AMI SERVICES PROPOSAL

Date: March 11, 2025

Presented To: GREENVILLE, NC

TMD: GUC-2025-03-11

Quotation for: VENDOR SELECTION AMI INSTALLATION

Est. 1937

TMD

AMI SERVICES

5866 N State Hwy 6
Waco, TX 76712

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texasmeter.com

Contents

Vendor Experience

The vendor's track record of successful multi-utility AMI deployments, including integration across electric, water, and natural gas services. Preference will be given to vendors with proven experience in customer communication, public outreach, and AMR to AMI transitions.

Successful Track Record and Experience

TMD has completed over 100 AMI service projects, each of which is unique and presents its own set of requirements. We have completed over 5M meter exchanges and are currently contracted to complete an additional 2M endpoints over the coming three years. We specialize in metering service work and as such are the only company in the electrical, gas, and water utility industry that has a breadth of service offerings and expertise in the utility metering segment of our market. We can say this because primarily, TMD is a "metering company." We make this distinction to say, we are not a "contractor." We pride ourselves on the expertise of our staff, and our technicians in the field are backed up by this expertise in all aspects of their work. We have been providing meter services for 88 years and have been providing field metering services and/or testing services to the utility market continuously for that 88-year period.

Safety is promoted from the top of the organization starting with our President/CEO, Steve Swenke. We are proud of our safety record, having completed over 4M meter exchanges without a major accident related to electricity, gas, or water. TMD always strives to minimize service interruptions to customers and will bring a keen sense of professionalism to your project by utilizing both technology (proprietary WOMS) and experience (the managers in our service group have over two hundred years of combined experience in metering). TMD's proprietary WOMS will provide Greenville Utilities Commission (GUC) with a user interface for all users to track the project in real time, view and export all required reports, see asset locations, and much more. We utilize a hosted SFTP site to automate the daily exchange of data with the Utility file flat file sharing.

Customer Communications

TMD will deploy a call center to manage customer appointments, claims, and contracting. With many years of experience collaborating with various utility communications teams, TMD is well-equipped to craft a comprehensive customer communications plan. This plan will inform and educate utility customers on all aspects of the AMI project, particularly the impact on customers during meter and endpoint installation.

TMD suggests the following communication strategy:

- **Written Notification**: A single written notification sent one month in advance of deployment.
- **IVR Call**: An IVR call when the account is assigned to a technician, typically within two days of the technician's arrival on-site.
- **Door Hangers**: Door hangers with a checkbox indicating whether the installation was completed or if an appointment is required, requesting contact to schedule the follow-up appointment.

For special needs accounts requiring appointments prior to an attempt, the necessary information will be provided in the utility data. This allows for prior arrangements to be made, ensuring these accounts are scheduled and removed from the mass deployment routing.

All TMD project managers, supervisors, and meter technicians are trained in customer communications and conflict resolution. TMD views itself as an extension and representation of the utility and is therefore committed to providing all utility customers with courteous and respectful conduct.

Customer References

Reference One
Name: Colorado Springs Utilities, CO
Address: P.O. Box 1103 Colorado Springs, CO 80947
Contact Name: Cameron Wilson Contact phone: (719) 318-7993
Contact email: cameron.wilson@landisgyr.com
Number of Electric Meters: 265,000 (658,000 total meters)
Number of Gas Module Retrofits: 230,000
Number of Water Module Retrofits: 163,000
AMI Technology version deployed: L+G
Work Scope: Mass Deployment of 658,000 endpoints including Electric, Gas, and Water meters and modules as well as maintenance of existing infrastructure.
Start Date: April 2021
Completion Date: June 2025

Reference Two
Name: El Paso Electric
Address: P.O. Box 982 El Paso, Texas 79960
Name: Bobby Roberts

Contact phone: (214) 206-5111
Contact email: Bobby.Roberts@itron.com
Number of Electric Meters: 550,000 AMI
Technology version deployed: Itron
Work Scope: Mass Deployment of 550,000 Commercial and Residential electric meters Start Date: April 2023
Completion Date: June 2025

Reference Three
Name: Ameren
Address: PO Box 790098 St. Louis, MO 63179
Contact Name: Karl Hutchinson
Contact phone: (314) 540-0315
Contact email: Karl.Hutchinson@landisgyr.com
Number of Electric Meters: 93,000
Number of Gas Module Retrofits: 125,000
AMI Technology version deployed: L+G
Work Scope: Mass Deployment of 250,000 electric, gas meters and modules
Start Date: January 2023
Completion Date: January 2025

Technical Approach and Solution Fit

The vendor's ability to deliver a modular, scalable AMI system that integrates with other systems and provides other useful network capacity for command and control.

N/A - This is for the AMI solution provider.

Data Security and Compliance

The vendor's commitment to data protection, including their ability to meet or exceed industry security standards. This includes ensuring the integrity and confidentiality of data across all AMI deployments, with an emphasis on adaptability to emerging security threats and compliance with relevant regulations.

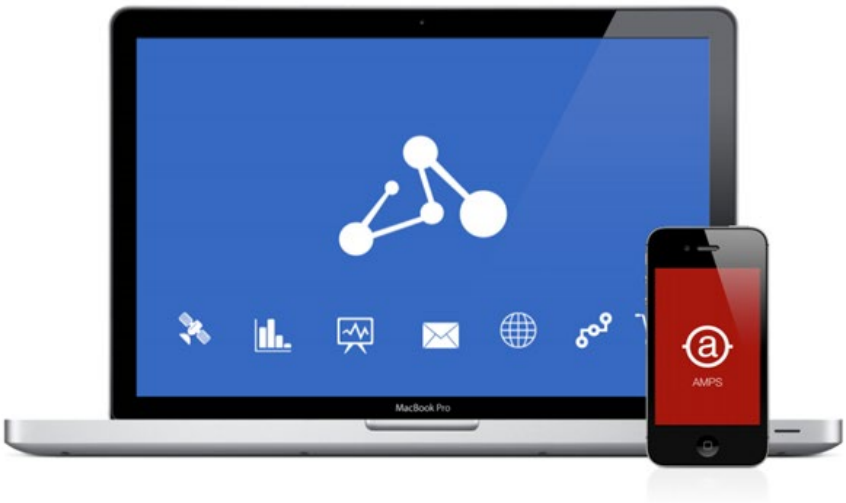
TMD's cloud infrastructure is fully SOC 2 complaint and has been certified by an independent Services Auditor's Report.

IMPACT

IMPACT is the backbone of the electronic records and work order system. TMD has licensed and is utilizing the IMPACT Work Order Management System on a proprietary basis. It is an integration system that supports all required AMI installation project requirements such as: Import of CIS and meter data into the WOMS, scheduling, work order generation, data updates from CIS, route optimization, mapping of endpoints, reporting, wireless communications with HHDs and iPads, inventory management, call center order interface, performance monitoring, dynamic order update to HHD and iPads and much more.

IMPACT WOMS

Fully Scalable Work Order Management Solution



FEATURES

BUILT IN THE CLOUD	IMPACT WOMS was built from the ground up to run in the cloud. No need to install software on your in-house computer network. IMPACT WOMS is managed completely by IMPACT System engineers allowing users to focus on tasks instead of software.
WEB PORTAL	IMPACT WOMS is accessible from most commercial browsers. We work tirelessly to bring the best in technology to the broadest audience. (Edge, Chrome, Safari, Firefox, Waterfox, Midori, Opera)
FULL INTEGRATION	IMPACT WOMS integrates seamlessly with all IMPACT platform software offerings.
SECURITY	Built with security in mind. Authenticate every time architecture built on top of 256-bit encryption. All data is stored in the cloud with geo-redundant replication across multiple data centers.
AUTOMATIC UPDATES	Updates are automatic for all software on the IMPACT platform. As always update are completely free for all licensed users.

PROGRAMMABLE INTERFACE

The IMPACT WOMS platform strives to provide fully conceived end-to-end information gathering applications. However we know that we can't think of everything. The WOMS platform is fully scalable and provides a full featured Integrated Development Environment (IDE). That way the user can build the right data collection procedures for their needs without having to hire a development team.

MASS METER DEPLOYMENT

IMPACT WOMS is one of the most used Work Order Management Systems in the World. The framework has been used to deploy ten million smart meters worldwide.

SYSTEM MAINTENANCE

Designed to fit your needs, no matter what they are. IMPACT WOMS works as well with system maintenance tasks as it does with mass meter deployments.

CLOSED LOOP SYSTEM

IMPACT WOMS was designed to integrate seamlessly with the IMPACT CDM platform. WOMS is used to complete system notifications and work orders generated from the CDM platform. Providing the end-user with complete end-to-end control of their utility infrastructure.

MULTI-PLATFORM SOLUTIONS

IMPACT WOMS was designed to run on most major platforms. Including iOS and Android.

BUILT-IN APPLICATIONS

Mass Meter Deployment, Meter Reading, GPS Collection, Site Inspections, Site Surveys, Contractor Activities, Reporting, Inventory Management, Fleet Management, Analytics, Time Clock, Project Management, Meter Reader Training, Connects/Disconnects, Service Calls, Outage Management, Notifications, Mapping, Custom Data Collection.

TECH SPECS

DATA CENTER

Ubuntu Linux servers deliver on-demand, scale-out compute infrastructure for demanding applications.

LOCATIONS

Central-USA
Eastern-USA

SERVER UPTIME

99.995% Monthly SLA for all virtual machines on the IMPACT network.
Geo-Redundant Storage.
Server replication super clusters for fail safe switching.

SERVERS

Ubuntu MP
V22.04

MongoDB
V7.0

PROCESSOR

Latest Dedicated
AMD and Intel Processors

PROCESSOR

320 GB Cloud

MEMORY

320 GB

MEMORY

320 GB Cloud

STORAGE

Unlimited

STORAGE

Unlimited

BACK-UPS

High Availability Super Cluster.

BACK-UPS

High availability cluster with four (4) redundant nodes.

SECURITY

FTP SITE & DATA TRANSFERS

256-bit encryption (Secure Socket Layer).

PASSWORDS & SENSITIVE DATA

256-bit encryption

MOBILE DEVICES

256-bit encryption.

Project Management and Delivery

The vendor's approach to project management, including their ability to manage phased deployment, ensure risk mitigation, and deliver within budget and on schedule. Strong Program Management Office (PMO) support and stakeholder communication strategies will be key.

Project Management Approach

TMD's delivery Team recognizes that multi-commodity AMI deployment projects require a flexible structured, adaptable, and rigorous project management approach to ensure timely completion and technically correct project results. To secure project success, TMD will provide a full-time on-site Project Manager, which will be the single point of contact with GUC's Project Manager. Our team will use a Hardware Lifecycle Development methodology along with a tailored Project Management Institute (PMI) best practices model to safeguard successful project delivery. Our project management approach and methodology are detailed as follows:

Project Initiation

In the Project Initiation phase, the Project Manager will work with the TMD project team and GUC's Project Manager to develop the various documents needed to manage the project. The first of these documents is the Project Management Plan (PMP) that defines the project's governance and conduct and the additional subordinate PMP sections necessary to deliver a successful project outcome.

These additional PMP sections include:

- Safety Plan
- Quality Assurance Plan
- Risk Management Plan
- Network, Meter, and Module Deployment Plan
- Change Management Process
- Roles and Responsibilities
- Project goals, objectives, and expected GUC benefits.

The Project Manager will also prepare a project kick-off meeting where our project Team, its key stakeholders and GUC and its key project stakeholders will review these documents for approval as well as agree on "what success looks like." We believe it is fundamental to the project's success to have a common vision of what success looks like at the end of the project, at the outset.

Project Planning

Following the project kick-off meeting, we will begin to mobilize our team for project implementation. This includes staging a Project Management Office (PMO), standing up warehouse(s) for inventorying AMI network and electric meters, installation materials, IT support systems such as the Call Center, internet, phones, and facility utilities along with vehicles and secure parking.

In the planning stage, the team will develop and finalize the Deployment Plan to establish the installation requirements. A Deployment Plan Review will be held to evaluate all the installation requirements with GUC and seek your approval. Once we have an approved Deployment Plan, this will serve as the technical baseline for each of our installation workshops.

Workshops

At a minimum, the following workshops will be conducted. Other workshops may occur as Utility or L+G feels necessary.

- AMI Network make-ready work and equipment Installation
- AMI Electric Meter Installation
- AMI Water Meter/Endpoint Installation
- AMI Gas Endpoint Installation
- WOMS set up and CIS interface requirements
- GUC business processes (e.g., Customer Communications, Blackout dates, RTUs, Hazard Codes, etc.)

The purpose of these workshops is NOT to revisit the requirements but to agree on how these requirements will be implemented. We believe this is the most important part of the project and taking the time and discipline to conduct good workshops significantly reduces the risk to both implementation and project schedule adherence. The workshops ensure you get the system you want, and not the system you specify.

Project Execution and Monitoring

To keep the project on track, the Project Manager will implement various project management monitoring and reporting tools to identify risks and issues early to craft mitigation strategies with the project managers to keep the project on track. These tools include:

- Detailed Project Schedule
- Risk and Issues Register
- Weekly Project Management Meetings
- Weekly Schedule Reviews
- Key Performance Indicators (e.g., safety incidents, quality assurance inspections, installation production reports, etc.)

- Change Management Process Reviews

The Project Manager will conduct a weekly project management meeting with the GUC project manager to discuss project progress, risks, issues, and schedule performance as well as discuss key performance indicators of the project. The Project Manager and key Project Team stakeholders will conduct a monthly project review with key GUC stakeholders.

Project Close Out

At the conclusion of the installation project, our team will deliver a project closeout report that will contain a collection of all the various deliverables and documentation of the project including a record of all safety and key performance indicator data.

Training and Knowledge Transfer

The vendor's ability to provide comprehensive, utility-specific training programs for various roles (e.g., field operations, IT, customer service).

TMD has an extensive training process, documentation of this training is proprietary and can be provided upon award. TMD has no more than ten trainees for each instructor. Typically, TMD's training consists of one week of classroom training followed by a week of field training under the supervision of TMD Project Management and Supervisory personnel.

Once a technician is ready to fully deploy on the project, they should be proficient at a minimum on the following topics and TMD related procedures to these topics:

General Training:

1. HDD Functionality
2. WOMS & Reporting
3. Inventory Management
4. Meter Reading
5. Safety Training
6. Animal Management
7. Personal Environment
8. Customer Premise
9. Customer Interaction
10. Vehicle Operation & Right of Way
11. Housekeeping
12. Communications

Electric Training:

1. Workflow Requirements and Sequence
2. Data Delivery and Intervals
3. Inventory Management
4. Meter Reading
5. Safety training
6. Sealing Rings
7. Sealing Strategy
8. Locating Meter
9. Socket Conditions
10. Voltage Training
11. Difference between Self-contained and transformer rated meters.
12. Meter Tampering
13. Current Diversion
14. Disconnect Methods
15. Meter Exchange process
16. Strike 1-2-3 Procedures
17. Customer Communication
18. Customer Service
19. Call Center Operations
20. Confirming Correct Site Location
21. Medical Alert
22. Batching Meters & Seals
23. Stand-by Professional
24. Customer Refusal
25. Skip Codes
26. Reports
27. Quality Assurance
28. RR or Traffic Process
29. Appointments
30. Salvage Strategy
31. GPS Capture
32. Returned to Utility (RTU)

Water Training:

1. Personal Protection Equipment

2. Meter Identification
3. Water Meter, Register, and AMI module Installation
4. Pit Evacuation and Excavation
5. City Code Enforcement & Identification of Violations
6. Utility Access
7. Utility Space Requirements
8. Lead Testing Protocol
9. Vegetation Issues & Service Entry Clearance
10. Theft of Service/Meter Tampering
11. Animal Management
12. Personal Environment
13. Customer Premise
14. Customer Interaction
15. Vehicle Operation & Right of Way
16. Infrastructure Analysis
17. Tool Selection and Use
18. Securing and Sealing Importance
19. Housekeeping
20. Communications
21. Meter Reading
22. Safety Plan

Gas Training:

1. Basic Gas Safety Practices
2. Personal Protection Equipment
3. Meter Size and Associated Equipment
4. Loop Function and Attachment
5. Meter Identification
6. Grounding
7. Service Drop Identification
8. Meter Seals & Use
9. City Code Enforcement & Identification of Violations
10. Utility Access
11. Utility Space Requirements
12. Vegetation Issues & Service Entry Clearance
13. Theft of Service/Meter Tampering/Current Diversion
14. Animal Management
15. Personal Environment

16. Customer Premise
17. Customer Interaction
18. Vehicle Operation & Right of Way
19. Infrastructure Analysis
20. Tool Selection and Use
21. Securing and Sealing Importance
22. Housekeeping
23. Communications
24. Meter Reading
25. Safety Plan

RFQ Acknowledgement and Signature Form

RFQ No.: 25-10, Advanced Metering Infrastructure (AMI) Vendor Selection

The undersigned having carefully examined the location of the proposed work, the local conditions of the place where the work is to be done, the Invitation, the General Conditions, the Specifications and all of the documents for this project, proposes to enter into a contract with Greenville Utilities Commission in Greenville North Carolina perform the work listed in this RFQ, including all of its component parts, and to furnish any and all required labor, materials, equipment, insurance, bonding, taxes, transportation and services required for this project in strict conformity with the plans and specifications prepared, including any Addenda, within the time specified.

Addendum Acknowledgement:

The following addendum (addenda) is (are) acknowledged in this RFQ: n/a

Acknowledgement and Signature:

1. No Proposal is valid unless signed in ink by the person authorized to make the proposal.
2. I have carefully read, understand and agree to the terms and conditions on all pages of this RFQ. The undersigned agrees to furnish the services stipulated in this RFQ.

Respondent's Name and Title:

Company Name: Texas Meter & Device Company, LLC

Address: 5866 North State Hwy 6, Waco, TX 76712

Telephone: 254.799.0261 Fax: _____

Email: info@texasmeter.com Cell Number: _____

Contractor License # (if applicable): _____ Expiration Date: _____

Federal Tax Identification Number: 74-2945796

Authorized Signature: _____ Date: 3/11/25

Decline RFQ:

We **do not** wish to submit a RFQ on this Project. Please state your reason below. Please also indicate if you would like to remain on our Supplier list.

Reason: _____

_____

_____

Company: _____ Address: _____

Name: _____ Signature: _____ Date: _____

E-Verify Form

Letter of Compliance to E-Verify for Greenville Utilities Commission. Please complete the form below.

1. 1.I have submitted a bid for contract or desire to enter into a contract with the Greenville Utilities Commission;
2. As part of my duties and responsibilities pursuant to said bid and/or contract, I affirm that I am aware of and in compliance with the requirements of E-Verify, Article 2 of Chapter 64 of the North Carolina General Statutes, to include (mark which applies):
3. ✓ After hiring an employee to work in the United States I verify the work authorization of said employee through E-Verify and retain the record of the verification of work authorization while the employee is employed and for one year thereafter; or
4. ✓ I employ less than twenty-five (25) employees in the State of North Carolina.
5. As part of my duties and responsibilities pursuant to said bid and/or contract, I affirm that to the best of my knowledge and subcontractors employed as a part of this bid and/or contract, are in compliance with the requirements of E-Verify, Article 2 of Chapter 64 of the North Carolina General Statutes, to include (mark which applies):
6. ✓ After hiring an employee to work in the United States the subcontractor verifies the work authorization of said employee through E-Verify and retains the record of the verification of work authorization while the employee is employed and for one year thereafter; or
7. ____ Employ less than twenty-five (25) employees in the State of North Carolina.

Specify subcontractor: N/A

Texas Meter & Device Company, LLC
(Company Name)

By: Casey George (Typed Name)

(Authorized Signatory)

EVP of Services (Title)

3/14/25 (Date)

Greenville Utilities

It is certified that this proposal is made in good faith and without collusion or connection with any other person bidding on the same above listed items. It is also certified that this proposal is made in good faith and without collusion or connection with any GUC employee(s).

Certified check or cash for N/A or bid bond for N/A attached.

Firm Name: Texas Meter & Device Company, LLC Phone: (____)_____

Address: 5866 N. State Hwy 6

City Waco State Tx Zip Code 76712

Fax (____)_____ E-mail info@texasmeter.com

Authorized Official Casey George Title EVP of Services
Typed Name

_____ Date 3/11/25
Signature

Your Proposal should be received no later than March 11, 2025, 2:00PM (EST)