

WOW – it is good to still be alive and well in 2010!

After 32 years serving you, at times we forget we are business partners, especially after Little Richard's heart surgery and the hundreds of calls we received from family, friends, and **customers** concerned about him! Well, thanks for all the concern and well wishes, and it's good to say with confidence HE IS BACK! He is limping around a little, but he can tell you all about that later. All of our techs are ready and roaring to go! As for me in the office, I am flying solo again, and plan to keep it that way unless I collapse from spring fever...so be patient with me, I will get back to you on or before the next business day and all your worries will go away!

Now, down to business! SEVERAL CHANGES ARE COMING – don't be frightened, these CHANGES will be good for you! (Really, we are not the government, trust us! ☺)

BACK BY POPULAR DEMAND- the Little Richard's PROCHEM PACKAGES!

Because it made such a big splash, we are bringing back the pay in full plans for your ease & convenience. These plans will include opening, closing, chemicals and even light maintenance if you choose! One plan, one payment...so easy!

Much bigger news is that we have REDUCED OUR WEEKLY CHEMICAL PRICES! See, I told you we weren't like the government! We are actually cutting prices. We've incorporated all of the applicable sales tax in the price to make it SOOOO much easier for you and me! So, bottom line is this year's weekly plans now cost less than last year's plan!

You will also see some changes regarding your POOL COVER. In the past we have occasionally brought your cover back to our pad for cleaning and then return it mid-summer or at closing. Well, because we are growing weary of this cover madness, we will no longer be removing your cover from your property. We will no longer be storing covers on our property either. It is just better this way. Trust us. We will send cover cleaning technicians TO YOU! The cleaning will occur the same week as your opening, but due to the crazy spring schedule, it may not be the very same day as your opening! So again, be patient. We will do a great job when we get there!

We are also REVAMPING OUR WEB PAGE, again! We want it to be more user-friendly and resourceful. You can still view the newest liner designs, cover colors, and get some answers to common questions as well. As the market tightens in our down economy, we are more competitive with online stores, so give us a look before buying that new cleaner, filter, or slide online! Also, sign up for our exclusive automated emails to get monthly specials and advise from us, your pool professionals! Check out the latest pictures filling the pages, as you won't believe how much the kids have grown! ☺

Finally, we want to begin this season by saying THANKS FOR CHOOSING US TO BE YOUR POOL FAMILY! We really do appreciate your business, and realize it more and more with each passing year! We hope it is a good safe season for you...weather and all!

Let me know if you have questions regarding our contract, pay plans, or are just ready for some overdue pool service or updates on your pool!

Jen & your pool guys!

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