

RFP 25-031
Utility System Audit

RFP 25-031 Cover Sheet
Due Date: Thursday, August 7th, 2025 at 2 p.m.

ISI Water Company, Inc.

Name of Firm/Company

Steven Hooper

Agent's Name (Please Print)

General Manager

Agent's Title

5215 Fidelity St

Mailing Address

Houston

City

TX

State

77029

Zip

281-352-0047

Telephone Number

steve@watercompanyamerica.com

Email Address

Steve Hooper

Authorized Signature

July 31, 2025

Date

Submission Checklist

Submission package shall consist of the following items. **Be sure to review the RFP documents for details of required proposal format.**

- ☒ Cover Sheet
- ☒ **Bid/Proposal** (If hard copy submitted: one copy marked "original" and one copy marked "copy")
- ☒ Cost Sheet
- ☐ **Bid Bond** [if Applicable]
- ☒ References
- ☒ Public Information Act Form
- ☒ HB 89 Verification Form
- ☐ Conflict of Interest Questionnaire (if required)

Certification and Addenda Acknowledgement

Agent must initial next to each addendum released to verify receipt:

Addendum #1 SH Addendum #2 _____ Addendum #3 _____

Addendum #4 _____ Addendum #5 _____ Addendum #6 _____



WATER COMPANY OF AMERICA

RFP Response
REQUEST FOR PROPOSAL (RFP)
RFP # 25-031
Utility System Audit

Due Date:
August 7th, 2025 @ 2:00 PM

Submitted to:
City of League City
Purchasing Department
City Hall
300 West Walker
League City, TX 77573

Submitted by:
ISI WATER COMPANY
Shane Sangalli
Region Manager
5215 Fidelity Street
Houston, TX 77029
shane.s@watercompanyofamerica.com
(501) 414-1885



WATER COMPANY OF AMERICA

July 31, 2025

City of League City – Purchasing Department

Subject: Transmittal Letter

ISI Water Company (referred to herein as Water Company of America “WCA”) is pleased to submit this Proposal for Services entitled “*Utility System Audit*” to the City of League City.

The study proposed is identical to previous and current projects performed by WCA for Municipal Utility Departments nationwide, the first in 1989. Since initiating the first ever project of this nature in the nation, we have gained substantial national experience from a diverse group of very successful contract opportunities. While teaming with utilities as large as 374,000 accounts and as small as 1,600, WCA has increased the billings and collections to our clients by substantial amounts. The benefits of these increases in revenue are numerous and are detailed in our accompanying proposal.

As outlined in this proposal, and as with all previous contracts undertaken, WCA’s program of revenue enhancement is offered on a performance fee basis. WCA will bear all of its study costs. WCA will be entitled solely to a share of increased collected revenues generated by this program.

Water Company of America has a proven program for revenue recovery. We most sincerely appreciate the opportunity to provide assistance to the City in this project. The contact information for WCA related to this proposal is as follows:

Shane Sangalli, Region Manager, ISI Water Company
5215 Fidelity St. Houston TX 77029
(501) 414-1885, shane.s@watercompanyofamerica.com

WCA has adopted a code of business ethics that states that ISI Water Company will comply with all applicable laws, support and endorse antidiscrimination efforts and apply tangible business practices to utilize the full benefit of a supplier base that reflects the diversity of the American supplier community using small, minority, and woman-owned businesses for needed supplies and services.

This proposal is valid for a minimum period of 120 days subsequent to the submittal date of July 31, 2025.

Respectfully submitted,

Shane Sangalli
Regional Director

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TAB A – Program Criteria and Overall Plan

Section a) – Executive Summary, Org Chart, Personnel

ISI Water Company, and its parent Infrastructure Services, Inc. (“ISI”) provide services to governmental entities on many levels in order to meet the maintenance, repair, and consulting needs of our nation’s aging infrastructure system. Headquartered in Houston, Texas, ISI has established a reputation for meeting the diverse and changing needs of government with a wide range of services. This diversity of service to public and private entities continues to expand and currently includes three major areas of service. These are Account Review and Revenue Recovery Services for Municipal Utilities, Roadway Repair and Maintenance and Road and Utility construction. ISI employs people in regional profit centers across the United States.

The Municipal Revenue Recovery work to identify unbilled and/or misbilled service is marketed nationally under the trade name of **Water Company of America (“WCA”)**. This name has been used since 1989, and because of national name recognition and existing contracts, ISI Water Company continues to market the service as Water Company of America.

WCA examines a utility’s customer billing database of information and aspects of utility usage in the field with the objective of identifying the causes of and remedies for inaccuracies and deficiencies in each of the various utility processes that can potentially contribute to inaccurate billings for water, wastewater, and reclaimed water.

It is important to remember that an often significant portion of the service delivered by a Utility to its customers is never billed-for or collected. It is of vital importance that the appropriate fees be collected for all services rendered to insure the operational health of the utility. Each year millions of dollars are lost by utilities because of unbilled and/or misbilled services. WCA specializes in working cooperatively with staff to locate, assess and correct the conditions that cause lost revenue. WCA has the equipment, manpower, and expertise, including proprietary analytical software and sophisticated non-intrusive flow-metering technology, to research systems of all sizes for revenue losses. WCA can positively impact the City budget without increasing manpower requirements, overtime, or rates. WCA has a history of successful collaboration with municipal departments and is confident that it can stop the billing leaks that are silently draining revenues from the City.

WCA’s program is conceptually straightforward and has proven to be effective based on extensive contracts throughout the United States. This experience base equips WCA to offer the most effective, proven method of enhancing revenue. Each month, the utility delivers millions of gallons of water to its end users or customers. The utility's retail billing meters record consumption and determine water and sewer billings. The difference between the actual services provided and the amount billed, or accounted for, represents *unbilled or misbilled service*. This program targets this variance and produces increased revenue for discretionary use by the City. In other words, this is *found or new revenue* that will have a positive impact on the budget. WCA locates this apparent loss component of non revenue water through a proprietary analysis technique and subsequent physical investigation. Once discrepancies are located, changes are made to the utility's billing system and/or physical metering system to produce the new revenues.



WCA provides a turnkey service that includes technical expertise, proprietary computer software, trained field personnel, state of the art flow-meter technology and even replacement meters if necessary. WCA can discover and help recover the revenue billings that are rightfully the utility's, and it can do the whole job as an independent contractor without disrupting normal service or daily operations and with a negligible requirement of utility staff time.

How WCA's System Works

1. WCA uses a proprietary technique to analyze users and meter types with property descriptions. WCA makes comparisons of like users. Various sort routines and comparisons are utilized to identify potential problems with consumers such as:
 - Unlisted Customers
 - Account Coding Errors
 - By-passed or Malfunctioning Meters
 - Unknown Sewer, Water and/or Electric Connections
 - Rate Discrepancies
2. Once WCA determines that an account's consumption and/or billing data is not consistent with certain norms, that account is selected for additional research. After an audit of a given property, if it still appears that the billing and/or consumption data do not meet certain criteria, WCA then performs field research of that specific location.
3. After completion of the field inspection, if additional sources of revenue have been discovered, formal documentation is submitted to the utility for billing changes and/or physical corrections.

All of the above procedures are standard for WCA and have been developed through years of successful contract experience.

WCA's revenue enhancement program is offered on a performance fee basis to the City. WCA will bear all of the cost of program implementation. The utility will never be required to reimburse WCA for any of its working capital expenditures, including professional staff, software, or the extensive resources required for field research. WCA will be paid only **a share of any new-found collected revenue** generated by this program. No other forms of payment are required.

Funding essential capital improvements to any water, sewer, stormwater, solid waste or reclaimed system is a major concern for every City. This project will provide a revenue source to accomplish needed improvements, thereby avoiding the appropriation of precious budget funds. In summary, WCA's proposed program will have immediate and long-term benefits to the utility in the following ways:

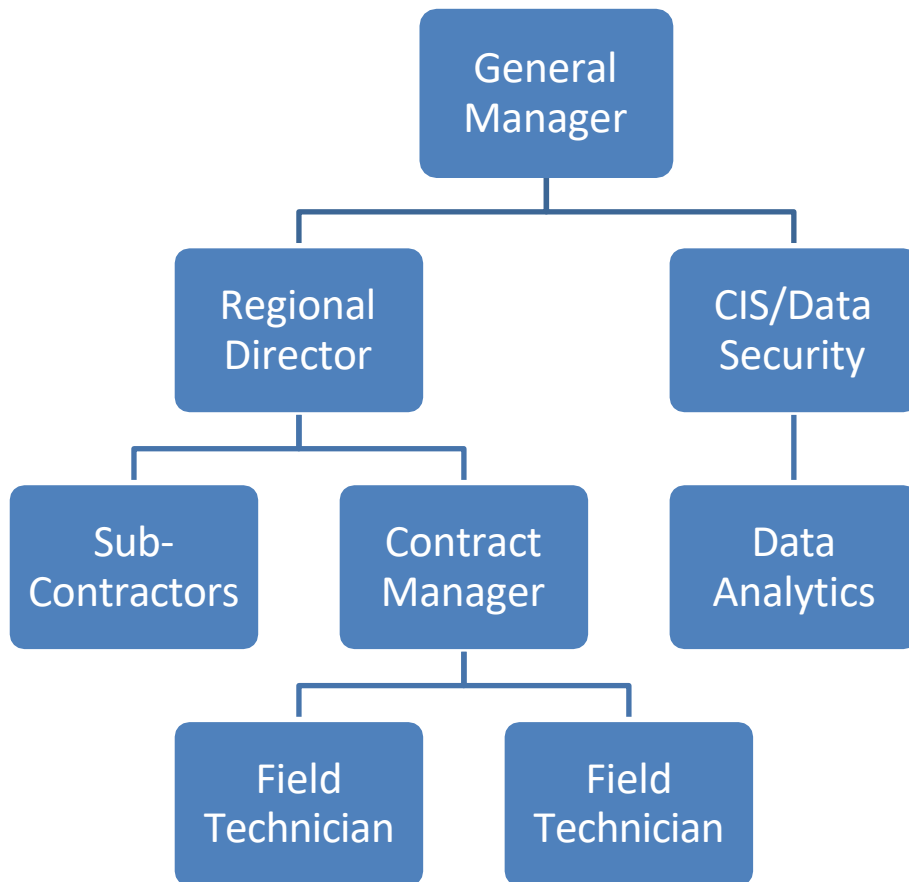
- Provides improved rate-payer equity among customers.
- Provides improved accountability for services delivered to customers.
- Generates additional revenue from existing levels of service.
- Provides continuing increased revenue to the utility after program completion.
- Provides compensation to WCA based solely on performance.
- Provides an awareness of the necessity to practice conservation of a precious resource.



- Provides an effective way through conservation to reduce wastewater treatment loads.
- Provides a proven program that, by its existence, motivates internal personnel toward greater efficiency.



Company Organizational Chart



Pre-employment Background Check

Every new applicant considered for employment with WCA is submitted to TrueScreen for a background check both local and nationally. Typically, a criminal background check which returns a history of crimes related to the type of work they will perform for WCA will make them ineligible to be hired by our company.

Subcontracting

WCA intends to utilize a sub-contractor, as needed for various aspects of this project.

Litigation

WCA is not now, nor has it ever been involved in arbitration or litigation with any client governmental entity or with any utility customer of any client.

Financial stability

WCA has never filed for reorganization or bankruptcy.



SHANE SANGALLI
REGIONAL DIRECTOR

Mr. Sangalli is the manager of the Arkansas, Oklahoma and Texas regional offices. He is responsible for the day-to-day operations, workflow, production, and client communication required for assigned projects. Mr. Sangalli has 20+ years of experience within the Water, Wastewater and Stormwater metering and monitoring industry. As a result of his experience and training, he brings skills to the project in the areas of account data analysis, metering system examination, wastewater flow evaluation, utility customer relations and reporting to the Utility. Mr. Sangalli is recognized by the Texas Water Development Board “TWBD” under Texas Water Code Section 16.0121 as a certified Water Loss Auditor. Internal to the local office, Mr. Sangalli is responsible for supervision of subordinate staff, accounts payable supervision, asset management and administrative duties. Mr. Sangalli reports to the General Manager.

**BRANDON HAYNES**
CONTRACT MANAGER

Brandon Haynes is a Contract Manager for Water Company of America. He will be directly involved with and responsible for the day-to-day management and operations of the project proposed herein. He has been a professional in the field of Municipal Utilities for nearly 20 years, holding a range of positions from field operator to upper management. Prior to coming onboard with Water Company of America, Brandon was a Utility Operations Manager for one of the largest Municipalities in the State of Arkansas. In that position, which he held for 6 years, he was responsible for 45 employees and a \$3.5M annual budget. An environment which was conducive for mastering project management also brought a wealth of knowledge in customer service and satisfaction. In addition to his appointment as the Operations Manager, he began and still owns and operates a small business that specializes in sanitary sewer assessments. Mr. Haynes is responsible for supervision of field staff for this project. Mr. Haynes reports to the Region Manager.



JEFF HADDOCK

CIS/DATA SECURITY MANAGER

Mr. Haddock has been an integral part of the Company since 2000. He performed the duties of Central Florida Contract Manager from 2000 – 2012 and that of data manager from 2012 to current. He oversees the company's electronic assets and resources, coordinates data needs with clients, and directs Company software development with programmers. Helps determine the information technology goals of the Company and is responsible for implementing computer systems to meet those goals.

- Manage the Company's data security practices and policies.
- Oversee company's flow and processing of data from clients under contract.
- Manage and maintain hardware and software assets.
- Assist Contract Managers with data acquisition.
- Intermediary with Programmers and to assist them as needed.
- Assist with data manipulation and reporting at contract level as needed.
- Setup field ready hardware and software systems as needed.

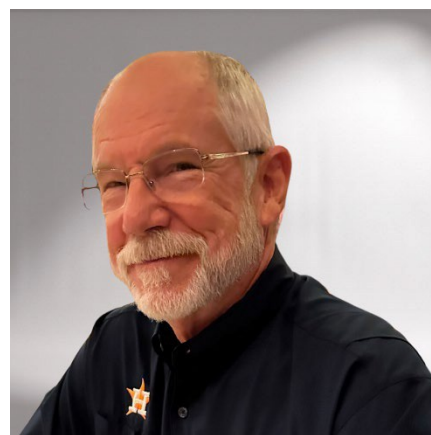
Mr. Haddock reports to the General Manager.



STEVEN M. HOOPER

GENERAL MANAGER

Mr. Hooper is responsible for management of *ISI Water Company*. He has 34 years of hands-on experience in the field of documenting unbilled utility revenue on a performance fee basis for governmental entities. From the first days of the first project of this nature, initiated in March of 1989, through the successful operation of contracts nationwide, he has developed the business plan, employee training procedure, best practices, specialized software application/design, flow and test meter application, national marketing strategy, and financial management. Participation in industry trade organizations and functions such as the American Water Works Association, the Water Environment Federation and the Government Finance Officers Association benefits the firm and clients by staying current with regard to industry standards and trends. He will coordinate all insurance requirements of the study, as well as oversight of company compliance and safety policy. Other duties include project resource allocation, production oversight, asset utilization, personnel deployment, and recruiting (as required). Mr. Hooper reports directly to Mr. Tim Herbert, Company President.



Sections b) & c) – Scope of Work, Implementation Plan & Schedule for Completion

Summary

WCA offers solutions to municipal governments large and small to improve the billing accuracy for all services while preserving public resources. A primary objective is to partner with key staff personnel of the governmental entity to identify causes of, and implement remedies for, system inaccuracies and deficiencies that adversely affect the accuracy of customer fees.

ISI originated and is the number one provider of the service whereby private industry provides a revenue enhancement program at no cost to municipal utilities, with compensation strictly contingent on contract performance. The history of the company dates back to the first ever contract of the nature. This first project was initiated in March of 1989 for the City of Houston. Subsequent to that time, WCA has established itself as the number one provider of the service, having successfully conducted or in the process of conducting identical projects for numerous governmental entities nationwide.

System Concept and Solution

The Study work shall consist of 3 general tasks and 13 specific steps that involve actions and decision points of the utility and of WCA. The steps are shown below in written form to explain the detail of each, and a flow chart diagram is included to illustrate the process. Mobilization of this project can be accomplished within thirty (30) days and the discovery phase is expected to be complete within one year and should the revenue opportunity justify additional work, extension years could be utilized.

Good communication is a key to the success of this project. A “start work” meeting shall be conducted with key members of each affected Department. Objectives are spelled out, an overview of the *method of approach* is discussed, and a clear chain of command and reporting is determined. Guidelines for subsequent updates can be established as well. An operational methodology based on good clear communication facilitates maximum production for the City.

TASK I – IDENTIFY AND ANALYZE

Step 1:

Account Data Information Gathering and Review

Account data is accessed in two ways, first, a download of raw unjoined data run at a consistent point in time each month and second, an electronic link for review of real time data. All necessary data queries and reports are created and run by WCA personnel on WCA computers with no City staff time requirement.

(1) Download

- (a) WCA will meet with the City IT representative to identify those needed data fields from the CIS schema to be included in the download.**



- (b) City generates a script (stored routine) that writes raw unjoined tables of data to a file.
 - (c) This file is run at whatever time of day or day of the month is convenient for the City.
 - (d) WCA retrieves this file in whatever method is most advantageous for the City (portable hard drive, FTP, etc.)
 - (e) This download is run monthly for the duration of the project, as it is used for initial investigation and to monitor the collection of Individual Service Revenue and thus to determine compensation.
- (2) Electronic link – this resource enables WCA to gather current account information. Real time information is obtained through this *read only* password protected modem link to the CIS. This information link allows the rapid reference to additional unique pieces of information not contained in the download described above. By gaining access to real time data in this manner, any related City staff time requirement is eliminated.

Data that is typically reviewed includes; historical consumption and billing data as well as standard customer information such as; service address, customer name, meter number, billing codes, unit count, meter installation date, sewer surcharge level, etc. Once this customer account information is in hand, WCA begins the task of adapting its proprietary computer software by **designing a custom front end unique to CITY**. Queries and sort routines that facilitate the identification of unbilled and misbilled service revenue are tailored to CITY account data. These adaptations allow WCA to effectively utilize Utility data in whatever format it may be available. The company's investment in development costs of over \$450,000 has yielded proprietary software that is flexible, adaptable and custom built for studies of this nature for the Water, Wastewater, Stormwater and Solid Waste industries. It operates independently of the CIS, and in no way impacts the integrity of that data. The analysis of account data in this manner, which is unlike other less effective methods utilized by others, provides significant benefit to the City, including at least the following;

- 1) Quantity of revenue produced
- 2) Quality of discoveries and corrective action stand the test of time
- 3) Accuracy of quantifying revenue enhancement
- 4) WCA is committed to isolate the more difficult account problems (unknown or unlisted taps and connections), rather than merely the obvious

Step 2:

Account Information Analysis Criteria

WCA analyzes the reliability of the account data as it relates to billing, identifying those key fields that could negatively impact billing if entered incorrectly. Thirty-four years of experience has shown many of these criteria to be standard from one City to the next. However, every City has



its own unique combination of factors that ultimately determine a customer billing. Therefore, WCA will perform a comprehensive study of the City's rates, Ordinances, Resolutions, billing policies and operational practices to clearly understand the correct method. Armed with this understanding, WCA will review customer accounts for instances of no bills, underbilling and over billing on an individual basis to identify increase revenue opportunities. The accuracy of CIS data pertinent to billing is critical to the success of the project. Typical account data and data analysis criteria include the following:

- 1) Service codes and resultant billing drivers
- 2) Meter size, age, type and total recorded flow
- 3) Meter repair history and frequency
- 4) User classification, whether commercial, industrial, multi-family or residential
- 5) Number of units and calculated consumption per unit
- 6) Property flow and demand characteristics and how those factors compare with consumption
- 7) Property geographic location as it relates to water, wastewater and solid waste collection service areas
- 8) Consumption analysis including monthly, quarterly and annual averages from year to year
- 9) Consumption patterns and trends that indicate failed meters
- 10) Comparison of usage to consumers with like profiles
- 11) Comparison of property type and/or classification to the appropriate billing rate
- 12) Meter read/reread history

The Utility's historical data is essential to Step 2 and is the basis upon which the remaining steps are predicated.

Step 3: Internal Property Selection Report

WCA produces a Property Report of suspect locations from the data analysis process described in Step 2. This "first cut" report provides a list of accounts ear-marked for further research. Each account record is scrutinized for additional facts that can validate account problems as probable.

Step 4: *DECISION POINT:*

A preliminary survey of work to be performed is conducted to maximize efficiency and to prioritize the work. Based on this preliminary review, WCA selects properties from the initial analysis for field work.

Step 5: Field Work Selection Report

WCA prepares a Field Work Selection Report that identifies the individual accounts and in some cases areas to be researched in the field. WCA submits the report to the Utility for review and approval. This step



informs the Utility of WCA's intended field operations, and the location of its personnel within the system.

Step 6: Field Work Order Issued

After the Project Manager approves the Field Work Selection Report, WCA issues a Field Work Order to its field personnel. This document will be completed on site and is used to confirm all current property data. All causes of revenue loss will be explored including: meter inaccuracy, service theft, unmetered fire lines, wastewater service problems, coding problems, billing accuracy, and unlisted connections or meters. Generally, customers like seeing water utility representatives in the field. This field research typically promotes confidence to the customer that the utility is properly maintaining the system.

Step 7: Field Research & Account Documentation

Field personnel conduct site visits to research the property for all information required on the Field Work Order, often including, but not limited to, the following information:

- 1) Date and time of research
- 2) Type of property
- 3) Classification of water service
 - a. Domestic
 - b. Fire
 - c. Irrigation
 - d. Process
- 4) Approximate building square footage
- 5) Number of dwelling units
- 6) Current and historical occupancy information
- 7) Meter location, ID #, size, manufacturer and type
- 8) Current meter reading
- 9) Preliminary evaluation of meter's operating condition
- 10) Individual contacted
 - a. Name
 - b. Title
 - c. Telephone number
 - d. Hours of availability

Note: Additional fieldwork is frequently required subsequent to the initial contact. Follow-up research may be necessary to:

- Insure positive customer relations
- Confirm short period and off peak period use
- Gain access to specific locations previously denied

Step 8: DECISION POINT: Potential Revenue Enhancement

Once field account analysis and field work are complete, WCA selects specific accounts with the potential for revenue enhancement for



submission to the City. Accounts not selected will be filed systematically for future reference.

TASK II – QUANTIFYING REVENUE ENHANCEMENT

Step 9: Formal Work Order submission

WCA will submit to the Utility a Formal Work Order on an account-by-account basis with complete documentation where additional revenue recovery is possible. This report provides complete and accurate documentation for use by the City to update and correct customer records. The document is a report produced by the WCA software, written specifically for CITY. Included in this standard document is the projection of incremental revenue increase. *This projection is essential to the utility, in that accurate projections must be in hand before decisions can be made as to the relative importance of problem correction and as to the cost effectiveness of the remedy.* This projection is supported by precise calculations that are based on the property analysis and the analysis of the meter or meters in question. In addition, when required and where conditions permit, WCA will provide electronic flow measurement utilizing a non-pipe intrusive Transit Time Flowmeter. Measurements from the flowmeter serve to verify and document unauthorized flow through unmetered fire lines, for example, and serve to confirm the accuracy of large meters. This capability enables more accurate projections, and therefore is a substantial benefit to the utility in TASK II. The Formal Work Order typically includes the following support documentation:

- 1) Historical and current account data
- 2) Property Selection Report
- 3) Field Research Report
- 4) Notes, sketches, test results, photographic evidence
- 5) Discovery notes and comments
- 6) Recommended corrective action

All problems noted in the system are mapped by address in the mapping software to determine the frequency and location of problems in the system.

Step 10: DECISION POINT:

The City will review the Formal Work Order and approve WCA's recommended changes. The City retains the ultimate unilateral right to approve each Formal Work Order submitted. Any Formal Work Order not initially approved will be returned to WCA for additional work and resubmission, and/or filed for future reference.

TASK III – COORDINATING THE IMPLEMENTATION AND EXECUTION OF CORRECTIVE ACTION



Step 11: Corrective Action

Following Formal Work Order approval, the necessary changes will be made to the account. These changes fall into two broad categories; changes in billing and changes to the physical service. WCA will assist the utility by coordinating the necessary activities and/or procedures between the various disciplines by acting as liaison to resolve issues that might otherwise stalemate the remedy. Examples of this assistance: generating interdepartmental correspondence, preparing letters for City signature that notify customers, as well as the assimilation of signed hardcopy for archive purposes. Water Company of America takes great pride in its ability to work cooperatively with our utility partners to ensure follow-through with corrective action.

If the remedy requires field work, the City shall determine whether it will timely accomplish the task or assign the work to WCA. If assigned, WCA will prepare a detailed line item budget identifying resource requirements including labor, material, equipment, markup and a project schedule and specific procedures for correcting the situation. All field analysis and scheduling will follow City scheduling and operating procedures and be accompanied by City staff from the respective divisions affected.

Should the Department choose, WCA could accomplish the necessary physical changes in the field. Should this prove to be an option exercised by the Department, an effective method to utilize increase revenue generated by the project can be employed to accomplish meter repair or change-out, when that is required.

Step 12: Identified New Revenue on Accounts

Once the change to the account is complete, the Utility will identify (flag) the account in the Utility Billing Database as one to which WCA is eligible for participation in a share of increase revenue.

Step 13: Reports and Proposed Revenue Sharing Plan

WCA compiles and delivers a monthly report (Detailed Revenue Report) to the City that details the collected revenue for the period and calculates WCA compensation. This amount is based on actual account collection. The collection activity is monitored from the same monthly download of account data identified in Step 1. The revenue report is generated on an account-by-account basis, for review and approval by the Department. This eliminates the need for the utility to expend the resources necessary to write a computer program to accomplish the task, while reserving to the utility the approval authority for the disbursement of increase revenue. The monthly report summarizes each month's activity and typically includes the following information:

- 1) Formal Work Order approval date
- 2) Account number



- 3) Formal Work Order Number
- 4) Service address
- 5) Billing period/counter
- 6) Increase revenue calculation
- 7) WCA Share of Increase Revenue

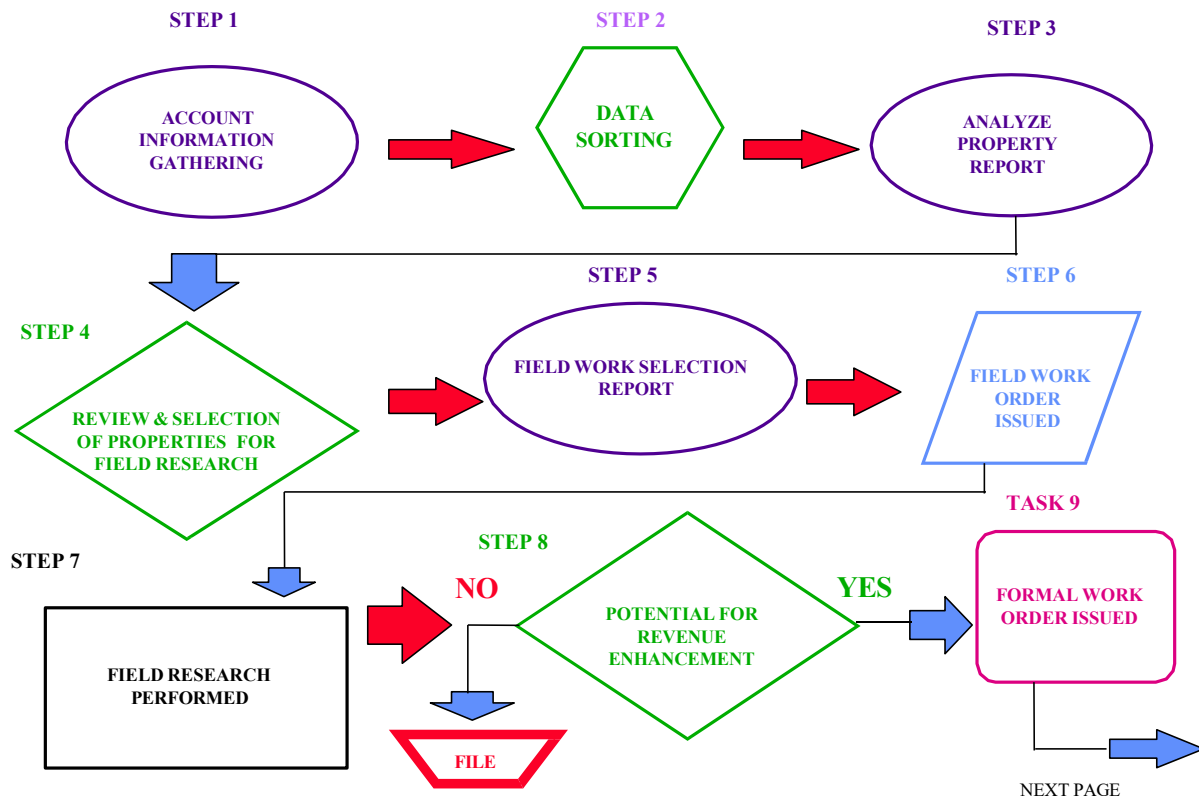
In addition and if desired by the City, WCA will prepare a Status Report, on a frequency determined by the City. This custom report details those specific pieces of information meaningful to the City related to the documentation of revenue findings. This report is not “canned” but is tailored to the needs and desires of the City. This approach to reporting, as well as to final reporting at the contract end is possible because the full picture of an account is available from one database source; history, findings, discovery notes, type of find, type property, corrective action, problem resolution, and records of Increase Revenue collections over time. This information is available for inclusion on any requested report, monthly or otherwise – on demand. This flexibility has been very well received by managers in past. This approach to the typical need for progress reporting is significantly more meaningful to the client than a “one size fits all” approach offered by others.

WCA will prepare a Final Report on the specific results of the project including an assessment of existing billing and metering practices and an estimate of annual recovery by area of deficiency.

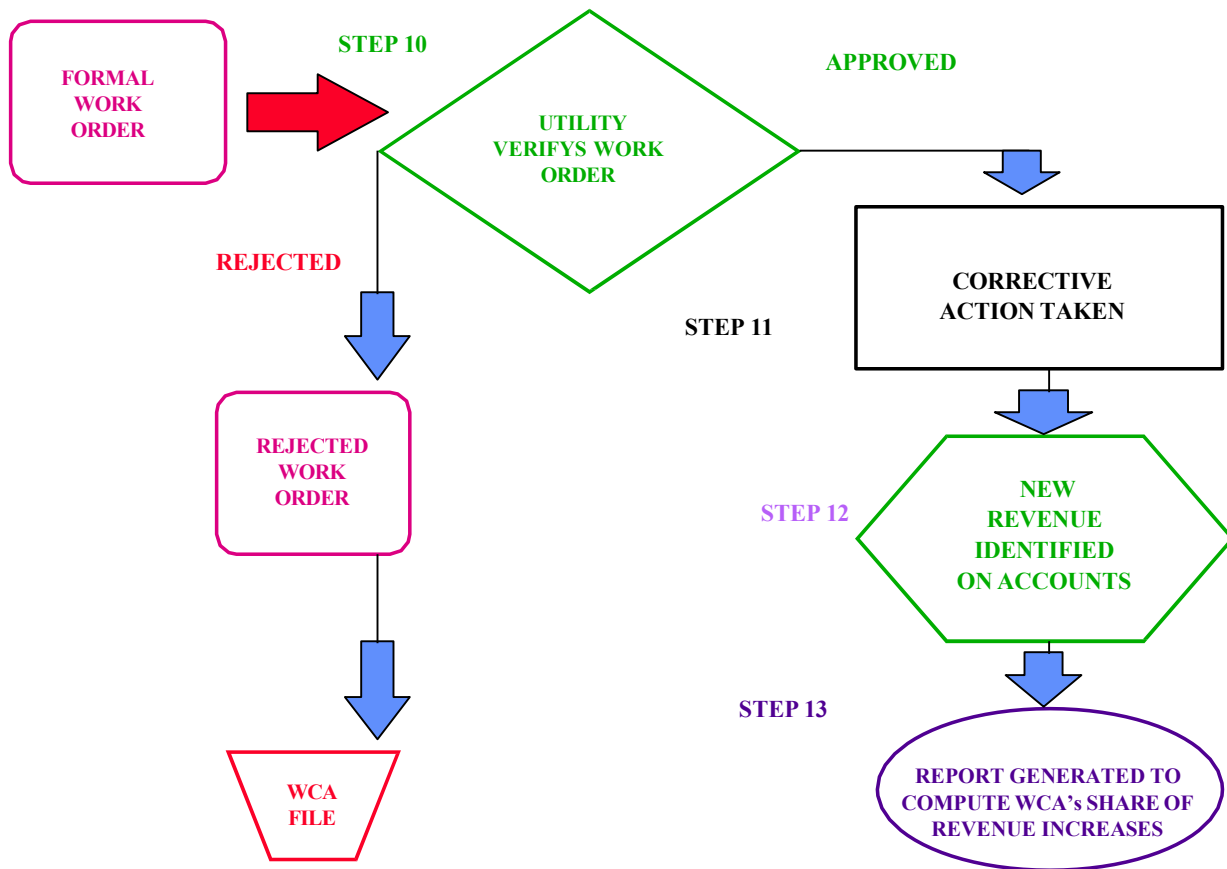
The above 13 tasks are illustrated in the flow diagram charts on the following two pages:



PROGRAM TASK PROCESS - RESPONSIBILITIES OF WCA



PROGRAM TASK PROCESS - RESPONSIBILITIES OF THE UTILITY



The WCA program utilizes technical work methods conducted in an efficient manner and designed to optimize revenue impact without disruption to normal operating procedures of the Utility. All WCA field operations will be conducted in a manner consistent with requirements imposed by the Utility on its own personnel. Some of the basic WCA rules of operational conduct are listed below.

- WCA will advise the Utility of all fieldwork performed.
- WCA will conduct all operations to comply with applicable Department procedures.
- WCA employees will adhere to all applicable safety requirements of City and the WCA.
- WCA will insure that property conditions affected by field research activity will be returned to original or better than original condition.
- WCA vehicles will be clean and clearly marked with the Company Logo.
- WCA employees will be uniformed.
- WCA employees will display identification badges affixed to the employee's uniform.
- WCA employees will at all times maintain a neat and clean appearance that represents the professionalism of the Utility and WCA.
- WCA employees will exhibit a courteous and polite manner when dealing with any customer of the Utility.

Proposed schedule for completing the work

Data access through read only link and the data download process (described in Section 4, Task I. Step 1.) is a function of the City - over which WCA has no control. Because this period of time is impossible to forecast, it is not included in the Contract Term.

“Notice to Proceed” is defined as the written notification by the City to WCA to initiate Work. This notification is issued upon the successful receipt and conversion of Account data from the City by WCA. The date of the Notice to Proceed shall mark the initiation of the Contract Term.

Contract Term - It is anticipated that the period of time necessary for the “Work”, (described in Section 4, Task I. Steps 2-8 and Task II.) for this project is three years. In addition, a one (1) year renewal option should be included. Because every Contract undertaken by WCA in years past has proven to be unique – in terms of results and the amount of time necessary to produce those results - adequate opportunity for the City to achieve maximum benefit must be allowed.

Insofar as the day to day and week to week schedule is concerned, WCA will gear the frequency of reports, updates and submittals of Work Orders according to the limitations, requests and requirements of the City.



TAB B – Demonstrated Experience

Entity: City of Beaumont, TX
Contract Term: 2023-Current
Number of Accounts: 42,000
Annual Increased Revenue Identified: \$5,049,509
Contact: June Ellis – ACM
(479) 785-4779
June.ellis@beaumonttexas.gov

Entity: Woodlands Water Authority, TX
Contract Term: 2023-Current
Number of Accounts: 31,000
Annual Increased Revenue Identified: \$766,130
Contact: Maureen Bourgeois – Accounting Manager
(281) 367-1281
mbourgeois@woodlandswater.org

Entity: Lafayette Utility System, LA
Contract Term: 2021-Current
Number of accounts: 43,000
Annual Increased Revenue Identified: \$687,027
Contact: Garrison Harrison - Utilities Conservation Specialist
(337) 291-8194
gharrison@lus.org

Entity: City of Hot Springs, AR
Contract Term: 2024-Current
Number of Accounts: 32,000
Annual Increased Revenue Identified: \$271,086
Contact: Karen Scott – Finance Director
(501) 321-1384
kscott@cityhs.net

Entity: City of Gulfport, MS
Contract Term: 2022-Current
Number of Accounts: 29,000
Annual Increased Revenue Identified: \$2,578,319
Contact: Tyler Gentry – Public Works Director
(228) 236-6795
jgentry@gulfport-ms.gov



TAB C – Technical Capabilities

All items in this section are covered in TAB A.



TAB D – Pricing & Fees

Section a) – Cost Sheet

Cost Sheet For Utility System Audit

Service Category	Unit/Method	Rate	Estimated Quantity	Total Estimated Cost
Billing System Deficiency Identification	% of revenue recovered	50%	100	\$50.00
Field Assessment of Unknown/Miscoded Accounts	Per site or account	\$0	1000	\$0
Review & Correction of Account Coding Errors	Per account	\$0	1000	\$0
Meter Testing (Transit Time, Doppler, etc.)	Per meter tested	\$0	1000	\$0
Equipment & Labor – Portable Flow Metering Setup	Per setup	\$0	100	\$0
Service Theft Detection & Analysis	Per location	\$0	100	\$0
Any Additional fees	cost			sum of fees
Explanation of fees:	\$			
N/A	\$0	\$0		\$0
Total Cost				\$50.00

Sections b) & c) – Description of Fees and Detail of Method of Compensation

For any work performed by the Proposer which results in increased revenue for The Client in accordance with the provisions of the proposal, the **Proposer shall be paid 50% percent of all increase revenue for a term of forty-eight (48) months thereafter.**

For the purpose of this proposal, increased revenue shall mean the difference between the amount of monthly income received by the City on an account, subsequent to and prior to corrective action being taken on all unbilled or misbilled water and wastewater services provided by the City, including retroactive collections made as a result of work by the Proposer.



TAB E – Forms (Attachment A)

See attached pages.



LEAGUE CITY EST. **1893**

Texas Public Information Act

Steps to Assert that Information is Confidential or Proprietary

All proposals, data, and information submitted to the City of League City are subject to release under the Texas Public Information Act ("Act") unless exempt from release under the Act. You are not encouraged to submit data and/or information that you consider to be confidential or proprietary unless it is absolutely required to understand and evaluate your submission.

On each page where confidential or proprietary information appears, you must label the confidential or proprietary information. Do not label every page of your submission as confidential as there are pages (such as the certification forms and bid sheet with pricing) that are not confidential. It is recommended that each page that contains either confidential or proprietary information be printed on colored paper (such as yellow or pink paper). At a minimum, the pages where the confidential information appears should be labeled and the information you consider confidential or proprietary clearly marked.

Failure to label the actual pages on which information considered confidential appears will be considered as a waiver of confidential or proprietary rights in the information.

In the event a request for public information is filed with the City which involves your submission, you will be notified by the City of the request so that you have an opportunity to present your reasons for claims of confidentiality to the Texas Attorney General.

In signing this form, I acknowledge that I have read the above and further state (Please check one):

ef The proposal/bid submitted to the City contains NO confidential information and may be released to the public if required under the Texas Public Information Act.

The proposal/bid submitted contains confidential information which is labeled and which may be found on the following pages: _____

and any information contained on page number not Listed above may be released to the public if required under the Texas Public Information Act.

Vendor/Proposer Submitting: ISI Water Company, Inc.

Signature: _____

Date: 7-3(-2025)

Print Name: Steven Hooper

Print Title: General Manager

CONFLICT OF INTEREST QUESTIONNAIRE

FORM CIQ

For vendor doing business with local governmental entity

This questionnaire reflects changes made to the law by H.B. 23, 84th Leg., Regular Session.

This questionnaire is being filed in accordance with Chapter 176, Local Government Code, by a vendor who has a business relationship as defined by Section 176.001(1-a) with a local governmental entity and the vendor meets requirements under Section 176.006(a).

By law this questionnaire must be filed with the records administrator of the local governmental entity not later than the 7th business day after the date the vendor becomes aware of facts that require the statement to be filed. See Section 176.006(a-1), Local Government Code.

A vendor commits an offense if the vendor knowingly violates Section 176.006, Local Government Code. An offense under this section is a misdemeanor.

OFFICE USE ONLY

Date Received

1 Name of vendor who has a business relationship with local governmental entity.

2 ☐ Check this box if you are filing an update to a previously filed questionnaire. (The law requires that you file an updated completed questionnaire with the appropriate filing authority not later than the 7th business day after the date on which you became aware that the originally filed questionnaire was incomplete or inaccurate.)

3 Name of local government officer about whom the information is being disclosed.

Name of Officer

4 Describe each employment or other business relationship with the local government officer, or a family member of the officer, as described by Section 176.003(a)(2)(A). Also describe any family relationship with the local government officer. Complete subparts A and B for each employment or business relationship described. Attach additional pages to this Form CIQ as necessary.

A. Is the local government officer or a family member of the officer receiving or likely to receive taxable income, other than investment income, from the vendor?

☐ Yes

☐ No

B. Is the vendor receiving or likely to receive taxable income, other than investment income, from or at the direction of the local government officer or a family member of the officer AND the taxable income is not received from the local governmental entity?

☐ Yes

☐ No

5 Describe each employment or business relationship that the vendor named in Section 1 maintains with a corporation or other business entity with respect to which the local government officer serves as an officer or director, or holds an ownership interest of one percent or more.

6 ☐ Check this box if the vendor has given the local government officer or a family member of the officer one or more gifts as described in Section 176.003(a)(2)(B), excluding gifts described in Section 176.003(a-1).

7 _____
N/A

Signature of vendor doing business with the governmental entity

Date

CONFLICT OF INTEREST QUESTIONNAIRE

For vendor doing business with local governmental entity

A complete copy of Chapter 176 of the Local Government Code may be found at <http://www.statutes.legis.state.tx.us/Docs/LG/htm/LG.176.htm>. For easy reference, below are some of the sections cited on this form.

Local Government Code § 176.001(1-a): "Business relationship" means a connection between two or more parties based on commercial activity of one of the parties. The term does not include a connection based on:

- (A) a transaction that is subject to rate or fee regulation by a federal, state, or local governmental entity or an agency of a federal, state, or local governmental entity;
- (B) a transaction conducted at a price and subject to terms available to the public; or
- (C) a purchase or lease of goods or services from a person that is chartered by a state or federal agency and that is subject to regular examination by, and reporting to, that agency.

Local Government Code § 176.003(a)(2)(A) and (B):

- (a) A local government officer shall file a conflicts disclosure statement with respect to a vendor if:

- (2) the vendor:

(A) has an employment or other business relationship with the local government officer or a family member of the officer that results in the officer or family member receiving taxable income, other than investment income, that exceeds \$2,500 during the 12-month period preceding the date that the officer becomes aware that

(i) a contract between the local governmental entity and vendor has been executed;
or

(ii) the local governmental entity is considering entering into a contract with the vendor;

(B) has given to the local government officer or a family member of the officer one or more gifts that have an aggregate value of more than \$100 in the 12-month period preceding the date the officer becomes aware that:

- (i) a contract between the local governmental entity and vendor has been executed; or
- (ii) the local governmental entity is considering entering into a contract with the vendor.

Local Government Code § 176.006(a) and (a-1)

- (a) A vendor shall file a completed conflict of interest questionnaire if the vendor has a business relationship with a local governmental entity and:

(1) has an employment or other business relationship with a local government officer of that local governmental entity, or a family member of the officer, described by Section 176.003(a)(2)(A);

(2) has given a local government officer of that local governmental entity, or a family member of the officer, one or more gifts with the aggregate value specified by Section 176.003(a)(2)(B), excluding any gift described by Section 176.003(a-1); or

(3) has a family relationship with a local government officer of that local governmental entity.

- (a-1) The completed conflict of interest questionnaire must be filed with the appropriate records administrator not later than the seventh business day after the later of:

- (1) the date that the vendor:

(A) begins discussions or negotiations to enter into a contract with the local governmental entity; or

(B) submits to the local governmental entity an application, response to a request for proposals or bids, correspondence, or another writing related to a potential contract with the local governmental entity; or

- (2) the date the vendor becomes aware:

(A) of an employment or other business relationship with a local government officer, or a family member of the officer, described by Subsection (a);

(B) that the vendor has given one or more gifts described by Subsection (a); or

(C) of a family relationship with a local government officer.

**City of League City
House Bill 89 Verification**

I, Steven Hooper (Person name), the undersigned

representative of (Company or Business name)

ISi Water Company, Inc.

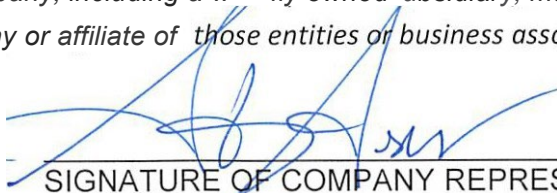
(hereafter referred to as company) being an adult over the age of eighteen (18) years of age, after being duly sworn by the undersigned notary, do hereby depose and verify under oath that the company named above, under the provisions of Subtitle F, Title 10, Government Code Chapter 2270:

1. Does not boycott Israel currently; and
2. Will not boycott Israel during the term of the contract.

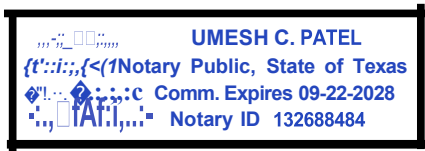
Pursuant to Section 2270.001, Texas Government Code:

1. "Boycott Israel" means refusing to deal with, terminating business activities with, or otherwise taking any action that is intended to penalize, inflict economic harm on, or limit commercial relations specifically with Israel, or with a person or entity doing business in Israel or in an Israeli-controlled territory, but does not include an action made for ordinary business purposes; and
2. "Company" means a for-profit sole proprietorship, organization, association, corporation, partnership, joint venture, limited partnership, limited liability partnership, or any limited liability company, including a wholly owned subsidiary, majority-owned subsidiary, parent company or affiliate of those entities or business associations that exist to make a profit.

7-31-2025
DATE


SIGNATURE OF COMPANY REPRESENTATIVE

On this the Jrf day of July, 2025, personally appeared Steven Hooper, the above-named person, who after being duly sworn, did swear and confirm that the above is true and correct.



reder
Date