



Cottage Opening Letter

Dear Valued M&M Cottage Customer:

In cooperation with you, our customers, we have created a form to obtain the critical information needed to properly open your home. A fillable version of this form is also available on our website, <https://www.mm-plumbing.com>. It is imperative that we are provided the proper information, as well as any new and updated changes to your home.

Please review the following points prior to completing the form:

- Please allow ten (10) business days advanced notice of when you desire to have your cottage water system opened. By providing advanced notice it allows us to accommodate your time frame. We will do everything on our end to accommodate your request, but it is ultimately dependent on our workload and prior commitments.
- If advance notice is not received, a premium rate may be applied.
- Please confirm with your maintenance/cleaning/work crews that they will be aware of when the water supply is turned on and allow for enough time prior to your arrival.
- Please let us know of any changes in accessing your home. Also, please notify us of any changes to your plumbing and heating system or any additional/new appliances.
- For our natural gas customers, if you requested in the fall for your natural gas provider to lock out your gas meter, the arrangement to have it unlocked must be made by you, the account holder. Please do not schedule the appointment with them before contacting M&M as we cannot guarantee the ability to coordinate with their schedule.
- If you would like your water system turned on and the outdoor temperatures are below freezing, we will need to turn the heat on to the home one day prior to opening. This allows enough time for the home to become acclimated.
- We will turn on the heating system in your home, if requested. If you would like to schedule a mechanical technician to perform heating tasks, please contact our office and we will set up a separate service call.

We will email you a confirmation of your request to open your home; please follow up with our office if you have not received a response.

Thank you for choosing M&M for your plumbing and heating needs. If there is anything that we can do to help in the process, please do not hesitate to contact our office.

Very respectfully,

Scott Monthei

Mark Prodan

Owner M&M Plumbing, Heating, & Cooling, Inc.

Operations Manager M&M Plumbing, Heating & Cooling, Inc.