

2018 / 2019 WINTER SEASON



Recap from the 2017-2018 Season...

The 2017/2018 Season was an heavy season with 24 snow events and plenty of clean up after the city. We finished last season with 226.2CM as reported by the Ottawa Airport. With all our feedback throughout the last season we are happy to report that all the technological improvements we made in the summer before really improved our response time and ability to serve you better. We look forward to handling all your snow removal needs again this winter season.

NEW THIS SEASON

We've been working hard this summer to bring you the best quality service possible. Worry Free Snowblowing is excited about the many changes we will be implementing to handle the volume and provide top notch customer service. Here are some of the changes we've been working on:

- New snow blowers equipped with all Teflon cutting edges - no metal touching the driveway
- Payments accepted online and Interac & Credit cards accepted in the office
- Online ticketing for customers with service issues (www.wfsnow.com/ticket)
- New state-of-the-art office space and additional reception staff to better handle the volume
- Brand new "Call-Back" service now available to all seasonal customers, [more info on reverse](#)
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Two service package options to better serve your needs:

Seasonal Driveway Service:

- Full driveway clearing
- Access to the "Call-Back" service
- No shovel teams will visit the property

Seasonal Driveway + Walkway Service:

- Full driveway clearing
- Access to the "Call-Back" service
- Shovel teams to clear walkway, in front of the garage and around any vehicles

RENEW YOUR CONTRACT NOW

SPACE IS LIMITED. BOOK EARLY!

We encourage you to review your renewal contract and add/modify any of the missing or incorrect contact information (i.e. Home, Cell, & Work #'s and email address) for faster service and automatic lookup when you call. By providing your email address you will receive storm notifications, renewal contracts and other important information (i.e. notification of reaching the 250CM cap) directly to your Inbox.

MORE DETAILS ON REVERSE 



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A little more about the “Call-Back” Service

Due to the unpredictable nature of our work, there are many times that we are forced to start our clearings overnight while your vehicles are parked in the driveway. In the past, it was the client’s responsibility to ensure the driveway was empty so we could effectively remove all the snow. New this year, we are offering a 24 hr “Call-back” service to give you a better peace of mind and work within your schedule. Should you have vehicles in the driveway when we make our clearing, you have 24 hours from the start of the snow event to call us back. Simply visit www.wfsnow.com/callback for more information and submit your request.

Payments / Contract Renewals

We have refrained from price increases to our services for many years now but with the cost of fuel continuously on the rise and good wages have to pay for hard work, we had no choice but to look at the numbers closely. We have found that the cost to run our walkway service to be astronomical when compared to what we’ve been charging for the service. We carefully reviewed what others are charging in other areas of the city and in similar cities like Montreal. With this information, we came up with the fairest increase we could while still being able to provide top-notch service. Note that driveway pricing has not increased and we’ve added value with the new “Call-Back” service.

Payments / Contract Renewals

We have updated the office to allow for electronic payments both online and through a terminal in the office allowing you to choose the most convenient type of payment. All electronic payments require full payment of the contract, however if you still wish to pay in installments we will always accept it in the form of 2 cheques dated appropriately.

Thank you to all that participated in our surveys last season. You spoke and we listened! We are always looking to improve on our success to provide each and every customer with the highest quality service.

YOUR OPINION MATTERS

We take your comments seriously , which is why we invested so heavily in the business this year to modernize the office, reduce wait times, and provide you with more up-to-minute real time information and service. Please feel free to write your comments regarding our services.

- Excellent _____
- Good _____
- Satisfactory _____
- Poor _____