



163 Schuyler Ave
Kearny NJ 07032
1-888-448-0009
www.nmsnj.com

Prepared for:

The City of Lauderdale Florida

- ❖ Statement of Work
 - Executive Summary
 - Company Overview
 - Experience
 - Managing the Project
 - Installation Procedures
 - Worker and Public Safety
 - Customer Service
 - Data Management
 - Meter Testing
 - Warranty

Executive Summary:

National Metering Services, Inc. (NMS) stands as a pioneering force in the meter installation industry, tracing its roots back to 1995 under the visionary leadership of William Castle, whose expertise dates back to 1985. NMS has been instrumental in shaping the landscape of metering technology, particularly in the realm of Automatic Meter Reading Systems (AMR) and Automatic Metering Infrastructure (AMI), where our involvement in piloting and trialing sophisticated systems has set industry standards.

Distinguished as a preferred subcontractor and service provider for industry giants like Northrop Grumman, Ferguson Waterworks, Neptune Technology Group, and Badger Meter Inc. NMS has garnered a reputation for excellence in meter installation services nationwide. Our diverse portfolio encompasses projects ranging from full turnkey packages to labor-only programs, serving municipal and private utilities with precision and reliability.

While our origins lie in water meters in the Northeast, NMS has diversified its capabilities to include gas meter replacement and retrofit projects, completing over 85,000 gas meter installations in recent years. Strategic partnerships with water utilities and meter manufacturers, including United Water NJ (Suez), Veolia Water, Middlesex Water, American Water and Neptune TG, have further solidified our standing in the industry.

A significant milestone in our journey includes partnering with Northrop Grumman as a subcontractor to supply and install over 150,000 gas and water meters for the City of Corpus Christi, TX. Additionally, NMS has contributed its skills and resources to installing and deploying the city's 147-square-mile Wi-Fi system in collaboration with NGC's IT division.

With a dedicated team of over 100 service professionals and support staff across multiple locations in the United States, NMS ensures prompt and reliable service delivery. Our fleet of 100 specialized vehicles is equipped with advanced monitoring and tracking systems, emphasizing safety, efficiency, and accountability.

Recognizing the global demand for AMR systems and installation services, NMS recently expanded operations to Europe, establishing NMS Europe in Krakow, Poland. This strategic move enables us to cater to the smart metering needs of utilities in Poland and other Eastern European countries.

At NMS, our commitment to excellence remains steadfast, as we continue to leverage our extensive experience, industry partnerships, and cutting-edge technology to meet the evolving needs of our clients. For inquiries or further information, please contact us at the provided addresses below.

National Metering Services, Inc.

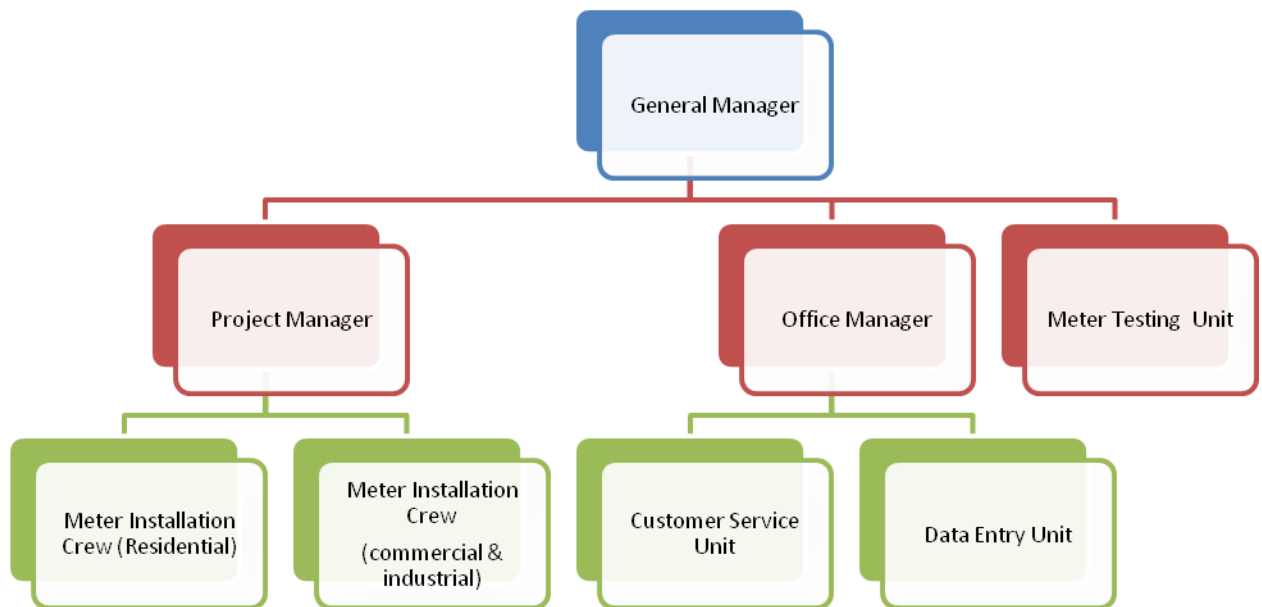
163 Schuyler Avenue

Box 491 Kearny NJ 07032

Phone: 201-246-1115 Fax: 201-246-1831- Email: rverdiramo@nmsnj.com

The following Organizational Chart details proposed staff and description of duties. This chart does not represent the entire staff that would be assigned to the program. As meter quantities are increased and to accommodate project scheduling and material supplies, staffing is adjusted. NMS maintains a ratio of one (1) Field Foreman for every five (5) Installation Technicians.

Proposed Organizational Chart



Office Manager –The Office Manager is essentially the glue that holds various project components together. The OM not only delegates tasks but also ensures that these tasks are executed efficiently and effectively. Smooth customer interactions are essential for maintaining client satisfaction, while accurate data processing ensures that decisions are based on reliable information. Tracking progress allows the team to identify any potential issues early on and take corrective action as needed. Regular reporting to the Office Manager ensures transparency and alignment with the broader project objectives. Overall, it's a multifaceted role that demands strong organizational skills, effective communication, and the ability to adapt to changing circumstances.

Data Entry Clerk Responsibilities:

1. Preparing customer notices and work orders from electronic data provided by the Utility.
2. Processing completed work orders.
3. Identifying and processing incomplete work orders by pinpointing the problem or violation and entering the data into the new customer database.
4. Processing meter certification test results and entering them into a comprehensive report.
5. Entering test results into the customer database.
6. Confirming meter data entered by field staff into the mobile app. For accuracy and checking for errors or omissions. Approving incoming data before approving releasing into the database.
7. Reviewing photos for clarity before approving releasing into the database.

Customer Service Representative Responsibilities:

1. Scheduling appointments for customers.
2. Verifying appointments the day before the scheduled appointment by calling the customer.
3. Utilizing internet services (E-Appointments) for scheduling appointments.
4. Processing daily routes for installers based on appointments.
5. Handling meter certification data.
6. Preparing customized project reports for the Utility relating to project status, un-metered accounts, remaining accounts, violations, theft of service, leaks, etc.
7. Monitoring and adjusting appointment thresholds to optimize scheduling efficiency.
8. Working with customers who have special needs to accommodate their requirements.
9. Collaborating with businesses to schedule replacements during off hours or when closed.
10. Rescheduling appointments when customers cancel or miss their appointments.
11. Conducting courtesy calls before the technician arrives.
12. Sending email and text reminders of upcoming appointments to customers.

If Meter Installation Services are being considered – otherwise proceed to the next page.

This breakdown ensures that each role has clearly defined responsibilities, contributing to the efficient operation and excellent service delivery of the organization both the Utility and its Customers.

The Following outlines the roles and responsibilities within a utility meter installation team. Each role has specific tasks and areas of focus:

1. **Lead Technician:** This role oversees interactions with the utility, manages inventory, assigns work to installers, conducts progress meetings, handles customer concerns or callbacks, schedules appointments, and ensures completed work orders are processed. They also maintain records of installer hours and report directly to the Project Coordinator.
2. **Field Foreman:** The Field Foreman collects old meters for testing, verifies exit readings of old meters, supplies equipment to installers, assists with installations, surveys large meter accounts, freezes service lines when shutdown is not possible, verifies conditions when installations cannot proceed, and operates curb valves for shutdown. They also cover appointments if installers are delayed or encounter issues.
3. **Meter Installation Technicians:** These technicians have extensive experience installing gas meters and are responsible for providing installation services, logging installation data, confirming meter serial numbers, tagging removed meters, testing installations, checking for leaks, verifying service restoration, and updating account records.

It's a well-structured division of labor that ensures efficient meter installations while addressing various aspects of the process, from coordination and management to technical expertise and field support.

William Castle

156 West Newell Ave
Rutherford, New Jersey 07070

PROFESSIONAL HIGHLIGHTS

Jun 1997- Current	National Metering Services, Inc. Principal/President <ul style="list-style-type: none">• Responsible for Operations• Make presentations before City councils.• Responsible for Bid Responses.• Manage Larger projects.	Kearny, NJ
Jul 1989- Jun 1997	Automated Metering Services, Inc. Vice President/General Manager <ul style="list-style-type: none">• Project manager for Newark, NJ meter installation project 93-96.• Responsible for bidding projects and job preparation.• Liaison between City and company management• Attended monthly project meetings with City personnel	Ramsey, NJ
May 1986- Jun 1989	Castle Installation Co. Repair Technician/Manager <ul style="list-style-type: none">• Small meter installation manager.• Assigned workloads to meter crews.• Responsible for HOMER system for Hackensack Water Co. (Now United Water Resources)• Managed crews for installation of over 100,000 meters in the HOMER project.	Jersey CITY, NJ

PROJECTS MANAGED

(Partial List)

Newark, NJ
East Orange, NJ
Jersey City, NJ
Harrington Park, NJ
West Caldwell, NJ
Duncansville, PA
Celebration, FL

Alpha, NJ
Elizabeth, NJ
Lyndhurst, NJ
City of Vineland, NJ
Verona, NJ
Kissimmee, FL

METER & INSTALLATION QUALIFICATIONS

- Managed the installation of over 250,000 residential water meters.
- Managed the installation of over 5,000 commercial water meters.
- Familiar with all aspects of plumbing.
- Specialist – Residential Meters
- Licensed Contractor for South Carolina
- Certified by Itron and MARS Water

Peter H. Martin, P.E.

301 Horton Grove Rd.,
Fort Mill, SC 29715

SUMMARY: Twenty five years experience managing water, sewer, and gas construction.
Two years in water utility distribution system management.
Seven years plant maintenance experience.

PROFESSIONAL EXPERIENCE:

2009 - Present National Metering Services, Inc., Kearny, NJ

Project Manager Crisfield MD Water Meter Upgrade and Large Diameter Meter Vault Installation Program. Managed and supervised crews installing residential water meters and commercial meters. Supervised and installed 14 large diameter meter vaults along the City/County line where interconnects were unmetered.
Prior to Crisfield MD project – Project Manager for Asheville NC meter upgrade. 25,000 units were installed and read with Hersey water meters and RF “HotRod” AMR.

2005-2009 REYNOLDS INLINER, LLC (f/k/a American Water Services), Ft.

Lauderdale, FL. Business Unit Director. Started as Engineering Project Manager over capital improvement projects of water/sewer for Military Services Group, then became Business Unit Director for Southeast Region managing sewer rehabilitation business. Responsible for engineering, estimating and regional management of cured-in-place sewer lining operation for AL, GA, and TN. Transferred in 2008 to manage the South Florida region.

1999-2004 THE HALLEN CONSTRUCTION CO., INC., Island Park, NY

Asst. VP of Engineering and Project Manager – Special Projects.
Responsible for engineering, estimating, and project management for a contractor performing gas distribution system maintenance and gas pipeline installation. Projects include: installation of 18,000lf of 26” steel gas main in Long Island, NY; 10 million dollar natural gas metering and regulating station for a gas transmission pipeline connecting to Con Edison in the Bronx, NY.

1995-1999 MIDDLESEX WATER CO., Iselin, NJ

Employed as Director of Distribution/Maintenance for an investor owned public water utility. Responsible for the supervision of the maintenance of the water distribution system serving over 57,000 customers with 600 miles of water mains. Staff included 28 people in distribution maintenance, 5 in transportation maintenance and 3 office personnel.

1975-1980 TEXACO, INC., Westville, NJ

Plant Support Engineer for the Petrochemical Department. Responsible for design and cost estimating for non-routine maintenance and process unit shutdown projects.

EDUCATION AND LICENSES:

Lehigh University, 1975, B.S. Civil Engineering, Licensed Professional Engineer in New Jersey-active and Alabama-inactive.

Certified Underground Utility and Excavation Contractor FL –
License Number CUC1224998

Thomas Mitchell

24 Malibu Drive
EatonCity, N.J 07724

PROFESSIONAL HIGHLIGHTS

Jul 2005 Current	National Metering Services, Inc. Southern District Project Manager <ul style="list-style-type: none">• Project Manager for the first full scale Sensus fixed network.• Lead tech Large meters in Corpus Christi TX .• Managed several large installation contracts in Florida.• Attended monthly project meetings with city personnel	Kearny, NJ
Mar 1986- Jul 2005	TJM Builders. Owner <ul style="list-style-type: none">• New construction builder.• Assigned workloads to sub contractors.• Installed pre-fabricated houses.• Managed a total of eight full time employees.	Lincroft, NJ
Sep 1980- Mar 1986	Jersey Central Power & Light. Lead Technician <ul style="list-style-type: none">• Responsible for creating dept. of five employees'.• Advisor to the NRC three Mile Island.• Calibration of Radiation detection equipment.• Attended monthly planning meetings with upper management	Oyster Creek
Feb 1978- Jun 1980	I.B.M Electro-mechanical <ul style="list-style-type: none">• Repaired Electronics, Hydraulics & Pneumatics.• Repaired Control Systems.• Attended school.	Fishkill , N.Y

EDUCATION

1974 -1978	Christian Brothers Academy High School	Lincroft, N.J
Sep 1976- Jun 1978	Devry Technical School. Electronics <ul style="list-style-type: none">• Electronics Degree	Woodbridge, N.J

Managing the Contract

National Metering Services, Inc. has an unblemished record for conducting business in a timely, efficient and courteous manner. All personnel are proficient, motivated, well trained and highly experienced in their particular field, whether administrative or technical.

This project will be always staffed with a qualified manager of National Metering Services to supervise this project. The manager will be always available via cellular telephone for emergencies as a result related to meter installation services.

To complete this project in the time allotted, particular attention will be paid to the timing and distribution of notifications.

NMS recommends that all notices produced by the Utility announcing the project should include National Metering Services, Inc.'s website - www.nmsnj.com. National Metering Services, Inc. provides our website on all customer correspondences, so customers can gain access to additional information about the project in their community and get product data or general information. A webpage dedicated to this project is created and provides customers with project information, samples of uniforms and a statement of work to be performed.

Customer service hours are Monday through Friday 9:00 am to 5:00 pm. Installation hours are Monday through Friday 8:00 am to 5:00 pm.

National Metering Services, Inc. will do the following immediately upon receipt of the Notice to Proceed:

- ✓ Acquire adequate office and storage space to meet contract requirements
- ✓ Install computer system
- ✓ Meet with the Human Resource Manager about local resource pool
- ✓ Conduct background investigation if any candidates are selected for support services
- ✓ Prepare customer notifications

During our regular office hours, 8:00 a.m. to 5:00 p.m., office personnel will handle all customer telephone calls. If for some reason, customer service cannot handle a customer's request, the office manager will personally speak with the customer and resolve the situation. After regular office hours an emergency telephone number is provided through our answering service.

National Metering Services, Inc. will use its corporate office located in Kearny, NJ for this project.

AMR RF Unit Installation Procedure

NATIONAL METERING SERVICES, INC., will mail post cards to the Utility water customers, announcing the project and detailing the work to be done. The following steps are required to successfully replace a water meter or connect to AMR:

1. Installation technician arrives for meter replacement by appointment or through canvassing
2. Technician examines existing conditions of meter setting and takes pre-installation digital photo - **B**efore
3. Technician shuts main valve - and takes a photo of the meter **R**eading and jumps the meter with grounding cables
4. Technician replaces existing meter with a new meter and radio unit and restores water to the property and checks for leaks. Once the installation is cleared for leaks the Technician takes an **A**fter installation photo
5. Technician identifies location where to drill hole and run wire. Holes are drilled on an upward angle and caulked when work is complete.
6. Technician routes wire through the hole and secures wire to joists, following pipes or existing wire runs and wires register terminals following the manufacturers color code.
7. Technician programs MIU or meter register with Manufactures authorized equipment.
8. Technician cleans work area removing all installation related debris and takes the post installation digital photo of the **M**ounted radio unit or in the case of an integral RF unit a photo of the exterior of the home. Photo sequence **B.R.A.M.**
9. Technician completes meter change work order indicating the following: customer account number, read sequence, install date, meter size & type, new meter serial number, new MIU serial number, reading on old meter.
10. Technician tags the old meter with address, out read, date and his 3 digit ID number.

*Note – drilling and running wire is not required for all AMR/AMI metering systems. Some meter manufacturers provide for remote mounting of the radio equipment while others have the product contained in their meter register.

Account No.	_____
Name:	_____
Address:	_____
Old Meter No.	_____
New Meter No.	_____
Out Read:	_____
Remote #:	_____
Remote Loc.	_____
Set Reading:	_____
Meter Size	_____
M.I.U. #:	_____
Remarks:	_____
Install Date:	_____
Installer I.d.	_____

Meter Change Order
1-888-448-0009
Meter Change Card Courtesy of National Metering Services, Inc.

The following steps are required to successfully replace a water meter to AMR in a meter box application:

1. Installation technician arrives for meter replacement
2. Technician examines existing conditions of meter setting and takes pre-installation digital photo
3. Technician clears debris (sand, dirt) from meter box and/or de-waters meter pit as required
4. Technician shuts main valve
5. Technician replaces existing meter with a new meter and radio unit.
6. Technician restores water and checks for leak and verifies that there is a watertight seal at the meter fittings.
7. Technician mounts pit receptacle to meter pit lid
8. Technician programs MIU with Manufactures authorized equipment (supplied by NMS) and enters the data into the electronic format and paper work order
9. Technician cleans work area and takes the post installation digital photo
10. Technician completes meter change work order indicating the following: customer account number, read sequence, install date, meter size & type, new meter serial number, new MIU serial number, reading on old meter. Technician purges the water lines from the outside hose spigot (if available).
11. Technician informs the customer of the successful installation. In the event the customer was not home during the installation a Flush the Water line notice will be left at the property.

Account No. _____	
Name: _____	
Address: _____	
Old Meter No. _____	New Meter No. _____
Out Read: _____	Remote #: _____
Remote Loc. _____	Set Reading: _____
Meter Size _____	M.I.U. #: _____
Remarks: _____	
Install Date: _____	Installer I.d. _____

Meter Change Order
1-888-448-0009
Meter Change Card Courtesy of National Metering Services, Inc.

Pre-approved Schedule

The Utility will be provided with a schedule of work from NMS which will contain proposed site locations and timetables prior to the commencement of any work. To reduce the possibility of interfering with meter reading schedules, the schedule will be updated on a monthly basis and submitted to the Utility for discussion and approval. The schedule will be in a sequence approved by the Utility.

Installation

Scheduling will be done so as to minimize interference with ongoing meter reading and billing schedules.

NMS will assist the Utility in developing a written notice to residents to be mailed in advance of the work commencing and explaining the purpose of the contact. NMS will create a webpage detailing the Meter Modernization Project. NMS will reciprocate web links with the Utility. All printed material provided by NMS to customers will be pre-approved by the Utility and will provide our web address and toll-free numbers. Customers may obtain additional program information by calling us or visiting the web. Below is an example of the mailer. The following three pages are examples of additional project advertisement material and appointment scheduling tools offered in our proposal.

National Metering Services, Inc.

Contractors for the Utility

Please be advised that in order to improve the quality and reliability of service to our customers, the Utility Water has contracted National Metering Services, Inc. to install new water meters. The new meters are being installed at no cost to you. The water meter is located inside of your home and access to your home is required. All meters will be upgraded or replaced without exception. Technicians from National Metering Services will be installing meters in your area during the next three weeks. All installers are required to have I.D. displayed at all times and to be in uniform. Installers from National Metering Services, Inc. will be soliciting door to door replacing or upgrading meters. If you are not home when the installer arrives, you will be left a notice to call toll free and schedule an appointment. Upon receipt of this notice you may call to schedule an appointment or schedule an appointment thorough the NMS web site.

All installation work will be carried out in a first class and professional manner. All holes to the outside remote RF unit will be sealed with clear silicone caulking to prevent water or insect intrusion into the home. All wiring will be run parallel on headers and joists, fastened with the appropriate wire holding staples, wire ties or electrical tape. Holes drilled for wiring will be from the outside in slightly on an upward angle. Meters replaced will have the old gaskets removed and new ones installed. The meter register and RF unit will be wired following the manufacturers color codes or wiring guide. The RF unit will be activated using the manufacturer's tool for programming, installation or alerting. Meter replacement data will be electronically captured during the installation process and uploaded "Live" to the NMS database with all installation photos and data with our **Field Service Installation Tool**. The **NMS Customer Portal** provides the Water Utility with "Live" updates from the field as meters are installed. All meter installation data can be reviewed. The installation data is not available for download into the Water Utility's network until the data is confirmed by NMS Customer Service. Water Utility Staff can also monitor the progress of the project via our portal and track the following: Appointments scheduled, Appointment dates, Customer Refusals, Bad Plumbing, Customer Mailing (notices) dates, meter testing, and if applicable Live Reads coming in from the DCU and linked to the appropriate account. The **NMS Customer Portal** is a secure web based and runs independent of the meter reading and billing software the Water Utility utilizes. NMS IT Provides access credentials to Water Utility Staff working on the program and authorized by Water Utility Management. Samples of the **Customer Portal**, and **Field Service Installation Tool** can be found in the Data integration and IT section of our proposal.

All meters replaced will be tagged with the account information, date and badge number of the installer. The old meter will be sent to NMS' Certified Meter Testing Facility located in Kearny NJ for exit testing. The exit test data will provide critical meter performance data for the old meter vs the new meter. This data will be appended to the customer account where the meter was removed from service. This data will assist in calculating water losses through under registration of the meter, assist in the Return On Investment calculation or the data can be used to identify water losses within the system.






NMS is a Preferred Installation Contractor for United Water/Suez, American Water, Middlesex Water and Tide Water Utilities. NMS also provides meter exit testing services to these private utilities as part of their water accounting compliance requirements to the Board of Public Utilities or the New York State Department of Public Service. National Metering Services, Inc. also has reciprocal tank and bench certifications from other states. We included this service with our proposal to the Utility.

National Metering Services, Inc., provides a navigation friendly web page, for the Utility customers to access. Samples of the Home Page, Project Page and E-appointments Page are detailed on the subsequent pages.

National Metering Services, Inc. also utilizes our web page as a customer service tool. We strive to make the meter exchange or upgrade a cooperative and an accomadating experience for the customer.

Sample: E- Appointment Request Form @ www.nmsnj.com



 back		E-Appointment Request Note: Filling out this form is not a confirmation for an appointment. We will contact you via e-mail or telephone with confirmation.		
		*Name: <input type="text"/>		
		*Street: <input type="text"/>		
		*Town: <input type="text"/>		
		*State: <input type="text"/>		
		*Zip Code: <input type="text"/>		
		*Daytime Phone Number: Please include Area Code. <input type="text"/>		
		Email Address: <input type="text"/>		
		Please give us 3 dates when it would be best to be of service to you:		
		* Required Fields Request date: (Example: 01/02/01)		
		*Date One mm/dd/yy	*Date Two mm/dd/yy	*Date Three mm/dd/yy
		<input type="text"/>	<input type="text"/>	<input type="text"/>
		*Best Time: AM: 9:00 AM - 1:00 PM PM: 12:00 PM - 4:30 PM		
		Please allow minimum 2 hour window for all appointment requests. Remarks/Notes: <input type="text"/>		

Customer Service Unit

National Metering Services, Inc. provides a full time, fully staffed, customer service unit. We maintain sufficient phone lines to handle large volumes of calls during peak periods. The phone system that is employed utilizes a hunt or “rolling” system where customer calls are routed to the next open or available phone line. This prevents customers from receiving a busy signal or message to please call later. All efforts are made to keep wait or holding times to less than one minute. Should a customer be placed on hold for any reason our automatic customer service messaging system advises customers of services available, internet appointment scheduling, and information required to assist us in scheduling their appointment.



Appointments are scheduled to be within a two hour window and special appointment times are provided to customers requesting a specific or exact time. Special needs appointments will be treated on a case by case basis.

Customers who schedule appointments are called 24 hours prior to the scheduled appointment for confirmation and as a courtesy reminder.



Customer Service staff are in direct radio or cell phone contact with Field Services and can direct technicians to customers requiring immediate attention or for any urgent call.

Photos of final reads are immediately accessible to Customer Service after upload, via our internet based digital photo recovery system. This tool serves as an important means of verifying an exit reading prior to a meter retrofit or replacement.

All customers will be direct mailed notices of the meter upgrade. Approximate dates crews will be working in their respective neighborhoods will be provided with additional project information, contact information and our internet address with instructions on obtaining additional information about the upgrade program, NMS, and the equipment being used.

Data Preparation, Data Entry and Information Technology (IT)

With the customer account information provided by the Utility, National Metering Services, Inc. will create a new customer database, and generate workorders. Customer data is cleansed and processed into our custom SQL Based Data Management Program – Basic Accounting Billing utility (BABU). Once integrated into BABU, NMS IT staff create workorders, mailing list, customer notices and the meter installation database. NMS also utilizes the power of the BABU System to track inventory by size, type, application, new meter test data and stock quantities. This data is sent to us by the meter manufacturer once meters are shipped from the factory.



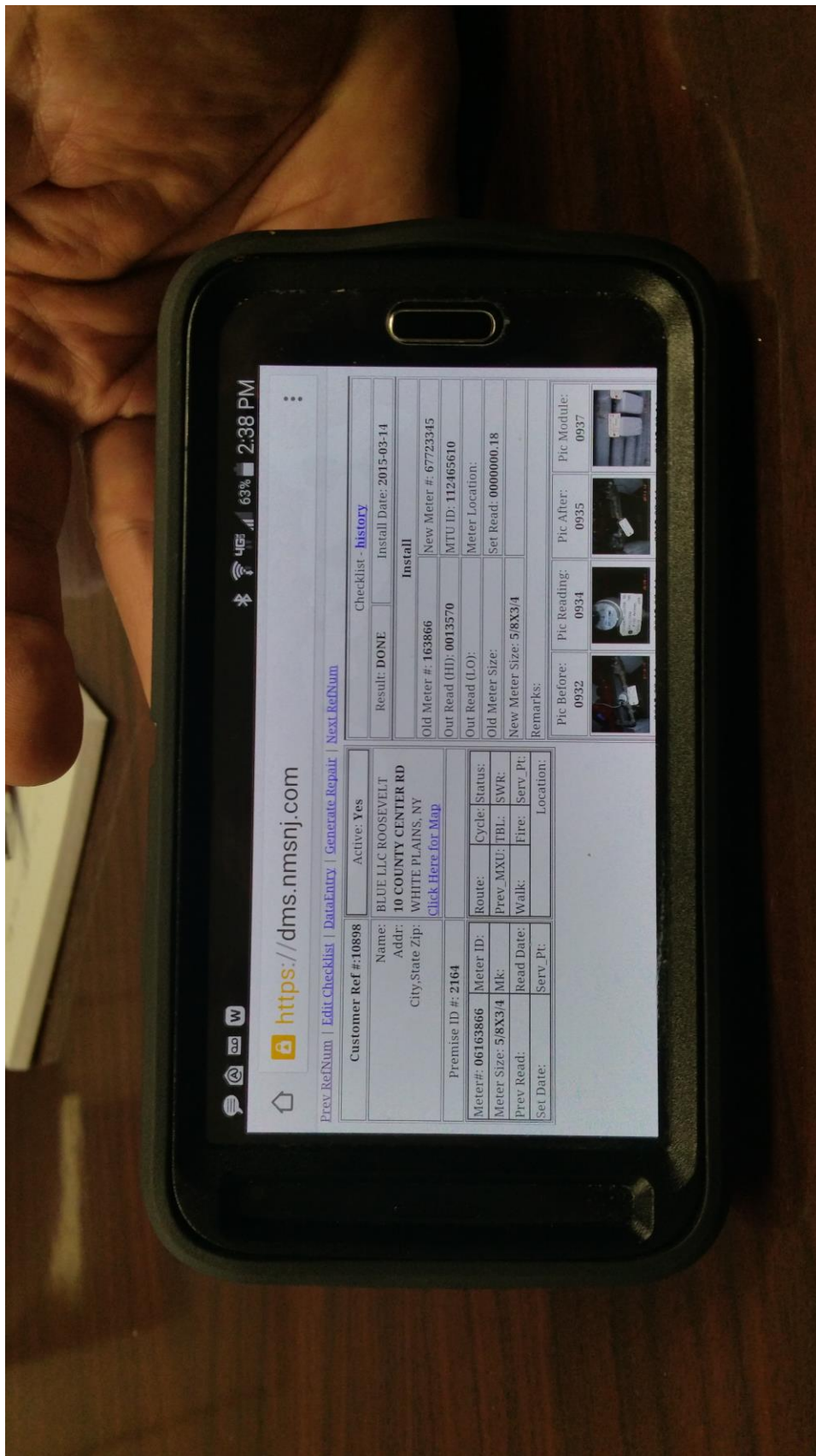
NMS creates a format where the information is printed in both analog characters and in barcode on the work order. The barcode customer information speeds data entry and processing while reducing critical errors in the new and old data being uploaded into the Utility's customer database. All new meter information is scanned into the database for the appropriate account. Data is posted "live" as entered into the Customer Portal. Once in the Customer Portal it can be reviewed individually as needed by Town Staff or downloaded in batches into Utility's billing program software.

*Note your billing company may charge to interface with the Customer Portal Download feature. Utilizing the Customer Portal Download feature will prevent Utility staff having to re-enter all of the meter replacement data manually, and will reduce labor costs and data entry errors.

NMS Field Services records all new meter information at the installation location, out meter data and final meter reading. Field Services also confirms current Utility customer data, such as meter size, type and serial number while at the service address. Any discrepancies in the data such as mismatching meter numbers are logged on the work order and confirmed before being entered into the database. Items as identified are logged into a report and a copy forwarded to the Utility clarification or confirmation as required.

All completed meter information data is processed and entered into our central database at our main processing facility in Kearny, NJ.

Regular electronic updates will be available directly to the Utility on a daily basis through the Customer Portal.



Sample of the Field Service Installation Tool

Sample Field Service Tool Data Entry Screen



*babu*³

Edit Workorder | CARD

Customer Ref #:100		Active: Yes
Name: BARRERA, ALBA ELVIA Addr: 805 ABETO CIR CSZ : EAGLE PASS, TX 78852		
Route: 04 Book: 27		Acct #: 27-4700-00
Install		
Repair Date:		2*
Tech ID:	776	
Tech2 ID:		
Time In:		
Time Out:		
Inf Card:		
Parts:		
Pic WO Card:	Choose File	No file chosen

Proceed to Review

1) Customer information block – Water service customer[WSC] information (source data provided by utility)

2) Install block (CARD) – Additional supporting installation information, contains fields necessary for documenting repairs, technician company ID's, installation start/end time, infrastructure support with parts used detail and a support picture of the paper workorder filled out by the technician.

Sample Field Service Tool Data Entry Screen Updated Complete

Customer Ref #:100		Active: Yes	
Name:		BARRERA, ALBA ELVIA	
Addr:		805 ABETO CIR	
City,State Zip:		EAGLE PASS, TX 78852	
Route: 04 Book: 27		Acct #: 27-4700-00	
Meter#: 8666	Meter ID: 8666	Parcel:	Class: Status: Active
Meter Size: 5/8	Mk: SENSUS	Prev_MXU: TBL:	SWR: 00001.000
Prev Read: 2922	Read Date:	Walk: 4700 Fire:	Serv_Pt: W
Set Date: 2002-09-19	Serv_Pt: W	Location:	
Checklist - history			
Result: DONE		Install Date: 2015-02-04	
Install			
Old Meter #:		New Meter #:	
Out Read (HI):		New Register #:	
Out Read (LO):		MTU ID:	
Old Meter Size:		Meter Location:	
New Meter Size:		Set Read:	
Remarks:			
Pic Before:	Pic Reading:	Pic After:	Pic Module:
Pic House: 4479			
2014:02:04 13:31:12	2014:02:04 13:31:18	2014:02:04 13:39:52	2014:02:04 13:40:07
2014:02:04 13:31:23			
Repair Date: 0000-00-00	Tech ID: 776	Tech2 ID:	Time In: Time Out:
Inf Card:		Parts:	

babu³



Strong Search

YouTova_USA

Pro: RadSua | Stat: RadSua

Customer Ref #109		Active: Yes	
1*			
Name: John Doe			
Address: LABBEYVILLE LN			
City/State/Zip: Your Town, USA 12345			
Phone: 9148311333			
Alt Phone:			
Route: 2			
Cycle: 2			
Status: TBL			
Prev. MXU: SWR			
Walk: Fire			
Serv. Pr:			
Learn: BACK			
Meter ID: 301549			
Meter Size: 58			
Prev. Read:			
Set Date:			
Serv. Pr:			



3*	
5*	
Date Tested:	
Test Result:	
Low Result:	
High Result:	
Test Remarks:	
Pick Up:	



2*		Checklist	
Call Date: 2014-08-20			
Appt Date: 2014-09-03			
Result: DONE			
Priority: B1			
Phone#: 9148311333			
Alt Phone#:			
Remarks: Remarks Data redacted for privacy			
Notes:			
Problems:			
Install Date: 2014-09-03			
ID: 75			
4*		Install	
Old Meter #: 301549		New Meter #: 94395462	
Out Read (HD): 360549		MTU ID: 112300444	
Out Read (LO):		Meter Location:	
Old Meter Size:		Set Read: 0000000 66	
New Meter Size: 58X3.4			
Remarks:			
Pre Before 8882		Pre After 8884	
Pre Reading 8883		Pre After 8885	
Tech ID: 682		Tech ID: 682	
Time In: 2014-09-03 11:22:36		Time Out: 2014-09-03 11:29:22	
Repair Date:		Repair Date:	
Inf Card NO:		Inf Card NO:	
Parts:		Parts:	
6*		Recent Readings (limit 5 if reading)	
MTU ID		Date/Time	
112300444		2015-04-21 00:00:00	
112300444		2015-04-20 00:00:00	
112300444		2015-04-19 00:00:00	
112300444		2015-04-18 00:00:00	
112300444		2015-04-17 00:00:00	
collector		Valid Read	
HartFD		1	
HartFD		1	
HartFD		1	
HartFD		1	
HartFD		1	

- 1) Customer information block – Water service customer[WSC] information (source data provided by utility)
- 2) Checklist – Queries the status of a WSC (Appointment, Completed, Not Updated, Problem, etc.) including appointment & installation dates and appointment times.
- 3) Map – GPS coordinates plotted on a Google map for a WSC address.
- 4) Install – WSC Exit Meter Information and New Meter installation data, including photos (Before, After, Reading, Module) and individual photo EXIF date/time
- 5) Meter Testing – WSC Exit meter testing data.
- 6) Recent Reads – Last (5) readings of meter reported to AMR/AMI system. (Full History available)

Sample Customer Portal Record View



YourTown_USA

1* String Search

2*

Customer Portal: Redacted Live DEMO

Job Progress				Project Stats by Cycle				Appointment Report				Install Reports				Checklist				Export Status				Problems	
Job Total:	10802			Cycle	% Installed	# Installed	Total	Date	Time	Count		Bad Reads: 21	No Reads: 18			Total Accts:	10802			Date	#			Prob	Count
Installed:	9388			Adm On	91.76%	78	85	2015-05-04	A12	1						Removed Accts	209			Not Exported	2			PROB	56
Mixed Status:	388			Adm On	93.02%	40	43	2015-04-24	A12	1						UTILITY	209			2014-06-07	2831				
City:	0			1	89%	3203	3599	2015-04-22	B1	1						Adjusted Total:	10593			2014-06-03	43				
Issue:	56			2	86.64%	2995	3457	2015-04-22	A12	1						Completed Accts	9388			2014-06-05	89				
Todo:	970			3	86.21%	2831	3284	2015-04-21	B1	2						DONE	9388			2014-06-11	213				
Adj Total:	10746			4	72.16%	241	334	2015-04-21	A12	1						Remaining Accts	1199			2014-06-13	48				
Start Date:	2014-01-15							2015-04-20	B1	3						No Status	970			2014-06-30	408				
% Compl:	87.36%							2015-04-11		9						APPT	11			2014-07-07	89				
Avg Inst Day:	30.38							2015-04-10		6						APPT STALE	16			2014-07-17	142				
Last Date:	2015-04-20							2015-04-09		5						CALL CUST	2			2014-07-31	330				
								2015-04-08		3						NOTE	137			2014-08-05	95				
								2015-04-07		11						NO SHOW	4			2014-08-07	43				
								2015-04-06		5						PROB	56			2014-08-08	93				
								2015-04-02		8						SATURDAY	3			2014-08-18	255				
								2015-04-01		10						MixedStat Accts	6			2014-09-02	295				
								2015-03-31		5						MAILER	4			2014-09-03	61				
								Click Date for Details								PIT METER	2			2014-09-08	126				
								Opens a new window																	

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BABUS/OK

- 1) Complete Database String Search
- 2) Customer Project Progress Reports – Blocks in this view can be enabled / disabled by customer request. Sample blocks include (but not limited to):
 - a. **Job Progress** – Quick summary of entire project.
 - b. **Project Stats** – Completed installations by Utility's reading order (i.e. cycle, route, book, zone, city).
 - c. **Appointments Report** – Scheduled appointments (2 week lead).
 - d. **Install Reports** – Installation reports by day, and date range. Includes meters with no recent DCU reads in addition to bad DCU reads.
 - e. **Checklist** – Complete Project Checklist broken down by individual record status.
 - f. **NMS Export / Billing System Import** – Completed Installations Export Status, enables the Billing Utility or County Staff to track data that has been completed and uploaded into the billing system.
 - g. **Problem Report** – Report on meters that could not be installed (i.e. Can't Locate Meter Pit, Customer Refusal, Bad Dog)

Customer Portal Description



163 Schuyler Ave, PO Box 491, Kenilworth, NJ 07033 | (201) 246-1115 Phone | (201) 246-1831 Fax | (888) 448-0009 Toll Free



NMS REPORT - Greenburgh, NY From: 2015-04-15 to 2015-04-15 : Completed Installations: 14 | Modify Report Range: Start Date: 2015-04-15 | End Date: 2015-04-15 | Update

Num	Date Installed	Inst Type	Book	Acct#	Customer Name	Sr #	Dir	St Name	Apri	Old Meter # Provided	Meter Sz	Meter # Found	Old Meter Read	New UMF#	Seal #	New Meter Size	Set Read	Ratio #	Radio Config IS	Radio Config Results	Last Read >2hrs?	Last Read TS	Last Read	Remarks
380	2015-04-15			710	John Doe	235		ARDSLEY RD		306384	1	306384	313907	53252664		1	0000000.00	112465026			YES	2015-04-21 00:00:00	00008064	
1416	2015-04-15			12308	John Doe	280	N	CENTRAL AVE		306815	2	306815	312493	53252679		1	0000000.00	112447736			YES	2015-04-21 00:00:00	00155985	
3167	2015-04-15			14920	John Doe	0		FIELSTONE DR		353885	3	353885	23323200	70293801		3	0000043.7	112469936			YES	2015-04-21 00:00:00	00000296	
3168	2015-04-15			16048	John Doe	0		FIELSTONE DR		07025129	2	025129	47124800	53252662		1	0000000.00	112364240			YES	2015-04-21 00:00:00	00340982	
3169	2015-04-15			14906	John Doe	9		FIELSTONE DR		384814	3	384814	63392400	70293803		3	00000638.4	112469902			YES	2015-04-21 00:00:00	00003310	
3171	2015-04-15			16050	John Doe	26		FIELSTONE DR		306779	2	306779	0686850	53252657		1	0000000.56	112469926			YES	2015-04-21 00:00:00	00354674	
3172	2015-04-15			16046	John Doe	29		FIELSTONE DR		343458	4	343458	14317000	70298024		4	00000256.0	112468368			YES	2015-04-21 00:00:00	00004975	
3173	2015-04-15			16052	John Doe	55		FIELSTONE DR		54262215	11/2	262215	16443314	53252658		1	0000000.73	112469954			YES	2015-04-21 00:00:00	00348162	
3174	2015-04-15			16054	John Doe	59		FIELSTONE DR		306568	11/2	306568	2903300	53252704		1	0000000.63	112465390			YES	2015-04-21 00:00:00	00145613	
4061	2015-04-15			13426	John Doe	63		HARVARD DR		305022	5/8	305022	208108	67723301		5/8X3.4	0000000.16	112465016			YES	2015-04-21 00:00:00	00000538	
7193	2015-04-15			14938	John Doe	0		PINEWOOD RD		14087142	3	087142	31305300	70293799		3	00000269.4	112464064			YES	2015-04-21 00:00:00	00004436	
7333	2015-04-15			7548	John Doe	203		PONDSIDE DR		166207	1	166207	110537	53252660		1	0000000.00	112463754			YES	2015-04-21 00:00:00	00005111	
9249	2015-04-15			11266	John Doe	7		THERESA LN		306236	1	306236	229142	53252663		1	0000000.00	112463602			YES	2015-04-21 00:00:00	00021632	
9723	2015-04-15			1318	John Doe	39		WALBROOKE RD		304388	5/8	304388	307439	67723302		5/8X3.4	0000000.00	112443820			YES	2015-04-21 00:00:00	00008364	

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BABUK 8/08

A spreadsheet hardcopy detail is submitted with all pay requests. The dates can be changed on the report at will for maximum flexibility. This information is also available through the portal via the "Install Reports" hyperlink. This streamlines the process for confirming data in a pay request by utility staff.

Install Report Description



1*

Search

YourTown_USA

Week 1	Mon 04-20-2015	Tue 04-21-2015	Wed 04-22-2015	Thu 04-23-2015	Fri 04-24-2015	Sat 04-25-2015
YourTown_USA	2-0	2-1	1-1	0-0	0-1	0-0
Week 2	Mon 04-27-2015	Tue 04-28-2015	Wed 04-29-2015	Thu 04-30-2015	Fri 05-01-2015	Sat 05-02-2015
YourTown_USA	0-0	0-0	0-0	0-0	0-0	0-0
Week 3	Mon 05-04-2015	Tue 05-05-2015	Wed 05-06-2015	Thu 05-07-2015	Fri 05-08-2015	Sat 05-09-2015
YourTown_USA	0-1	0-0	0-0	0-0	0-0	0-0
Week 4	Mon 05-11-2015	Tue 05-12-2015	Wed 05-13-2015	Thu 05-14-2015	Fri 05-15-2015	Sat 05-16-2015
YourTown_USA	0-0	0-0	0-0	0-0	0-0	0-0
Week 5	Mon 05-18-2015	Tue 05-19-2015	Wed 05-20-2015	Thu 05-21-2015	Fri 05-22-2015	Sat 05-23-2015
YourTown_USA	0-0	0-0	0-0	0-0	0-0	0-0
Week 6	Mon 05-25-2015	Tue 05-26-2015	Wed 05-27-2015	Thu 05-28-2015	Fri 05-29-2015	Sat 05-30-2015
YourTown_USA	0-0	0-0	0-0	0-0	0-0	0-0

2*

Repair Appts	Install Rept (all)	Checklist	Infrastructure Report	Repair WO	Meter Testing
Date	Count	Total Accts	Install Date	Results	Adjusted Total
Click Date for Details <i>(opening a new window)</i>					
2015-04-20	3	0	2015-04-17	2	10593
2015-04-17	4	3	2015-04-15	3	9389
2015-04-16	5	2	2015-04-10	1	108
2015-04-15	14	0	2015-04-07	1	58X3-4
2015-04-14	1	0	2015-04-02	1	58
2015-04-13	4	1	2015-04-01	1	3-4
2015-04-11	9	0	2015-03-30	1	1
2015-04-10	6	0	2015-03-27	1	11-2
2015-04-09	4	1	2015-03-24	1	1-2
2015-04-08	3	0	2015-03-23	1	2
2015-04-07	11	0	2015-03-17	2	2T
2015-04-06	5	0	2015-03-16	1	3
2015-04-02	8	0	2015-03-14	1	4
2015-04-01	9	1	2015-03-12	1	4T
2015-03-31	5	0	2015-03-11	1	6
2015-03-30	10	1	2015-03-10	1	8
2015-03-29	11	1	2015-03-09	1	8T
		Completed Accts	Completed		Adjusted Total
		1198	9389		10593
		Remaining Accts	Not Tested		Total
		970	60		108
		APPT	2		58X3-4
		APPT STALE	1		58
		CALL CUST	1		3-4
		NOTE	2		1
		NO SHOW	1		26
		PROB	1		108
		SATURDAY	1		6027
		MixedStar Accts	1		76
		MAILER	1		1927
		PIT METER	1		133

3*

BARTS is a registered trademark under exclusive license to National Metering Services, Inc.
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BARTS-01C

- 1) Complete Database String Search
- 2) Appointment Status Bar AM/PM by Date (6 week lead)
- 3) Project Progress Reports (Repair Appointments, Daily Installation Report with counts for appointments and door to door solicitation, Project Checklist, Infrastructure Report, Issued Repair Workorders, Exit Meter Testing)

Customer Portal Main Menu Screen View

Field and Service Personnel



- a.) All NMS personnel assigned to the project will be in company uniform, have a picture ID and wear a meter installer badge indicating the Utility's project. All installers will be registered with the local Police Department prior to commencement of the project.
- b.) NMS will provide a list of personnel assigned to the project including the chain of command and daytime telephone numbers. This list will be provided prior to commencement of any work.
- c.) NMS enforces strict discipline and good order among its employees. All employees always have a background check performed on them and a copy will be forwarded to the Utility.
- d.) In the event the Utility notifies NMS in writing of any person whose work is, in its opinion, careless, incompetent, disorderly or otherwise unsatisfactory, such person will be discharged from working on this contract and will not again be employed on this contract.
- e.) NMS employees are routinely tested for substance or alcohol abuse as allowed by law. NMS provides a safe and drug free work place and enforces a zero tolerance policy. NMS employees are screened for substance abuse at time of hire and then continually by lottery or complaint.
- f.) All NMS Field Service Staff are OSHA 10 Certified and Confined Space Certified. New hires are required to complete the OSHA 10 courses at the time of employment.
*See attached NYS DOL Notice - Labor Law §220, section 220-h.
- g.) NMS employees will not and are not permitted to solicit work from Water Utility customers during the term of the contract, including a period of 1 year after substantial completion of the project.

Vehicle Identification

All NMS vehicles have company identification permanently displayed on their vehicles. All hired vehicles or privately owned vehicles used for the project will have appropriate signage identifying the vehicle as a NMS service vehicle with contact information clearly displayed including toll free number and website. All vehicles owned or hired will be registered with the local Police Department and a detail of the service vehicle will be provided to the Water Utility. The detail must be updated when vehicles enter or are removed from the project

Working Hours

- a.) Work performed under this contract will be performed between 8:00 AM and 5:00 PM, Monday through Friday. Saturday schedules will be added as required by customer request.
- b.) Customer Service Hours are Monday – Friday 8:00 AM to 5:00 PM. If installers are scheduled to work on a Saturday, customer service is staffed to support or assist the installers as needed.
- c.) Areas of work and scheduled appointments are forwarded to the Water Utility the day prior. This enables Water Utility staff and local authorities to have knowledge of areas of operation, appointment request volume, and where installers will be soliciting door to door.
- d.) Installations for industrial and commercial facilities will be scheduled at a time acceptable to the facility owner and, if applicable, tenant. Scheduling will be done so as not to interfere with their normal operations.

Qualifications / Training

- a.) All installation work will be first class in all respects. Employees thoroughly experienced in meter work will perform the installation of the gas, water meter and electric meters.
- b.) A combination of class room and field training is incorporated into our training methodologies to ensure that our employees are capable of professional quality work.
- c.) Only employees of National Metering Services, Inc. will be utilized on this project; No subcontractor will be hired for this project.

System Integration

NMS will utilize our computerized tracking system that coordinates scheduling with actual production totals and the monthly payment requests. This system will be fully integrated with all phases of scheduling, production, customer contact documentation, inspection, and accounting. It will be capable of providing the Utility with a hard copy and an electronic copy of monthly production, status and problem accounts.

This report will be made available to the Utility and submitted with pay requests.

Project Office and Storage Facilities

- a.) Ample storage facilities for all company materials, equipment, tools and supplies required for operations will be provided by NMS.
- b.) Office space for staff and telephone to receive customer calls and process meter installation data will also be provided by NMS.

Time Table

National Metering Services, Inc will strictly adhere to the contract timelines as stipulated in the proposal documents. Any deviation – increase or decrease in installations will be done in conjunction with the Utility.

Installation Warranties

All installation work performed under this contract will be guaranteed AS SPECIFIED IN PROJECT PLANS.

Leaks reported AS SPECIFIED IN PROJECT PLANS, will be repaired by the contractor at no additional expense to the Utility or its customers.

Summary of National Metering Services Proposal

Items included in the unit cost:

- ✓ Meter Installation Labor –Wages, Extended work hours, Saturday hours and evenings included, including door to door soliciting and handout notices
- ✓ All transportation, fuel and insurances, installer uniforms, tools and equipment required for installation and testing of meters
- ✓ 3 customer notices by US mail – Initial, second and final. After final notice the Water Utility will need to assist with stronger notices or action
- ✓ Gaskets and ancillary items related to meter installation services – staples, tape, wire ties, clear caulking
- ✓ Installation Photos – Before, Reading (old meter), After (installation of New) and remote mount – appended to database installation records in BABU – copies/access provided to the Water Utility.
- ✓ Warranty for leaks reported after installation AS SPECIFIED
- ✓ Repair or replacement of plumbing damaged during the meter installation IE: any broken fittings, valves or piping that occurred during the meter replacement
- ✓ Responsible for any damage to meters or fittings due to cross threading, over tightening of couplings
- ✓ Appointment scheduling and customer service – toll free number
- ✓ Printed materials and Postage - Customer Notices (3) & Work order cards
- ✓ Data base creation and management of meter installation data. Data entry – All new meter information will be uploaded into our database for electronic transfer to the Water Utility. *The Water Utility will be responsible for any interface charges from their proprietary billing company.*
- ✓ Call Center – for appointment scheduling and confirmation. Call center will also be able to assist customer with questions about the new system
- ✓ Project Web Page detailing work being performed with samples of uniforms, vehicle markings, emergency numbers and reciprocal links to meter manufacturers for product details and to The Town's home page
- ✓ E-Appointments – Internet appointment scheduling tool for resident to use
- ✓ Customer Portal – NMS will provide the Water Utility access to our database via the internet so actual installation records, including photo's, can be reviewed and accessed by staff as needed during the project. NMS will keep the portal active for a period of 1 month after final completion of the project. Should the Water Utility desire to continue to access hosted account data NMS would be able to provide same under a separate hosting agreement.

Quality Control and Testing Policies

NMS will supervise and direct the work competently and efficiently, devoting such attention thereto and applying such skills and expertise as may be necessary to perform the work in accordance with the Contract Documents. The sole responsibility for the means, methods, techniques, sequences and installation work will lie with NMS. NMS will be responsible to see that the finished work complies accurately with the Contract Documents. NMS will be responsible for meeting all applicable codes associated with all aspects of the installation.

NMS will test each meter installation upon completion with factory certified equipment. After installation, the AMR device will be programmed or tested with handhelds authorized by the manufacturer for testing and programming meter equipment. NMS will provide its own program equipment to its installers. The programming equipment is and will remain the property of NMS.

Our Project Managers and Field Supervisors routinely check work performed in the field to verify quality installations. We have the knowledge and equipment to repair any damage incurred to service or customer piping, during the change-out process.

Benefits of Selecting National Metering Services, Inc.

Some of the key features included in our proposal that we would like to bring to the attention of the committee:

- **Certified Exit Meter Testing** – Optional for an additional fee -National Metering Services, Inc. is certified by state governmental entities to test water meters. Exit testing of the meters being replaced is a practical solution in accounting for water loss due to under registration of the older meter system. This data can also be used to address customer complaints about higher water bills after the new system is installed. The test data is compiled into an electronic database for easy reference. It is also used to generate revenue recovery forecasts.
- **Longevity** – NMS is a specialty service contractor with over 20 years in the meter installation industry as National Metering Services, Inc. The combined experience of both principles of NMS exceeds 60 years.
- **Community Involvement** - NMS initially mans the project with its New Jersey based crews. Working with the Water Utility Human Resources, local personnel are hired from the project area. The new employees go through installer training and will be assigned to the local project. When the project is complete, the local installer can move with National Metering Services, Inc. to another project. It is NMS' intention to man the project with our existing labor force already experienced with the proposed system. Additional installers will be hired as outlined above.
- **Extensive experience** – NMS has experience with all of the latest AMR/AMI Technology available. All of our technicians are highly trained through a series of sessions including, classroom, field and manufacturer. NMS employs over 100 people.

We look forward to working on this project with the Utility.

Optional - Certified Exit Meter Testing Program

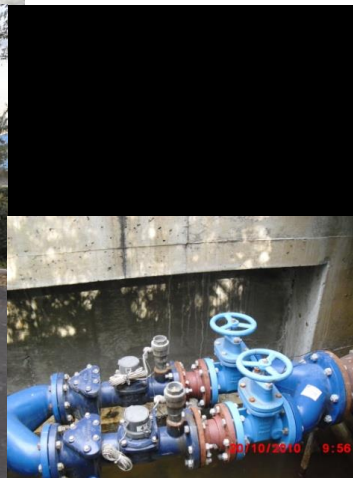
NMS will provide certified, exit-meter testing for all meters removed for accuracy during this project. NMS' testing facility is certified by local and governmental entities. All testing performed will be in accordance with AWWA standards. The purpose for testing the old meters is to show the actual water loss through under registration of the existing meter. The test results will be in a spreadsheet format (Excel) and include the following data. Address, date, serial number, final reading, High flow, Med flow results of both old and new meters, notes, if any about the condition of the meter (stuck, broken glass, etc.) The new meter test data information is also entered into the customer database. This is where a comparison of performance of the new meter's accuracy can be compared to the old meter's accuracy. This data can be used to identify losses of water and revenue and to calculate the revenue recovery generated by the new system's implementation.



NMS' proposal can include provisions for exit testing of all replaced meters during this project. Certified meter test data will be provided to the Utility in an electronic format.



Vehicles and Equipment



OSHA 10-hour Construction Safety and Health Course – S1537- A

Effective July 18, 2008

This provision is an addition to the existing prevailing wage rate law, Labor Law §220, section 220-h. It requires that on all public work projects of at least \$250,000.00, all laborers, workers and mechanics working on the site, be certified as having successfully completed the OSHA 10-hour construction safety and health course. It further requires that the advertised bids and contracts for every public work contract of at least \$250,000.00, contain a provision of this requirement.

NOTE:

The OSHA 10 Legislation only applies to workers on a public work project that are required, under Article 8, to receive the prevailing wage.

Certificate of Completion



This Certifies That

william d castle

is awarded this certificate for

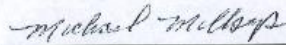
OSHA - 10 Hour Construction Industry Outreach

Credit Hours: 10

Completion Date: 11/06/2011 16:16 CST

Certificate Number: 2137974


Student Signature



Michael Millsap, Trainer C 0034819 and G 0021414

360training.com ♦ 13801 North Mo pac, Suite 100 ♦ Austin, TX 78727 ♦ 888-360-TRNG ♦ www.360training.com