



WHY SWEETWATER POOLS?

Your pool is our pool; your family is our family. With such a conscientious attitude towards our clients, maybe that's why we've been the preferred pool service company since the day we opened our doors. Our knowledgeable, friendly pool professionals are trained to provide hassle-free, exceptional service. Because we always put the customer first, you can enjoy your pool while we take care of all the work. After all, that's what your pool is there for – your enjoyment! So sit back, soak up the sun, and let Sweetwater Pools take care of all your residential pool service needs!

Service	Competitor's Standard	Sweetwater Advantage	Customer's Benefit
Full-time Staff Training	Limited staff CPO certified; trained only when hired	All management staff CPO certified; all staff participates in constant Continuing Education courses, training, and seminars	Knowledgeable staff creates a safer pool environment and better customer service experience
Accessibility	Home office with limited hours of availability	Available in office or via phone & email 24 hours a day	Quicker issue resolution
Service Routing and Cleaning Crews	Random cleaning schedule with no oversight	Dedicated and set cleaning schedule with routine supervisor check-ups behind staff	Consistent, high-quality service and know your service days.
Insurance	\$1 million general liability; may or may not include professional liability	\$10 million professional & general liability	Greater protection for you
Technology	Limited use of technology	Online customer portal, customer-facing mobile app, electronic service reports for every service visit, GPS vehicle tracking	Proactive management approach and better communication between you and us
Customer Logs	Chemical logs maintained at pool, paper logs back at office that get lost, or sometimes no logs at all.	Electronic logs automatically uploaded to customer account for every service that never disappear.	Greater access to records
Completion Photos	Little to no photographic record keeping	Photos taken of pool at every service and stored on your account	You'll never have to question ever again if your pool was serviced
Algae-Free Guarantee	No warranty coverage for algae	If your pool turns green while we are servicing it, you're covered	Reduced costs for keeping your pool clear
Service and Maintenance Plans	Vague, disorganized contracts with little to no expressed standards	Highly detailed service agreements with clear-cut pricing, guidelines, and expressed standards	Know exactly what you are paying for; what we are doing for you, and what to expect from us