be able to accommodate their schedule.
- Weather and temperatures can change dramatically and unpredictably; DO NOT count on forecasts of mild temperatures to keep your house safe. Please leave your thermostat set to at least a minimum of 50 degrees and allow us to shut down the heating system when we drain the cottage.
- Make sure to let us know if there is no heat source, or if it does not adequately heat the entire residence.

We will email you a confirmation of your draining request; please follow up with our office if you have not heard from us within a reasonable time. We will email you again when the service has been completed.

Thank you for helping us facilitate this portion of your departure. If there is anything we can help with outside of the normal closing, don't hesitate to let us know.

Cordially,

**Tom Fairbairn**

Owner

W.W. Fairbairn & Sons, Inc.

**Steve Rick**

Service Manager

W.W. Fairbairn & Sons, Inc.