

March 27, 2018

- Cross Connection Control Program Services -

This proposal/information packet is being provided to:

Tom Hogan
Utilities Specialist
Lawrence Utilities
P.O. Box 708
Lawrence, KS 66044
Phone (785) 424-8527
E-Mail: thogan@lawrenceks.org



This proposal/information packet is being provided by:

Tom Staroske
Chief Operating Officer
Aqua Backflow, Inc.
977 Elizabeth Street
Elgin, IL 60120
Phone: (866) 777-2124
Fax: (866) 777-2125
E-Mail: tom@aquabackflow.com



Respectfully Submitted by:

A handwritten signature in blue ink that reads "Tom Staroske".

(signature)

The information contained within this packet may be proprietary and is true and complete to the best of my knowledge.

3/27/18

(date)

Aqua Backflow is pleased to submit our qualifications and interest in providing professional Cross Connection Control consulting and management services to your community. Our professional services are available to begin immediately upon award of the contract

Aqua Backflow

977 Elizabeth Street, Elgin, IL 60120 (847) 742-2296 (847) 214-9696 fax

Protecting your water supply from contamination

www.AquaBackflow.com

www.TrackMyBackflow.com

Tom Hogan
Lawrence Utilities
P.O. Box 110535
Lawrence, KS 66044

Dear Tom Hogan,

March 27, 2018

Thank you for the opportunity to provide you with a guide to our professional services. As you will see by the information in this packet, Aqua Backflow has a unique, global approach to solving a decades old paper-consuming and data entry nightmare. Internet-based tracking programs that are funded specifically by those customers that have created this additional expense and workload for you... Those with backflow devices.

Each and every tracking program is unique and is set up to the specifications or requests of the water purveyor. All forms, educational material, and letters can be customized to your program. You also always have full unlimited access to your data, histories, site notes, tests, and more via your included online portal. Data access and online security are of utmost importance, and meet or exceed industry standards.

Just one interesting feature of our program is our available Hazard ID tracking system. A tag can be sent to each hazard location and is hung on the hazard. The online data entry website is listed on the tag as well as the water hazard and a Hazard ID #. The water purveyor or municipality name is on each tag as well. The Hazard ID number never changes...not even if the backflow preventer is replaced! A QR Code is also on the tag for easy scanning and data entry via tablet or smart phone while at the test site. There is no additional cost for tagging.

In review, Aqua Backflow truly is unique and innovative. Not only will your program be effective, eco-friendly, and low cost, it will also be easy to use for your local testers. We regularly receive testimonials from backflow testers stating that they love the simplicity of our program, love dealing with our courteous staff, and have also noted that they have seen an increase in work since we took over the program. Water purveyors love us too, as witnessed by the accolades Aqua Backflow receives from its many customers.

There is no cost to you for our programs - NOTHING! Utility-owned backflow assembly tests are entered online by your contractor at no charge. Note too that you can lock in your contract pricing for up to 3 years! (We've never raised our prices!)

Thank you again for your time and consideration. Feel free to contact me if you have any questions.

Sincerely,



Tom Staroske
Chief Operating Officer



Cross Connection Control Program Services

Lawrence Utilities, KS

March 27, 2018

Population: 95,400

Total Backflow Preventers: 4,500

Total City-Owned Backflow Preventers: 150 (est)

► **BASE PROGRAM:** *Add this cost to all options* Purveyor Annual Cost\$ N/C

BASE PROGRAM includes: Notifications, educational material, creation of database, software, maintenance, secure online water purveyor dashboard with full real-time data access on a mobile platform, and much more! *Also includes:* Tracking all backflow preventers, testers, testing companies, test kits & calibrations, etc. for annual certifications.

Base backflow program is tester funded whereby testers pay \$9.95 per test submission entered online.

► 1 year contract: *Initial here* ___TH___ *to accept Base Program for 1 year*

ADDER: Registered Final Notices - *Initial here* ___TH___ *to accept this adder*

► Send registered & certified 3rd (Final) Test Due Notices at \$10 additional cost per test result filed after test due date. The additional charge will be added to the \$9.95 test filing fee.

Notes:

- * Other than what is noted on this page, there are no start-up, program, registration, tester, or filing fees.
- * City-owned backflow preventers do not incur any data entry filing fees

Scope of Services

Program and scope of work:

1. To record and keep track of all existing as well as newly found and/or installed backflow assemblies
2. To keep track of all testers, tester licensing, certifications, test kits and annual test kit calibrations.
3. To keep track of the testing companies, employees, licensing, and certifications.
4. To monitor the quality and skill level of the testers. Verify that they are performing the tests per recommended practices.
5. Send timely notifications of “test due” to the customer. Educational tri-fold brochure included.
6. Send notifications of “past due” to the customer
7. Send notifications of “final notice” via registered/certified mail to the customer for an additional \$10 cost per test filed after the test due date. The test filing fee will increase from \$9.95 to \$19.95 in these cases.
8. Send “test failure” notices for backflow tests that have been submitted to us indicating a test failure.
9. If the city has a cross connection control inspector, we will work with him/her to gain compliance. “Installation Due” notices, follow-up notifications, and compliance are all included.
10. We will train and educate your employees and local testers about your program using letters, brochures, telephone conversations, webinars, and websites.
11. We will educate the public with mailers, brochures, written newspaper articles, informative websites, by answering phones with educated office employees, etc.
12. ALL letters, brochures, educational material, etc can be customized to the city. All materials will be made available for city review and edits prior to distribution.
13. Educational brochures will be forwarded to water customers as needed. We include a brochure in our initial and 2nd year contact letters with your water customer. The city will also receive up to 300 additional brochures annually to pass out as it pleases.
14. We will receive an electronic Excel, Access, or similar database and your loose test reports from you initially listing all water connections, backflow prevention devices, contact/mailing information etc. We immediately begin tracking of the existing backflow prevention assemblies.
15. Once testers are registered, they are issued a user name and password. Data is easily entered into our TrackMyBackflow.com website by using the Hazard ID assigned to each device or by serial number and/or address. *Each CCC hazard can be given an ID tag. The tag and # stays with the hazard indefinitely!*

Scope of Services

(cont'd)

16. We encourage online data entry but will allow and accept occasional “off-line” backflow test results for those testers that do not have access to a computer or are computer illiterate. An additional \$4.00 off-line filing fee applies to each test submission that is not entered through our TrackMyBackflow.com web portal.
17. Our offices are fully staffed from 7am – 5pm CST Monday - Friday. We can be reached via our toll-free phone number, fax, or email at any time during the business day & nights/weekends for emergencies.
18. City staff will also receive emergency contact information and can reach us 24 hours a day.
19. There are never any licensing costs, software upgrade fees, software release expenses, hardware costs...we are all-inclusive. GIS and GPS integration is available. The city has unlimited user access to all data.
20. Large utility customers such as hospitals, universities, etc. can be invoiced directly through us, as they sometimes do not utilize credit cards for payments.
21. You and your staff will have full online access to all tester, backflow, customer, customer and/or tester notes, reports, photographs, attachments, and communication records through your unique and secure city Dashboard. Sample reports include: Tests Due, Tests Past Due, New Assemblies Entered, Letters Sent, and any other report you may desire from our database. If you would like a specialized report, we can create and store that report template for you.
22. At this point, most functions of your program will operate out of our corporate Elgin, IL offices. We are just a few hours away from you and will hire additional professional, experienced staff in your area as the need arises.
23. The city will not need any special hardware, software, equipment, training, or anything to access your data online. A basic computer workstation, laptop, tablet, or smart-phone is all that’s needed!
24. We have included the computer software and data entry costs of adding your database into our systems.
25. Aqua Backflow cannot be held responsible for tester mistakes, items and/or overlooked water connections during surveys, data entry errors by others, and circumstances beyond our control and does not accept liability or responsibility for those errors or omissions.
26. All data received on behalf of the city or directly from the city remains the property of the city. Water and backflow information is kept in the strictest confidence and is not accessible or distributed to anyone without the express written consent of the water purveyor. Upon completion of the contract, all paper and electronic files will be returned to the city.
27. Aqua Backflow will work with the city to obtain optimum compliance. Realize however, that beyond our scope of work, we cannot enforce compliance regulations and the city must do its due diligence for an effective program.

Lawrence Utilities, KS

Full Implementation Plan and Timeline

ACTIVITY	SCHEDULE (in weeks)												
	1	2	3	4	5	6	7	8	9	10	11	12	13
Contract receipt, P.O. or similar from Utility	X												
Apply for and receive local & state licensing (if applicable)	X												
Creation of customer notices, brochures, etc.	X	X	X										
Accept all faxed and mailed test results until start-up	X	X	X										
Water & backflow database receipt from Utility	X												
Creation of Utility's new database & program		X	X										
Notification to local testers of new program	X												
Telephone, fax and online training for testers	X	X	X	X	X	...							
Meeting/Training Utility staff			X										
Meeting/Training local backflow testers			X	X	X	...							
Newsletter & newspaper articles published			X										
Initial "Test Due" notifications sent to customers			X										
Implementation of online tracking program				X									

We have included this implementation plan as a courtesy. Please recognize however, that Aqua Backflow can customize this, or shorten it when needed.

During implementation, Aqua Backflow will work closely with your Utility contact person. Our implementation team will work to ensure that all items are transitioned and implemented smoothly. Conference calls can be arranged upon request. While many items can be completed in a short period of time, the recommended timeline is shown above with additional information below.

Within 30 days of program approval:

- Aqua Backflow will receive, review, and sign into an agreement for your professional cross connection control program services
- We will work with you for the creation of any specific features and/or functions that are not already included in our proposed base program
- We will receive electronic data from you pertaining to your water customer database as well as an electronic backflow preventer database
- We will receive paper documents (test results) from you that have not yet been entered into your electronic database
- We will receive your electronic logo and/or letterhead from you as you would like it to appear in your letters
- Custom features, letters, notifications, educational material, news briefs and articles, and more will have been created by us and have been approved by your staff
- We will have notified, met with, and trained Utility staff as well as local testers on your new program features, procedures, and online access.
- Test Due notifications, including educational items, will be sent 1 week before the month that your online program tracking actually begins, to those backflow preventers where tests are due in that month

We will continue to work with Utility staff to educate all local testers and water customers, and to receive and track tester information, assigning user names and passwords once approved

Corporate Background...The Aqua Backflow Organization:

What differentiates our organization, programs, and services from others? Aqua Backflow has earned a nationwide reputation for proactive, innovative, and professional cross connection control services and management. With over 50 years in the plumbing and backflow prevention industry, we have strived to develop programs that meet the needs of our customers, ensuring that you will receive the best possible services while conserving your, and your water customers' dollars. John Skirmont is president, while Tom Staroske is the Chief Operating Officer and both direct the company from corporate offices in Elgin, Illinois along with expert consultants and software, programming, and other intellectual technology professionals. Our support staff is second to none.

While there are many attributes that set us apart from others in this industry, a few of these we consistently hear from our customer-partners include:

Customer Service = Customer Loyalty:

Our ability to customize to meet our customer's needs is unsurpassed. Aqua Backflow is consumer focused and result driven and as such, we can customize services according to a customer's needs & requirements rather than trying to make a client fit "our box." While Aqua Backflow is recognized as a leader in the industry, we try to maintain the "small company" approach to customized and personalized service. Even though we are living in a society where names rarely matter, we feel it is important to know and build relationships with customers and we do that by continued contact and visits to our customers.

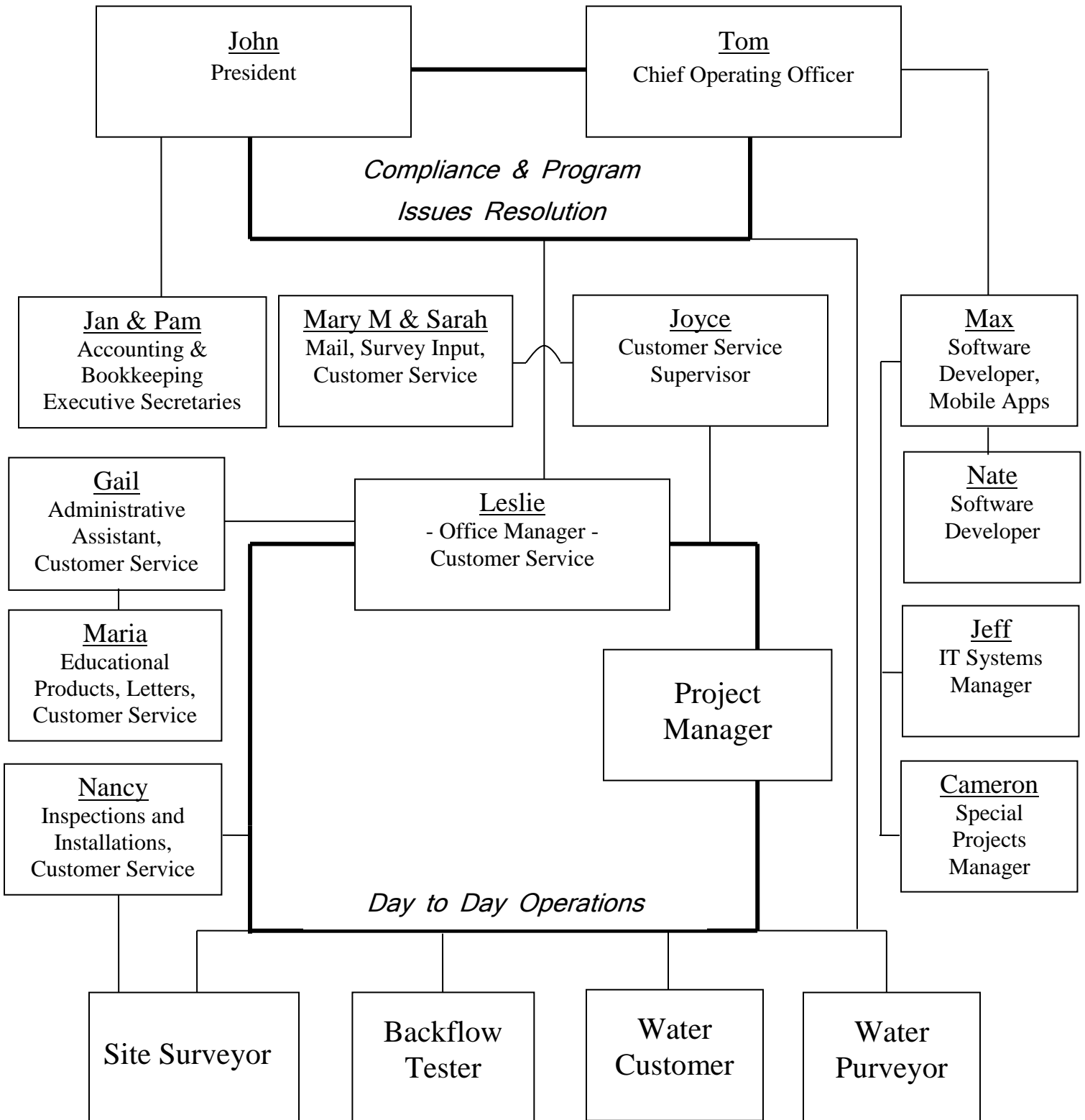
Staff:

Aqua Backflow's office and field staff set us apart from our competition. Our average in-field of expertise time is 9 years. Most have numerous cross connection control certifications for surveying, ordinance creation, and/or program management. All have been professionally trained in customer service, software programs, plumbing issues, and backflow prevention. Staff walks a fine line as strong and compassionate advocates for your water customers, while working to gain regulation compliance in order to protect your water distribution systems.

IT:

Aqua Backflow has a very strong internal IT department with programmers on staff, as well as long-term relationships with several software, hardware, and web development professionals. This allows us to offer immediate problem solving solutions to any issues that may arise. In addition, specialty reports can be programmed to meet the customer's needs rather than only giving a customer the option of utilizing "canned" report data

Partial
Staffing Flow Chart



Some professionals available for your project...

- Contractor Information and Experience -

Note that there are many more support staff members that are not listed

Jack Skirmont – Inspector/Tester/Consultant (*President*)

- Colorado State University (CSU) - Bachelor of Science & Construction Management.
- Licensed Plumber for over 16 years. Grew up in a family plumbing business.
- Cross Connection Control Device Inspector (CCCDI) for over 11 years.
- President of Skirmont Mechanical which was founded in 1962.
- Took over Skirmont Mechanical in 1996 as president. President of Aqua Backflow since 2005.
- Certified in cross connection control testing, certifications, & installations; University of Florida TREEO Center certified for site surveys & inspections, cross connection control ordinance & organization, and program management. Has been consulting on plumbing systems and been performing site inspections for decades.



Tom Staroske – Inspector/Tester/Consultant (*Chief Operating Officer*) ... will be overseeing your program!

- Licensed plumber for over 30 years. Cross Connection Control Device Inspector for over 22 years.
- Managed personnel in backflow inspections, installations, and repairs for over 20 years.
- Manager for successful mechanical contractor's backflow prevention program as well as General Manager of Aqua Backflow.
- Helped design and implement new Cross Connection Control (CCC) programs and software. Currently oversee databases of cross connection control programs with hundreds of thousands of water connections containing tens of thousands of backflow prevention assemblies across roughly 20 different states.
- University of Wisconsin – School of Engineering – Cross Connection Control Surveying.
- Illinois Environmental Protection Agency (IEPA) Cross Connection Control tester, installer and tech.
- University of Southern California (USC) Foundation for Cross Connection Control and Hydraulic research.
- University of Florida - TREEO Center - Cross Connection Control Survey & Inspection; Cross Connection Control Ordinance & Organization; Cross Connection Control Management.
- Sub-chairman in Illinois Section AWWA Backflow Committee. Chairman of the “blog” backflow Q & A division.
- Texas Commission on Environmental Quality (TCEQ) licensed Customer Service Inspector (CSI) and Backflow Prevention Assembly Tester (BPAT)



Leslie Craig – Information Technologies, Data Management (*Office Manager*).....will be managing your data!

- Worked in a local municipality under the finance director for over 5 years.
- US Navy diesel mechanic...very experienced and knowledgeable with “hands-on” mechanical operations.
- Has held administrative positions in which her responsibilities were to several senior managers
- Oversees all office operations and also assists water purveyors by providing any requested information or reports



Joyce Anderson - Data input, mailings, letters, compliance, phones (*Customer Service Manager*)

- Inputs and regularly updates tester license information and testing equipment.
- Has been office manager and in charge of customer service and dispatch for several mechanical contractors for many, many years.
- Assists our water purveyors, the customers of our purveyors, and licensed plumbers/testers with any questions



Diane Sirotzke – Data Input, customer service, etc. (*Administrative Assistant*)

- Has held administrative positions in which her responsibilities were to several senior managers.
- Works with our site inspectors to gain customer compliance
- Assists with water customer compliance inquiries



Pam Swan- Bookkeeper (*Executive Secretary to the President*)

- Has over 12 years experience of involvement in backflow prevention tracking programs.
- Has held numerous office managerial and dispatch positions with several mechanical firms.



Richard Kontny – Inspector/Tester/Consultant

- Master Plumber for over 38 years. Licenses held in numerous states
- University of Wisconsin – School of Engineering – Cross Connection Control Surveying
- HVAC & Boiler Technician for over 30 years and certified by numerous manufacturers.
- Consults and inspects numerous plumbing, heating, and cross connection control situations



Dale Vogel - Inspector/Tester

- Licensed plumber for over 23 years.
- Licensed for backflow prevention inspectors, installations, and repairs (CCCDI) for over 14 years.



Edgar Villa – Inspector

- Licensed plumber apprentice.
- HVAC & Boiler Technician for over 10 years
- University of Florida TREEO Center: Cross Connection Control Survey & Inspection; Cross Connection Control Management.



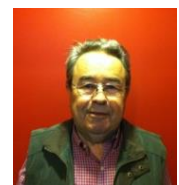
Floyd York, Jr. – Inspector/Tester/Consultant

- Over 20 Years experience as a plumber- Master Plumber's License.
- Licensed plumbing contractor in the State of Florida.
- Owned and operated a successful plumbing and cross connection control business until his employment with Aqua Backflow.
- University of Florida TREEO Center: Cross Connection Control Survey & Inspection; Cross Connection Control Management.



Manfred (Fred) Staroske – Inspector/Tester/Consultant

- HVAC & Boiler Technician for over 30 years and certified by numerous manufacturers.
- Ran a successful plumbing company for well over 20 years
- Certified as a State of Illinois Plumbing Inspector for over 19 years
- Provides training to Plumbers & Plumbing Inspectors for them to become certified.



REFERENCES

(dozens more available upon request)

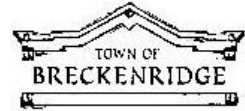
Alabaster Water Board
213 1st Street North
Alabaster, AL 35007
Contact: Kenyatta Dunnigan
Phone: 205-663-6155
Email: KDunnigan@AlabasterWater.com

Online tracking. Site inspections by Aqua Backflow
Population: 32,000
BFPs: 700



Town of Breckenridge
PO Box 168
Breckenridge, CO 80424
Contact: Gregg Altimari - Water Division Assistant Manager
Phone: 970-453-3173
Email: gregga@townofbreckenridge.com

Online tracking and mailed site surveys
Population: 5,000
BFPs: 800



Village of Park Ridge (*transitioned from another firm*)
505 Butler Place
Park Ridge, IL 60068
Contact: Don Mann
Phone: 708-318-5200
Email: dmann@parkridge.us

Online tracking and mailed site surveys
Population: 38,000
BFPs: 2,400



New Braunfels Utilities
355 FM 306 SRC Bldg #1
New Braunfels, TX 78131
Contact: Blaise Cunningham – Backflow Technician
Phone: 830-608-8880
Email: bcunningham@nbutexas.com

Online tracking. Site inspections by Utility staff
Population: 75,000
BFPs: 6,000



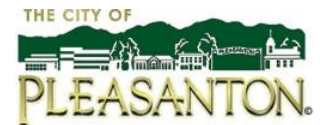
City of Fort Wayne Utilities
200 East Berry Road
Fort Wayne, IN 64802
Contact: Jessica Caplinger – CCC Program Manager
Phone: 260-427-2543
Email: jessica.caplinger@cityoffortwayne.org

Online tracking. Site inspections by Utility staff
Population: 265,000
BFPs: 7,500



City of Pleasanton – Utilities
333 Busch Road
Pleasanton, CA 94566
Contact: Leo Lopez - Environmental Services Manager
Phone (925) 931-5507
E-Mail: llopez@cityofpleasantonca.gov

Online tracking. Site inspections by Utility staff
Population: 82,500
BFPs: 3,100



City of Evansville
Water & Sewer Utilities
1931 Allens Lane
Evansville, IN 47720
Contact: Jeff Merrick – Regulatory Compliance Officer
Phone: 812-436-7853
Email: jmerrick@ewsu.com

Online tracking. Site Inspections by EWSU staff
Population: 120,000
BFPs: 5,200



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Low-cost programs with high-end results.



CITY OF FORT WAYNE

THOMAS C. HENRY, MAYOR

September 30, 2016

Cross Connection Control and Backflow Prevention News

From Fort Wayne City Utilities

In This Issue

- ❖ COMPLIANCE RATE CLIMBS – THANK YOU
- ❖ DISCONNECTION OF WATER SERVICE DUE TO NON-COMPLIANCE !
- ❖ TURNING WATER BACK ON FOR INSPECTION !
- ❖ SUBMITTING TEST RESULTS PROMPTLY
- ❖ DCDAs ON FIRE SYSTEMS

There are new changes to City Utilities' Cross Connection Control & Backflow Prevention Program! We ask that you please read this newsletter carefully.

❖ COMPLIANCE RATE CLIMBS – THANK YOU

City Utilities is proud to announce that since April 1st, 2016, the implementation date of the TrackMyBackflow.com website, the backflow prevention device testing compliance rate has risen an incredible 30% with a current compliance rate of 91%! This could not have been possible without your dedication and professionalism. We thank you, and we are excited to see this rate continue to climb as we continually strengthen our program.

❖ DISCONNECTION OF WATER SERVICE DUE TO NON-COMPLIANCE ! IMPORTANT

City Utilities works diligently to ensure the safety and quality of our drinking water, including pursuing enforcement actions against

Unsolicited Utility praises

I'm really liking the services that Aqua Backflow provides. Your staff is great and it's so good to see people getting their devices tested.

*Laura Lynch, Water Division
Breckenridge, CO*

Tom, that makes total sense. I cannot thank you enough. I have heard a lot of opinion, different code interpretations, and some strange theories, but you tied the code to common sense. I will make sure we get this installation cleaned up to meet the code. *(A photo was sent to Aqua Backflow from the Village, a Code question was asked, and an explanation was provided by Aqua Backflow)*

*Keith Steiskal, Building Official
Village of Lombard*

Unsolicited Backflow Tester praises

- Customer service is perfect - Pleasure talking with customer service and very helpful - Aqua Backflow was the best of help when I was originally introduced to them. Everyone at your company has been great and very helpful, I just wish you would cover more areas because you are more reasonably priced than others and that helps with customer satisfaction.

Please keep up the great quality service. Have a great day!

Mark Mueller, Choice Plumbing

It's absolutely delightful to call Aqua Backflow and get personalized assistance from all the ladies, especially Joyce! She is always knowledgeable, helpful, cheerful and patient and seems to know exactly what every location has. Staff takes the time to review test sheets that are submitted Aqua Backflow. When something doesn't look right she immediately calls to verify information. It's comforting to know that our information is being protected against fraudulent use. As a plumbing contractor, we would recommend Aqua Backflow be used by every municipality to protect the health of their residents.

Maggie LePine, Code Mechanical, Inc