

Client	Indian River County	Client Contact	Rita Strickland
Project Manager		Prepared By	Yusuf Jiwajee May Yang
Reference Number	AT28304	Case Number	
Quote Effective Date	January 14, 2019	Client PO	
Description	Statement of Work (SOW): New Rate Structure		

Estimate

The costs related to successfully completing the SOW is estimated to be \$22,000.00 USD. The time required to successfully complete the SOW is estimated at 110 hours, charged at a rate of \$200.00 USD per hour.

Services	Quantity/Hours	Rate	Total
Configuration	90	200	\$ 18,000.00
Testing	15	200	\$ 3,000.00
Documentation	2	200	\$ 400.00
Project Management	3	200	\$ 600.00
Sub-Total	110		\$ 22,000.00
Total			\$ 22,000.00

Client Description

Indian River County is requesting a statement of work to implement 2019 rates based on existing bill codes to be effective from March 1st 2019. Some rate amounts and charges for 2019 will be provided by Indian River County to Advanced Utility Systems (Advanced).

Proposed Solution

The services to be provided, under this SOW are as follows:

- Modify CIS to use 100's of gallons instead of 1000's of gallons
- Create 2019 rates for the following:
 - Water Rates

	<i>Single-Family/Commercial</i>	<i>Manufactured Home/Multi-Family</i>
Affected Bill Codes	WR0, WR1, WR2, WC0, WC1, and WC2	WH0, WH1, WM0, WM1, and WM2
Billing Charge	(remove)	(remove)
Service Availability Charge	\$8.75 (per ERU)	\$7.44 (per ERU)
Tier 1 Block (GA)	0 - 4,000	0 - 4,000
Tier 1 Charge	\$2.20	\$2.20
Tier 2 Block (GA)	4,001 - 7,000	4,001 - 7,000
Tier 2 Charge	\$2.57	\$2.57
Tier 3 Block (GA)	7,001 - 12,000	7,001 - 12,000
Tier 3 Charge	\$4.95	\$4.95
Tier 4 Block (GA)	12,001+	12,001+

Tier 4 Charge	\$9.75	\$9.75
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➤ Sewer Rates

	Single-Family/Commercial	Manufactured Home/Multi-Family
Affected Bill Codes	SR0, SR1, SR2, SC0, SC1, and SC5	SH0, SH1, SM0, SM1, and SC6
Billing Charge	(removed)	(removed)
Service Availability Charge	\$15.6 (per ERU)	\$13.26 (per ERU)
Tier 1 Block (GA)	0-12,000	0-12,000
Tier 1 Charge	\$2.86	\$2.86
Tier 2 Block (GA)	12,001+	12,001+
Tier 2 Charge	\$4.29	\$4.29

➤ Bulk Sewer Rates

	Bulk Sewer - Water Meter	Bulk Sewer - Sewer Meter
Affected Bill Codes	SB1	SB2
Billing Charge	\$1.29	\$1.29
Service Availability Charge	\$13.41 (per ERU)	\$13.41 (per ERU)
Volume Charge <i>(all consumption per 1,000 GA)</i>	\$2.63	\$2.98
Excess Volume Charge <i>(consumption > 7,600 GA per 1,000 GA)</i>	\$4.45	\$4.45

➤ I&I Sewer Rates

	I&I Rate
Affected Bill Codes	SB3
Tier 1 Block (GA)	12,000
Tier 1 Charge	\$5.72
Tier 2 Block (GA)	12,001+
Tier 2 Charge	\$17.16

➤ Reclaimed Water Rates

	Reclaimed Water		
Affected Bill Codes	RC1 – Non- Pressurized	RC2 – Non- Pressurized	RC3 - Pressurized(new)
All consumption <i>(per 1,000 GA)</i>	\$0.21	\$0.21	\$0.00

- Create new transaction codes with the G/L's provided by Indian River County
- Modify the default amounts on the following fee transactions:

Miscellaneous Fees	Default Amount
New Account Fee	\$ 25.00
Water Service Connection - 5/8" to 1.5" Meter	\$ 2,785.00
Water Service Connection - 1.5"+ Meter	(cost + overhead ¹)
Sewer Service Connection - Single Family	\$ 2,895.00
Sewer Service Connection - Commercial	(cost + overhead ¹)
Unauthorized use of fire hydrants	\$ 115.00

Meter Installation - 5/8"	\$ 130.00
Meter Installation - 1"	\$ 250.00
Meter Installation - 1.5"	\$ 500.00
Meter Installation - 2"+	(cost + overhead ¹)
Meter Installation - Hydrant Meter	(cost + overhead ¹)
Line Extension Fees - Water	(cost + overhead ¹)
Line Extension Fees - Sewer	(cost + overhead ¹)
Water Service Disconnection	\$ 75.00
Customer Requested Disconnect	\$ 75.00
Customer Requested Reconnect	\$ 75.00
Inspection Fee - Regular Hours	\$ 75.00
Inspection Fee - After Hours	(cost + overhead ¹)
Service Call - Regular Hours	\$ 75.00
Service Call - After Hours	\$ 95.00
Meter Test 5/8" and 1" - on site	\$ 75.00
Meter Test 5/8" and 1" - off site	(cost + overhead ¹)
Meter Test 1.5"+	(cost + overhead ¹)
Damage Repair	(cost + overhead ¹)
Line Location	(cost + overhead ¹)
Other Services	(cost + overhead ¹)
Site Plan Review	\$ 150.00
¹ Advanced to remove existing default value so that Indian River can apply an amount determined outside of CIS.	

Assumptions

The following lists the assumptions made for this specific SOW:

- Indian River County will:
 - Provide the rate values and fee amounts
 - Provide AUS with the appropriate G/L's for new transaction codes
- Whether the Single Family home with sewer accounts are under or over 3,500sqft are determined by bill codes
- Advanced will not schedule refreshes so as not to conflict with SOW's AT31276 and AT32518
- If the system is refreshed without notifying Advanced Utility Systems 72 hours prior to the system refresh, Indian River County will be responsible for all costs associated with reconfiguring the system
- In the event additional hours are required to effectively complete this, a request will be made for the amount of hours needed

Payment Terms

This SOW will be invoiced monthly on the basis of actual hours of work, rounded-up to the nearest one (1) hour, to the completion of the proposed solution.

Conditions

The following are the conditions for this SOW:

- Advanced, under this SOW, will lead and perform the required activities to implement this SOW
- In the event the scope of work changes or there are new requests, additional hours will be required
- If advised by Advanced, Client will complete a refresh of their TEST environment prior to the commencement of work under this SOW
- Client is responsible to test the outcome of the changes and ensure that Advanced is promptly advised of any changes that may be required
- Specified hourly rate pertains only to work performed during Advanced's regular business hours
- If desired by Client, Advanced may execute a portion of this SOW during extended, weekend or holiday hours at a premium hourly rate of \$380
- Notice of cancellation of work under this SOW must be received in writing
- Client is responsible for the payment of any/all hours utilized prior to the receipt of cancellation notice, which will be invoiced
- Each party hereto agrees, acknowledges and confirms that, except to give meaning and effect to the amendments set forth in this SOW, the Master Agreement remains in full force and effect, are hereby ratified and confirmed in all respects and are binding upon the parties thereto and their successors and permitted assigns

Expenses

If expenses are incurred by Advanced to provide services outlined in this statement of work, Advanced staff will be using a meal per diem of \$70 per weekday, and \$125 per weekend day or holiday which will be billed to Client, and will not be required to submit receipts. All other expenses will continue to be billed on actual-basis (i.e., airfare, hotel, car rental, fuel, mileage, travel time, etc.), and will be required to submit receipts.

Escalation Process

Several processes may trigger the escalation process, including issue tracking, contract management, and risk management. This process assumes that prior attempts have been made to resolve the item and the appropriate parties cannot reach a resolution.

When an item is escalated, the appropriate participants are notified via formal communication (email, fax, or registered mail), which includes a summary of the concern/issue and the analysis of each party's position. The participants must be provided with sufficient time, to review the analysis and concerns prior to scheduling any resolution meetings.

The levels of escalation and the participants in each level include:

1. Engagement Resource (Technical Specialist, Implementation Specialist, Application Consultant)
2. Engagement Manager (Project Manager)

3. Engagement Sponsor (Manager of Client Services)

Standard of care/warranty disclaimer

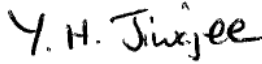
The standard of care applicable to the Professional Consulting / Information Technology (PC/IT) services arising under this SOW will be the degree of skill and diligence normally employed by PC/IT consultants performing the same or similar services. No further warranty of guaranty, expressed or implied, is made with respect to the services furnished hereunder and all implied warranties are hereby disclaimed including the warranty of merchantability and fitness for a particular purpose.

Notes

- This quote is valid for 30 calendar days from the date of issue and supersedes any previous offers related to services outlined
- The hours provided within this SOW are estimates only and the client will be advised if the hours are to exceed the estimate above
- Additional work will be charged at the above noted hourly rate and in minimum increments of one (1) hour for all SOWs

Authorization

Signature indicates the parties have read, understood and agreed to all the contents of this quote.

Authorized by Indian River County:	Authorized by Advanced Utility Systems:
	 Jan. 14, 2019
Name/Date	Name/Date