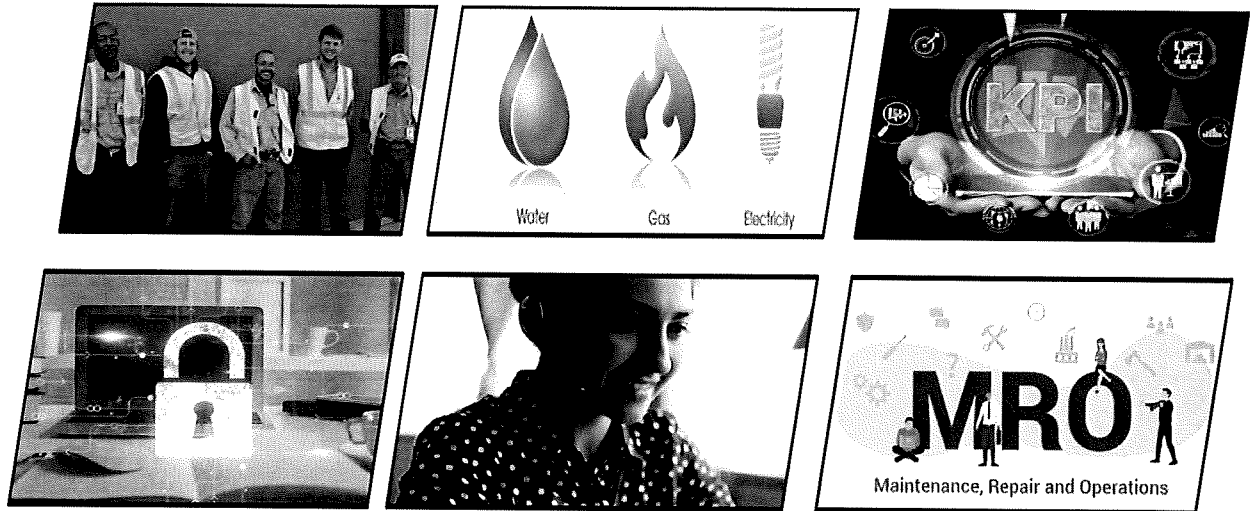


# ORIGINAL

## REQUEST FOR PROPOSAL FOR THE TOWN OF RICHMOND, VT INSTALLATION OF ELECTRONIC WATER METERS



PREPARED MARCH 25, 2024, BY

# VANGUARD UTILITY SERVICE, INC.

Designated Contact:

Robert A. Bates  
President/Owner  
Vanguard Utility Service, Inc.  
1421 W. 9th St.  
Owensboro, KY 42301  
Telephone: 270-926-4646  
Email: [Sales@vusinc.com](mailto:Sales@vusinc.com)  
[www.vusinc.com](http://www.vusinc.com)



Richmond, VT

March 25, 2024

Town of Richmond  
203 Bridge St.  
Richmond, VT 05477

To Whom It May Concern:

On behalf of the Vanguard team, thank you for the opportunity to participate in the Installation of Electronic Water Meters Project for the Town of Richmond. This submittal focuses on Vanguard's experience, personnel, and services, and provides a thoughtful scope of work to meet or exceed the Town's project goals.

Town of Richmond offers a vision of improved infrastructure, a future in which water use is accurately accounted for, and the foundation for enhanced operational efficiencies enhanced customer engagement and revenue protection. Moreover, this vision also embraces the use of experienced management in its execution. This vision deserves a partner that is wholly invested in delivering on its promise. The Vanguard team is that partner. If selected, we will work collaboratively with the Town staff to develop and construct your upgraded water meter infrastructure program.

We are technology and meter neutral, and as a result, we can offer a broad product portfolio and options that help utilities take responsibility and efficiently manage resources. We supply, integrate, install, and maintain proven meter networks with the latest state-of-the-art smart metering technologies. We also offer field maintenance and operations, technical support services, and consulting services for your meter assets.

We have carefully reviewed your RFP and understand the Scope of Work and the project timeline. With our years of experience working with all major AMI/AMR providers, we bring our experiences and recommendations on how to maximize value using the planned work processes and tools that will be used in the project.

On behalf of Vanguard, we would like to thank you for the opportunity to participate in this process and for the opportunity to grow a strong partnership with the Town of Richmond. I trust you will find that Vanguard has offered a detailed and compliant response, which demonstrates Vanguard's ability to be a consultative partner with the stability and resolution required to implement and warrant the best value project for the Town of Richmond.

Sincerely,

A handwritten signature in black ink, appearing to read "Robert A. Bates".

Robert A. Bates  
President/Owner  
Vanguard Utility Service, Inc.  
1421 West 9<sup>th</sup> Street  
Owensboro, KY 42301  
Telephone: 270-926-4646  
sales@vusinc.com  
www.vusinc.com



Richmond, VT

## Company Background

Vanguard Utility Service, Inc., was incorporated on February 18, 2002. Vanguard is centrally located at 1421 West 9<sup>th</sup> Street, Owensboro Kentucky 42301. Our primary contact for the Town of Richmond project is Kathy Kolter, Regional Director of Sales, who can be contacted by email at sales@vusinc.com or by phone at 270-926-4646 ext. 270.

Vanguard is a privately held, venture-backed company that is dedicated to the resourceful use of water. We have been delivering solutions to address the unique challenges facing the water industry, including increasing demand and resource scarcity for nearly 22 years. Vanguard has proven expertise in AMI/AMR, broad knowledge, and a long history of managing very successful AMI/AMR projects. We provide comprehensive solutions that measure, manage, and analyze water and energy usage data at the customer, Town, and system levels. From day one, our goal has been to modernize the nation's infrastructure, while improving revenues, reducing operating costs, and enhancing the customer experience for our clients. The solutions we provide deliver on the promise of AMI/AMR by translating data into actionable intelligence throughout the Town. Our clients will have the flexible tools that meet its needs today and can evolve to meet the business needs of tomorrow.

Since we are product neutral, we can offer a broad product portfolio that helps utilities responsibly and efficiently manage resources. We supply, install, and maintain standard meter networks to the latest smart metering technologies and smart wellfield solutions for your water system. These include smart water analytics and customer engagement tools software-as-a-service (hosted software applications), managed services, e.g., field maintenance and operations, technical support services, and consulting services. We also hold contractor's license statuses in 19 states.

Vanguard has performed more than 800 projects over the past 22 years across the United States. Each installation project has ranged from as small as 100 to well over 100,000 water meters. Vanguard strives to ensure all projects are completed efficiently and timely. These projects include Lee County FL, Durham NC, Charlotte NC, Tallahassee FL, Fort Worth TX, and Evansville IN. With our experience, Vanguard has proven our installation services exceed all expectations and more.

- Over 8+ Million Endpoints/Meters Deployed
- Successfully engaged in over 800 projects
- Single point of accountability
- Focused on delivering full end-to-end solutions that are business goal driven and independent technology-enabled
- Value added partnerships
- Experts in long-term management, maintenance & repair contracts

## The Vanguard Difference

Our senior management includes team members from the water, gas, and electric industries with a combined 75 years of experience. It is a bank of knowledge that has allowed Vanguard Utility Service, Inc. to flourish and become a leader in the meter & AMI/AMR industry today.

With dedicated water, energy, and business professionals with years of experience and strong commitment to customer satisfaction and service, Vanguard offers you the resources needed to successfully plan, execute, and even finance the water program that will create real, sustained economic and operating benefits to fulfill your unique requirements.

For the Town of Richmond, we have assembled a team that is experienced in the procurement, design, and implementation of AMI/AMR Water Meter projects. All team members have supported



Richmond, VT

all aspects of our Town clients, from project inception through system integration to the actual operation of the AMI/AMR solutions and follow-on value creation. Our involvement with all phases of the AMI/AMR Project Lifecycle has given us an unparalleled understanding of the requirements, approaches, best practices, lessons learned, and delivery accelerators.

The team will leverage our collective resources to offer the Town a solution that we feel no other can deliver. We will staff our project team with the right people, with the right knowledge and experience, at the right time to implement an efficient and successful solution. We have successfully performed with our team members, and we are confident our combined skill set will result in long-term, cost-effective success for the Town of Richmond.

Our leaders are dedicated to making Vanguard Utility Service, Inc., a thriving business. They are devoted to the success of our partners, our vision, and our mission. Together with over 75 years combined experience, Vanguard's senior management have an exceptionally diverse array of talent and knowledge to bring to our organization.

- ✦ Robert Bates, President/Owner
- ✦ Byron Weaver, Operations Manager
- ✦ Bret Bates, Commercial Meter Manager
- ✦ Kathy Kolter, Regional Director of Sales

Vanguard provides exceptional services to offer the Town of Richmond:

- Vanguard installs water and electric meters of all sizes and brands
- Vanguard has installed AMR Systems, Automatic Meter Reading (Drive-by) and AMI System, Advanced Meter Infrastructure (Fixed Network)
- Vanguard retrofits gas and water meters of all sizes and brands
- Vanguard installs large water meters including vault replacement or repair
- Vanguard provides On-site Test, Repair and Recalibration of industrial and commercial water meters
- Vanguard's fully equipped mobile testing units can field test up to 36-inch source services
- Surveys of large meters
- Independent Auditing Services
- Project Managers have OSHA 10 Certification, and Large Meter Managers have the Confined Space Certification

Vanguard also provides additional services, such as:

- Electronic Work Order Management System (VUSS)
- Collection of GPS (standard to sub-meter)
- In-House test bench for all size meters
- Managing a Call Center

Richmond VT  
Bidder will complete the work in accordance with the Contract Documents for the following price(s):

**BID ITEMS**

Item	Item Description	Unit	Est. Quantity	Unit Price	Total Est. Price
1	Mobilization	LS	1	\$3750.00	\$3,750.00
2	Radio Interface Units	EA	209	\$49.50	\$10,345.50
3	Meter (5/8 x 3/4")	EA	185	\$163.11	\$30,175.35
4	Meter (1")	EA	15	\$178.11	\$2,671.65
5	Meter (1 1/2")	EA	3	\$476.32	\$1,428.96
6	Meter (2")	EA	5	\$559.82	\$2,799.10
				<i>Subtotal</i>	<b>\$51,170.56</b>

Quantities below are estimated at approximately 10% of total number of meters to be replaced. It is understood that exact quantities will vary based on conditions in the field. Unit price shall include cost of hardware and cost of installation

7	Meter Stub	EA	25	\$28.50	\$712.50
8	Ball Valve (5/8 x 3/4")	EA	20	\$162.59	\$3,251.80
9	Ball Valve (1")	EA	5	\$194.63	\$973.15
10	Ball Valve (1 1/2")	EA	5	\$298.34	\$1,491.70
11	Ball Valve (2")	EA	5	\$761.43	\$3,807.15
12	Backflow Preventer (5/8 x 3/4")	EA	25	\$275.00	\$6,875.00
13	Backflow Preventer (1")	EA	5	\$415.00	\$2,075.00
14	Backflow Preventer (1 1/2")	EA	3	\$2242.00	\$6,726.00
15	Backflow Preventer (2")	EA	5	\$4309.89	\$21,549.45
				<i>Subtotal</i>	<b>\$47,461.75</b>
				<b>GRAND TOTAL</b>	<b>\$98,632.31</b>

Town of Richmond will supply the meters and meter interface units

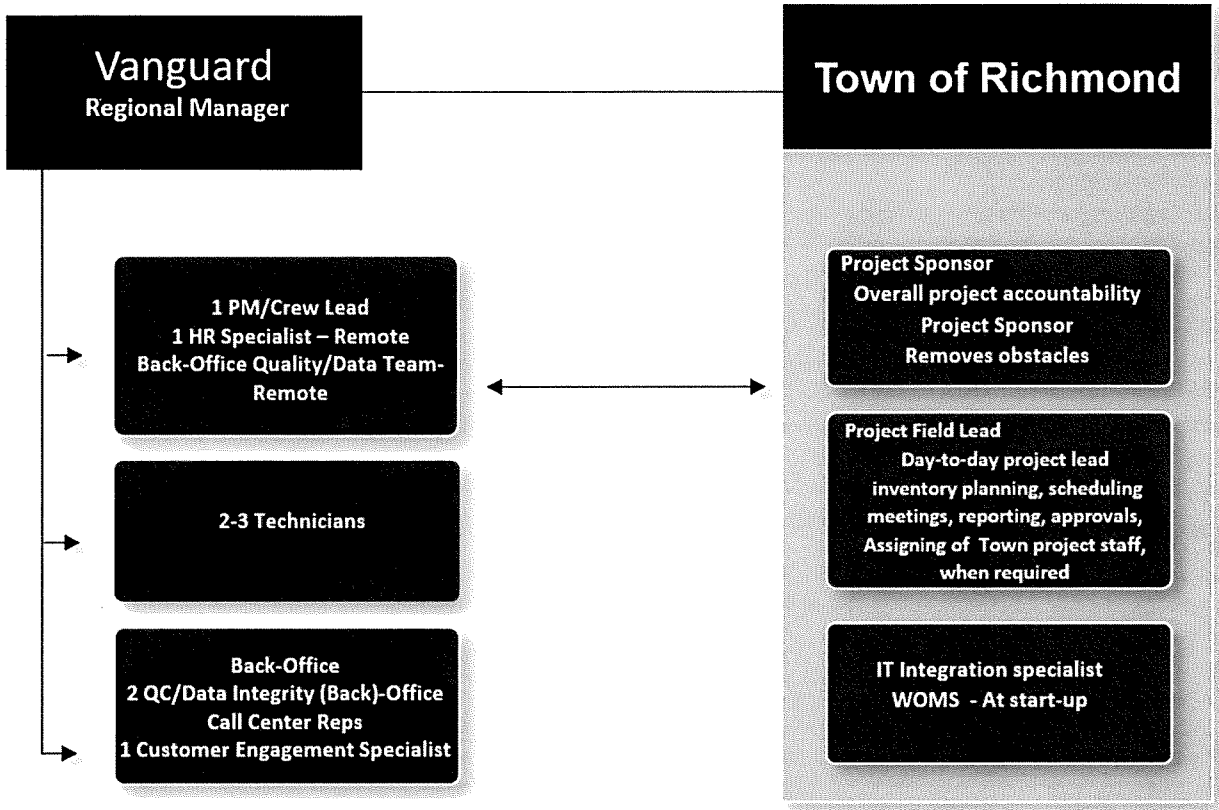
Expansion tanks as needed due to the installation of a check valve

Scheduling, management, and completion of project coordinated by NEB and its staff.  
A detailed schedule will be coordinated with the water system.



**Proposed Project Timeline** Vanguard should be able to mobilize 30 days from Notice to Proceed with mailers. Job will be completed 60-90 days from Notice to Proceed.

## Proposed Project Team For Richmond, VT



## Field Staffing & Production Rates

### Vanguard Installation Crew

417 Water Meter Installs	(2-3) Installers	5 Days per week
25 Meter Stub Installs		
35 Ball Valves Installs		
38 Backflow Preventers Installs		

### Field Support Staff

Project Manager	1	5 Days per week
Field QA/QC	1	5 Days per week

### Average Meter Install Production Rates Over 30 Days

Total	Daily	Weekly	Monthly
417	16	80	320





## Management Plan

Once identified as the successful contractor, Vanguard Utility Service, Inc. will assign a project manager who will be responsible for all aspects of the project. He will be the primary contact with decision-making ability in communication with the Town during the duration of the project. He will have available to him any resources needed from his regional office as well as all corporate resources in order to ensure a smooth efficient implementation and operation of this project plan.

Responsibilities will include:

- Co-ordinate with the Product Manufacturer to schedule training
- Safety on project and OSHA requirements
- Production, scheduling, monitoring, and reporting
- Work Scheduling and identification of required training as needed
- Quality control of installations and tracking
- Electronic Inventory Control
- Customer Relations including contact with Town's CIS department
- Customer Appointment scheduling capabilities via [www.vusinc.com](http://www.vusinc.com)
- Material Supply/Inventory Control including warehouse and waste management
- Manpower Levels to maintain production schedule
- Prepare Coordination and follow-up and notification to Town's Project Manager
- Field personnel will report directly to the Field Project Manager. All field personnel will be responsible for maintaining production schedules in a professional and timely manner as issued by the Project Manager.

## Execution Plan

Once identified as the successful Contractor the overall project is reviewed at the Corporate Center to assure that all facets of the project have been isolated, and a management team member is assigned.

The normal order of schedule is purchasing reviews the material requirement and issues the required Purchase orders to assure an orderly flow of product is in place at time of project ramp up. The Data Processing Division contacts the Utility to establish the requirements of the CIS and Billing Departments. This usually results in various customer and account data to be downloaded and tested for compatibility and electronic transfer compatibility. Once the data and electronic connections are assured the customer and account information is downloaded to the project files. Project planning meeting with the Town and Manufacturer will then be scheduled to create an overview of the project. The purpose of this meeting is to identify all company, manufacturers' representative and Town's personnel and make all introductions to assure every party understands their roles to running a successful project. The preconstruction meeting will also identify specific system integration plans for software installation, hardware installation, training schedules and material management and warehousing plans. A timeline and project ramp-up schedule will then be established and approved by all parties involved.

The assigned project manager will move to the area and begin working up the operational schedules and meet with the Town's personnel to begin the ramp up phase. Usually, the project manager will meet with Town and Manufacturer personnel on some predetermined schedule of meetings to assure that all facets of the ramp up process moves smoothly, and all problems are resolved as they are identified. The project manager will arrange for housing of the installation



technicians and set up the warehouse if needed to receive the product to be installed. Upon arrival of technicians to the ramp up area the project manager will issue specific product training if required and orient the technicians to the area to be installed. If pre-notifications to the Town's customers were required, the project manager, working with the Corporate Data Processing Department, authorizes the sending of those notifications only after assuring all parts of the project are in a go position.

Vanguard's work-order management system is put into place and work routes are assigned to the technicians. Startup of the actual installation process begins. The project manager then establishes the Quality control portion of the project, typically this requires 10% of all installations to be re-checked for adherence to manufacturers' requirements and the standards established by Vanguard Utility Service, Inc. All QCs are logged, and records are maintained to assure that any problems are corrected and resolved. This process continues until the contract has been fulfilled. The project manager continues working with the training team to assure that all Town's affected personnel receive the training they need to respond to the new environment and systems.

The in-field data collected (see our hand-held system for specifics) is reformatted and on a day-by-day basis is electronically uploaded into the Town's CIS system. Problems associated with a successful merger of the CIS system and the data collection system from the field are identified and assigned to the appropriate personnel either Vanguard Utility Service, Inc. the software developer or the Manufacturer of the product for resolution.

At the completion of the project a Post-Construction meeting is scheduled with all parties to review the overall success of the project as designed and all parties resolve any remaining problems and sign off of the completed project.

## **Project Planning**

Vanguard has carefully reviewed Town of Richmond program goals, objectives, and has assembled a team of experts to plan successfully, prepare, design, and implement the AMI/AMR system. We understand the AMI/AMR program requirements of the RFP and know that we will be able to leverage our experiences from similar projects around the country to assist Town of Richmond in meeting all the requirements. Vanguard will provide the following implementation functions related to the project:

- Program management for project and full responsibility
- Co-ordination of all aspects of project
- Contract adherence
- QC/QA
- All field installation of meters and endpoints
- Inventory control and management
- Project communications planning support





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## Vanguard's Principal Personnel for the Town of Richmond :

**Robert "Tony" Bates, President/Owner – Project Sponsor, 5-10% On site** – With 31 years of experience in operations management, business development, supply chain management, process engineering, logistics, strategic planning, budget development, personnel training and management, utility control, performance, and quality standards. With focus on customer satisfaction. Tony will oversee total operations of the company, sales, finance, operations, negotiation, and project coordination to ensure that a successful project is delivered.

**Byron Weaver, Operations Manager- Project Plan Implementation Administration - 20% On-site** – Mr. Weaver has 22 years of hands-on technical skills in all areas managed. Functional experience includes field operations management, quality assurance, budgetary tracking, logistical management, and technical installations. Sets company standards for hiring project management, quality, and field employees. Byron has been in the meter installation industry with Vanguard for 14 years and has been involved with large projects for over 22 year and will be overseeing the installation processes and management personnel for this project; he will be onsite until the project is in production and monthly after that.

**Bret Bates, Commercial Meter Manager/OSHA Safety Manager** – Has 30 years of field experience in commercial testing, repairing, and replacing of commercial and industrial water meters. Bret has been instrumental in start-up, training, and management of many residential replacement programs as well. In his administrative roles he is responsible for work force management and training, as they relate to water meter technicians and engineers



**Project Manager, TBD, 100% On-site** – The project manager ensures site consistency exceeds expectations while maintain inventory and productivity. Responsibilities also include coordination between the customer, vendors, residents, and the corporate office to ensure quality installation of the AMI/AMR system.

**Brooke Bates, Safety Management & Trainer, 10% On-site** – Over 3 years of safety management experience in the utility industry. Certifications include OSHA General Industry Trainer. Broke is our current Safety Trainer.

**Human Resources, 5% Remote**–Assists in Recruiting (full-time and temp associates), as well as new hire orientation, performance evaluations, open enrollment, compliance maintenance, safety training, editing and enforcement of policies and procedures, OSHA records, FMLA approvals/tracking, scheduling, managing company functions and authoring company newsletters. Acts as a liaison between the staff in the field, which are located throughout the U.S., and the corporate office located in Owensboro, Kentucky.



**Shannon Shoulder, Manager Call Center, Data Integrity, QC, 20% Remote**– Over 5 years of Information Technology experience. She has experience with managing over 150 employee's IT staff at a time while implementing new inventory tracking software. Shannon holds an associate degree in information technology.



## Team Resumes

<b>Position</b>	<b>Robert Anthony "Tony" Bates - President</b>
<b>Position Description</b>	<p><b>2002 – Present</b> Vanguard Utility Service, Inc.</p> <p>President and Co- Founder</p> <ul style="list-style-type: none"> <li>•Responsible for building accounts, organizing operations, developing, and implementing programs to service utilities needs across the US.</li> </ul>
<b>Industry Experience</b>	31 years working in Administrative, Sales, Marketing, Management, and Service in the Water Meter Industry
<b>Work History</b>	<p>1992 – 2002 Metro Meter Service, Inc.</p> <ul style="list-style-type: none"> <li>•Operations - Responsible for the coordination, scheduling, hiring, and training, organization of materials and supplies, purchasing of equipment for the test and repair crews with customers across the country.</li> <li>•Information Verification Specialist - Set up individual meter tracking program for accounts across the country. Including verifying information with customer billing databases.</li> <li>•Special Projects Coordinator - Responsible for development of specialized techniques and organization to accommodate designated unusual needs of customers.</li> <li>•Quality Control - Responsible for inspection procedure on projects such as installation inspection procedure on multiple past residential replacement projects.</li> <li>•Project Supervisor - Operational control, for the following small meter replacement projects: Washington Suburban Sanitary Commission, Wilmington, DE., (Past residential replacement project) Virginia Beach, VA., Arlington, TX., Stanton, VA., Sarasota County, FL., Coral Springs, FL., Tarry town, NY.</li> <li>•On-Site Project Management - Complete project management from Start-up to Finish on the following projects: Arlington, TX., Stanton, VA., Sarasota County, FL., Coral Springs, FL</li> <li>•Replacement Manager returning after start-up on the following: Washington Suburban Sanitary Commission, Wilmington, DE., (Past residential replacement project) Virginia Beach, VA., Tarry town, NY.</li> <li>•Master Residential Installer - Trained personnel and installed residential meters with remotes on the following projects: Washington Suburban Sanitary Commission, Wilmington, DE., (Past residential replacement project), Tarry town, NY.</li> <li>•In-Field Test &amp; Repair of Commercial Meters - Managed large water meter test and repair crew.</li> <li>•Data Industrial Specialist - Installation and monitoring of large water line (up to 99") for accounts from across the country.</li> </ul>
<b>Education</b>	<p><b>University of Kentucky- 1991-1993</b>, Owensboro, KY. – Majoring in Business Administration and Marketing</p> <p><b>Mira Costa College - 1990-1991</b> Oceanside California</p> <p><b>Army Navy Academy - Class of 1991</b> Carlsbad, CA.</p>



<b>Position</b>	<b>Byron Weaver</b> Regional Manager- On-Site 20%																				
<b>Position Description</b>	Functional experience includes field operations management, quality assurance, budgetary tracking, logistical management, and technical installations. Sets company standards for hiring project management, quality, and field employees. Byron has been in the meter installation industry with Vanguard for 14 years and has been involved with large projects for over 22 year and will be overseeing the installation processes and management personnel for this project; he will be onsite until the project is in production and monthly after that. 22 years of hands-on field experience, and managing operations teams																				
<b>Industry Experience</b>	<table border="0"> <tr> <td>Taylor, MI</td> <td>Bismarck, ND</td> </tr> <tr> <td>Waterford, MI</td> <td>Mena, AR</td> </tr> <tr> <td>Durham, NC</td> <td>Colonial Beach, VA</td> </tr> <tr> <td>Kinston, NC</td> <td>Smyrna, GA</td> </tr> <tr> <td>Newton, MA</td> <td>Marshall, MN</td> </tr> <tr> <td>Kingsport, TN</td> <td>Thief River Falls, MN</td> </tr> <tr> <td>New Braunfels, TX</td> <td>Colorado Springs, CO</td> </tr> <tr> <td>Cary, NC</td> <td>Charleston, SC</td> </tr> <tr> <td>Charlotte, NC</td> <td>Jacksonville, NC</td> </tr> <tr> <td></td> <td>Westland, MI</td> </tr> </table>	Taylor, MI	Bismarck, ND	Waterford, MI	Mena, AR	Durham, NC	Colonial Beach, VA	Kinston, NC	Smyrna, GA	Newton, MA	Marshall, MN	Kingsport, TN	Thief River Falls, MN	New Braunfels, TX	Colorado Springs, CO	Cary, NC	Charleston, SC	Charlotte, NC	Jacksonville, NC		Westland, MI
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<b>Project Experience</b>	Experienced in supporting and installing meters and AMI/AMR solutions from; Xylem (Sensus), Badger, Neptune, Kamstrup, KP Solutions, Elster/Amco, Metron, Itron, Mueller, Aclara and Zenner.																				
<b>Education</b>	<p>University of Kentucky, Lexington, KY</p> <p>Itron and Aclara Certification</p> <p>OHSA Certification &amp; Training, blood-borne pathogens, radiation safety, biohazardous waste disposal, and confined space</p> <p>Certified train-the-trainer in WOMS WO Management tool and AWWA best meter practices</p>																				



<b>Position</b>	<b>Shannon Shoulder</b> IT Manager		
<b>Position Description</b>	Responsibilities include managing all aspects of the installation data collected and its integration with the customer's billing software. Executes processes and procedures to ensure data quality. Works with the customer and project manager to provide customized reporting and data analysis when needed.		
<b>Industry Experience</b>	Aqua, OH Ceylon, MN Colton, CA Gilbert, MN Henderson, KY Henrico County, VA Hodgenville, KY	Jacksonville Beach, FL Knightstown, IN Maroa, IL McCormick, SC Oak Park Heights, MN Oklahoma City, OK Opelousas, LA	Port O'Connor, TX San Antonio, TX Shorewood, WI Spaulding, MI Surf City, NC Tuscaloosa, AL Valdosta, GA
<b>Project Experience</b>	Experience with meter and AMR/AMI systems such as Sensus, Aclara, Itron, Kamstrup, Badger, Mueller, Zenner, Neptune, and Master Meter.		
<b>Employment History</b>	<p>September 2018 – Present Vanguard Utility Service, Inc (Owensboro, KY) IT Manager</p> <p>July 2017 – February 2019 Wendell Foster (Owensboro, KY) Support Professional</p> <p>October 2016 – July 2017 CVS Pharmacy (Owensboro, KY) Technician</p>		
<b>Education</b>	<p>August 2017 to May 2018 Owensboro Community &amp; Technical College A.S. in Computer Information Technology - Programming</p> <p>September 2011 to December 2012 Kaplan University A.S. in Criminal Justice</p>		



## Vanguard Experience in Similar Projects

Vanguard has managed, installed, and maintained AMI/AMR solutions and meters with great success using our Vanguard Project Management Methodology and Vanguard Work Order Management System (WOMS) work-order tools delivering advanced metering projects to hundreds of utilities and municipalities. Of our many customers, we can highlight several North American water utility deployments of our AMI/AMR systems:



Vanguard has performed more than 800 projects over the past 22 years across the United States. Each installation project has ranged from as small as 100 to well over 100,000 water meters. Vanguard strives to ensure all projects are completed efficiently and timely. With our experience, Vanguard has proven our installation services exceed all expectations and more.

These projects include:

- Lee County FL – Installation of approximately 87,000 water meters
- Durham NC – Replacement of approximately 300 commercial water meters
- Durham NC – Replacement of approximately 80,000 residential meters
- Charlotte NC – Installation of 58,000 Endpoints
- Tallahassee FL – Installation of approximately 80,000 water meters and retrofit 6,600 registers
- Evansville IN – Replacement of approximately 60,000 water meters

Vanguard confirms we are absent of any previous litigation activities involving other municipal clients. Vanguard also certifies all key personnel have been actively involved in the management, and implementation of at least three projects of more than 10,000 meters.



## References

### Montross, VA / LB Water

**Contact:** Clare Wallace, Technical Sales Consultant 757.719.2364 [Clare.Wallace@lbh2o.com](mailto:Clare.Wallace@lbh2o.com)

**Project Name:** Water Meter Replacement

**Contract Term:** 1 month February 2024

**Number of Meters:** 350

**System:** Zenner

**Billing System:** Southern Software

**Detail of Work Performed:** Project management and installation of 350 3/4" to 4" water meters to replace the existing metering system

### South Kingston, RI

180 High Street

Wakefield, RI 02879

**Contact:** Jon Schock **Phone #:** 401-789-9331 ext. 2250 **Email:** [jschock@southkingstownri.com](mailto:jschock@southkingstownri.com)

**Project Name:** Advanced Metering Infrastructure Water Meters, Installation & Reading System

**Contract Term:** July 2020 to August 2020

**Number of Meters:** 2,850

**System:** Zenner

**Detail of Work Performed:** Project Management and Installation of 2,850 (5/8" - 8") water meters, in privately-owned residential and non-residential structures and and/ or in below grade water meter pits, advanced metering infrastructure (AMI) modules for the supply, delivery and installation of a mobile or fixed network radio-frequency (RF) based AMI system for its customers.

### Coleridge, NE

803 W Norfolk Avenue

Norfolk, NE 68701

**Contact:** Dennis Naslund **Ph#** 402-283-4464 **Email:** [villageofcoleridge@gmail.com](mailto:villageofcoleridge@gmail.com)

**Project Name:** 2020 Water Meter Replacement

**Contract Term:** 3 Months June 2020- August 2020

**System:** Neptune

**Engineering Firm:** JEO Consulting Group, Inc.

**Detail of Work Performed:** Project Management, furnishing all labor, equipment, materials, for the removal and replacement of 268 (5/8" to 2") water meters and appurtenances.

### Woodlawn, TN.

2172 Woodlawn Road

Woodlawn, TN 37191

**Contact:** Lynn Burkhart **Ph. #:** 931-552-2921 **Email:** [lynnburkhart@woodlawnutility.biz](mailto:lynnburkhart@woodlawnutility.biz)

**Project Name:** Meter Replacement and Lid-Mount AMI Installation

**Contract Term:** 5 months 2019

**Number of Meters:** 2,500 and 1,350 retrofits

**System:** Zenner

**Billing System:** United Systems

**Detail of Work Performed:** Install a Zenner fixed network AMI system. The project includes the installation only of new meters, 5/8"X3/4" to 8", including installing and programming the Zenner Stealth MIU transmitters in the meter box.



## Project Communication

Our Project Management centers around communication, organizing project meetings during all phases of the projects to ensure that there is proper and frequent communication with Town of Richmond staff. The goals and expectations are appropriately communicated and understood by all project team members. During the ramp up-phase, critical issues identified are addressed and adequately communicated to staff. Proper reporting procedures ensure timely and appropriate generation, collection, dissemination, storage, and ultimate disposition of project information. It provides a critical link among people, ideas, and knowledge necessary for success, and all involved are prepared to deal with and understand these communications effectively. Examples of such critical issues are:

- Work scheduling and quality monitoring
- Security or escort issues
- Disruptions to normal facility operations
- Shutdown or interruption of utility services
- Housekeeping issues throughout the deployment phase
- Safety issues relating to subcontractors, hazardous materials, traffic, construction areas
- Location of equipment, tools, offices, parking for the project team, etc.
- Permits, rules and regulations, and other requirements
- Deployment milestone reviews

Project Schedule Development - All the tasks for the development and implementation phases will be developed thoroughly by the project team in close coordination with the staff of Town of Richmond. Cooperation will ensure a co-authored timeline that considers all unique variables and produces a timeframe for implementation that is most beneficial to the Town and the project. The calendar is approved, presented for Town approval, and then used diligently by the field staff to track the project's development. The project schedule is a living document and is continuously updated during the project life. Any changes to the project schedule are communicated immediately to the Town staff.

## Customer and Internal Project Communication Planning

AMI/AMR programs are highly public and prone to customer scrutiny. By proactively educating customers about the benefits of AMI/AMR, sharing case studies and customer testimonials, and communicating with customers both pre- and post-installation, utilities can gain support from their customers, community, and local elected officials. Water utilities start seeing savings and operational improvements from AMI/AMR almost immediately.

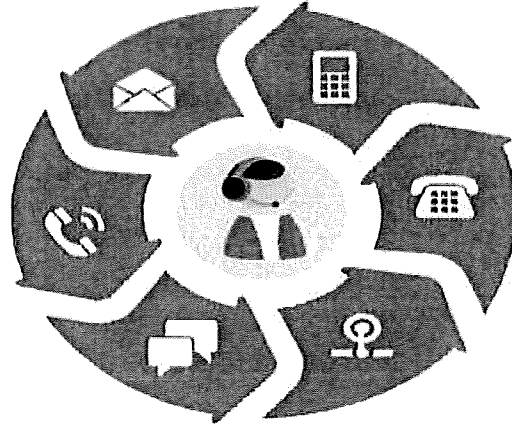
Utilities with the highest level of customer engagement with AMI/AMR conduct extensive education and outreach to register customers on the portal (e.g., asking to help register customers on every call, incentivizing registration with a one-time bill credit). Customers with portal access will receive nearly real-time usage alerts and review their hourly water consumption, warnings, and conservation.

Vanguard will work with the Town of Richmond team on their AMI/AMR outreach and customer communication strategy at no additional costs to the Utility. Included in our pricing is marketing and communications planning, call center services, and optional door hangers and postcards.



### Items to consider during an AMI/AMR deployment:

- Provide information through standard channels like bill inserts and do not solely rely on electronic communications to educate and inform customers about upcoming changes.
- Develop an AMI/AMR fact sheet and frequently asked questions document; make this available on the website, in payment centers, and in community centers and all utility employees.
- Provide information in multiple languages to meet targeted customer needs.
- Update phone recordings to explain the purpose and benefits of AMI/AMR
- Educate local officials and community groups on the upcoming AMI/AMR program and benefits to the community.
- Send customers a pre- AMI/AMR letter/mailer 30-60 days before their installation, describing the work that will be performed and the benefits of AMI/AMR
- Develop a policy and process for customers to opt out of AMI/AMR, including how this will be identified in the customer information system and what meter reading fees will be assessed in the future.
- Post a door hanger notifying customers of successful or unsuccessful AMI/AMR installation.
- Send a welcome to AMI/AMR email (or postcard, if no email is available), linking the customer to the portal registration website.
- Note all outbound communications in the customer information system so this information is available to customer service representatives if a customer calls with questions in the Vanguard WOMS application.



### Conclusion

Vanguard is a unique and extremely flexible AMI/AMR solution service provider that can implement Town of Richmond's project by managing the program with a feature rich WOMS system with effective dashboard KPI's and real-time views of the entire project on a daily basis.

### Possible Outreach Campaign Program for Town of Richmond

On-going internal and external communications during a project is key. Below are examples to consider :

- Appointment portal (if required) Call center information (if required)
- Coordination with billing department in advance for notes to be added to water bill by route mail notification post card.
- Plan for special customer requirements





## Vanguard Work Order Management System (WOMS) Application and Asset Management Tracker

Vanguard has managed, installed, and maintained AMI/AMR solutions and meters with great success using our Vanguard Project Management Methodology and Vanguard WOMS work-order management tools delivering advanced metering projects to hundreds of utilities and municipalities.

WOMS gives your smart AMI/AMR programs the best of both worlds, with out-of-the-box, field-proven, AMI/AMR deployment features and a platform entirely customizable and configurable to your requirements. WOMS provides five modules that span the full system life cycle, seamlessly integrated to deliver everything your program needs. Efficiency and accuracy are paramount concerns when deploying smart metering systems. Vanguard Utility Software Suite (VUSS), our smart metering field management software, leverages decades of experience to deliver innovative management applications in support of smart metering installations and maintenance activities.

The WOMS application offers end-to-end visibility and control of metering and AMI/AMR initiatives. With powerful collaboration and real-time reporting, WOMS comprehensive software tools safely and efficiently execute smart AMI/AMR projects, on-time, and on-budget.

- Automatically collect and consolidate project data cross all data modules to create a fully integrated, powerful application for meter deployments. All aspects of the installation process from inventory management and workforce assignments to real-time project tracking and safety management are available for all AMI/AMR project teams members.
- Manages the AMI/AMR deployment end-to-end and across the entire meter lifecycle with our suite of software tools designed specifically for utilities.
- Documents the entire AMI/AMR deployment workflow to increase productivity and quality processes. Workflows can be customized for a Town's needs and eliminate common errors that can occur during AMI/AMR deployments.

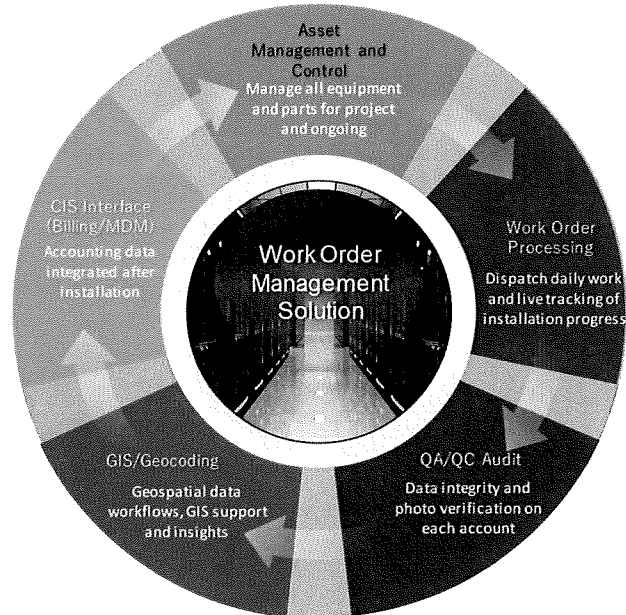
### Key Features

- Multi-stage, multi-tiered inventory management to quickly reconcile inventory and provide precise stage-tracking of all project assets. WOMS provides a comprehensive, real-time view of all project assets, custody, and locations.
- Customer service is significantly improved during the installation project by utilizing the appointment, customer contact and customer claims features. Through Customer Call Center, Customer Service, and field staff communications such as appointment setting, mailers, door hangers, and field-generated contact reports in real-time via the team's mobile devices, will instantly push this data to a central server to accurately track all customer interaction.
- Our customer dashboard allows for easy access to all project and customer services representative's data collection and processing system. This allows for an easy drill down by account number, address, or customer name for our all accounts. Town clients can run and export standardized reports, at their discretion, for appointments, account status, reading route all by any date range.
- WOMS tracks each individual's account data from the Town's CIS system with new and old meter and endpoint numbers, readings, size type, manufacture, model. All new meter/endpoint information is collected with a bar code scanner. WOMS also tracks



inventory, customer appointments, door hangers, and letters mailed, all with time, date and GPS imbedded in the record. Service information, work performed, as well as a historical recorded of every time the account information was modified and by who. Overall, there are over 140 fields of data that can be captured for each account. Our field handheld device has the built-in capability to take multiple imbedded digital color pictures.

- Digital color photo records before and after install, date and time stamp, GIS, imbedded GPS location, bar-code scanning of newly installed meters and endpoints.
- All completed field data is sent to a WOMS interface which is processed by our Quality Control Department that provides for a final quality audit prior to data being sent back to the Town.
- WOMS is designed to help meet contractual requirements for smart metering installation acceptance. It tracks the project's progress across all routes as installation work orders are completed and the installations are validated through successful reads of the new meters, from the AMI/AMR collection systems.
- Work orders can be filtered with user-defined criteria and user defined elements are displayed, including unique Town data elements. The data is exported as a .csv file for ad-hoc reporting or for use in external applications.
- Work order dispatching activities are optimized by utilizing WOMS's comprehensive dispatch, based on work orders, utilities, routes, map or Project Manager, Support crew dispatch features. Project defined exceptions such as installer permissions ensures work is dispatched to the right person at the right time.
- WOMS's management dashboards allow to communicate project information to all project stakeholders, view project status to date and route saturation as well as view quality audit statistics, customer claims and open exceptions requiring closure.
- Project progress, installation quality and work force productivity can be effectively managed by using WOMS's project dashboards, standard and custom power filters, standard and custom reporting.



WOMS provides users with immediate access to up-to-the-minute data from the field, supervisors can manage crew progress and challenges immediately, which means they can solve problems when they occur. Dashboard and reports provide the ability to measure monthly, weekly, or daily performance, but it also enables users to tap into current field activities and state of operations. With on-demand ability to filter, sort, query and visualize cross-platform data. WOMS helps identify patterns and predicts deployment and maintenance issues that can be eliminated with process improvements and quality controls.

## Inventory Control and Management

WOMS offers a fully integrated inventory monitoring and tracking. The inventory tracker allows users to easily import, track, and manage smart meters, endpoints, and other project materials. The inventory system is comprised of a web-based server for advanced inventory management



and data syncing, as well as a native mobile app for scanning and managing inventory on the go.

WOMS leverages the inherent value of an asset inventory by managing the assets and their associated attributes (type, condition, installation date, and so forth), and by managing the work done to care for assets. The link between assets and work orders is maintained in such a way that the history of completed work orders against a specific asset is viewable and is easily retrieved. If an asset has not yet been identified in the geodatabase, WOMS can manage work performed by associating it to a valid address, and it can later seamlessly update the history once the asset is reflected in the geodatabase.

## **Inventory Insights**

The inventory tracker makes smart meter inventory management easy for projects and maintenance. The native app user experience makes it simple for workers to instantly scan pallets or meters and endpoints, in the warehouse or in the field. The application is fully integrated, meaning inventory data can be seamlessly imported into manufacturing and shipping systems for inventory management from vendor systems.

## **Custom Inventory Workflows**

The inventory tracker provides a configurable workflow system that can be tailored to an organization's logistics and procedural requirements, tracking each asset from manufacture to receipt, loading, internal transfers, assignment, installation, disposition, return to stock, RMA and more. Every asset's GPS location is captured throughout the lifecycle and each inventory record includes a full revision history of users, date, and time stamps. The result is a clear and transparent picture of inventory flows enabling organizations to avoid delays, minimize disruption, and prioritize resources efficiently.

- Configurable inventory and logistics workflows including receiving, loading, transferring, assigning, disposing, returning to stock, RMA and more
- Provides a full, chain of custody management solution of all critical assets
- Integrate with manufacturer and shipping systems
- Scan pallets, boxed or individual endpoint and meters for real-time tracking and data verification

## **Right Location at The Right Time**

Smart device tracking could not be easier. At each inventory step, a quick barcode or QR code scan makes boxes or individual nodes available for the next step in the workflow. The powerful conditional logic that is built into the workflows prevents errors and enforces procedures, with record validation of the node as it is processed in real time. During the inventory management process, the app provides several data verification features including data validation, location verification, duplicate record detection, and more. These features reduce errors while inventory flows through the system. To assist in transparency and accountability, record revision history ensures that every change that is made to a record is tracked to a user and timestamp.

## **Benefits**

Because the app allows supervisors to view the location of devices and workers in real-time, they can optimize operations and even assign tasks based on proximity.

- Streamline operations with a single pane view of inventory supply and demand levels



- Identify supply chain issues before they impact operations
- View location of meters/endpoints & workers in real-time, assign tasks based on proximity
- Full record revision history tracks every change with user, date, and time stamps

## Quality Control and Assurance

Vanguard's 22-year track record deploying, operating, and maintaining varied water projects attests to the integrity of our Quality Control and Quality Assurance Program (QCQAP). The purpose of QCQAP is three-fold:

1. Assure that the project meets all the customer-specific requirements defined in the Statement of Work and other contract documents.
2. Assure that we comply with all federal, state, interstate, local, and facility-specific laws, codes, and regulations for the design, construction, and operation and maintenance of the proposed system. This project will also be coordinated for compliance with the Town requirements.
3. Ensure that the project reliably delivers the projected output in a consistently safe and reliable manner and accordance with all environmental and other permitting requirements

Through Vanguard's extensive experience delivering complex projects to Municipal & Public sectors, we have become well-versed in adapting our QCQAP program to AMI/AMR projects. We have also developed systems to assure that our subcontractors and suppliers comply with these requirements through proper training and education, and flow-down provisions in our subcontracts.

## Quality Control Procedures

Vanguard's Quality Control procedure works on three different levels after the installation has been performed prior to being integrated with the Town's database. Our electronic work order system collects data regarding all types of installation complaints and responses. There are a host of reports that can be generated for the Town to track improper installations, leaks etc.

Further, our VUS electronic work order system collects in real time all installation information including out readings, digital pictures, and UPC scan of serial numbers. That information is transmitted for audit to corporate headquarters and then is made available to the Town by the next day. All Complaints are responded to within 1 hour. Improper installation will be corrected at the time of discovery. Leaks will be responded to within 30 minutes and be on site within 2-4 hours from call.

Any issues that may arise will be reported to the Town. Vanguard has a process that performs three verifications of 100% of all meter installations within 48 hours of the install. Included is removed meter out read is accurate, meter installed correctly, meter number is correct, clean work area, and meter is functioning.

Vanguard audits 100% of all data internally at the corporate office. Vanguard validates all data prior to the transmission of data to the Town. Vanguard will use our standard operating procedure as we have on hundreds of projects across the country. In short, it is a dual electronic and paper system that has a second verification on every step of the process from the preconstruction to post installation procedures.

We obtain a list of the serial number ranges on the new meters to be replaced as well as the endpoints. Once the installation route schedule has been identified, individual routes will be



scheduled and assigned for installation. Each route will be divided into daily work per installer and will be assigned to the individual installer's handheld. A paper daily work log will be printed for secondary tracking with the specific accounts and information listed. Vanguard's fulltime onsite project manager or field supervisor will distribute the work, meters, and materials at the beginning of each day. Inventory will be scanned out by each technician.

The installers will begin the installation process in order of their assigned work. The first step, in the installation procedure, is to ensure that the meter serial number and address corresponds with the information that was provided by the Town's billing system prior to any work being started. Once that is verified, the installation procedures begin.

During the installation process, account information is verified, and the new meter information is scanned into the electronic work order system for the bar code on the meter and endpoint. The installation tag is removed and attached to the paperwork log for that account. The old meter reading is entered into the electronic work order system, written down on the installation log, and a digital picture is taken of the registers reading upon removal. All the data for that account is sent in real time to our server that identifies every step of the process with a time and date stamp for that account.

At the end of the day, the project manager verifies each installer's installation log sheet with the handheld and the old meter registers reading. The information is sent to our corporate office where the data is reviewed by one of our project coordinators to ensure the log sheet, electronic information and photo of the old meter reading correspond on every account. Data is automatically compared to the original meter numbers that were issued for the project and locked out to ensure that there is no duplication. Provided old meter readings are compared to make sure they are in line with what was provided.

The following day, the field supervisor goes out and Field QC's the installations in a second WOMS project. They compare address and meter number, take pictures of the setting meters numbers and the conditions as found. They inspect the work site to ensure that everything meets standards. If issues are discovered, the supervisor may correct the deficiencies or call the installer to return while he is there and correct. Deficiencies are tracked and can be reported weekly or monthly as desired.

Errors discovered in the office are sent to the project manager and they investigate that day. Data is then reviewed by our IT department and then sent to the Town billing system to be updated.

Vanguard has a secondary verification in every step of the installation process to ensure that the Town's data is accurate and correct prior to integration into the CIS system.

Our Project Support Team will access the installation data within three days of the installation and verify the account is transmitting and all meter and endpoint numbers correspond. This insures that the accounts are up and functional in the Billing system and that the integration process was successful.



## Sample Standard Operating Procedures for Indoor Meters Installations SOP Similar to Plymouth, MI Project

- At appropriate intervals, sections will be assigned to each installer. Appointment setter call sheets will then be printed. Notice letters will then be addressed, dated, and mailed to the addresses contained in the setters call sheets. Sufficient time will be allowed for customer receipt before telephone contact will be attempted.
- For each individual customer that does not respond to the letter, telephone contact will be attempted in the following order and logged as attempted:
  - FIRST contact between 8:00 am - 12:00 pm
  - SECOND contact between 12:00 pm - 4:00 pm
  - THIRD contact between 4:00 pm - 8:00 pm
- If no contact is made, the call sequence will be repeated.
- Once the installer assigned to the section is working in the area, he/she may stop by the address and request to make the installation at that time or schedule an appointment. If no contact is made, the installer will leave a door hanger. The installer will record these activities on the appointment control sheet.
- If contact with the customer has not been achieved after these processes have been completed at least twice, a second notice will be either mailed or hand delivered and the processes will be completed at least twice more.
- We do take into consideration that people may be on vacation and some of the properties may be vacant. Installers are to gather any telephone numbers and information available when talking to neighbors or from FOR RENT or FOR SALE sign on the property.
- Customers have the option to request an appointment through Vanguard's website. Corporate IT will forward any special information to the Local Office Manager.
- Upon arriving at the address of your appointment, park the vehicle in a legal manner not to obstruct traffic or cause a disturbance or inconvenience to the residence.
- Before approaching the door make sure that your uniform is neat, and your identification is properly displayed. Take the work order with you.
- Proceed to the front door, ring the doorbell or knock. Introduce yourself as a Vanguard Utility Service, Inc. Installer.
- If an adult is not present, do not enter the dwelling until one comes to the door. If no adult is present, you will need to reschedule for another time.
- Have the resident show you to the meter.
- Check the size of the meter and the serial number on the meter making sure it corresponds with the one on the printed work order. Take a photo of the existing meter setting, current reading, and current meter serial number.
- Check to see if the meter is sealed (if not, make a note on the work order) survey the plumbing, making sure that there are no leaks or possible hazards of breaking while the resident is present. Go through the process of what is involved so that they will understand what is going to take place. (The water will be off for approximately \_\_\_\_ minutes, depending on the work necessary to be



performed in changing out the meter. You may want to ask questions about appliances that may be using water and if they could turn them off, such as dishwashers, washing machine or ice maker. This helps minimize air in lines etc.) Bring any potential problems to their attention prior to beginning work.

- Check to see if a floor drain is closed in case anything unexpected occurs.
- Ask the resident for permission to move any boxes or items that might be damaged by water in the lines, or that are in your way.
- When you have the resident's permission, check to see if a good shut down can be obtained from the inlet valve. Make sure the meter is not running. You can check a sink or faucet in the basement. If a good shut down cannot be obtained you may have to operate the curb stop outside. If the curb stop cannot be shut down, you may need to use freeze equipment to stop the flow of water.
- After the flow of water is stopped, you can get your equipment and the meter for installation.
- You should already have a good shutdown, but it is a good idea to double check and make sure the meter is not moving.
- Loosen the inlet side coupling of the meter first, then the outlet. (This helps prevent stress on the unknown and unseen portion of the line behind the wall or coming out of the floor.) The proper size meter wrench, spring-loaded meter wrench, channel locks or a pipe wrench may be used. (Pressure is sometimes needed, if necessary, use a back-up or support wrench to minimize the stress on the water lines.
- Place your bucket under the meter to catch any water that may spill from the line once the meter is removed.
- Once the old meter is removed, record the reading from the old meter on the proper line of the work order. At the same time record the new meter reading and serial number in their proper place on the work order. Remove old gaskets from the couplings and insert new gaskets. (We do not use old gaskets; they could potentially leak later, causing problems after you have left.)
- Thread the meter couplings onto the new meter in reverse order that you removed them, being careful not to cross-thread or damage the brass. Remember the more you move the plumbing the greater chance you have for unexpected problems, **BE GENTLE.**
- After you have tightened the couplings as much as possible by hand, use the wrench to snug, first outlet then inlet. Remember a backup wrench may be necessary if the plumbing is questionable, and you can always tighten more after the water is turned on.
- Restore the water service to the house by slowly turning the valve back on. It is a good idea, if possible, to open a faucet next in line from the meter. This allows the water to run while you are restoring the service to prevent water hammer and to make sure the meter is running.
- Double check for leaks where your connections are made and at the packing nut on the valve. You may need to tighten them again.
- Take a photo of the water line being flushed at the hose bib.



- Consult the resident about placement of remote wire before you begin. Install remote and remote wire. Connect to meter according to the manufacturer's specifications.
- Upon completion of wiring the remote, test the system to ensure that installation was proper, and that equipment is working.
- Any defective installations will be corrected immediately, and defective materials and/or equipment replaced.
- Seal the meter and remote to specifications.
- Take a photo of the complete installation including the new meter, new remote number, and the completed meter setting.
- Collect all tools and debris from the installation and replace any items that you may have moved during the installation process. (LEAVE THE AREA LIKE YOU FOUND IT.)
- Make a final survey of the installation for any leaks or other problems that might have occurred during the installation process. Double-check all necessary numbers on your paperwork.
- Before leaving the premises show the occupant what was done and answer any questions or make any necessary adjustments per their request.
- Make sure you have all your equipment. Fill out and complete any comments on the paperwork that may apply (i.e., remote location) then you are ready to go on to your next appointment.
  - REMEMBER WE DO NOT WANT TO INCONVENIENCE THE CUSTOMER ANYMORE THAN NECESSARY. IT IS BETTER TO DO IT RIGHT THE FIRST TIME AND LEAVE NO JOB UNDONE.

#### Emergency Procedures

- In the event of a plumbing problem resulting in a leak (major), attempt to stop the leak by use of a B-box, freeze it, or other means to minimize damage.
- If unable to stop leak or contain drainage, contact the Field Supervisor
- If damage occurs, notify Field Supervisor, and document all issues regarding the incident (photographs should be taken).
- If a complaint or claim for damages occurs, the City will be notified.

#### Notes

- The installer performs the initial quality check prior to any work being performed for all installations.

All installations are checked again after the completion of all work.





## **Meter Installation Warranty**

Vanguard Utility Service, Inc. warrants all water meter work for a period of one (1) year from the date of install against any defects in company supplied materials and faulty workmanship resulting from water meter installations. Any problems related to the installation typically is seen within the first month after installation. This warranty covers replacement of any property or material damaged by Vanguard Utility Service, Inc.'s employees during the course of installation.

## **Subcontracting**

Vanguard will not be using subcontractors on this Project. The work to be performed will be completed entirely with our employees. We require our employees to undergo testing and education programs specific to the electronic solution to be installed. All of our employees hold OSHA 10 and Confined Space Certification and some require a State certification by Weights and Measures. The work to be done requires learned technical skills to install, which we provide each employee.

There is no subcontractor's work to be let or done on this contract.



Richmond, VT

## Litigation Disclosure -

I declare that to the best of my knowledge and belief Vanguard Utility Service, Inc. and Officers have not been in litigation with any federal, state, or local government, or private entity during the last five (5) years. Nor have there been any license agency sanctions. There are no anticipated or pending lawsuits. There are no bankruptcy filings within the history of the company, and none are anticipated.

## \*\*Line of Credit Statement –

I, Robert A Bates, President/Owner confirm Vanguard Utility Service, Inc., has an open line of credit of \$1,000,000 with South Central Bank located at 300 Southtown Boulevard, Owensboro KY 42301.

## Financial Data -

Vanguard Utility Service, Inc. is financially stable for this project and does not have any current or prior bankruptcy proceedings. Vanguard has an open line of credit with PNC Bank, capable of obtaining bonds, and are in good standing with vendors we regularly do business with, such as HD Supply.

Sincerely,

Robert A Bates, President/Owner

3-21-2024

Date



# CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

05/10/2023

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

**IMPORTANT:** If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

<b>PRODUCER</b> Rogue Risk, LLC 24 4th Street  New York NY 12180	<b>CONTACT NAME:</b> Ryan Hanley <b>PHONE (A/C, No, Ext):</b> (518) 960-6600 <b>E-MAIL ADDRESS:</b>	<b>FAX (A/C, No):</b> (518) 300-4608	
	<b>INSURER(S) AFFORDING COVERAGE</b>		<b>NAIC #</b>
<b>INSURED</b> Vanguard Utility Service Inc  1421 West 9th St.  Owensboro KY 42301	<b>INSURER A:</b> biBerk		22276
	<b>INSURER B:</b> James River Insurance Company		12203
	<b>INSURER C:</b> Clear Blue Specialty Insurance		37745
	<b>INSURER D:</b>		
	<b>INSURER E:</b>		

**COVERAGES****CERTIFICATE NUMBER:** Cert ID 398**REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
C	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR  GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER:		Y	AR01-RS-2306184-00	05/09/2023	05/09/2024	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 100,000 MED EXP (Any one person) \$ 5,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COMP/OP AGG \$ 2,000,000 \$
A	AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> HIRED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> NON-OWNED AUTOS ONLY		Y	Unassigned	04/26/2023	04/26/2024	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$
B	UMBRELLA LIAB EXCESS LIAB DED <input checked="" type="checkbox"/> RETENTION \$ 10,000			00143593-0	05/09/2023	05/09/2024	EACH OCCURRENCE \$ 1,000,000 AGGREGATE \$ 1,000,000 \$ 1,000,000
A	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below		Y/N N/A	N9WC827781	04/30/2023	04/30/2024	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTH-ER E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000
							\$

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

San Antonio Water System is included as Additional Insured under General Liability and Auto Liability coverage as respects operations of insured to which this insurance applies. Coverage will not extend to any additional insured that is not provided by the insurance policy nor that is any broader coverage than the requirement of the written contract or agreement. Waiver of Subrogation is afforded to certificate holder under General Liability and Auto Liability coverages. 30 Days Notice of Cancellation/Non-Renewal is afforded on General Liability and Auto Liability to San Antonio Water System.

**CERTIFICATE HOLDER****CANCELLATION**

# SAMPLE

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE

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Richmond, VT

# PROPOSAL AFFIDAVIT

STATE OF Kentucky

COUNTY OF Daviess

Kathy Kolter, being duly sworn, deposes and says that she is  
(Name of Secretary)

Secretary of Vanguard Utility Service, Inc., a corporation organized and existing  
(Name of Corporation)

under and by virtue of the laws of the State of Kentucky, and having its  
principal office at: (address)

1421 W. 9<sup>th</sup> Street  
Owensboro, KY 42301

Affiant further says that it is familiar with the records, minutes, books, and by-laws of

Vanguard Utility Service, Inc.  
(Name of Corporation)

Affiant further says that Robert A. Bates President/Owner  
(Name of Officer) (Title)

of the corporation is duly authorized to sign the Proposal for

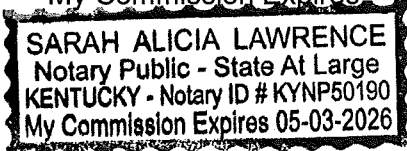
Installation of Electronic Water Meters

Kathy Kolter  
Kathy Kolter Affiant

Sworn to before me and subscribed in my presence this 21st day of March, 2024.

Sarah Alicia Lawrence  
Notary Public #KYNP50190

My Commission Expires:



\_\_\_\_\_  
Date

Daviess Kentucky  
County State