

Client	Fullerton	Client Contact	Julio Ortega
Quote Effective Date	April 01, 2020	Prepared By	Tanuja Kancherla
Reference Number	AT50237	Client PO	
Description	Statement of Work (SOW): SB998 Collection Changes		

Estimated Cost

The costs related to successfully completing this SOW is estimated to be \$21,000.00 USD. The time required to successfully complete the SOW is estimated at 100 hours, charged at a rate of \$210.00 USD per hour.

Services	Quantity/Hours	Rate	Total
Review	20	210	\$ 4,200.00
Configuration	40	210	\$ 8,400.00
Reports	25	210	\$ 5,250.00
Testing	10	210	\$ 2,100.00
Documentation	2	210	\$ 420.00
Project Management	3	210	\$ 630.00
Sub-Total	100		\$ 21,000.00
Total			\$ 21,000.00

Client Request

A new Senate Bill 998 (SB998) that was passed in the state of California that affects the collections and service disconnections for all California water utilities effective February 1st, 2020. For this reason, City of Fullerton (Fullerton) is requesting a statement of work for assistance from Advanced Utility Systems (Advanced) to review and provide a solution to accommodate the policies mandated by SB998. City of Fullerton also requested review and modification of their existing Collection Notice Process.

Proposed Solution

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

- All Residential customers irrespective of their health and income level, will have the SB998 mandate applied to them
- AUS will work with Fullerton on reviewing their existing Collection Notice Process for all bill types and account types and configure the necessary changes related to no. of days for notices, setting up collection status
- Fullerton will add a payment arrangement or collections exemption on the customer's account to temporarily suspend collections process for outstanding unpaid bills
- Advanced will work with Fullerton to modify the existing Notice1 (Delinquent Notice) in order to accommodate verbiage changes for Residential Accounts affected by SB998

- Advanced will work with Fullerton to add additional notices as Notice2 (Posting Notice) and Notice 3 (Shut Off Notice) as per the requirement and work on testing the new notices
- Advanced will work with Fullerton on changing the verbiage on the existing notice template for residential accounts and to ensure all scenarios will not disconnect the water service until after 60 days for residential account
- Advanced will work with Fullerton on changing the text on the bill print based on the details provided by Fullerton

Assumptions

The following assumptions are made to complete the necessary details within this SOW:

- A solution will be provided no later than 45 days from the date Fullerton signs this SOW, provided Advanced has the ability to connect to the VPN and the testing is done thoroughly by Fullerton
- Fullerton will continue using their existing penalty method
- Fullerton would like to send notices to Mailing Address and Service Address if the Mailing Address exist on the account. The notice that goes to Service Address should be addresses to "Occupant" instead of Customer's name
- No reports are created/modified as a part of this SOW
- Fullerton will be responsible for thorough testing as changes in the Collection process requires testing based on different scenarios. AUS will assist during the testing process.
- In the event additional hours are required to effectively complete this SOW, a request will be made for the amount of hours needed
- If the TEST system is refreshed without notifying Advanced Utility Systems 72 hours prior to the system refresh, Fullerton will be responsible for all costs associated with reconfiguring the system

Payment Terms

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

Conditions

The following are the conditions for this SOW:

- Advanced will lead and perform the required activities to implement this SOW
- In the event the scope of work changes or there are new requests, additional hours will be required
- Client is responsible to test any changes made under this SOW and promptly provide feedback or additional details required to Advanced
- If desired by Client, Advanced may execute a portion of this SOW during weekend or holiday hours at a premium hourly rate of \$380
- Notice of cancellation of work under this SOW must be received in writing
- Client is responsible for the payment of any/all hours utilized prior to the receipt of cancellation notice which will be invoiced

- Each party hereto agrees, acknowledges and confirms that, except to give meaning and effect to the amendments set forth in this SOW, the Master Agreement remains in full force and effect, are hereby ratified and confirmed in all respects and are binding upon the parties thereto and their successors and permitted assigns

Expenses

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

Escalation Process

Several processes may trigger the escalation process which includes issue tracking, contract management, and risk management. This process assumes that prior attempts have been made to resolve the item and the appropriate parties cannot reach a resolution. When an item is escalated, the appropriate participants are notified via formal communication (email) which includes a summary of the concern/issue and the analysis of each party's position. The participants must be provided with sufficient time, to review the analysis and concerns prior to scheduling any resolution meetings.

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

1. Advanced Resource (Client Services Technical Consultant who is assigned the project)
2. Advanced Manager (Client Services Team Lead)
3. Advanced Sponsor (Director of Client Services)

Standard of Care/Warranty Disclaimer

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

Notes

- This quote is valid for 30 calendar days from the date of issue and supersedes any previous offers related to services outlined

Authorization

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

Authorized by Fullerton:		Authorized by Advanced Utility Systems:	
<div></div>		<div>San Hogg Apr. 01, 2020</div>	
Name	Date	Name	Date