



## REQUEST FOR PROPOSAL

### **ENTERPRISE PLATFORM SOFTWARE**

**Customer Information System (CIS),  
Mobile Workforce Management (MWM), and  
Customer Self Service (CSS)**

**JULY 2016**

**CLAYTON COUNTY WATER AUTHORITY  
1600 Battle Creek Road  
Morrow, GA 30260**

**RFP Number: 2016-CA-12**

**Proposal Due Date:** Friday, August 19, 2016 at 2:00 p.m. (local time)  
1600 Battle Creek Road, Morrow, Georgia 30260

**Non - Mandatory**  
**Pre-Conference Call:** Friday, July 29, 2016 at 2:00 p.m. (local time)

**THIS PROPOSAL HAS SLBE PREFERENCE POINTS**

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**Appendixes** APP-A Functional Requirements – Functional requirements workbook. This list is representative of both current and future requirements and CCWA does not expect all of them to be included in the initial implementation. CCWA is expecting to work with the chosen Proposer during an analysis and functional design phase to determine the specific requirements that will be included in scope. This workbook includes the following information:

- CIS Functional Requirements.
- CSS Functional Requirements.
- MWM Functional Requirements.

APP-B Business Applications Inventory – Current application inventory, including expected disposition as it relates to the Enterprise

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Application Integration effort; can be used to help estimate data conversion and system interface work.

APP-C CCWA Program Interfaces – Current interface inventory.

APP-D CCWA Forms – Current MWM forms inventory.

APP-E CCWA Metrics – Key metrics for certain business processes.

APP-F CCWA Letters – Current CIS Letters.

APP-G CCWA Reports – Current CIS and Crystal Reports used by Billing.

APP-H CCWA Sample Rates.

APP-I Cost Proposal Forms – to be Completed by Proposers and Returned to CCWA in Microsoft Excel .xls Format (compatible with version 2003).

- SI Pricing.xls – System Integrator Pricing Workbook.
- SW Pricing.xls – Software Pricing Workbook.

APP-J As-Is Business Processes.

**Addenda** (None Issued at This Time).

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## **Division 1**

## **General Information**

### **Section 1: Request for Proposals**

Clayton County Water Authority  
1600 Battle Creek Road  
Morrow, Georgia 30260

Name of Project: **ENTERPRISE PLATFORM SOFTWARE – Customer Information System (CIS), Mobile Workforce Management (MWM), and Customer Self Service (CSS).**

The Clayton County Water Authority will open sealed proposals from Proposers at its offices located at 1600 Battle Creek Road, Morrow, Georgia 30260, on **Friday, August 19, 2016 at 2:00 p.m. (local time)** for an Enterprise Platform Software that includes Customer Information System (CIS), Mobile Workforce Management (MWM), and Customer Self Service (CSS). Any proposals received after the specified time will not be considered.

A Non-Mandatory Pre-Proposal Conference Call will be held on **Friday, July 29, 2016 at 2:00 p.m. (local time)**. Proposers interested in the conference call meeting should email our Procurement Department at **ccwa\_procurement@ccwa.us** no later than Friday, July 29, 2016 by noon. The email needs to include the participant's phone number, and CCWA will provide call in instructions.

In an effort to promote responsible environmental practices the proposal package is available in electronic format and can be requested by calling **770-960-5223**, M-F, 8:00 am - 5:00 pm or by e-mail to **CCWA\_Procurement@ccwa.us**. Proposers will need to provide contact information and an email address and any file size transfer limits to insure email transmittals can be made. A hardcopy proposal package can also be requested at a cost of \$50.

Clayton County Water Authority  
John Chafin, Chairperson

**END OF SECTION**

## **Division 1**

## **General Information**

### **Section 2: Project Overview**

#### **2.1 Objective**

The Clayton County Water Authority (CCWA) is seeking proposals from qualified firms (“Proposers”) to provide and assist CCWA in the implementation of a fully functional and integrated Customer Information System (CIS), Mobile Workforce Management (MWM) and a Customer Self Service System (CSS). The CIS should also include Executive Dashboard capabilities. CCWA is looking for an optimal solution and is open to on-premise, hosted, or Software-as-a-Service options. Proposers may present one or more of these options within their proposal, and provide separate pricing models for each option.

Proposals should include all costs as related to this solution including but not limited to hardware, software licenses and maintenance. In addition, professional services required for implementation (example: configuration, customization, system/interface development, testing, and post production support) should also be included.

CCWA encourages qualified RFP recipients, who can provide full software and system integration services, to respond with details on their software, services and project approach. Proposer partnering, where one partner provides a software solution and another partner provides implementation services, is allowed as long as the full requirements of this RFP are provided in a single proposal.

In order for CCWA to conduct a fair and consistent evaluation, it is important that Proposers acquaint themselves with the full contents of this RFP and provide their responses in compliance with the stated requirements. The specific system functionality that we are seeking is listed in the Functional Requirements workbooks. Please provide responses indicating the specific systems and functionality that you are proposing to provide.

#### **2.2 Project Background**

CCWA was created by an Act of the Georgia General Assembly on March 7, 1955 to provide water and sewer services to just over 450 customers while employing a staff of eight employees. Since then, the Authority has grown to provide water, sewer and storm water services to *more than a quarter of a million people* throughout Clayton County and its six cities through approximately 76,000 customer accounts. For more details, visit the company’s website at [www.ccwa.us](http://www.ccwa.us).

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### **Section 2: Project Overview**

CCWA implemented their existing NorthStar CIS application in 2007. The NorthStar product suite also includes web-self-service using eCare and mobile workforce management using mCare.

While the NorthStar System does provide baseline functionality, CCWA is looking to implement a new CIS solution with updated technology and functionality. We are specifically looking to automate more processes, speed up processing times, improve reporting, and integrate with other systems such as GIS and CityWorks.

### **2.3 Proposal Schedule**

The planned schedule for proceeding with the selection process for this work is as follows:

Non-Mandatory Pre-Proposal Conference Call	Friday, July 29, 2016 at 2:00 p.m.
Deadline for Questions	Friday, August 5, 2016 at 2:00 p.m.
Issue Last Addendum	Friday, August 12, 2016
Proposal Opening	Friday, August 19, 2016 at 2:00 p.m.
Short List Notification – On or about	Wednesday, September 28, 2016
Vendor Demos	October 11 through 28, 2016
Anticipated CCWA Board Approval	Thursday, December 1, 2016
Anticipated Contract Execution	Monday, January 2, 2017

During the RFP process, no firm or individual should have verbal or written communication on any aspect of this RFP with any CCWA employee or Board member. All questions and requests shall be made in writing via email to [ccwa\\_procurement@ccwa.us](mailto:ccwa_procurement@ccwa.us). This is to ensure that all prospective respondents have the same level of knowledge of the work as well as insuring that all data is uniformly and consistently made available to all respondents. Failure to comply with this requirement may result in disqualification from the process.

### **2.4 Proposal Submission**

One (1) original and ten (10) bound copies of the Proposal (**excluding the cost proposal forms**) shall be submitted in a sealed, opaque container representing the RFP submittal package, and delivered by hand, courier service, or mailed via

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### **Section 2: Project Overview**

the United States Postal Service to **Clayton County Water Authority, 1600 Battle Creek Road, Morrow, GA 30260**. No facsimiles or emails will be accepted. In addition, the entire proposal submittal must be provided on a flash drive. In case of any discrepancies between the hard copies and the electronic version, the hard copies will govern.

At the time specified for the Proposal Opening, the sealed containers shall be publicly opened, and the names of Proposers shall be read aloud. The Cost Proposal Forms (SI Pricing.xls / SW Pricing.xls) must be sealed in its own opaque envelope representing the Cost Proposal Envelope and placed within the completed sealed RFP submittal package. No other references or mentioning of costs should be included in any other section of your submitted proposal.

### **2.5 Proposal Format**

Proposal portion shall be limited to a maximum length of 85 pages (not including resumes, brochures, pre-printed information, required forms, and exhibits). Each proposal package should be prepared and presented to include the information outlined below, and be tabbed to denote the sections noted below:

#### **A. Executive Summary**

The proposal must include an Executive Summary of the Proposer's proposal. This Executive Summary should concisely convey what the Proposer sees as the most important messages of the proposal, the factors that differentiate the Proposer's offering from the competition, and the critical points for CCWA to consider in its implementation. CCWA expects the Executive summary to be no longer than two pages.

#### **B. Financial Viability**

The Proposer must include in its proposal a summary of its financial viability, including the following:

1. Provide audited Respondent's financial statements for the past three years.
2. Dun & Bradstreet numbers.
3. Date Proposer entity was founded.
4. Number of employees.
5. Number of employees within solution set practice.
6. Number of bench resources.



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### **Section 2: Project Overview**

#### **C. Methodology**

The Proposer must identify and describe the methodology proposed for the following:

1. Solution Set implementation.
2. Key performance indicators (KPI) the Proposer will use to monitor the project. KPI's shall address Scope, Schedule, Budget and Quality. Provide sample project reports.
3. Risk Management and the procedures proposed to mitigate these risks.
4. Business Transformation Management / Organizational Change Management.
5. Solution design.
6. Business process mapping and the tool(s) used to map the business processes.
7. Development (reports, interfaces, enhancements, forms, workflow).
8. Data conversion.
9. Staff training.
10. Software testing.
11. Post-implementation support.
12. Describe the roles and responsibilities (for both the Proposer and the CCWA personnel) for the project.
13. Describe the critical factors for success for the proposed project.
14. Describe the Proposer's scope control plan/process.
15. Describe the method of regaining schedule compliance should slippage occur.
16. Provide a clear and thorough description of all assumptions made.
17. Provide other project resources that the Proposer would require from the CCWA staff.
18. Provide a detailed list of all activities that the CCWA is expected to undertake.

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#### **D. Implementation Plan**

The Proposer must provide a preliminary Project Work Plan that describes the proposed schedule of activities to be performed. The plan must indicate the proposed activities, schedule and resource commitments of both CCWA and the Proposer. The Plan must be furnished in both hard copy and Microsoft Project format. In the event of a discrepancy, the hard copy shall govern.

1. The Proposer must provide the hierarchical outline (work breakdown structure) for major activities included in the project. Work Breakdown Structure shall be to at least Level 2: PMI's Practice Standard for Work Breakdown Structures.
2. The Proposer must provide a Gantt chart representing key milestones, project activities, and deliverables.
3. The Proposer must explain how the progress of the project will be tracked and how progress is measured.
4. The Proposer must describe how the conversion of data from the legacy systems to the Solution Set fits within the overall project plan.
5. The Proposer must describe how the integration with the legacy systems to the Solution Set fits within the overall project plan.
6. The Proposer must describe how a plan for the development and delivery of training and documentation is incorporated into the Proposer's project plan.
7. The Proposer must describe the process for proposing changes to the project plan that were not covered in the original scope of work (change orders).
8. The Proposer must describe the methods that were used to optimize the schedule.

#### **E. Qualifications and Experience**

The Proposer must include in its proposal a summary of its qualifications and experience, including the following:

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### **Section 2: Project Overview**

1. Company Information for Prime Contractor and each subcontracted organization.
  - a. Provide legal name of organization, address, telephone and fax numbers.
  - b. Provide name of primary contact, title, telephone number and email address.
  - c. Type of organization (corporation, partnership, proprietorship or joint venture).
  - d. Date Proposer entity was founded.
  - e. Proposer's corporate mission and vision statements.
  - f. The industry or regional focus that the firm's services partnership is based upon.
2. References for Prime Contractor and each subcontracted organization.
  - a. Provide at least three references from North America, preferably utility customers with a similar implementation as CCWA.
  - b. Additional references are to be provided for each subcontracted organization that will add five or more resources to the project ("material subcontractors"). These references should preferably be utility clients with similar implementations as CCWA. The references for subcontractors must show the scope of work they provided for the referenced account, and it should be similar to the scope of work the subcontractor is being proposed to do at CCWA.
  - c. Reference information to be provided for the Prime contractor and each material subcontractor should include:
    - Client name, type of utility (water, sewer, and/or storm water) and customer base.
    - Contact name, title, address, telephone and email address.
    - Prime contractor or subcontractor.
    - Project details including duration (days), functional areas (modules implemented by contractor), prime contractor or subcontractor's roles and installation date.
    - Current product version in production.
    - Performance / cost saving metrics (if available).
    - Appropriate software/tools certifications for Prime Contractor and each partner/subcontractor.

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#### 3. Certification

Joint or combined Proposals by firms or companies must be certified on behalf of each participant by a responsible officer.

#### 4. Other

Provide any additional information about the Proposer's experience and qualifications to be the prime contractor for CCWA including:

- Historical implementation success in water utilities.
- Industry knowledge, experience and time since last implemented.

#### F. Proposed Staffing

Proposer should enclose a resume of each known person projected to be assigned to the project. Proposer should denote or emphasize staff experience and roles in any utility projects similar to what CCWA is asking for. Proposer should stipulate the proposed "key resources" that will not be removed from the project nor will their level of participation be lessened without prior written approval from CCWA. Proposer should provide mitigation plans for loss of key project members. Proposer should describe existing or potential contractual obligations for each proposed staff member and the Proposer's strategy for dealing with such situations. Should the Proposer not currently have available all personnel or resources required for completing the project, a statement should be included which specifies the Proposer's plan to acquire necessary staff and resources.

Additionally, the following should be covered:

1. Provide a proposed functional staffing plan indicating the number, characteristics, and schedule for the consultants proposed to support the project.
2. CCWA is open to having offshore/nearshore resources perform portions of the implementation, in accordance with the percentages specified in section 2.19 (#11). The following criteria and information must be provided if offshore/nearshore resources are being proposed:
  - a. The Prime Contractor will be responsible for the timeliness and quality of the work done by the offshore/nearshore organization.

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### **Section 2: Project Overview**

- b. There will be a full time person from the offshore/nearshore provider on site at CCWA for the duration of the work being done by the offshore/nearshore provider.
  - c. The Prime Contractor must disclose the nature of the relationship between the Prime Contractor and the offshore/nearshore provider (i.e. wholly owned subsidiary, third party contractor, and partial owner.)
  - d. The Prime Contractor should discuss how the work will be managed by the Prime Contractor and the offshore/nearshore provider.
  - e. The Prime Contractor must disclose what country or countries the work will be done in by the offshore/nearshore provider.
3. Provide certifications, education and experience in the Solution Set products.
4. Provide percent of time proposed staff member(s) would be devoted to the project onsite/offsite.
5. Provide the number of certified Solution Set consultants in the Proposer's pool, by functional area and skill level. Note how many of these consultants have utilities experience, and how many have water, storm water and waste water experience.
6. Provide anticipated and historical consultant turnover rates.
7. Discuss the Proposer's intent to subcontract for implementation personnel. Specifically, describe the functions to be subcontracted and the expertise and credentials required from the subcontractor.
8. Respondents shall identify: (i) each subcontractor company by name and location with a description of their specific work to be performed. Supportive documentation shall be provided for each subcontractor; (ii) all sub-contracts or other type consulting arrangements proposed.
9. Provide the number of certified Solution Set consultants available to the Proposer from subcontractors, by functional area and skill level. Note how many of these consultants have utility experience, water, stormwater and waste water experience.

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10. Describe if the Proposer's staffing plan provides for a continued presence and involvement with the project throughout the implementation with an explanation as to why or why not this presence is needed.
11. Identify the specific individual that will be proposed as project manager, and provide his or her resume, qualifications and background. (more than one candidate may be proposed.)
12. For key personnel assigned to the project, identify their role/position and anticipated duration of participation on the project.
13. Describe the process by which the Proposer requests the removal or a change of a CCWA resource on the project.
14. Describe the process by which CCWA requests the removal of a consultant (prime or subcontractor) from the CCWA project.

#### **G. GUI Examples**

CCWA expects each Proposer to provide representative samples of the main GUI screens used to perform functions in the following areas.

1. Call Center
2. Payments
3. Billing
4. Mobile Workforce Management Scheduling
5. Customer Self Service

In addition to GUI examples, Proposers may provide a link to online demonstrations of their software solution

#### **H. References**

Proposers must provide at least three (3) client references. Each reference should be for a similar project as the one being proposed for CCWA along with similar size and complexity of the CCWA requested services under this RFP.

Preference is given to utility clients within the State of Georgia, and in the Southeast.

Information should include at a minimum:

1. Client name, address, phone number, e-mail, and contact person.

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### **Section 2: Project Overview**

2. A brief summary of the project and description as to the current status of the project i.e. was the plan implemented.
3. The team, staff and sub-contractors that worked on the project.
4. Start and end date of project.
5. Firm's project manager and key personnel.

References must be provided and may be contacted.

#### I. Recent Projects

Provide a matrix of recent projects. This shall show the list of projects and applicable project experience. Additionally the matrix will include the firm's key personnel for the project. References must be provided and may be contacted.

#### J. Small Local Business Enterprise (SLBE)

**Please refer to Division 2 – Section 8 for requirements to be considered SLBE responsive.**

#### K. Cost Proposals

***Cost proposals must be submitted in a separate sealed envelope and placed within the sealed submittal package. In addition, cost proposal forms for both Software and System Integrator must be submitted electronically on a flash drive using the provided Excel worksheets (SW Pricing.xls, and SI Pricing.xls).*** In case of any discrepancies between the hard copies and the electronic version, the hard copies will govern. No other references or mentioning of costs should be included in any other sections of your submitted proposal.

CCWA reserves the right to negotiate cost with any and all Proposers that may be awarded work under this Request for Proposal. Such negotiations are at the sole discretion of the CCWA. CCWA plans to negotiate a milestone based payment schedule including a 25% retainage with any and all Proposers awarded work under this Request for Proposal.

The overall work is expected to be implemented across multiple phases, which are being generically referred to as Planning, Analysis & Functional Design, Configuration & Development, Testing, Transition, and Production Support. CCWA desires Fixed Price pricing for the software and system integration services.

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### **Section 2: Project Overview**

Provide hardware, software licensing and maintenance cost estimates by completing the *SW Pricing.xls*. Return this workbook to CCWA in the Microsoft Excel .xls format provided. Please read the instructions, which are available on the first tab of this workbook.

Provide implementation cost and effort estimates by completing the workbook *SI Pricing.xls*. Return this workbook to CCWA in the Microsoft Excel .xls format provided. Please read the instructions, which are available on the first tab of this workbook.

Provide a separate pricing proposal for travel-related expenses and the rates and assumptions included in developing this proposal. Travel expenses should not be included in the section above. An optional template for Travel Assumptions is provided in the Cost Proposal Form for *SI Pricing.xls*. Proposers may use this template or their own format for Travel Assumptions; all assumptions must be clearly documented. **As an alternative, travel can be stated as being included in a Fixed Price/Cost not to exceed price for the entire project.**

Itemize any cost items that are not included in the cost proposal.

Define all project roles, estimated hours by project role and provide a matrix of hourly rates for each role – at various skill levels and for both functional and technical consultants. This matrix will serve as the maximum rates for negotiated work and services beyond the scope of the Proposer's proposal, and for additional contracted programming services if necessary. The Proposer is allowed to use its own format or template for responding to this data request.

Describe the Proposer's procedure for pricing change orders.

Provide annual cost estimates for each year over a 7-year period. In addition to the above, respondents are encouraged to present in their proposed contract pricing strategies that would best fit their ability to maintain schedule and reduce costs through an incentive based contract. In all cases of pricing, it is incumbent on the Proposer to adequately explain how the pricing will work. CCWA must have a clear understanding of the proposed software's solution's Total Cost of Ownership.



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### **Section 2: Project Overview**

The Proposer will provide a recommendation for performing the implementation in multiple phases and identify the logical sequence of the current applications to retire.

#### **2.6 Evaluation Criteria**

Proposals will be evaluated by CCWA staff and ranked based on the following criteria items below. CCWA staff will then evaluate the cost proposal submission portion and rank the proposals. CCWA reserves the right to develop short-list of the top ranked firms. At the discretion of CCWA and after a short-list of the top ranked firms is completed, demonstrations and reference checks will be conducted to complete the selection process. At its option, CCWA may request any or all proposers to provide on-site demonstrations of the proposed project. Ranking of proposals, short-listing and proposed contract award will be made at the sole discretion of the CCWA.

<b>Evaluation Criteria</b>	<b>Points</b>
Financial Viability	10
Methodology and Implementation Plan	20
Qualification / Experience of Proposer and Proposed Staffing	25
Completeness of the Proposal	10
Software Solution	45
SLBE	10
Cost Proposals	30
Demonstrations and References	50
<b>TOTAL BASE POINTS</b>	<b>200</b>

#### **2.7 Proposal Preparation Costs**

Costs for developing proposals are entirely the responsibility of the Proposer and shall not be chargeable to the CCWA.

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## **General Information**

### **Section 2: Project Overview**

#### **2.8 Addenda**

Proposers may ask questions regarding this project prior to the proposal opening. To be considered, all questions must be received in writing via email (**CCWA\_Procurement@ccwa.us**) by **2:00 p.m. local time on Friday, August 5, 2016**. Any and all responses to proposers' questions will be issued in the form of an addendum by email. All addenda issued shall become part of the Proposal Documents.

**END OF SECTION**

## **Division 2**

## **Proposal Requirements**

### **Section 1: Instructions to Proposers**

These instructions are to be followed by every entity proposing to provide the Clayton County Water Authority (CCWA) with goods and/or services. These instructions constitute an integral part of the proposal, and any Proposer agrees that tender of a proposal constitutes acknowledgment and acceptance of its obligation to adhere to these instructions, which are to be incorporated into and considered part of any contract the Proposer ultimately executes with the CCWA.

1. If there is any question whatsoever regarding any portion of the specifications, it shall be the Proposer's responsibility to seek clarification immediately from the CCWA, as early as possible prior to the proposal opening. Regarding public works projects, requests for interpretations of specifications must be made in writing to the department proposing out the project not later than five (5) days prior to receipt of proposals.
2. Unless it is otherwise stated in the proposal documents, it shall be the responsibility of the proposer to inform itself as to all conditions of the work site and to make and take account thereof in calculating and submitting its proposal. Documents may be made available by the CCWA during the proposal process; no warranty of accuracy is made in regard to these documents, and it is the responsibility of the proposer to make its own investigations as to the nature of the work and the conditions under which it shall be performed, and to make its own independent assumptions as to these matters. The burden of anticipating unforeseen circumstances, either hidden or latent, and the conditions of the work site and all related circumstances, and the cost of accommodating therefore should unanticipated circumstances be later encountered shall rest upon the proposer.
3. Pre-proposal meeting or any other information session will be held at the location as indicated in the solicitation. Unless indicated otherwise, attendance is not mandatory; although proposers are strongly encouraged to attend. However, in the event the meeting is mandatory, then a representative of the proposer must attend the meeting in its entirety to be considered eligible for solicitation award. Late entry to the meeting will not be allowed.
4. In the event that, after the acceptance of a proposal by the Board of Directors of the CCWA, any unsuccessful proposer wishes to contest such action, a written "Notice of Contest" must be filed with the General Manager no later than close of business on the 5th business day after the selection of successful proposer by the Board. Failure to timely file such notice shall forever preclude the filing of a contest of the award, or any civil action in the courts of the State of Georgia or of the United States.

## **Division 2**

## **Proposal Requirements**

### **Section 1: Instructions to Proposers**

5. Information submitted by the Proposer in the proposal process shall be subject to disclosure after proposal award in accordance with the Georgia Open Records Act. Proprietary information must be identified and be accompanied by a signed affidavit outlining the redacted information. Entire proposals may not be deemed proprietary.
6. Proposals must be made on the enclosed Proposal Form. Unless otherwise requested, one (1) original and at least two (2) copies of the Proposal Form need to be submitted, and these copies must be typewritten or printed in ink. All copies of any Proposal Forms must be signed in ink by the person or persons authorized to sign the Proposal Form. The person signing the Proposal Form must initial any changes or corrections.
7. The name of the person, firm, or corporation making the proposal must be printed in ink, along with the Proposer's signature, on all separate sheets of the Proposal Form. If a proposal is made by an individual, his name and post office address must be shown. If made by a firm, or partnership, the name and the post office address of each member of the firm or partnership must be shown. If made by a Corporation, the person or persons signing the proposal must show the name of the State under the laws of which the Corporation is chartered and his, or their, authority for signing same. The names, titles and addresses of the President, Secretary and the Treasurer and the corporate authority for doing business in this state shall be listed and returned with the Proposal Form.
8. All proposals must be hand delivered, delivered by courier service, or mailed via the United States Postal Service. No facsimiles will be accepted. The person, firm, or corporation making the proposal shall submit it in a sealed envelope on or before the date and time specified in the proposal package. The envelope shall be marked "**Sealed Proposal**" and carry the proposal title, Contractor's License Number and date and time of opening as set forth in the proposal package. The envelope shall also bear the name of the party making the proposal and the party's address. Address proposals to *Clayton County Water Authority, 1600 Battle Creek Road, Morrow, Georgia, 30260*. Even if a proposal is not submitted, the Proposal Form should be returned signed and with an explanation, otherwise the result will be deletion from the mailing list.
9. Alterations to the documents are strictly prohibited and shall result in automatic disqualification of the Contractor's proposal. If there are "exceptions" to the specifications or comments to any of the solicitation requirements or other language, then the proposer may ask questions regarding those requirements or submit additional documentation as to the variation from the specifications, but may not alter any of the language contained in the solicitation.

## **Division 2**

## **Proposal Requirements**

### **Section 1: Instructions to Proposers**

10. In the case of goods, the person, firm or corporation making the proposal may propose all items. All items may be considered separately, at the discretion of the CCWA.
11. Bids for public works whose price exceeds \$100,000.00 must be accompanied by a certified check, cashier's check, or acceptable bid bond in an amount not less than five percent (5%) of the amount bid.
12. When public work is let out for proposal, no person shall prevent or attempt to prevent competition in such proposal. Such Proposers must make an oath filed with the officer who makes payments under the contract that they have not prevented or attempted to prevent competition in the proposal process. Such oath must be signed by: if a partnership, all partners and any officer or agent or other person who acted on the partnership's behalf during the proposal process; if a corporation, all officers, agents, or other persons who acted for the corporation in the proposal process.
13. Proposals shall not be withdrawn or cancelled by the proposer past the proposal opening date and time. The proposer may make modifications/corrections to the proposal by submitting a corrected seal proposal but only if the change is prior to the proposal opening. The corrected document should be clearly marked that it supersedes the proposal originally submitted. No modification or corrections will be allowed subsequent to the proposal opening.
14. By tendering a proposal, a Proposer agrees to leave the proposal open for acceptance by the CCWA for one hundred and twenty (120) days after the date set for the opening thereof.
15. By tendering a proposal, the Proposer certifies that the Proposer has carefully examined these instructions and the terms and specifications applicable to and made a part of the proposal. The Proposer further certifies that the prices shown in any schedule of items on which the Proposer is proposing are in accordance with the conditions, terms and specifications of the proposal and that they are aware that any exception taken thereto may disqualify the proposal. Proposers are required to inform themselves fully as to the availability of materials and the conditions relating to construction and labor under which any work will be or is now being performed. No error or misjudgment nor any lack of information on local conditions, general laws or regulations on the part of the Proposer shall merit withdrawal of the proposal.
16. Copies of all communication pertaining to proposals must be sent to the Contracts, Compliance and Risk Management Section.

## **Division 2**

## **Proposal Requirements**

### **Section 1: Instructions to Proposers**

17. The purpose of this proposal is to establish contract prices. Unit price extension and net total must be shown if applicable. Cash discounts should be indicated separately. The CCWA is exempt from federal or state sales taxes; do not include such amounts in the proposal. Exemption certificates are furnished upon request.
18. Proposers are hereby notified and agree by submission of a Proposal Form that if additional items not listed in the Proposal Form become necessary and require unit prices not established by the Proposal Form, the unit prices of such items shall be negotiated and shall be directly proportional to the established unit prices of similar items in the Proposal Form.
19. All prices on goods shall be for delivery, our destination, f.o.b. freight prepaid Jonesboro, Georgia, and/or Morrow, Georgia, unless otherwise shown. Any deliveries shall be made as needed and requested throughout the contract period.
20. Quantities when shown are estimates only, based on anticipated needs. The CCWA reserves the right to purchase more or less based on actual need at contract price. If a Proposer intends to offer minimum or maximum shipment quantities, such intent and such quantities should be specified on the Proposal Form. Otherwise, none will be assumed.
21. The time for completion of the work is stated in the Proposal Form. Failure to complete the work within this period shall result in payment to the CCWA of liquidated damages in an amount provided for by contract for each calendar day in excess of the Contract time.
22. The Proposer must employ such methods and means in carrying out the work as will not cause any interruption of or interference with any other Proposer.
23. The successful Proposer must comply with the applicable Risk Management Requirements prior to beginning performance, and during the contract period.
24. The Contract between the CCWA and the Proposer shall be executed on a form provided by CCWA and will be subject to all requirements of the contract documents (which include but may not be limited to the Contract, these instructions, any Purchase Orders, the Risk Management Requirements, and the Hold Harmless Agreement), and shall form a binding contract between the contracting parties.
25. Failure to execute the Contract or to furnish any required satisfactory proof of carriage of required insurance within ten (10) days from the date of notice of award of the Contract shall be just cause for the annulment of the award and for forfeiture of the proposal guaranty to the CCWA, not as a penalty, but in liquidation of damages sustained. At the discretion of the CCWA, the award may

## **Division 2**

## **Proposal Requirements**

### **Section 1: Instructions to Proposers**

then be made to the next lowest responsible proposer, or the work may be re-advertised or constructed by the CCWA.

26. Any Contract shall be executed in duplicate.
27. Award of this proposal shall be by action of the CCWA Board at its regular monthly meeting.
28. The CCWA reserves the right, with or without notice or cause, to accept any proposal regardless of the amount thereof; to reject any proposal, or any number of proposals; to negotiate with any Proposer for a reduction of or alterations in its proposal; to reject all proposals and to call for additional proposals upon the same or different invitations to proposal, plans or specifications; to be sole judge, in its discretion, on all questions as to whether or not a proposal complies with the invitation to proposal, the plans or the specifications, and as to the solvency and sufficiency of any and all sureties on all bonds.
29. The apparent low proposal for goods shall be considered to be the lowest aggregate total price of specified products at their unit prices times the estimated required quantities of these specified products.
30. While price is the prime criteria, and the CCWA intends to purchase at the lowest responsible proposal available, price shall not be the sole criteria utilized by the CCWA in evaluating the proposal package submitted. The following criteria shall also be utilized by the CCWA in determining the lowest responsible proposal:
  - a) Ability of proposer to perform in the time frame needed by the CCWA.
  - b) Reputation of the proposer in its industry.
  - c) Reasonableness of the proposal in relation to anticipated costs.
  - d) Ongoing relationships with the CCWA based on above-average prior performance of work with the Authority.
  - e) Preference for local proposers where there is no significant variance in price or service.
31. Proposers are notified that the Authority reserves the right except in the case of public works contracts to include among the factors considered in awarding the contract the proximity of each Proposer's place of business to any affected Authority facility. The Authority further reserves the right to award the contract to a Proposer other than the Proposer offering the lowest price where: (a) the difference in price between the low Proposer and the preferred Proposer is nominal; and (b) the Authority's Board determines that the preferred proposal provides the most cost effective option due to the closer proximity of the preferred

## **Division 2**

## **Proposal Requirements**

### **Section 1: Instructions to Proposers**

Proposer's place of business to the affected Authority facility or facilities. In such a situation, by responding to this proposal, the Proposer waives any cause of action against the Authority for frustration of proposal or under any similar legal theory; furthermore, the Proposer agrees to pay all costs and expenses, including but not limited to attorney fees, incurred by the Authority in defending against any such claim.

32. It is the policy of the Clayton County Water Authority (CCWA) to promote award of sub-agreements for goods and/or services to qualified minority and women-owned businesses. Proposers are encouraged to solicit small local, minority and women-owned businesses whenever they are potential sources.
33. Proposers are encouraged to utilize the services and assistance of the U.S. Small Business Administration (SBA), and the office of the Department of Commerce Minority Business Development Agency (MBDA). These agencies can provide assistance in securing the names of qualified minority and women-owned businesses.

The Georgia Department of Transportation (DOT) has established a list of qualified Disadvantaged Business Enterprises. Information is available online under the tab for "Directories", link for "UCP Directory - Excel" at:  
<http://www.dot.ga.gov/PS/Business/DBE>.

The successful Proposer will be asked to provide, along with his Request for Payment each month a list of qualified MBE/WBE businesses utilized on this Project.

#### **GEORGIA SECURITY AND IMMIGRATION COMPLIANCE ACT OF 2006**

34. Pursuant to the Georgia Security and Immigration Compliance Act of 2006, the successful Proposer understands and agrees that compliance with the requirements of O.C.G.A.13-10-91 and Georgia Department of Labor Rule 300-10-02 are conditions of this proposal and contract document. The Proposer further agrees that such compliance shall be attested by the Proposer and any of his Subcontractors by execution of the appropriate Affidavit and Agreement included after the Agreement Form of these documents.

**END OF SECTION**



## **Division 2**

## **Proposal Requirements**

### **Section 2: Risk Management Requirements**

The Contractor will provide minimum insurance coverage and limits as per the following: The Contractor will file with the Authority Certificates of Insurance, certifying the required insurance coverages and stating that each policy has been endorsed to provide thirty (30) day notice to the Authority in the event that coverage is cancelled, non-renewed or the types of coverage or limits of liability are reduced below those required. All bonds and insurance coverage must be placed with an insurance company approved by Authority Management, admitted to do business in the State of Georgia, and rated Secure (“B+” or better) by A.M. Best Company in the latest edition of Property and Casualty Ratings, or rated by Standard & Poors Insurance Ratings, latest edition as Secure (“BBB” or better). Worker’s Compensation self-insurance for individual Contractors must be approved by the Worker’s Compensation Board, State of Georgia and/or Self-Insurance pools approved by the Insurance Commissioner, State of Georgia.

#### **CONTRACTS FOR UP TO \$50,000**

**Worker’s Compensation** – Worker’s Compensation coverage on a statutory basis for the State of Georgia with an Employer’s Liability limit of \$100,000 each Accident, Disease \$100,000 each employee, \$500,000 Disease policy limit.

**Automobile Liability** – Automobile liability coverage for owned, hired and non-owned vehicles in the amount of \$500,000 combined single limit.

**Commercial General Liability** – Coverage to be provided on “occurrence” not “claims made” basis. The coverage is to include Contractual liability, Per Project Limit of Liability, losses caused by Explosion, Collapse and Underground (“xcu”) perils, the “Clayton County Water Authority” is to be added as an Additional Insured and Products and Completed Operations coverage is to be maintained for three (3) years following completion of work.

#### **CONTRACTS FOR MORE THAN \$50,000**

**Worker’s Compensation** – Worker’s Compensation coverage on a statutory basis for the State of Georgia with an Employer’s Liability limit of \$1,000,000. The increased Employer’s Liability limit may be provided by an Umbrella or Excess Liability policy.

**Automobile Liability** - Automobile liability coverage for owned, hired and non-owned vehicles in the amount of \$1,000,000 combined single limit.

**Commercial General Liability** – Coverage to be provided on “occurrence” not “claims made” basis. The coverage is to include Contractual liability, Per Project Limit of Liability, losses caused by Explosion, Collapse and Underground (“xcu”) perils, the “Clayton County Water Authority” is to be added as an Additional Insured and Products and Completed Operations coverage is to be maintained for three (3) years following completion of work.

**Division 2**

**Proposal Requirements**

**Section 2: Risk Management Requirements**

**RISK MANAGEMENT REQUIREMENTS (Cont'd)**

**CONTRACTS FOR UP TO \$50,000**

**CONTRACTS FOR MORE THAN \$50,000**

**LIMITS OF LIABILITY:**

\$1,000,000	Per Occurrence
\$1,000,000	Personal and Advertising
\$50,000	Fire Damage*
\$5,000	Medical Payments*
\$1,000,000	General Aggregate
\$1,000,000	Products/Completed Operations per Occurrence and Aggregate

*\*These are automatic minimums*

**Professional Liability** – Professional liability is required at a coverage limit of at least \$2,000,000.

**Umbrella and/or Excess Liability** – The umbrella or Excess Liability Policy may be used to combine with underlying policies to obtain the limits required. The Management of the Authority may elect to require higher limits.

**Professional Liability** – Professional liability is required at a coverage limit of at least \$5,000,000.

**END OF SECTION**

## **Division 2**

## **Proposal Requirements**

### **Section 3: Proposal Submittals**

#### **3.1 Required Submittals (Forms):**

The following forms are required to be included as part of the proposal submittal. Failure to include any of these items may result in the proposal being deemed non-responsive:

- A. The following Cost Proposal Forms worksheets:
  - a. APP-I – SI Pricing.xls (Cost Proposal for System Integrator).
  - b. APP-I – SW Pricing.xls (Cost Proposal for Software).
- B. Functional Requirements Workbook.
  - a. APP-A – Functional Requirements.
- C. Proposer Qualification Information Form.
- D. Georgia Security and Immigration Compliance Act of 2006 Form.
- E. Contractor Affidavit and Agreement Form.
- F. Subcontractor Affidavit Form.

If a Contractor/Subcontractor will not be performing any services under this contract, the Contractor/company submitting the bid MUST also complete, sign, date, and have both Affidavit forms notarized and make proper notation of "N/A" - Not Applicable.

Clayton County Water Authority (CCWA) cannot consider any proposal which does not include completed affidavits. It is not the intent of this notice to provide detailed information or legal advice concerning the Georgia Security & Immigration Compliance Act of 2006, as amended on May 11, 2009. All Proposers intending to do business with CCWA are responsible for independently apprising themselves and complying with the requirements of that law, and its effect on CCWA procurements and their participation in those procurements.

- G. SLBE Required Forms.
- H. Addenda (if any).

**END OF SECTION**

**Division 2**

**Proposal Requirements**

**Section 6: Proposer Qualification Information**

COMPANY NAME OF PROPOSER: \_\_\_\_\_

\_\_\_\_\_

NUMBER OF YEARS IN BUSINESS \_\_\_\_\_

BUSINESS ADDRESS OF COMPANY: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

TELEPHONE NUMBER: \_\_\_\_\_

FAX NUMBER: \_\_\_\_\_

POINT OF CONTACT NAME: \_\_\_\_\_

POINT OF CONTACT EMAIL ADDRESS: \_\_\_\_\_

COMPANY TAX ID NUMBER: \_\_\_\_\_

COMPANY WEBSITE: \_\_\_\_\_

- ENTITY TYPE:       Individual/Sole Proprietor     Employee Owned Company  
 Privately Held Corporation/LLC     Partnership  
 Publicly Owned Company     Attorney  
 Other (specify): \_\_\_\_\_

NAME OF PRINCIPAL OFFICERS: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**END OF SECTION**

**Division 2**

**Proposal Requirements**

**Section 7: Contractor Affidavit and Agreement**

**GEORGIA SECURITY AND IMMIGRATION COMPLIANCE ACT OF 2006**

- A. Pursuant to the Georgia Security and Immigration Compliance Act of 2006, the Contractor understands and agrees that compliance with the requirements of O.C.G.A. § 13-10-91 and Georgia Department of Labor Rule 300-10-.02 are conditions of this Agreement. The Contractor further agrees that such compliance shall be attested by the Contractor through execution of the contractor affidavit required by Georgia Department of Labor Rule 300-10-1-.07, or a substantially similar contractor affidavit. The Contractor’s fully executed affidavit is attached hereto as Exhibit \_\_\_\_ and is incorporated into this Agreement by reference herein.
  
- B. By initialing in the appropriate line below, the Contractor certifies that the following employee-number category as identified in O.C.G.A. § 13-10-91 is applicable to the Contractor:
  - 1. \_\_\_\_\_ 500 or more employees;
  - 2. \_\_\_\_\_ 100 or more employees;
  - 3. \_\_\_\_\_ Fewer than 100 employees.
  
- C. The Contractor understands and agrees that, in the event the Contractor employs or contracts with any subcontractor or subcontractors in connection with this Agreement, the Contractor shall:
  - 1. Secure from each such subcontractor an indication of the employee-number category as identified in O.C.G.A. § 13-10-91 that is applicable to the subcontractor;
  - 2. Secure from each such subcontractor an attestation of the subcontractor’s compliance with O.C.G.A. § 13-10-91 and Georgia Department of Labor Rule 300-10-1-.02 by causing each such subcontractor to execute the subcontractor affidavit required by Georgia Department of Labor Rule 300-10-1-.08, or a substantially similar subcontractor affidavit. The Contractor further understands and agrees that the Contractor shall require the executed subcontractor affidavit to become a part of the agreement between the Contractor and each such subcontractor. The Contractor agrees to maintain records of each subcontractor attestation required hereunder for inspection by the Clayton County Water Authority at any time.”

**Contractor** \_\_\_\_\_

**Authorized Signature:** \_\_\_\_\_

**Name:** \_\_\_\_\_

**Title:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Division 2**

**Proposal Requirements**

**Section 7: Contractor Affidavit and Agreement**

**CONTRACTOR AFFIDAVIT AND AGREEMENT**

By executing this affidavit, the undersigned contractor verifies its compliance with O.C.G.A. 13-10-91, stating affirmatively that the individual, firm, or corporation which is contracting with the Clayton County Water Authority has registered with, is participating in, uses, and will continue to use for the duration of the contract, the federal work authorization program - EEV/Basic Pilot Program operated by the U. S. Citizenship and Immigration Services Bureau of the U.S. Department of Homeland Security, in conjunction with the Social Security Administration (SSA), commonly known as E-Verify, in accordance with the applicability provisions established in O.C.G.A. 13-10-91.

The undersigned further agrees that, in connection with the physical performance of services pursuant to this contract with the Clayton County Water Authority, the contractor will only employ or contract with subcontractor(s), who can present a similar affidavit verifying the subcontractor's compliance with O.C.G.A. 13-10-91. Contractor further agrees to maintain records of such compliance and provide a copy of each such verification to the Clayton County Water Authority within five days of the subcontractor(s) presenting such affidavit(s) to the contractor.

\_\_\_\_\_  
EEV / Basic Pilot Program\* User Identification Number  
Enter four to six digit numbers

\_\_\_\_\_  
BY: Authorized Officer or Agent

\_\_\_\_\_  
Date

\_\_\_\_\_  
Title of Authorized Officer or Agent of Contractor

\_\_\_\_\_  
Printed Name of Authorized Officer or Agent

SUBSCRIBED AND SWORN BEFORE ME ON THIS  
THE \_\_\_\_\_ DAY OF \_\_\_\_\_, 2016.

\_\_\_\_\_  
Notary Public

\_\_\_\_\_  
My Commission Expires

**Division 2**

**Proposal Requirements**

**Section 7: Contractor Affidavit and Agreement**

**SUBCONTRACTOR AFFIDAVIT**

By executing this affidavit, the undersigned subcontractor verifies its compliance with O.C.G.A. 13-10-91, stating affirmatively that the individual, firm or corporation which is engaged in the physical performance of services under a contract with \_\_\_\_\_

\_\_\_\_\_ on behalf of the Clayton County Water Authority has registered with, is participating in, uses, and will continue to use for the duration of the contract the federal work authorization program - EEV/Basic Pilot Program operated by the U. S. Citizenship and Immigration Services Bureau of the U.S. Department of Homeland Security, in conjunction with the Social Security Administration (SSA), commonly known as E-Verify, in accordance with the applicability provisions and deadlines established in O.C.G.A. 13-10-91.

The undersigned further agrees that, in connection with the physical performance of services pursuant to this contract with \_\_\_\_\_ on behalf of the Clayton County Water Authority, the subcontractor will only employ or contract with sub-subcontractor(s), who can present a similar affidavit verifying the sub-subcontractor's compliance with O.C.G.A. 13-10-91. The undersigned further agrees that the Subcontractor will maintain records of such compliance and provide a copy of each such verification to the Contractor within five days of the sub-subcontractor(s) presenting such affidavit(s) to the Subcontractor.

\_\_\_\_\_  
EEV / Basic Pilot Program\* User Identification Number  
Enter four to six digit numbers

\_\_\_\_\_  
BY: Authorized Officer or Agent  
Subcontractor Name

\_\_\_\_\_  
Date

\_\_\_\_\_  
Title of Authorized Officer or Agent of Subcontractor

\_\_\_\_\_  
Printed Name of Authorized Officer or Agent

SUBSCRIBED AND SWORN BEFORE ME ON THIS  
THE \_\_\_\_\_ DAY OF \_\_\_\_\_, 2016.

\_\_\_\_\_  
Notary Public

\_\_\_\_\_  
My Commission Expires

**END OF SECTION**

## **Division 2** **Proposal Requirements**

### **Section 8: Small Local Business Enterprises (SLBE) Information**

#### **8.1 Program Overview**

Clayton County Water Authority (CCWA) has implemented a Small Local Business Enterprise Program to promote full and open competition in all government procurement and purchasing. Goals for participation of Small Local Business Enterprises (SLBE's) are set on a contract by contract basis for each specific prime contract with subcontracting possibilities. CCWA wants to ensure that Proposers are non-discriminatory in their process of selecting sub-contractors. CCWA also wants to encourage Proposers to utilize small, minority or woman-owned businesses whenever possible. All forms included in this solicitation must be completed for Proposer to be considered responsive.

SLBE means a locally-based small business operating inside or outside of Clayton County, which meets the following criteria:

- A) Independently owned and operated business concern whose average annual gross receipts for the previous three years must not exceed (1) Construction Firms – \$18,250,000; (2) Professional Services Firms – \$5,500,000; Architectural Firms – \$3,750,000; Engineering Firms – \$7,500,000, and Goods and Services – less than 250 employees.
- B) Locally based, meaning located and operating in Clayton County or the ten (10) counties of Cherokee, Cobb, DeKalb, Douglas, Fayette, Fulton, Gwinnett, Henry, Rockdale and Spalding for at least one year prior to submitting application for certification.

If a firm is locally-based in one of the counties mentioned above, is currently certified as a small business through the DeKalb County, Clayton County, or the City of Atlanta, and can provide evidence of its certification, the firm will be provisionally accepted as a SLBE, provided that they complete the official certification application for CCWA within two (2) years following the date of provisional certification. If a firm meets these qualifications, but is not currently certified as a small business, then the firm must complete an application for certification with CCWA no later than seven (7) business days following the deadline for proposal submission.

SLBE's must perform a commercially useful function, which means performance of provision of real and actual services under the contract or subcontract with CCWA. Factors such as the nature and amount of the work subcontracted; whether the SLBE has the skill and expertise to perform the work for which it has been certified; whether the SLBE actually performs, manages or supervises the



## **Division 2 Proposal Requirements**

### **Section 8: Small Local Business Enterprises (SLBE) Information**

work; and whether the SLBE intends to purchase commodities and/or services from a non-SLBE and simply resell them will be considered in determining if the SLBE is performing a commercially useful function.

#### **8.2 SLBE Required Forms**

This package contains the following forms that Proposers are required to submit along with their proposals (in addition to general contractor forms):

- A) SLBE-1 – Covenant of Non-Discrimination: The signed agreement stating that the firm will not discriminate on the basis of a firm's size (revenue or employee count) with regard to prime contracting, subcontracting, or partnering opportunities.
- B) SLBE-2 – Sub-Contractor Contact Form: A list of all firms contacted to participate as SLBE sub-contractors/suppliers on a contract.
- C) SLBE-3 – SLBE Sub-Contractor/Supplier Utilization Form: A list of all firms procured as SLBE sub-contractors/suppliers to be utilized on a contract.

#### **8.3 SLBE Optional Forms**

The following form is for information and tracking purposes only, to be provided post award, at the proposer's option:

- A) SLBE-4 – Post-Award–Monthly SLBE Participation Report–RFP Preference Points: Report detailing amount paid to SLBE sub-contractor on the contract.

#### **8.4 Overview of RFP Preference Points**

RFP Preference Points are incentives that range between 5 and 10 points for the use of a certified SLBE (prime or sub-contractor) located in Clayton County or the ten (10) counties outlined in this section. RFP Preference points will be added to the total score for evaluation purposes in determining the highest ranked responsible responsive proposer.

**Division 2 Proposal Requirements**

**Section 8: Small Local Business Enterprises (SLBE) Information**

<b><u>Example:</u></b>			
General proposal requirements .....		(POSSIBLE TOTAL 95 POINTS)	
Technical requirements .....		(POSSIBLE TOTAL 45 POINTS)	
SBLE Preference Points .....		(POSSIBLE TOTAL 10 POINTS)	
Demo/Reference Points (shortlist only).....		(POSSIBLE TOTAL 50 POINTS)	
<b><u>SLBE Proposal</u></b>		<b><u>NON-SLBE Proposal</u></b>	
General Requirements .....	85	General Requirements .....	85
Technical Requirements .....	40	Technical Requirements .....	40
SLBE Preference Points –Clayton .....	10	No SLBE Preference .....	0
Demo/Reference Points .....	40	Demo/Reference Points.....	40
<b>TOTAL POINTS</b>	<b>175</b>	<b>TOTAL POINTS</b>	<b>165</b>

The calculation of RFP Preference Points shall be as follows:

There will be an applied tiered preference points based on what county the business is located:

- a) 10 points for SLBEs in Clayton County.
- b) 7.5 points for SLBEs in DeKalb, Fayette, Fulton, Henry and Spalding.
- c) 5 points for SLBEs in Cherokee, Cobb, Douglas, Gwinnett and Rockdale.

Points will be given to Proposers who are SLBE Primes or Primes using a small local subcontractor.

In the event of a tie proposal between a SLBE Proposer and a Non-SLBE Proposer, the SLBE Proposer will be recommended for the contract.

By signing the proposal, the proposer is certifying that he/she has complied with the requirements of this program. Please contact Contracts, Compliance and Risk Management at [ccwa\\_slbe\\_program@ccwa.us](mailto:ccwa_slbe_program@ccwa.us) for a list of certified SLBE's. The list is also available through [www.ccwa.us](http://www.ccwa.us), under the tab for "Procurement", section for "Small Local Business Program".

**Division 2** **Proposal Requirements**

**Section 8: Small Local Business Enterprises (SLBE) Information**

**FORM SLBE-1**

**COVENANT OF NON-DISCRIMINATION**

The undersigned understands that it is the policy of the Clayton County Water Authority (CCWA) to promote full and equal business opportunity for all persons doing business with CCWA. The undersigned covenants that we have not discriminated on the basis of a firm's revenue or employee count with regard to prime contracting, subcontracting or partnering opportunities. The undersigned further covenants that we have completed truthfully and fully the required forms SLBE-2, SLBE-3 and SLBE-4. Set forth below is the signature of an officer of the proposing entity with CCWA to bind the entity.

I, \_\_\_\_\_, \_\_\_\_\_ (Name, Title), on behalf of  
\_\_\_\_\_ (Company),

by my signature below, do hereby promise:

1. To adopt the policies of Clayton County relating to equal opportunity in contracting on projects and contracts funded, in whole or in part, with funds of CCWA;
2. Not to otherwise engage in discriminatory conduct;
3. To provide a discrimination-free working environment;
4. That this Covenant of Non-Discrimination shall be continuing in nature and shall remain in full force and effect without interruption; and
5. That this Covenant of Non-Discrimination shall be incorporated by reference into any contract or portion thereof which we may hereafter obtain.

We understand that our failure to satisfactorily discharge any of the promises of non-discrimination as made and set forth herein shall constitute a material breach of contract.

\_\_\_\_\_  
Signature of Attesting Party

\_\_\_\_\_  
Title of Attesting Party

On this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_\_, before me  
appeared \_\_\_\_\_, the person who signed the above  
covenant in my presence.

\_\_\_\_\_  
Notary Public

\_\_\_\_\_  
My Commission Expires

[Seal]

## FORM SLBE-2

### SUB-CONTRACTOR CONTACT FORM – PREFERENCE POINTS

#### INSTRUCTIONS TO CONTRACTORS

The prime contractor must complete and sign the sub-contractor contact form and submit the completed and signed form with the proposal. **Failure to submit this form may result in the proposal being deemed non-responsive.**

**SLBE Prime Contractors:** If you are the prime contractor on the project AND also the SLBE on the project and will NOT use any other SLBE firms as sub contractors, check the box at the top of the form and sign the form.

1. Name of contractor/supplier: Provide name of the contractor or supplier you contacted to perform on the contract.
2. Contact Name, Address and Phone Number: Provide the contact information of the contractor/supplier you contacted.
3. County of Clayton Business License: State if the contractor/supplier you contacted is a Clayton County Licensed business.
4. Type or work solicited for: Describe the type of work for which you are soliciting from the contractor/supplier.
5. Business Ownership (SLBE/non-SLBE): State whether the contractor/supplier you contacted is an SLBE or non-SLBE.
6. Results of Contact: Describe the results of your contact.
7. Sign and date the form.

**FORM SLBE-2**

**SUB-CONTRACTOR CONTACT FORM – RFP PREFERENCE POINTS**

*List all sub-contractors or suppliers (SLBE and Non-SLBE) that were contacted regarding this project.*

**IF THE PRIME IS THE SLBE ON THE PROJECT CHECK THE BOX**

Name of Sub-Contractor/ Supplier	Contact Name, Address and Phone Number	County of Clayton Business License? (Yes or No)	Type of Work Solicited for	Business Ownership <small>(Enter SLBE or Non SLBE)</small>	Results of Contact
<i>Company ABC</i>	<i>123 Main Street Morrow, GA 30260 770-123-4567</i>	<i>Yes</i>	<i>Legal Services</i>	<i>Non SLBE</i>	<i>Not Available to perform as sub</i>
<i>Company 123</i>	<i>ABC Main Street Atlanta, GA 30303 770-456-1234</i>	<i>No</i>	<i>Legal Services</i>	<i>Non SLBE</i>	<i>Will perform as sub</i>

**FORM SLBE-2**

**SUB-CONTRACTOR CONTACT FORM – RFP PREFERENCE POINTS (Cont'd)**

*List all sub-contractors or suppliers (SLBE and Non-SLBE) that were contacted regarding this project.*

Name of Sub-Contractor/ Supplier	Contact Name, Address and Phone Number	County of Clayton Business License? (Yes or No)	Type of Work Solicited for	Business Ownership <i>(Enter SLBE or Non SLBE)</i>	Results of Contact

Proposer's Name: \_\_\_\_\_ Project Name: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## FORM SLBE-3

### SUB-CONTRACTOR/SUPPLIER UTILIZATION – RFP PREFERENCE POINTS

#### INSTRUCTIONS TO CONTRACTORS

The prime contractor must complete the project participation plan for sub-contractor/supplier utilization and submit the form with the proposal. **Failure to submit this form will result in being deemed non-responsive.**

1. Name of contractor/supplier: Provide name of the contractor or supplier you contacted to perform on the project.
2. Certified as SLBE: State if the subcontractor/supplier to be used on the project is an SLBE.
3. Which County?: If you are using an SLBE on the project, state in which county the SLBE is located.
4. NAIC or NIGP code: List the NAIC/NIGP code that relates to the service or work to be performed by the subcontractor/supplier.
5. Type of work to be performed: Describe the type of proposed work to be performed by the subcontractor/supplier.
6. Certification number and expiration date: If using an SLBE, provide the SLBE certification number and expiration date.
7. Estimated dollar value of work: Provide the estimated dollar value of the work to be performed by the subcontractor/supplier on the project.
8. Percentage of Total Bid Amount: Enter the estimated % of the total proposal amount for which the SLBE will be paid.

**Estimated Dollar Value of the Work / Total Proposal Amount = % of Total Proposal Amount**

**FORM SLBE-3**

**SUB-CONTRACTOR/SUPPLIER UTILIZATION – RFP PREFERENCE POINTS**

*List all sub-contractors and suppliers, including lower tiers, to be used on this project.*

**IF NO SUB-CONTRACTOR/SUPPLIERS WILL BE USED PLEASE CHECK THE BOX**

Name of Sub-contractor/ Supplier	Certified as Small Local Business Enterprise (SLBE)- Yes or No	If SLBE, which county-Clayton, Cherokee, Cobb, DeKalb, Douglas, Fayette, Fulton, Henry, Gwinnett, Rockdale, Spalding	NIAC or NIGP Code	Type of Work to be Performed	Certification No. and Expiration Date	Dollar (\$) Value of Work	Percentage of Total Proposal Amount
Company 123	Yes	Fulton	96149	Legal Services	78-6945 1/15/2017	\$9500	9.5%

Proposer's Company Name: \_\_\_\_\_ Date: \_\_\_\_\_

Proposer's Contact Number: \_\_\_\_\_ Project Name: \_\_\_\_\_

Signature: \_\_\_\_\_



## FORM SLBE-4

### **POST AWARD – MONTHLY SLBE PARTICIPATION REPORT – RFP PREFERENCE POINTS**

#### **INSTRUCTIONS TO CONTRACTORS**

The prime contractor must complete the participation report and submit the form with each pay application to the CCWA Project Manager in charge of the contract. Failure to submit this form will result in payment application being deemed incomplete.

1. Report Number: Reports must be consecutively numbered. It will only be necessary to submit a report in a period when the approved SLBE has performed a portion of the work that has been designated for the contract.
2. Date: Actual date of the report.
3. Prime SLBE: If you are the Prime Contractor and also the SLBE on the contract please check yes and insert assigned CCWA SLBE certification number. Note that %100 of SLBE dollars spent will be counted towards the SLBE contract or annual goal, if applicable.
4. Pay application end date: Reports must acknowledge the end date for the period for which is being reported.
5. Prior Earned Pay Application Amount: The amount previously submitted for payment on pay application.
6. Current Earned Pay Application Amount: The amount submitting with current payment application.
7. Earnings To-Date: The actual amount that each SLBE has earned to-date under the contract.
8. Total SLBE Earnings To-Date: The total is achieved by adding all payments to SLBE to date. (Previous payments reported + current payment reported).
9. Certification: The contractor's authorized representative must sign this form prior to submittal.

#### **GENERAL INFORMATION**

When the approved SLBE is to provide materials, goods or services, this completed form must be submitted to the CCWA Project Manager. The prime contractor must notify CCWA of any changes to SLBE firms.

When the prime contractor is an approved SLBE, it will only be necessary to complete the total SLBE earnings to-date. Joint ventures between non-SLBE and certified SLBE: Only that portion of the work for which the certified SLBE is responsible may be used to satisfy the requirement.

**FORM SLBE-4**

**POST AWARD – MONTHLY SLBE PARTICIPATION REPORT – RFP PREFERENCE POINTS**

PROJECT NO. (S): \_\_\_\_\_

REPORT NO.: \_\_\_\_\_

CONTRACTOR: \_\_\_\_\_

DATE: \_\_\_\_\_

CONTRACT AMOUNT: \$ \_\_\_\_\_

PAY APPLICATION PERIOD END DATE: \_\_\_\_\_

PRIME SLBE CONTRACTOR?  Yes  No  
If Yes, insert CCWA SLBE Certification # \_\_\_\_\_

Check if final payment >>>  FINAL PAYMENT

NAME OF APPROVED SLBE	DESCRIPTION OF WORK	PRIOR EARNED PAY APPLICATION AMOUNT	CURRENT EARNED APPLICATION AMOUNT	EARNINGS TO-DATE

TOTAL SLBE EARNINGS TO-DATE: \_\_\_\_\_

I HEREBY CERTIFY THAT THE ABOVE STATEMENT IS TRUE AND CORRECT AND SUPPORTING DOCUMENTATION IS ON FILE AND IS AVAILABLE FOR INSPECTION BY CCWA AT ANY TIME.

SIGNED \_\_\_\_\_  
CONTRACTOR

**FOR DEPARTMENT USE ONLY:**

THIS DOCUMENT HAS BEEN REVIEWED AT THAT PROJECT LEVEL BY:

## **Division 3**

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#### **MASTER SERVICE AGREEMENT**

**For**

#### **Consulting Services for Customer Information System Evaluation and Selection**

This AGREEMENT is between \_\_\_\_\_ ("Service Provider"), and **CLAYTON COUNTY WATER AUTHORITY** ("CCWA") (hereinafter referred to collectively as the "Parties") for such Projects as may be identified in written Statements of Work executed by CCWA and Service Provider in accordance with the provisions of Paragraph 1.2 herein below. When used herein, the term, "Project" shall refer to and include any Project or Statement of Work so identified.

#### **ARTICLE 1. SCOPE OF SERVICES**

##### **1.1.1 Services Provided**

Service Provider is a \_\_\_\_\_ [insert type of company: for example limited liability company or corporation, partnership.] organized and validly existing under the laws of the State of Georgia. CCWA from time to time may wish to engage Service Provider to provide work, direction of work, technical information, technical consulting, software programming and development, software maintenance and support services, graphic design, implementation, training, project planning, management and administration, and other related technical services (the "Services") on various Projects identified further in Statements of Work as provided in Paragraph 1.2 below.

##### **1.1.2 Issuance of Statements of Work**

CCWA may issue a Statement of Work for On-Demand Services in a form generally shown as the form attached hereto as Attachment "A" to this AGREEMENT. Each Statement of Work shall set forth in detail a specific description of all Services to be performed; a proposed schedule for providing such Services; the personnel assigned to that Statement of Work; the name of CCWA and Service Provider's Project Managers; the work location; the proposed basis for compensation to the Service Provider for such Services in accordance with provisions of Article 2 herein below; and any other terms and conditions as the parties may agree upon. Each Statement of Work shall also include confirmation of the insurance coverages required by this AGREEMENT. Each Statement of Work shall be executed by a duly authorized representative of Service Provider, and, upon execution by CCWA, the Statement of Work shall constitute an agreement by and between CCWA and Service Provider for the performance of the identified Services and

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for the payment for same. Each Statement of Work shall be numbered to facilitate identification.

#### **1.2 Incorporation of Terms and Conditions of this Agreement**

UNLESS OTHERWISE SPECIFICALLY SET FORTH IN WRITING IN A STATEMENT OF WORK, ALL TERMS AND CONDITIONS OF THIS AGREEMENT ARE INCORPORATED IN ALL LISTED STATEMENTS OF WORK OR ANY SUBSEQUENT STATEMENT OF WORK EXECUTED BY THE PARTIES BY REFERENCE AS IF RESTATED VERBATIM THEREIN. IN THE EVENT OF ANY CONFLICT BETWEEN THE TERMS AND CONDITIONS OF ANY STATEMENT OF WORK AND THE TERMS AND CONDITIONS OF THIS AGREEMENT, THE TERMS AND CONDITIONS OF THIS AGREEMENT SHALL CONTROL.

### **ARTICLE 2. COMPENSATION**

For Services performed by Service Provider pursuant to a duly executed Statement of Work, CCWA shall pay Service Provider as follows:

- Such COST REIMBURSABLE – TIME COMPENSATION as set forth in the form attached hereto as Attachment “B”; OR
- Such LUMP SUM (Fixed Price) sum for completion of the Services as set forth in the form attached hereto as Attachment “B.”

In the event the Parties are unable to agree as to the appropriate method of compensation, Service Provider shall be compensated based upon COST REIMBURSABLE - TIME COMPENSATION as set forth in the attached Attachment "B." Unless otherwise agreed by the parties in writing, any labor utilized by Service Provider from any affiliated company of Service Provider shall be billed to CCWA in accordance with the terms and conditions of Attachment "B." Use of such labor from affiliated companies shall not change or diminish the duties or liabilities of Service Provider as set forth in this AGREEMENT.

### **ARTICLE 3. TERMS OF PAYMENT**

CCWA will pay Service Provider as follows:

#### **3.1 Invoices and Time of Payment**

Service Provider will issue monthly invoices in conformity with all requirements of this AGREEMENT, the Statements of Work, and Attachment “B.” Such invoices shall be

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supported by such documentation and other data as CCWA may require. Properly submitted invoices are due and payable within 30 days of receipt.

#### **3.2 Interest**

**3.2.1** In the event of a disputed billing, the disputed portion may be withheld from payment, and CCWA shall pay any undisputed portion. CCWA will exercise reasonableness in disputing any bill or portion thereof. No interest will accrue on any disputed portion of the billing until mutually resolved.

**3.2.2** If CCWA fails to make payment in full within 30 calendar days of the date due for any undisputed billing, Service Provider shall notify CCWA in writing of CCWA's delinquency. If CCWA has not remedied this delinquency by the 30th calendar day after receiving that initial notice from Service Provider, then Service Provider may, after giving another 7 days' advance written notice to CCWA, suspend Services under this AGREEMENT until it is paid in full for any such billing, including interest. In the event of suspension of Services on account of non-payment, Service Provider will have no liability to CCWA for delays or damages caused because of such suspension.

### **ARTICLE 4. OBLIGATIONS OF SERVICE PROVIDER**

#### **4.1 Maintenance Obligations of Service Provider**

**4.1.1** Basic System Support: Service Provider will receive and track problems from CCWA via telephone, email, or onsite visits. Service Provider will use commercially reasonable efforts to provide CCWA with support services related to the Services (or any hardware, software, program, or other product provided to or designed for CCWA by Service Provider as a part of said Services) consisting of telephone assistance, email, remote access (for example VPN or WebEx.), and access twenty-four hours a day, seven days a week, hereinafter referred to as the "Principal Period of Maintenance" (PPM).

**4.1.2** Malfunction Correction: Correction of a malfunction with Services (or any hardware, software, program, or other product provided to or designed for CCWA by Service Provider as a part of said Services) at Service Provider's sole discretion, consists of any of the following: (i) updates to Services that may incorporate corrections of any substantial defects, fixes of any minor bugs, and enhancements to Services, (ii) a modification to the instructions or procedures for using Services, (iii) other remedial action that may be reasonable and equitable to both parties.

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**4.1.3 Telephone Support:** During the PPM, Service Provider shall respond to telephonic questions from CCWA's personnel regarding product operation.

**4.1.4 Remote Support:** Service Provider requires that a remote connection configured in conjunction with a mutually agreed upon remote control software be provided and maintained for remote support of the system.

**4.1.5 On-site Support:** On-site support may be provided as part of the AGREEMENT if, after exhausting all other reasonable methods of diagnostics, Service Provider deems that a site visit is necessary to facilitate a mutual resolution of a documented system malfunction.

**4.1.6 Support not included:** Problems with the Services (or any hardware, software, program, or other product provided to or designed for CCWA by Service Provider as a part of said Services) caused by CCWA's negligence, abuse or misapplication, or by any use other than as is specified in the applicable user documentation, or other causes beyond the control of Service Provider, may not be addressed or corrected by Service Provider.

### **4.2 Service Provider's Insurance**

The insurance coverage and limits identified in this AGREEMENT are minimums. The coverage and limits will be reviewed and confirmed or amended by the insurance requirements specified in each "Statement of Work." Service Provider will maintain throughout this AGREEMENT the following insurance:

**4.2.1 Workers' compensation** as required by the State (Statutory) where the work is performed and Employers Liability in the amount of one million (\$1,000,000) Each Per Accident, Per Disease Each Employee and Per Disease Policy Limit. Service Provider shall also indemnify and hold CCWA harmless for any such liability that may attach to CCWA as a "statutory employer" of any of Service Provider's employees, agents or subcontractors. "An Alternate Employer Endorsement" naming the CCWA as a protected Alternate Employer will be added to the Workers' Compensation policy.

**4.2.2 Automobile Liability** insurance covering claims for injuries to persons and/or property arising from the use of motor vehicles, including onsite and offsite operations, owned, non-owned or hired vehicles, with \$1,000,000.00 Combined Single Limit.

**4.2.3 Commercial General Liability, Occurrence Form**, including Contractual Liability, per Project General Aggregate Limit of Liability, CCWA is added as an Additional

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Insured using ISO Form CG 20-10 extended to include Products/Completed Operations, or an equivalent Blanket Additional Insured endorsement, either form must be acceptable to CCWA. The coverage is primary as to the work of the Service Provider for CCWA and includes separation of insureds (cross liability). Additional Insured status will be certified to CCWA for a period of two (2) years following completion of the Project. The General Liability shall cover claims for or to persons or damage to property arising out of any covered negligent act or omission of Service Provider or of any of its employees, agents, or subcontractors.

The limits of coverage shall be:

\$ 1,000,000	Per Occurrence
\$ 1,000,000	Personal or Advertising Injury
\$ 1,000,000	Fire Damage
\$ 5,000	Medical Payments
\$ 1,000,000	General Aggregate
\$ 1,000,000	Products/Completed Operations Occurrence and Aggregate

In the alternative, the Service Provider may substitute claims made policy in the same amounts and for the same coverages, provided that it has full prior acts coverage and a two (2) year Extended Reporting Period included in the current policy.

**4.2.4** Professional liability insurance to include coverage for CCWA and all Subs, Professional and Design Consultants, with a minimum annual policy limit of \$5,000,000 per claim and in the aggregate. CCWA may increase the limit requirements where in the opinion of CCWA such increase is desired. The policy shall contain a two (2) year Extended Reporting Period or the Service Provider will furnish CCWA evidence of continuing coverage for that same period of time after completion. The Retro-active date under the policy will predate any work for CCWA. Sixty (60) days prior written notice of cancellation or non-renewal shall be given to CCWA in the event of termination or non-renewal. CCWA may elect to obtain a PROJECT or CCWA's policy on a primary or excess basis. The Service Provider will amend their PRACTICE policy to provide primary or excess coverage to increase the combined limits of coverage. Deductibles included in the policies will be the responsibility of the Service Provider.

**4.2.5** Service Provider will furnish a Certificate of Insurance to CCWA for coverages (1) Workers' Compensation/Employers Liability; (2) Automobile Liability; (3) Commercial General liability; and (4) Professional Liability. The certificates will include a copy of the endorsement on each policy, which requires written notice to CCWA in the event of termination or non-renewal of at least sixty (60) days.

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The certificates for the Commercial General Liability will also include a copy of the endorsement naming CCWA as an Additional Insured, providing primary coverage for Operations and Products/Completed Operations.

**4.2.6** Waiver of Subrogation - Service Provider waives subrogation against CCWA as to Workers' Compensation including Employment Practices Liability, Automobile and Commercial General Liability Policies.

**4.2.7** Each and every policy required by this contract shall be with a company that is rated by Best as A- or better. Further, CCWA shall not be responsible for any deductibles established by such policies.

### **4.3 Status Reports; Status Meetings**

**4.3.1** Unless otherwise agreed to by the parties hereto, Service Provider shall submit to CCWA's designee every week, or at such other convenient intervals as Service Provider and CCWA may determine during the term of each Statement of Work, written status reports describing Service Provider's activities and accomplishments during the preceding report period.

The status reports will include the following:

- a. Current status and progress since last report.
- b. Identification of actual and anticipated problem areas.
- c. Planned activities for the succeeding report period.

**4.3.2** If CCWA so requests, Service Provider shall hold status meetings with CCWA's management in order to review the status of Service Provider's activities. Such meetings will be conducted at such locations as are mutually agreed to by CCWA and Service Provider.

## **ARTICLE 5. OBLIGATIONS OF CCWA**

### **5.1 System Matters**

**5.1.1** CCWA understands and agrees that proper operation of systems is dependent on their having a properly configured computer and operating system, a compatible data/image format conforming to commonly accepted industry standards, properly connected and compatible input cables, and adherence to minimum system configurations.



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**5.1.2** CCWA agrees to ensure that they perform regular system backups.

**5.1.3** Subject to CCWA's reasonable security requirements, CCWA agrees to provide Service Provider with access to and use of all information and system facilities, including user IDs and passwords, as reasonably determined necessary by Service Provider to provide timely support pursuant to the terms herein.

**5.1.4** Existing Hardware/Software must be in good working condition on the commencement date of Service Provider and throughout the coverage period.

### **5.2 Working Space**

Unless otherwise agreed in a particular Statement of Work, CCWA is solely responsible for obtaining and maintaining computer equipment and facilities which are adequate for its data processing needs and for the Services and programs to be provided by Service Provider. CCWA will provide Service Provider's personnel with computer system time and facilities including, but not limited to: CCWA or time-shared data processing facilities, service bureau facilities, data preparation services, work space, desks, and incidental supplies on a "no cost to Service Provider" basis. CCWA shall provide heat, light, ventilation, telephone and electric current outlets for use by Service Provider's personnel during maintenance and other activities related. These facilities shall be within a reasonable distance of each product to be serviced. CCWA will also make employees with knowledge relevant to Service Provider's Services available to Service Provider and will cooperate with Service Provider in its rendition of Services hereunder.

### **5.3 Prompt Notice**

CCWA will give prompt written notice to Service Provider whenever CCWA observes or becomes aware of any development that affects the scope or timing of Service Provider's Services, or of any defect in the work of Service Provider or its authorized contractors. CCWA shall have no affirmative duty to examine Service Provider's delivery of services for the purposes of observing or becoming aware of such developments or defects.

### **5.4 CCWA's Insurance**

**5.4.1** CCWA will maintain property insurance on all pre-existing physical facilities associated in any way with the Project.

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**5.4.2** CCWA shall be responsible for purchasing and maintaining CCWA'S usual liability insurance, if any.

### **5.5 Litigation Assistance**

The Scope of Services does not include costs of Service Provider for required or requested assistance to support, prepare, document, bring, defend, or assist in litigation undertaken or defended by CCWA unless any litigation or claim concerns the adequacy or fitness of any work product furnished, or services performed, by Service Provider in which event Service Provider will provide at its own cost and expense such assistance as may be necessary to defend any such litigation or claim. All other such Services required or requested of Service Provider by CCWA, except for suits or claims between the parties to this AGREEMENT and except as provided hereinabove, will be reimbursed as mutually agreed.

### **5.6 Changes**

CCWA may make or approve changes within the general Scope of Services in this AGREEMENT. If such changes affect Service Provider's cost of or time required for performance of the Services, an equitable adjustment will be made through an amendment to this AGREEMENT. If the parties are unable to agree with respect to any compensation due Service Provider for any extra work ordered by CCWA, Service Provider shall be paid in accordance with the COST REIMBURSABLE-PER DIEM (TIME AND EXPENSE) as set forth in Attachment "B."

## **ARTICLE 6. PERSONNEL**

**6.1** CCWA and Service Provider will designate for each Statement of Work one qualified member of its staff who will operate as the main interface between CCWA and Service Provider for that Statement of Work. CCWA's designee shall have authority to act on CCWA's behalf in respect of such Statement of Work and will provide information and answer any questions concerning the Services to be performed by Service Provider personnel as contemplated by such Statement of Work.

**6.2** CCWA shall have the right to interview and otherwise evaluate all Service Provider personnel assigned to perform Services under any Statement of Work and to accept or reject any individual(s) based upon the experience of the individual(s). CCWA shall have the right to require Service Provider to submit to CCWA's standard drug testing at CCWA's expense prior to employment if the term of the Statement of Work

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exceeds thirty (30) days. In the event that any of the Service Provider's personnel performing Services under any Statement of Work are found to be unacceptable to CCWA for cause, including, but not limited to, a reasonable belief that he or she is not qualified to perform or is not performing the Services as required in the Statement of Work, CCWA shall notify Service Provider of such fact in writing, setting forth such cause. Service Provider shall immediately remove said employee from performing Services under the Statement of Work and, if requested by CCWA, shall immediately provide a qualified replacement. CCWA is the sole judge as to performance capability but shall exercise its discretion reasonably.

**6.3** Service Provider agrees to use its best efforts to insure the continuity of Service Provider personnel assigned to perform Services under any Statement of Work. Service Provider will not remove any of its personnel from work under a particular Statement of Work without CCWA's consent. In the event that any of Service Provider's personnel are removed before completion of Services under a Statement of Work, Service Provider shall immediately supply a replacement acceptable to CCWA. The fees to be paid by CCWA under this AGREEMENT shall be adjusted so that CCWA is not charged for any duplicative Services incurred because of the change.

**6.4** The assignment of additional personnel to work pursuant to a Statement of Work hereunder shall be made by mutual written agreement between the Parties and shall in no way alter or cancel any other applicable terms and conditions of this AGREEMENT.

**6.5** Service Provider, in performance of this AGREEMENT and the Statements of Work contemplated hereby, is acting as an independent contractor. Any personnel to be supplied by Service Provider hereunder are not CCWA employees or agents. Service Provider shall be solely responsible for the payment of compensation of Service Provider personnel assigned to perform Services hereunder, and such personnel shall be informed that they are not entitled to the provisions of any CCWA employee benefits. CCWA shall not be responsible for payment of workmen's compensation, disability or other similar benefits, unemployment or other similar insurance or for withholding, income, or other similar taxes or social security for Service Provider personnel, but such responsibility shall be solely that of Service Provider. Service Provider shall indemnify and defend CCWA from any and all claims made and costs and expenses incurred (including reasonable attorneys' fees) on account of or otherwise related to any of Service Provider's obligations under this Section.

**6.6** Service Provider's personnel will be instructed in and shall comply with CCWA's security regulations applicable to each location. Service Provider's personnel, when

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deemed appropriate by CCWA, will be issued visitor identification cards and each such card will be surrendered by Service Provider's personnel upon demand by CCWA or upon termination of this AGREEMENT and/or the applicable Statement of Work pursuant to which Services are being performed.

## **ARTICLE 7. ACCEPTANCE OF SERVICES AND WARRANTY**

### **7.1 Acceptance of Services**

All Services and Work Product (as defined in Section 7.2 below) completed by Service Provider shall be delivered to CCWA and subject to CCWA's review and approval. CCWA must review and accept or reject Services and Work Product within 90 days of the date on which said Services or Work Product are delivered to CCWA. If such Services or Work Product do not comply with the requirements of the AGREEMENT and are rejected by CCWA, CCWA must notify Service Provider in writing of its rejection within this 90 day period. Upon receiving notification of the rejection of its Services or Work Product, Service Provider must correct the deficiencies in its Services or Work Product within 30 days (or such other reasonable timeframe as is agreed upon in writing by both parties) of receiving notice of the rejection from CCWA at no additional cost to CCWA. Unless otherwise agreed to by express written statement in agreement, CCWA's review and approval of Services and Work Product provided by Service Provider shall in no way or manner be deemed to relieve or lessen Service Provider's responsibility under the AGREEMENT for the professional quality, technical accuracy, and completeness of such Services or Work Product, nor shall CCWA's failure to so review the Services or Work Product impair CCWA's right to reject or revoke its acceptance of nonconforming Services or Work Product, or to avail itself of any other remedies to which CCWA may be entitled.

### **7.2 Intellectual Property Rights**

Under the AGREEMENT, title to and ownership of all computer software, programming code and associated documentation prepared or created by Service Provider pursuant to any Statement of Work ("Work Product"), including without limitation all copyrights or patent rights, licenses or other intellectual property rights therein (including derivative works), shall unless specifically agreed otherwise, be considered a work for hire and ownership shall be vested in CCWA. Service Provider shall assign right, title, and interest in the foregoing to CCWA, and further agrees to execute, at CCWA's request and expense, all documentation necessary to perfect title therein in CCWA. Service Provider agrees to assist CCWA, at CCWA's request and expense, in every reasonable

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way, in obtaining, maintaining, and enforcing patent and other intellectual property protection on the subject matter covered by this clause. If the AGREEMENT provides CCWA the right to terminate for Service Provider's default or otherwise, CCWA shall be entitled to the ownership of all Work Product even if not fully completed at the time of termination. Upon any such termination, Service Provider shall be required to transfer all right, title and interest in all such work-in-progress to CCWA. If CCWA enters into an agreement in which the parties hereto agree that the Work Product is not work for hire and Service Provider is to retain all ownership interest therein, then Service Provider shall grant to CCWA and its affiliates at a minimum and as part of Service Provider's compensation pursuant to Article 2 above, a fully paid-up, transferable, nonexclusive license to use (and copy for archival purposes) all Work Product. In the event that the source code for any computer program is not provided as part of the Work Product, then at CCWA's request the Service Provider shall commit to escrow the source code for CCWA's use in the event Service Provider ceases to support and maintain the software.

#### **7.3 Final Acceptance**

Final acceptance of the Services and Work Product for purposes of the AGREEMENT shall be the date upon which CCWA confirms that all Services and Work Product have been completed and tested and function in accordance with the terms of the AGREEMENT ("Final Acceptance").

#### **7.4 Standard of Care and Warranty**

Service Provider warrants for the period of time set forth in the Statement of Work from the date of Final Acceptance that Services will conform substantially to the professional and technical standards of the industry of which Service Provider is a part. If Services do not substantially conform to these standards, CCWA may require Service Provider to re-perform Services. Service Provider shall be required to remedy any defects in the warranties provided without additional compensation. Service Provider shall correct defects, errors or other nonconformities by, among other things, making additions, modifications or adjustments to the software as may be necessary to keep the software in operating order in conformity with the warranties provided.

### **ARTICLE 8. DISPUTE PROCESS**

The procedures specified herein shall be the sole and exclusive procedures for the resolution of general and billing disputes between the Parties arising out of or relating to this AGREEMENT. The Parties will participate in good faith in the procedures specified herein.

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#### **8.1 General**

**8.1.1** The procedures specified herein shall be the sole and exclusive procedures for the resolution of disputes between the Parties arising out of or relating to this AGREEMENT. The Parties will participate in good faith in the procedures specified in this Section.

**8.1.2** All applicable statutes of limitation and defenses based upon the passage of time shall be tolled while the procedures specified in this Section are pending. The Parties will take such action, if any, required to effectuate such tolling.

**8.1.3** In the event of any dispute under this AGREEMENT which cannot be readily resolved, it shall be referred to the appropriate executives of the Parties for negotiation and resolution as described below.

**8.1.4** If the dispute has not been resolved by negotiation or mediation as provided herein within sixty (60) days of the initiation of such mediation procedure, either party may initiate litigation upon ten (10) days' written notice to the other party; provided, however, that if CCWA or Service Provider has requested the other to participate in a nonbinding procedure, as provided for under this Section, and the other has failed to participate, the requesting party may initiate litigation before expiration of the above period.

#### **8.2 Disputes**

**8.2.1** Disputes, as defined herein and under the AGREEMENT, include disagreements, claims, counterclaims, matters in question, and differences of opinion between the Parties, regarding the Services and/or Work Product and modifications or changes to the Services and/or Work Product. Disputes may involve interpretation of the AGREEMENT, acceptability of the Services and/or Work Product, costs and/or time for performance.

**8.2.2** Disputes may also involve other subjects as mutually agreed by the Parties.

#### **8.3 Payment Disputes**

**8.3.1** If a dispute arises between the Parties, the dispute shall be submitted to an appropriate panel assembled by the General Manager of the CCWA no later than forty-five (45) days after receipt of the disputed payment. CCWA shall render a final decision on the disputed payment within sixty (60) days after receipt of the invoice.

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- 8.3.2** If the dispute is decided in favor of CCWA, interest shall begin to accrue fifteen (15) days after the decision is announced.
- 8.3.3** If the dispute is decided in favor of Service Provider, interest shall accrue as of the original date the payment became due.
- 8.3.4** The panel's final decision can be taken as a contract dispute through the process outlined below.

### **8.4 Step Negotiations**

Either CCWA or Service Provider may give the other party written notice of any dispute not resolved in the normal course of business. Executives, Directors, or Managers of both Parties at levels one step above the project personnel who have not previously been involved in the dispute shall meet at a mutually acceptable time and place within ten (10) days after delivery of such notice and thereafter as often as they reasonably deem necessary, to exchange relevant information and to attempt to resolve the dispute. If the matter has not been resolved by these persons within thirty (30) days of the disputing party's notice, or if the Parties fail to meet within ten (10) days, the dispute shall be referred to senior executives of both Parties who have authority to settle the dispute and who shall likewise meet to attempt to resolve the dispute. If the matter has not been resolved within thirty (30) days from the referral of the dispute to senior executives, or if no meeting of senior executives has taken place within fifteen (15) days after such referral, either CCWA or Service Provider may initiate mediation as provided hereinafter. All negotiations pursuant to this Section shall be confidential and shall be treated as compromise and settlement negotiations for purposes of the Federal Rules of Evidence and state rules of evidence.

### **8.5 Mediation**

**8.5.1** If the dispute has not been resolved by negotiation as provided herein, the Parties shall endeavor to settle the dispute by mediation. CCWA or Service Provider may initiate a mediation proceeding by a request in writing to the other party. Thereupon, both Parties will be obligated to engage in mediation. The proceeding will be conducted in accordance with the then current Center for Public Resources ("CPR") Model Procedure for Mediation of Business Dispute or other mutually agreed upon procedures, with the following exceptions:

- a. If the Parties have not agreed within thirty (30) days of the request for mediation on the selection of a mediator willing to serve, the CPR, upon the request of either CCWA or Service Provider, shall appoint a member of the CPR Panel of Neutrals as the mediator; and

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- b. Efforts to reach a settlement will continue until the conclusion of the proceeding, which is deemed to occur when: a) a written settlement is reached, or b) the mediator concludes and informs the Parties in writing that further efforts would not be useful, or c) the Parties agree in writing that an impasse has been reached. Neither CCWA nor Service Provider may withdraw before the conclusion of the proceeding.

**8.5.2** The Parties regard the aforesaid obligation to mediate as an essential provision of this AGREEMENT and one that is legally binding on them. In case of a violation of such obligation by either party, the other may bring an action to seek enforcement of such obligation in the Superior Court of Clayton County, Georgia.

### **8.6 Litigation**

**8.6.1** If the dispute has not been resolved by negotiation or mediation as provided herein within sixty (60) days of the initiation of such mediation procedure, either CCWA or Service Provider may initiate litigation upon ten (10) days written notice to the other party; provided, however, that if CCWA or Service Provider has requested the other party to participate in a nonbinding procedure, as provided for under this Section, and the other has failed to participate, the requesting party may initiate litigation before expiration of the above period.

**8.6.2** All applicable statutes of limitation and defenses based upon the passage of time shall be tolled while the procedures specified in this Section are pending. The Parties will take such action, if any, required to effectuate such tolling.

**8.6.3** Claims, counterclaim, disputes, and other matters in question between CCWA and Service Provider that are not resolved will be decided in the Superior Court of Clayton County, Georgia, which shall have exclusive jurisdiction and venue over all matters in question between CCWA and Service Provider.

## **ARTICLE 9. GENERAL LEGAL PROVISIONS**

### **9.1 Authorization to Proceed**

Execution of this AGREEMENT by CCWA, and execution by CCWA of each applicable Statement of Work, will be authorization for Service Provider to proceed with the work, unless otherwise provided for in writing.



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#### **9.2 Force Majeure**

Service Provider is not responsible for damages or delay in performance caused by Acts of God, strikes, lockouts, accidents, or other events beyond the control of Service Provider. In any such event, Service Provider's contract price and schedule shall be equitably adjusted if applicable.

#### **9.3 Termination**

**9.3.1** This AGREEMENT, or any discrete Statement of Work arising here from, may be terminated without cause for convenience on 30 calendar days' written notice from either party. This AGREEMENT, or any discrete Statement of Work arising here from, may be terminated for cause if either party fails substantially to perform through no fault of the other and does not commence correction of such nonperformance within 5 calendar days of written notice and diligently complete the correction thereafter (except as modified by the provisions of Section 3.2).

**9.3.2** Upon termination for convenience, Service Provider will be paid for all authorized services performed up to the termination date.

#### **9.4 Suspension, Delay, or Interruption of Work**

CCWA may suspend, delay, or interrupt the Services of Service Provider for the convenience of CCWA. In such event, Service Provider's contract price and schedule shall be equitably adjusted if appropriate.

#### **9.5 No Third-Party Beneficiaries**

This AGREEMENT gives no rights or benefits to anyone other than CCWA and Service Provider and has no third party beneficiaries.

#### **9.6 Indemnification**

**9.6.1** Service Provider agrees to indemnify CCWA for any claims, damages, losses, and costs, including, but not limited to, attorney's fees and litigation costs, arising out of claims by third parties for delay, property damage or bodily injury, including death, or other losses, to the extent caused by the breach of the Service Provider's duties hereunder or by the negligence or willful misconduct of Service Provider, Service Provider's employees, affiliated corporations, and subcontractors in connection with the Services performed under Statements of Work issued hereunder.

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**9.6.2** CCWA agrees to indemnify Service Provider from any claims, damages, losses, and costs, including, but not limited to, attorney's fees and litigation costs, arising out of claims by third parties for property damage or bodily injury, including death, to the proportionate extent caused by the negligence or willful misconduct of CCWA, or its employees or contractors in connection with the Services performed under Statements of Work issued hereunder.

**9.6.3** Service Provider agrees and acknowledges that it is fully and completely liable and responsible to CCWA for the performance of its consultants, subcontractors, employees, agents, representatives, and others under contract with Service Provider, or hired by Service Provider, in connection with any services performed for CCWA.

### **9.7 Assignment**

This is a personal services agreement. Service Provider shall not have the power to nor will it assign any of the duties or rights or any claim arising out of or related to this AGREEMENT, whether arising in tort, contract or otherwise, without the written consent of CCWA. Any unauthorized assignment is void and unenforceable. These conditions and the entire AGREEMENT are binding on the heirs, successors, and assigns of the parties hereto.

### **9.8 Jurisdiction**

The substantive law of the State of Georgia shall govern the validity of this AGREEMENT, its interpretation and performance, and any other claims related to it.

### **9.9 Severability and Survival**

**9.9.1** If any of the provisions contained in this AGREEMENT are held for any reason to be invalid, illegal, or unenforceable, the enforceability of the remaining provisions shall not be impaired thereby.

**9.9.2** The indemnities and other express representations shall survive termination of this AGREEMENT for any cause.

### **9.10 Development and Confidentiality**

**9.10.1** Under this AGREEMENT, Service Provider may develop programs, hardware, and/or software that are of a confidential nature in performing the work authorized by Statements of Work. CCWA may use products developed pursuant to the work authorized by the Statements of Work for its internal business use. CCWA may also

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make copies and integrate these products into other programs for its internal business use. CCWA's alteration and use of any products shall be at CCWA's sole risk.

**9.10.2** Confidential information under this provision shall mean all information disclosed by either party assigned hereunder, which relates to past, present and future research, development and business activities except such information as is previously known to or is publicly disclosed to either prior to or subsequent to this AGREEMENT. The Parties shall hold all such information in trust and confidence, except as may be authorized by either party in writing to support this obligation of confidence. Service Provider entrusts the confidentiality in the interest of the CCWA.

**9.10.3** Notwithstanding any other provision set forth herein, information subject to disclosure under the Georgia Open Records Act, O.C.G.A. § 50-18-70, et seq., or subject to disclosure under any other law or order of court, shall not be deemed confidential for purposes of this AGREEMENT.

### **9.11 Duration of Contract**

**9.11.1** The AGREEMENT shall terminate absolutely and without further obligation on the part of the CCWA on \_\_\_\_\_, \_\_\_\_\_.

**9.11.2** The AGREEMENT may be renewed by mutual agreement of CCWA and Service Provider upon the execution of a written amendment hereto. Said amendment shall establish a new date for termination.

**9.11.3** Notwithstanding Sections 9.11.1 and 9.11.2, the AGREEMENT shall terminate immediately and absolutely at such time as appropriated and otherwise unobligated funds are no longer available to satisfy the obligations of the CCWA under the AGREEMENT.

### **9.12 Title to Supplies**

If applicable, title to any supplies, materials, equipment, or other personal property acquired by Service Provider in order to carry out the Services shall remain with the Service Provider until fully paid for by the CCWA.

## **ARTICLE 10. ATTACHMENTS, SCHEDULES AND SIGNATURES**

This AGREEMENT, including its attachments and schedules, constitutes the entire AGREEMENT between the Parties, and supersedes all prior written or oral understandings

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between the Parties, and may only be changed by a written amendment executed by both Parties. The following attachments and schedules are hereby made a part of this AGREEMENT:

- Attachment A - Scope of Services form.
- Attachment B - COST REIMBURSABLE-TIME or LUMP SUM (FIXED PRICE) Compensation provisions.

IN WITNESS WHEREOF, the parties execute below:

For CLAYTON COUNTY WATER AUTHORITY

Signature \_\_\_\_\_

Name (printed) \_\_\_\_\_

Title \_\_\_\_\_

Dated this \_\_\_\_\_ day of \_\_\_\_\_, 2016

Attest: \_\_\_\_\_

Affix Seal

For [insert Service Provider's name] \_\_\_\_\_

Signature \_\_\_\_\_

Name (printed) \_\_\_\_\_

Title \_\_\_\_\_

Dated this \_\_\_\_\_ day of \_\_\_\_\_, 2016

Attest: \_\_\_\_\_

Affix Seal

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**ATTACHMENT A**

**Statement of Work No. \_\_\_\_\_**

This attachment is to the AGREEMENT between \_\_\_\_\_, ("Service Provider"), and CLAYTON COUNTY WATER AUTHORITY ("CCWA"), for a PROJECT generally described as: (insert SOW title here) s executed on the \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_. All terms and conditions of said AGREEMENT are incorporated herein by reference.

The purpose of this Statement of Work is as follows:

**ARTICLE 1. SCOPE OF SERVICES**

Service Provider agrees to furnish CCWA the following specific services:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**ARTICLE 2. COMPENSATION**

Compensation by CCWA to Service Provider will be as follows:

Compensation for the Scope of Services outlined in Article 1 shall be in accordance with the terms specified in this Attachment; or Compensation provisions shall be in accordance with the Cost Reimbursable - Time method or Lump Sum (Fixed Price) method described in Attachment B to the AGREEMENT.

\_\_\_\_\_  
\_\_\_\_\_

Pursuant to the Budget Provisions of Attachment B to the AGREEMENT, Service Provider estimates the total budget for completion of the Services described in this Statement of Work to be: \_\_\_\_\_

\_\_\_\_\_

**ARTICLE 3. INSURANCE**

The insurance coverages required for this "Statement of Work" are shown on the attached insurance exhibit.

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**ARTICLE 4. WARRANTIES**

Expect as provided in this Article, there are no express or implied warranties, including implied warranties of merchantability and fitness for a particular purpose respecting this AGREEMENT, Service Provider's Services or any software developed by Service Provider during the course of its performance under this AGREEMENT or any Statement of Work except for the following:

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Service Provider warrants that it is in compliance with applicable federal and state statutes, regulations and executive orders relating to Equal Employment Opportunity and Affirmative Action, and that the Services and Work Product to be provided hereunder will be performed in a professional manner according to generally accepted standards and practices.

Service Provider shall be required to warrant that the Services and Work Product, on the date of Final Acceptance and for a period of a minimum of ninety (90) days thereafter, shall be:

- free from programming errors and shall conform to the requirements set forth in this Statement of Work by CCWA; and
- free from intentional viruses or other intentional programming defects.

Prohibited "intentional programming defects" shall be deemed to include, but are not limited to, features such as "backdoor shutdown mechanisms," "time bombs," "automatic unauthorized connection to outside systems" programming that responds to or provides information to outside systems, "pinging" and features that can "retire," "shut down," "cripple" or "stop" the software.

Service Provider shall be required to remedy any defects in the warranties provided without additional compensation. Service Provider shall correct defects, errors or other nonconformities by, among other things, making additions, modifications or adjustments to the software as may be necessary to keep the software in operating order in conformity with the warranties provided.

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**PROJECT MANAGERS**

CCWA: \_\_\_\_\_

Service Provider: \_\_\_\_\_

**SERVICE PROVIDER PERSONNEL**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**OTHER PROVISIONS**

The following provisions shall apply to this Statement of Work:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

This Statement of Work will become a part of the referenced AGREEMENT when executed by CCWA and Service Provider.

**SIGNATURES ON NEXT PAGE**

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**Section 1: Agreement Forms**

IN WITNESS WHEREOF, the parties execute below:

For CLAYTON COUNTY WATER AUTHORITY

Signature \_\_\_\_\_

Name (printed) \_\_\_\_\_

Title \_\_\_\_\_

Dated this \_\_\_\_\_ day of \_\_\_\_\_, 2016

Attest: \_\_\_\_\_

For [insert Service Provider's name] \_\_\_\_\_

Signature \_\_\_\_\_

Name (printed) \_\_\_\_\_

Title \_\_\_\_\_

Dated this \_\_\_\_\_ day of \_\_\_\_\_, 2016

Attest: \_\_\_\_\_

Secretary for \_\_\_\_\_

Seal: \_\_\_\_\_



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**ATTACHMENT B — COMPENSATION**

This attachment is to the AGREEMENT between \_\_\_\_\_, ("Service Provider"), and CLAYTON COUNTY WATER AUTHORITY ("CCWA"), for a PROJECT generally described as: **Enterprise Platform Software – Customer Information System (CIS), Mobile Workforce Management (MWM), and Customer Self Service (CSS)** as executed on the \_\_\_ day of \_\_\_\_\_, 20\_\_\_. All terms and conditions of said AGREEMENT and STATEMENT OF WORK are incorporated herein by reference.

The purpose of this Attachment is to define the manner of compensation of Service Provider by CCWA regarding the above-mentioned Project.

**ARTICLE I. COST REIMBURSABLE - TIME COMPENSATION**

Under the Cost Reimbursable-Time Compensation method, payment by CCWA to Service Provider will be as follows:

**A. COST REIMBURSABLE-TIME**

For Services enumerated in ARTICLE 1, Service Provider shall be paid Service Provider's Hourly Rates as listed below include Direct Expenses if Service Provider is not paid a Fixed Price (see Section B below). There shall be no service charge due on sales and use taxes.

Service Provider's Hourly Rates, for each employee category, will be the rates in effect as the time that each Statement of Work was executed and dated as shown on Attachment A to the AGREEMENT. Generally speaking, compensation schedules will have the following format:

<b>Position Title</b>	<b>Hourly Rate</b>

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#### **B. LUMP SUM (FIXED PRICE) PAYMENT**

In the event CCWA and Service Provider determine not to compensate Service Provider pursuant to the Cost Reimbursable-Time structure described in Section A above, Service Provider shall be paid a Lump Sum Fixed Price by CCWA. The Fixed Price sum shall be considered the total and complete payment for all Services and Work Product rendered by Service Provider pursuant to the Statement of Work from the date said Statement of Work was executed and dated, as shown on Attachment A to the AGREEMENT, through the date of Final Acceptance. There shall be no service charge due on sales and use taxes.

Service Providers' Lump Sum Fixed Price sum shall be as follows:

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#### **C. BUDGET**

A budgetary amount, excluding taxes, will be established in the Statement of Work for Services in ARTICLE 1. Service Provider will make reasonable efforts to complete the work within the budget and will keep CCWA informed of progress toward that end so that the budget or work effort can be adjusted if found necessary.

Service Provider is not obligated to incur costs beyond the indicated budgets, as may be adjusted, nor is CCWA obligated to pay Service Provider beyond these limits.

When any budget has been increased, Service Provider's excess costs expended prior to such increase will be allowable to the same extent as if such costs had been incurred after the approved increase provided Service Provider provides written notice to CCWA of such excess costs prior to any approved increase.

#### **D. HOURLY RATES**

Hourly rates will be the rate(s) charged for work performed on the project by Service Provider's employees of the indicated classifications. These rates are subject to annual calendar year adjustments by agreement of CCWA and Service Provider, including but not limited to all allowances for salary, travel, overheads and fee.

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**Section 1: Agreement Forms**

IN WITNESS WHEREOF, the parties execute below:

For CLAYTON COUNTY WATER AUTHORITY

Signature \_\_\_\_\_

Name (printed) \_\_\_\_\_

Title \_\_\_\_\_

Dated this \_\_\_\_\_ day of \_\_\_\_\_, 2016

Attest: \_\_\_\_\_

Affix Seal

For [insert Service Provider's name] \_\_\_\_\_

Signature \_\_\_\_\_

Name (printed) \_\_\_\_\_

Title \_\_\_\_\_

Dated this \_\_\_\_\_ day of \_\_\_\_\_, 2016

Attest: \_\_\_\_\_

Affix Seal

**END OF SECTION**

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**Section 4: Non-Collusion Certificate**

STATE OF \_\_\_\_\_, COUNTY OF \_\_\_\_\_

Personally appeared before the undersigned officer duly authorized by law to administer

Oaths \_\_\_\_\_  
who, after being first duly sworn, depose and say that they are all the officers, agents,  
persons or employees who have acted for or represented \_\_\_\_\_

\_\_\_\_\_ in proposing or procuring the Contract with the Clayton County Water Authority on the following Project: **Enterprise Platform Software – Customer Information System (CIS), Mobile Workforce Management (MWM), and Customer Self Service (CSS)**, and that said \_\_\_\_\_

\_\_\_\_\_ has not by (himself, themselves) or through any persons, officers, agents or employees prevented or attempted to prevent by any means whatsoever competition in such proposing; or by any means whatsoever prevented or endeavored to prevent anyone from making a proposal therefore, or induced or attempted to induce another to withdraw a proposal for said work.

ATTEST: \_\_\_\_\_ By: \_\_\_\_\_  
Company Name of Proposer

By: \_\_\_\_\_ By: \_\_\_\_\_  
Name Name

Title: \_\_\_\_\_ Title: \_\_\_\_\_

Sworn to and subscribed before me this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_\_.

Notary Public: \_\_\_\_\_

My Commission expires: \_\_\_\_\_

**END OF SECTION**

## **Division 4**

## **Project Scope**

### **Section 1: System and Project Objectives**

This section contains information about CCWA's current state and purchased applications for which we are seeking implementation services.

#### **1.1 Current Technology Landscape**

##### **A. NorthStar**

1. Purpose – NorthStar is our CIS (Customer Information System) software. We use it to manage our Accounts Receivable and Customer Information. Processes included but are not limited to customer payments, water/sewer/stormwater billing and meter services work orders, eCare, mCare, eDocs and EIS.
2. Departmental Users – Customer Accounts, General Services, Distribution and Conveyance, Stormwater, Finance, Management, Program Management and Engineering
3. System Owner – Customer Accounts
4. Offeror – Harris
5. Database – SQL
6. Integrations
  - a) Cityworks – Customer Information is exported from NorthStar and imported into Cityworks on a daily schedule. A DTS package drops and recreates tables CustomerAccountData and CustomerAccount in the Cityworks database.
  - b) GIS -  
GIS uses a view called V\_GIS\_MeterAddressingAndStormwaterBillings that looks at the NorthStar Database. It is used for Stormwater Billings.
  - c) JDE
    - NorthStar to JDE
      - Applied/Credit Refunds - Two files are created weekly from the NorthStar Refund journals for Applied/Credit Refunds and Deposit Refunds. These files are created via a DTS package and placed in the Import folder under Finance. These files are named Deposit Refunds.csv and Credit Refunds.csv. These files are imported into JDE and processed through JDE.
      - GL Interface – A file is created nightly from entries from that day's Billing, Penalties, Cash Receipts and Adjustments journals. This file is created via a DTS package and placed in the Import Folder to be processed by JDE.

## **Division 4**

## **Project Scope**

### **Section 1: System and Project Objectives**

- JDE to NorthStar
    - Refund Check information - A DTS runs and creates a CSV file called AP\_Refund\_Check\_Info. This file is created from information in the File WBLCHK2 in JDE. This file is imported into NS and accounts and deposit records are updated with the refund information.
  - d) Badger Meters - Provides purchased meters and CD file to load to NorthStar meter inventory.
  - e) Beacon - Requires two different files that will be imported into Beacon from NS database along with a separate export file (reading file) that will be imported into NS. This interface is currently being developed by Harris developers but should be live within the next 6 months.
- B. CityWorks
1. Purpose – CityWorks is our CMMS (Computerized Maintenance Management System) software. We use it to manage our distribution and conveyance system. Processes include service requests, work orders, inspections.
  2. Departmental Users – Distribution and Conveyance , Stormwater, Water Reclamation, PM&E, Customer Accounts
  3. System Owner – Program Management and Engineering(GIS)
  4. Offeror – Azteca
  5. Database – SQL
  6. Integrations
    - a) GIS – Cityworks application is closely integrated with ESRI GIS. The application runs on the same server as GIS and has real time connections to the GIS database.
    - b) CityWorks – Customer Information is exported from NorthStar and imported into CityWorks on a daily schedule. A DTS package drops and recreates tables CustomerAccountData and CustomerAccount in the CityWorks database.
- C. GIS
1. Purpose – GIS (Geographical Information System) is our spatial infrastructure software. We use it for mapping our horizontal assets digitally. Assets include but not limited to water pipes, sewer pipes, stormwater pipes, valves, lift stations, pump stations, tax parcels, streets

## **Division 4**

## **Project Scope**

### **Section 1: System and Project Objectives**

and manholes. The Cityworks system is very closely integrated with our GIS as it does not function without it.

2. Departmental Users – Distribution & Conveyance, Program Management & Engineering, Water Reclamation, Water Production, Management, Customer Accounts.
  3. Offeror – ESRI
  4. Database – SQL
  5. Integrations
    - a) CityWorks – CityWorks application is closely integrated with ESRI GIS. The application runs on the same server as GIS.
    - b) Info Master – Info Master utilizes a real time connection to the GIS database for pipeline information.
    - c) NorthStar– GIS uses a view called V\_GIS\_MeterAddressing And StormwaterBillings that looks at the NorthStar Database. It is used for storm water billing.
- D. JD Edwards
1. Purpose - JD Edwards is our ERP (Enterprise Resource Planning) software. We use it for reporting our financials, inventory management, asset tracking, time entry, and work order management.
  2. Departmental Users – All departments
  3. System Owner – Finance
  4. Offeror – Oracle
  5. Database – IBM DB2
  6. Integrations
    - a) DCLink – DCLink software is an add-on to JD Edwards primarily used for bar coding.
    - b) Insight – Insight software is a reporting tool specific to JD Edwards.
    - c) NorthStar
      - NorthStar to JDE
        - Applied/Credit Refunds - Two files are created weekly from the NS Refund journals for Applied/Credit Refunds and Deposit Refunds. These files are created via a DTS package and placed in the Import folder under Finance.

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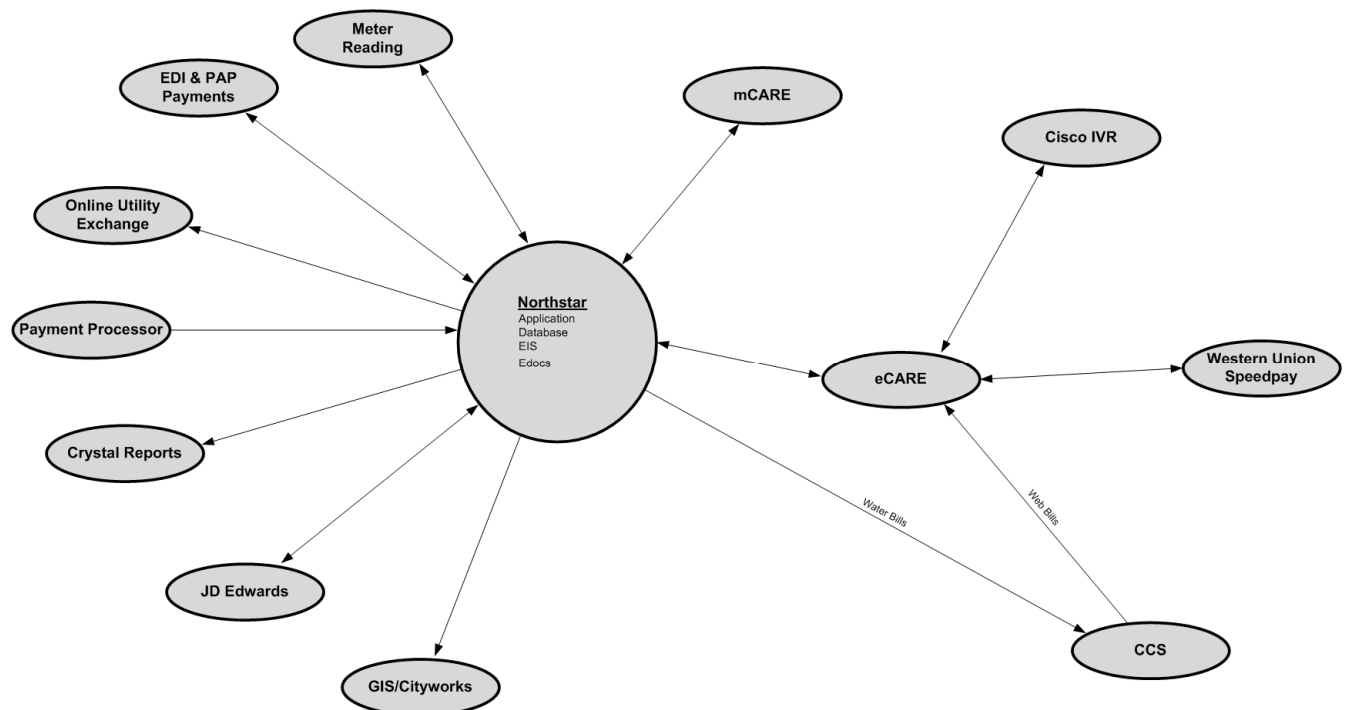
## Project Scope

### Section 1: System and Project Objectives

These files are named Deposit Refunds.csv and Credit Refunds.csv. These files are imported into JDE and processed through JDE.

- GL Interface – A file is created nightly from entries from that days Billing, Penalties, Cash Receipts and Adjustments journals. This file is created via a DTS package and placed in the Import Folder to be processed by JDE.
- JDE to NorthStar
  - Refund Check information - A DTS runs and creates a CSV file called AP\_Refund\_check\_Info. This file is created from information in the File WBLCHK2 in JDE. This file is imported into NS and accounts and deposit records are updated with the refund information.

### 1.2 Current State System Map



### 1.3 System Objectives

The Proposer must take advantage of the characteristics and features within the application framework to retain:



## **Division 4**

## **Project Scope**

### **Section 1: System and Project Objectives**

- A. Modular design.
- B. Standard interfaces.
- C. Pre-built common components and services.
- D. Component reusability.
- E. Reliability of components and operations for High Availability daily operations as well as Disaster Recovery planning.
- F. Interoperable and standard components.
- G. Adherence to agreed upon standards.
- H. Secured sharing of information.
- I. Browser based common presentations.
- J. Common look and feel across multiple applications.
- K. Maximized use of existing resources while transitioning.
- L. One user – one main application to access. Avoid users having to log into multiple systems to complete their basic job functions.
- M. Data visibility to “Single Source of Truth” repository for Business Intelligence Reporting.
- N. Leverage single enterprise toolset across applications for Business Intelligence, workflow and content management.

#### **1.4 Project Objectives**

- A. Support the stated goal of CCWA to improve and automate business processes adopting standard industry/application practices wherever possible.
- B. Minimize customizations, maintain maximum software Proposer maintenance coverage over deployed software.
- C. Provide for a tight integration of the software footprint at CCWA.
- D. Gain new advantages that increase or improve end user satisfaction.
- E. Plan for and support Business Transformation Management through needs assessment, communication campaigns, training and focus groups.
- F. Documented processes including process maps.
- G. Identify those business processes that need to be analyzed to reduce cost.
- H. Use information technology systems to build institutional knowledge and automation of workflow processes.
- I. Support the strategic vision, mission, and business objectives.
- J. Solution addresses and supports all regulatory compliance.

## **Division 4**

## **Project Scope**

### **Section 1: System and Project Objectives**

- K. Establish adequate application design controls and ensure business rules are documented as living requirements.
- L. Provide for knowledge transfer to CCWA technical employees so that CCWA can leverage the capabilities of the installed solution and provide for the long term technical support of the system.
- M. Addition of new features to support 1st call resolution.
- N. Efficient user interface.
  - Fewer “clicks”.
  - Reduction in need to go to multiple systems.
- O. Increased customer communications options.
  - Text, Web-Chat, Email.
- P. Easy to interface with other systems.
  - Cityworks.
  - GIS.
- Q. Sets up CCWA for AMI in the future.

### **1.5 Integration**

In concert with the above requirements the framework must integrate with a number of different current applications. The issue of Enterprise Application Integration (EAI) across the enterprise is a core requirement at this time. The SI should propose an EAI approach to system integration that complements the framework technical architecture to ensure that a consistent approach is maintained for all of the integrated systems.

When describing the EAI approach it is important for the Proposer to distinguish the difference between ‘Integration’ and ‘Interfacing’. CCWA defines an *interface* to exist between two systems when data is typically extracted from the one system and loaded into the other, sometimes done in batch off-line. When two systems are *integrated* they share information with each other on-line and in real time; thus when data changes in one system, the change to that data is made known immediately to other integrated systems.

Interfaces currently in place or needed for CCWA 3rd party applications are provided in the accompanying document [APP-C CCWA Interfaces](#).

## Division 4

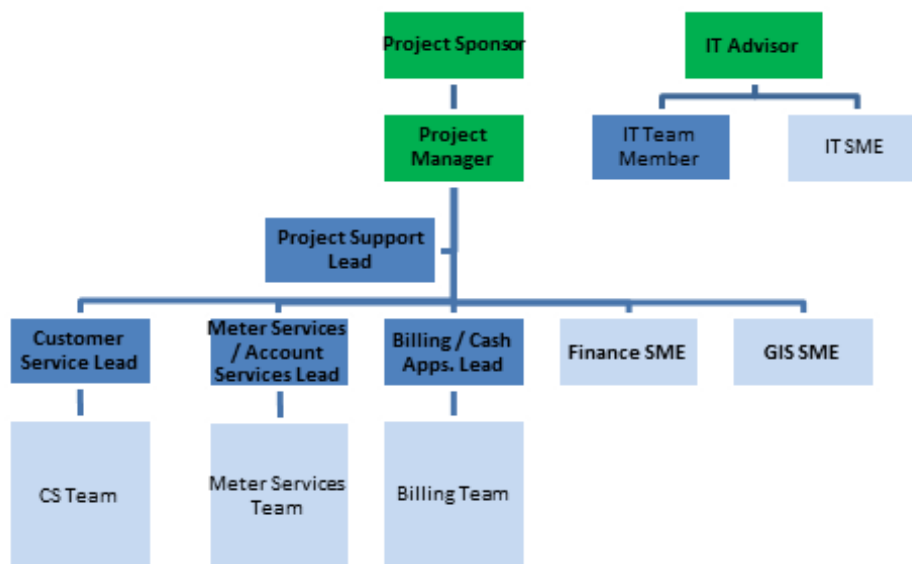
## Project Scope

### Section 1: System and Project Objectives

#### 1.6 Project Management and Resources

CCWA recognizes the important partnership we are embarking on with the chosen Proposer. CCWA is dedicated to providing our most experienced resources throughout this implementation effort. CCWA wishes to be thoroughly involved throughout the process in order to foster internal change advocates, knowledge transfer, and user buy-in.

The governance of this multi-year phased implementation project is recognized as paramount to the successful go-live within time, budget and quality constraints. To that end, CCWA will provide internal project management leadership to mirror the SI project leadership. CCWA expects to use an overall Project Steering Committee group as oversight and coordination across multiple functional area teams. Each of these functional areas have a “Process Owner” as the project lead over a team of Subject Matter Experts (SMEs) covering a breadth of experience across that operational area. Additional SMEs will be included as needed for their specific expertise or to augment due to spikes in work load such as during testing, training or rollout support. In order to foster cross area coordination, each Program Area Team Lead is part of the Leadership Core Team along with the PMO for weekly status meetings. A representative organization chart is included below.



Issues and Change Control Management governance would flow from the Process Owners to the Project Steering Committee comprised of the Project Manager, IT Advisor and Project Sponsor. Most issues and approvals should

## **Division 4**

## **Project Scope**

### **Section 1: System and Project Objectives**

be resolved at this Project Steering Committee level. If needed, issues would then escalate to the Board of Directors. The Steering Committee involved in this project is to stay in frequent communication with the Board of Directors in order to communicate status updates and key decisions or milestones reached throughout the project.

This project is nothing short of a business transformation effort at CCWA. All key business processes will be up for redesign. CCWA will provide their current utility business expertise and look to the chosen SI to provide knowledge of industry and application best practices for guidance in designing and configuring these new transformational processes.

#### **1.7 Implementation Planning Guidance**

- A. It is expected that the proposed implementation plan will be completed within an 18 month period. CCWA is open to a recommendation on the rollout strategy, within the constraints of our regulatory approvals. The Proposer can recommend other alternatives to this based on their experience and knowledge of implementing the proposed software.
- B. CCWA will dedicate key full-time resources per functional area to be involved throughout planning and implementation. CCWA will also supplement with part-time subject matter experts in functional areas as needed. CCWA wishes to work with the implementer throughout implementation in order to foster knowledge transfer and be able to internally continue to support and configure the system post implementation.
- C. CCWA would be open to utilizing a pilot approach as part of a quality-assurance testing phase and feedback for change-management issues. Whenever schedule time permits, walkthroughs with novice users will help to identify key change-management issues and allow for time to address them in training materials and project communication. We realize that the key to successful adoption of any software solution will be the change management. Significant communication and training campaigns will be needed throughout implementation to foster a smooth rollout and system adoption.
- D. CCWA wants to minimize any customization. Our goal is to adopt standard practices and only add the complexity and cost of customization if there is no other way to handle a regulated requirement. We want to be able to minimize cost of the implementation project and be able to upgrade software in the

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### **Section 1: System and Project Objectives**

- future with a minimum of development rework and avoid the dependence on a large internal support/programming staff.
- E. Operational reporting will need to be in place before any roll out. In the past there has been a tendency to push reporting behind other key project work in preparation for go-live. This often causes the continued use of the old system and a delay in the acceptance and trust in the new system. The implementer should factor in sufficient time to include development of key operational reporting prior to go-live of any module.
  - F. CCWA realizes that the first stage of implementation will be an internal business process design step that will encompass all affected functional areas in order to map out the process flows for transactions that span the enterprise.
  - G. CCWA would like the proposer to recommend the testing solution that best fits the application solution set and a deployment of this size. Please propose the appropriate level of either the development of automated testing or manual processes throughout the solution set implementation effort.
  - H. CCWA currently has SharePoint for managing the implementation team documents, issues, risks, requirements and traceability. Proposers may propose a toolset to meet this need if that toolset adds additional value. CCWA is open to using a Proposer-hosted repository. If a Proposer-hosted solution is proposed, CCWA requires a full extract of data from the repository upon project completion.

### **1.8 Functional Area/Program Teams**

The following is a detailed description of CCWA resources and their areas of expertise that CCWA plans to dedicate to the implementation effort for each of the program areas. **It is assumed that these resources will be in use throughout the length of their functional area's implementation effort and assume their normal job roles soon after Go-Live of their application modules.** The Proposer should consider these areas of staffing from CCWA while making their implementation effort estimates and completing the SI Pricing.xls workbook.

#### CIS Program Team

- a) Customer Service Functional Lead
- b) Customer Service SMEs

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### **Section 1: System and Project Objectives**

- c) Billing and Cash Apps Functional Lead
- d) Billing and Cash Apps SMEs
- e) Financials Functional Lead
- f) Financials SMEs
- g) Meters / Account Services Functional Lead
- h) Meter / Account Services SMEs
- i) IT SMEs

The CIS Program Team referenced above will be a combination of full-time and part-time resources based on an as needed basis.

#### **1.9 Training**

CCWA's training approach is "Train the Trainer." Key change advocates within the organization are typically chosen to learn and test the system, they then in turn, become the internal trainers and are augmented support during roll out. CCWA also has an internal field support services staff which has been used for training and support of mobile field workers. Our Customer Care department also has a dedicated trainer, training room and equipment for Customer Service Representative training.

#### **1.10 Project Steering Committee**

Following are titles of the Project Steering Committee. Additional executive level resources may be pulled into the meetings as needed.

- Assistant General Manager, Support Services (Project Sponsor)
- Customer Accounts Director (Project Manager)
- Information Technology Director (IT Advisor)

#### **1.11 Change Control Process**

All issues will be expected to be logged during the project. Those which impact the project schedule, budget or scope will need to be quantified. Low impact items should be taken care of within that functional team's leadership. Weekly status meetings with all Functional Leads can be used to report on outstanding issues and review actions/decisions made from those low impact items. Change Control will pertain to those issues which are deemed of higher impact. The tolerance levels of impact will need to be established by the Project Steering Committee and approved by the Board of Directors at the beginning of the project.

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### **Section 1: System and Project Objectives**

It is expected that each functional area team should have the ability to handle most of the day to day decisions with the knowledge and authority of the Functional Leads. If the issue or change impacts other functional areas, or is above an established tolerance, then the next level of escalation for review/approval should be to the Project Steering Committee. If the issue is of an even higher tolerance level which will significantly impact the overall project budget or schedule it should then escalate to the Board of Directors.

It is expected that most decisions and issues will be resolved within the functional program teams, with much less escalating to the Project Steering Committee and very few requiring Board of Director review/approval.

Each escalated issue which proposes a change to the project schedule, budget or scope will need to be estimated and risk analysis completed prior to review and approval. The establishment and use of a tool or templates will be critical to the continued documentation and tracking of these issues throughout the life of the project.

**END OF SECTION**

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## **Project Scope**

### **Section 2: Scope of Work**

#### **2.1 Methodology and Planning**

The Proposer, with participation by CCWA's Project Manager, will develop and implement a methodology and process. The Proposer will coordinate with CCWA in designing, developing, and implementing an effective Business Transformation Management Plan to adjust work performance to the new business processes and the Solution Set software. Expected milestones for the Proposer include:

- A. Successful implementation of redesigned business processes.
- B. Ensuring staff readiness prior to go-live.
- C. Demonstration of comparable performance levels for production staff as compared to the current system performance.
- D. Plans to minimize performance issues.

As part of this work effort, the Proposer will be responsible for producing the following:

- E. A detailed Business Transformation Management Plan including an analysis of the business impact of the "to be" processes.
- F. A detailed Risk Management Plan that includes:
  - Risk Identification
  - Qualitative Risk Analysis
  - Quantitative Risk Analysis
  - Risk Response Planning
  - Risk Monitoring and Control
- G. A detailed Organizational Change Management Plan that outlines:
  - Organizational strategy defining roles and responsibilities in the new organization, identifying the positions or individuals associated with each role, and mapping to-be processes to roles and responsibilities.
  - The organizational strategy should also discuss timelines, detailed steps for executing the strategy, and will be incorporated into the Integrated Work Plan
  - Sponsor strategy that addresses leadership readiness and acceptance of new business processes and functions to front line staff



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### **Section 2: Scope of Work**

- Communication strategy that identifies targeted audiences, determines key messages for each audience and when those messages should be delivered
- Training strategy that identifies the schedule, training requirements and delivery channels for targeted audiences
- Resistance strategy that identifies what type of resistance is anticipated, and how to handle it once it is identified.

### **2.2 Scope by Suggested Project Methodology**

- A. Planning:** The purpose of this phase is to plan for the project and document all project strategies and procedures. A critical deliverable is the project work plan. It is expected that a final output of this phase is a full team kick-off meeting.
- B. Analysis & Functional Design:** The purpose of this phase is to create the business blueprint, which is a detailed documentation of the results gathered during requirements workshops/meetings. It will allow the implementation project team to clearly define their scope and only focus on the processes needed to run the business. This includes validating/defining all requirements and developing the functional specs/detailed process flows.
- C. Configuration & Development:** This phase includes technical design, configuration, development, preparing test plans, and unit testing.
- D. Testing:** This phase includes system testing, integration testing, and other forms of system validation.
- E. Transition:** The purpose of this phase is to prepare the production environment, conduct end user training, finalize the system configuration and databases, and conduct final system functional and stress testing. It also includes go-live contingency planning.
- F. Production Support:** This includes post-implementation support of the new system.

### **2.3 General**

Current state business process flows will be provided to the Proposer on day 1 of the project. All requirements, specifications and process maps for the “to-be” system shall have bidirectional traceability to:

- Individual

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## **Project Scope**

### **Section 2: Scope of Work**

- Department
- Procedure
- Regulation
- Best Practice
- Application Screen
- Test Plans
- Security, reports, forms, data needs, interface identification, unique configuration points

All specification and requirement documents shall undergo verification and validation to address quality attributes, to uncover inconsistencies and redundancies, and to verify all technical requirements have been incorporated and that they are testable.

The Proposer shall work closely with CCWA's Information Technology organization for adhering to existing standards. Where such standards do not exist, the Proposer must help institute new standards or assist in modifications to existing standards.

Business Models should be produced that are reflective of existing suggested best practices for utilities. Proposer should propose the toolset to be used for this purpose; process mapping will be performed using the Proposer's toolset, and the process maps produced shall be left in an updateable format upon completion of the project. The Business Models should provide for 4 views as follows:

1. Organization View
2. Data View
3. Control View
4. Function View

A Business Process Architecture should be produced that shows the following levels.

1. Level 1 Enterprise Map
2. Level 2 Process Area Maps
3. Level 3 Main Process Models
4. Level 4 Process Models
5. Level 5 Activity Models

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## **Project Scope**

### **Section 2: Scope of Work**

#### **2.4 Software Configuration, Customization and Testing**

The Proposer will perform all necessary activities to:

- A. Install and configure the Solution Set Software to CCWA specifications.
- B. Successfully deploy a baseline version of the Solution Set Software.
- C. Produce documentation of the software configuration specifying the configuration values within the System to support CCWA business practices.
- D. Deliver functional and technical design documentation for all customizations or advanced configurations of the Solution Set Software.
- E. Deliver a Detailed System Test Plan for both functional and stress/load testing.
- F. Proposers should assume that at a minimum 40 custom reports and 15 custom workflows will need to be developed across the entire solution footprint. Proposers should also propose how additional reports or workflows will be estimated and priced if required.

#### **2.5 Fit/Gap Analysis and Future State Business Process Flow Design**

The Proposer will perform a gap analysis to identify CCWA's requirements that are not addressed by the Solution Set packages as delivered, and to recommend how these gaps will be handled. If no solution exists, the Proposer will provide information sufficient to allow integration with a third party solution or to otherwise provide for the custom development of the same or similar functionality.

#### **2.6 Data Conversion**

The Proposer will be responsible for mapping all agreed upon legacy data from CCWA legacy systems into the newly configured and customized system(s). CCWA will provide subject matter experts to assist in conversion mapping activities and extraction of data from CCWA legacy systems. As part of this work effort, the Proposer will at a minimum:

- A. Deliver a detailed Data Conversion Plan.
- B. Produce documentation for all conversion programs and/or methods of converting the required legacy data.
- C. Design, develop, and test the data conversion process.
- D. Manage and execute, with the assistance of CCWA IT resources, the data conversion process.

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### **Section 2: Scope of Work**

- E. Expected data conversion sources are provided in APP-B Business Applications Inventory.

#### **2.7 Interfaces**

The Proposer will be responsible for ensuring that all required inbound and outbound interface files are successfully produced, read and processed by the System. As part of this work effort, the Proposer will produce, at a minimum:

- A. Interface design documentation for all new or modified interface programs.
- B. Design an interface architecture that is compliant with the CCWA integration architecture utilizing web services and real time interfaces whenever possible.
- C. Develop a complete and thorough testing methodology of all inbound and outbound interfaces to ensure accurate extraction of all data required for the interface.
- D. Develop and test the interfaces.

A detailed list of existing system interfaces are provided in APP-C CCWA Interfaces. It is expected that there will be consolidation of individual components during the implementation projects.

#### **2.8 Storage, Support and Disaster Recovery**

CCWA needs to maintain seven years of historical data for meter reading, billing and other financial transactions. The Proposer shall determine based upon the annual volume of CCWA's system transactions the optimum required storage capacity, hardware architecture and maintenance support.

It is necessary to identify the type of application software support that will be required to maintain the system in a high availability state. Provisions for estimating disaster recovery requirements are implicitly required of the Proposer.

#### **2.9 Training Plans**

The Proposer will design, create, and provide training plans for Project and CCWA staff. As part of this implementation effort, the Proposer will:

- A. Produce a detailed training strategy including comprehensive course catalog that lists all training classes required for the implementation project.
- B. Produce a training strategy/process that ensures that all users are trained in their roles prior to go-live. This training strategy/process should state whether

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### **Section 2: Scope of Work**

the approach to be used for training is a “train the trainer” approach or a “train everyone” approach.

- C. Produce as part of the training plan the detailed steps that will be used for knowledge transfer to CCWA technical personnel so that CCWA can be self-sustaining in the ongoing technical support of the installed solution.
- D. Produce a detailed audience analysis identifying the types of users and their associated training needs. The detailed audience analysis should also identify the training delivery method best suited to each audience and the size of the training effort.
- E. Produce a comprehensive training curriculum and the associated logistical support that will work in conjunction with the Master Schedule and ensure that training has been completed for users prior to go-live.
- F. Produce an evaluation process for all training courses which will ensure that each course establishes the required skill level for the end user of the new System and/or technical support of the System.

The training strategy shall include at a minimum:

- G. A sustainable learning approach to refresh skills and meet needs of new users.
- H. Role-based learning curriculum.
- I. A method of validating that users have accessed and used the training sandbox.
- J. A method of validating role-based curriculum and schedules to ensure relevancy, gain support and meet business needs.
- K. Providing end-users with a clear understanding of:
  - 1. The purpose, importance, and benefits of adopting the Solution Set and new business processes.
  - 2. The “To-Be” or future business processes taking into account Utility industry standard practices.
  - 3. Role requirements (i.e., "who will do what") at go-live and beyond.
  - 4. How to use the system through hands-on exercises and access to a sandbox.
  - 5. Integration across role and functional areas.
  - 6. The impact of their role on the process.

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7. How to find appropriate help.

#### **2.10 Roles and Responsibilities**

- A. The CCWA Project Manager and Functional Area Team Leads will be responsible for guiding overall project management.
- B. The Proposer will be responsible for managing the day to day activities and tasks necessary to complete each implementation phase.
- C. The Proposer may wish to partner with specialist consultancy/service providers or broker a team arrangement with subcontractors to accomplish the system implementation. However, the Proposer as prime contractor shall retain responsibility for delivery and performance.
- D. The Proposer shall supply design, customization, documentation and implementation planning for the Solution Set that meets the specific requirements contained in this RFP.
- E. The Proposer shall lead the design/planning workshops and document the high-level process designs and decisions by participants.
- F. The Proposer shall supply an implementation path and strategy to retire current applications.
- G. The Proposer shall supply a specification of the appropriate hardware, network and database configurations for the solution software.
- H. The Proposer shall supply a complete network design.
- I. The Proposer will be responsible, with the assistance of CCWA IT, for establishing at least five environments for each application within the Solution Set. These environments are: Sandbox, Development, Conversion, Test, and Production with possibly additional temporary environment for Training if recommended.
- J. The Proposer shall ensure that the proposed design solution to the maximum extent possible provides a path for the Solution Set enhancement packages and upgrades.
- K. The Proposer shall supply technical support to implement interfaces with mobile computers, hand held devices, RFID, bar code, scanning and other electronic monitoring equipment that may be integrated for use with the “to be” solution.
- L. The Proposer shall specify appropriate end user training and materials.

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### **Section 2: Scope of Work**

- M. The Proposer shall supply complete integration planning, design and comprehensive scope of work to implement all technologies and interfacing systems required to support the Solution Set.
- N. The Proposer will interact as necessary with the CCWA management, members of the project teams and Subject Matter Experts.
- O. The Proposer shall provide experienced consultants with sufficient knowledge of the proposed Solution Set such that the SI can suggest alternatives to custom development and thereby maximize use of existing code.
- P. The Proposer shall be responsible for training their own staff and subcontractors, CCWA shall not bear any costs associated with the training of the Proposer or Proposer subcontractor staff.

#### **2.11 CCWA Furnished Services**

- A. CCWA shall provide expertise and resources as described in Section 5.
- B. CCWA shall provide a work area.
- C. CCWA shall provide Local Area Network access that allows VPN access out of CCWA's network, and VPN access to CCWA's network.
- D. CCWA shall provide hardware to support sandbox, development, conversion, test, and production environments.
- E. CCWA shall provide access to existing applications, as required to complete the project.

#### **2.12 Work Control**

- A. Throughout the project the Proposer will attend weekly status meetings and employ ongoing Project Management techniques to ensure a comprehensive project plan is developed, monitored, and maintained.
- B. The detailed work plan submitted with the proposal will serve as the basis of the plan to be used throughout the project. This draft plan is to be updated and submitted in electronic and paper form to the CCWA Project Manager as required.
- C. The Proposer will be expected to maintain an up-to-date work plan of all project tasks, activities and resources including estimated start and completion dates, actual start and completion dates, estimated and actual task hours, and completion percentage for all in-process tasks.

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- D. The Proposer shall be responsible for reporting and obtaining approval from CCWA to proceed on any event that materially affects scope, schedule, cost, or quality.

#### **2.13 Work Schedule**

- A. CCWA projects the full Implementation to run approximately 1.5 years. This projection can be adjusted based on input from the Proposer.
- B. Normal hours of work are Monday through Friday 8:00 a.m. to 5:00 p.m. Eastern time. The Proposer shall not schedule any activity involving CCWA personnel outside this timeframe without prior CCWA approval.

#### **2.14 Technical Documentation and Requirements**

The following describes the minimal set of documentation to be provided by the Proposer during the project. Additional documents based on the Proposer methodology are expected.

#### **2.15 Design Fit/Gap Workshop Summary**

The workshop summary includes a comprehensive listing of each workshop held by functional area and the key objectives of the workshop.

#### **2.16 To-Be Business Process Maps**

Business Process List. The Business Process List identifies a core set of transactions for the baseline implementation of the solution set. Throughout the phases, the project team will adjust the BPL. The BPL serves as the starting point for transaction identification and will also be used for identification of training documentation, customization, interface, conversion, security and testing materials.

#### **2.17 General Project Management Documentation**

- A. Phase Startup – Project Charter, Communication Plan, Roles & Responsibilities, Risk Identification & Mitigation Plan.
- B. Executing & Controlling Results.
  - a. Outstanding Issues/Resolutions, Change Orders.
- C. Project Plan.
  - a. Initial activity level project work plan.



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## **Project Scope**

### **Section 2: Scope of Work**

D. Necessary Sign Offs by phase.

- a. Lessons Learned.

### **2.18 Additional Project Plan Documentation Requirements**

A. Business Transformation Management (BTM) Plan.

- a. Organizational Alignment Action and Executive Sponsorship Plans.
- b. BTM Communication Plan.
- c. Organization Change Management Assessment and Action Plan.

B. Development Procedures and Conceptual Design of Development.

- a. Data Migration Plan that includes:
  - Extraction
  - Transformation
  - Load
  - Validation

C. System Design Standards.

D. Current application retirement plan.

E. Conceptual Design of Development.

F. Software Development Plan.

G. Alternatives to Custom Development.

H. Cost Projection for each Approved customization.

I. Security Requirements

- a. Authorization Requirements and Design
- b. Portal User Management Concept
- c. Security Concept
- d. User Role Requirements

J. Technical Architecture Design and Project Installation

- a. Technical and Integration Design
- b. System Interface Design Document
- c. Form and Report Design
- d. Development Environment
- e. System Administration Procedures
- f. Portal User Interface Design and Personalization Concept

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- g. Mobile Device Management
- h. Support Procedures
- i. Hardware, Network, and Database configurations

#### **2.19 Minimum Qualifications**

Proposer shall have the following minimum qualifications to be considered eligible to submit a Proposal. It is the responsibility of the Proposer to ensure and certify that it meets these minimum qualifications. At CCWA's sole discretion, any Proposer not meeting all of the following criteria may be considered non-responsive, and may not have its Proposal considered for award:

1. The Proposer must have a minimum of five years of experience providing the products contained within this RFP.
2. The Proposer must execute a contractual agreement that is acceptable to CCWA for the procurement of the requested products contained within this RFP.
3. The Proposer must provide products that meet CCWA's specifications.
4. The Proposer must be licensed to provide the particular products it includes in its Proposal or note specific products that will need third party licensing.
5. The Proposer must be financially viable, as determined by CCWA.
6. The Proposer must be either a certified North America entity Implementation Partner or the software Proposer.
7. The Proposer must assume responsibility as prime contractor for the contract. Subcontracting is allowed for this RFP, subject to the provisions set forth in this RFP. Proposed subcontractors must be clearly identified in the Proposal.
8. The Proposer must have acted as the prime contractor with a successful implementation of the Solution Set for a utility, preferably a water and sewer utility in the North America.
9. The Proposer must be able to provide certified consultants experienced in the proposed methodology, or equivalently qualified and experienced in a comparable alternate implementation methodology.
10. The Proposer must be able to provide consultants certified and experienced in the utility sector implementation of the Solution Set software.

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## **Project Scope**

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11. Not less than 70% of the personnel resources of proposers to be assigned to these tasks must all be physically located within North America. All management personnel of proposers to be assigned to these tasks must be physically located within North America.

**END OF SECTION**

**APP-A Functional Requirements** – To access this file please click [HERE](#).

## APP-B CCWA Business Applications Inventory -INSTRUCTIONS

This workbook provides the list of applications that CCWA anticipates will be impacted by the Legacy Replacement initiative. This information is provided to help potential System Integrators estimate workload and schedule for the program, particularly in the areas of data conversion and interface development.

The list of fields provided on the detail spreadsheet are as follows:

<b>Field</b>	<b>Definition</b>
Replace - Interface - Convert - Standalone	Replace: CCWA expects this system to be replaced with the new solution. Interface: CCWA expects the new solution to interface with this system. Convert: CCWA expects to convert data from this system to the new solution. Standalone: CCWA expects this system will continue to be a standalone system. No replacement, interfacing, or conversion needed.
Application Name	Name of application
Description	Brief description of application
Abbreviation	What the system is called within CCWA (if applicable)
Type	Custom, Package, or Outsource
Primary Group	Primary User Group
Vendor(s)	Software vendor, if available
Software Version	Software version, if available
Platform	Software platform, if available
Language	Software language, if available
Database	Software database, if available
Database Version	Software database version, if available
License Basis	Software License type, if available
Commission Date	Date software was implemented, if available

## APP-B CCWA BUSINESS APPLICATIONS INVENTORY

Replace - Interface - Convert - Standalone	Application Name	Description	Abbreviation	Type	Primary Group	Vendor(s)	Software Version	Platform	Language	Database	Database Version	License Basis	Commission Date
Replace	Customer Information System	Northstar is our CIS (Customer Information System) software. We use it to manage our Accounts Receivable and Customer Information. Processes include but are not limited to customer payments, water/sewer/storm water billing, meter services work orders.	CIS	Packaged	Customer Accounts	Harris	v6.4	Win 2008 R2	Java	MS SQL	2008 R2	Standard	2007
Replace	eCare	Web Self-Service	eCare	Packaged	External Customers	Harris		Win 2012		MS SQL	2008 R2		2007
Replace	mCare	Mobile Workforce Management	mCare	Packaged	Meter / Account Services	Harris		Win 2012		MS SQL	2008 R2		2007
Interface	JDEdwards	JD Edwards is our ERP (Enterprise Resource Planning) software. We use it for reporting our financials, inventory management, asset tracking, time entry, and work order management	JDE	Packaged	Finance	Oracle	9.0 update 2 tools release 8.98.4.3	IBM Power System		IBM DB2	v7.1		
Interface	CityWorks	Cityworks is our CMMS (Computerized Maintenance Management System) software. We use it to manage our distribution and conveyance system. Processes include service requests, work orders, inspections.	CityWorks	Packaged	Program Management & Engineering (GIS)	Azteca	2015 Platform 4.0 SP1	Win 2012		MS SQL	2008 R2	Standard	
Interface	Graphical Information System	Spatial infrastructure software used for mapping our horizontal assets digitally. Assets include but are not limited to water pipes, sewer pipes, stormwater pipes, valves, lift stations, pump stations, tax parcels, streets, manholes.	GIS	Packaged	Program Management & Engineering (GIS)	ESRI	10.4.1	Win 2012		MS SQL	2008 R2	Standard	
Interface	Cisco VoIP	Cisco VoIP (Voice over IP) is our phone system. We use it to make and receive phone calls. Functions include IVR (Interactive Voice Recognition), Call Center, Auto-Dialer.	IVR Call Center	Packaged	All	Cisco	10.5.2.129 00-14	Linux Red Hat 6		Informix	11.7		
Standalone	Granite XP	We use it to televise our sewer infrastructure. This allows us to inspect lines without digging. We also archive these videos into Cityworks for reference later.	Granite XP	Packaged	Program Management & Engineering (GIS)	Cues	5.4.10	Win 2008 R2		MS SQL	2008 R2	Standard	
Standalone	OP10	We use it to manually input our Water Reclamation Facility data. This allows us to track, trend, and report the data. We also use it to electronically report our permit compliance data into the EPA Central Data Exchange.	OP10	Packaged	Water Reclamation	Allmax	10.23.1092	Win 2008 R2		Pervasive SQL	v11		
Interface	XC2	XC2 is our backflow prevention software. used to track work orders for Backflow Prevention.  Northstar – Customer Information is exported to XC2	XC2	Packaged	Distribution & Conveyance	XC2	2k11	Win 2008		4DD			



**APP-C CCWA Program Interfaces** – To access this file please click [HERE](#).



**SERVICE CHANGEOUT SHEET**

ACCOUNT# \_\_\_\_\_ DATE WORKED \_\_\_\_\_ BY \_\_\_\_\_

ADDRESS \_\_\_\_\_

**CIRCLE ONE:**

**FULL METER CHANGE OUT**    **OR**    **REGISTER CHANGE OUT**  
(Meter going to a "B" status with change of MOD#)

OLD METER# \_\_\_\_\_ MODULE# \_\_\_\_\_

OUT READING \_\_\_\_\_

*SENSUS or BADGER*

REGISTER TYPE:    RTR RTT ECR

NEW METER# \_\_\_\_\_ MODULE# \_\_\_\_\_

IN READING \_\_\_\_\_

*SENSUS or BADGER*

REGISTER TYPE:    RTR RTT ECR

**REMOVAL STATUS:**    S- STOCK    X- SCRAPPED

---

**MODULE CHANGE OUT ONLY:**  
(Everything remaining the same only MOD# changing)

METER# \_\_\_\_\_

OUT MOD. READING \_\_\_\_\_ IN MOD. READING \_\_\_\_\_

NEW MODULE# \_\_\_\_\_

METER LOCATION: \_\_\_\_\_

COMMENTS: \_\_\_\_\_

**Clayton County Water Authority  
UNSAFE CONDITION REPORT**

Department:	Date Reported :
Report filed by (name) :	
Location of unsafe condition:	
Unsafe condition or practice	(Describe in detail)
Reported to responsible supervisor (name):	
Action Taken:	

Retain a copy for your records  
Forward a copy to your Supervisor and Department Manager  
Forward a copy to the Safety Director

\*\*\*EQUIPMENT CHECK LIST\*\*\*

DATE:	DRIVER:	VEH #:
BUDGET:	MILEAGE:	

		GOOD	PROBLEM	DESCRIPTION	
<b>LIGHTS</b>	HEAD LIGHTS				
	TAIL LIGHTS				
	STOP LIGHTS				
	EMERGENCY LIGHTS				
<b>FLUIDS</b>	OIL				
	COOLANT				
	FUEL				
	TRANSMISSION				
	STEERING				
<b>BODY</b>	WINDSHIELD WIPERS				
	HORN				
	BRAKES				
	PARKING BRAKES				
	MIRRORS				
	SPARE TIRE				
	TIRES				
	NEW DENTS ?				
	<b>MISC.</b>	1 <sup>ST</sup> AID KIT			
		JACK			
LUG WRENCH					
CLEANLINESS					
FIRE EXTINGUISHER					

Non-Posted and Readings Out of Range Report

Cycle Route Walk Customer Name	Account No.	Service Address	Lot No.	
Meter Type	Serial No.	Register No.	Meter Location	ERT No.
Previous Reading	Current Reading	Usage	Re-Read Reason	Average Usage
O3"BADRTT 1778 04/20/2016	10256584 1806 05/20/2016	28	50'R OF VAULT IN VAULT 25' FR RD	h 83621747 1806
O3"BADRTT 1778 04/20/2016	10256584 1806 05/20/2016	28	50'R OF VAULT IN VAULT 25' FR RD	L 83621744 2830
O3"BADRTT 2785 04/20/2016	10256584 13 05/20/2016	7,228	50'R OF VAULT IN VAULT 25' FR RD Credit Bill	L 83621747 1806
O3"BADRTT 2785 04/20/2016	10256584 13 05/20/2016	7,228	50'R OF VAULT IN VAULT 25' FR RD Credit Bill	h 83621744 2830
MFC8"INV 13 04/20/2016	1624264	70982702	Non-Read	83244356 13
<b>Total Usage:</b>		<b>14512</b>	<b>Average Usage:</b>	<b>37</b>
5 31 230	25742 1			
O5/8BADRTR 61 04/20/2016	10543353 67 05/20/2016	6	M OF HOUSE Out of Range	83486380
<b>Total Usage:</b>		<b>6</b>	<b>Average Usage:</b>	<b>1</b>
5 31 239	25760 9			
O5/8BADRTR 36 04/20/2016	5365529 62 05/20/2016	26	IN LINE W DOOR 10 FT L OF DR Out of Range	83290643
<b>Total Usage:</b>		<b>26</b>	<b>Average Usage:</b>	<b>7</b>
5 31 400	138834 2			
O5/8BADRTR 245 04/20/2016	10731307 256 05/20/2016	11	L C 1' FROM CURB Out of Range	83624608
<b>Total Usage:</b>		<b>11</b>	<b>Average Usage:</b>	<b>4</b>

CycleRoute Walk Account No Name/ Service Address

# 40 359 160220 ✓



Cold water flush	Backward	New	New	Stop	Replace
Yes	No	Meter	Reg	Meter	Check carts
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Meter Info

Meter Type Serial No. Location

O5/8BADRTR 08575866 10 L OF L C 6 FR CURB

Radio Id 81530236 Read Type 01

Notes

Notes box

Manual Read: 372  
HH Read: 373

Date Work: 5-6-16 Name: AE

# 40 360 161560 ✓



Cold water flush	Backward	New	New	Stop	Replace
Yes	No	Meter	Reg	Meter	Check carts
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Meter Info  
Meter Type Serial No. Location

O5/8BADRTR 08575822 12 L OF DRIVE 8 FR CURB

Radio Id 81564568 Read Type 01

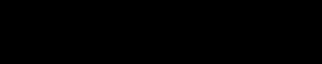
Notes

Notes box

Manual Read: 541  
HH Read: 541

Date Work: 5-6-16 Name: AE

# 40 361 161558 ✓



Cold water flush	Backward	New	New	Stop	Replace
Yes	No	Meter	Reg	Meter	Check carts
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Meter Info  
Meter Type Serial No. Location

O5/8BADRTR 08575821

Radio Id 81564151 Read Type 01

Notes

Notes box

Manual Read: 467  
HH Read: 467

Date Work: 5-6-16 Name: AE

# 40 362 13782 ✓



Cold water flush	Backward	New	New	Stop	Replace
Yes	No	Meter	Reg	Meter	Check carts
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Meter Info  
Meter Type Serial No. Location

O5/8BADRTR 08575796 40 FT R OF DR L M

Radio Id 81529585 Read Type 01

Notes

Notes box

Manual Read: 0  
HH Read: 0

Date Work: 5-3-16 Name: JR

Possible Stopped - Small Radio Read Meters

Cyc/Route/Walk	Account No.	Service Address	Lot No.
Customer Name	Serial No.	Register No.	Read Type
Meter Type	Meter Location	ERT No.	
Prev Read	Curr Read	Usage	Re-Read Reason
			Average Usage

12 39 228	65742	10				
O5/8BADRTR	11095082		01	3' R OF DRIVE 18' FROM CURB		85397393
0	0	0		Zero Usage		0

METER OFF  
5-3 DT

Usage History			
account no	billdate	usage	billed
65742 10	01/21/2016	0	
65742 10	02/18/2016	0	
65742 10	03/21/2016	0	

12 39 249	46758	0				
O5/8BADRTR	10731979		01	M AT CURB		83617403
68	68	0		Zero Usage		1

Usage History			
account no	billdate	usage	billed
46758 0	01/21/2016	1	
46758 0	02/18/2016	1	
46758 0	03/21/2016	1	

12 39 256	46772	9				
O5/8BADRTR	11095055		01	4 FT R OF DR		83611864
223	223	0		Zero Usage		

Usage History			
account no	billdate	usage	billed

12 39 285	46478	14				
O5/8BADRTR	5280846		01	L M		83285970
168	168	0		Zero Usage		0

RDG-174 - NO ISSUE  
5-3 DT

Usage History			
account no	billdate	usage	billed
46478 14	01/21/2016	0	
46478 14	02/18/2016	0	
46478 14	03/21/2016	0	

Account #	Name	Service Address	Cycle /	Route /	Walk
147800 1	[REDACTED]	[REDACTED]	8	31	270

Date	Usages	Percentage Diff1	Percentage Diff2	Percentage Diff 3	AverageUse
05/23/2016	202	22			142
04/22/2016	165		17		
03/22/2016	199			22	
02/19/2016	163				

Meter Type	Meter #	Prev Read	Current Read	ERT #	usage
O3"INVECR <u>Location</u>	0001508131	18,603	18,805	82389537	202
O5/8BADRTR <u>Location</u>	0008624923	915	922	81715666	7

Account #	Name	Service Address	Cycle /	Route /	Walk
178846 1	[REDACTED]	[REDACTED]	8	31	271

Date	Usages	Percentage Diff1	Percentage Diff2	Percentage Diff 3	AverageUse
05/23/2016	132	25			114
04/22/2016	106		17		
03/22/2016	128			20	
02/19/2016	107				

Meter Type	Meter #	Prev Read	Current Read	ERT #	usage
MFC8"INV <u>Location</u>	0001638034	490	490	82389569	0
L OF LC ON FOLSOM RD					
SWRDEDMTF <u>Location</u>	0008539503	1,350	1,373	81511214	23
O3"BADRTT <u>Location</u>	0009058198	2,190	2,236	82258435	46
O3"BADRTT <u>Location</u>	0009058198	2,190	2,236	82258436	46
O3"BADRTT <u>Location</u>	0009058198	3,747	3,833	82258435	86
O3"BADRTT <u>Location</u>	0009058198	3,747	3,833	82258436	86

Large Meter Verification

Cyc/Route/Walk			Account No.	Service Address		Lot No.	
Customer Name			Serial No.	Register No.	Read Type	Meter Location	ERT No.
Prev Read	Curr Read	Usage	Re-Read Reason		Average Usage		
6	31	4	184172	1	7636	[REDACTED]	-2
[REDACTED]							
MFC8"BAD	29389304		03	10' L OF HYD 30' FR CURB IN VAULT		81105219	
2	2	0	Zero Usage		8		
6	31	90	31372	14	745	[REDACTED]	-3
[REDACTED]							
MFC2"INV	1616380		49			81355642	
99999	99999	0	Zero Usage		6		
6	31	133	31458	1	7348	[REDACTED]	GAM TAG SEVERAL DAYS
[REDACTED]							
O1.5BADRTR	08065642		02	5' FR CURB 3' L OF DR ON SIDE		82553730	
4587	4714	127	High Usage		76		
6	31	187	31922	7	7255	[REDACTED]	-20
[REDACTED]							
O2"BADRTT	07052727		03			80860448	
18	18	0	Zero Usage		8		
6	31	237	320651	1	7132	[REDACTED]	-1
[REDACTED]							
O6"BADRTT	12185548		03	LC 100' BOC		81104857	
1	1	0	Zero Usage		8		
6	31	240	197584	6	7170	[REDACTED]	-4
[REDACTED]							
MFC6"BAD	6388896		03	FAR R OF PKING LOT 5' R OF SIGN		81105193	
12	12	0	Zero Usage		452		
6	31	240	197584	6	7170	[REDACTED]	
[REDACTED]							
O2"BADRTR	6567004		02	33' R OF DR ON JOHNSON RD - 11' BOC		80857417	
20915	21326	411	High Usage		452		
<b>Total For Route 31</b>						<b>6</b>	





<b>Customer type @ 3/31/12</b>	<b>Total</b>
Residential	74,510
Commercial & Industrial	4,756
Interruptible	n/a
Transportation	n/a

<b>Meter Count @ 4/16/12</b>	<b>Total</b>
In Use - Water	84,525
In Use - Storm Water	78,055
In Use - Waste Water	63,951
Total Connected	226,531

Position	# FTE	
	Main Office	Total
<b>Call Center</b>		<b>14</b>
Leadership	1	
CSR	13	
<b>Billing</b>		<b>7</b>
Supervisor	1	
Billing	3	
Cash Applications	3	
<b>Meter Services</b>		<b>23</b>
General Foreman / Supervisors	3	
Meter Reading Services	8	
Account Services (service orders including disconnects)	11	
Dispatch	1	
<b>Front Office</b>		<b>16</b>
Leadership	1	
Cashiers	12	
Consumer Services	3	
<b>Collections</b>		<b>2</b>
Collections Specialists	2	
<b>Other</b>		
Trainer	1	<b>1</b>
Business Analyst	1	<b>1</b>
Stormwater Analyst	1	<b>1</b>
Assistant	1	<b>1</b>
Director	1	<b>1</b>
<b>Total</b>		<b>67</b>

**Data as of** **20XX**  
**Hours of Operation** **Mon - Fri 8am - 6pm, Sat 9am-1pm**

	Monthly Average	Annual
<b>Total Call (Count)</b>	<b>21934</b>	<b>285142</b>
Service Orders	1423.846154	18,510
Start/Stop Service	1,902	24,723
Credit/Debit Service Fees	74	962
Meter Maintenance	2	29
Account Inquiries	12,147	157,907
CityWorks	618	8,039
Adjustments	1,005	13,060
Escalations	54	705
High Bill	137	1,782
Payment Arrangement	3,426	44,539
Forms	24	314
Programs and Services	49.53846154	644
3rd Payments	1049.769231	13647
Follow Up	22	281
	21934	

Catrina - use our call categories

<b>% 1st Call Resolution</b>	<b>20XX - Mon - Fri 8am - 4:30pm only</b>	
--% 1st Call Resolution - IVR / WEB	do not measure at this time	
--% 1st Call Resolution - Call Center	do not measure at this time	
Total Calls Rcvd - YTD 2015	21,210	254,516
<b>Average Handle Time</b>	3.51	
<b>Average Wait Time</b>	<b>2:17</b>	<b>2:17</b>

Catrina - pull from Cisco

<b>Total Bills</b>	<b>94,438</b>	<b>1,133,258</b>
-- Printed	76,487	917,846
-- Final Termination/Reminder Notice	1,424	17,088
-- Electronic	<b>16,527</b>	<b>198,324</b>
-- EDI	n/a	

Laree - number of ebills

<b>Billing \$</b>			
-- water/sewer	\$	8,080,044	\$ 96,960,529
-- stormwater	\$	7,345,878	\$ 88,150,533

<b>Budget Plans - Point in Time</b>		
Budget (levelized pay plan)	<b>121</b>	<b>121</b>

Jenny - number on budget billing

<b>Payment Count</b>		
Lockbox / Remittance	24,667	296,004
Third party payment vendor - Speedpay	22,877	274,524
-- Internet	<b>12,478</b>	<b>149,739</b>
-- IVR	<b>6,912</b>	<b>82,941</b>
Other third party		
-- Suntrust (Fiserv)	10,654	127,848
-- Metavante	748	8,976
-- EDI	16	192
-- Automatic (Bank Draft)	<b>3,741</b>	<b>44,895</b>
-- Walk-In Paystation	14,014	168,168

Jenny - percent of speedpay payments through internet and IVR

Laree - number of drafts

<b>Payment Dollars</b>	\$	7,358,504	\$	88,302,048
------------------------	----	-----------	----	------------

# Rates

<b>Collections Dollars</b>	\$	5,880,644	\$	5,877,680
<b>Write-Off Dollars</b>		\$91,000	\$	1,091,999

Jenny - total amount past due that has not been written off

<b>Service Order Count</b>	<b>60-70,000</b>	
-- Start Service	1408	16,892
-- Stop Service	845	10,138
-- Shut Off (Collections)	2515	30,177
-- Tampering / Energy Diversion	88	970
-- Reread	1428	17,132
-- Leaks adjustments	872	10,464
-- High Bill Investigations	186	2,227
-- Meter Changes	9	108
-- Misc Repairs	129	1,548

BG - # of Meter changeouts - can you get with Rhonda

<b># Documents Produced (annually)</b>		
--Pay Arrangement	1,830	14757
--Letters	1,130	14358
--Collection Notices	n/a	
--Bills	76,487	917846

<b>Meter Read Count</b>	<b>Avg # Per Billing Cycle</b>	
-- AMR	83,317	999,801
-- Hand Held	0	0
<b>--Total</b>	<b>83,317</b>	

<b>History</b>	<b>Years</b>
-- meter reading	7-Jan
-- bills (images)	7
-- payments	7
-- financial transactions	7
-- service orders	7
-- customer data	7
-- Pending Trans (e.g. SvcOrder)	30 days
-- Pending Meter Reads	15 days

«1»

«2»

«3»

«4»

«5», «6» «7»

Re: Account Number «8»-«9»

Dear Customer,

The Clayton County Water Authority strives to maintain excellent customer service and satisfaction. A vital part of that goal focuses on open lines of communication with our customer base.

Last year in «10» we received your medical condition notification. Subsequently, your account was updated appropriately. The medical condition notification letter is only valid for one rolling year. As detailed in our medical condition process, if your condition remains active, you must provide a current letter confirmed by a physician. Updated documentation may be submitted to our office via our front counter at either our Battle Creek or Forest Park locations, via facsimile at 770-960-5667, or via the US Postal Service sent to the mailing address referenced above.

If we do not receive a new letter, we will consider this notification that the medical condition no longer exists. If you have any questions, please contact us at 770-960-5200 prompt 4. Thank you for your business with Clayton County Water Authority.

Sincerely,

Collections Specialist  
Clayton County Water Authority

«1»

«\_2»

«\_3»

«\_4»

«\_5», «\_6» «\_7»

Re: Account Number «\_8»-«\_9»

Dear Customer,

The Clayton County Water Authority has received your completed medical condition form letter. The confirmation of a medical condition by a physician does not excuse you from paying the outstanding balance owed by the due date. Our policy states that when a medical necessity for water has been confirmed by a physician, the Water Authority will attempt to contact you prior to interruption of service to allow time for payment remittance.

This medical condition letter is valid for one rolling year. If the medical condition persists, you must provide a current letter confirmed by a physician each year.

If you have any additional questions or concerns, please contact the Collections department at (770)960-5200, prompt 4 and we will be more than happy to assist you. Thank you for your business with Clayton County Water Authority.

Sincerely,

Collections Department  
Clayton County Water Authority  
*Quality Water, Quality Service*

«\_1»

«\_2»

«\_3»

«\_4»

«\_5», «\_6» «\_7»

Reference Account: «\_8»-«\_9»

Dear Customer:

The Clayton County Water Authority strives to maintain excellent customer service and satisfaction. A vital part of that goal focuses on open lines of communication with our customer base.

A recent review of your account indicates that the payment arrangement that was established on your account in an effort to liquidate the outstanding balance is not being kept. Our bills become past due after the due date reflected on the billing statement.

In the event that future payments are delinquent, it will be necessary for us to remove the payment arrangement from your account. If the payment arrangement is removed, the total outstanding balance will become due immediately. Additionally, your account will be subject to interruption of service.

If you have any questions or concerns regarding this process please contact our Customer Service Department at (770) 960-5200, and we will be more than happy to assist you. Thank you for your business with Clayton County Water Authority.

Sincerely,

Collections Department  
Clayton County Water Authority  
Quality Water, Quality Service

«\_1»

«\_2»

«\_3»

«\_4»

«\_5», «\_6» «\_7»

Reference Account: «\_8»-«\_9»

Dear Customer:

To Whom It May Concern:

The Clayton County Water Authority strives to maintain excellent customer service and satisfaction. A vital part of that goal focuses on open lines of communication with our customer base.

We recently received a payment for the above referenced account number. The payment came in under a slightly different account number listed on the electronic file/check was # «\_10». This is an invalid/closed account number in our billing system. If the payment is to be posted to account number «\_11»-«\_12», please update your bank or bill paying information with the correct account number. This will ensure that no future problems occur when processing your payments.

I apologize for any inconvenience that this may cause and thank you in advance for your cooperation. If you have any questions or concerns regarding this process please contact me at (678) 422-2833. Thank you for your business with Clayton County Water Authority.

Sincerely,

Accounts Receivable Analyst

Enclosure: 1



«\_1»

«\_2»

«\_3»

«\_4»

«\_5», «\_6» «\_7»

Reference Account: «\_8»-«\_9»

Dear Customer:

The Clayton County Water Authority strives to maintain excellent customer service and satisfaction. A vital part of that goal focuses on open lines of communication with our customer base.

Our records indicate that your tenant at the above referenced address has requested that the water service be disconnected in their name; based on your Continuous Service Agreement with Clayton County Water Authority the service will be placed back into your name. If you would like for the service to be taken out of your name, please contact our Customer Service department. Otherwise service will remain in your name until a new tenant applies for service. Our telephone number is (770) 960-5200 Monday-Friday 8 am to 5 pm. Thank you for your business with Clayton County Water Authority.

Sincerely,

Customer Service  
Clayton County Water Authority  
Quality Water, Quality Service

«\_1»

«\_2»

«\_3»

«\_4»

«\_5», «\_6» «\_7»

Re: Account Number «\_8»-«\_9»

Dear Customer,

The Clayton County Water Authority strives to maintain excellent customer service and satisfaction. A vital part of that goal focuses on open lines of communication with our customer base.

Enclosed is your billing for the above referenced account. This billing was calculated at the 3-inch meter minimum due to the meter not being returned for a monthly meter reading. Hydrant meters are required to be returned once per month for a meter reading to be obtained. This meter can be returned on any workday during the month.

Please have your hydrant meter/permit returned on any work day during this current month to avoid the higher than minimum costs on the next month's billing.

If you have any questions regarding our hydrant meter process, please contact us at 770-960-5200 prompt 4. Thank you for your business with Clayton County Water Authority.

Sincerely,

Customer Service  
Clayton County Water Authority

«\_1»

«\_2»

«\_3»

«\_4»

«\_5», «\_6» «\_7»

Re: Account Number «\_8»-«\_9»

Dear Customer,

The Clayton County Water Authority strives to maintain excellent customer service and satisfaction. A vital part of that goal focuses on open lines of communication with our customer base.

Enclosed is your billing for the above referenced account. This billing was calculated at the 3-inch minimum, due to the meter not being returned for a monthly reading. This billing is the second consecutive month that the meter has not been returned for a reading. In adherence to our policies governing hydrant meters and permits a surcharge of \$1156.00 may be added to your bill to cover the cost of a replacement hydrant meter. Failure to pay this charge could result in your account being turned over to our Collections department. Please bring this hydrant meter to our Warehouse as soon as possible for inspection and reading to avoid this charge.

If you have any questions regarding our hydrant meter process, please contact us at 770-960-5200 prompt 4. Thank you for your business with Clayton County Water Authority.

Sincerely,

Customer Service  
Clayton County Water Authority

«\_1»

«\_2»

«\_3»

«\_4»

«\_5», «\_6» «\_7»

Re: Account Number «\_8»-«\_9»

Dear Customer,

The Clayton County Water Authority strives to maintain excellent customer service and satisfaction. A vital part of that goal focuses on open lines of communication with our customer base.

In accordance with our budget bill payment program, both your actual account bill amounts and your budget bill amounts have been reviewed for the service period of May 1, «\_10» through April 30, «\_11». Based on this review your monthly budget amount has been changed to \$«\_12». This new budget amount will appear on all bills dated after May 1, «\_13».

If you have any questions regarding this correspondence, please contact us at 770-960-5200 prompt 5. Thank you for your business with Clayton County Water Authority.

Sincerely,

Customer Service  
Clayton County Water Authority

«\_1»

«\_2»

«\_3»

«\_4»

«\_5», «\_6» «\_7»

Re: Account Number «\_8»-«\_9»-«\_10»  
«\_11» «\_12»

Dear Customer,

The Clayton County Water Authority strives to maintain excellent customer service and satisfaction. A vital part of that goal focuses on open lines of communication with our customer base.

Our records indicate a final balance due of \$ «\_13» on the above referenced account. Please remit this amount by «\_14» in order to alleviate the need for collection action, up to and including placement of your account with a collection agency. No further notice will be given.

Thank you for your prompt handling of this matter. If you have any questions regarding this correspondence, please contact our Collections Department at 770-960-5881.

Collections Department  
Clayton County Water Authority  
Quality Water, Quality Service

«\_1»

«\_2»

«\_3»

«\_4»

«\_5», «\_6» «\_7»

Re: Account Number «\_8»-«\_9»

Dear Customer,

The Clayton County Water Authority strives to maintain excellent customer service and satisfaction. A vital part of that goal focuses on open lines of communication with our customer base.

On November 3, 2012 a payment of \$1,000.00 was made to Clayton County Water Authority. This payment was made to account number 120936-01. This account is now paid in full. The receipt enclosed is for your records.

If you have any questions regarding this correspondence, please contact us at 770-960-5200 prompt 4. Thank you for your business with Clayton County Water Authority.

Sincerely,

Customer Service  
Clayton County Water Authority

Encl: 1

«\_1»

«\_2»

«\_3»

«\_4»

«\_5», «\_6» «\_7»

Re: Account Number «\_8»-«\_9»

Dear Customer,

The Clayton County Water Authority strives to maintain excellent customer service and satisfaction. A vital part of that goal focuses on open lines of communication with our customer base.

The balance of \$ «10» has been transferred from your previous account number «11». Please make the payment of this outstanding balance an immediate concern.

If you have any questions regarding this balance, please contact us at 770-960-5200. Please reference your current account number when inquiring or when remitting a payment. Thank you for your business with Clayton County Water Authority.

Collections Department  
Clayton County Water Authority  
Quality Water, Quality Service

«\_1»

«\_2»

«\_3»

«\_4»

«\_5», «\_6» «\_7»

Re: Account Number «\_8»-«\_9»  
«10» «\_11» «\_12»

Dear Customer,

The Clayton County Water Authority strives to maintain excellent customer service and satisfaction. A vital part of that goal focuses on open lines of communication with our customer base.

This letter is to inform you that this month's bill will reflect additional service fees for sewer service. Upon a review of your account, it has come to our attention that this service has not previously been included in your monthly charges. The activation of this service will begin with this month's billing and will continue consecutively each month. The total added to your bill for sewer service this month will be \$«\_13». Please note that we will not bill your account for sewer service prior to this month's billing statement.

Thank you in advance for your understanding in this matter. If you have any questions regarding this correspondence, please contact us at 770-960-5200 prompt 4. Thank you for your business with Clayton County Water Authority.

Sincerely,

Customer Service  
Clayton County Water Authority



«\_1»

«\_2»

«\_3»

«\_4»

«\_5», «\_6» «\_7»

Re: Account Number «\_8»-«\_9»  
«10» «\_11» «\_12»

Dear Customer,

The Clayton County Water Authority strives to maintain excellent customer service and satisfaction. A vital part of that goal focuses on open lines of communication with our customer base.

This letter is to inform you that this month's bill will reflect additional service fees for stormwater. Upon a review of your account, it has come to our attention that this service has not previously been included in your monthly charges. The activation of this service will begin with this month's billing and will continue consecutively each month. The total added to your bill for this stormwater service this month will be \$ «\_13». Please note that we will not bill your account for stormwater service prior to this month's billing statement.

Thank you in advance for your understanding in this matter. If you have any questions regarding this correspondence, please contact us at 770-960-5200 prompt 4. Thank you for your business with Clayton County Water Authority.

Sincerely,

Customer Service  
Clayton County Water Authority

«\_1»

«\_2»

«\_3»

«\_4»

«\_5», «\_6» «\_7»

Re: Account Number «\_8»-«\_9»

Dear Customer,

The Clayton County Water Authority strives to maintain excellent customer service and satisfaction. A vital part of that goal focuses on open lines of communication with our customer base.

A recent review of your account has indicated that your most recent bill reflected a higher dollar amount than normal; therefore, we did not want to draft your bank account without proper notification. Your water utility account with Clayton County Water Authority has been removed from the auto draft program until further notice from you. You may choose to remit your bill manually in person or by mail, or you may reinstate the auto draft program. However, please note that your bank account will not be drafted until the enclosed approval form for reinstatement to the program has been received and processed.

We apologize for any inconvenience that this may cause and thank you for your prompt handling of this matter. If you have any questions regarding this correspondence, please contact us at 770-960-5200 prompt 4. Thank you for your business with Clayton County Water Authority.

Sincerely,

Customer Service  
Clayton County Water Authority

Encl: 1

«\_1»

«\_2»

«\_3»

«\_4»

«\_5», «\_6» «\_7»

Re: Account Number «\_8»-«\_9»  
«10» «\_11» «\_12»

Dear Customer,

The Clayton County Water Authority strives to maintain excellent customer service and satisfaction. A vital part of that goal focuses on open lines of communication with our customer base.

This letter is to inform you that this month's bill will reflect additional service fees for water metered fire connection service. Upon a review of your account, it has come to our attention that this service has not previously been included in your monthly charges. The activation of this service will begin with this month's billing and will continue consecutively each month. The total added to your bill for this MFC service this month will be \$«\_13». Please note that we will not bill your account for MFC service prior to this month's billing statement.

Thank you in advance for your understanding in this matter. If you have any questions regarding this correspondence, please contact us at 770-960-5200 prompt 4. Thank you for your business with Clayton County Water Authority.

Sincerely,

Customer Service  
Clayton County Water Authority

07/29/2013

Re: Account Number XXXXXXXX  
1600 BATTLECREEK RD

Dear Customer,

The Clayton County Water Authority strives to maintain excellent customer service and satisfaction. A vital part of that goal focuses on open lines of communication with our customer base.

This letter is to inform you that this month's bill will reflect additional service fees for water service. Upon a review of your account, it has come to our attention that this service has not previously been included in your monthly charges. The activation of this service will begin with this month's billing and will continue consecutively each month. The total added to your bill for water service this month will be \$ 60.00. Please note that we will not bill your account for water service prior to this month's billing statement.

Thank you in advance for your understanding in this matter. If you have any questions regarding this correspondence, please contact us at 770-960-5200 prompt 4. Thank you for your business with Clayton County Water Authority.

Sincerely,

Customer Service  
Clayton County Water Authority

«\_1»

«\_2»

«\_3»

«\_4»

«\_5», «\_6» «\_7»

Re: Account Number «\_8»-«\_9»

Dear Customer,

Our records reflect that the referenced address has been vacant since 05/22/2012; however, a meter reading obtained on 09/19/2012 shows water service as having been consumed since the last scheduled meter reading.

The Clayton County Water Authority requires all new customers to make application for service and remit a deposit requirement. In order to establish an account we will need a notarized copy of your rental or lease agreement, proof of property ownership (if applicable), and government issued picture identification. This information can be brought into one of our Customer Service locations listed below:

1600 Battle Creek Road. Morrow, GA  
526 Forest Parkway, Forest Park, GA

Adherence to this policy is required by 10/23/2012, to avoid the disconnection of water services to the referenced premise. If you have any questions regarding this correspondence, please contact us at 770-960-5881. Thank you for your business with Clayton County Water Authority.

Sincerely,

Customer Service  
Clayton County Water Authority

«\_1»

«\_2»

«\_3»

«\_4»

«\_5», «\_6» «\_7»

Re: Account Number «\_8»-«\_9»

Dear Customer,

The Clayton County Water Authority strives to maintain excellent customer service and satisfaction. A vital part of that goal focuses on open lines of communication with our customer base.

This letter represents the Final Notice for payment of the outstanding balance at the reference premise address. The account has an outstanding past due balance of \$22,102.27 as of the date of this letter. We require payment of this balance by 5:00 PM, November 1, 2012. Please provide receipt of this balance to our office. Please note that no additional notification will be given in this matter. Please make this matter one of immediate concern to avoid the interruption of the water utility service.

Thank you in advance for your understanding in this matter. If you have any questions regarding this correspondence, please contact us at 770-960-5200 prompt 4. Thank you for your business with Clayton County Water Authority.

Sincerely,

Customer Accounts Director

«\_1»

«\_2»

«\_3»

«\_4»

«\_5», «\_6» «\_7»

Re: Account Number «\_8»-«\_9»

Dear Customer,

The Clayton County Water Authority strives to maintain excellent customer service and satisfaction. A vital part of that goal focuses on open lines of communication with our customer base.

Please be advised that your water consumption has been estimated for the month of xxxxxxxx, due to xxxxxxx. Please assist us in correcting this issue and enable us to obtain an accurate meter reading.

Thank you for your prompt handling of this matter. If you have any questions regarding this correspondence, please contact us at 770-960-5200 prompt 4. Thank you for your business with Clayton County Water Authority.

Sincerely,

Customer Service  
Clayton County Water Authority

«\_1»

«\_2»

«\_3»

«\_4»

«\_5», «\_6» «\_7»

Re: Account Number «\_8»-«\_9»

Dear Customer,

The Clayton County Water Authority strives to maintain excellent customer service and satisfaction. A vital part of that goal focuses on open lines of communication with our customer base.

A review of the meter readings for the fire connection line for the referenced account indicates unauthorized usage. This connection is for fire protection only. While minimal use is expected for testing purposes, there should not be usage on an ongoing basis.

Please investigate the current usage, and correct the plumbing or implement procedures to stop the further use of water service through this connection. If usage continues to be detected, it will be necessary to convert this service to our standard billing.

Thank you in advance for your understanding in this matter. If you have any questions regarding this correspondence, please contact us at 770-960-5200 prompt 4. Thank you for your business with Clayton County Water Authority.

Sincerely,

Customer Service  
Clayton County Water Authority



«\_1»

«\_2»

«\_3»

«\_4»

«\_5», «\_6» «\_7»

Re: Account Number «\_8»-«\_9»

Dear Customer,

The Clayton County Water Authority strives to maintain excellent customer service and satisfaction. A vital part of that goal focuses on keeping an open line of communication with our customers.

Our records indicate that several customers did not receive the standard disconnection notice on their bill as normal. For this reason, we are sending this letter/notice to advise you of your disconnection date. The balance due on the referenced above account is \$22,102.27, and the water utility service is scheduled to be interrupted for non-payment on November 1, 2012. To avoid this interruption in your service, payment in the amount of \$22,102.27 must be made in our offices by 5:00 PM on November 15, 2012.

If services are disconnected on November 15, 2012, the past due balance will be required, plus any additional fees to restore the water utility service.

We apologize for this oversight and if you have any questions regarding this correspondence, please contact us at 770-960-5200 prompt 4. Thank you for your business with Clayton County Water Authority.

Sincerely,

Customer Service  
Clayton County Water Authority

«\_1»

«\_2»

«\_3»

«\_4»

«\_5», «\_6» «\_7»

Re: Account Number «\_8»-«\_9»

Dear Customer,

The Clayton County Water Authority strives to maintain excellent customer service and satisfaction. A vital part of that goal focuses on open lines of communication with our customer base.

As of the date of this correspondence, the balance due on the referenced above account is \$22,102.27. The purpose of this letter is to advise you that the water utility service is scheduled to be interrupted for non-payment on November 1, 2012. To avoid this interruption in your service, payment in the amount of \$22,102.27 must be made in our offices by 5:00 PM on November 15, 2012.

If services are disconnected on November 15, 2012, the following amount will be required prior to the restoration of the water utility service:

Past Due Balance:	\$22,102.27
Deposits	: \$160.00
Fees	: \$1,000

Please give this matter your prompt attention. If you have any questions regarding this correspondence, please contact us at 770-960-5200 prompt 4. Thank you for your business with Clayton County Water Authority.

Sincerely,

Customer Service  
Clayton County Water Authority

«\_1»

«\_2»

«\_3»

«\_4»

«\_5», «\_6» «\_7»

Re: Account Number «\_8»-«\_9»

Dear Customer,

The Clayton County Water Authority strives to maintain excellent customer service and satisfaction. A vital part of that goal focuses on open lines of communication with our customer base.

Enclosed please find your check number xxx in the amount of \$1,000.00, Clayton County Water Authority, no longer accepts checks when the water utility service has been disconnected for non-payment. This payment will need to be resubmitted in the form of certified funds such as cash, cashier's check or money order.

Thank you in advance for your understanding in this matter. If you have any questions regarding this correspondence, please contact us at 770-960-5200 prompt 4. Thank you for your business with Clayton County Water Authority.

Sincerely,

Customer Service  
Clayton County Water Authority

«\_1»

«\_2»

«\_3»

«\_4»

«\_5», «\_6» «\_7»

Re: Account Number «\_8»-«\_9»

Dear Customer,

The Clayton County Water Authority strives to maintain excellent customer service and satisfaction. A vital part of that goal focuses on open lines of communication with our customer base.

Please be advised that your check number «12» dated «13», in the amount of \$«14» has been returned to us today, listed as «15». A \$30.00 charge has been added to your account balance to cover the handling of this check. You may pay at our office certified payment forms such as cash or a money order on or before «16» for the amount of \$«17». Please give this matter your prompt attention in order to avoid a late penalty fee assessment or the possible interruption of your water service.

If you have any questions regarding this correspondence, please contact us at 770-960-5881. Thank you for your business with Clayton County Water Authority.

Sincerely,

Customer Service  
Clayton County Water Authority

«\_1»

«\_2»

«\_3»

«\_4»

«\_5», «\_6» «\_7»

Re: Account Number «\_8»-«\_9»-«10»

Dear Customer,

The Clayton County Water Authority strives to maintain excellent customer service and satisfaction. A vital part of that goal focuses on open lines of communication with our customer base.

Please be advised that your ACH Draft dated «13», in the amount of \$ «14» has been returned to us today, listed as «15». A \$30.00 charge has been added to your account balance to cover the handling of this item. You may pay for the replacement of this draft at our office with a certified payment form such as cash or a money order on or before «16» for the amount of \$ «17». Your enrollment in our Auto Draft plan has been cancelled as a result of this returned item. Please give this matter your prompt attention in order to avoid a late penalty fee assessment or the possible interruption of your water service.

If you have any questions regarding this correspondence, please contact us at 770-960-5881. Thank you for your business with Clayton County Water Authority.

Sincerely,

Customer Service  
Clayton County Water Authority

«\_1»

«\_2»

«\_3»

«\_4»

«\_5», «\_6» «\_7»

Re: Account Number «\_8»-«\_9»

Dear Customer,

The Clayton County Water Authority strives to maintain excellent customer service and satisfaction. A vital part of that goal focuses on open lines of communication with our customer base.

Please be advised that your online payment received on «10», in the amount of \$«11» has been charged back or reversed for «12». A \$30.00 charge has been added to your account balance to cover the handling of this return. You may pay for the replacement of this item at our office with a certified payment form such as cash or a money order on or before «13» for the amount of \$ «14». Please give this matter your prompt attention in order to avoid a late penalty fee assessment or the possible interruption of your water service.

If you have any questions regarding this correspondence, please contact us at 770-960-5881. Thank you for your business with Clayton County Water Authority.

Sincerely,

Customer Service  
Clayton County Water Authority

«\_1»

«\_2»

«\_3»

«\_4»

«\_5», «\_6» «\_7»

Re: Account Number «\_8»-«\_9»

Dear Customer,

The Clayton County Water Authority strives to maintain excellent customer service and satisfaction. A vital part of that goal focuses on open lines of communication with our customer base.

Please be advised that your payment, in the amount of \$ «\_10» has been returned, «\_11». This payment was made via the web or by phone through our third party payment provider, «\_12». A \$30.00 charge has been added to your account balance to cover the handling of this item. You may pay for the replacement of this item at our office with a certified payment form such as cash or a money order on or before «\_13» for the amount of \$ «\_14». Please give this matter your prompt attention in order to avoid a late penalty fee assessment or the possible interruption of your water service.

If you have any questions regarding this correspondence, please contact us at 770-960-5200 prompt 4. Thank you for your business with Clayton County Water Authority.

Sincerely,

Customer Service  
Clayton County Water Authority

«\_1»

«\_2»

«\_3»

«\_4»

«\_5», «\_6» «\_7»

Re: Account Number «\_8»-«\_9»

Dear Customer,

The Clayton County Water Authority strives to maintain excellent customer service and satisfaction. A vital part of that goal focuses on open lines of communication with our customer base.

Please be advised that your payment, in the amount of \$ «\_10», has been returned, due to «\_11». This payment was made via the web or by phone through our third party payment provider, «\_12». Please make this payment on or before «\_13», to avoid a late penalty fee assessment or the possible interruption of your water service.

If you have any questions regarding this correspondence, please contact us at 770-960-5200 prompt 4. Thank you for your business with Clayton County Water Authority.

Sincerely,

Customer Service  
Clayton County Water Authority

Return to: «\_1»

Clayton County Water Authority

1600 Battle Creek Road

Morrow, GA, 30260-4302



STATE OF GEORGIA  
COUNTY OF CLAYTON

**NOTICE OF STATUTORY LIEN**

LIEN HOLDER: Clayton County Water Authority  
PROPERTY OWNER: «\_2»  
PROPERTY ADDRESS: «\_3» «\_4»  
PARCEL IDENTIFICATION: «\_5»  
AMOUNT OF LIEN: «\_6»  
YEARS: «\_7»

YOU ARE HEREBY NOTIFIED, that the Clayton County Water Authority, claims a statutory lien on the lot located at «\_8» «\_9», being the property of «\_10». Pursuant to O.C.G.A § 44-14-320, O.C.G.A. § 36-60-17, and Clayton County Code of Ordinances Section 98-50, the lien is for unpaid water, sewage, and/or stormwater service charges, fees, and/or assessments, and late fees actually incurred in the amount of \$ «\_11». Pursuant to Clayton County Code of Ordinances Section 98-50 (b) (3), interest shall accrue on the amount of this lien at a rate of one percent (1%) per month until such time as this lien is satisfied in full, or is otherwise canceled pursuant to the laws of the State of Georgia or Clayton County.

This lien is specifically established as a conforming lien that is to be given the same priority as a municipal tax lien.

Said lien is hereby perfected pursuant to the laws of the State of Georgia.

This \_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_.

\_\_\_\_\_  
Name: \_\_\_\_\_

Title: \_\_\_\_\_

Clayton County Water Authority

Sworn to and subscribed before me  
this \_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_.

\_\_\_\_\_  
[Affix Notary Seal]

Return to: «\_1»  
Clayton County Water Authority  
1600 Battle Creek Road  
Morrow, GA, 30260-4302

STATE OF GEORGIA  
COUNTY OF CLAYTON

**CANCELLATION OF STATUTORY LIEN**

LIEN HOLDER: Clayton County Water Authority

PROPERTY OWNER: «\_2»

PROPERTY ADDRESS: «\_3» «\_4»

PARCEL IDENTIFICATION: «\_5»

The Clayton County Water Authority hereby cancels the statutory lien, recorded at Book «\_6», Page «\_7», Clayton County Records, it holds on the lot located at, «\_8» «\_9», being the property of «\_10». The Clerk of the Superior Court of Clayton County is hereby authorized and direct to mark said lien as satisfied and canceled.

This \_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_.

\_\_\_\_\_  
Name: P. Michael Thomas  
Title: General Manager  
Clayton County Water Authority

Sworn to and subscribed before me  
this \_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_.

\_\_\_\_\_  
[Affix Notary Seal]

«\_1»

«\_2»

«\_3»

«\_4»

«\_5», «\_6» «\_7»

Re: Account Number «\_8»-«\_9»

Dear Customer,

The Clayton County Water Authority strives to maintain excellent customer service and satisfaction. A vital part of that goal focuses on open lines of communication with our customer base.

Our records indicate a past due balance of \$ «10» on the above referenced account. Please remit this balance by «11» in order to alleviate the need for collection action or possible interruption of the water utility service.

Thank you for your prompt handling of this matter. If you have any questions regarding this correspondence, please contact us at 770-960-5881. Thank you for your business with Clayton County Water Authority.

Sincerely,

Collections Department  
Clayton County Water Authority  
Quality Water, Quality Service

«\_1»

«\_2»

«\_3»

«\_4»

«\_5», «\_6» «\_7»

Re: Account Number «\_8»-«\_9»

Dear Customer,

The Clayton County Water Authority strives to maintain excellent customer service and satisfaction. A vital part of that goal focuses on open lines of communication with our customer base.

A recent review of the above referenced account indicates a past due balance of \$ «10», for stormwater service. Please remit this outstanding balance by «11» to alleviate the need for collection activity. Please note that collection activity will include late penalty fee assessments, as well as the processing of a lien against your property.

If you have any questions regarding this correspondence, please feel free to contact our Credit and Collections team at 770-960-5892 or 770-960-5893, and we will be more than happy to assist you. Thank you for promptly handling this matter and we appreciate your business and the opportunity to serve you.

Sincerely,

Customer Accounts Director

«\_1»

«\_2»

«\_3»

«\_4»

«\_5», «\_6» «\_7»

Reference Account(s): «\_8»-«\_9»

Service Address: «\_10» «\_11»

Dear Valued Customer:

All Clayton County Stormwater customers pay a stormwater utility fee in proportion to the amount of water runoff generated by their property and the demand this water runoff places on the Stormwater drainage system. This water runoff is directly related to the amount of impervious development on the property, such as buildings, driveways, and parking lots.

The monthly stormwater fee for a developed single-family residential property is calculated at \$3.75/month or \$45 annually. Because the stormwater utility program is structured just like a water or sewer utility, all responsible parties of developed property will be charged the fee.

A recent review of the above referenced account reflects an outstanding balance of \$ «\_12» on the account. Please remit this balance by «\_13», in order to maintain your account and alleviate the need for future collection action on your account.

If you have any additional questions or concerns please feel free to contact our business office Monday – Friday 8:00 a.m. – 5:00 p.m., at 770-960-6962 and we will be more than happy to assist you. Thank you for promptly handling this matter and we appreciate your business and the opportunity to serve you.

Sincerely,



Customer Accounts Director

«\_1»

«\_2»

«\_3»

«\_4»

«\_5», «\_6» «\_7»

Re: Account Number «\_8»-«\_9»  
«\_10» «\_11»

Dear Customer,

The Clayton County Water Authority strives to maintain excellent customer service and satisfaction with our customers. We recently sent you a letter informing you of the outstanding balance on the above referenced account.

A recent review of the above referenced account indicates we still have not received payment of the past due balance of \$ «\_12», for Stormwater services. Please remit this outstanding balance by «\_13», to alleviate the need for collection activity. Please note that collection activity will include late penalty fee assessments, as well as the processing of a lien against your property.

If you have any questions regarding this correspondence, please feel free to contact our business office Monday –Friday 8:00 a.m. – 5:00 p.m., at 770-960-6962, and we will be more than happy to assist you. Thank you for promptly handling this matter and we appreciate your business and the opportunity to serve you.

Sincerely,

Customer Accounts Director

«\_1»

«\_2»

«\_3»

«\_4»

«\_5», «\_6» «\_7»

Re: Account Number «\_8»-«\_9»  
«\_10» «\_11»

Dear Customer,

The Clayton County Water Authority strives to maintain excellent customer service and satisfaction with our customers. We recently sent you a letter informing you of the outstanding balance on the above referenced account.

A recent review of the above referenced account indicates we did not receive payment of the past due balance of \$ «\_12», for Stormwater services. Please consider this your final notice, and we ask that you remit the outstanding balance by «\_13», to alleviate the need for processing a lien against your property.

If you have any questions regarding this correspondence, please feel free to contact our business office Monday –Friday 8:00 a.m. – 5:00 p.m., at 770-960-6962, and we will be more than happy to assist you. Thank you for promptly handling this matter and we appreciate your business and the opportunity to serve you.

Sincerely,

Customer Accounts Director



«\_1»

«\_2»

«\_3»

«\_4»

«\_5», «\_6» «\_7»

Re: Account Number «\_8»-«\_9»

Dear Customer,

The Clayton County Water Authority strives to maintain excellent customer service and satisfaction. A vital part of that goal focuses on open lines of communication with our customer base.

A recent review of your account shows that your account is enrolled in our budget billing payment plan. One of the terms and conditions of service for continued enrollment in the budget billing payment plan is that participating accounts carry only current balances. Additionally, participating accounts may not have the water service interrupted for non-payment.

This letter serves as notification that your account has been removed from the budget billing payment plan, due to one of the aforementioned reasons. Your total outstanding deferred balance will be due with your next billing statement.

If you have any questions or concerns regarding this process, please contact our Customer Service department at (770) 960-5881, and we will be more than happy to assist you. Thank you for your business with Clayton County Water Authority.

Sincerely,

Collections Department  
Clayton County Water Authority

«\_1»

«\_2»

«\_3»

«\_4»

«\_5», «\_6» «\_7»

Reference Account(s): «\_8»-«\_9»

Dear Customer:

The Clayton County Water Authority strives to maintain excellent customer service and satisfaction. A vital part of that goal focuses on open lines of communication with our customer base.

A recent review of your account indicates that the payment arrangement that was established on your account in an effort to liquidate the outstanding balance is not being kept. Our bills become past due after the due date reflected on the billing statement.

In the event that future payments are delinquent, it will be necessary for us to remove the payment arrangement from your account. If the payment arrangement is removed, the total outstanding balance will become due immediately. Additionally, your account will be subject to interruption of service.

If you have any questions or concerns regarding this process, please contact our Customer Service department at (770) 960.5881, and we will be more than happy to assist you. Thank you for your business with Clayton County Water Authority.

Sincerely,

Collections Department  
Clayton County Water Authority  
Quality Water, Quality Service

«\_1»

«\_2»

«\_3»

«\_4»

«\_5», «\_6» «\_7»

Reference Account(s): «\_8»-«\_9»

Dear Customer:

The Clayton County Water Authority strives to maintain excellent customer service and satisfaction. A vital part of that goal focuses on open lines of communication with our customer base.

A recent review of your account shows that your account has an active written payment arrangement on it. One of the terms and conditions of service for continued participation in a written payment arrangement plan is that participating accounts carry only current balances.

This letter serves as notification that your account has been removed from the written payment arrangement, due to the outstanding balance that your account has carried. Your total outstanding deferred balance will be due with your next billing statement.

If you have any questions or concerns regarding this process, please contact our Customer Service department at (770) 960-5881, and we will be more than happy to assist you. Thank you for your business with Clayton County Water Authority.

Sincerely,

Collections Department  
Clayton County Water Authority  
Quality Water, Quality Service

«\_1»

«\_2»

«\_3»

«\_4»

«\_5», «\_6» «\_7»

Re: Account Number «\_8»-«\_9»  
«\_10» «\_11»

Dear Customer,

Thank you for your recent contact with Clayton County Water Authority. At Clayton County Water Authority, we strive for excellent customer service and satisfaction.

Please note that your request for a billing adjustment has been denied for the following reason:

- \_\_\_\_\_ Usage has not returned to normal average use
- \_\_\_\_\_ Usage does not exceed your average use
- \_\_\_\_\_ Repair receipt is over 120 days old
- \_\_\_\_\_ Other \_\_\_\_\_

If you have any additional questions or concerns, please contact our Call Center at 770-961-2130, option 2 (Monday – Friday 8 a.m. – 5 p.m.), and we will be more than happy to assist you. Again, thank you for contacting Clayton County Water Authority. We appreciate your business and the opportunity to serve you.

Customer Service Department  
Clayton County Water Authority

«\_1»

«\_2»

«\_3»

«\_4»

«\_5», «\_6» «\_7»

Re: Account Number «\_8»-«\_9»  
«\_10» «\_11»

Dear Customer,

Thank you for your recent contact with Clayton County Water Authority. At Clayton County Water Authority, we strive for excellent customer service and satisfaction.

Please note that your request for a billing adjustment has been processed. A credit in the amount of \$ «\_12», was applied to your account on «\_13». Please subtract this credit balance from your most recent billing statement. The difference is the amount due on your account. You may remit payment to Clayton County Water Authority for this balance, or contact our Call Center if payment arrangements are needed.

If you have additional questions or concerns, please contact our Call Center at 770-960-5200, option 2 (Monday – Friday 8 a.m. – 5 p.m.), and we will be more than happy to assist you. Again, thank you for contacting Clayton County Water Authority. We appreciate your business and the opportunity to serve you.

Customer Service Department  
Clayton County Water Authority

«\_1»

«\_2»

«\_3»

«\_4»

«\_5», «\_6» «\_7»

Re: Account Number «\_8»-«\_9»  
«\_10» «\_11»

Dear Customer,

The Clayton County Water Authority strives to maintain excellent customer service and satisfaction. A vital part of that goal focuses on keeping an open line of communication with our customers.

Our records reflect an Order of Dismissal, from the United States Bankruptcy Court, Northern District of Georgia, was received as of «\_12», for your Bankruptcy Case # «\_13». When a bankruptcy dismissal occurs, this allows CCWA to initiate the collection process for any unpaid balance and/or transfer any unpaid balance to the customer's active account.

In your case, the unpaid balance of \$ «\_14», from your previous account, # «\_15», will be transferred to your active account, # «\_16»-«\_17», effective immediately. Please make this payment or an arrangement on or before, «\_18», to avoid collection activity, which could include disconnection of your water service.

If you have any questions regarding this correspondence, please contact us at 770-960-5200. Thank you for your business with Clayton County Water Authority.

Sincerely,

Customer Service/Collections  
Clayton County Water Authority

«\_1»

«\_2»

«\_3»

«\_4»

«\_5», «\_6» «\_7»

Re: Account Number «\_8»-«\_9»  
«\_10» «\_11»

Dear Customer,

The Clayton County Water Authority strives to maintain excellent customer service and satisfaction. A vital part of that goal focuses on keeping an open line of communication with our customers.

Our records reflect you have filed for Bankruptcy through the United States Bankruptcy Court, Northern District of Georgia, and was received as of, «\_12», Bankruptcy Case # «\_13». When a bankruptcy filing occurs, this ensures that CCWA will stop all collection processes for any unpaid balances and start you with a new active account.

In your case, the unpaid balance of \$ «\_14», from your previous account, # «\_15», has been closed out, while we wait on the dismissal/discharge status from the United States Bankruptcy Court. Effective immediately, a new account has been established as of «\_16» and your new account number is # «\_17»-«\_18». You will be responsible for all new balances accrued on this new account and you will, also, need to place a new security deposit of \$ «\_19», which will be due on or before «\_20», to avoid possible disconnection of your water service.

If you have any questions regarding this correspondence, please contact us at 770-960-5200. Thank you for your business with Clayton County Water Authority.

Sincerely,

Customer Service/Collections  
Clayton County Water Authority

«\_1»

«\_2»

«\_3»

«\_4»

«\_5», «\_6» «\_7»

Re: Account Number «\_8»-«\_9»  
«\_10» «\_11»

Dear Customer,

The Clayton County Water Authority strives to maintain excellent customer service and satisfaction. A vital part of that goal focuses on keeping an open line of communication with our customers.

Our records indicate that several customers did not receive the standard disconnection notice on their bill as normal. For this reason, we are sending this letter/notice to advise you of your disconnection date. The balance due on the referenced above account is, \$ «\_12», and the water utility service is scheduled to be interrupted for non-payment on «\_13». To avoid this interruption in your service, payment in the amount of \$ «\_14», must be made in our offices by 5:00 PM, on the business day **before** «\_15».

If services are disconnected on «\_16», the past due balance will be required, plus any additional fees to restore the water utility service.

We apologize for this oversight and if you have any questions regarding this correspondence, please contact us at 770-960-5200 prompt 4. Thank you for your business with Clayton County Water Authority.

Sincerely,

Customer Service  
Clayton County Water Authority



«\_1»

«\_2»

«\_3»

«\_4»

«\_5», «\_6» «\_7»

Re: Account Number «\_8»-«\_9»  
«\_10» «\_11»

Dear Customer,

The Clayton County Water Authority strives to maintain excellent customer service and satisfaction with our customers. A vital part of that goal focuses on establishing and maintaining an open line of communication with our customers at all times.

Recently, Clayton County Water Authority (CCWA), did a site visit of your property, as well as other tests. These tests determined that the property is connected to our sewer system. This will require us to add additional service fees for sewer, to your account. The activation of this service will begin with your next monthly billing and will continue consecutively each month. Please note that we will not back bill your account for sewer service prior to your next monthly billing statement.

Thank you in advance for your understanding in this matter. If you have any questions regarding this correspondence, please contact us at 770-960-5200 prompt 4. Thank you for your business with Clayton County Water Authority.

Sincerely,

Customer Service  
Clayton County Water Authority

«\_1»

«\_2»

«\_3»

«\_4»

«\_5», «\_6» «\_7»

Re: Account Number «\_8»-«\_9»

Dear Customer,

The Clayton County Water Authority strives to maintain excellent customer service and satisfaction. A vital part of that goal focuses on open lines of communication with our customer base.

Please be advised that your payment of \$ «\_10» was returned marked “credit card chargeback”. This payment was processed via ABC Company, our third party payment vendor. A \$30.00 return fee has been added to your account balance. To avoid late fees or service interruption, please remit a payment of \$ «\_11», via cash or money order by «\_12».

In the event you have any questions or concerns regarding this correspondence, please contact our office at (770) 960-5200, prompt 4. We appreciate your business and the opportunity to serve you.

Sincerely,

Collections  
Clayton County Water Authority

«\_1»

«\_2»

«\_3»

«\_4»

«\_5», «\_6» «\_7»

Reference Account: «\_8»-«\_9»  
«\_10» «\_11»

Dear Valued Customer,

We recently sent all of our non-residential account holders a letter letting them know that we have improved our parcel data and reconciled variances in our Billing and Geographic Information System (GIS). During this process, we identified that the impervious surface, which determines the stormwater charges linked to your account has changed since our last update.

Our records indicate that the current stormwater billing for the above referenced account is based on «\_12» square feet of impervious surface. Based on the updated aerial photography the stormwater billing should be based on «\_13». Please note, stormwater charges are based on \$3.75 per stormwater unit. One stormwater unit is equal to 2,950 square feet of impervious surface. This update to the impervious surface will result in a new monthly stormwater fee of \$ «14».

To assist in offsetting any burden that this change may pose, we have opted to delay the increase of the new stormwater units, for a six month period. Please be advised that the change in stormwater billing for your account will be effective with the billing statement generated in January 2016. To view changes in your impervious area, visit our website at [ccwa.us](http://ccwa.us).

If you have any additional questions or concerns please feel free to contact our business office Monday – Friday 8 a.m. – 5 p.m. at 770- 960-6962 or by email at [CCWA\\_Stormwaterbilling@ccwa.us](mailto:CCWA_Stormwaterbilling@ccwa.us). We appreciate your business and the opportunity to serve you.

Sincerely,

Customer Accounts Director  
Clayton County Water Authority

«\_1»

«\_2»

«\_3»

«\_4»

«\_5», «\_6» «\_7»

Reference Account: «\_8»-«\_9»  
«\_10» «\_11»

Dear Valued Customer,

We recently sent all of our non-residential account holders a letter letting them know that we have improved our parcel data and reconciled variances in our Billing and Geographic Information System (GIS). During this process, we identified that the impervious surface, which determines the stormwater charges linked to your account has changed since our last update.

Our records indicate that the above referenced account is currently being billed residential stormwater rate of \$3.75 in error. This account has been identified as a non-residential account and should be billed stormwater fees based on the square footage of impervious surface. Per the updated aerial photography the stormwater billing should be based on «\_12» square feet. Please note stormwater charges are based on \$3.75 per stormwater unit. One stormwater unit is equal to 2950 square feet of impervious surface. This update to the impervious surface will result in a new monthly stormwater fee of \$«\_13».

To assist in offsetting any burden that this change may pose, we have opted to delay the increase of the new stormwater units, for a six month period. Please be advised that the change in stormwater billing for your account will be effective with the billing statement generated in January 2016. To view changes in your impervious area, visit our website at [ccwa.us](http://ccwa.us).

If you have any additional questions or concerns please feel free to contact our business office Monday – Friday 8 a.m. – 5 p.m. at 770- 960-6962 or by email at [CCWA\\_Stormwaterbilling@ccwa.us](mailto:CCWA_Stormwaterbilling@ccwa.us). We appreciate your business and the opportunity to serve you.

Sincerely,

Customer Accounts Director  
Clayton County Water Authority

«\_1»

«\_2»

«\_3»

«\_4»

«\_5», «\_6» «\_7»

Reference Account: «\_8»-«\_9»  
«\_10» «\_11»

Dear Valued Customer,

We recently sent all of our non-residential account holders a letter letting them know that we have improved our parcel data and reconciled variances in our Billing and Geographic Information System (GIS). During this process, we identified that the impervious surface, which determines the stormwater charges linked to your account has changed since our last update.

Our records indicate that the current stormwater billing for the above referenced account is based on «\_12» square feet of impervious surface. Based on the updated aerial photography the stormwater billing should be based on «\_13». Please note, stormwater charges are based on \$3.75 per stormwater unit. One stormwater unit is equal to 2,950 square feet of impervious surface. This update to the impervious surface will result in a reduced monthly stormwater fee of \$ «14», which is a reduction from your current monthly stormwater fee of \$ «\_15».

Please be advised that the change in stormwater fees for your property has been updated in our billing system. This change will be effective with your July billing statement.

If you have any additional questions or concerns please feel free to contact our business office Monday – Friday 8 a.m. – 5 p.m. at 770- 960-6962 and we will be more than happy to assist you. We appreciate your business and the opportunity to serve you.

Sincerely,

Customer Accounts Director  
Clayton County Water Authority

«\_1»

«\_2»

«\_3»

«\_4»

«\_5», «\_6» «\_7»

Reference Account: «\_8»-«\_9»  
«\_10» «\_11»

Dear Valued Customer,

We recently sent all of our non-residential account holders a letter letting them know that we have improved our parcel data and reconciled variances in our Billing and Geographic Information System (GIS). During this process, we identified that the impervious surface, which determines the stormwater charges linked to your account has changed since our last update.

Our records indicate that the current stormwater billing for the above referenced account is based on «\_12» square feet of impervious surface. Based on the updated aerial photography the stormwater billing should be based on «\_13». Please note, stormwater charges are based on \$3.75 per stormwater unit. One stormwater unit is equal to 2,950 square feet of impervious surface. This update to the impervious surface will result in a new monthly stormwater fee of \$ «14», which is a reduction from your current monthly stormwater fee of \$ «\_15».

Please be advised that the change in stormwater fees for your property has been updated in our billing system. This change will be effective with your July billing statement. Furthermore, a credit in the amount of \$ «\_16», will be placed on your account, representing the monthly difference between the current stormwater fee and the new stormwater fee, dating back to the inception of your account with Clayton County Water Authority.

If you have any additional questions or concerns, please feel free to contact our business office Monday – Friday 8 a.m. – 5 p.m., at 770- 960-6962 and we will be more than happy to assist you. We appreciate your business and the opportunity to serve you.

Sincerely,

Customer Accounts Director  
Clayton County Water Authority

«\_1»

«\_2»

«\_3»

«\_4»

«\_5», «\_6» «\_7»

Reference Account: «\_8»-«\_9»  
«\_10» «\_11»

Dear Valued Customer,

We recently sent all of our non-residential account holders a letter letting them know that we have improved our parcel data and reconciled variances in our Billing and Geographic Information System (GIS). During this process, we identified that the impervious surface, which determines the stormwater charges linked to your account has changed since our last update.

Our records indicate that the current stormwater billing for the above referenced account is based on «\_12» square feet of impervious surface. Based on the updated aerial photography the stormwater billing should be based on «\_13». Please note, stormwater charges are based on \$3.75 per stormwater unit. One stormwater unit is equal to 2,950 square feet of impervious surface. This update to the impervious surface will result in a new monthly stormwater fee of \$ «\_14», which is a reduction from your current monthly stormwater fee of \$ «\_15».

Please be advised that the change in stormwater fees for your property has been updated in our billing system. This change will be effective with your July billing statement. Furthermore, we have enclosed a refund check in the amount of \$ «\_16», which represents the monthly difference between the current stormwater fee and the new stormwater fee, dating back to the inception of your account with Clayton County Water Authority, less any current balance due on your account.

If you have any additional questions or concerns, please feel free to contact our business office Monday – Friday 8 a.m. – 5 p.m., at 770- 960-6962 and we will be more than happy to assist you. We appreciate your business and the opportunity to serve you.

Sincerely,

Customer Accounts Director  
Clayton County Water Authority

«\_1»

«\_2»

«\_3»

«\_4»

«\_5», «\_6» «\_7»

Reference Account: «\_8»-«\_9»  
«\_10» «\_11»

Dear Valued Customer,

We recently sent all of our non-residential account holders a letter letting them know that we have improved our parcel data and reconciled variances in our Billing and Geographic Information System (GIS). During this process, we identified that the impervious surface, which determines the stormwater charges linked to your account has changed since our last update.

Our records indicate that the current stormwater billing for the above referenced account is based on «\_12» square feet of impervious surface. Based on the updated aerial photography the stormwater billing should be based on «\_13». Please note, stormwater charges are based on \$3.75 per stormwater unit. One stormwater unit is equal to 2,950 square feet of impervious surface. This update to the impervious surface will result in a new monthly stormwater fee of \$ «14».

To assist in offsetting any burden that this change may pose, we have opted to delay the increase of the new stormwater units, for a six month period. Please be advised that the change in stormwater billing for your account will be effective with the billing statement generated in January 2016. To view changes in your impervious area, visit our website at [ccwa.us](http://ccwa.us).

If you have any additional questions or concerns please feel free to contact our business office Monday – Friday 8 a.m. – 5 p.m. at 770- 960-6962 or by email at [CCWA\\_Stormwaterbilling@ccwa.us](mailto:CCWA_Stormwaterbilling@ccwa.us). We appreciate your business and the opportunity to serve you.

Sincerely,

Customer Accounts Director  
Clayton County Water Authority



«\_1»

«\_2»

«\_3»

«\_4»

«\_5», «\_6» «\_7»

Re: Account Number «\_8»-«\_9»  
«\_10» «\_11»

Dear Customer,

The Clayton County Water Authority strives to maintain excellent customer service and satisfaction. A vital part of that goal focuses on open lines of communication with our customer base.

Please be advised that your «12», dated «13», in the amount of \$«14», has been returned to us today, listed as “«15””. You may pay for the replacement of this item on or before «\_16», to avoid a late penalty fee assessment or the possible interruption of your water service.

If you have any questions regarding this correspondence, please contact us at 770-960-5881. Thank you for your business with Clayton County Water Authority.

Sincerely,

Collections Department  
Clayton County Water Authority

«\_1»

«\_2»

«\_3»

«\_4»

«\_5», «\_6» «\_7»

Re: Account Number «\_8»-«\_9»

Dear Customer,

The Clayton County Water Authority has received your medical condition letter request. Unfortunately, we are unable to honor your request as the documentation submitted does not meet the following minimum criteria:

\_\_\_\_\_ Document does not contain the signature of a physician, nurse practitioner or other health professional.

\_\_\_\_\_ Document does not include the issuance date.

\_\_\_\_\_ Document does not have the customer/patients name listed.

\_\_\_\_\_ Document does not indicate that the illness would be aggravated by the discontinuance of the water utility.

Enclosed please find a copy of our medical condition form for submission to your physician or health professional. Once this document has been completed, please return it to our office in person or via facsimile at 770-960-5894. If you have any additional questions or concerns please contact the Collections department at (770) 960-5892 or (770) 960-5893 and we will be more than happy to assist you. Thank you for your business with Clayton County Water Authority.

Sincerely,

Collections Department  
Clayton County Water Authority  
«\_1» «\_2» «\_3»

## APP-G CCWA Reports – Current CIS and Crystal Reports used by Billing

### Billing Integrity Reports

File Name	Date Modified	Type	Size
Previous Months bill date	6/30/2016 12:42 PM	File folder	
Accounts with different categories across...	7/5/2016 10:30 PM	Microsoft Excel C...	1 KB
Accounts with Meter Size = 00	7/5/2016 10:30 PM	Microsoft Excel C...	22 KB
Accounts with possible incorrect discon...	7/5/2016 10:30 PM	Microsoft Excel C...	1 KB
BillingJournals_OrphanedRclds	7/5/2016 10:30 PM	Microsoft Excel C...	1 KB
CreditControl_OrphanedRclds	7/5/2016 10:30 PM	Microsoft Excel C...	1 KB
Duplicate Cycle Route Walks in pu_acco...	7/5/2016 10:30 PM	Microsoft Excel C...	7 KB
Ebills debtor 0 record exists please delete	7/5/2016 10:30 PM	Microsoft Excel C...	0 KB
ExtraChargeJournals_OrphanedRclds	7/5/2016 10:30 PM	Microsoft Excel C...	1 KB
GLJournal_OrphanedRclds	7/5/2016 10:30 PM	Microsoft Excel C...	1 KB
LatePaymentJournals_OrphanedRclds	7/5/2016 10:30 PM	Microsoft Excel C...	1 KB
LockBox_orphanedRecords	7/5/2016 10:30 PM	Microsoft Excel C...	1 KB
LockBox_recordsNotTransferredtoCashier...	7/5/2016 10:30 PM	Microsoft Excel C...	1 KB
Move In Orders with Different Debtor no	7/5/2016 10:30 PM	Microsoft Excel C...	2 KB
Move Out Orders Not Completed	7/5/2016 10:30 PM	Microsoft Excel C...	2 KB
Occupant Accounts with Same Mail Add...	7/5/2016 10:30 PM	Microsoft Excel C...	1 KB
PayPlan_PreAutAndClosedDate	7/5/2016 10:30 PM	Microsoft Excel C...	1 KB
PU_account Name is blank	7/5/2016 10:30 PM	Microsoft Excel C...	1 KB
ReadingEntry_Cycle0	7/5/2016 10:30 PM	Microsoft Excel C...	1 KB
RefundJournals_OrphanedRclds	7/5/2016 10:30 PM	Microsoft Excel C...	1 KB
Service Orders Completed In Field Not P...	7/5/2016 10:30 PM	Microsoft Excel C...	1 KB
Stormwater - Rate on Rate table with No...	7/5/2016 10:30 PM	Microsoft Excel C...	1 KB
Total Number Of Customers By Cycle	7/5/2016 10:30 PM	Microsoft Excel C...	1 KB
Vacant Account Listing	7/5/2016 10:30 PM	Microsoft Excel C...	1 KB
Voided Disconnect orders	7/5/2016 10:30 PM	Microsoft Excel C...	2 KB
Walk Sequences at the Meter Level	7/5/2016 10:30 PM	Microsoft Excel C...	1 KB

APP-G CCWA Reports - Current CIS and Crystal Reports used by Billing

**Billing**

<u>Crystal Report Name</u>	<u>Priority</u>	<u>Frequency</u>	<u>Folder</u>	<u>Group Access</u>
AR001new_version_HighBillReport2	High	Daily	P:\Billing\Crystal Reports	Billing
AR002_AP Refunds	High	Weekly	P:\Billing\Crystal Reports	Cash App
AR004_Acct without StormWater and Sewer Charges	High	Daily	P:\Billing\Crystal Reports	Billing
AR004A_Acct with Stormwater Service Not Billed	High	Daily	P:\Billing\Crystal Reports	Billing
AR007_Payment Supplied to Stormwater and Deposits	High	Monthly	P:\Billing\Crystal Reports	Cash App
AR014 - Type Svcs Recap		Monthly		
AR023_Billings with previous final billing	High	Daily	P:\Billing\Crystal Reports	Billing
AR024_AP Refunds for Accounting	High	Weekly	P:\Billing\Crystal Reports	Cash App
AR027A_Comparisin or Tran Balances between the Balance History and GL by Journal	High	Monthly	P:\Billing\Crystal Reports	Cash App
AR030_Accounts in Refund Journal with Bad Debt Write Off	High	Weekly	P:\Billing\Crystal Reports	Cash App
AR033_Credit Scores for Accounts in Refund Journal	High	Weekly	P:\Billing\Crystal Reports	Cash App
AR034_Dep Transactions Account		Monthly		
AR035_Deposit Refund Review	High	Weekly	P:\Billing\Crystal Reports	Cash App
AR035_Depositi Refund Transactions_Setups	High	Weekly	P:\Billing\Crystal Reports	Cash App
AR037_Variance for 0 bill and bill days + 70	High	Daily	P:\Billing\Crystal Reports	Billing
AR040_Deposit Refunds in Final Bill Batches	High	Daily	P:\Billing\Crystal Reports	Billing
AR043_Accounts not in Reading Entry	High	Daily	P:\Billing\Crystal Reports	Billing
AR044_MetersNotinBillingBatch	High	Daily	P:\Billing\Crystal Reports	Billing
AR045_MeterReplacementsinBillPeriod	High	Daily	P:\Billing\Crystal Reports	Billing
AR046_Meter Change Outs with Removal use in BJ without New Meter in BJ	High	Daily	P:\Billing\Crystal Reports	Billing
AR048_High Low Usage Report by Batch	High	Daily	P:\Billing\Crystal Reports	Billing
AR049new_version_HighBillReprot_FirstBills-2	High	Daily	P:\Billing\Crystal Reports	Billing
AR050_Monthly Billing usages by Category-Billings by Consumption Month & Adjust by Read Date & UFC	High	Monthly	P:\Billing\Crystal Reports	Billing
AR060 - Voided Calls w/Dep Records		Monthly		
AR061_Invalid Meters by Cycle	High	Daily	P:\Billing\Crystal Reports	Billing
AR063_Invalid Meter Codes on Meter Replacements in Billing Journal	High	Daily	P:\Billing\Crystal Reports	Billing
AR065_Ebills in Billing Journals by Cycle	High	Daily	P:\Billing\Crystal Reports	Billing
AR066_Final bills without a service order attached	High	Daily	P:\Billing\Crystal Reports	Billing
AR067_Accounts In Lock Box with Disc Pending	High	Daily	P:\Billing\Crystal Reports	Cash App
AR071_Accounts in BT and RJ	High	Monthly	P:\Billing\Crystal Reports	Cash App
AR082 - Top Revenue Customers		Yearly		
AR083 - Top Water Use Cust		Yearly		
AR095 - Top Water by Category		Yearly		
AR084_Bad Debt Write Off with Deposit Applied	High	Weekly	P:\Billing\Crystal Reports	Cash App
AR088_Speedpay payment Settlement Compare	High	Daily	P:\Billing\Crystal Reports	Cash App
AR093_Compare PAP file with service balance	High	Weekly	P:\Billing\Crystal Reports	Cash App
AR094_Draft PAP Batch with Residential Payments 150.00 and above	High	Weekly	P:\Billing\Crystal Reports	Cash App
AR200 - Purged Water Reading Use		As-Needed		
AR201 - Purged Sewer Reading Use		As-Needed		
AR203 - Purged Acct Balance History		As-Needed		
AR204 Purged Account Balance History Detail	High	Monthly	P:\Billing\Crystal Reports	Billing
AR037_Variance for 0 bill and bill days + 70	High	Daily	P:\Billing\Crystal Reports	Billing
Inhouse billing print final bills <b>**not currently available, but would like to have**</b>	High	Daily	P:\Billing\Crystal Reports	Billing
LIVE_AR035_Deposit Refund Review	High	Weekly	P:\Billing\Crystal Reports	Cash App
LIVE_AR036_Debtors in RJ with BadDebt Writeoffs	High	Weekly	P:\Billing\Crystal Reports	Cash App
MR006_Reading Dates Verification	High	Daily	P:\Billing\Crystal Reports	Billing
ontestCL017		As-Needed		
ontest CS024 - Accts with more than 4 pmt arrg		As-Needed		
ontest CL003A - Pmts made to finalled accts w/credit bal		As-Needed		
ontest AR068 - Budget Bill Disc orders		As-Needed		
ontest AR069 - Budget Bill LP 3 months		As-Needed		

**APP-G CCWA Reports – Current CIS and Crystal Reports used by Billing**

**CS List of Crystal Reports**

Report Name	NAME	Priority	Frequency	Folder	Group or User Access
AN_CS013	Daily In and Out Orders by CSR	HIGH	DAILY	CUSTOMER SERVICE	ELORA/DIANE
CS001	Ecare Site Visit Report	HIGH	MONTHLY	CUSTOMER SERVICE	DIANE
CS006	Hourly report of Payments and Deposits by Cashier	HIGH	DAILY	CUSTOMER SERVICE	ELORA
CS010	In Out New App Orders by User	HIGH	MONTHLY	CUSTOMER SERVICE	ELORA
CS023	Lawyer, Ncoaa, Tlt100 calls	HIGH	MONTHLY	CUSTOMER SERVICE	ELORA
AR204	Purged Account Balance History Detail	LOW	AS NEEDED	CUSTOMER SERVICE	CS Department
ANCLO16	NSF Outbound Dialing Report	HIGH	DAILY	COLLECTION	Carolyn
CL007	New Occupant Accounts	HIGH	DAILY	COLLECTION	Carolyn
CL010	Late Fee Report for Non Residential No Commercial Acct.	HIGH	DAILY	COLLECTION	Carolyn
CL014	Credit Control Run	HIGH	DAILY	COLLECTION	Carolyn
CS018	Residential, Stormwater only with past due GT 250	HIGH	WEEKLY	COLLECTION	Carolyn
CL019	Same Address Different Apt Numbers	LOW	AS NEEDED	CUSTOMER SERVICE	CS DEPARTMENT
CS022	Stormwater credits	LOW	AS NEEDED	STORMWATER	SW ANALYST
CL003A	Payments made to Finaled Account with Credit balance	HIGH	DAILY	COLLECTIONS	TY
AR203	Purge Account Balance History	HIGH	HOURLY	COLLECTINS	TY
AR204	Purge Account Balance History Detail	MEDIUM	WEEKLY	COLLECTIONS	TY
CL015	Extra Charge Journal-Reverse Write Off	HIGH	MONTHLY	COLLECTIONS	TY
Q_SW001	Non Residential Stormwater	HIGH	WEEKLY	STORMWATER	SW ANALYST
Q_SW002	Accounts with multiple stormwater rate tables	HIGH	WEEKLY	STORMWATER	SW ANALYST
Q_SW003	Stormwater differences between NS and GIS	HIGH	WEEKLY	STORMWATER	SW ANALYST
Q_SW004	Calculated Impervious and NS Total Impervious difference	HIGH	WEEKLY	STORMWATER	SW ANALYST

**APP-G CCWA Reports – Current CIS and Crystal Reports used by Billing**

**CS List of Crystal Reports**

Q_SW005	Active Stormwater Services with no matching acct in City works	HIGH	WEEKLY	STORMWATER	SW ANALYST
Q_SW006	Accts in City works with no match in pu-sw-cal	HIGH	WEEKLY	STORMWATER	SW ANALYST
Q_SW007	Res Accounts with NS Total Impervious G2950	HIGH	WEEKLY	STORMWATER	SW ANALYST
Q_SW008	Non-Res, Active Vacant with SW service, SW rate	HIGH	WEEKLY	STORMWATER	SW ANALYST
SW009	Vacant and Occupant Residential Accounts	LOW	AS NEEDED	STORMWATER	SW ANALYST
SW011	In orders with 100% Stormwater credit	HIGH	WEEKLY	STORMWATER	SW ANALYST
SW014	Tax assessor Unmatched name and Matched address NS	Low	AS NEEDED	STORMWATER	SW ANALYST
SW015	Tax assessors Matched Name NS compared to Tax Assessors	Low	AS NEEDED	STORMWATER	SW ANALYST
SW016	Tax Assessors Unmatched Addresses	Low	AS NEEDED	STORMWATER	SW ANALYST
SW017	Out Orders without In Order Stormwater	High	WEEKLY	STORMWATER	SW ANALYST
SW900	Stormwater Only Customers for annual mailing list	High	AS NEEDED	STORMWATER	?Cary/Suzanne
AR70	Written Payment Arrangments	High	Monthly	Back/Office	Dexter
CS004	Deposits and Next Deposit Listing	High	Daily	Back/Office	Dexter
CS030	Customer Call Category Report	High	Monthly	Customer Service	Rodney
CS031	Govt City County Acct that are not Late Exempt	High	Quarterly	Customer Service	Rodney
CS032	Possible miscoded City, Govt or County	High	Quarterly	Customer Service	Rodney

APP-H CCWA Sample Rates

New Rates Effective May 1, 2016 Read Periods

Bills Dated June 1, 2016

Previous Rates were in effect for Jan 1, 2014 with Bills dated Feb 1, 2014

1ST AND FINAL BILLS

BASE CHARGE AND STORM WATER

WILL PRORATE

\*\*SEE PRORATION

EXAMPLE ON NEXT PAGE

BILL CODES		BILL CODES		BILL CODES		BILL CODES	
<b>BLD03 - Residential Builder</b>		Base	10.05				
0		0k	0				
		>1	5.68				
		<b>IRRIGATION</b>					
<b>RESIDENTIAL WATER</b>		<b>C01-C04</b>	<b>IRRNB,IRR2NB</b>	<b>RESIDENTIAL SEWER</b>		<b>R01-R04</b>	<b>R01HC,DC,FC,FUC</b>
C01HC,DC,FC,FUC thru C04HC,DC,FC, FUC			IRR3NB	New Rate		thru R04HC,DC,FC, FUC	
1	2	3	4			5	
<b>BASE CHARGE</b>		\$10.05	\$10.05	<b>BASE CHARGE</b>		10.73	
0K		\$0.00	> 0k	0K		0.00	
1K-3K		\$2.37		1K-3K		2.56	
4K-7K		\$5.68		4K-7K		6.02	
8K-20K		\$7.03		8K-20K		6.02	
>20K		\$8.44		>20K		6.02	
<b>NON-RESIDENTIAL COMMERCIAL WATER</b>		<b>S01</b>	<b>IRRIG/IRRNB</b>	<b>NON-RESIDENTIAL SEWER</b>		<b>01</b>	<b>FRCM01</b>
BASE CHARGE		\$10.05	\$10.05	BASE CHARGE		10.73	10.73
0K		\$0.00	> 0k	0K		0.00	0.00
1K-3K		\$3.25		1K-3K		3.58	3.58
>3K		\$5.68		>3K		6.02	6.02
5/8" MTR							
<b>WATER</b>		<b>S02</b>	<b>IRRIG2/IRR2NB</b>	<b>SEWER</b>		<b>02</b>	<b>FRCM02</b>
BASE CHARGE		\$10.62	\$10.62	BASE CHARGE		11.33	11.33
0K		\$0.00	> 0k	0K		0.00	0.00
1K-3K		\$3.25		1K-3K		3.58	3.58
>3K		\$5.68		>3K		6.02	6.02
3/4" MTR							
<b>WATER</b>		<b>S03</b>	<b>IRRIG3/IRR3NB</b>	<b>SEWER</b>		<b>03</b>	<b>FRCM03</b>
BASE CHARGE		\$13.58	\$13.58	BASE CHARGE		14.31	14.31
0K		\$0.00	> 0k	0K		0.00	0.00
1K-3K		\$3.25		1K-3K		3.58	3.58
>3K		\$5.68		>3K		6.02	6.02
1" METER							
<b>WATER</b>		<b>S04</b>	<b>IRRIG4/IRR4NB</b>	<b>SEWER</b>		<b>04</b>	<b>FRCM04</b>
BASE CHARGE		\$23.62	\$23.62	BASE CHARGE		35.78	35.78
0K		\$0.00	> 0k	0K		0.00	0.00
>0K		\$5.68		>0K		6.02	6.02
1.5" MTR							

APP-H CCWA Sample Rates

New Rates Effective May 1, 2016 Read Periods

Bills Dated June 1, 2016

Previous Rates were in effect for Jan 1, 2014 with Bills dated Feb 1, 2014

1ST AND FINAL BILLS

BASE CHARGE AND STORM WATER

WILL PRORATE

\*\*SEE PRORATION

EXAMPLE ON NEXT PAGE

		BILL CODES		BILL CODES		BILL CODES		BILL CODES	
		<b>S05</b>		<b>IRRIG5/IRR5NB</b>		<b>05</b>		<b>FRCM05 SDED05</b>	
<b>WATER</b>	<b>BASE CHARGE</b>	<b>\$47.23</b>	<b>\$47.23</b>	<b>SEWER</b>	<b>BASE CHARGE</b>	<b>71.54</b>	<b>71.54</b>		
	OK	\$0.00	> 0k \$8.44		OK	0.00	0.00		
2" MTR	>OK	\$5.68			>OK	6.02	6.02		
		<b>S06</b>		<b>IRRIG6/IRR6NB</b>		<b>06</b>		<b>FRCM06 SDED06</b>	
<b>WATER</b>	<b>BASE CHARGE</b>	<b>\$70.85</b>	<b>\$70.85</b>	<b>SEWER</b>	<b>BASE CHARGE</b>	<b>107.32</b>	<b>107.32</b>		
	OK	\$0.00	> 0k \$8.44		OK	0.00	0.00		
3" MTR	>OK	\$5.68			>OK	6.02	6.02		
		<b>11 S07</b>				<b>07</b>		<b>FRCM07 SDED07</b>	
<b>WATER</b>	<b>BASE RATE</b>	<b>\$88.56</b>		<b>SEWER</b>	<b>BASE RATE</b>	<b>133.54</b>	<b>133.54</b>		
	OK	\$0.00			OK	0.00	0.00		
4" MTR	>OK	\$5.68			>OK	6.02	6.02		
		<b>S08</b>				<b>08</b>		<b>FRCM08 SDED08</b>	
<b>WATER</b>	<b>BASE RATE</b>	<b>\$132.25</b>		<b>SEWER</b>	<b>BASE RATE</b>	<b>200.32</b>	<b>200.32</b>		
	OK	\$0.00			OK	0.00	0.00		
6" MTR	>OK	\$5.68			>OK	6.02	6.02		
		<b>S09</b>				<b>12 09</b>		<b>FRCM09 SDED09</b>	
<b>WATER</b>	<b>BASE RATE</b>	<b>\$165.31</b>		<b>SEWER</b>	<b>BASE RATE</b>	<b>250.40</b>	<b>250.40</b>		
	OK	\$0.00			OK	0.00	0.00		
8" MTR	>OK	\$5.68			>OK	6.02	6.02		
		<b>S10</b>				<b>10</b>		<b>FRCM10 SDED10</b>	
<b>WATER</b>	<b>BASE RATE</b>	<b>\$198.37</b>		<b>SEWER</b>	<b>BASE RATE</b>	<b>300.47</b>	<b>300.47</b>		
	OK	\$0.00			OK	0.00	0.00		
10" MTR	>OK	\$5.68			>OK	6.02	6.02		



APP-H CCWA Sample Rates

New Rates Effective May 1, 2016 Read Periods

Bills Dated June 1, 2016

Previous Rates were in effect for Jan 1, 2014 with Bills dated Feb 1, 2014

**1ST AND FINAL BILLS**  
**BASE CHARGE AND STORM WATER**  
**WILL PRORATE**  
\*\*SEE PRORATION  
EXAMPLE ON NEXT PAGE

**BILL CODES BILL CODES**

**BILL CODES BILL CODES**

**EXAMPLE:**

<b>Formula for Proration or Per Day Avg:</b>	BASE CHARGE(\$10.05)	10.0500
DIVIDED BY 30 DAYS		<u>30.0000</u>
		0.3350
MULTIPLY BY		
# OF DAYS IN BILL PERIOD FOR EACH SERVICE		0.3350
	X 22 DAYS	<u>22.0000</u>
		7.3700

note: you must move decimal over 4 places for formula to work

**IRRIGATION ACCTS**

\*\*Base charges per meter size apply along with use\*\*

IRRIG,IRRNB,IRRIG2,IRR2NB,IRRIG3,IRR3NB,IRRIG4,IRR4NB,IRRIG5,IRR5NB,IRRIG6,IRR6NB

9+

10+

8.44/1000k

**MFC/UFC MINIMUMS**

	MFC		UFC
2" MFC01	\$3.74	2" UFC01	\$3.74
3" MFC11 & MFC01B	\$6.32		
4" MFC02	\$8.36	4" UFC02	\$8.36
6" MFC03	\$12.85	6" UFC03	\$12.85
8" MFC04	\$24.64	8" UFC04	\$24.64
10" MFC05	\$32.25	10" UFC05	\$32.25
12" MFC06	\$38.64	12" UFC06	\$38.64
16" MFC07	\$45.19	16" UFC07	\$45.19
		6"+ 8" UFC08	\$37.50
		6"+ 10" UFC09	\$45.09
		8"+10" UFC10	\$56.90
		8"+8" UFC11	\$49.30

**Raw Water Withdrawal**

RW01	Rates
minimum	\$3.55
0-15	\$0.52
16-31	\$1.25
32-47	\$1.54
>47	\$1.85

FRCOM - sewer discharge, ground wtr rem 6.02

Fire Hydrant Meters	3"
HYD03	
	\$5.68
<b>Base Rate</b>	\$70.85
<b>Deposit</b>	<b>950.00</b>
Fee if not brought in for rdg	
<b>89.10k Use</b>	\$576.94
Fee if not annual inspected	150.00/per month

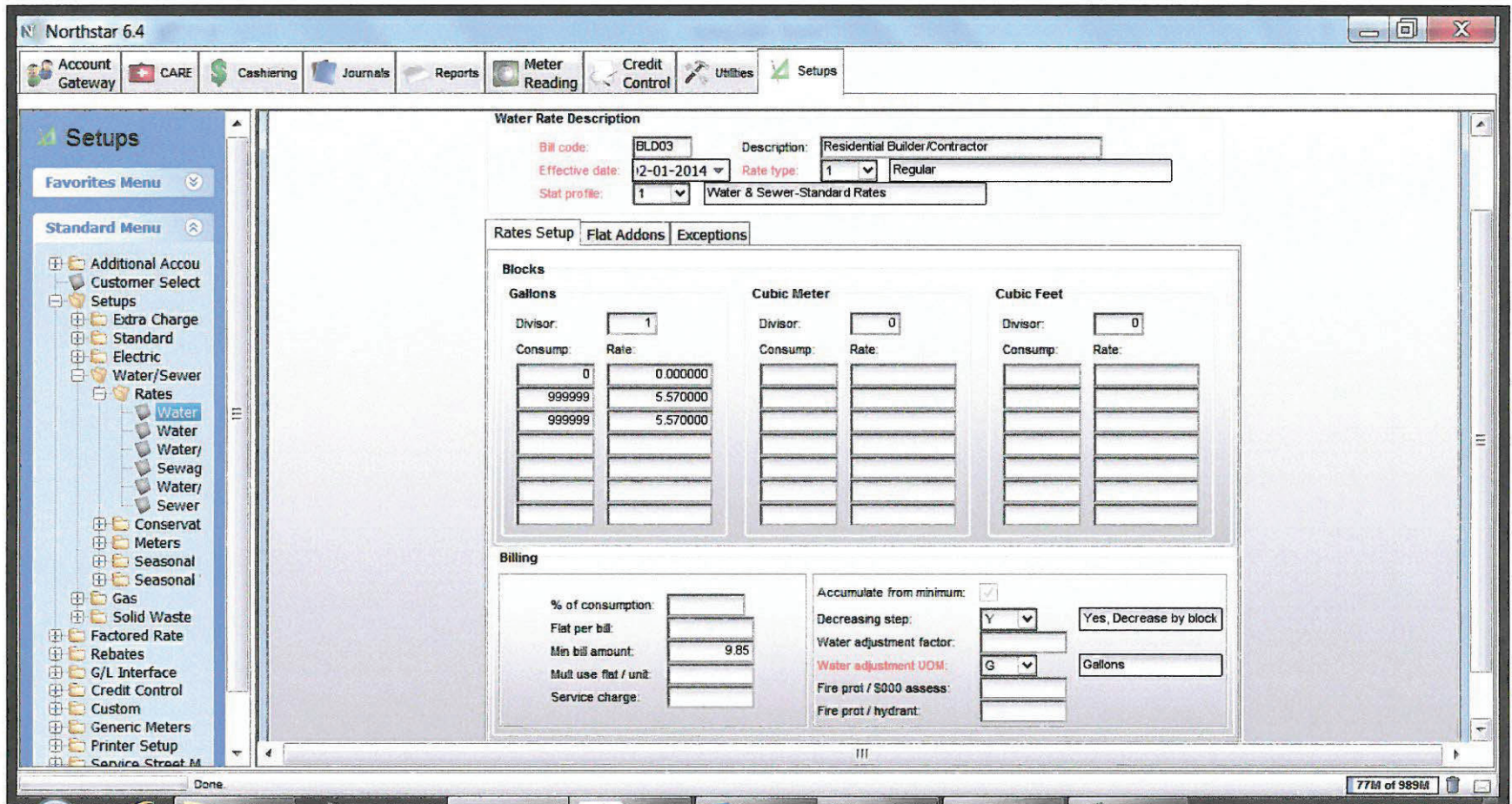
Other City/County Rates		
Fulton County-Normandy Brittany SD		
60.20 x 234 Conn		\$14,086.80
Fulton County-Cater Creek		6.62
City of College Park		5.85
City of College Park	65% = 3.57	75% = 4.11
City of Atlanta - Sewer		6.02
Henry County	5.68	6.02
City of Griffin	5.68	6.02

Current Rate + 10%

\*City of College Park - Rate increase for next 3 years, will be 1/2 for College Park.  
Use > 1MG daily average in monthly reading cycle = 65%, <1MG = 75%\*

APP-H CCWA Sample Rates

Billcode Reference	Document Name	Rate Description
Reference Bill Code Sheet- 0	0_BLD03_Residential Builder-Contractor_Water & Sewer-Standard Rate	Uses residential base rate and commercial standard rate based on meter size
Reference Bill Code Sheet- 1	1_C01_Consv Rate - 5 8ths inch Meter_Water Conservation Rate	Uses residential water conservation rate
Reference Bill Code Sheet- 2	2_C02_Consv Rate - 3 4ths inch Meter_Water Conservation Rate2	Uses residential water conservation rate
Reference Bill Code Sheet- 3	3_C03_Consv Rate - 1 inch Meter_Water Conservation Rate	Uses residential water conservation rate
Reference Bill Code Sheet- 4	4_C04_Consv Rate - 1.5 inch Meter_Water Conservation Rate	Uses residential water conservation rate
Reference Bill Code Sheet- 5	5_R01_Sewer Res 5.8inch Meter_Water-Conservation Rate	Uses residential water conservation rate
Reference Bill Code Sheet- 6	6_S01_Std Rate - 5 8ths inch Meter_Water Conservation Rate	Uses commercial water rate structure based on meter size
Reference Bill Code Sheet- 7	7_FRCM01_Swr Flat Rate-5.6inch Comm Var_Water & Sewer- Standard Rates	Uses Commercial Sewer usage rate based on meter size
Reference Bill Code Sheet- 8	8_SDED01_Sewer Deduct Meter 5.8inch_Water & Sewer-Standard Rates	Uses commercial sewer meter size rate
Reference Bill Code Sheet- 9	9_IRRIG_Irrigation-5.8inch Meter_Irrigation	Uses commercial meter size base rate and a specific irrigation usage rate
Reference Bill Code Sheet- 10	10_IRR2NB_IRRIG-3.4inch MTR No Backflow CHG_Irrigation	charge for back flow
Reference Bill Code Sheet- 11	11_S07_Std Rate - 4 inch Meter_Water Conservation Rate (3)	Uses commercial water rate structure
Reference Bill Code Sheet- 12	12_09_Sewer Std 8inch Meter_Water & Sewer -Standard Rates	Uses Commercial Sewer rate structure based on meter size
Reference Bill Code Sheet- 13	13_MFC02_MFC Rate-4inch Meter_Water-Fire Connections	If not in use, there is a minimum charge. If in use, uses commercial meter size rate
Reference Bill Code Sheet- 14	14_UFC01_Unmetered Fire Conn 2 inch_Water	Uses hydrant base rate as these meters are unchecked
Reference Bill Code Sheet- 15	15_RW01_Raw Water Withdrawal_Raw Water Withdrawal Permit	Uses residential irrigation charge
Reference Bill Code Sheet- 16	16_HYD03_Fire Hydrant Meter_Water-fire hyd with Base Chrg	Uses commercial meter size base rate and charge with an additional hard coded charge for 'no current read'
Reference Bill Code Sheet- 17	17_O00CP_Other City 6inch C PK 65% 75%tier	Apply usage discounts on standard rates when another city purchases water from CCWA. This depends on contractual discount rates
Reference Bill Code Sheet- 18	18_Sewer Std 5.8inch Meter_Water & Sewer- Standard Rates	Uses Commercial Sewer rate structure based on meter size
Reference Bill Code Sheet- 19	19_Sewer Std 3.4inch Meter_Water & Sewer- Standard Rates	Uses Commercial Sewer rate structure based on meter size
N/A	FHTest_Fire Hydrant Testing Penalty_Water	If annual hydrant test is missed, \$150 charge/month till resolved
N/A	FLM04_Fire Line Meter 1,1.2inch_Water& Sewer- Standard Rates	Uses only commercial meter size rates, there is no base rate
N/A	FRRES_Sewer Flat Rate-Residential_Water&Sewer-Standard Rates	Uses residential sewer flat rate
N/A	INTAKE_Water-No Bill for Intake MTR_Water & Sewer-Std Rate preBase	Manual process with no bill code that calculates a discount based on intake and
N/A	MF10NB_MFC-10inch MTR with no backflow charge_Water-Fire Connection	Uses fire connection rate structure when not in used, but if in use, usage charge based off commercial meter size usage rates without backflow charge
N/A	SSCBOD_Sewer Surcharge BOD Rate	Charge determined based on chemical testing
N/A	TEMPS_Temporaray Sewer SVC Rate_Temporary Wtr Svc Rate	Uses sewer usage rate
N/A	TEMPW_Temporary Water Service Rate	Uses water usage rate



Northstar 6.4

Account Gateway CARE Cashing Journals Reports Meter Reading Credit Control Utilities **Setups**

**Setups**

Favorites Menu

Standard Menu

- Additional Accou
- Customer Select
- Setups
  - Extra Charge
  - Standard
  - Electric
  - Water/Sewer
    - Rates**
      - Water
      - Water
      - Sewag
      - Water
      - Sewer
  - Conservat
  - Meters
  - Seasonal
  - Seasonal
  - Gas
  - Solid Waste
  - Factored Rate
  - Rebates
  - G/L Interface
  - Credit Control
  - Custom
  - Generic Meters
  - Printer Setup
  - Service Street M

**Water Rate Description**

Bill code: BLD03 Description: Residential Builder/Contractor  
 Effective date: 12-01-2014 Rate type: 1 Regular  
 Skat profile: 1 Water & Sewer-Standard Rates

Rates Setup Flat Addons Exceptions

**Blocks**

Gallons		Cubic Meter		Cubic Feet	
Divisor:	1	Divisor:	0	Divisor:	0
Consump	Rate	Consump	Rate	Consump	Rate
0	0.000000				
999999	5.570000				
999999	5.570000				

**Billing**

% of consumption		Accumulate from minimum:	
Flat per bill		Decreasing step:	Y Yes, Decrease by block
Min bill amount:	9.85	Water adjustment factor:	
Mult use flat / unit		Water adjustment UOM:	G Gallons
Service charge		Fire prot / \$000 assess:	
		Fire prot / hydrant:	

Done 77M of 989M

Northstar 6.4

Account Gateway CARE CASHIERING Journals Reports Meter Reading Credit Control Utilities **Setups**

**Setups**

Favorites Menu

Standard Menu

- Additional Accou
- Customer Select
- Setups
  - Extra Charge
  - Standard
  - Electric
  - Water/Sewer
    - Rates**
      - Water
      - Water
      - Water
      - Sewag
      - Water
      - Sewer
    - Conservat
    - Meters
    - Seasonal
  - Gas
  - Solid Waste
  - Factored Rate
  - Rebates
  - G/L Interface
  - Credit Control
  - Custom
  - Generic Meters
  - Printer Setup
  - Service Street M

**Water Rate Description**

Bill code: C01 Description: Conserv Rate - 5/8" Meter -  
 Effective date: 12-01-2014 Rate type: 1 Regular  
 Stat profile: 2 Water-Conservation Rate

Rates Setup Flat Addons Exceptions

**Blocks**

Gallons		Cubic Meter		Cubic Feet	
Divisor:	1	Divisor:	0	Divisor:	0
Consump:	Rate:	Consump:	Rate:	Consump:	Rate:
0	0.000000				
3	2.320000				
4	5.570000				
13	6.890000				
999999	8.270000				

**Billing**

% of consumption:	100.000	Accumulate from minimum:	<input checked="" type="checkbox"/>
Flat per bill:		Decreasing step:	Y <input type="button" value="Yes, Decrease by block"/>
Min bill amount:	9.85	Water adjustment factor:	
Mult use flat / unit:		Water adjustment UOM:	G <input type="button" value="Gallons"/>
Service charge:		Fire prot / \$000 assess:	
		Fire prot / hydrant:	

Done 71M of 989M

Northstar 6.4

Account Gateway CARE Cashing Journals Reports Meter Reading Credit Control Utilities Setups

**Setups**

**Water Rate Description**

Bill code: C02 Description: Conserv Rate - 3/4" Meter  
 Effective date: 2-01-2014 Rate type: 1 Regular  
 Stat profile: 2 Water-Conservation Rate

**Rates Setup** Flat Addons Exceptions

**Blocks**

Gallons		Cubic Meter		Cubic Feet	
Divisor:	1	Divisor:	0	Divisor:	0
Consump:	Rate:	Consump:	Rate:	Consump:	Rate:
0	0.000000				
3	2.320000				
4	5.570000				
13	6.890000				
999999	8.270000				

**Billing**

% of consumption:	100.000	Accumulate from minimum:	<input checked="" type="checkbox"/>
Flat per bill:		Decreasing step:	Y <input type="button" value="Yes, Decrease by block"/>
Min bill amount:	9.85	Water adjustment factor:	
Mult use flat / unit:		Water adjustment UOM:	G <input type="button" value="Gallons"/>
Service charge:		Fire prot / \$000 assess:	
		Fire prot / hydrant:	

Done 61M of 989M

Northstar 6.4

Account Gateway CARE Cashiering Journals Reports Meter Reading Credit Control Utilities **Setups**

**Setups**

**Favorites Menu**

**Standard Menu**

- Additional Account
- Customer Select
- Setups
  - Extra Charge
  - Standard
  - Electric
  - Water/Sewer
    - Rates**
      - Water
      - Water/Sewer
      - Water/Sewer
      - Sewer
    - Conservation
    - Meters
    - Seasonal
    - Seasonal
  - Gas
  - Solid Waste
  - Factored Rate
  - Rebates
  - G/L Interface
  - Credit Control
  - Custom
  - Generic Meters
  - Printer Setup
  - Service Street M

**Blocks** Bill code: C03 Description: Conserv Rate - 1" Meter  
 Gallons Effective date: 12-01-2014 Rate type: Regular  
 Divisor: 2 Flat profile: Water-Conservation Rate Divisor: 0

**Rates Setup** Flat Addons Exceptions

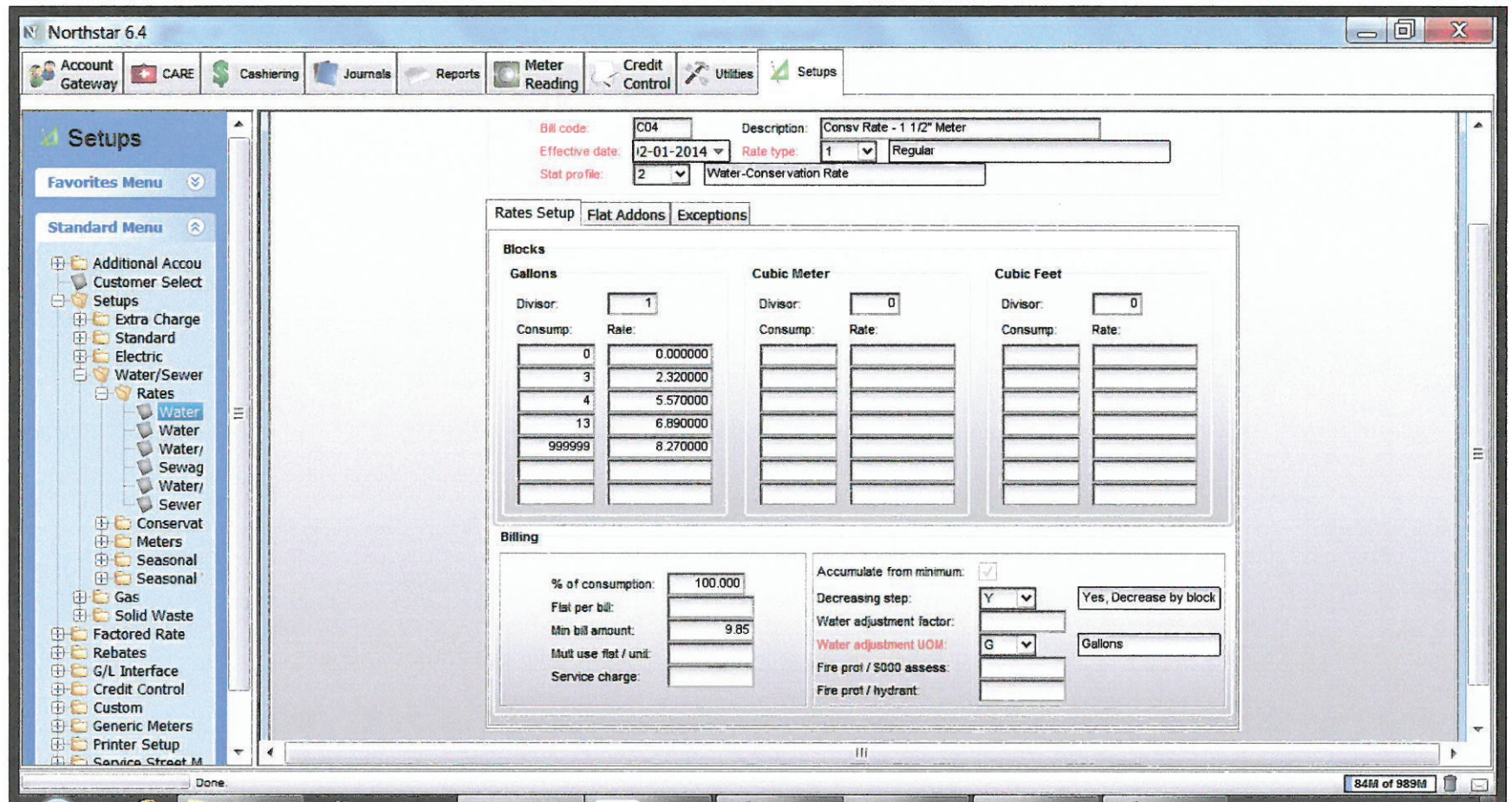
**Blocks**

Gallons		Cubic Meter		Cubic Feet	
Divisor:	1	Divisor:	0	Divisor:	0
Consump:	Rate:	Consump:	Rate:	Consump:	Rate:
0	0.000000				
3	2.320000				
4	5.570000				
13	6.890000				
999999	8.270000				

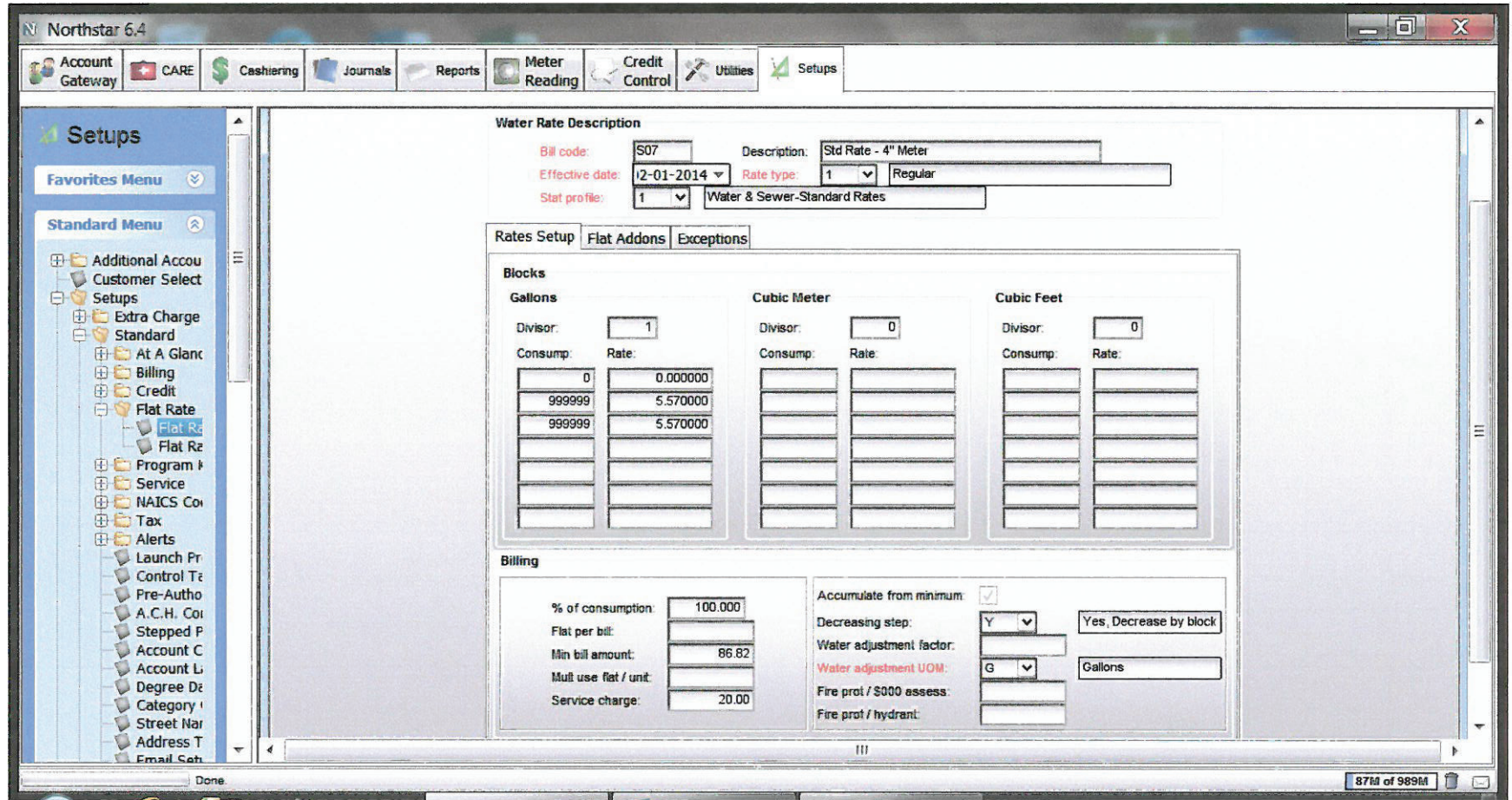
**Billing**

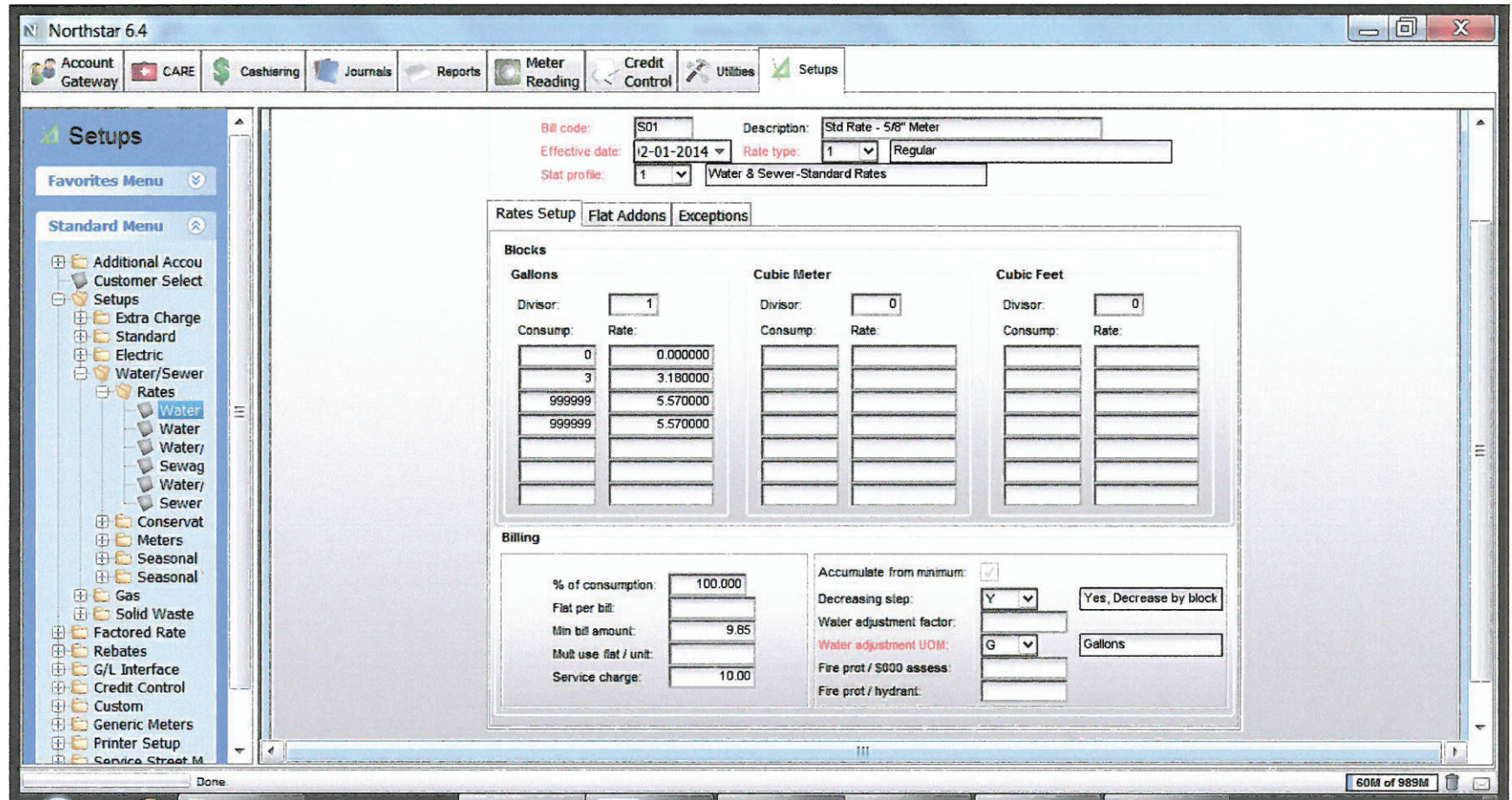
% of consumption:	100.000	Accumulate from minimum:	<input checked="" type="checkbox"/>
Flat per bill:		Decreasing step:	Y <input type="button" value="Yes, Decrease by block"/>
Min bill amount:	9.85	Water adjustment factor:	
Mult use flat / unit:		Water adjustment UOM:	G <input type="button" value="Gallons"/>
Service charge:		Fire prot / \$000 assess:	
		Fire prot / hydrant:	

Done 71M of 989M









Northstar 6.4

Account Gateway CARE Cashing Journals Reports Meter Reading Credit Control Utilities **Setups**

**Setups**

Favorites Menu

Standard Menu

- Additional Account
- Customer Select
- Setups
  - Extra Charge
  - Standard
  - Electric
  - Water/Sewer
    - Rates
      - Water
      - Water
      - Water
      - Sewer
      - Water
      - Sewer
    - Conservation
    - Meters
    - Seasonal
    - Seasonal
  - Gas
  - Solid Waste
  - Factored Rate
  - Rebates
  - G/L Interface
  - Credit Control
  - Custom
  - Generic Meters
  - Printer Setup
  - Service Street M

Bill code:  Description:

Effective date:  Rate type:  Regular

Stats:

Rates Setup **Flat Addons** Exceptions

**Blocks**

Gallons		Cubic Meter		Cubic Feet	
Divisor:	<input type="text" value="1"/>	Divisor:	<input type="text" value="0"/>	Divisor:	<input type="text" value="0"/>
Consump:	Rate:	Consump:	Rate:	Consump:	Rate:
<input type="text" value="0"/>	<input type="text" value="0.000000"/>				
<input type="text" value="999999"/>	<input type="text" value="5.850000"/>				
<input type="text" value="999999"/>	<input type="text" value="5.850000"/>				

**Billing**

Percentage of water:	<input type="text"/>	Multiple use flat / unit:	<input type="text"/>
Flat per bill:	<input type="text"/>	Accumulate from minimum:	<input checked="" type="checkbox"/>
Rate /\$000 assessment:	<input type="text"/>	Sewage minimum amount:	<input type="text" value="10.42"/>
Discount:	<input type="text"/>	Sewage adjustment factor:	<input type="text"/>
Service charge:	<input type="text"/>	Sewage adjustment UOM:	<input type="text"/>
		Decreasing step:	<input type="text"/>

41M of 989M

Tracee Monroe  
 RE: acct 27886  
 That alert is fine with me  
 From: Sue Simmons

*\* Swr Residential  
- cust with well \**

The screenshot shows the Northstar 6.4 software interface. The title bar reads "Northstar 6.4". The menu bar includes "Account Gateway", "CARE", "Cashiering", "Journals", "Reports", "Meter Reading", "Credit Control", "Utilities", and "Setups". The "Setups" menu is active, showing a "Favorites Menu" and a "Standard Menu" with various utility categories like "Water/Sewer Rates", "Gas", and "Solid Waste".

The main window displays the "Sewage Rate Description" form. The "Bill code" is "FRRES", "Description" is "Sewer Flat Rate - Residential", "Effective date" is "12-01-2014", "Rate type" is "1", and "Stats" is "1".

Below this, there are tabs for "Rates Setup", "Flat Addons", and "Exceptions". The "Rates Setup" tab is active, showing three columns: "Blocks", "Cubic Meter", and "Cubic Feet". Each column has a "Divisor" field set to "0" and a table with "Consump." and "Rate" columns.

The "Billing" section at the bottom contains several fields: "Percentage of water", "Flat per bill" (45.52), "Rate /\$000 assessment", "Discount", "Service charge", "Multiple use flat / unit", "Accumulate from minimum", "Sewage minimum amount", "Sewage adjustment factor", "Sewage adjustment UOM" (G Gallons), and "Decreasing step" (checked).

The status bar at the bottom right shows "63M of 989M".

Northstar 6.4

Account Gateway CARE Cashiering Journals Reports Meter Reading Credit Control Utilities Setups

**Setups**

**Water Rate Description**

Bill code: C02 Description: Conserv Rate - 3/4" Meter  
 Effective date: 2-01-2014 Rate type: 1 Regular  
 Stat profile: 2 Water-Conservation Rate

**Rates Setup** Flat Addons Exceptions

**Blocks**

Gallons		Cubic Meter		Cubic Feet	
Divisor:	1	Divisor:	0	Divisor:	0
Consump:	Rate:	Consump:	Rate:	Consump:	Rate:
0	0.000000				
3	2.320000				
4	5.570000				
13	6.890000				
999999	8.270000				

**Billing**

% of consumption:	100.000	Accumulate from minimum:	<input checked="" type="checkbox"/>
Flat per bill:		Decreasing step:	Y <input type="button" value="Yes, Decrease by block"/>
Min bill amount:	9.85	Water adjustment factor:	
Mult use flat / unit:		Water adjustment UOM:	G <input type="button" value="Gallons"/>
Service charge:		Fire prot / \$000 assess:	
		Fire prot / hydrant:	

Done 61M of 989M

Northstar 6.4

Account Gateway CARE Cashiering Journals Reports Meter Reading Credit Control Utilities **Setups**

**Setups**

**Favorites Menu**

**Standard Menu**

- Additional Account
- Customer Select
- Setups
  - Extra Charge
  - Standard
  - Electric
  - Water/Sewer
    - Rates**
      - Water**
      - Water
      - Water/Sewag
      - Water/Sewer
    - Conservation
    - Meters
    - Seasonal
    - Seasonal
  - Gas
  - Solid Waste
  - Factored Rate
  - Rebates
  - G/L Interface
  - Credit Control
  - Custom
  - Generic Meters
  - Printer Setup
  - Service Street M

**Blocks** Bill code: C03 Description: Conserv Rate - 1" Meter  
 Gallons Effective date: 12-01-2014 Rate type: Regular  
 Divisor: 2 Flat profile: Water-Conservation Rate Divisor: 0

**Rates Setup** Flat Addons Exceptions

**Blocks**

Gallons		Cubic Meter		Cubic Feet	
Divisor:	1	Divisor:	0	Divisor:	0
Consump:	Rate:	Consump:	Rate:	Consump:	Rate:
0	0.000000				
3	2.320000				
4	5.570000				
13	6.890000				
999999	8.270000				

**Billing**

% of consumption:	100.000	Accumulate from minimum:	<input checked="" type="checkbox"/>
Flat per bill:		Decreasing step:	Y <input type="button" value="Yes, Decrease by block"/>
Min bill amount:	9.85	Water adjustment factor:	
Mult use flat / unit:		Water adjustment UOM:	G <input type="button" value="Gallons"/>
Service charge:		Fire prot / \$000 assess:	
		Fire prot / hydrant:	

Done 71M of 989M

Northstar 6.4

Account Gateway CARE Cashiering Journals Reports Meter Reading Credit Control Utilities **Setups**

**Setups**

Favorites Menu

Standard Menu

- Additional Accou
- Customer Select
- Setups
  - Extra Charge
  - Standard
  - Electric
  - Water/Sewer
    - Rates
      - Water
      - Water
      - Water/
      - Sewer
      - Water/
      - Sewer
    - Conservat
    - Meters
    - Seasonal
    - Seasonal
  - Gas
  - Solid Waste
  - Factored Rate
  - Rebates
  - G/L Interface
  - Credit Control
  - Custom
  - Generic Meters
  - Printer Setup
  - Service Street M

Bill code: 09 Description: Sewer Std 8" Meter  
 Effective date: 12-01-2014 Rate type: 1 Regular  
 Stats: 1 Water & Sewer-Standard Rates

Rates Setup Flat Addns Exceptions

**Blocks**

Gallons		Cubic Meter		Cubic Feet	
Divisor:	1	Divisor:	0	Divisor:	0
Consump:	Rate:	Consump:	Rate:	Consump:	Rate:
0	0.000000				
999999	5.850000				
999999	5.850000				

**Billing**

Percentage of water:		Multiple use flat / unit:	
Flat per bill:		Accumulate from minimum:	<input checked="" type="checkbox"/>
Rate /\$000 assessment:		Sewage minimum amount:	243.11
Discount:		Sewage adjustment factor:	
Service charge:		Sewage adjustment UOM:	G Gallons
		Decreasing step:	<input checked="" type="checkbox"/>

Done

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Northstar 6.4

Account Gateway CARE Cashing Journals Reports Meter Reading Credit Control Utilities **Setups**

**Setups**

Favorites Menu

Standard Menu

- Additional Account
- Customer Select
- Setups
  - Extra Charge
  - Standard
    - At A Glance
    - Billing
    - Credit
    - Flat Rate
      - Flat Rate
      - Flat Rate
    - Program
    - Service
    - NAICS Code
    - Tax
    - Alerts
    - Launch Print
    - Control Terminal
    - Pre-Auth
    - A.C.H. Code
    - Stepped Pricing
    - Account Code
    - Account Line
    - Degree Description
    - Category
    - Street Name
    - Address Type
    - Email Sub

**Water Rate Description**

Bill code: S07 Description: Std Rate - 4" Meter  
 Effective date: 12-01-2014 Rate type: 1 Regular  
 Stat profile: 1 Water & Sewer-Standard Rates

Rates Setup Flat Addns Exceptions

**Blocks**

Gallons		Cubic Meter		Cubic Feet	
Divisor:	1	Divisor:	0	Divisor:	0
Consump:	Rate:	Consump:	Rate:	Consump:	Rate:
0	0.000000				
999999	5.570000				
999999	5.570000				

**Billing**

% of consumption:	100.000	Accumulate from minimum:	<input checked="" type="checkbox"/>
Flat per bill:		Decreasing step:	Y <input type="button" value="Yes, Decrease by block"/>
Min bill amount:	86.82	Water adjustment factor:	
Mult use flat / unit:		Water adjustment UOM:	G <input type="button" value="Gallons"/>
Service charge:	20.00	Fire prot / \$000 assess:	
		Fire prot / hydrant:	

Done

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Northstar 6.4

Account Gateway CARE CASHIERING Journals Reports Meter Reading Credit Control UTILITIES Setups

**Setups**

Favorites Menu

Standard Menu

- Additional Accou
- Customer Select
- Setups
  - Extra Charge
  - Standard
  - Electric
  - Water/Sewer
    - Rates
      - Water
      - Water/
      - Water/
      - Sewag
      - Water/
      - Sewer
    - Conservat
    - Meters
    - Seasonal
    - Seasonal
  - Gas
  - Solid Waste
  - Factored Rate
  - Rebates
  - G/L Interface
  - Credit Control
  - Custom
  - Generic Meters
  - Printer Setup
  - Service Street M

**Water Rate Description**

Bill code: IRR2NB Description: IRRIG-3/4" MTR NO BACKFLOW CHG  
 Effective date: 12-01-2014 Rate type: 1 Regular  
 Stat profile: 11 IRRIGATION

Rates Setup Flat Addns Exceptions

**Blocks**

Gallons		Cubic Meter		Cubic Feet	
Divisor:	1	Divisor:	0	Divisor:	0
Consump:	Rate:	Consump:	Rate:	Consump:	Rate:
999999	8.270000				
999999	8.270000				

**Billing**

% of consumption:	100.000	Accumulate from minimum:	<input checked="" type="checkbox"/>
Flat per bill:		Decreasing step:	Y <input type="button" value="Yes, Decrease by block"/>
Min bill amount:	10.42	Water adjustment factor:	
Mult use flat / unit:		Water adjustment UOM:	G <input type="button" value="Gallons"/>
Service charge:		Fire prot / \$000 assess:	
		Fire prot / hydrant:	

Done. 67M of 989M

Northstar 6.4

Account Gateway CARE CASHIERING Journals Reports Meter Reading Credit Control UTILITIES **Setups**

**Setups**

Favorites Menu

Standard Menu

- Additional Account
- Customer Select
- Setups
  - Extra Charge
  - Standard
  - Electric
  - Water/Sewer
    - Rates**
      - Water**
      - Water
      - Water/Sewag
      - Water
      - Sewer
    - Conservation
    - Meters
    - Seasonal
  - Gas
  - Solid Waste
  - Factored Rate
  - Rebates
  - G/L Interface
  - Credit Control
  - Custom
  - Generic Meters
  - Printer Setup
  - Service Street M

**Water Rate Description**

Bill code:  Description:

Effective date:  Rate type:  Regular

Stat profile:

Rates Setup Flat Adds Exceptions

**Blocks**

Gallons		Cubic Meter		Cubic Feet	
Divisor:	<input type="text" value="1"/>	Divisor:	<input type="text" value="0"/>	Divisor:	<input type="text" value="0"/>
Consump:	Rate:	Consump:	Rate:	Consump:	Rate:
999999	8.270000				
999999	8.270000				

**Billing**

% of consumption:	<input type="text" value="100.000"/>	Accumulate from minimum:	<input checked="" type="checkbox"/>
Flat per bill:	<input type="text"/>	Decreasing step:	<input type="text" value="Y"/> Yes, Decrease by block
Min bill amount:	<input type="text" value="9.85"/>	Water adjustment factor:	<input type="text"/>
Multi use flat / unit:	<input type="text"/>	Water adjustment UOM:	<input type="text" value="G"/> Gallons
Service charge:	<input type="text" value="10.00"/>	Fire prot / \$000 assess:	<input type="text"/>
		Fire prot / hydrant:	<input type="text"/>

Done

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Northstar 6.4

Account Gateway CARE Cashiering Journals Reports Meter Reading Credit Control Utilities **Setups**

**Setups**

Favorites Menu

Standard Menu

- Additional Accou
- Customer Select
- Setups
  - Extra Charge
  - Standard
  - Electric
  - Water/Sewer
    - Rates
      - Water
      - Water
      - Water
      - Sewer
      - Water
      - Sewer
  - Conservat
  - Meters
  - Seasonal
  - Seasonal
  - Gas
  - Solid Waste
  - Factored Rate
  - Rebates
  - G/L Interface
  - Credit Control
  - Custom
  - Generic Meters
  - Printer Setup
  - Service Street M

Bill code: SDED01 Description: Sewer Deduct Meter 5/8"

Effective date: 12-01-2014 Rate type: 1 Regular

Stats: 1 Water & Sewer-Standard Rates

Rates Setup Flat Addons Exceptions

Blocks

Gallons		Cubic Meter		Cubic Feet	
Divisor:	1	Divisor:	0	Divisor:	0
Consump:	Rate:	Consump:	Rate:	Consump:	Rate:
0	0.000000				
3	3.480000				
999999	5.850000				
999999	5.850000				

Billing

Percentage of water:

Flat per bill:

Rate /\$000 assessment:

Discount:

Service charge:

Multiple use flat / unit:

Accumulate from minimum:

Sewage minimum amount: 10.42

Sewage adjustment factor:

Sewage adjustment UOM: G Gallons

Decreasing step:

Done 58M of 989M

**Northstar 6.4**

Account Gateway CARE Cashing Journals Reports Meter Reading Credit Control Utilities **Setups**

**Setups**

Favorites Menu

Standard Menu

- Additional Account
- Customer Select
- Setups
  - Extra Charge
  - Standard
  - Electric
  - Water/Sewer
    - Rates
      - Water
      - Water
      - Water/Sewer
      - Sewer
    - Conservation
    - Meters
    - Seasonal
  - Gas
  - Solid Waste
  - Factored Rate
  - Rebates
  - G/L Interface
  - Credit Control
  - Custom
  - Generic Meters
  - Printer Setup
  - Service Street M

Bill code:  Description:

Effective date:  Rate type:  Regular

Stats:

Rates Setup Flat Addons Exceptions

**Blocks**

Gallons		Cubic Meter		Cubic Feet	
Divisor:	<input type="text" value="1"/>	Divisor:	<input type="text" value="0"/>	Divisor:	<input type="text" value="0"/>
Consump:	Rate:	Consump:	Rate:	Consump:	Rate:
<input type="text" value="0"/>	<input type="text" value="0.000000"/>				
<input type="text" value="999999"/>	<input type="text" value="5.850000"/>				
<input type="text" value="999999"/>	<input type="text" value="5.850000"/>				

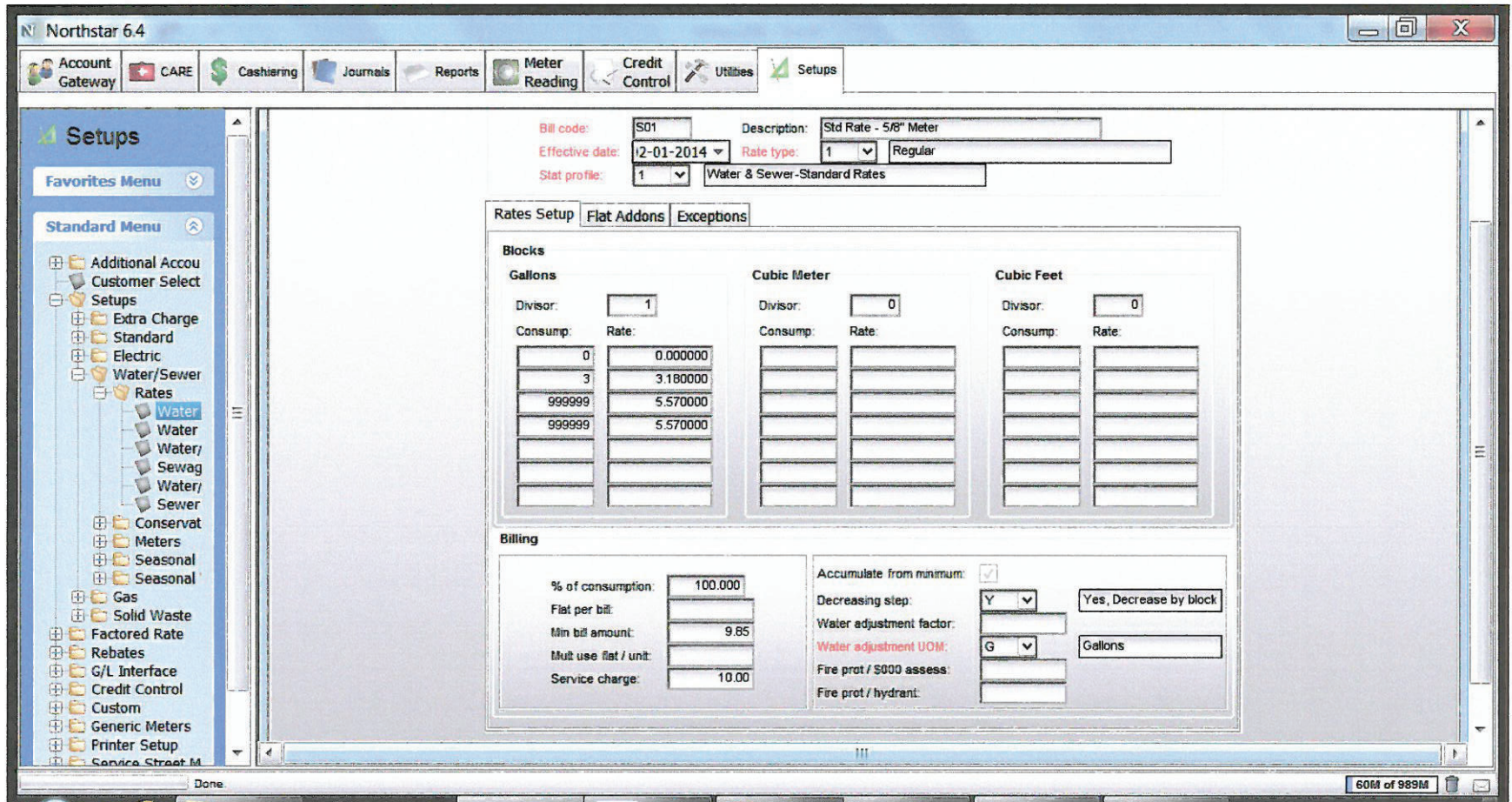
**Billing**

Percentage of water:	<input type="text"/>	Multiple use flat / unit:	<input type="text"/>
Flat per bill:	<input type="text"/>	Accumulate from minimum:	<input checked="" type="checkbox"/>
Rate /\$000 assessment:	<input type="text"/>	Sewage minimum amount:	<input type="text" value="10.42"/>
Discount:	<input type="text"/>	Sewage adjustment factor:	<input type="text"/>
Service charge:	<input type="text"/>	Sewage adjustment UOM:	<input type="text"/>
		Decreasing step:	<input type="text"/>

Done

41M of 989M

Tracee Monroe  
RE: acct 27886  
That alert is fine with me  
From: Sue Simmons



Northstar 6.4

Account Gateway CARE CASHIERING Journals Reports Meter Reading Credit Control Utilities **Setups**

**Setups**

Favorites Menu

Standard Menu

- Additional Accou
- Customer Select
- Setups
  - Extra Charge
  - Standard
  - Electric
  - Water/Sewer
    - Rates
      - Water
      - Water
      - Water
      - Sewer**
      - Water
      - Sewer
    - Conservat
    - Meters
    - Seasonal
    - Seasonal
  - Gas
  - Solid Waste
  - Factored Rate
  - Rebates
  - G/L Interface
  - Credit Control
  - Custom
  - Generic Meters
  - Printer Setup
  - Service Street M

**Sewage Rate Description**

Bill code: R01 Description: Sewer Res 5/8" Meter  
 Effective date: 12-01-2014 Rate type: 1 Regular  
 Stats: 2 Water-Conservation Rate

Rates Setup Flat Addons Exceptions

**Blocks**

Gallons		Cubic Meter		Cubic Feet	
Divisor:	1	Divisor:	0	Divisor:	0
Consump:	Rate:	Consump:	Rate:	Consump:	Rate:
0	0.000000				
3	2.490000				
999999	5.850000				
999999	5.850000				

**Billing**

Percentage of water: 100.000  
 Flat per bill:  
 Rate /\$000 assessment:  
 Discount:  
 Service charge:

Multiple use flat / unit:  
 Accumulate from minimum:   
 Sewage minimum amount: 10.42  
 Sewage adjustment factor:  
 Sewage adjustment UOM: G Gallons  
 Decreasing step:

Done 71M of 989M

Northstar 6.4

Account Gateway CARE Cashing Journals Reports Meter Reading Credit Control Utilities **Setups**

**Setups**

Favorites Menu

Standard Menu

- Additional Accou
- Customer Select
- Setups
  - Extra Charge
  - Standard
    - Electric
    - Water/Sewer
      - Rates**
        - Water**
          - Water
          - Water
          - Sewag
          - Water
          - Sewer
        - Conservat
        - Meters
        - Seasonal
        - Seasonal
      - Gas
      - Solid Waste
      - Factored Rate
      - Rebates
      - G/L Interface
      - Credit Control
      - Custom
      - Generic Meters
      - Printer Setup
      - Service Street M

Bill code: C04 Description: Conserv Rate - 1 1/2" Meter  
 Effective date: 12-01-2014 Rate type: 1 Regular  
 Stat profile: 2 Water-Conservation Rate

Rates Setup Flat Addons Exceptions

**Blocks**

Gallons		Cubic Meter		Cubic Feet	
Divisor:	1	Divisor:	0	Divisor:	0
Consump:	Rate:	Consump:	Rate:	Consump:	Rate:
0	0.000000				
3	2.320000				
4	5.570000				
13	6.890000				
999999	8.270000				

**Billing**

% of consumption:	100.000	Accumulate from minimum:	<input checked="" type="checkbox"/>
Flat per bill:		Decreasing step:	Y <input type="button" value="Yes, Decrease by block"/>
Min bill amount:	9.85	Water adjustment factor:	
Mult use flat / unit:		Water adjustment UOM:	G <input type="button" value="Gallons"/>
Service charge:		Fire prot / \$000 assess:	
		Fire prot / hydrant:	

Done 84M of 989M

**APP-I Cost Proposal Forms:**

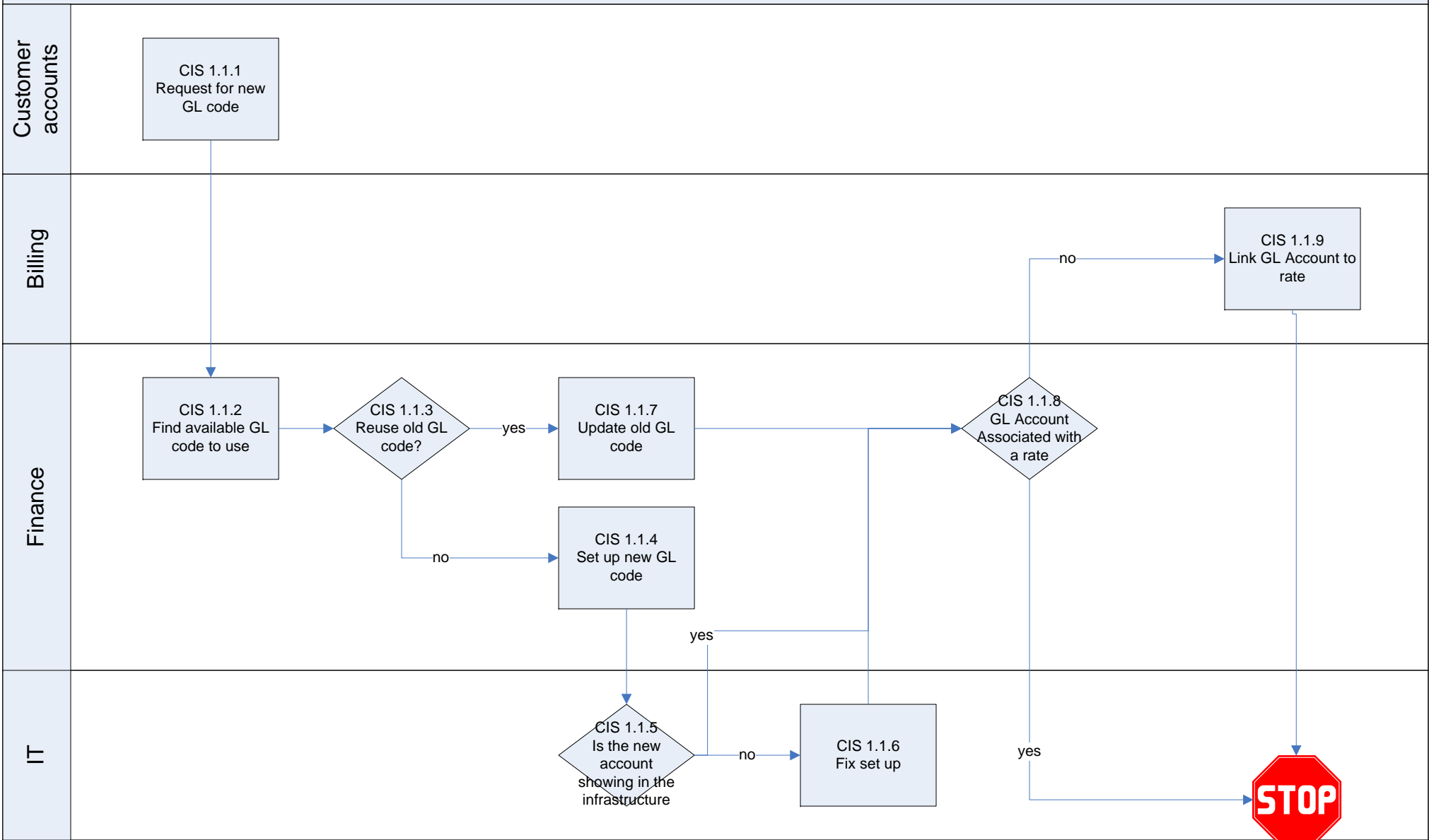
*Note: Along with the electronic version required on a flash drive, one (1) hard copy of both Cost Proposal forms must be provided in a separate sealed envelope. In case of any discrepancies among the two versions, the hard copies will govern.*

**SI Pricing.xls** – System Integrator Pricing Workbook. To access this file, click [HERE](#).

**SW Pricing.xls** – Software Pricing Workbook. To access this file, click [HERE](#).

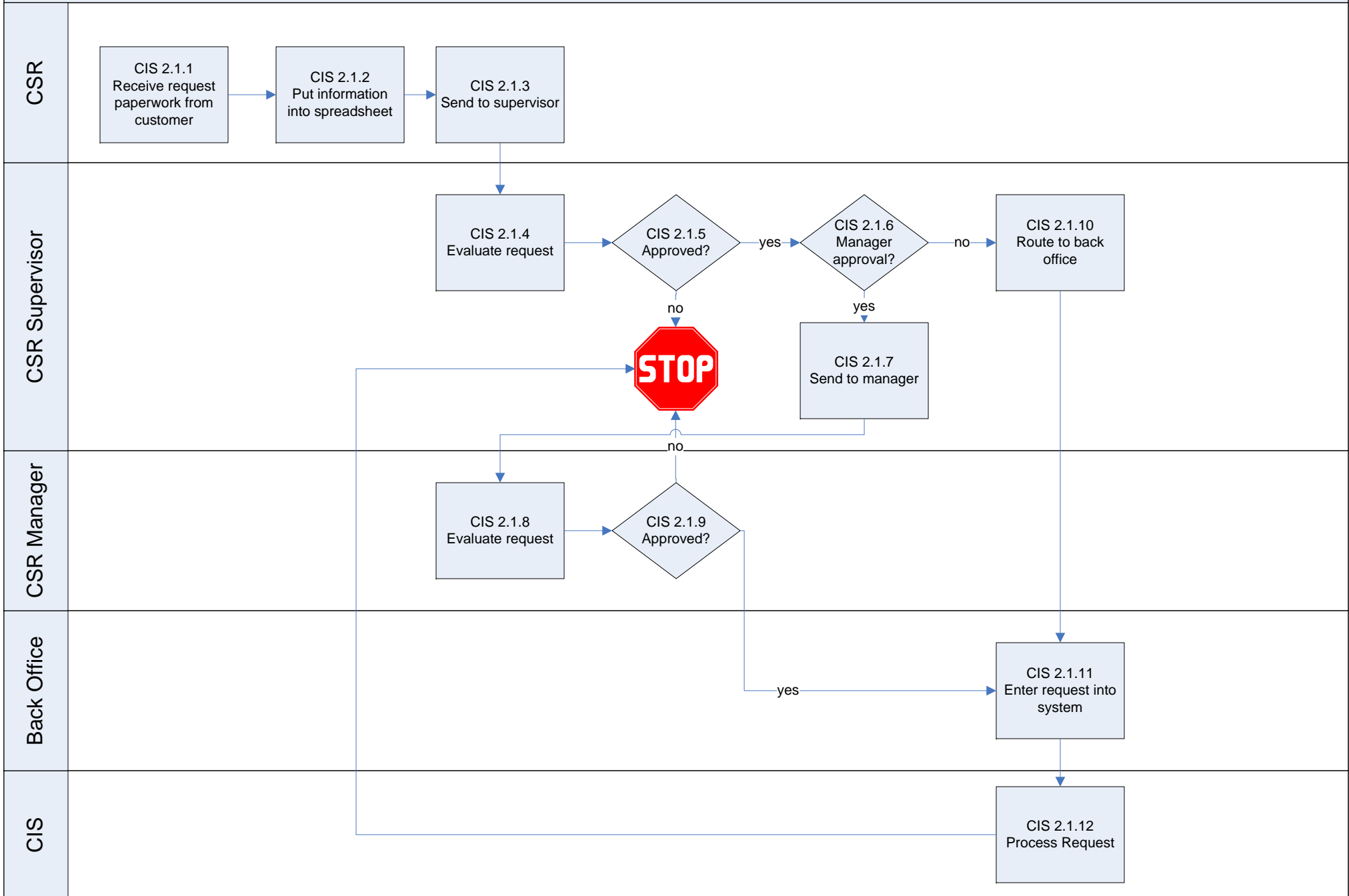


# Process 1- Process General Ledger



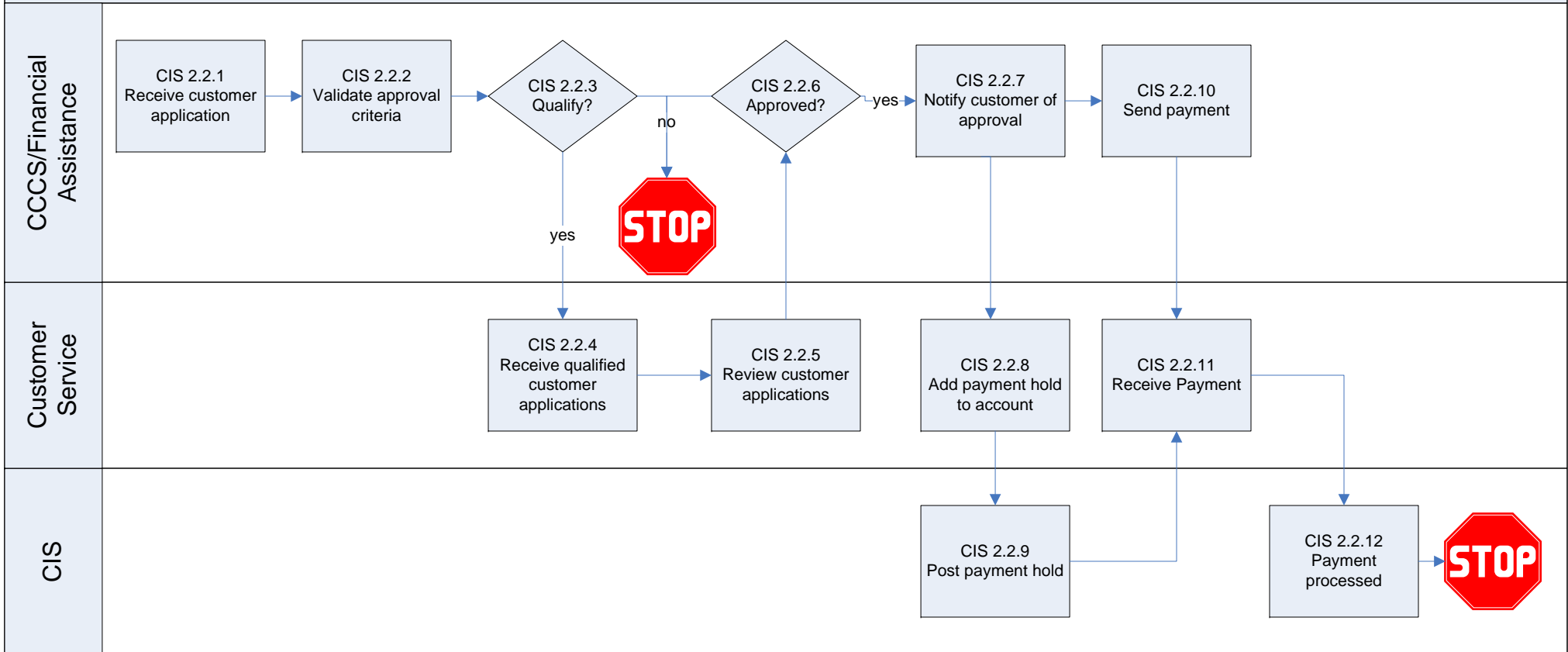
# Process 2-Process Miscellaneous Adjustments

## 2.1-Waive Finance Charge



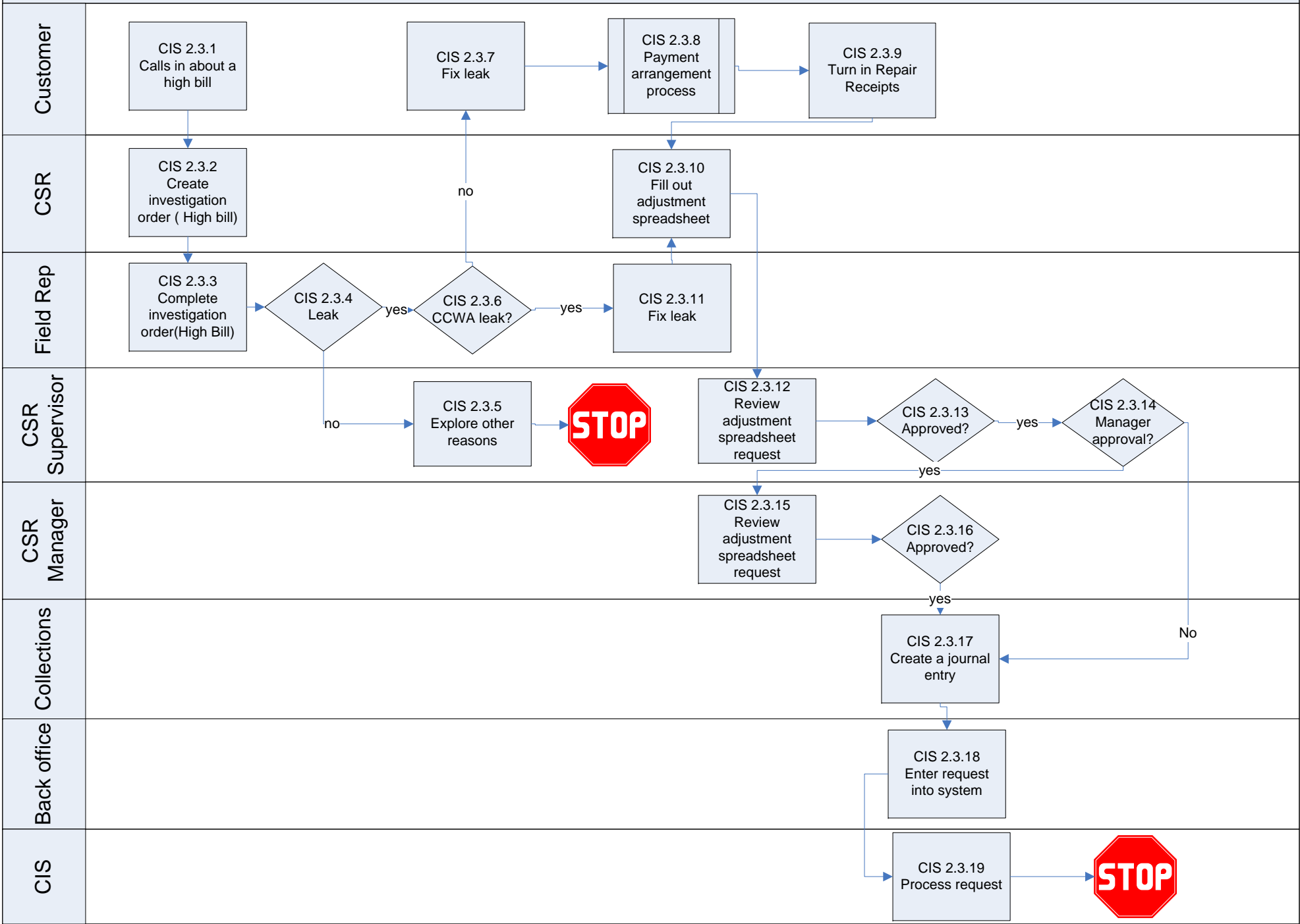
# Process 2-Process Miscellaneous Adjustments

## 2.2- Transfer from Financial Assistance



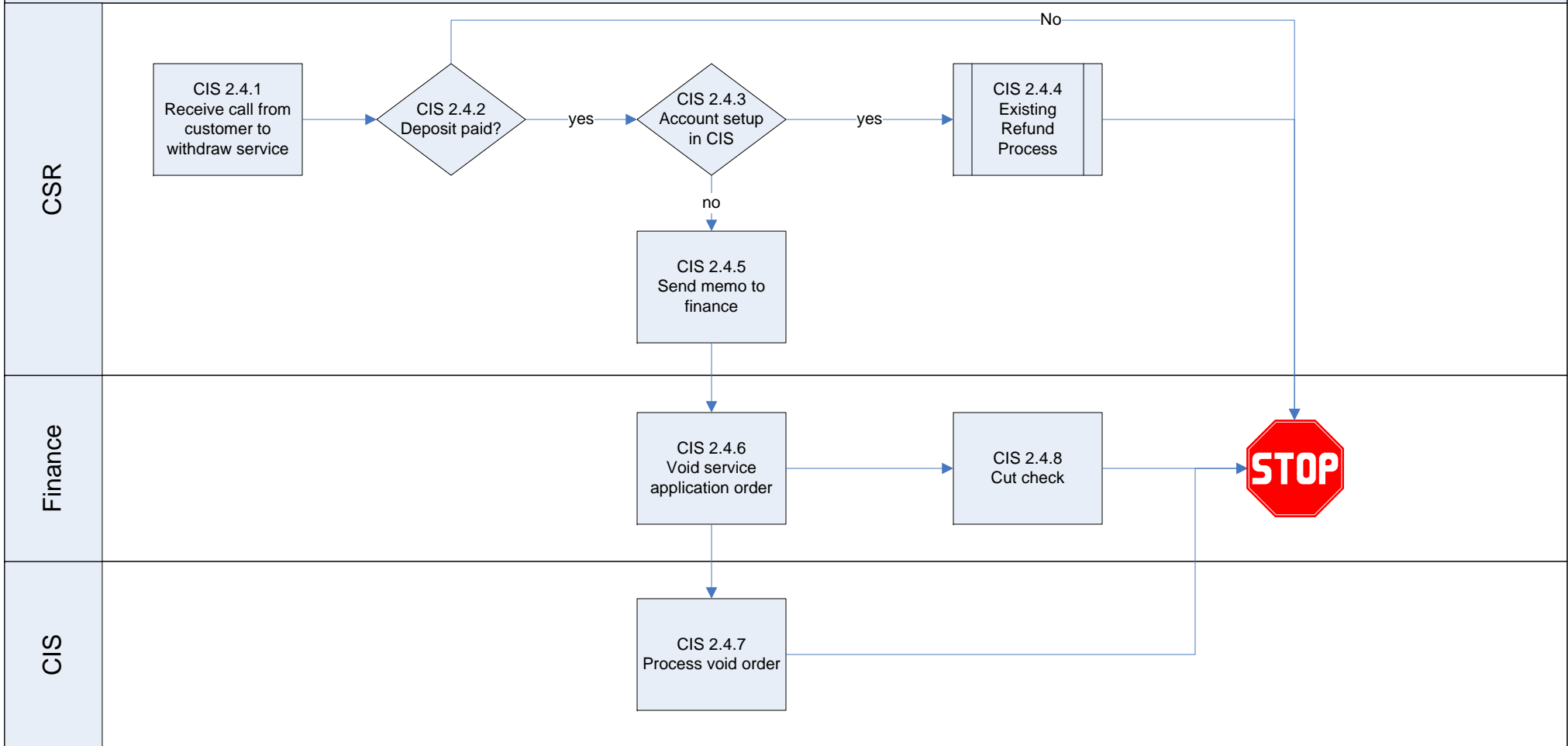
# Process 2-Process Miscellaneous Adjustments

## 2.3- Leak Adjustment



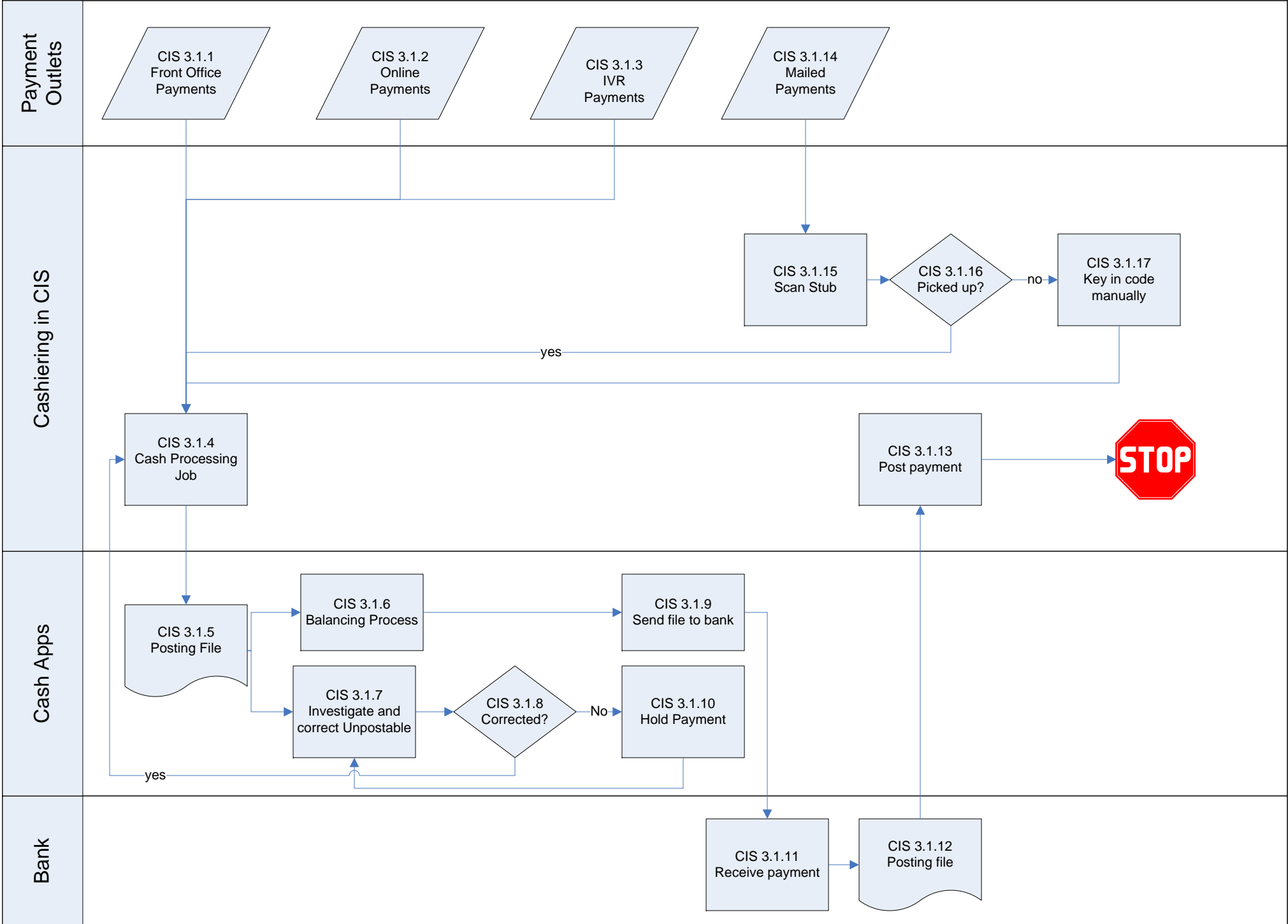
# Process 2-Process Miscellaneous Adjustments

## 2.4- Refund Deposit without an Account



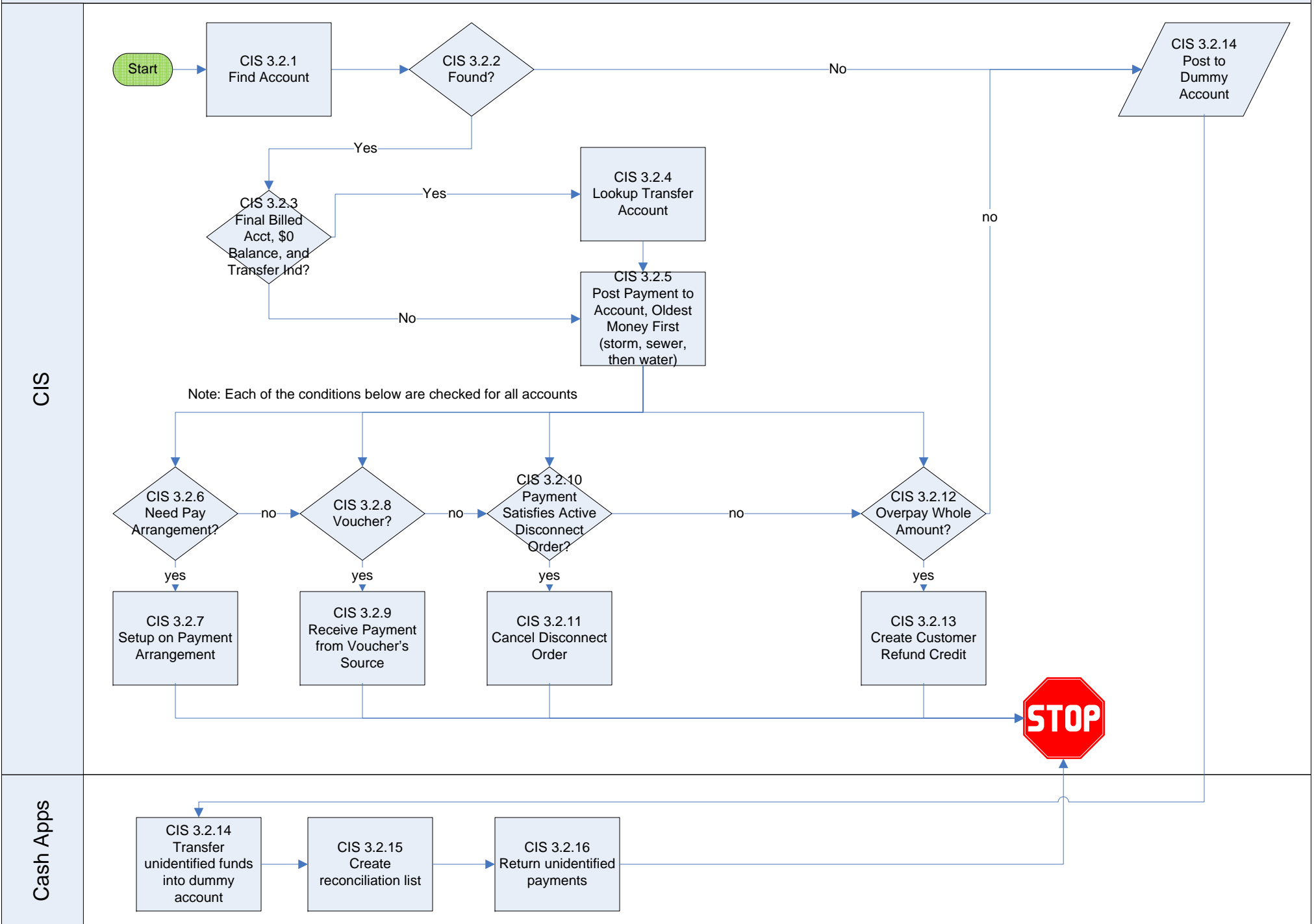
# Process 3 – Process Payment

## 3.1 Process Payments



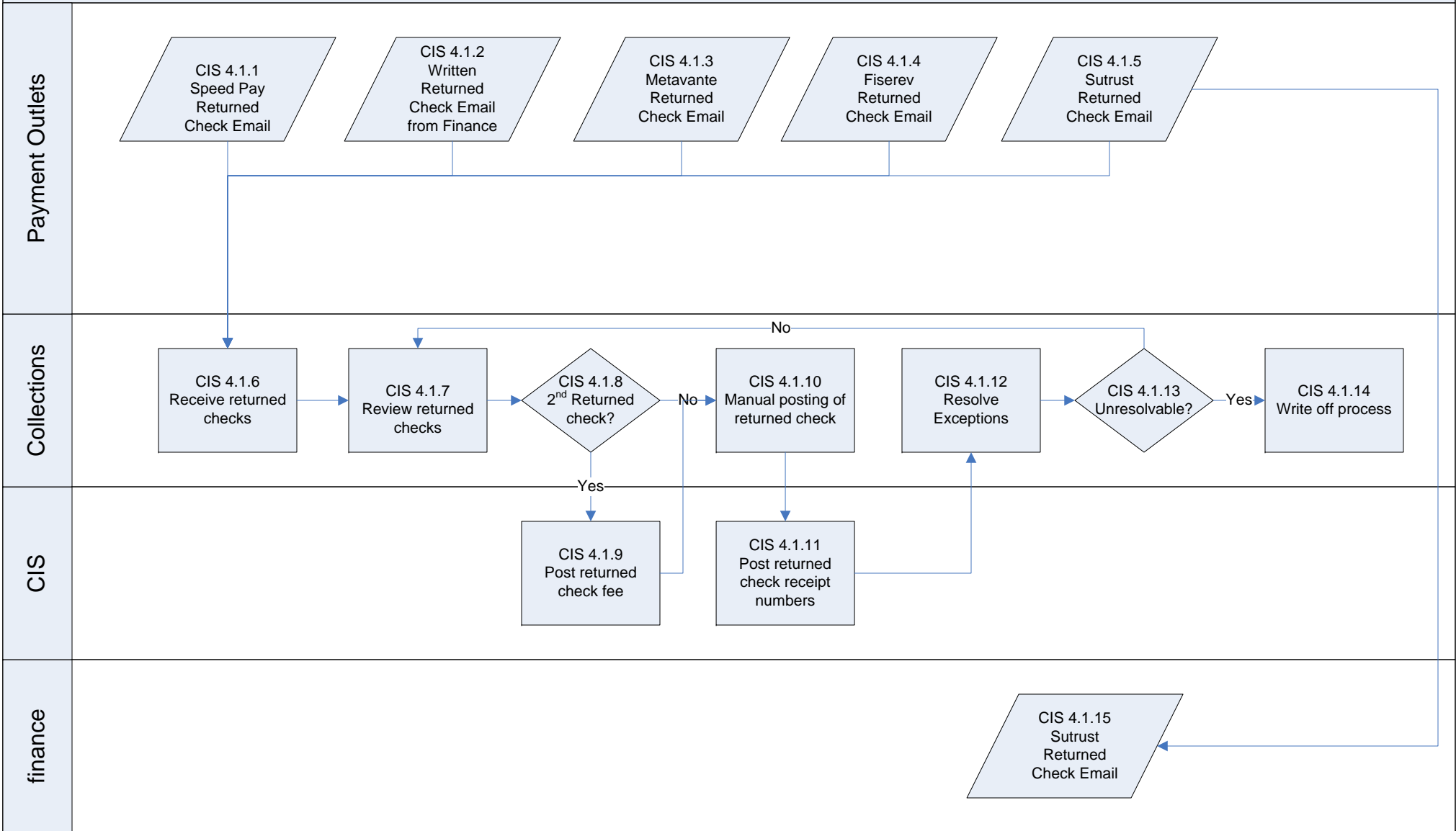
# Process 3 – Process Payments

## 3.2 – CIS Cash Posting Detail



# Process 4- Process Returned Checks

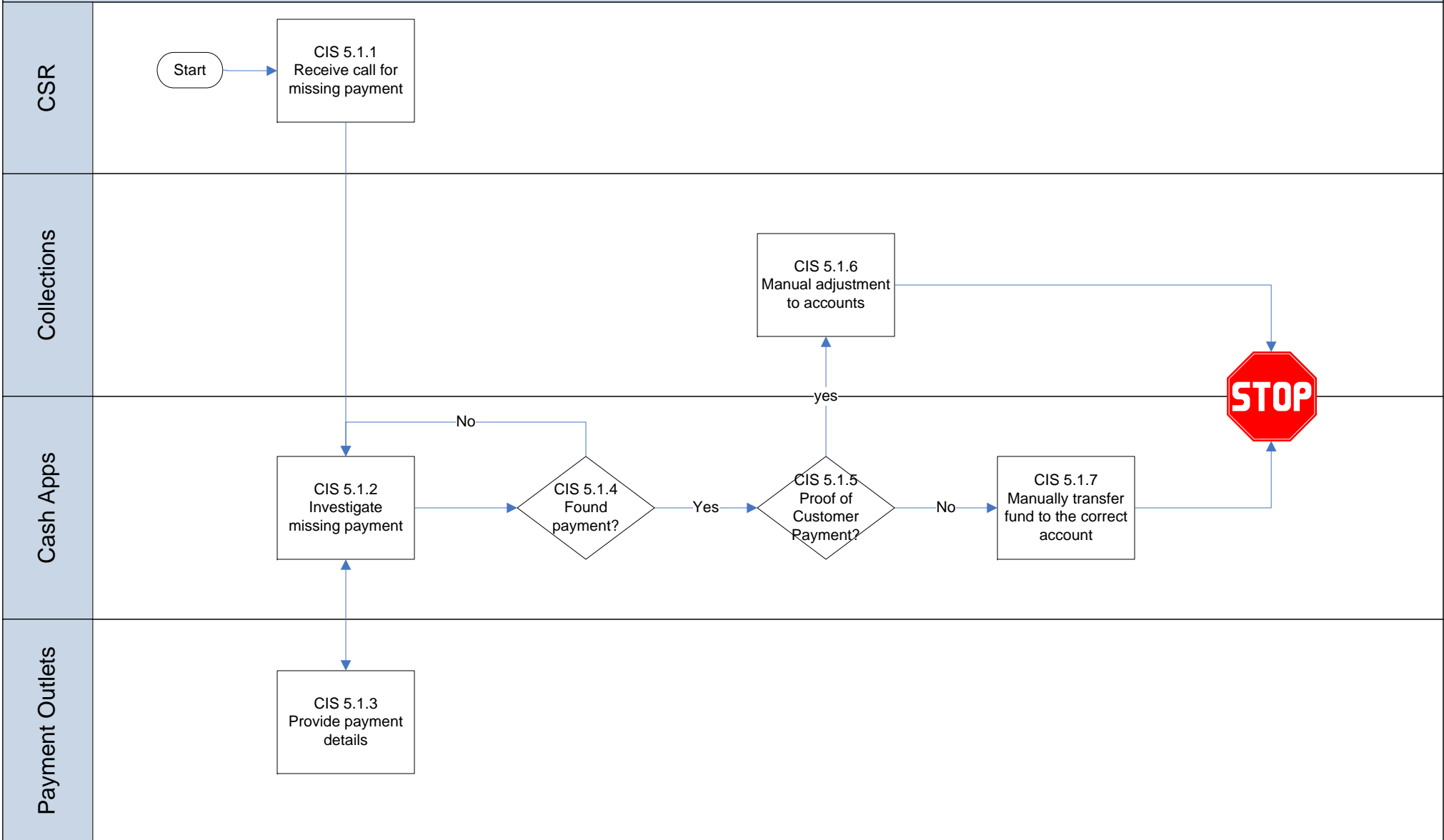
## 4.1 Process Returned Checks



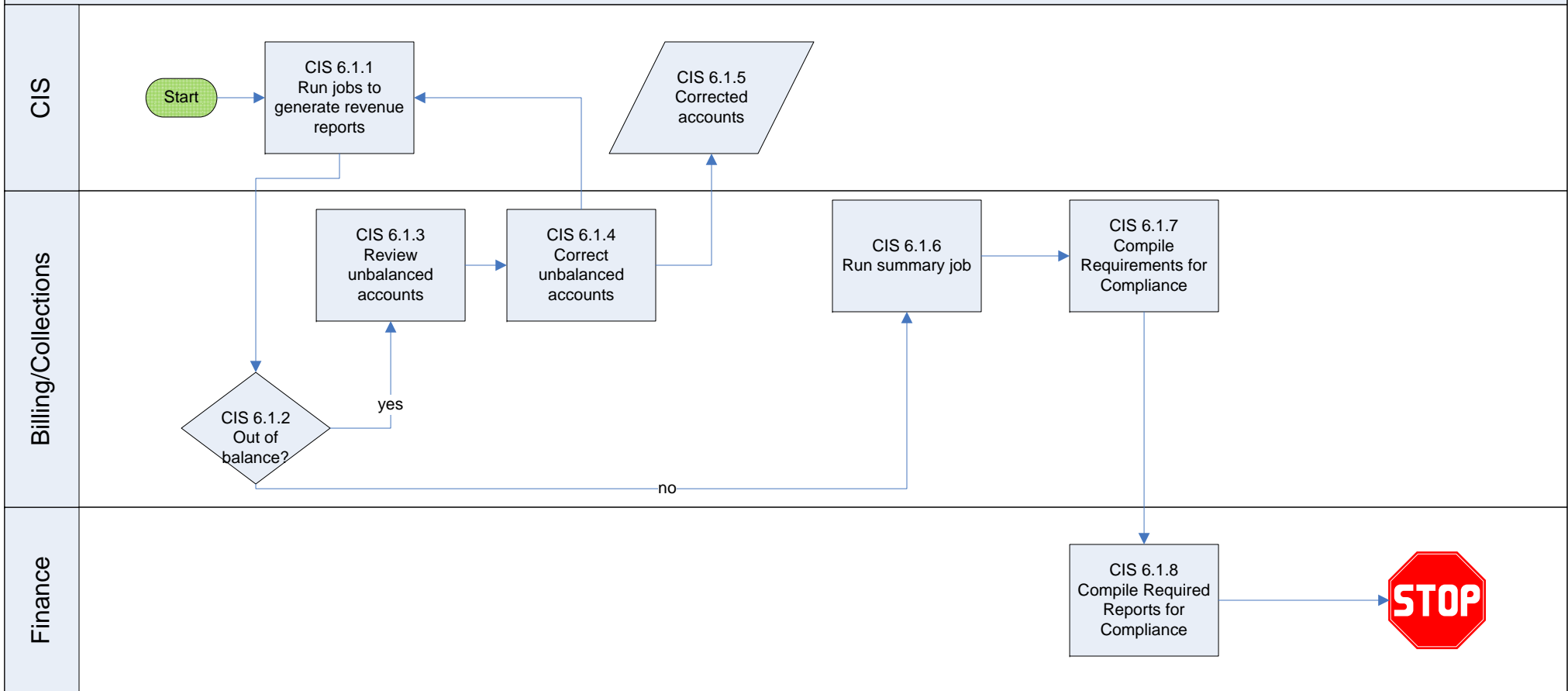


# Process 5 – Payment Reallocation

## Process Flow: CIS05.1 – Posted to wrong account

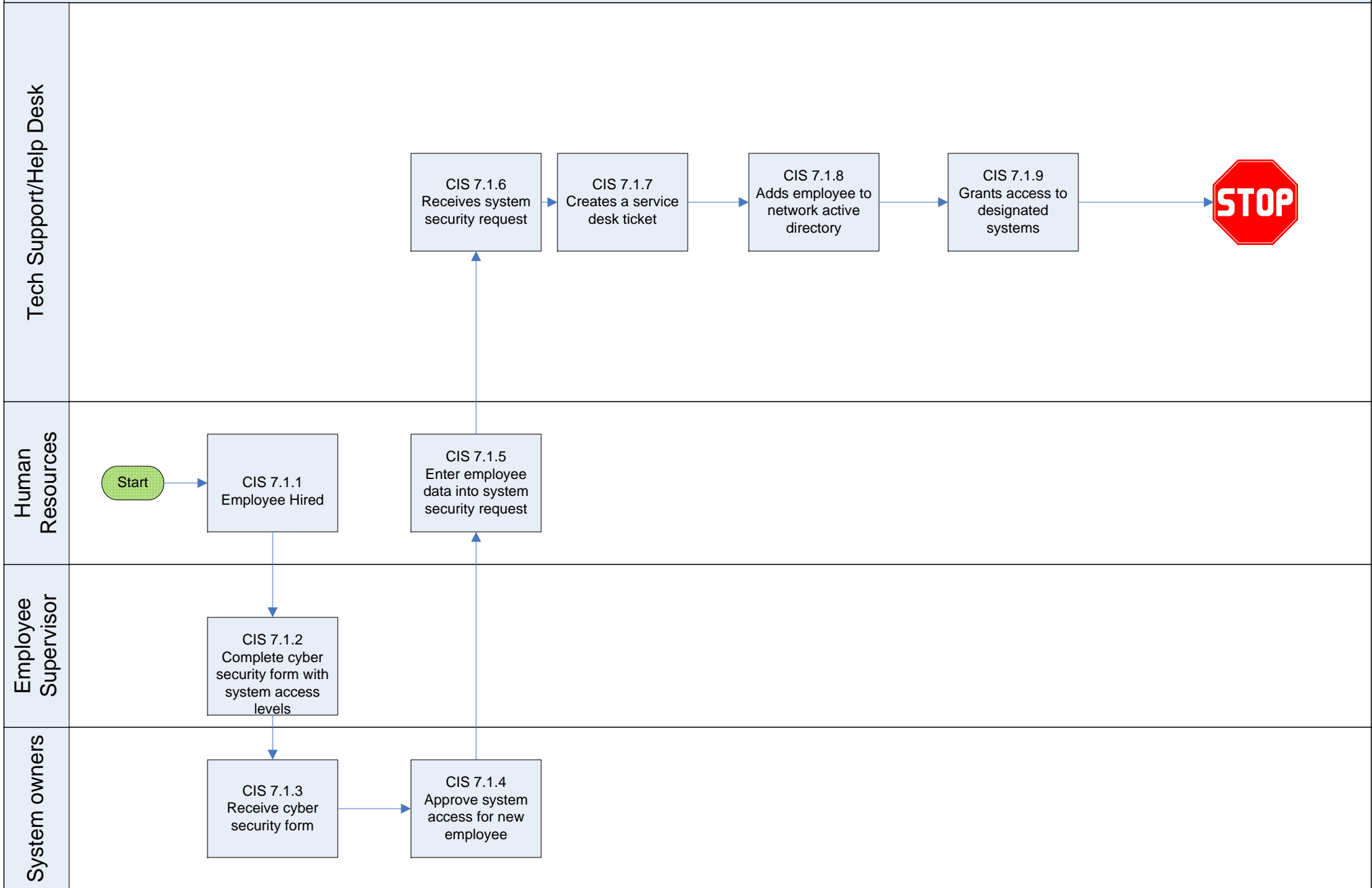


# Process 6- Revenue Reports



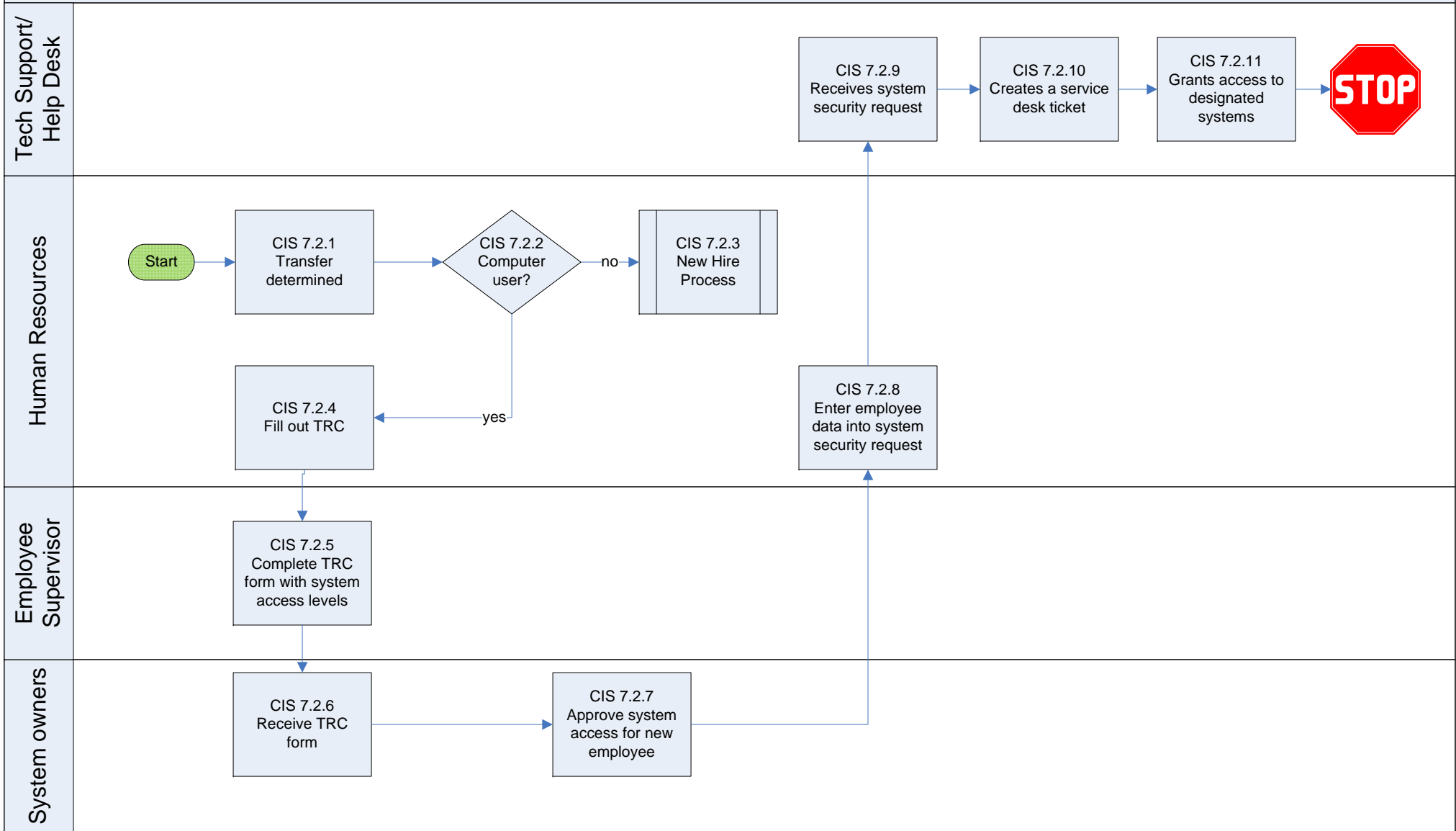
# Process 7- System and Security and Access

## 7.1 - New Hire



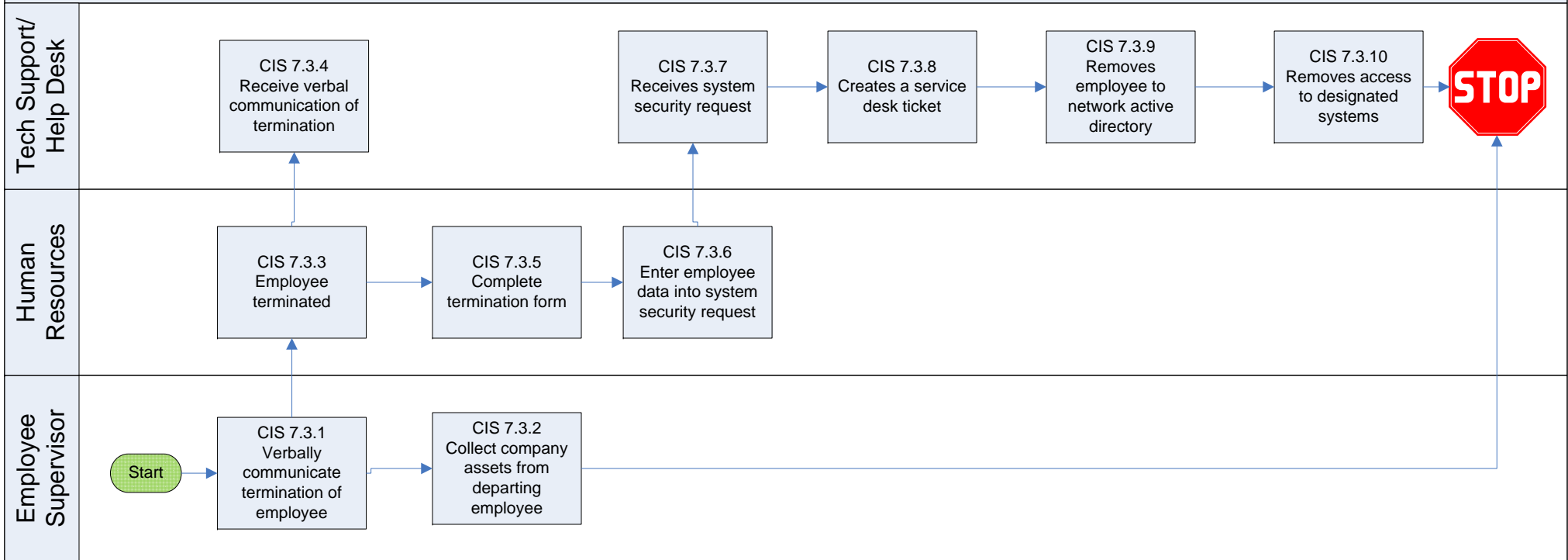
# Process 7- System and Security and Access

## 7.2 - Employee Transfer



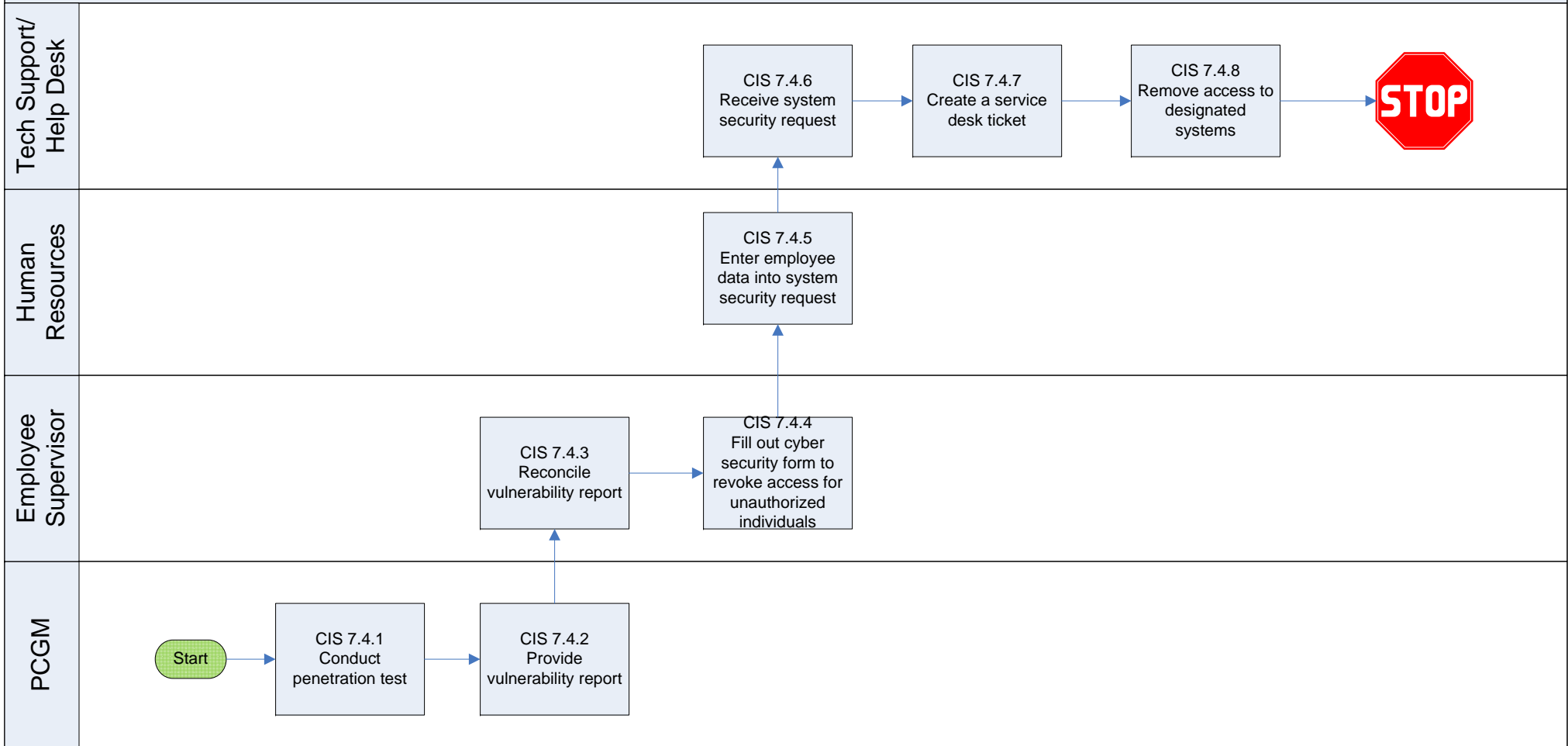
# Process 7- System and Security and Access

## 7.3 - Employee Termination



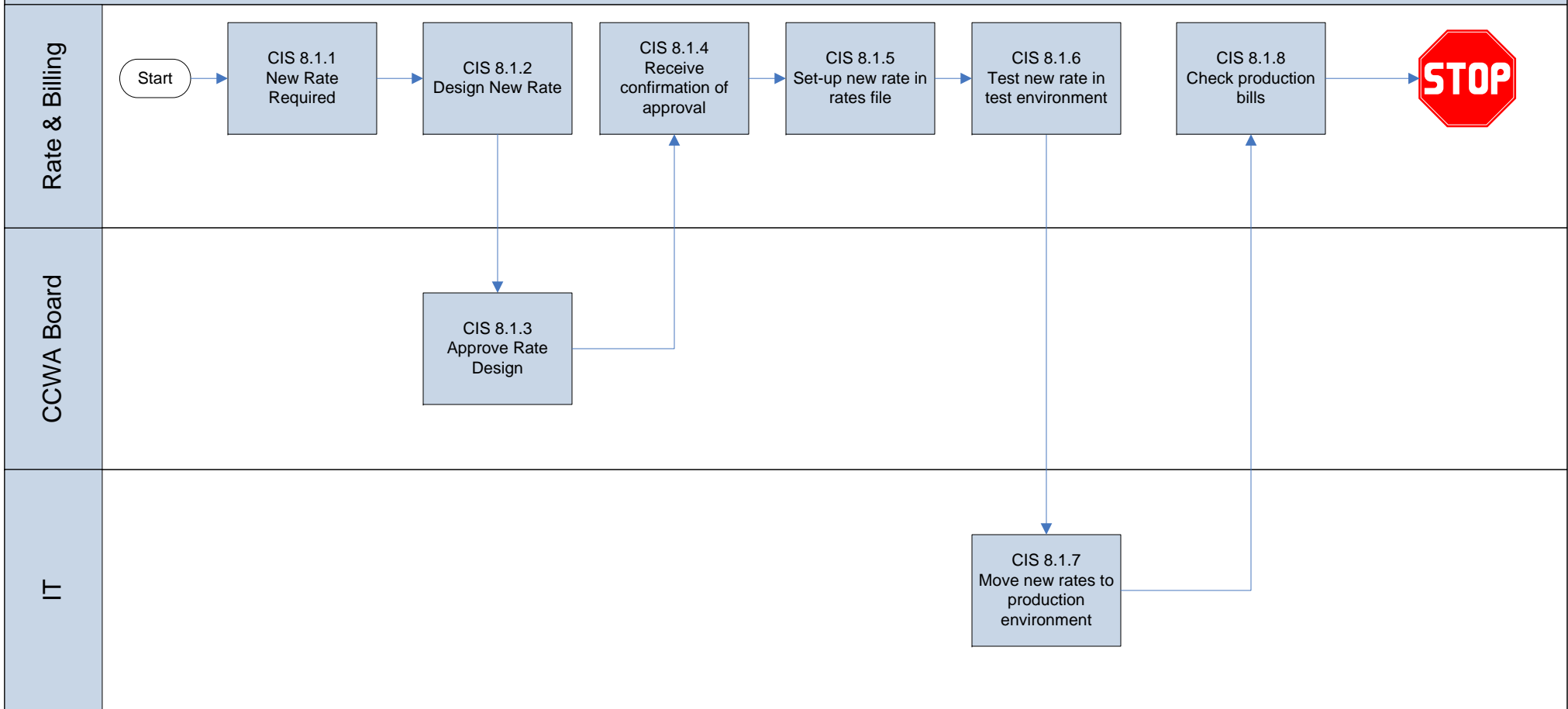
# Process 7- System and Security and Access

## 7.4 - System Security Reviews



# Process 8 – Add and Maintain Rates

## Process Flow CIS08.1 – New Rate

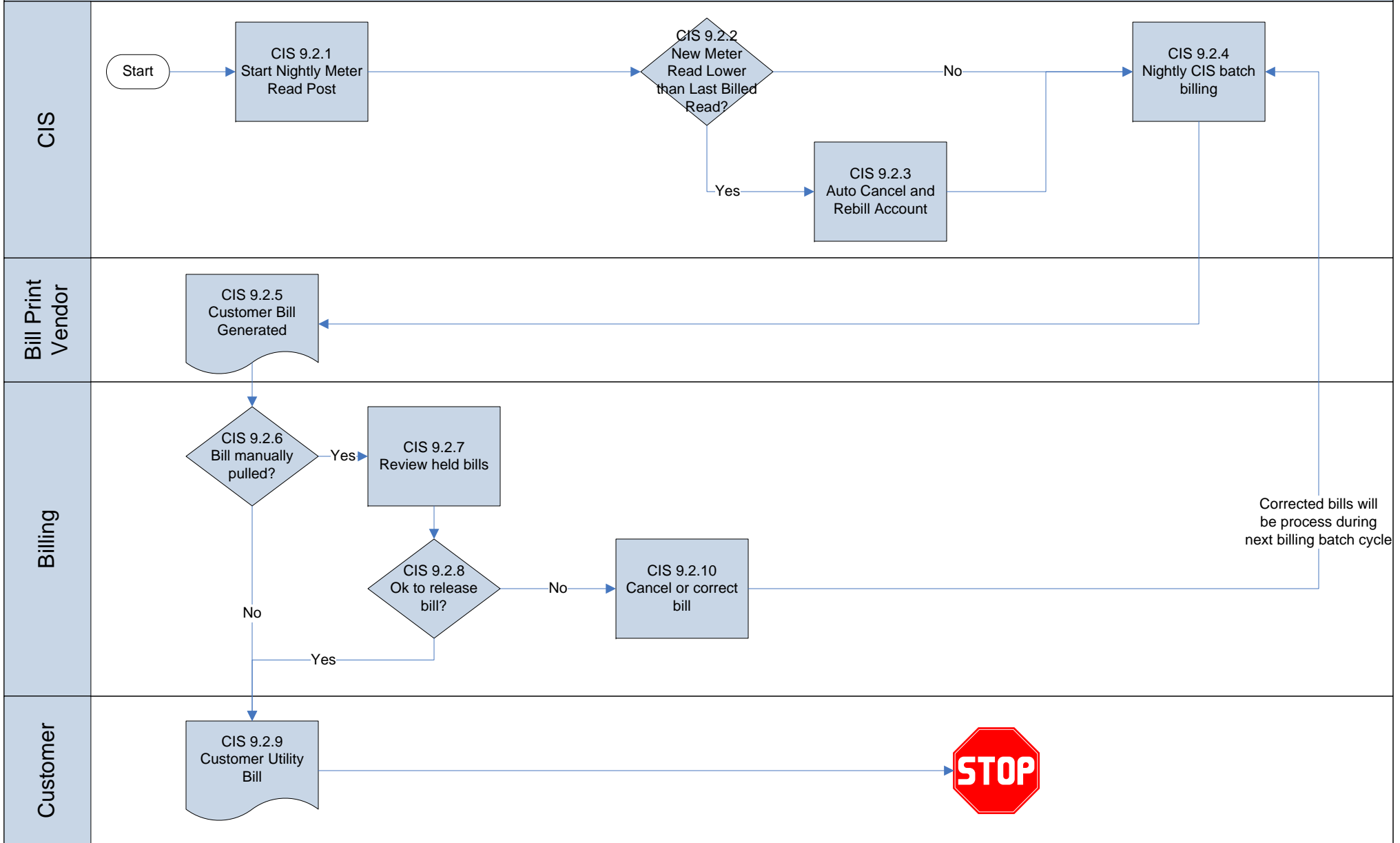






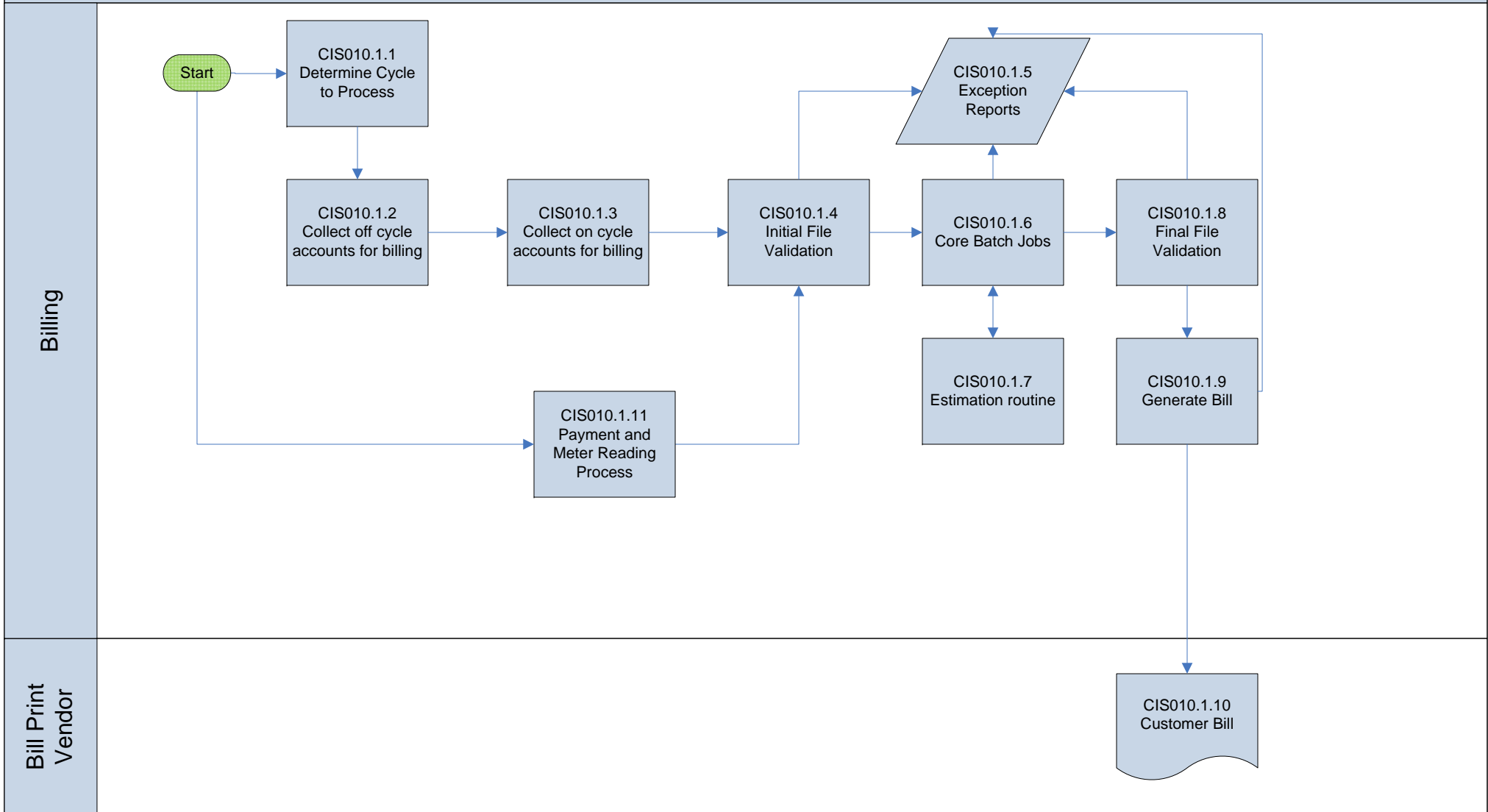
# Process 9 – Adjust Charges / Cancel Rebill

## Process Flow: CIS09.2 – Company Initiated



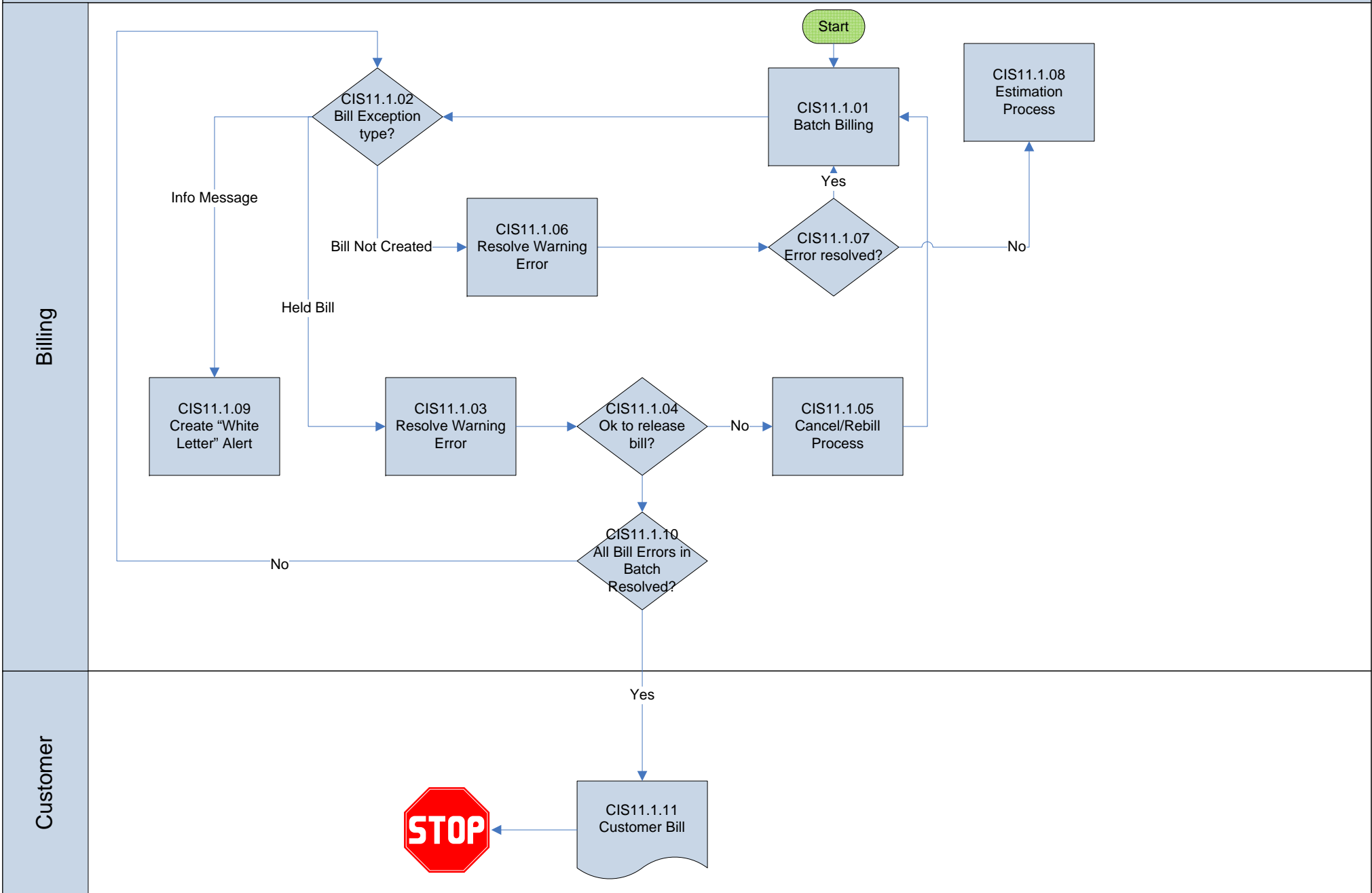
# Process 10 – Process Billing

## Process Flow: CIS10.1 – Batch Billing



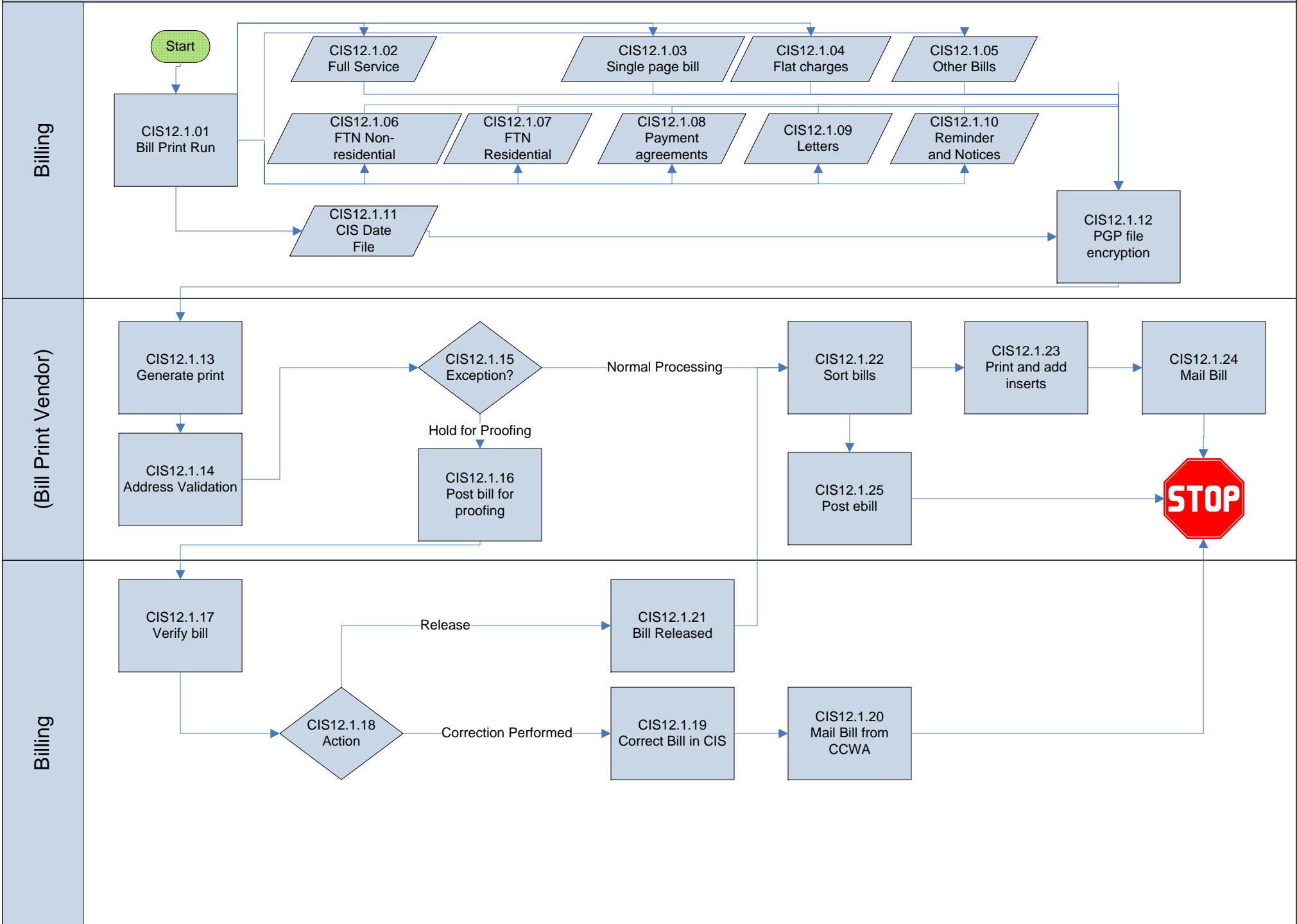
# Process 11 – Manage & Resolve Bill Exceptions

## Process Flow: CIS11.1 – Bill Exceptions



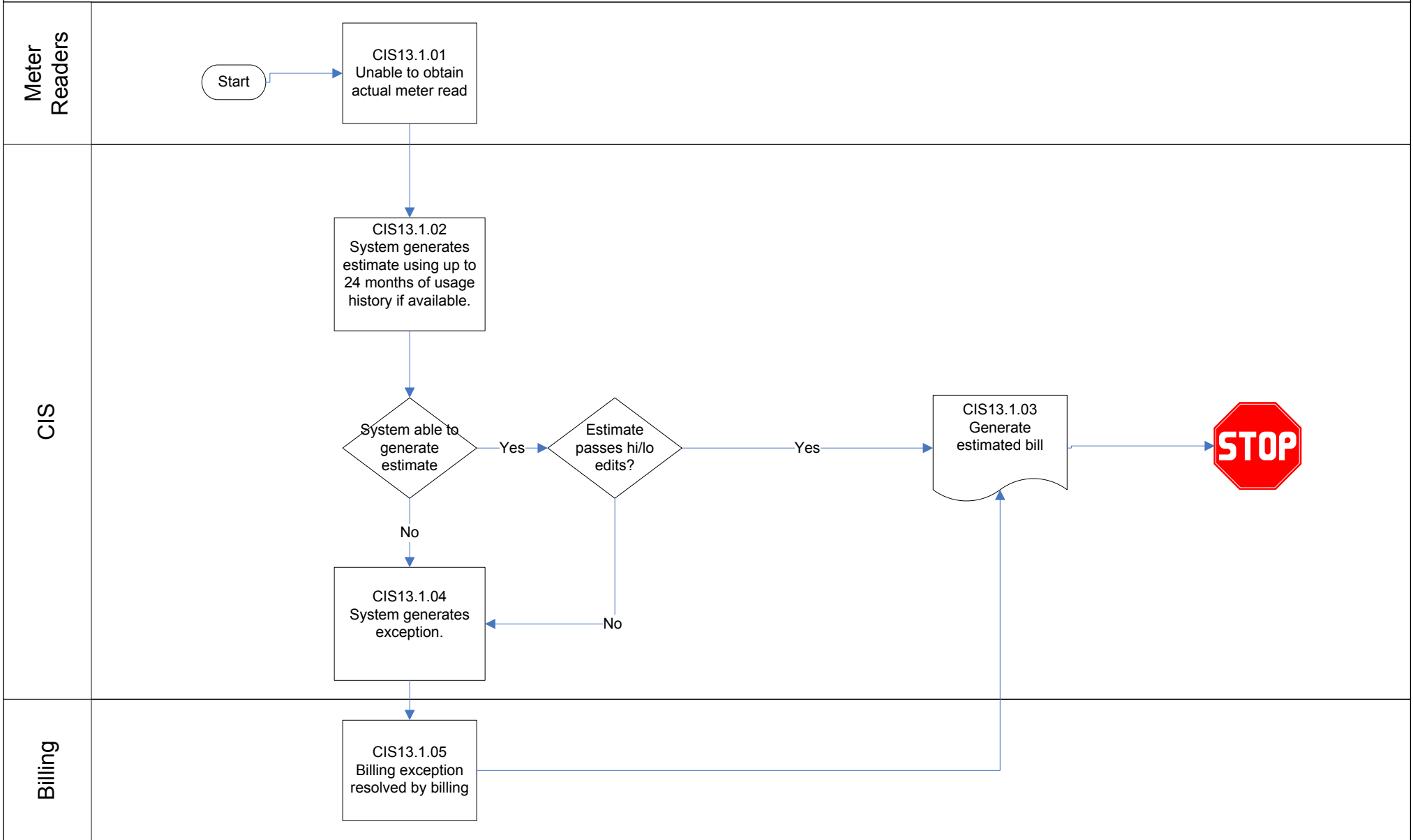
# Process 12 – Bill Print

## Process Flow: CIS12.1 Bill Print



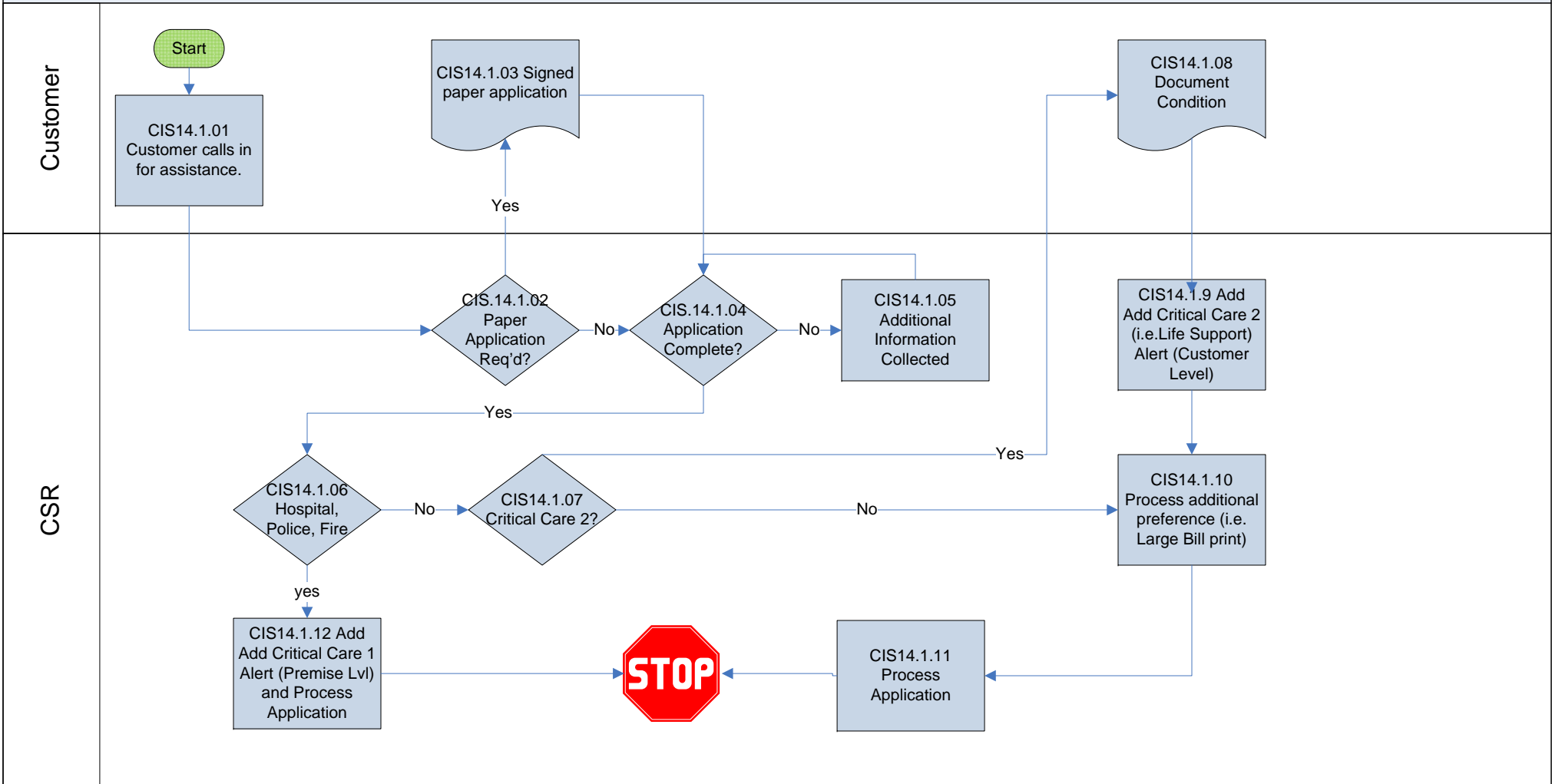
# Process ID: CIS13 – Estimate Usage

## Process Flow: CIS13.1 – Estimate Usage



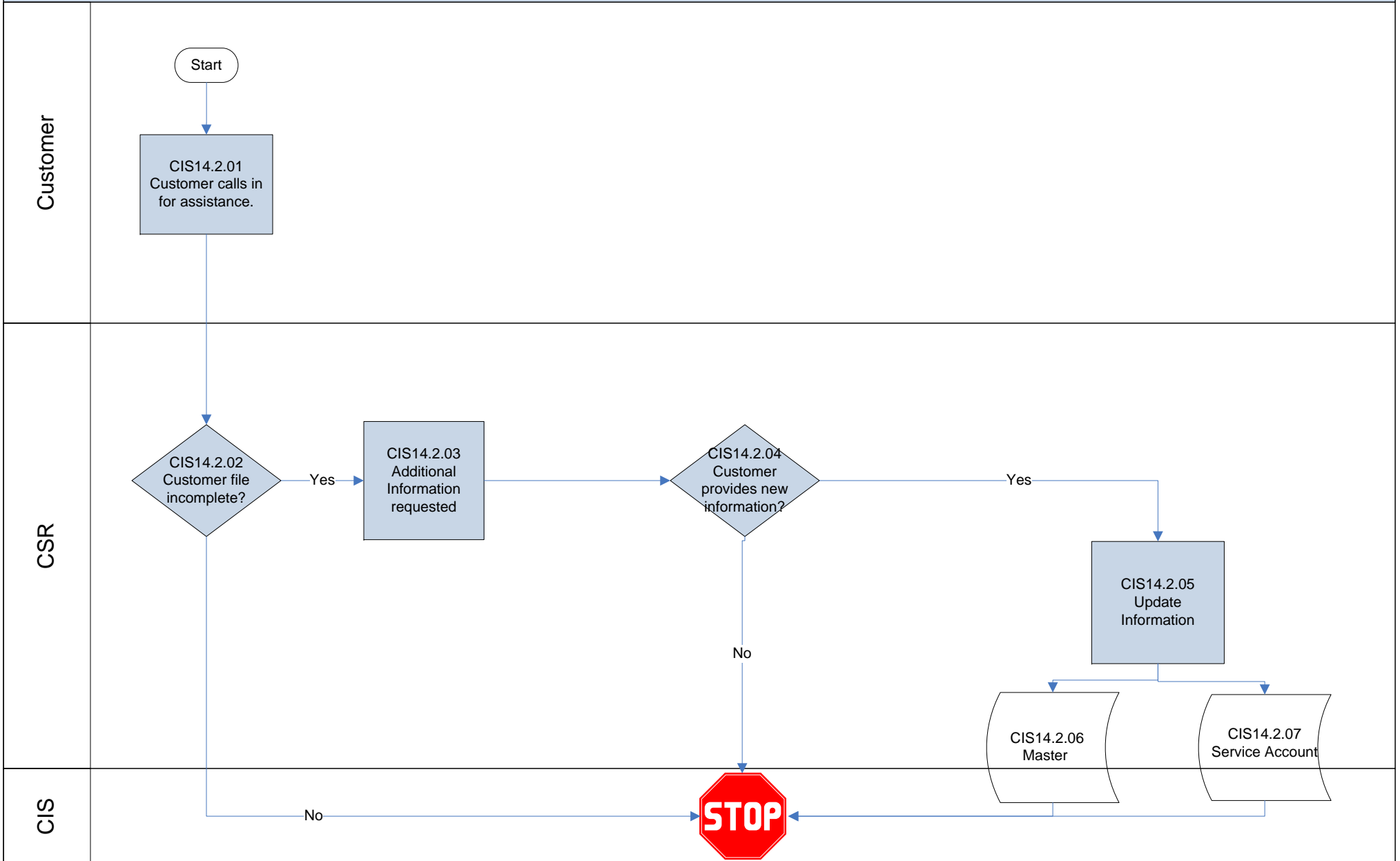
# Process 14 – Maintain Customer and Account Data

## Process Flow: CIS 14.1 – Initial Customer Data Capture during Account Set-up



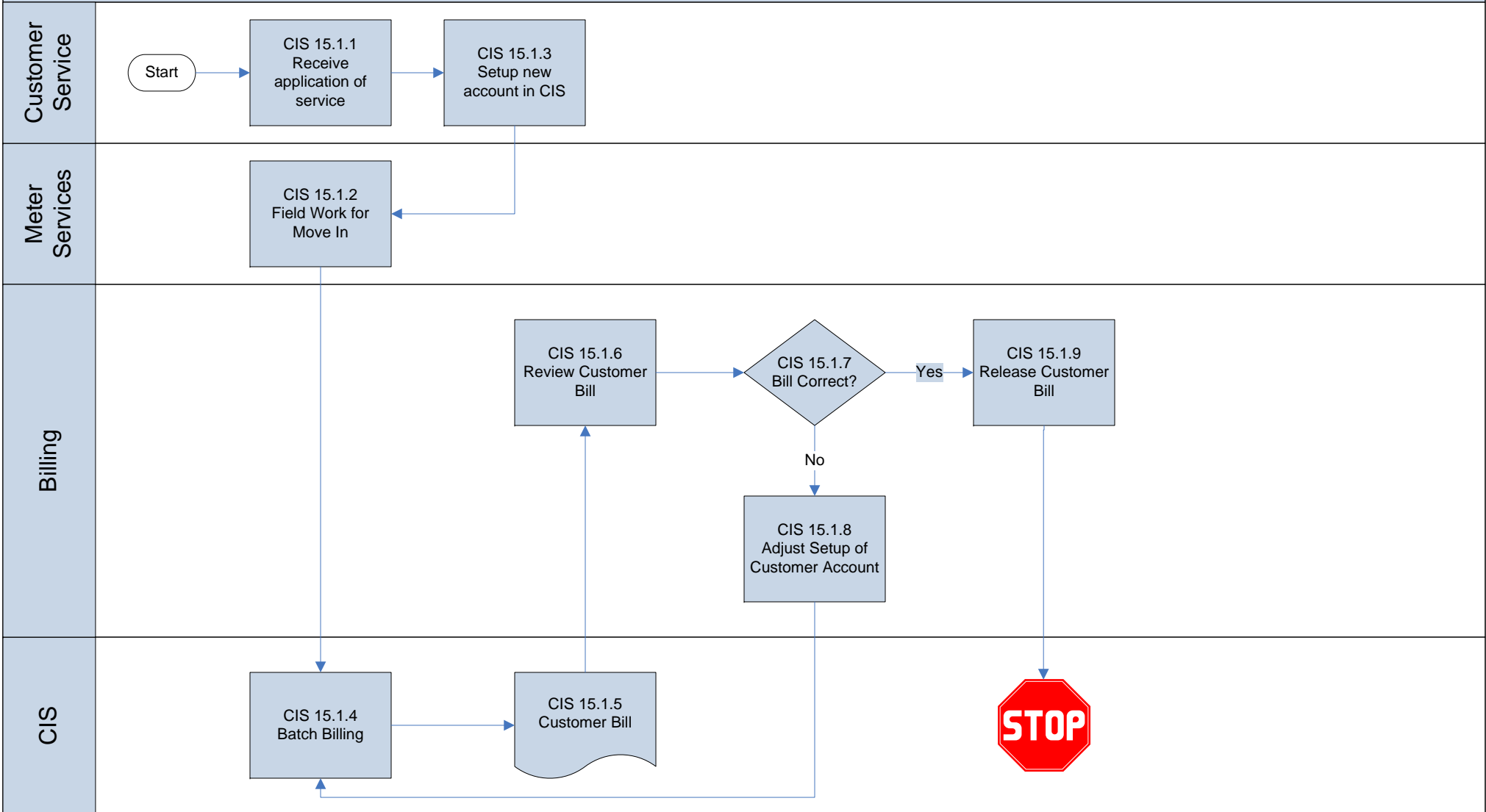
# Process 14 – Maintain Customer and Account Data

## Process Flow: CIS14.2 – Updating Customer Information



# Process 15 – Turn On, Turn Off, Move In, Move Out

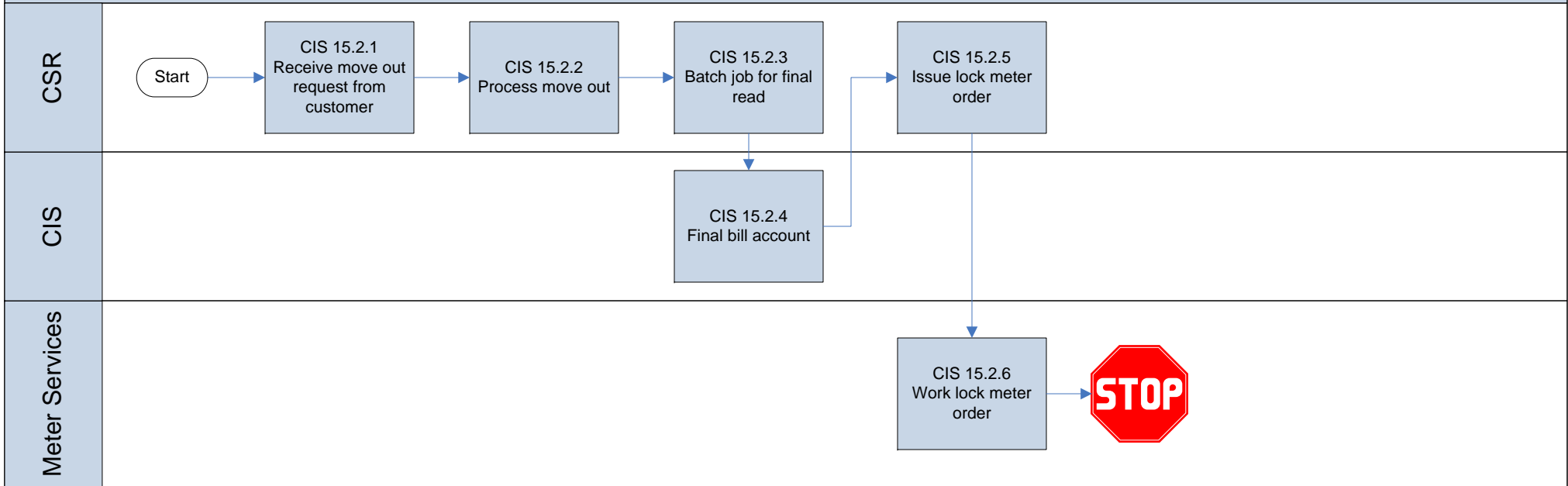
## Process Flow: CIS15.1 – Large Commercial or Industrial Move In





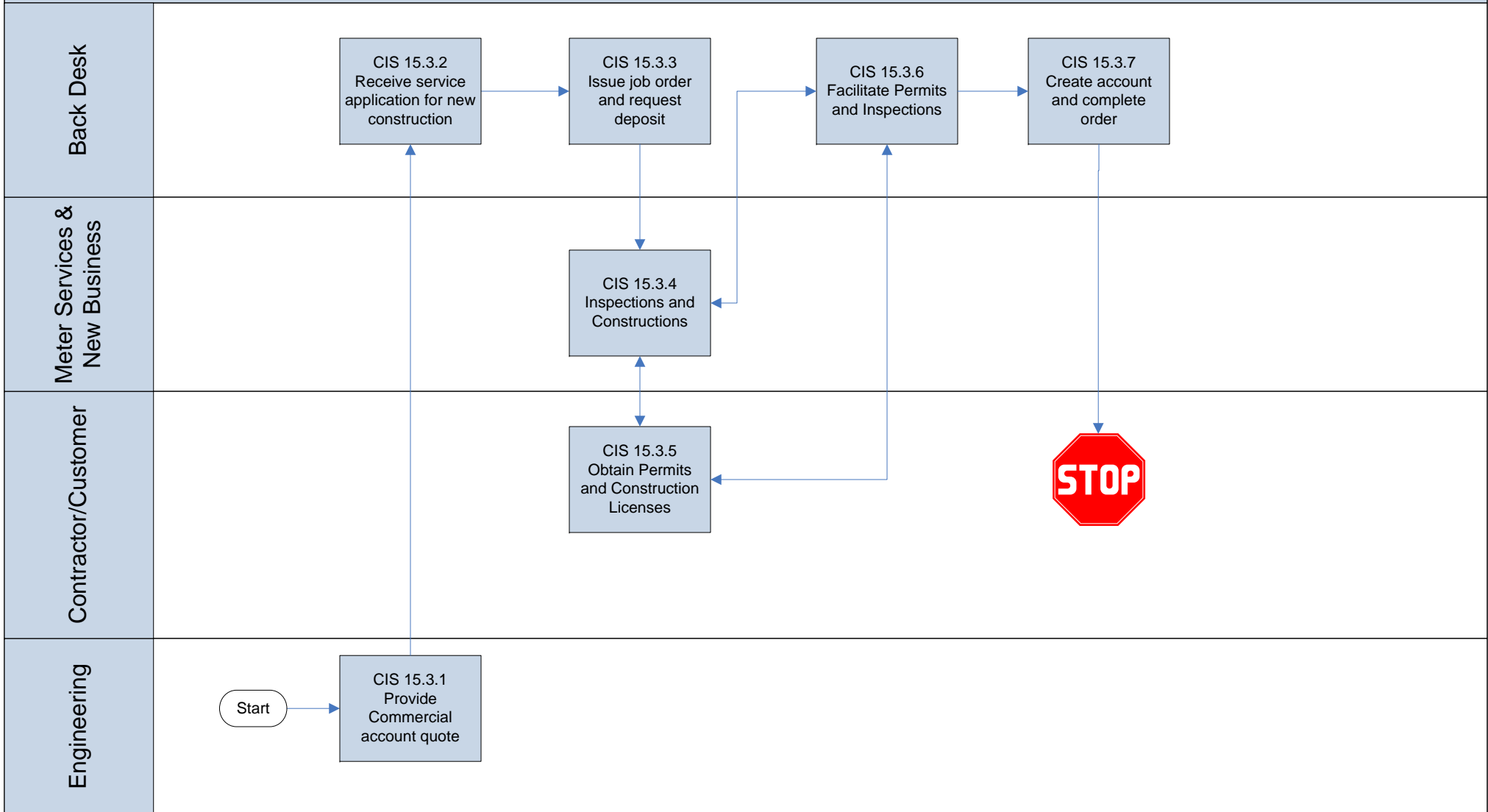
# Process 15 – Turn On, Turn Off, Move In, Move Out

## Process Flow: CIS15.2 – Large Commercial or Industrial Move Out



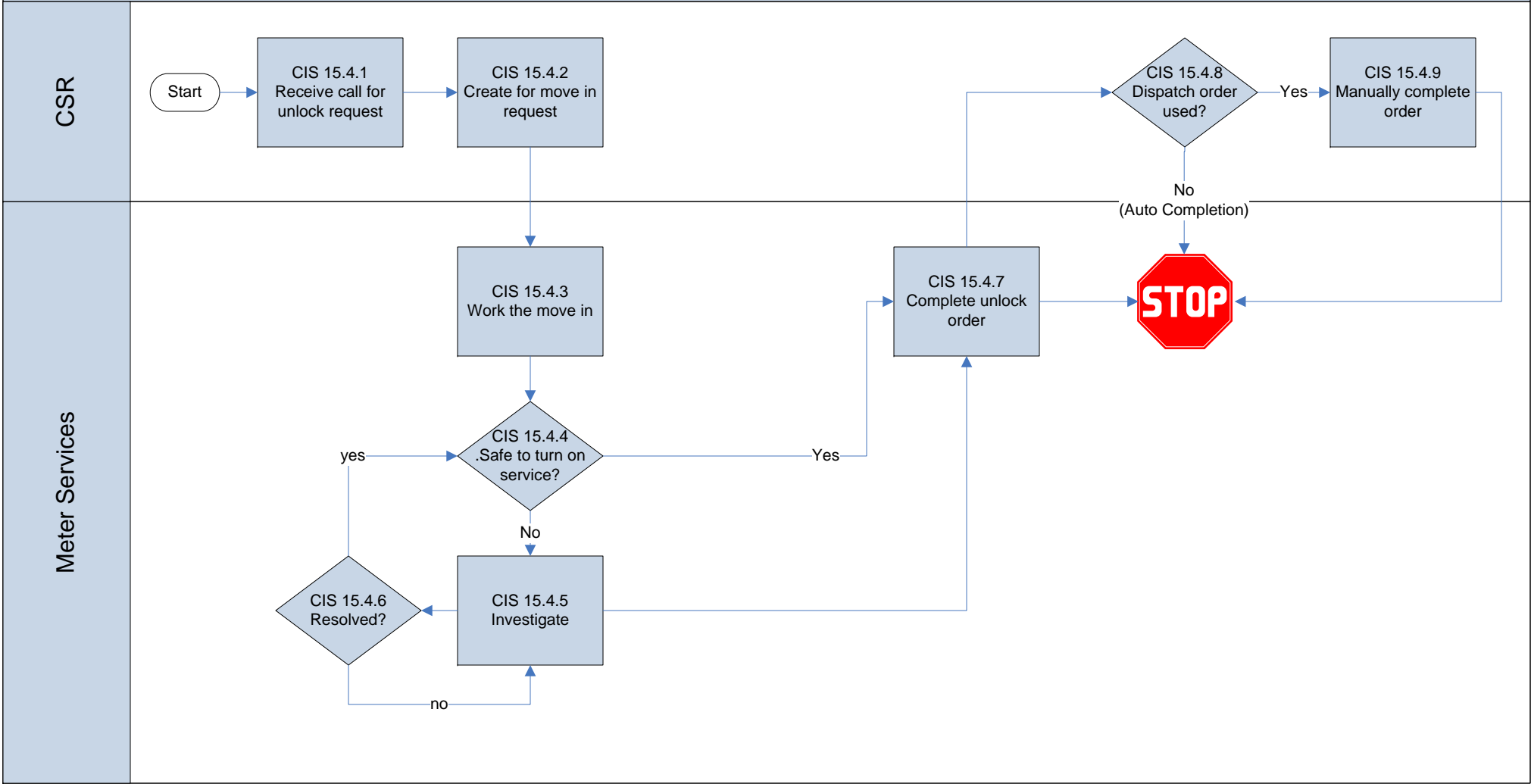
# Process15 – Turn On, Turn Off, Move In, Move Out

## Process Flow: CIS15.3 – New Construction



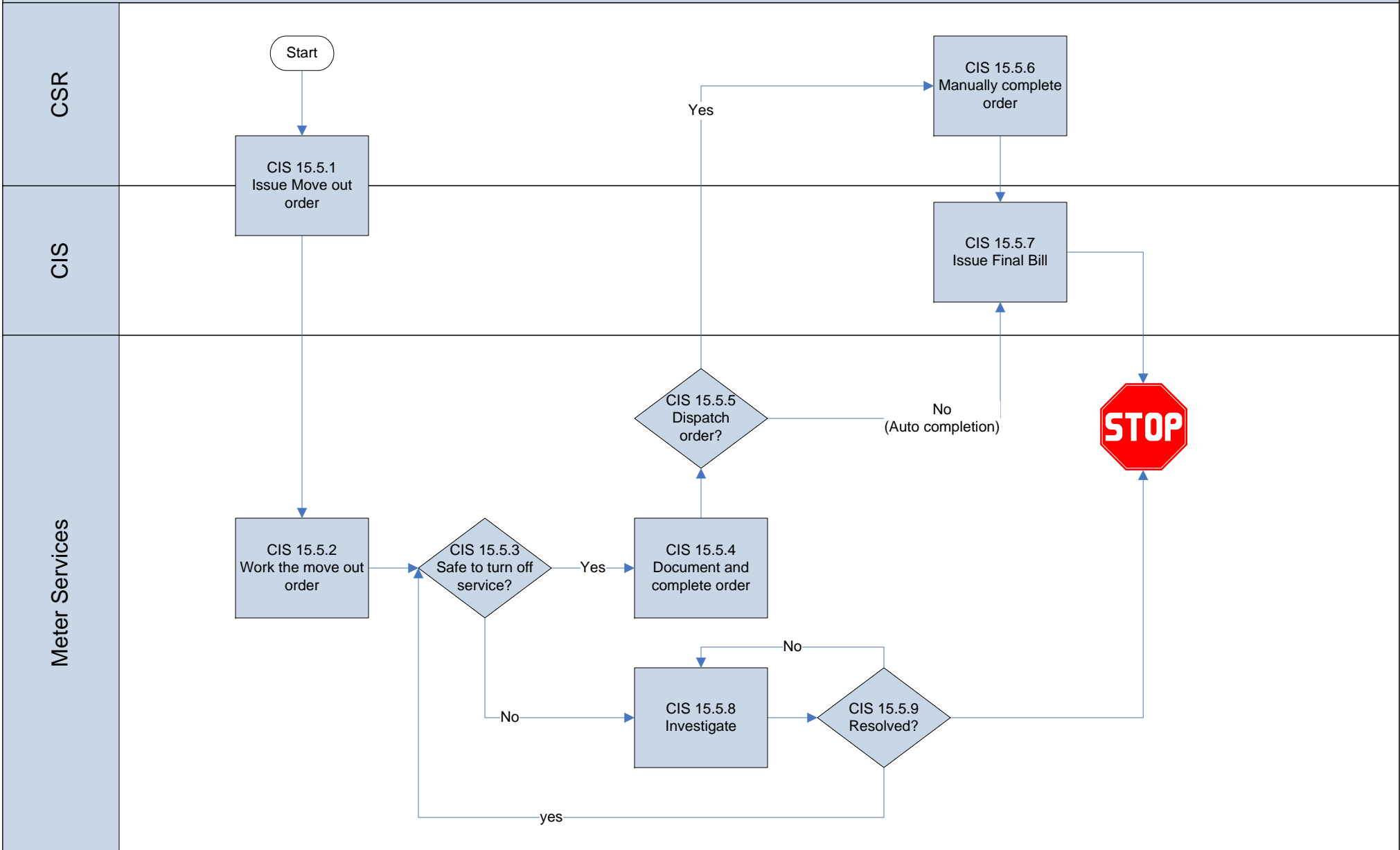
# Process 15 – Turn On, Turn Off, Move In, Move Out

## Process Flow: CIS15.4 – Turn On (Unlock) Service

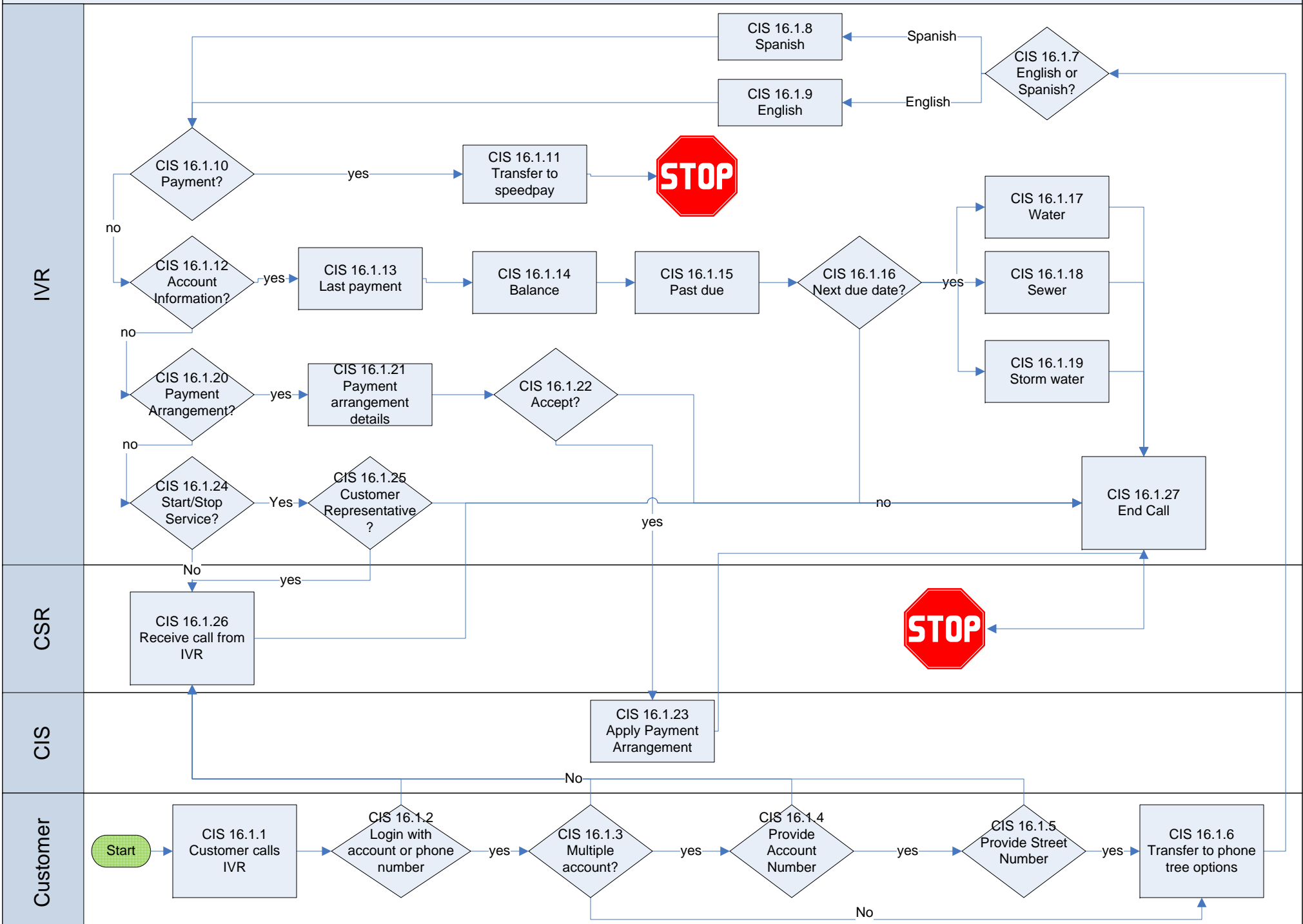


# Process 15 – Turn On, Turn Off, Move In, Move Out

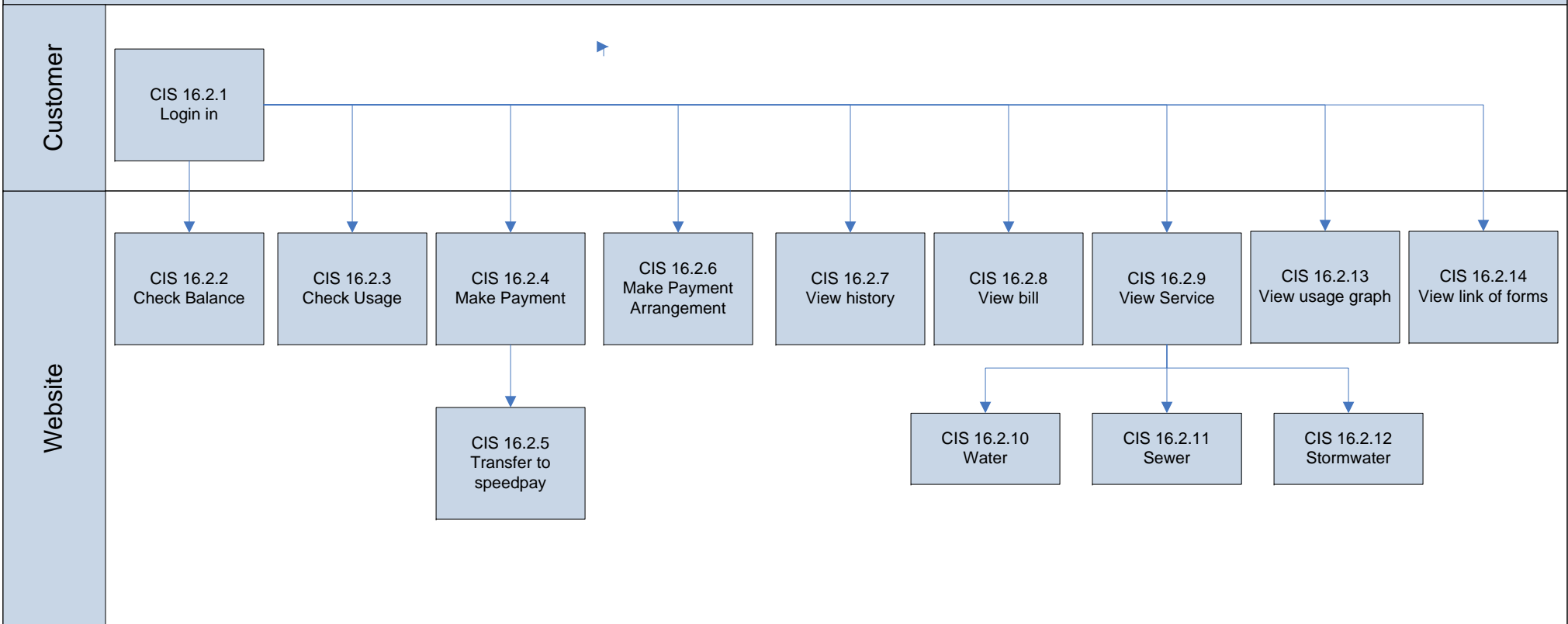
## Process Flow: CIS15.5 – Turn Off (Lock) Service



# Process 16- Customer Self Service- IVR

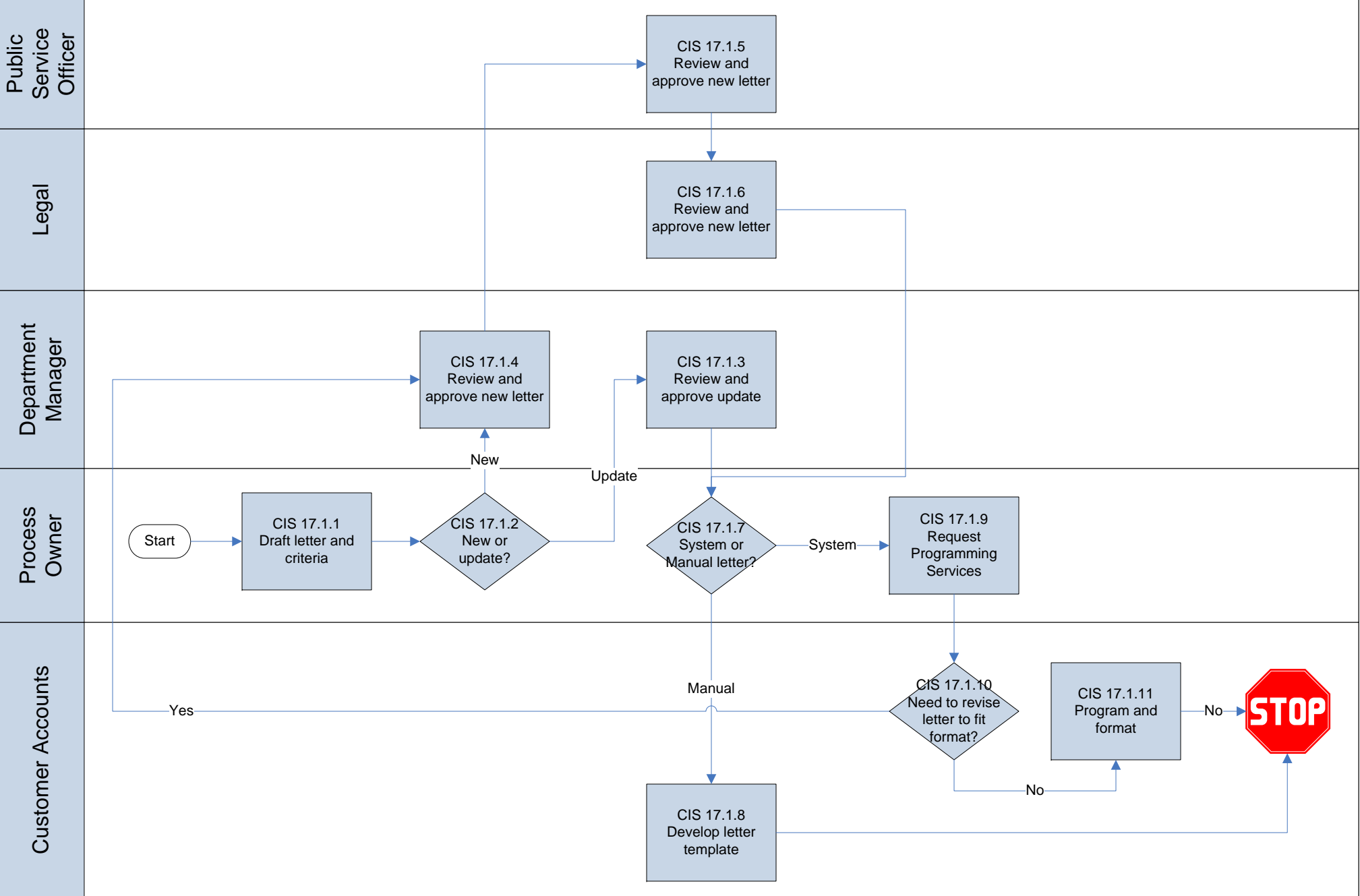


## 16.2 Customer Self Service- Web



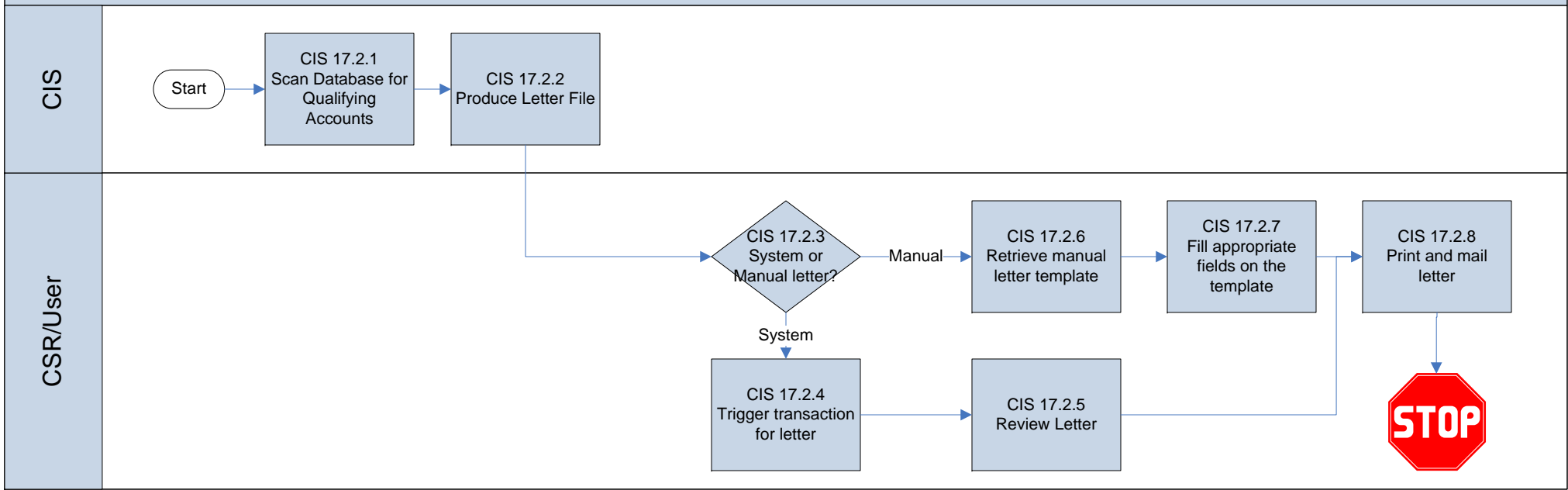
# Process 17 – Customer Letters and Pamphlets/Inserts

## Process Flow: CIS17.1 – Create New Letter



# Process 17 – Customer Letters and Pamphlets/Inserts

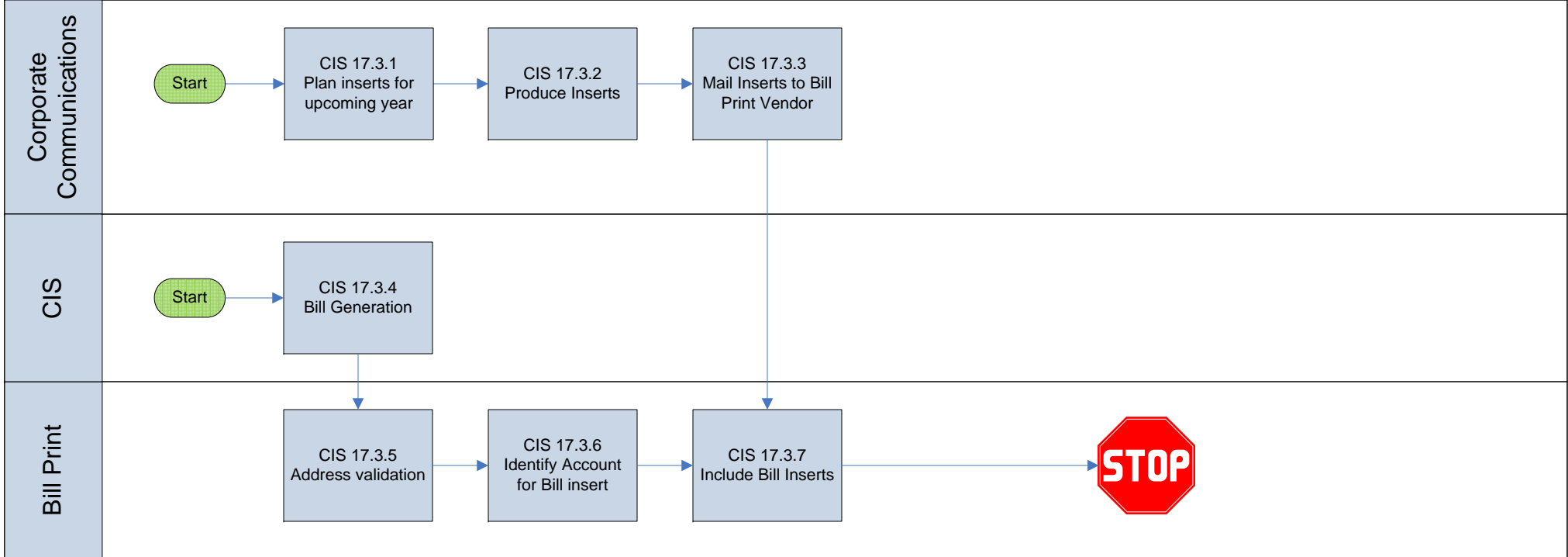
## Process Flow: CIS17.2 – Letter Generation





# Process 17 – Customer Letters and Pamphlets/Inserts

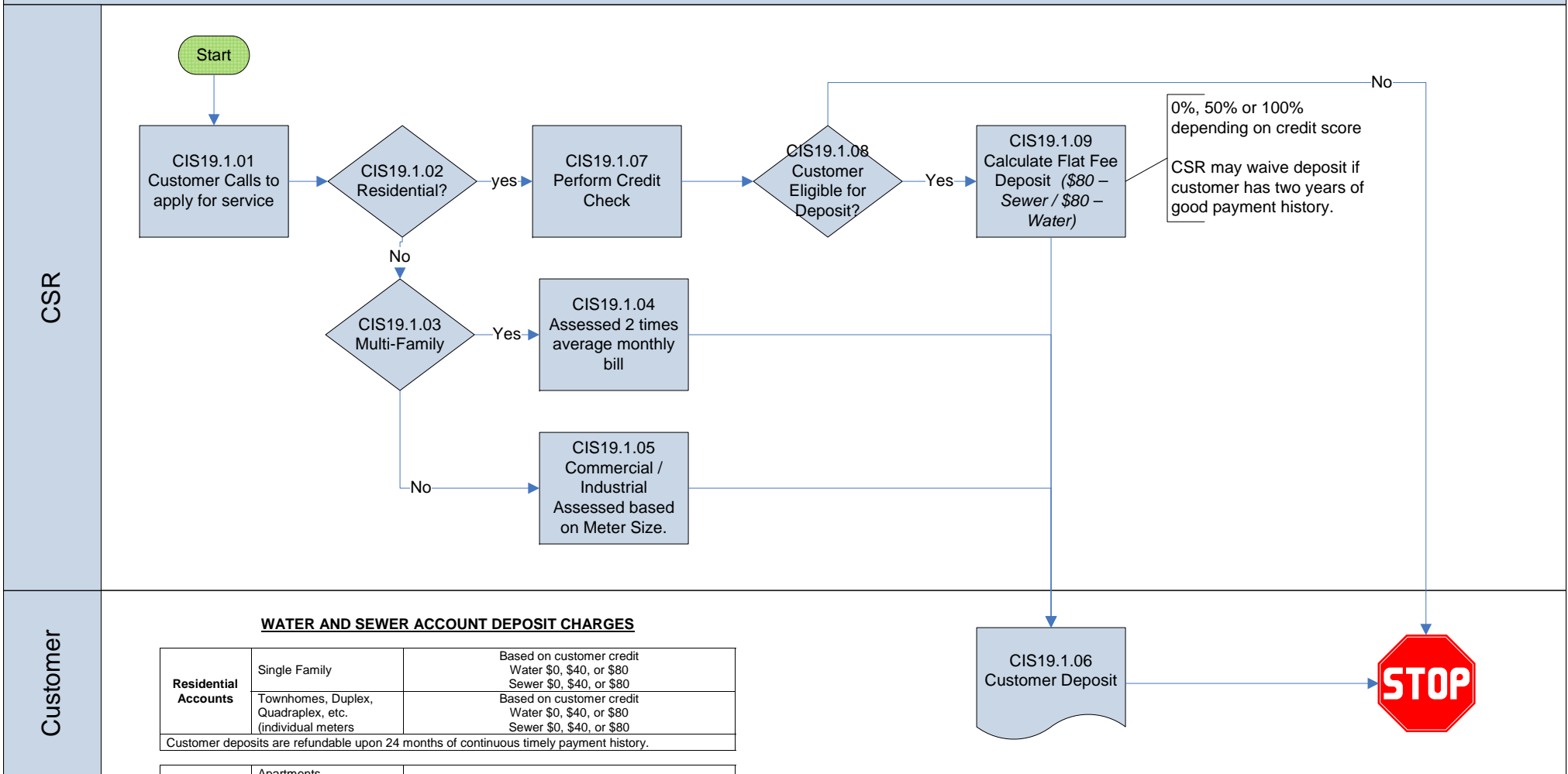
## Process Flow: CIS17.3 – Bill Insert Processing



\*This is set up but not used today

# Process 19 – Customer Deposit Processing

## Process Flow: CIS19.1 – Deposit Assessments



**WATER AND SEWER ACCOUNT DEPOSIT CHARGES**

Account Type	Assessment Method	Water Deposit	Sewer Deposit
Residential Accounts	Single Family	Based on customer credit Water \$0, \$40, or \$80 Sewer \$0, \$40, or \$80	
	Townhomes, Duplex, Quadraplex, etc. (individual meters)	Based on customer credit Water \$0, \$40, or \$80 Sewer \$0, \$40, or \$80	
Multi-family	Apartments, Mobile Home, Hotel, Motel, etc.	2 times average monthly bill or 4k x number of units	

Customer deposits are refundable upon 24 months of continuous timely payment history.

Account Type	METER SIZE	Water Deposit	Sewer Deposit
	Non-Residential (Commercial, Industrial, Government, etc.)	5/8"	\$80.00
3/4"		\$100.00	\$100.00
1"		\$150.00	\$150.00
1 1/2"		\$200.00	\$200.00
2"		\$300.00	\$300.00
3"		\$450.00	\$450.00
4"		\$700.00	\$700.00
6"		\$1000.00	\$1000.00
8"		\$2000.00	\$2000.00
10"		\$3000.00	\$3000.00

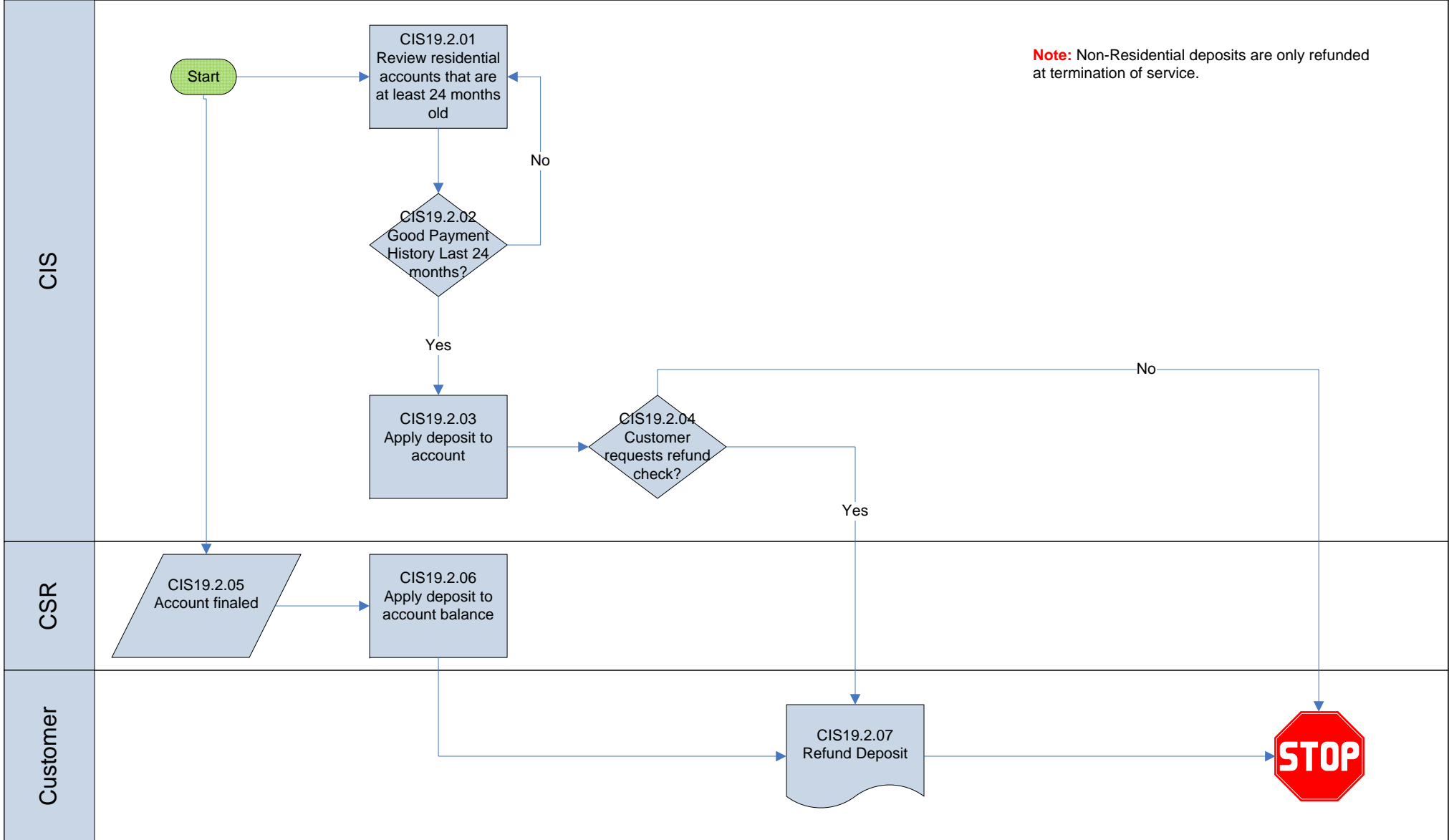
Customer deposits are refundable upon 24 months of continuous timely payment history. If the account becomes delinquent, another deposit will be required to be reinstated.

**Note:** CCWA also may charge for the following additional deposits.

- Hydrant - \$950 commercial / \$250 residential
- Sewer Dumping – 2,5 times average bill

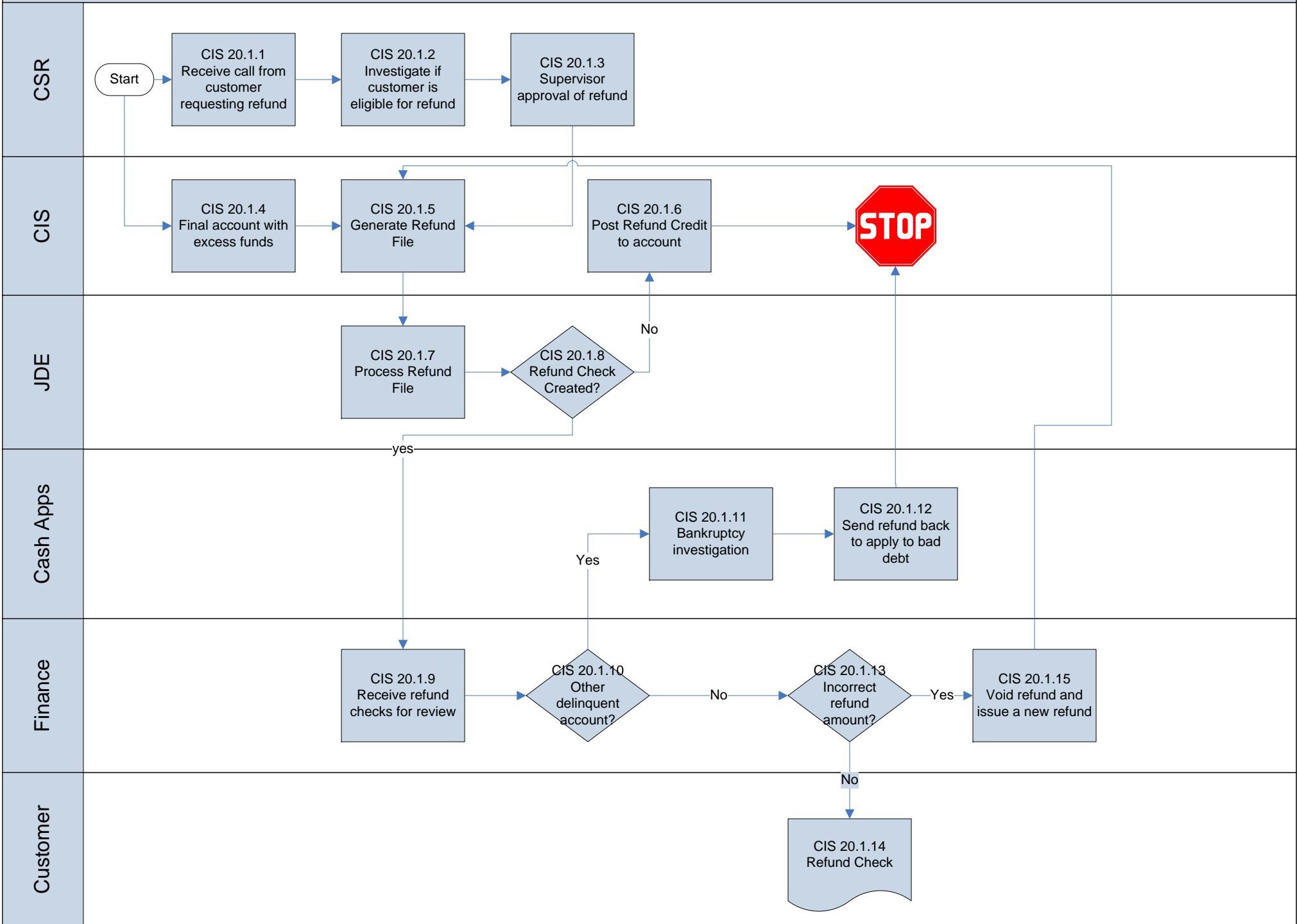
# Process ID: CIS19 – Customer Deposit Processing

## Process Flow: CIS19.2 – Refund Deposit



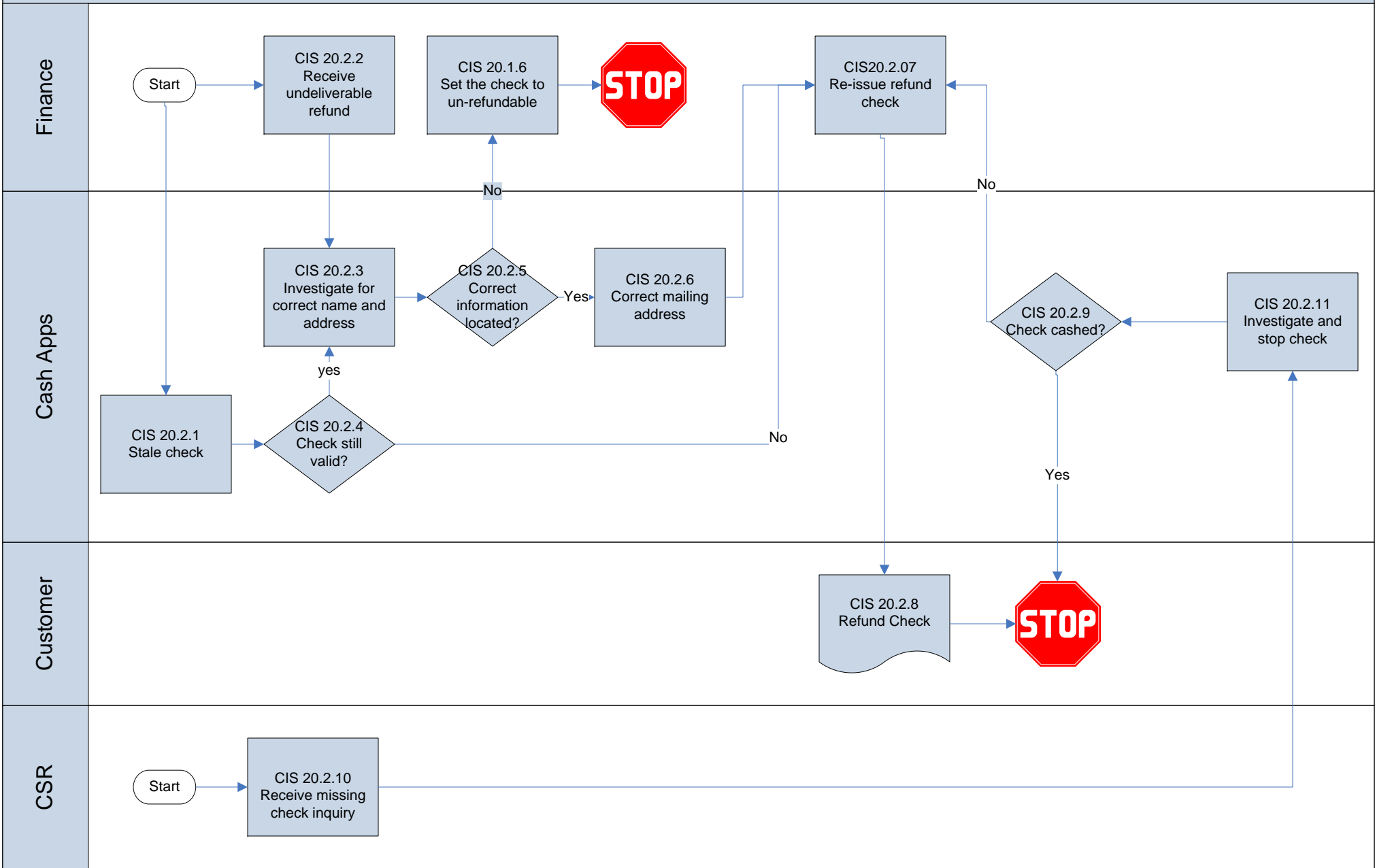
# Process 20 – Process Customer Refund

## Process Flow: CIS20.1 – Customer & System Initiated



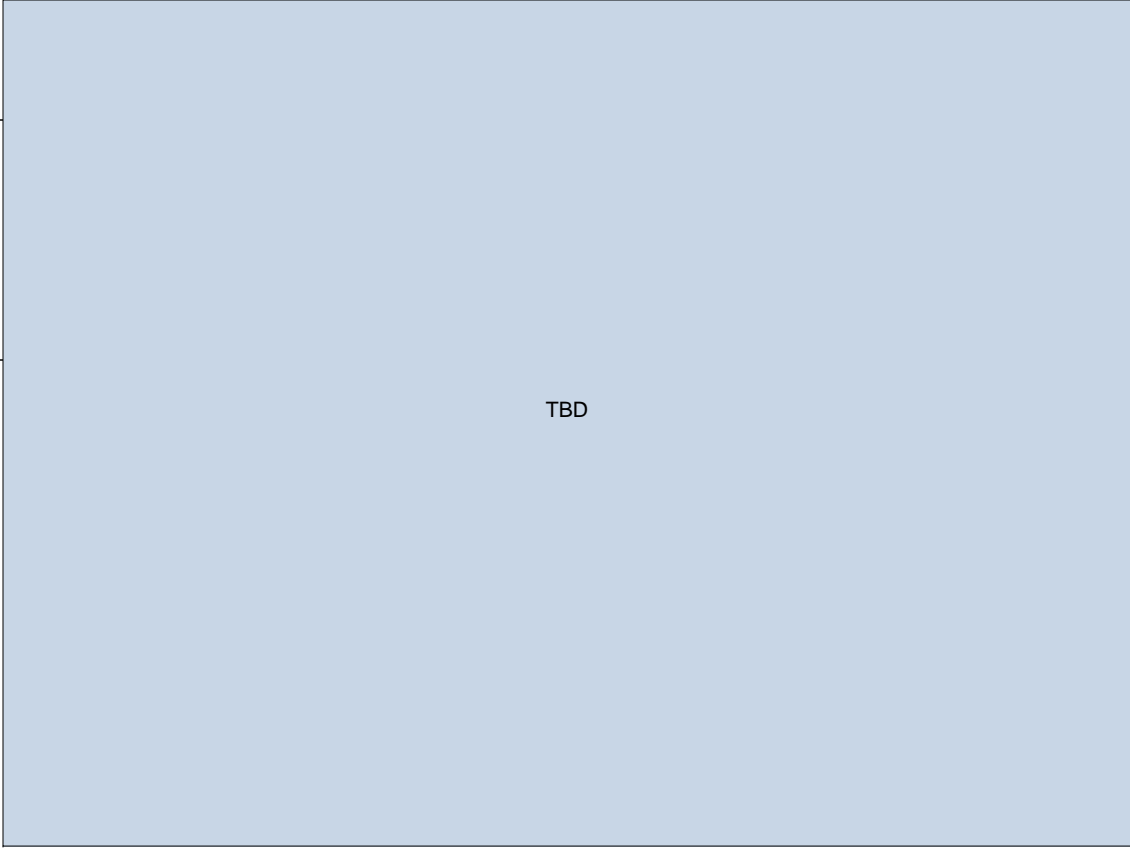
# Process 20– Process Customer Refund

## Process Flow: CIS20.2 – Undeliverable Refund Checks



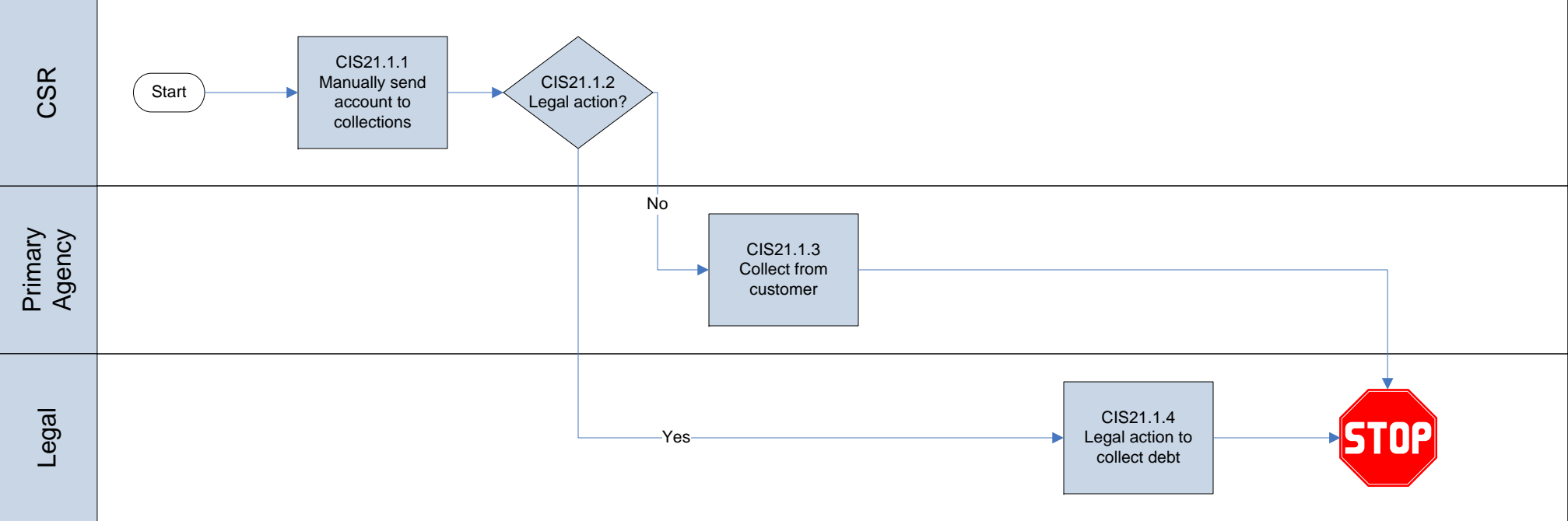
Process 20 – Process Customer Refund

Process Flow: CIS20.3 – Escheatment

CSR	
CIS	
Customer Accounting	
Customer	

# Process 21 – Maintain Collection Agency Assignment

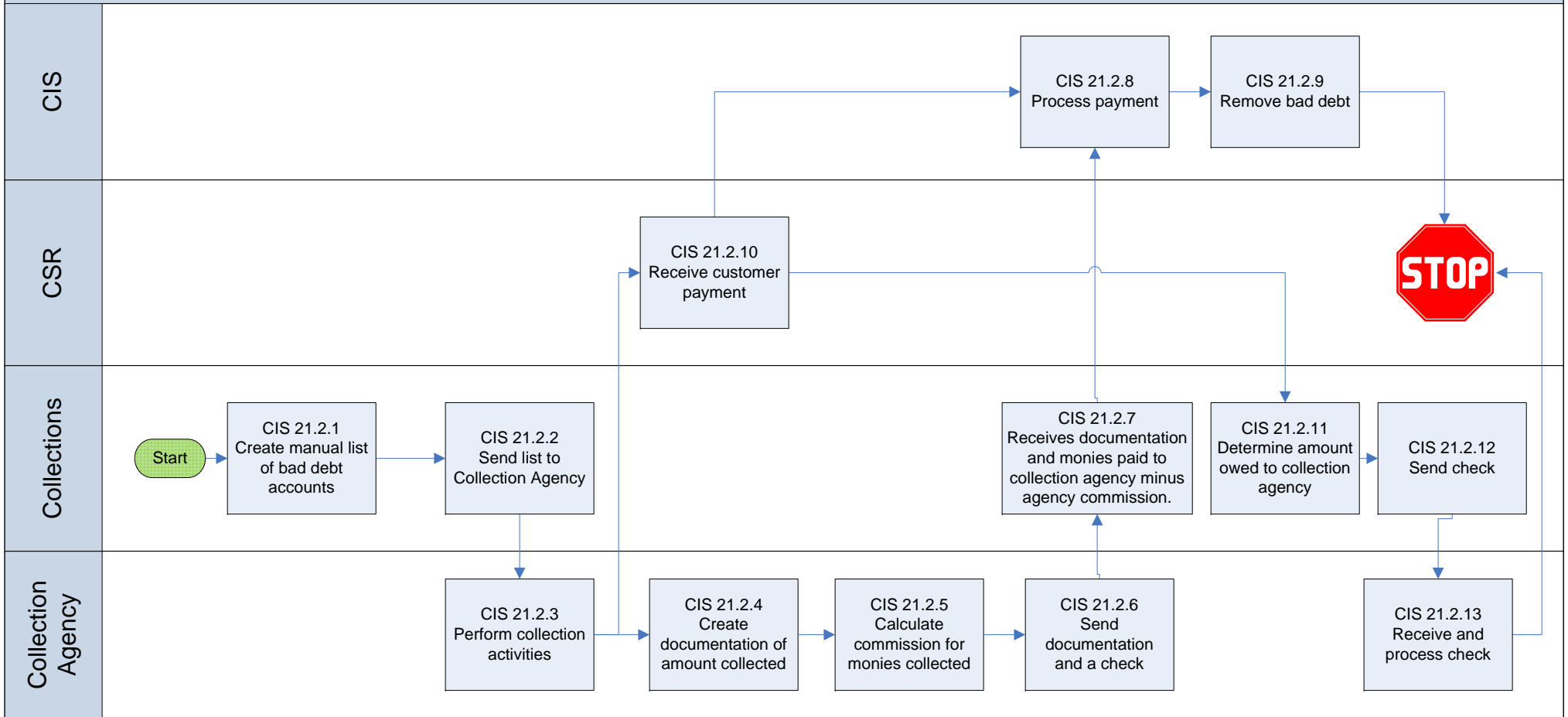
## Process Flow: CIS21.1 – Agency assignment



**Note:** CCWA does not currently send accounts to second collection agency but would like the capability going forward

# Process 21 – Maintain Collection Agency Assignment

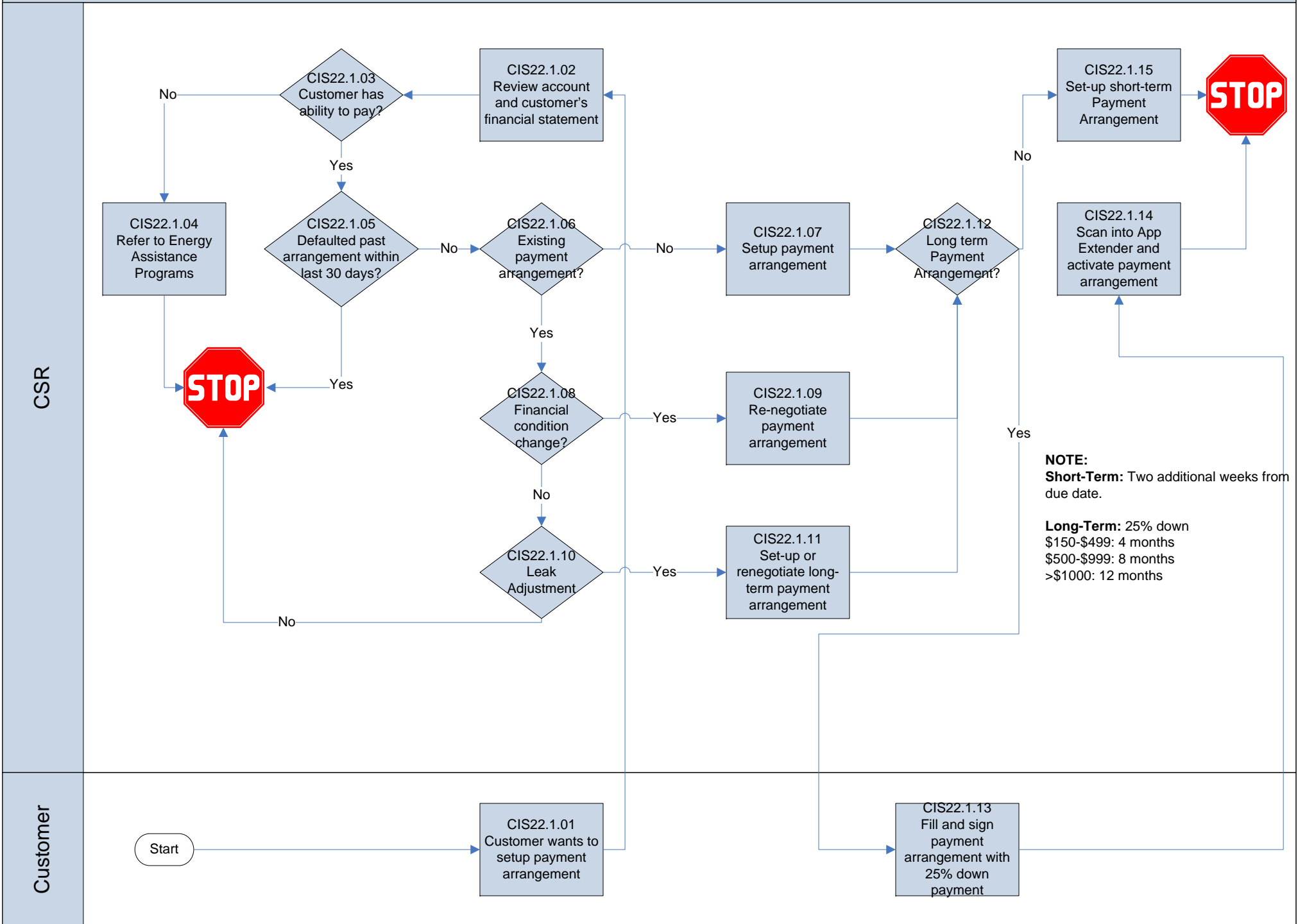
## Process Flow: CIS21.2 – Collection and Commission





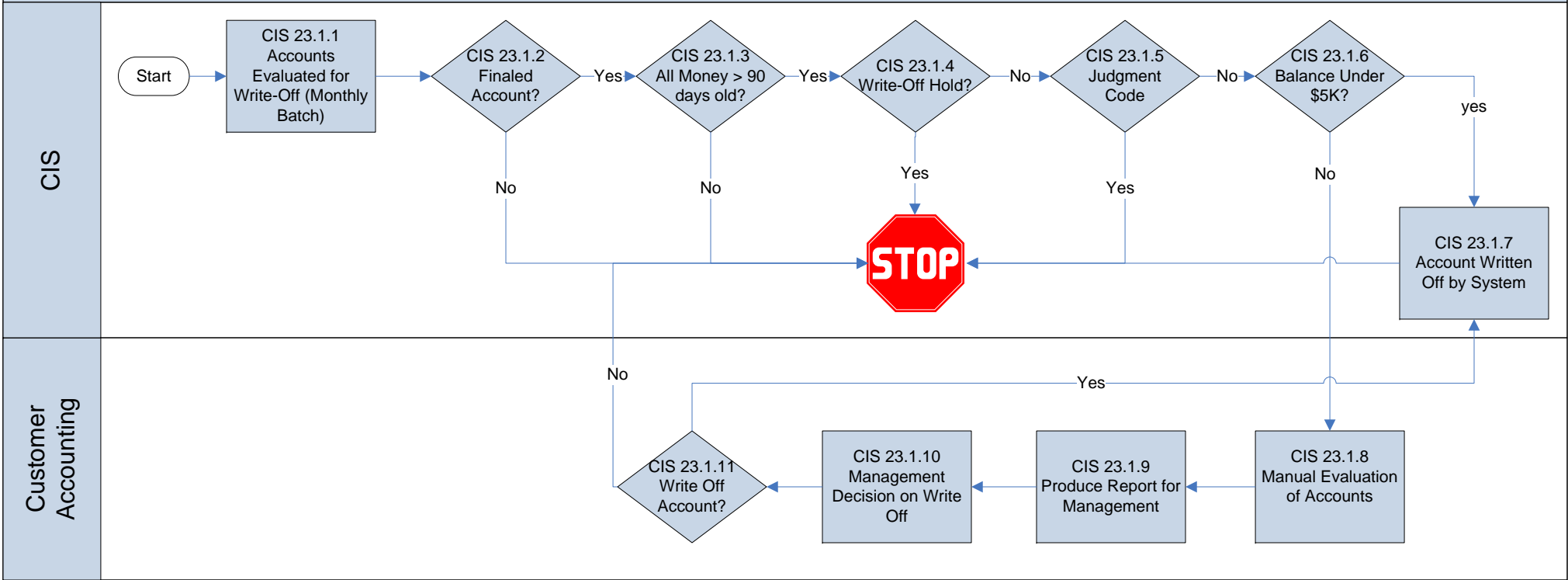
# Process 22 – Setup and Maintain Payment Agreement

## Process Flow: CIS22.1 – Setup Payment Agreement based on Customer Request



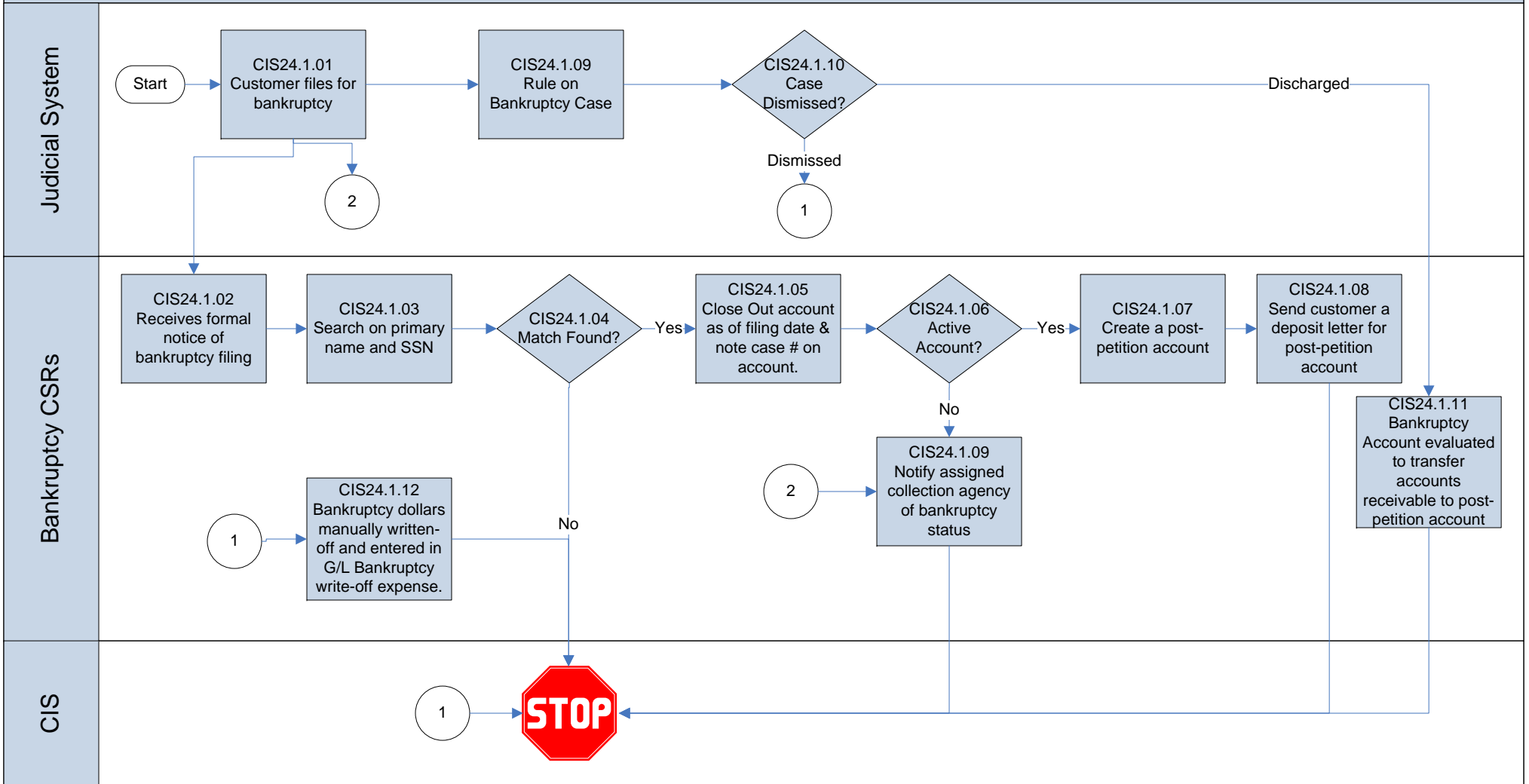
# Process 23 – Process Write-Off

## Process Flow CIS23.1 – Process Write-Off



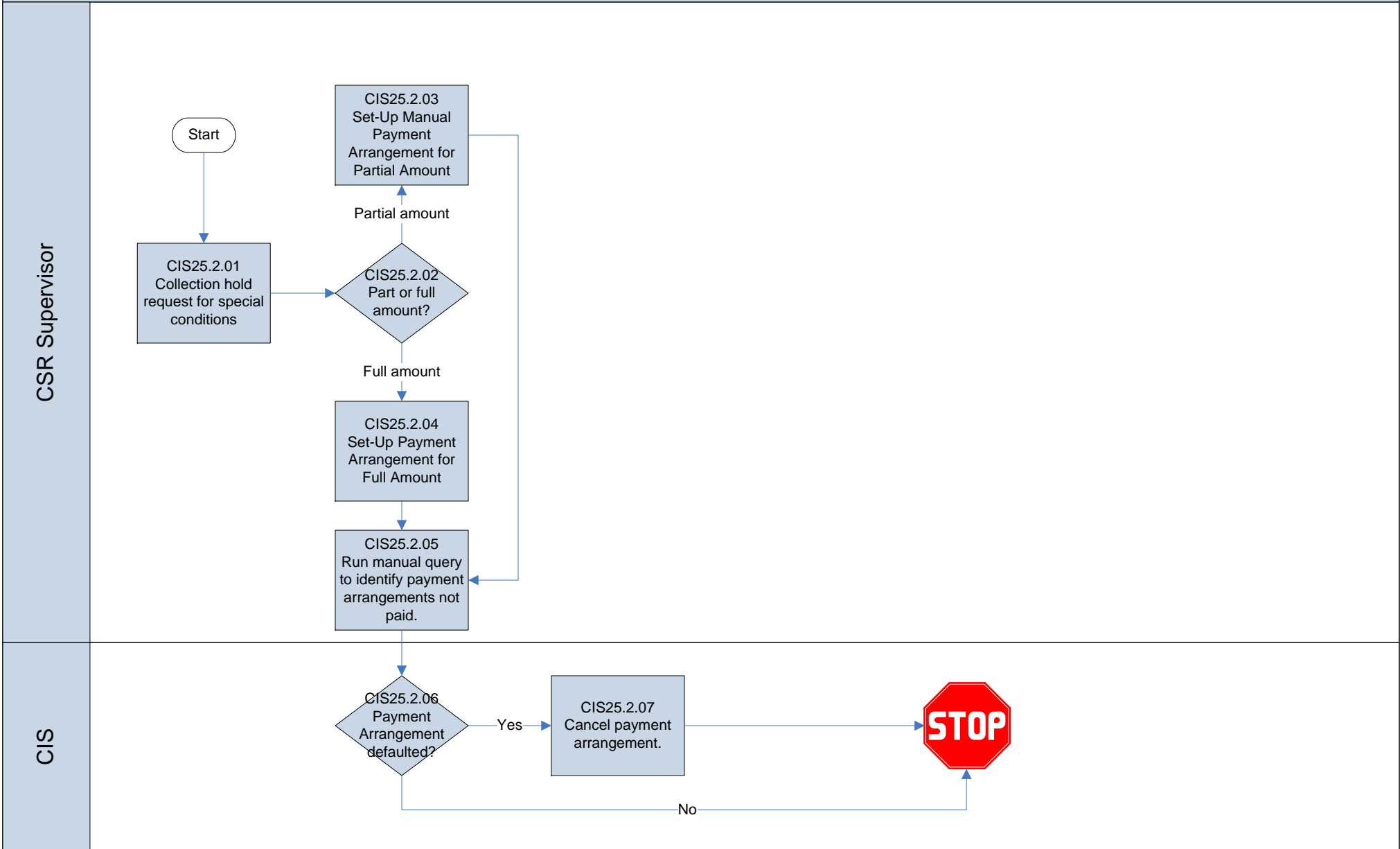
# Process 24 – Process Bankruptcy

## Process Flow: CIS24.1 – Process Bankruptcy



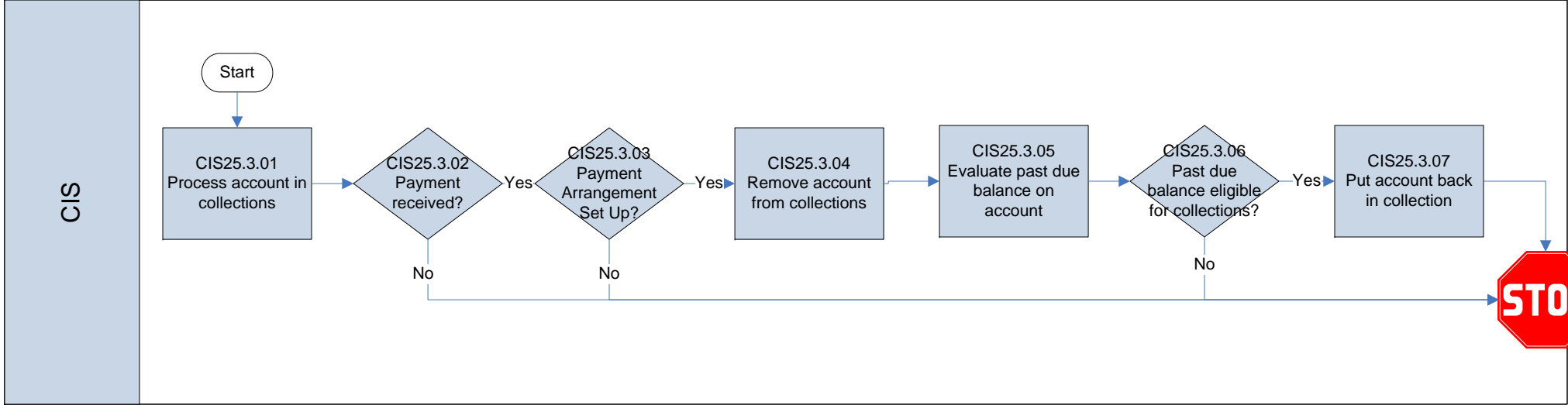
# Process 25 – Suspend Collection Activity

## Process Flow: CIS25.2 – Supervisor hold



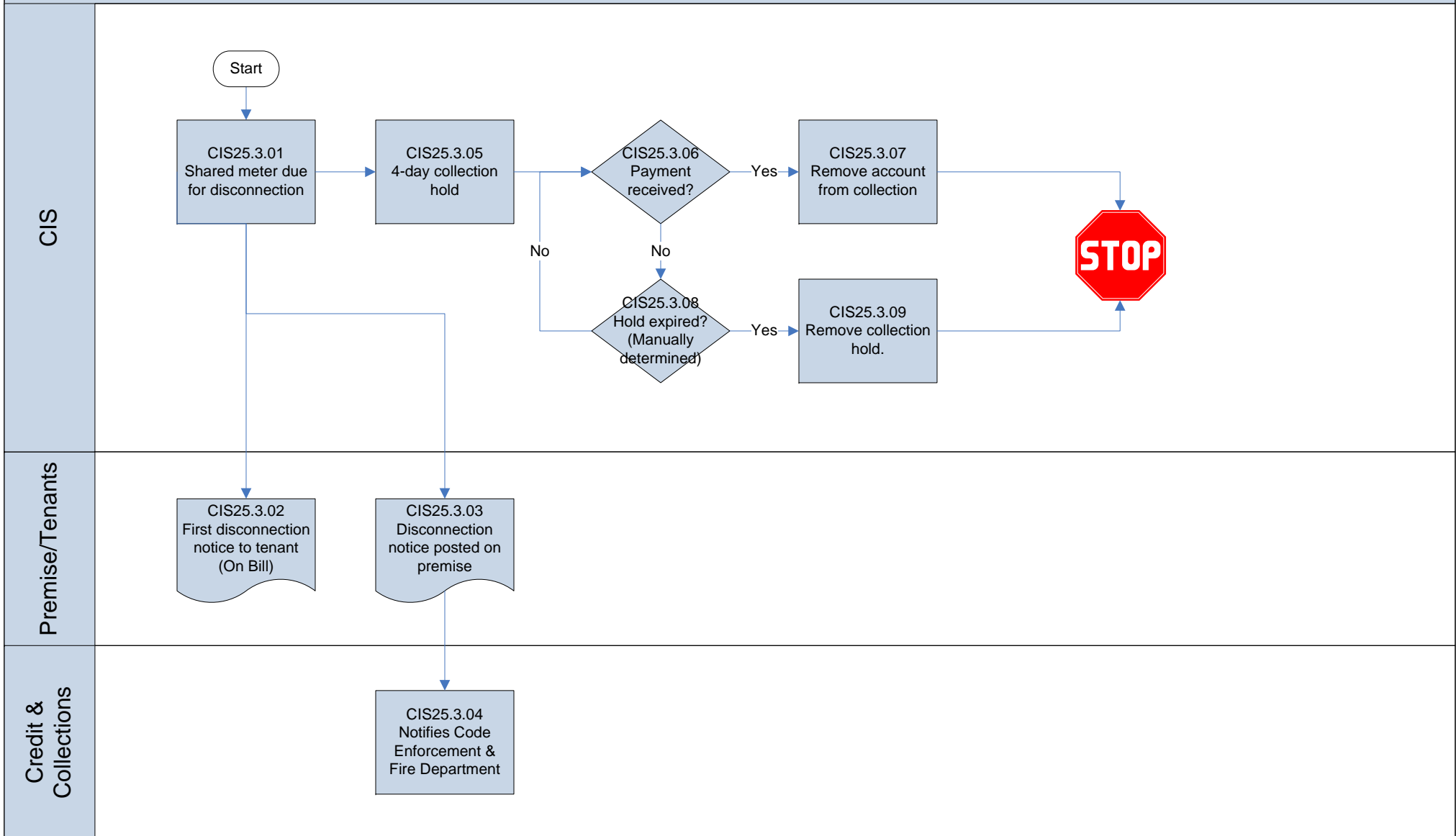
Process ID: CIS25 – Suspend Collection Activity

Process Flow: CIS25.3 – Batch suspension



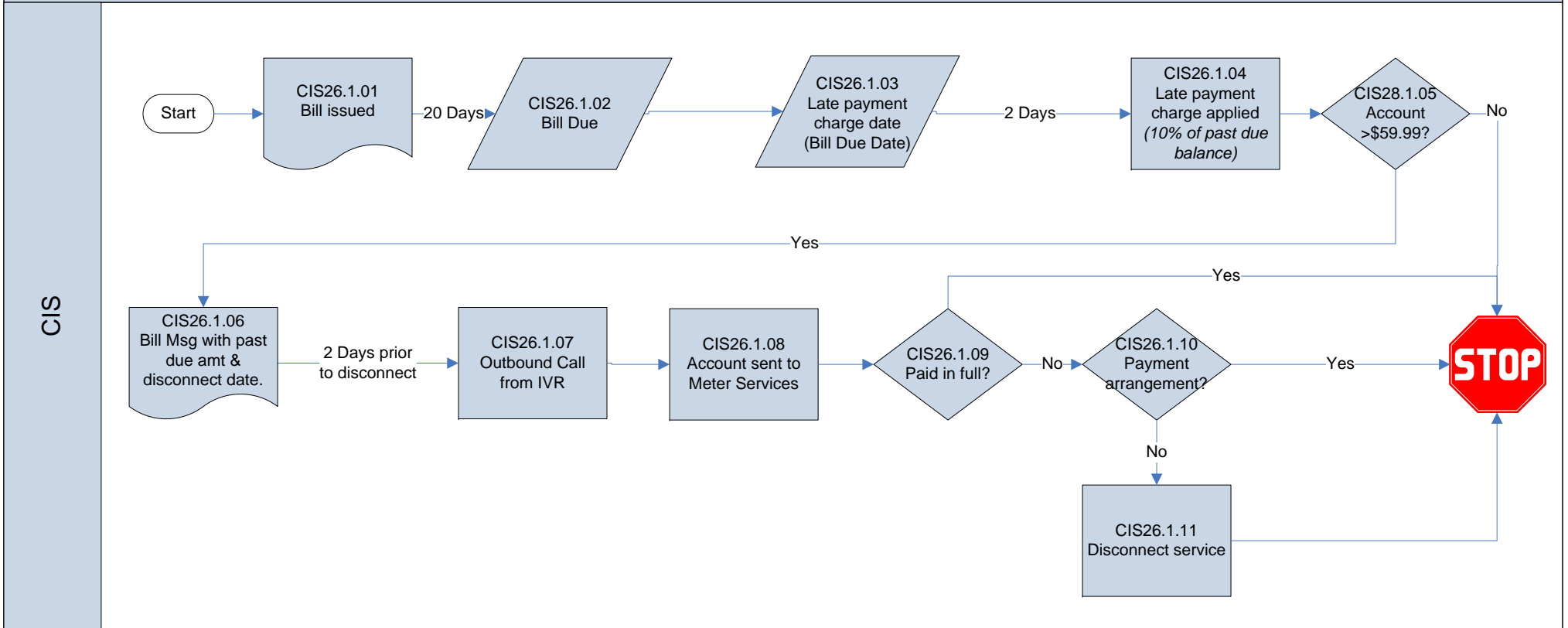
Process ID: CIS25 – Suspend Collection Activity

Process Flow: CIS25.3 – Suspending Collections on Shared Meter Accounts



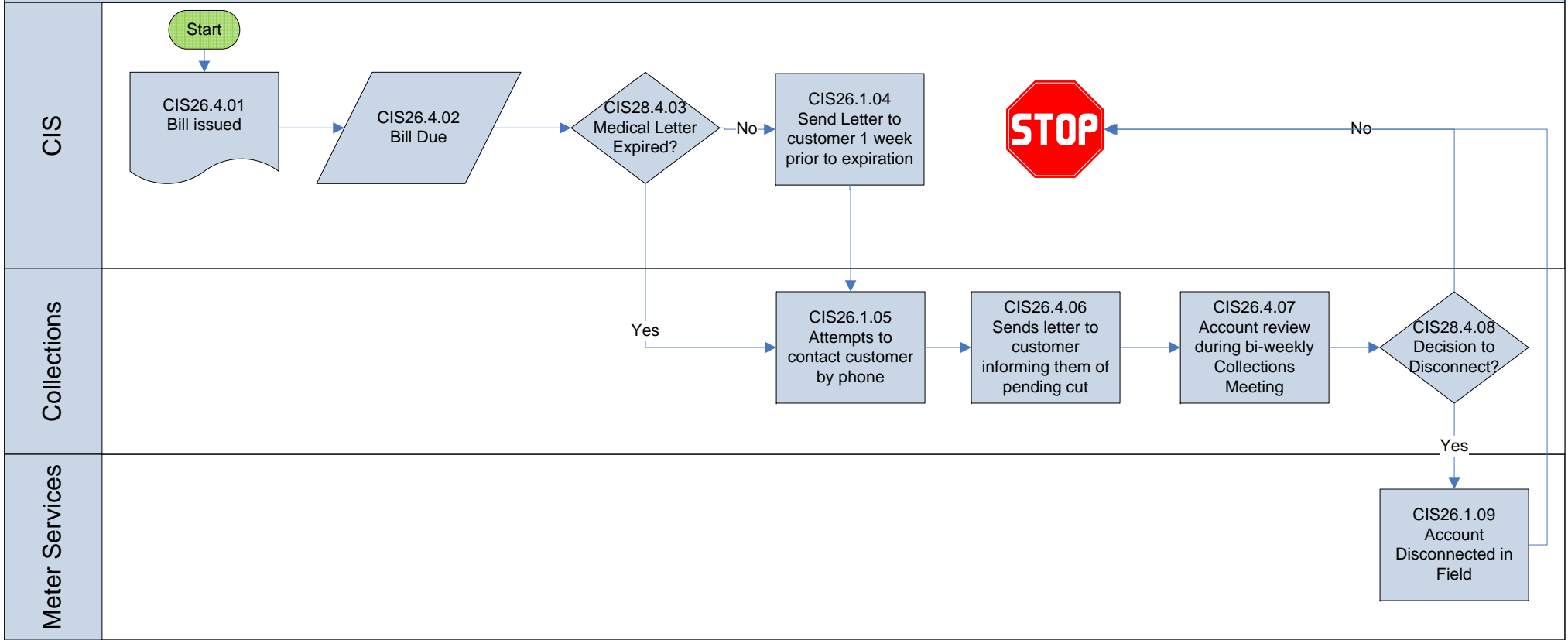
# Process 26 – Process Accounts for Collections

## Process Flow: CIS26.1 – Residential



# Process 26 – Process Accounts for Collections

## Process Flow: CIS26.4 – Medical Letters



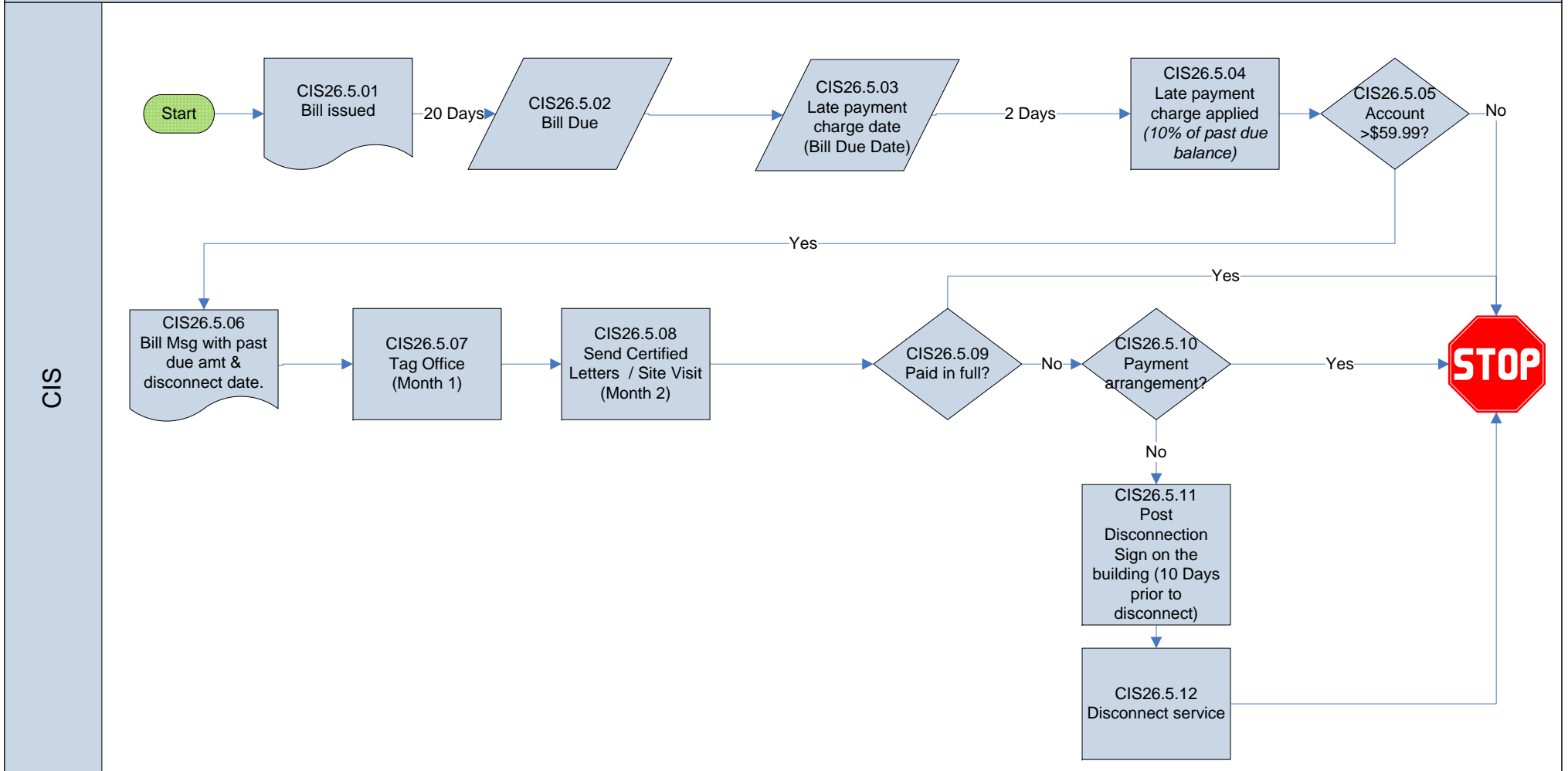
**Note:** Customers with an unexpired medical letter can still be disconnected; however, CCWA makes several attempts (phone calls / letters) prior to disconnection.

Yes



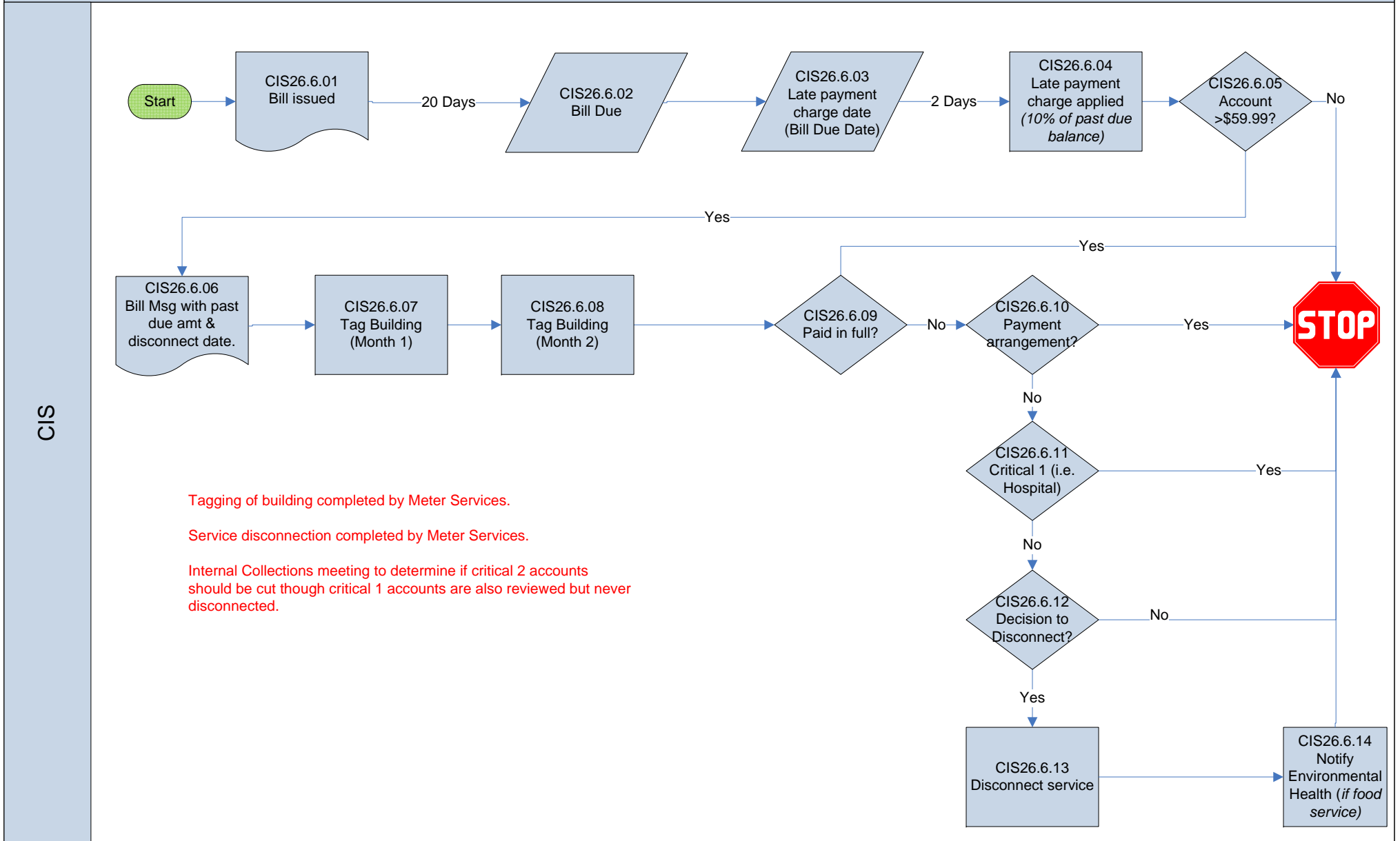
# Process 26 – Process Accounts for Collections

## Process Flow: CIS26.5 – Landlord/Shared Meter



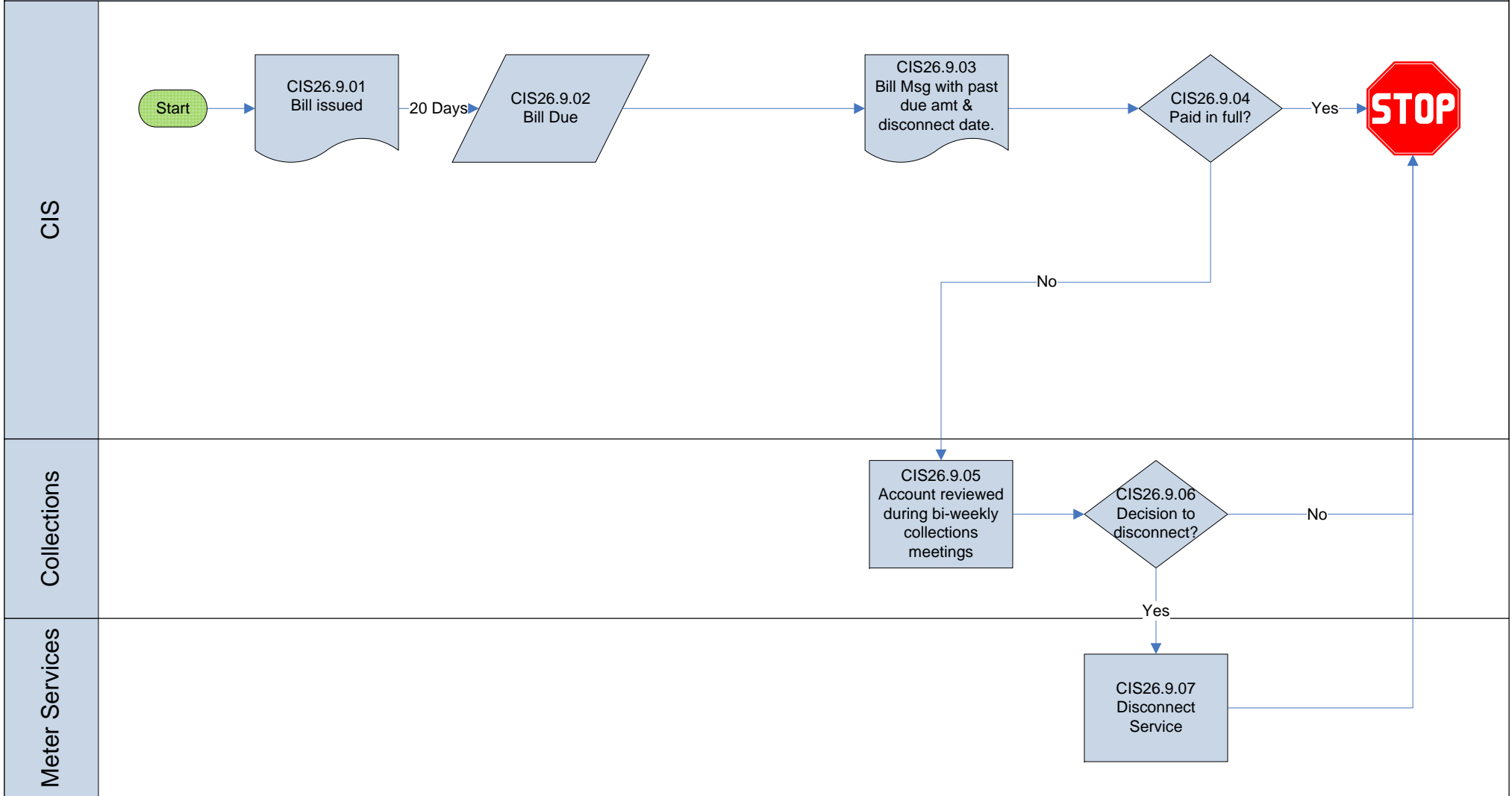
# Process 26 – Process Accounts for Collections

## Process Flow: CIS26.6 – Commercial



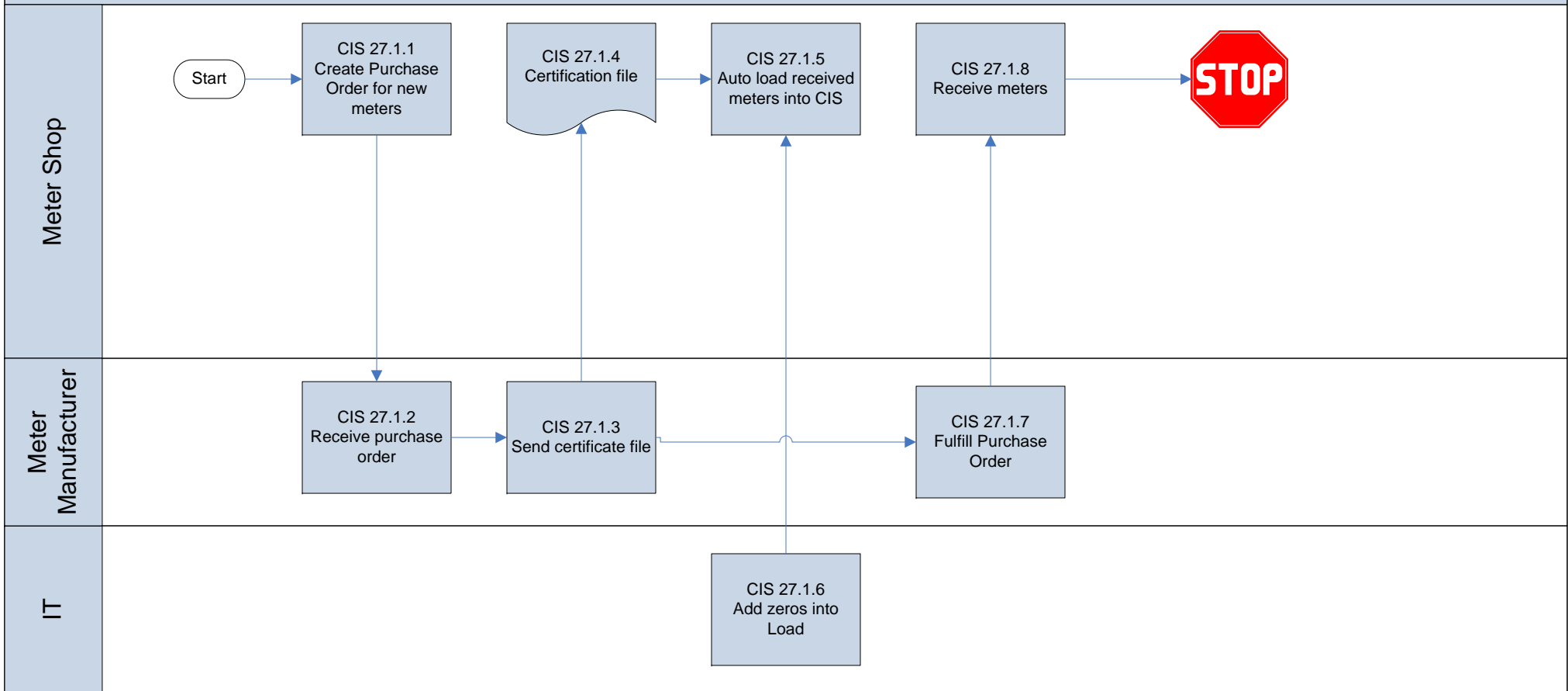
# Process 26 – Process Accounts for Collections

## Process Flow: CIS26.9 – Municipalities



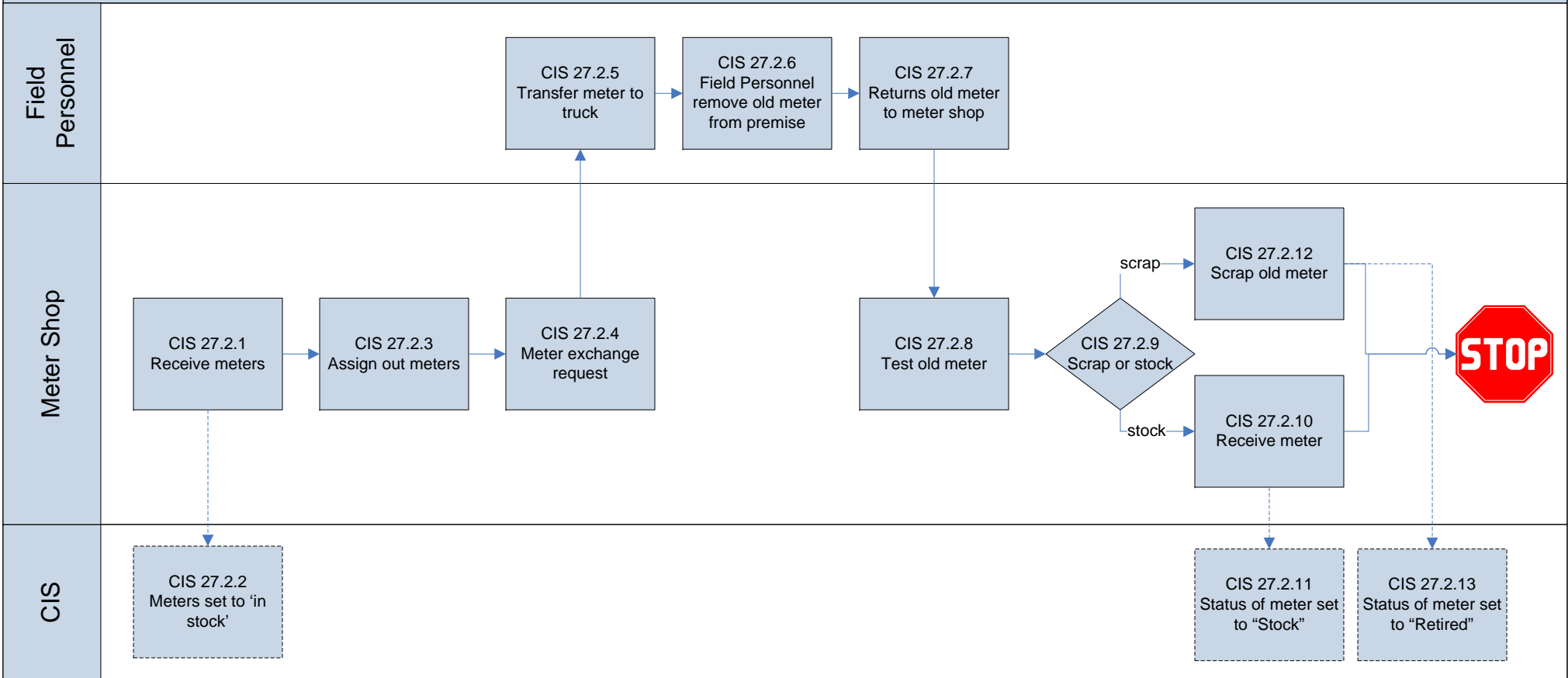
# Process 27 – Add/Maintain Meters/Equipments

## Process Flow: CIS27.1 – Meter Procurement



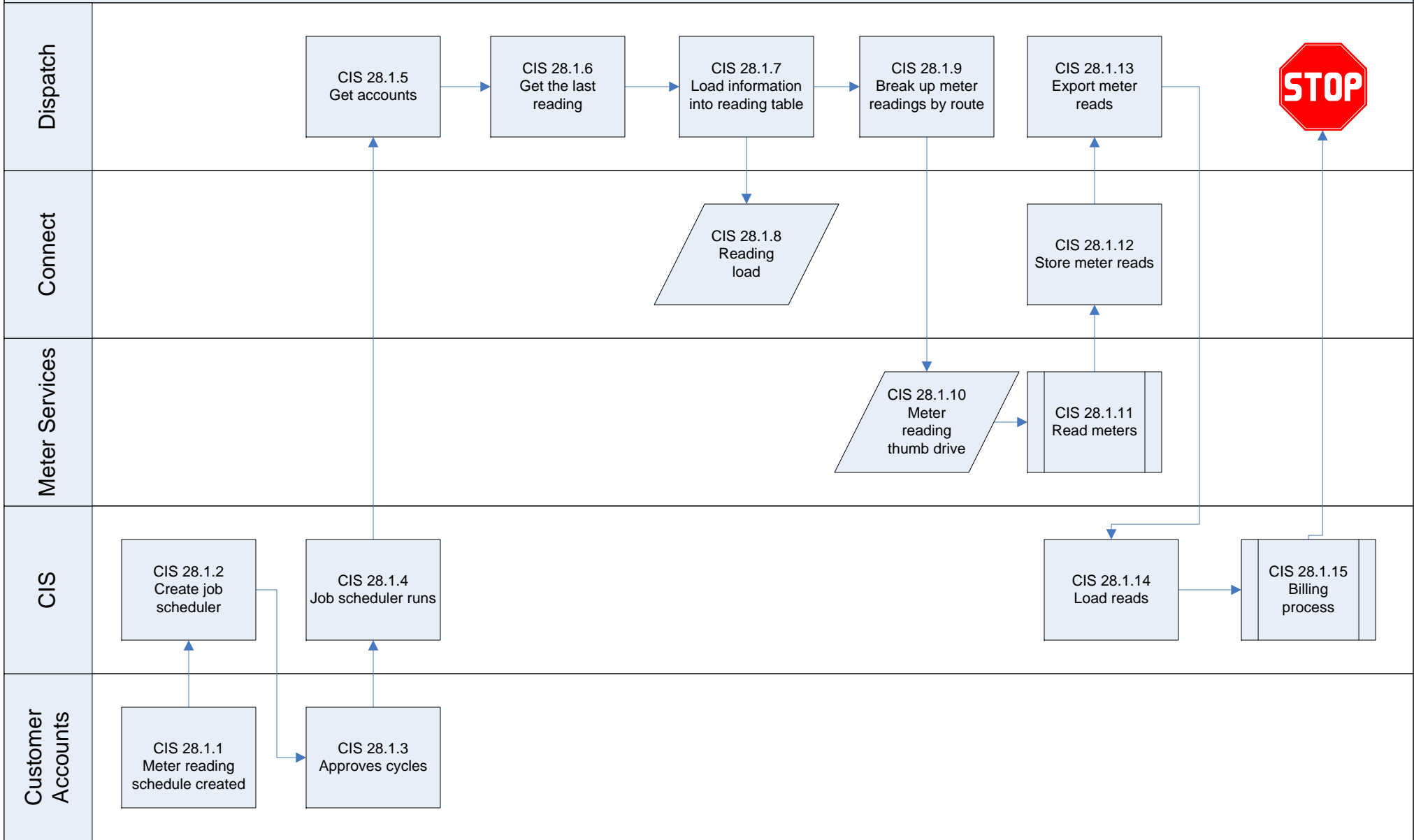
# Process 27 – Add/Maintain Meters/Equipments

## Process Flow: CIS27.2 – Meter Lifecycle



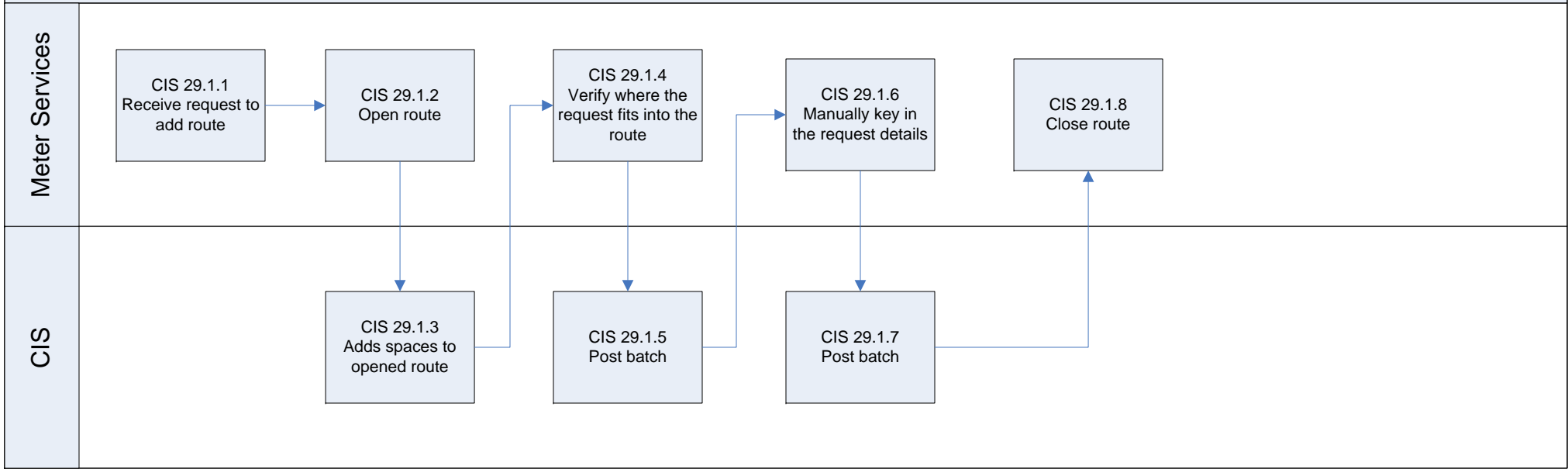
# Process 28-Meter Reading

## 28.1 -Process Meter Reading



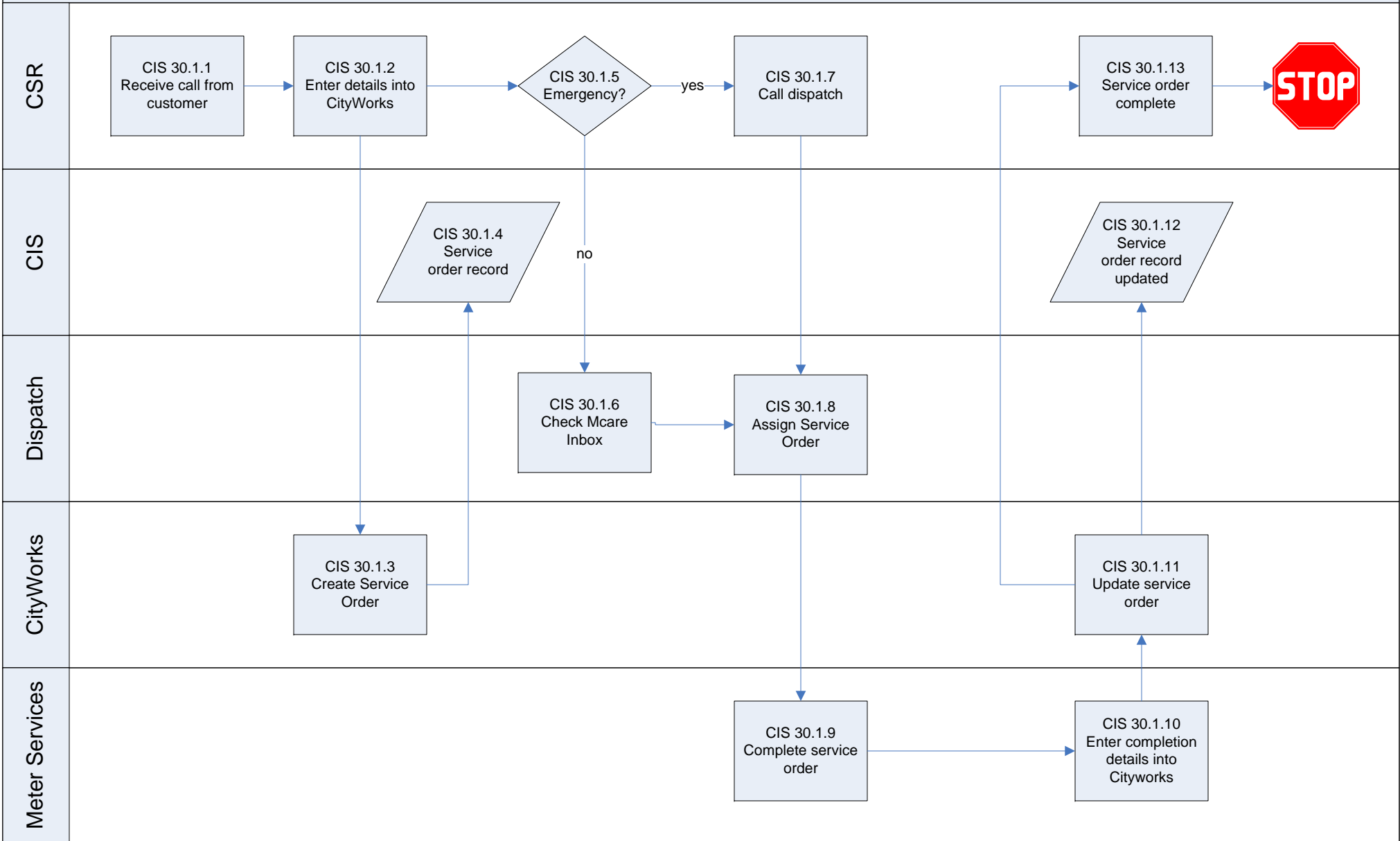
# Process 29- Manage Meter Routes

## 29.1- Adding Routes



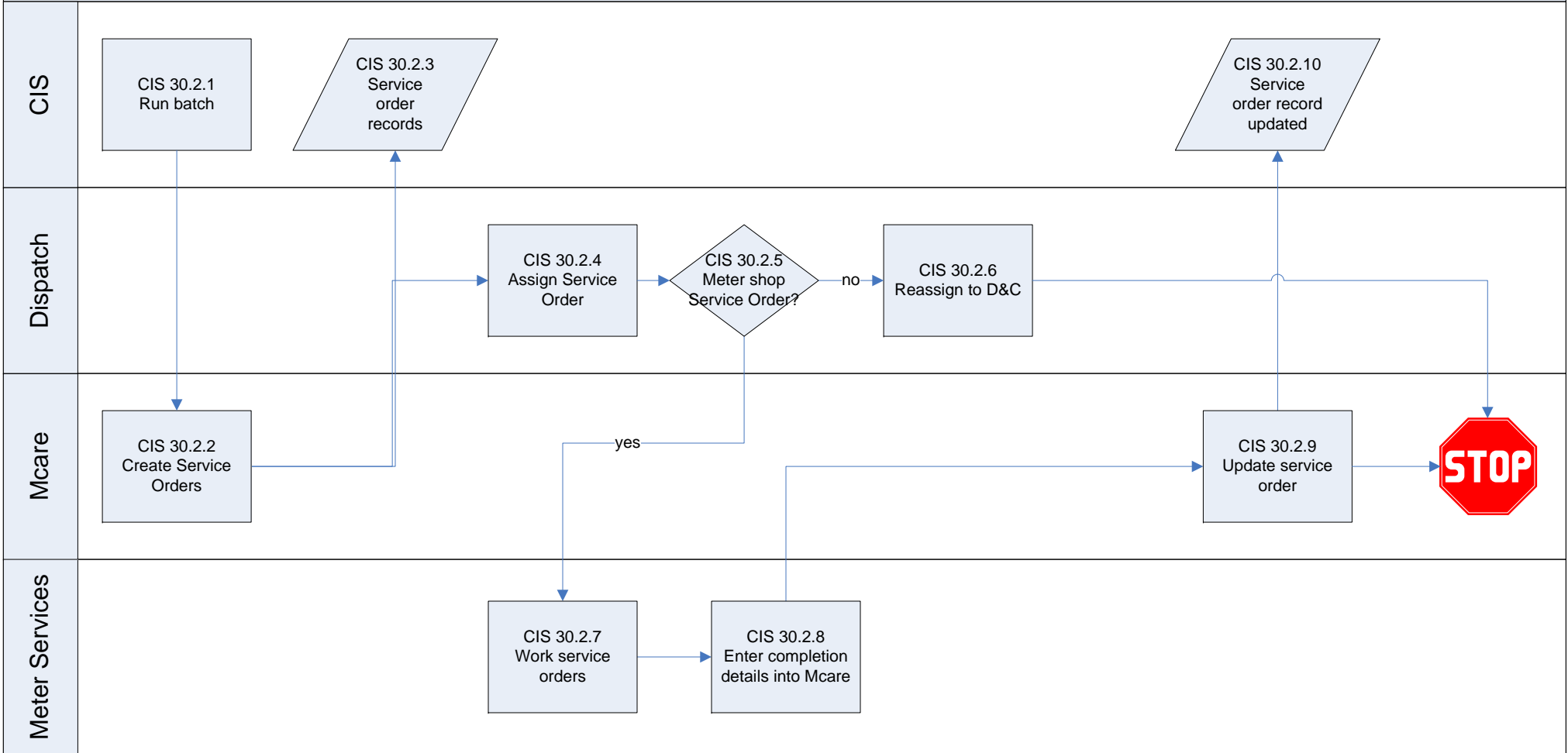
# Process 30- Service Offering Processing

## 30.1- Customer Initiated Orders

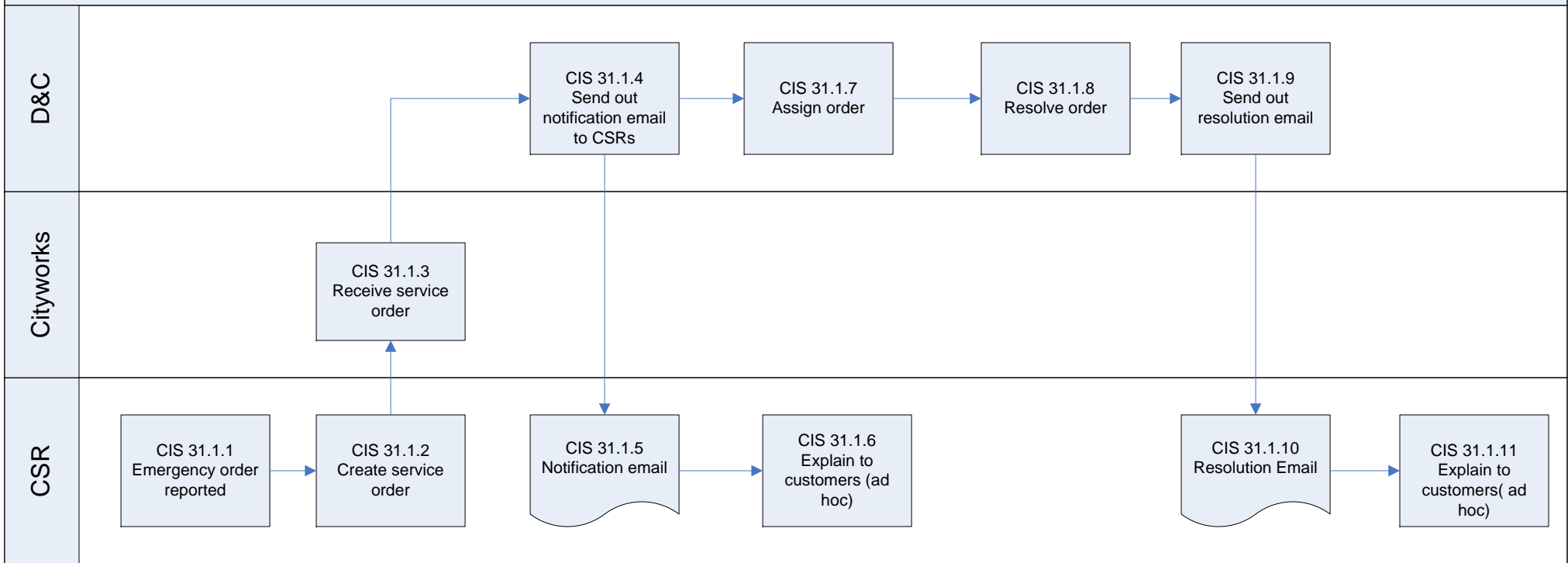




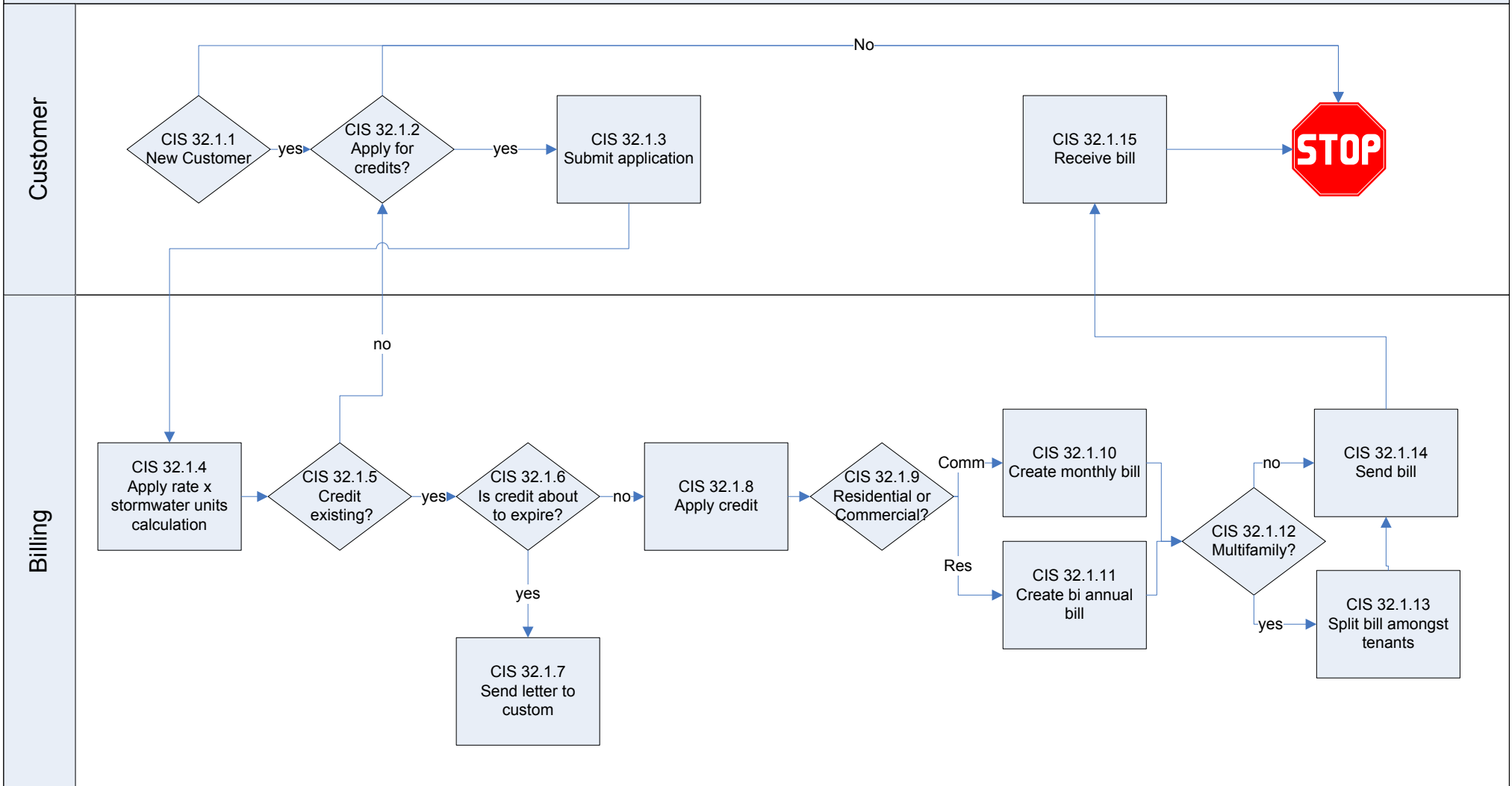
Process 30- Service Offering Processing  
 30.2- System Initiated



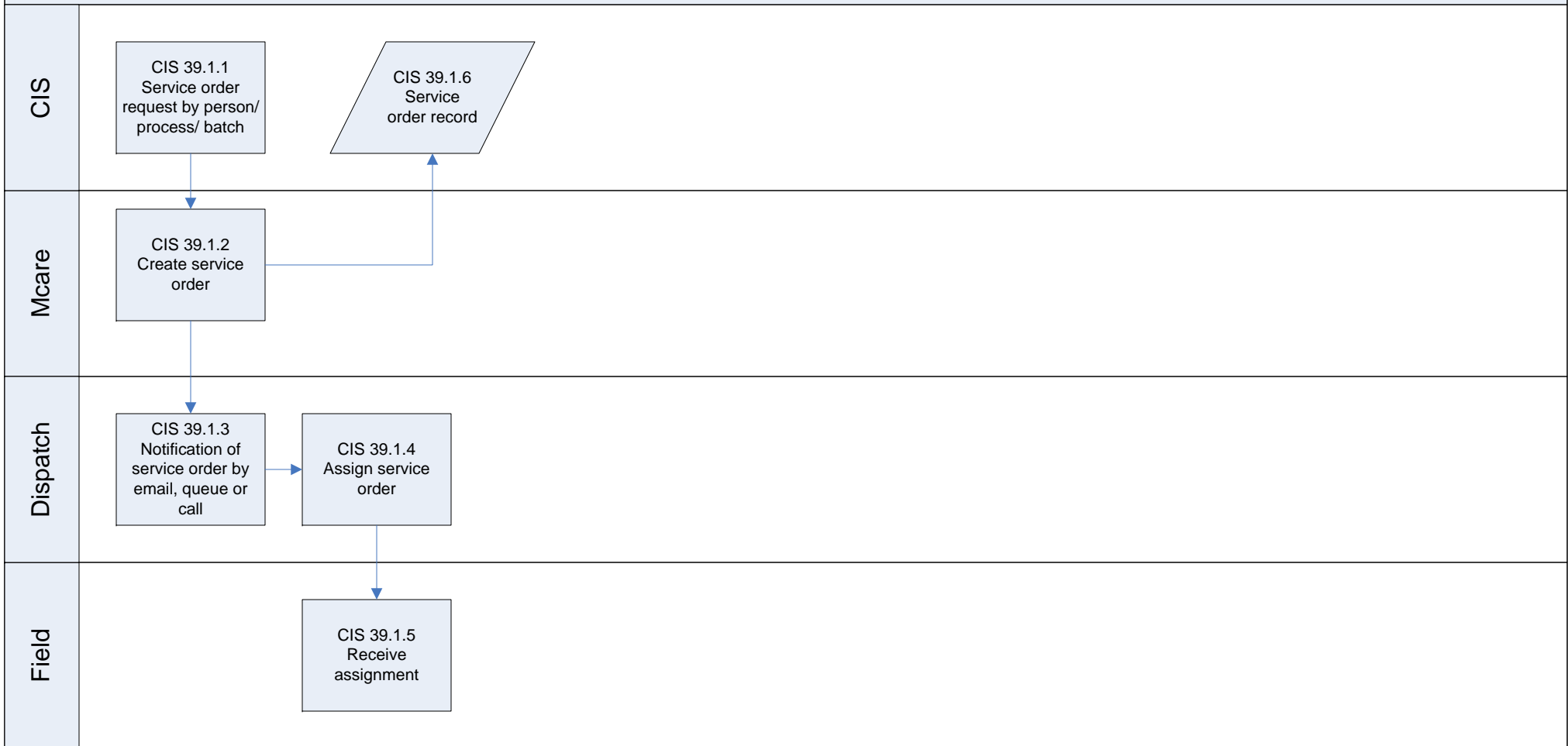
# Process 31 Emergency Orders/Outages



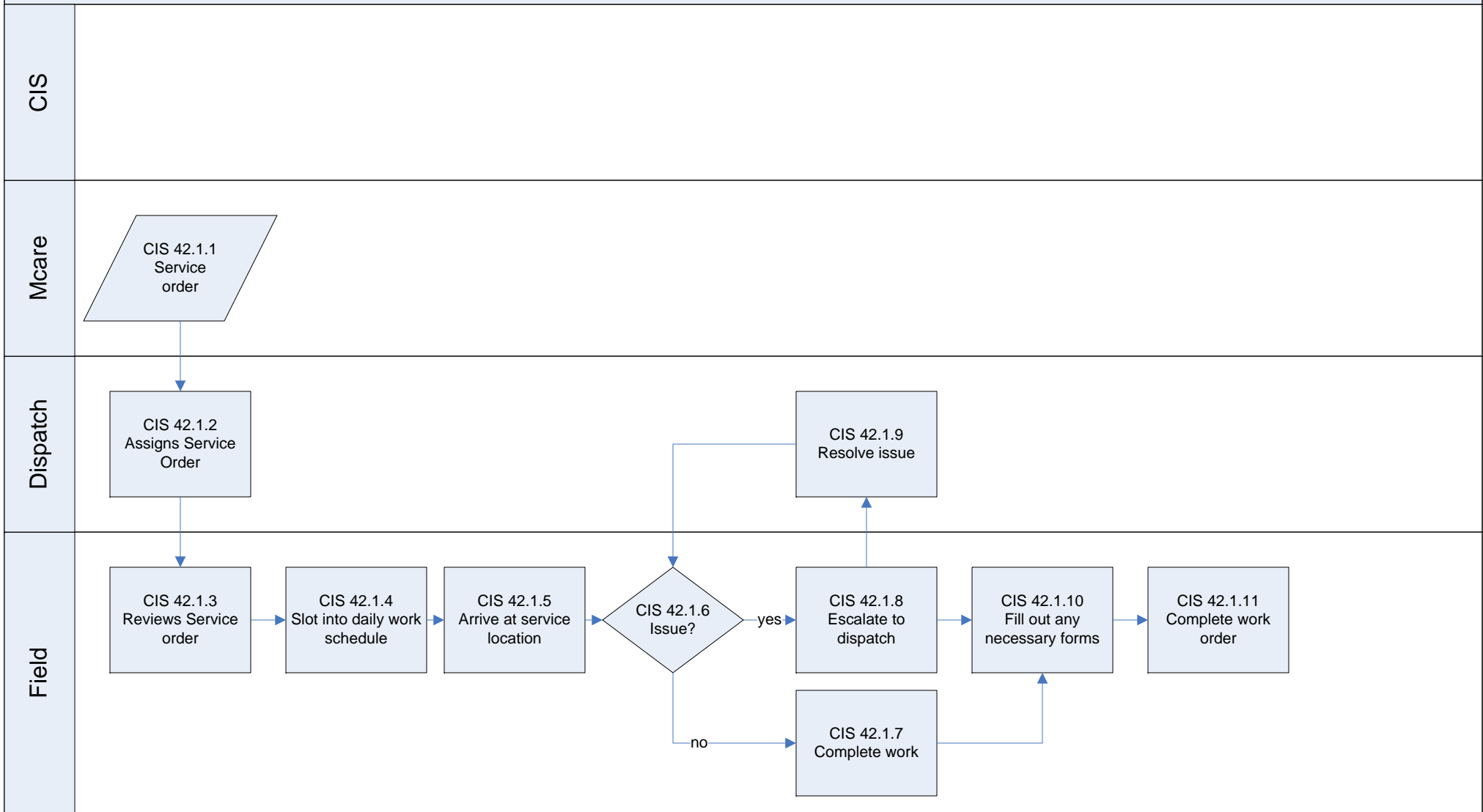
# Process 32- Impervious Surface



# Process 39- Mobile Assign Work



# Process 42- Mobile Perform Work



# Process 40- Mobile Close Out

