

Due to the continuing presence of COVID-19 within San Francisco, the SFPUC has instituted several safety practices to protect both our Customers and our SFPUC Employees during all landscape assessments.

The Health and Safety Protocols below will be taken during your landscape assessment appointment:

- Please be aware that Employees will not enter any portion of a home or building, including the garage, and will need access to the landscaped area from outside. Only irrigation controllers located and installed outdoors will be operated by the inspector.
- All Customers who request a SFPUC conservation landscape assessment will be given advance notice for entry by the Employee and must agree to adhere to the health and safety protocols. Most evaluations will be done by two SFPUC Employees.
- SFPUC Employees who conduct landscape assessments will complete a daily health screening, including temperature check, before starting work for the day. SFPUC Employees who are experiencing potential CDC-defined symptoms of COVID-19, have tested positive for COVID-19, or who should be in isolation due having been in “close contact” with somebody who has COVID-19, will not be allowed to work for the day.
- At the time of the appointment, SFPUC Employees conducting the assessment will be equipped with and wear, at minimum, a face covering and disposable gloves. Employees will also apply hand sanitizer before leaving the vehicle to start the appointment. We ask that you and any other Customers at the location during the time of the inspection also wear face coverings.
- SFPUC Employees will practice social distancing and advise that Customers stay indoors; if Customers enter the landscape area, they must always remain at least six feet away from the Employees. We ask that all Customers at the location respect this practice and refrain from following our Employees during the assessment.

On the day of the appointment: an SFPUC Employee who will be conducting the assessment is required to ask the Customer several questions before they can perform an Inspection. We respectfully request that these questions be answered truthfully and to the best of your ability:

The SFPUC Employee will call you by telephone the day of the scheduled appointment to ask these questions. If they do not receive a response, they will try to call again. If our SFPUC Employee receives a positive answer to any question or is unable to reach you by phone after two attempts, they will decline the Inspection for their safety and request that you reach out to the Water Conservation Section to reschedule the visit.

Customers Scheduled for Landscape Assessments Must Answer These Questions on the Day of Their Appointment:

1. Has anyone in your home/facility tested positive for COVID-19 in the past 14 days?
2. In the past 14 days have you, your children, and/or anyone else in your household had any potential COVID-19 symptoms? Symptoms include:
 - Fever
 - Cough
 - Shortness of breath

- Chills
 - Repeated shaking with chills
 - Muscle pain
 - Headache
 - Sore Throat
 - New loss of taste or smell
3. Have you, your children, and/or anyone in your household/facility had close contact with a person who tested positive for COVID-19 with a laboratory confirmed test in the last 14 days?
4. Do you agree to wear and have any other Customers present wear face coverings during the appointment, always remain at least six feet from our Employee, truthfully answer the pre-entry questions and not hold our Employee at fault if a positive answer triggers an appointment rescheduling?

SFPUC Employees will reschedule the appointment if the answer to any of the above questions from #1 to #3 is yes or if:

- Members of the household/facility are present outdoors in the landscape area during the appointment and refuse or are unable to wear a mask or adhere to the physical distancing guidelines
- Employees observe anyone at the site visibly sick, social distancing protocols and face covering are ignored, or if the site must be accessed by walking inside and through living areas.
- The garage or location where the irrigation timer is located does not allow for social distancing to occur.

By acting responsibly and transparently, the SFPUC can continue to provide the core Water Conservation services while mitigating the spread of the Coronavirus. Thank you for partnering with us in this important work.