



*Proposal for*  
**PROFESSIONAL TANK  
MAINTENANCE SERVICE  
(RFP#2023-A01)**

**Town of Bridgeville, DE  
January 23, 2023**



*Proposal for*  
**PROFESSIONAL TANK  
MAINTENANCE SERVICE**  
(RFP#2023-A01)

WATER DEPARTMENT  
TOWN OF BRIDGEVILLE, DE

SUBMITTED BY: UTILITY SERVICE CO., INC. (A VEOLIA COMPANY)  
ADDRESS: 1230 PEACHTREE ST. NE, SUITE 1100, ATLANTA, GA 30309  
PHONE: (855) 526-4413



January 23, 2023 (01/23/2023)

## **COVER LETTER**

Town of Bridgeville  
101 N. Main St., Bridgeville, DE 19933

Dear Selection Committee,

We sincerely thank you for the opportunity to respond to the Town of Bridgeville's *Request for Proposal (RFP) for Professional Tank Maintenance Service (RFP#2023-A01)*. We are uniquely positioned to provide the Town of Bridgeville with the highest quality and most cost-effective water tank asset maintenance program and services.

As communities continue to both expand and grow, so does the impact on our natural resources. The successful management of one (1) resource is especially vital—water. Safeguarding your water supply is our singular mission. We partner with communities and utilities to provide integrated solutions in all aspects of water utility management—from water quality and advanced metering infrastructure (AMI) systems to full service maintenance and asset management programs. We truly understand the critical nature of water management and are committed to providing a peace of mind by protecting your most precious natural resource. Since 1963, we have successfully managed water storage tanks—a critical asset in water distribution systems—and understand both the benefits and values in water storage tank asset maintenance.

Our background and experience from our initial formation in 1858 provides us with more than 150 years of experience in the construction, rehabilitation, and maintenance of water and wastewater industry assets. The team dedicated to performing the maintenance services is comprised of highly-qualified water storage tank professionals. They have been providing specialized tank services for an extensive amount of time and will provide the associated services to the highest standard.

Along with our asset maintenance programs, we—as well as our team of qualified experts—have the capability to address any situation regarding tank asset repairs, fabrication, rehabilitation, preventative maintenance, active mixing systems, waste management, security measures, and emergency services.

Our many long-term references can attest to our strong commitment to client satisfaction. The quality of our tank services work is certified by the International Organization for Standardization (ISO) and—in this document—we have provided more details about this certification and how it can help ensure that the Town of Bridgeville receives the highest quality of services possible.

All maintenance services and aspects of our water storage tank asset maintenance program have been outlined in the following *Proposal for Professional Tank Maintenance Service (RFP#2023-A01)*.

Respectfully yours,

**Mr. Rob Mourlas (Administrative Contact)**  
Water System Consultant (State of Delaware)  
Phone: (410) 443-1429  
Email: robert.mourlas@veolia.com

**Mr. Chris Quinn**  
Director of Sales (Northeast Region)  
Phone: (267) 424-4274  
Email: christopher.quinn@veolia.com

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## ADMINISTRATION & MANAGE OF SERVICE

As the largest provider of water tank asset maintenance programs for the potable water industry in the United States, **Utility Service Co., Inc. (USCI)**—a Veolia Company—provides water and wastewater utility clients with specialized programs and valuable services in order to assist them with the suitable management of their critical assets. USCI’s goal is to provide the highest value of services possible to allow our valued clients to invest both capital and operating funds for the maximum benefit of their critical water distribution system assets and to build a long-standing partnership—ultimately ensuring the successful maintenance of their critical water distribution system assets.

- *USCI has no existing litigation related to water tower maintenance with any town or business.*

USCI—a **C-Corporation**—directly employs more than 470 professionals dedicated to managing and maintaining water storage tanks. Our collaborative teams include highly qualified experts with vast experience in asset management, project management, and technology development.

- *Resumes for the USCI Tank Asset Maintenance Team Members can be found in the Appendix*

## ENGINEERING

Under the direct leadership of **Mr. Jason Saylor, P.E.**—Director of Engineering—the extensively experienced engineering team serves as USCI’s technical resource by providing the engineering support for all areas of our asset management programs. USCI’s engineering staff possesses over 30 years of combined experience with the evaluation and maintenance of water assets—as well as water treatment facilities. The engineering staff also provides project support by developing technical engineering documents that may be required for project delivery—including technical installation details, required permitting for regulatory compliance, and project plans needed to implement the asset maintenance services associated with the Town of Bridgeville’s project.

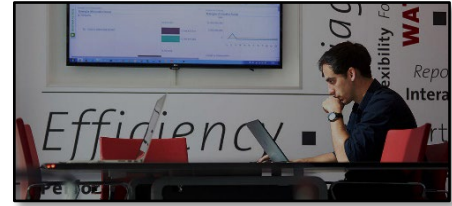


- *USCI directly employs multiple licensed Professional Engineers. We would utilize subconsultants that are licensed in the State of Delaware—as necessary—with prior approval from the Town.*

ENGINEERING DEPARTMENT	
Jason Saylor, P.E. BS Civil Engineering, Penn State University	Director of Engineering
Christie Houseman, P.E. BS & MS Environmental Engineering, Mercer University	Project Engineer II (2)
ADDITIONAL IN-HOUSE RESOURCE	
Jonathan Cato BS Materials Science Engineering, Georgia Tech	Chief Operating Officer (COO)
David Forrester BS Civil Engineering, Georgia Tech	Vice President (Tanks & Water Quality)

## **EMPLOYEES**

- Number of direct employees: 471
- Number of Professional Engineers on staff: Six (6)
- Number of Certified Welders on staff: 42
- Number of independent subcontractors: 96+ nationwide



## **INSPECTORS**

- Number of NACE-Certified Inspectors on staff: 62
- Number of SSPC-Certified Inspectors on staff: 51
- Average years of experience for an inspector: 15 years
- Inspectors are NACE-certified, in-house employees



## **WASHOUT CREWS**

- Number of washout crews: 30+
- Average number of people on a washout crew: Three (3)
- Average years of experience for a washout crew member: Nine (9) years
- Washout crew members are in-house employees

## **PAINTING CREWS**

- Number of painting crews: 120+
- Average number of people on a painting crew: 4-5 (small jobs); 6-10 (large containment projects)
- Average years of experience for a painting crew member: Five (5) years
- Average years of experience for a foreman or subcontracting company owner: 15-20 years
- Painting crew members are both in-house employees and independent subcontractors

## **REPAIR & SERVICE CREWS**

- Number of repair/service crews: 30+
- Average number of people on a repair/service crew: Minimum of three (3) at all times
- Average years of experience for a repair/service crew member: Ten (10) years
- Repair/service crew members are both in-house employees and independent subcontractors

## **ASSOCIATED EQUIPMENT**

On average, USCI’s specialized service centers perform 1,200+ major tank renovations yearly—including approximately 100+ lead abatement projects. The scale and magnitude of certain projects require significant resources, and the availability of vast equipment allows USCI to complete any size project efficiently and with the high-quality results expected by the client.

➤ Available equipment is listed in the table.

EQUIPMENT	QUANTITY
40,000 CFM Dust Collection	Ten (10)
Titan Industrial Vacuum Systems	Eight (8)
T.E.P.E. Containment Systems	19
Decontamination Clean-Up Units	Seven (7)
22 tons Bulk Abrasives Transport Trailers	40+
Rail Cars for Bulk Abrasives Transport	Nine (9)
Road Tractors	15
Service Trucks	100+
Steel Grit Blast Units	Seven (7)
Robotic Blast Units	Five (5)

## SERVICE CENTERS

All tank maintenance services will be conducted by personnel that is trained and qualified to perform all visual and washout assessments—as well as all asset rehabilitation, maintenance, repairs, and painting services—in accordance with the project specifications. Our NACE-certified field personnel will verify blasting, priming, and finish coat applications at the critical phases of the project to ensure compliance with all project specifications and quality results that are expected.



USCI has 11 service centers strategically located throughout the United States to serve our many clients on a timely basis. The locations of these service centers include: Arkansas (1), California (1), Florida (1), Georgia (1), Illinois (1), Indiana (1), Kansas (1), Massachusetts (1), North Carolina (1), Ohio (1), and Texas (1). Our service center crews manage and maintain over 8,000 water distribution system assets for over 5,000 industrial and municipal clients nationwide. Our experienced teams include: 120+ paint crews, 30+ field service crews, 40+ certified welders, and other qualified support teams.

The primary service center supporting the Town of Bridgeville is located in the **City of Bridgewater, MA**. The service center team ensures that projects adhere to all performance standards, schedule, and budget. Responsible for the successful maintenance and operability of hundreds of water storage assets in the northern region of the United States, the team possesses extensive project experience and specialized knowledge of the characteristics and conditions associated with assets, systems, and infrastructure in the State of Delaware. This facility successfully manages and maintains the operability of over 400 water storage tanks under our asset maintenance program in the northern region of the United States and provides over 400 condition assessments annually. The service center is located at **128 Elm Street, Bridgewater, MA 02324** and can be reached via telephone at **(508) 279-9965**.

- **Mr. Eric Merithew, PhD**—Service Center Manager (Bridgewater, MA)—is the principal in charge of managing the operations at this facility and has over ten (10) years of experience in the water tank and asset management industry. He possesses specialized knowledge of water distribution system infrastructure and conditions in the State of Delaware—as well as the northern region of the United States. Both his expertise and insight into evaluating project costs ensure the Town of Bridgeville that water system assets will be maintained and managed to the highest standard and in the most efficient and cost-effective manner possible.
- **Mr. Pierce Law**—Service Center Manager (Bridgewater, MA)—manages all renovation operations for this service center and has over 30 years of experience in tank asset management.
- Additional resources to support the Rockaway Township’s project are located in multiple northern states—including Massachusetts, New York, and Ohio.

## **MANAGEMENT TEAM**

USCI's management team is committed to providing valuable services to our clients and improve the operability of water distribution systems in the safest and most cost-effective manner. The main goal of our management team is to provide full asset management solutions to our clients—from services provided by our certified field personnel to one-on-one, individualized support and assistance meeting regulatory compliance. The team is also passionate about progressively building USCI with talented professionals that are committed to serving our many valued clients—ultimately setting the strategy that guides our business and delivers the high-quality results and innovation expected by our clients.

The USCI management team is also committed to supporting the long-term financial stability of our many valued clients by:

- Offering the ability to spread the cost of initial renovations over an extended period of time
- Assisting in budgetary planning efforts
- Utilizing long-term contracts to control project costs

The USCI management team includes highly experienced individuals in both asset maintenance and management for the industrial and municipal water and wastewater industry. The following individuals are experts in their respective fields:

- **Mr. Jonathan Cato**—Chief Operating Officer (COO)—has more than 20 years of experience in water storage tank maintenance, asset management, and water distribution system quality.
- **Mr. David Forrester**—Vice President (Tanks & Water Quality)—has over 20 years of experience in water storage tank maintenance, asset management, and water distribution system quality.
- **Mr. Ed Faust**—Senior Vice President (Sales, Marketing, Business Development, & CPPS Business Unit)—has over 30 years of experience in environmental operations, business development, and asset management in the industrial and municipal markets of the water and wastewater industry.
- **Mr. Brian Kelleher**—Vice President (Business Development & Key Account Management)—has more than 15 years of experience in environmental operations and business development in both the industrial and municipal markets of the water and wastewater industry.
- **Mr. Mark Coose**—Vice President of Operations (North Region & CPPS Business Unit)—has over 30 years of asset management and water distribution system operations experience within the industrial and municipal markets of the water and wastewater industry.
- **Mr. Chris Quinn**—Director of Sales (North Region)—has more than 25 years of asset management experience within the industrial and municipal markets of the water and wastewater industry.
- **Mr. Bryan Morrow**—Director of Quality (North Region)—is as a NACE Level III (3) Certified Coatings Inspector (#9135) with more than 20 years of experience within the water, wastewater, and asset maintenance industry. He is responsible for the effective execution of the Quality Assurance / Quality Control (QA/QC) Program for the northern region of the United States.
- **Ms. Kerri deFriess**—Customer Service Manager—has over 20 years of experience in the customer service industry and oversees all operations associated with our Customer Account Specialist team.



## **PROJECT MANAGEMENT**

The project managers for the northern region of the United States operate under the oversight of their regional management team—as well as their respective line of business—to help control costs, keep projects on schedule, and communicate with our clients to execute project objectives.

- **Mr. Anthony Harrison**—Project Manager (North Region)—has over six (6) years of experience in asset management and will serve as the Project Manager for the Town of Bridgeville.

## **WATER SYSTEM CONSULTANTS**

The USCI Water System Consultants are unmatched in both their experience and knowledge within the water and asset management industry—as well as the regions they service. These local resources reside in their respective territories to provide quick response times to our clients and specialize in the issues facing the communities they serve. Their approach centers on our clients and their environments—aiming to respond to their priorities for sustainable development and a high-quality water distribution system.



- **Mr. Rob Mourlas**—Water System Consultant (State of Delaware)—has over 24 years of experience and is certified to climb and inspect tanks. He is available to the Town of Bridgeville for all project consultation, to answer any questions, provide information about other services, and serve as a constant resource in all aspects of water systems, maintenance, and asset management.

## **CUSTOMER ACCOUNT SPECIALISTS**

Timely support is essential to the successful management of all water distribution system assets. With over 50 years of combined experience working with our valued clients, our skilled team of Customer Account Specialists is dedicated to supporting municipal and industrial water and wastewater system clients. USCI Customer Account Specialists provide all financial information based on each client’s fiscal year to aid with the budget planning and serve as the primary point of contact for any emergency repairs—as well as any service requests outside of the regularly scheduled maintenance. They also provide insurance information, inspection reports, service records, contract documents, safety information, and all other documentation—to assist clients with regulatory reporting and compliance.



- **Ms. Savannah DeLoach**—Customer Account Specialist (North Region)—has extensive customer service experience and will serve as the dedicated Customer Account Specialist for the Town of Bridgeville. Her experience and expertise allow her to provide customized support and effective solutions. Ms. DeLoach can be reached at **(800) 568–6043**.

## **CERTIFIED FIELD PERSONNEL**

The USCI team of full-time, certified field personnel holds credentials from training, certifications, and practical experience gained from direct work within the industry. Certified field personnel are on-site throughout the renovation and maintenance process; they will monitor, inspect, measure, document, and advise crews to ensure the work performed and completed meets the highest level of quality. Our teams also help keep project schedules and completion on-time and cost-effective.

- **Mr. Bryan Morrow**—Director of Quality (North Region)—is as a NACE Level III (3) Certified Coatings Inspector (#9135) with over 20 years of experience and will conduct the tank inspection services.

## **ASSOCIATION FOR MATERIALS PROTECTION & PERFORMANCE (AMPP)**

The Association for Materials Protection and Performance (AMPP) is the world’s leading organization focused on the protection of assets and performance of materials. The AMPP was created when the National Association of Corrosion Engineers (NACE) and Society for Protective Coatings (SSPC) united after more than 145 years of combined experience in corrosion control and protective coatings. Today, the AMPP is active in more than 130 countries and has more than 40,000 members across the globe. The AMPP is headquartered within the United States—with offices in Houston, Texas, Pittsburgh, and Pennsylvania. Additional AMPP offices are located in the United Kingdom, China, Malaysia, Brazil, and Saudi Arabia—as well as a training center in Dubai.

This merger between NACE and SSPC was formed to create a unified voice for the corrosion control and protective coating industries. The new organization combines the world’s leading corrosion prevention and protective coatings organizations under one (1) umbrella. With a vision to create a safer, protected, and sustainable world, the AMPP focuses on the future of materials protection and performance. The newly-formed AMPP consists of two (2) governance structures:

- The AMPP—an IRC 501(c)(6) Organization
- The AMPP Global Center—an IRC 501(c)(3) Organization

The AMPP provides services in the areas of certification, accreditation, membership, and advocacy—as well as public affairs—while the AMPP Global Center focuses on standards, technical and research activities, conferences, events, education, training, publications, and pre-professional programming.

No other organization currently offers the depth and breadth of materials protection and performance information, standards, education, certification, and contractor accreditation programming that the AMPP provides. The AMPP combines the expertise that has been instrumental in developing standards, training, publications, and other technical resources that support members and advance the industry. With one (1) voice, contractors, owners, craftsmen, manufacturers, corrosion experts, consultants, and industry stakeholders will do more to protect both the society and the environment across the globe.

For years, the AMPP’s new combined membership has been aligned in one (1) very important way: the members are dedicated to protecting infrastructure and critical water distribution system assets from corrosion and deterioration. Guided by this common purpose, the AMPP will ultimately be a stronger, more powerful voice for the corrosion control and protective coatings industry by working together.

- *USCI has more NACE-Certified Inspectors than any other water, wastewater, or tank company in the United States. Please refer to the field personnel tables—provided on the following two (2) pages—for a list of USCI’s NACE-Certified Inspectors and SSPC-Certified Personnel.*

Proposal for Professional Tank Maintenance Service (RFP#2023-A01)

NACE-CERTIFIED FIELD PERSONNEL					
INSPECTOR	CERTIFICATION	STATUS	INSPECTOR	CERTIFICATION	STATUS
Carson Arnold	#77766	Level I (1)	Dean Marantis	#25334	Level I (1)
Jimmy Asher	#47845	Level I (1)	Bob Matthey	#51737	Level II (2)
Michael Bandza	#50648	Level I (1)	Michael Mastoris	#57710	Level III (3)
Raymond Bates	#46375	Level II (2)	Markos Mavrophilipos	#10324	Level III (3)
Shane Bell	#27553	Level II (2)	Steve Mazanowicz	#53752	Level II (2)
Robert Bowlin	#82263	Level I (1)	Chad Merithew	#8874	Level II (2)
Ian Brady	#296911	Level I (1)	David Merithew	#3201	Level I (1)
Doug Brandt	#17697	Level II (2)	Angelo Missos	#25335	Level III (3)
Bob Budney	#12385	Level I (1)	Bryan Morrow	#9135	Level III (3)
Dan Burgess	#27552	Level II (2)	Richard Pena	#62116	Level III (3)
Brian Bymaster	#45506	Level II (2)	Clint Pritchard	#17409	Level III (3)
Johnny Clark	#47947	Level I (1)	Brian Radde	#50484	Level II (2)
Billy Cobb	#27243	Level I (1)	Nick Rapagnani	#82653	Level I (1)
Mike Cooke	#22321	Level I (1)	Joshua Ray	#69374	Level II (2)
Justin Corder	#61740	Level I (1)	Vince Sanchez	#9654195	Level I (1)
Erin DeLee	#74425	Level I (1)	Jeff Simpkins	#24842	Level III (3)
Jeffery Dobbins	#9654192	Level I (1)	Andrew Smith	#27253	Level III (3)
Tony Garner	#17359	Level II (2)	Rick Smith	#74420	Level I (1)
Geoffrey Hall	#10144	Level III (3)	Thomas Stechmann	#80892	Level I (1)
Dawn Halpern	#104598	Level II (2)	Justin Styslinger	#66003	Level I (1)
Bill Hammond	#7839	Level III (3)	John Sullivan	#1275	Level I (1)
Craig Henderson	#27245	Level III (3)	Joseph Taylor	#74422	Level I (1)
Darren Jackson	#5084	Level III (3)	Jason Tamez	#69502	Level I (1)
Brock Kells	#74426	Level I (1)	Travaris Veal	#690896	Level III (3)
Kurt Kwiatkowski	#57908	Level III (3)	Rob Weaver	#17372	Level III (3)
Tony Kyne	#27559	Level II (2)	Cliff Wheeler	#63367	Level I (1)
Brandon Lamb	#7016739	Level I (1)	Brad Winkeler	#27255	Level III (3)
Dustin Lawson	#51746	Level III (3)	Michael Winkeler	#27565	Level II (2)
Richard Longstreet	#71233	Level I (1)	Randy Wyatt	#36620	Level I (1)
Kenneth Lunetta	#3199	Level III (3)	—	—	—

**SSPC-CERTIFIED FIELD PERSONNEL  
(C-3 & C-5 SUPERVISOR/COMPETENT PERSON TRAINING  
FOR THE DE-LEADING OF INDUSTRIAL STRUCTURES)**

<b>INSPECTOR</b>	<b>INSPECTOR</b>
Jimmy Asher	Michael May
James Bigley	Martin Mehley
Ian Brady	Chad Merithew
Dan Burgess	David Merithew
Brian Bymaster	Bryan Morrow
Johnny Clark	Christopher Patterson
John Crook	Richard Pena
Thomas Daley	Clint Pritchard
Daniel Demyan	Brian Radde
Elias Doropolous	Joshua Ray
Timothy Ely	Ralph Santiago
Steve French	Daniel Sepesy
David Glazier	David Sepesy
Geoffrey Hall	Richard Sides
Craig Henderson	Jeff Simpkins
Darren Jackson	Richard Smith
Doug Jackson	Rick Smith
Christopher Kelley	Justin Styslinger
Louis Kindinis	Vincent Szewczyk
Kurt Kwiatkowski	David Taylor
Benjamin Law	George Trikilis
Dustin Lehman	James Tsikouris
Steven Lewis	Robert Weaver
Michael Mastoris	Brad Winkeler
Ismael Martinez	George Xenikis

## COMPANY HISTORY

USCI's presence in North America dates back to the founding of Hackensack Water Company in 1869. Ever since, we have grown into one (1) of the largest and most technologically advanced water utility companies in the United States.

The respondent—**Utility Service Co., Inc. (Tax Identification No. 58-1920989)**—was initially formed in 1963. In 2008, USCI became a wholly-owned subsidiary of SUEZ North America Inc.

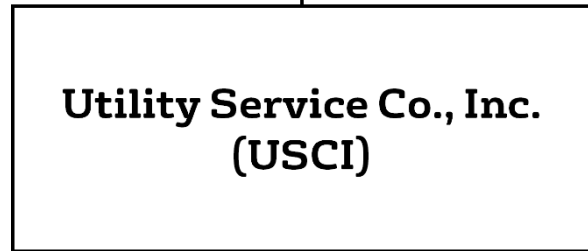
USCI and SUEZ Water Inc.—SUEZ's Utility and Contract Services Divisions—became wholly-owned by SUEZ North America Inc. The three (3) major SUEZ companies operated across all 50 states—and Canada—with over 3,260 qualified professionals dedicated to sustainable resource management, environmental sustainability, and ecological transformation.

SUEZ North America Inc. is now wholly-owned by Veolia North America. Veolia North America is wholly-owned by Veolia Environment—which serves as the parent company headquartered in France with over 169,000 employees across the globe dedicated to providing potable water and wastewater solutions to our valued clients.

The headquarters for Utility Service Co., Inc. is located within the City of Atlanta, GA, at: **1230 Peachtree St. NE, Ste. 1100, Atlanta, GA 30309.**



## OWNERSHIP STRUCTURE



## STOCKHOLDER INFORMATION

Veolia Environment (Veolia) owns 100% of the shares of Veolia North America Inc.

Veolia North America Inc. owns 100% of the shares of Utility Service Co., Inc. (USCI)



## FINANCIAL STABILITY

With over 150 years of industry experience and a parent company with a consolidated revenue of \$36.7 billion, we have the financial strength and stability—as well as an access to capital—that is required by the Town of Bridgeville to successfully conduct the associated services. Also, we have never defaulted on a project—nor have we failed to complete a project.

- *As a public entity, Veolia's fully audited financial statements are in open access to the public at: <https://www.veolia.com/en/veolia-group/finance/financial-information/financial-publications>. Please visit this website to access Veolia's quarterly, half-yearly, and annual financial publications.*
- *A reputable financial institution reference can also be provided upon request.*

We are also proud to announce that Moody's Investors Service has assigned us a definitive Baa2 long-term rating and Prime 2 (P-2) short-term rating. Our Baa2/P2 ratings are supported by the following:

- Our scale and positioning—with assets generating revenue in excess of €7.5 billion in 2021
- The low-risk profile of our water business—which provides essential services to many low-risk counterparties in the public sector
- The diversification of our revenue base by business, contract type, and geography
- The strong integration across the value chain of water, sewage, and wastewater treatment
- Underlying positive structural dynamics with tightening regulations on water and wastewater that will benefit from higher expertise and the rising sophistication in operations

We have successfully worked with thousands of municipal and industrial water and wastewater utility clients on critical infrastructure issues—providing cost-effective solutions to our clients in order solve countless water quality and compliance issues. We have the capability to address the need for overdue maintenance investment and all infrastructure renovations. USCI's creative programs and innovative pricing structures have allowed utility clients to tackle significant water and wastewater infrastructure problems—while also minimizing the financial burden for both their customers and taxpayers.

In 2018—while still under the ownership of SUEZ—we were deemed the number one (1) leading all-environmental firm according to a survey by the publication Engineering News Record. This was based on revenue—including our operations in North America for water, wastewater, solid waste treatment services, water technologies, and innovative water solutions.

In 2017, we were recognized as the Smart Water Company of the Year at the Global Water Awards—the world's largest global event for the water industry—based on operating performance, innovative technology adoption, and the use of sustainable financial models:

- Over 3,000,000 smart water meters deployed globally
- Over 200,000 smart meters deployed across the largest network in the United States
- 1,000 square miles covered across 150 cities and towns
- Up to 38% reduction in water loss and 5% in demand
- Vast experience with all major meter, AMI manufacturers, and billing vendors

In addition, we were recognized with the Utility Industry Innovation in Water & Sewer Award by the National Association of Regulatory Utility Commissioners for our state-of-the-art deployment of our Smart Utility Network.

## **BENEFITS OF PARTNERING WITH USCI**

- **ONE (1) POINT OF CONTACT**
- **QUALIFIED SUB-CONTRACTORS & TECHNOLOGY PARTNERS**
- **FIXED PRICE BASED ON A PREDETERMINED SCOPE OF WORK**
- **NO CHANGE ORDERS ON THE AGREED UPON SCOPE OF WORK**
- **ASSESSMENT PLAN BASED ON OPERATIONAL NEEDS**



From water tanks to network management, USCI provides integrated solutions built around a client's water system. Beyond our signature water storage tank asset maintenance programs, we also offer maintenance programs for water meters, filtration and mixing systems, concrete, plant, and pipeline assets. USCI's asset maintenance programs restore aging infrastructure to full operability and extend the life of assets through the means of preventative maintenance and condition assessments.

USCI helps utilities address increasing regulations and operational costs by assuming the obligations of maintaining assets and providing a predictable annual cost. In addition to our asset maintenance programs, we offer other services focused on improving water quality, such as: Mixing Systems and Trihalomethane (THM) Removal Systems (TRS) to reduce any Disinfection Byproduct (DBP) levels in a water distribution system; Spray-in-Place Pipeline (SIPP) Relining and Rehabilitation to repair aging underground pipelines with low costs and minimal water system downtime; and our AQUADVANCED software that optimizes water distribution system operations by providing a centralized view of the distribution networks, service calls, and system performance in real time.

To ensure that our program will maintain water quality and operational efficiencies, we will collaborate with Town of Bridgeville operators and managers to execute the services provided under the agreed-upon scope of work. The success of our maintenance program is driven by collaboration—where the Town of Bridgeville and USCI team together to maintain assets. Our comprehensive model allows the transfer of risk and accountability to USCI to successfully maintain tanks with a strategy allowing the Town of Bridgeville to plan and budget effectively.

## **GASB 34 COMPLIANCE**

Additionally, our water storage tank asset maintenance program is in full compliance with the Governmental Accounting Standards Board (GASB) 34 Asset Management System Modified Approach to valuing all critical water distribution system assets. USCI is experienced with this method, and we have provided this option to our many valued clients ever since the implementation of our full-service tank asset maintenance program. It includes specifying interior and exterior coating renovation cycles, regular condition assessment cycles, condition rankings of the critical assets, and measurement scales—as well as all summary reports of this information.

- *A sample GASB 34 Compliance letter can be provided upon request.*



## SAFETY TRAINING

We work in rather dangerous environments and recognize that safety is critical to both the success and well-being of USCI employees. At USCI, safety serves as the management team’s top priority.

- **Mr. Robert Weaver**—Director of Environmental Health, Security, & Safety (EHS&S)—has over 15 years of experience and oversees all environmental health, security, and safety operations.

When necessary, we can engage **The Lovelace Group** for any project consulting or assistance in the annual implementation of our comprehensive safety training program. It is a standard USCI policy to protect our employees and clients with safe work practices—while also managing all materials in a safe, effective, and orderly manner. Any employee that is climbing or working on a tank is required to attend our 40-hour annual training program and pass thorough examinations on the following topics:

- Confined Space
- Working Over Water
- Radio Frequency
- Electrical Safety
- Toxic Health Hazards
- Metal Health Hazards
- Hazard Communication
- Respiratory Protection
- Fire Protection
- Flammable Liquids
- Noise Protection
- Fall Protection
- Lead Exposure
- Decontamination
- Equipment Safety
- Vehicle Safety
- First Aid Training
- CPR Techniques

## SAFETY & HEALTH PROGRAM

The **USCI Safety & Health Program** is a 300+ page printed document. It is a standard policy to protect USCI employees and clients with safe work practices. We manage all work in a safe, orderly, and effective manner. We also adhere to all OSHA confined space requirements. Any employee working inside a water tank—defined as a confined space by OSHA—is fully trained with these procedures and will abide by all regulations. USCI also adheres to all OSHA confined space protocols and requirements pertaining to the monitoring of internal atmospheres. Prior to a USCI crew member entering a confined space, the internal atmosphere is thoroughly tested using a calibrated direct-reading instrument that tests for the oxygen content, flammable gasses or vapors, and potential toxic contaminants in the air—in that specific order. No hazardous atmosphere is permitted in a space if an employee is inside that space. Crews also follow all continuous forced air ventilation procedures by constantly monitoring the internal atmosphere in any confined space throughout the course of work.

- *A full copy of the formal USCI Safety & Health Program is included on a USB flash drive with this submission.*





## QUALITY ASSURANCE

All work, surface preparations, and coatings applied are completed in accordance with:



- Manufacturer’s Recommendations
- Occupational Safety & Health Administration (OSHA) Regulations
- American Water Works Association (AWWA) D100 & D102 Specifications
- National Association of Corrosion Engineers (NACE) Standards
- Society for Protective Coatings (SSPC) Standards
- National Sanitation Foundation (NSF) Standard 61 Requirements
- American National Standards Institute (ANSI) Standard 61 Requirements

Work will be completed in adherence with all applicable federal and state OSHA, AWWA, NACE, SSPC, NSF, and ANSI standards—as well as all State of Delaware rules and regulations pertaining to potable water tanks. We provide ongoing support and direction to meet these ever-changing environmental regulations.

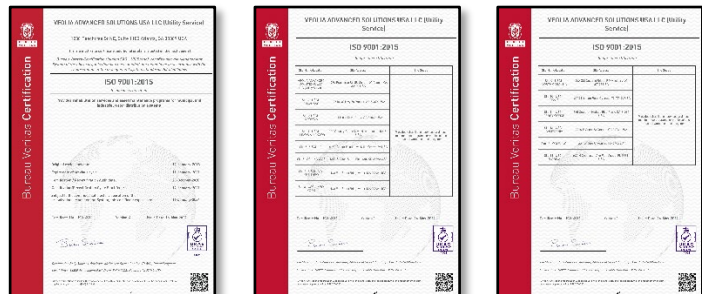
## ISO 9001:2015 CERTIFICATION

Additionally, we are very proud to announce that we were awarded the **ISO 9001:2015 Certification (Certificate No.: US014911)** from Bureau Veritas. The certificate affirms that our operation and quality management systems adhere to the requirements as set forth by the International Organization for Standardization (ISO). It also validates that we take a systematic approach to managing operational processes and activities in order to consistently satisfy our clients’ quality expectations—as well as all contractual requirements for the rehabilitation and maintenance services that we provide.

Many organizations will get certified to this higher standard in order to demonstrate their ability to consistently provide products and services that meet client, statutory, and regulatory requirements. Implementing this type of Quality Management System (QMS) assists organizations in consistently meeting client requirements, enhancing client satisfaction, and meeting business objectives—while also addressing all risks and opportunities. The ISO 9001:2015 QMS standard is based on a variety of quality management principles, including: Client Focus, Leadership, the Engagement of People, Process Approach, Improvement, Evidence-based Decision Making, and Relationship Management.

The ISO 9001:2015 Certification is granted by accredited certification bodies—or registrars—that will audit an organization at planned intervals to confirm conformance to the ISO 9001:2015 standard. This international standard specifies a collection of necessary requirements for an ISO 9001:2015 Certified QMS—which are contained within seven (7) clauses, including:

1. Context of the Organization
2. Leadership
3. Planning
4. Support
5. Operation
6. Performance Evaluation
7. Improvement



Please find a copy of our ISO 9001:2015 Certification in the Appendix

## PARTNERSHIP FOR SAFE DRINKING WATER

The Partnership for Safe Drinking Water is a voluntary effort between six (6) different drinking water organizations—as well as more than 300 water utilities. The goal of this Partnership is to provide a new measure of public health protection to millions by ultimately encouraging utilities to voluntarily improve performance beyond the current regulatory requirements. These preventative measures are based around optimizing treatment plant performance and distribution system operation. The results include the production and delivery of superior quality water to all utility clients.

The Partnership for Safe Drinking Water is comprised of an unprecedented alliance among six (6) of the most prestigious drinking water organizations:



1. American Water Works Association (AWWA)
2. Association of Metropolitan Water Agencies (AMWA)
3. Association of State Drinking Water Administrators (ASDWA)
4. National Association of Water Companies (NAWC)
5. United States Environmental Protection Agency (USEPA)
6. Water Research Foundation (WRF)

Regulatory requirements for surface water filtration plants and potable water distribution systems are becoming increasingly stringent. Accordingly, the Partnership for Safe Drinking Water program provides operators, field staff, managers, and administrators with tools to assess the performance of treatment plants and distribution systems and develop plans to improve performance even beyond the proposed regulatory levels.

There are four (4) phases to the Partnership for Safe Drinking Water program:

1. Phase I: Commitment
2. Phase II: Baseline Data Collection
3. Phase III: Self-Assessment
4. Phase IV: Optimized System (Optional)

Participation in the Partnership for Safe Drinking Water program demonstrates utility commitment to water quality and public health protection. Progress through this program's four (4) phases earns awards—which can be highlighted to demonstrate utility accomplishments.

As a certified **AWWA Member (#1973)**, USCI is committed to maintaining the AWWA's performance standards associated with this Partnership for Safe Drinking Water. As a member, USCI also has full access to best practices, alerts, and advisories—as well as other critical information—to support the efforts of the Town of Bridgeville to meet Partnership for Safe Drinking Water goals and objectives.

Additionally, we have invested countless resources in both research and innovation to deliver the most innovative, sustainable, and effective water quality solutions to our clients on a continual basis. Our goal is to assist our clients in improving their water distribution systems and critical assets—as well as the overall well-being of their communities. USCI works to provide all reporting and documentation associated with water storage tank maintenance to support the Town of Bridgeville in their compliance efforts.

## **CORONAVIRUS DISEASE 2019 (COVID-19) RESPONSE**

We are committed to supporting our clients and their projects during the COVID-19 outbreak. We are working diligently to provide a safe work environment for USCI employees and are complying with all applicable federal, state, and local laws, regulations, ordinances, and executive orders—while meeting the demands of our valued clients. Pursuant to guidance issued by the Cybersecurity and Infrastructure Sector Agency (CISA) of the United States Department of Homeland Security (DHS), the water sector—which includes water distribution systems (water storage tanks, reservoirs, and wells)—is designated as a critical infrastructure sector that provides essential services to the public. In addition, water utility systems are designated as critical infrastructure under federal law (42 U.S. Code § 5195c). Taking these critical sector designations into account, we are moving forward with our projects for the renovation, maintenance, and/or repair of critical water infrastructure because our work is essential to ensuring that our clients continue providing water utility services to their customers and local communities.

With the fluid situation surrounding COVID-19—as well as government efforts to slow the spread—we have modified our Business Continuity Plan to include a detailed section on COVID-19. In addition to the COVID-19 section for corporate operations, each region prepared a specific Business Continuity Plan for its business operations during the pandemic. USCI's Business Continuity Plan, the COVID-19 section for corporate operations, and the region-specific plans are all CONFIDENTIAL.

While we cannot guarantee that our performance on a project will not be stopped in the future, we are actively committed to continuing the performance of work on our client's projects—in accordance with our Business Continuity Plan—unless:

1. The Town of Bridgeville's Board determines that our work is non-essential;
2. A governmental authority issues an executive order that prohibits our performance of work; or
3. The performance of work in the locality where the project is located is deemed by the company to be unsafe for work to continue due to the community spread of COVID-19 in the area.

As for what we are doing to manage the impact of COVID-19 on our client's projects, our operational team, supply chain, and support teams across the entire company are taking proactive measures to maintain sufficient staffing to perform and support ongoing projects, which includes:

- Leveraging both our scale and relationships with our key suppliers to ensure that USCI has the resources—labor and materials—necessary, based on their availability. The northern region of the company has access to over 40 internal and external field crews. Additionally, the company—as a whole—has over 100 field crews with the capabilities necessary to complete the project.
- Monitoring our suppliers on a frequent basis to ensure that USCI can proactively address and/or communicate disruption when appropriate.
- Ensuring that we have alternatives for products and materials that could potentially be impacted due to the pandemic. We have key supplier relationships with numerous coating manufacturers, and each manufacturer has confirmed their ability to fill our orders without disruption.

In this difficult time, we are committed to focusing on the safety of the many residents in our clients' communities—as well as our employees' safety. If a USCI employee develops COVID-19 symptoms, we have a system in place to ensure that we take immediate action to limit the spread of the virus. USCI is ready and willing to address any additional concerns you may have related to COVID-19.

**CLIENT REFERENCES**

TANK OWNER	STATE	CONTACT	PHONE	# OF TANKS
Town of Laurel	DE	James Foskey	(302) 875-4211	Two (2) Elevated Tanks
Veolia (Delaware)	DE	Ted Harris	(302) 633-5900	Ten (10) Tanks (Elevated & Ground)
Town of Smyrna	DE	Juan Martinez	(302) 653-9231	Two (2) Elevated Tanks
Queen Anne’s County Sanitary District	MD	Joe Haxton	(410) 643-3535	Seven (7) Tanks (Elevated & Ground)
Town of Greensboro	MD	Brandon Cunningham	(410) 482-6222	Two (2) Elevated Tanks

**ADDITIONAL REFERENCES**

- St. Michaels, MD
- Pocomoke City, MD
- Snow Hill, MD
- Walkersville, MD
- Brunswick, MD
- North Beach, MD
- Emmitsburg, MD
- Thurmont, MD
- Woodsboro, MD
- Allegany County Util., MD
- Cecliton, MD
- Queenstown, MD
- Indian Head, MD
- College of Southern, MD
- Kennett Square, PA
- Dover Borough, PA
- Dover Township, PA
- City of Lebanon Authority, PA
- Shippensburg, PA
- Cornwall, PA
- Manheim Area, PA
- Shamokin Dam, PA
- Sudlersville, MD
- Fredericksburg, PA
- Broad Top City, PA
- Bonneauville, PA
- Long Beach Township, NJ
- City of Brigantine, NJ
- City of Vineland, NJ
- Town of Bellmawr, NJ
- Hamilton Township, NJ
- Barnegat Township, Nj
- East Brunswick, NJ
- Mahwah, NJ
- Lincoln Park, NJ
- East Grenwich, NJ
- Woodstown, NJ
- Swedesboro, NJ
- Ho Ho Kus, NJ
- Bethlehem, PA
- Lehigh Valley Water Auth., PA
- Greater Hazleton Can Do, PA
- Jim Thorpe Borough, PA
- Collegeville – Trappe, PA
- Rockaway Township, NJ
- Coolbaugh, PA
- Schumakersville, PA
- Round Hill, VA
- County of Gloucester, VA
- Caroline County, VA
- Colonial Beach, VA
- Fredrick Water, VA
- City of Franklin, VA
- Town of Lovettsville, VA
- Town of Berryville, VA
- Front Royal, VA
- Warrenton, VA
- Town of Mineral, VA
- Town of Louisa, VA
- City of Fredericksburg, VA
- Town of West Point, VA
- Town of Urbana, VA
- Town of Appalachia, VA
- Town of Bridgewater, VA
- Town of Cedar Bluff, VA
- Town of Chatham, VA
- Town of Craigs ville, VA
- Town of Dayton, VA
- Town of Glasgow, VA
- Town of Gretna, VA
- Town of Hurt, VA
- Town of Jonesville, VA

## SERVICE PROVIDERS QUALIFICATIONS

With major service centers strategically located across the United States to provide dependable and efficient response times to our valued clients, our local presence and highly qualified work crews deliver the high-quality results expected by our clients. The USCI team has extensive project experience and specialized knowledge of the characteristics and conditions associated with both water systems and infrastructure in the State of Delaware the northern region of the United States—ensuring that water system assets are both protected and maintained on an ongoing and consistent basis.

Our background and experience with all tank styles and sizes allow us to comfortably accept the ongoing maintenance obligations associated with all water storage tanks. USCI protects more than 8,000 assets nationally with full-service maintenance and asset management programs. These ongoing programs center on long-term partnerships with our clients—ultimately utilizing a consultative philosophy-based approach to solving any problems that may arise.

THE USCI TANK ASSET MAINTENANCE PROGRAM IS SUPPLEMENTED BY A COMMUNICATIONS DIVISION AND A DEDICATED TEAM OF WATER STORAGE TANK PROFESSIONALS THAT HAVE THE ABILITY TO ADDRESS ANY SITUATION REGARDING TANK ASSET REPAIRS, TANK ASSET REHABILITATION, PREVENTATIVE TANK MAINTENANCE, ACTIVE MIXING SYSTEMS AND THM REDUCTION, AND CELLULAR SITE MANAGEMENT—AS WELL AS ANY EMERGENCY SERVICES.

The primary tenet behind our tank asset maintenance program is the maintenance of water storage assets through the performance of ongoing preventative maintenance. Annual condition assessments allow us to continually monitor the condition of each water storage tank asset and establish both a renovation and repair schedule that ensures the highest level of protection is provided. Unlike other maintenance programs that will adhere to a set, contracted schedule—regardless of the condition of the asset—and allow crucial repair issues to persist, our method of both regular assessments and maintenance allows us to continually assess tank interiors and exteriors and schedule any renovations for when they are actually needed, ultimately providing the peace of mind that assets are protected.

When inspecting and assessing the condition of the critical water storage tank assets, not only will assets be assessed for compliance with applicable OSHA, AWWA, NACE, SSPC, and NSF standards, but these inspections will also be completed in adherence with current local, state, or federal laws and regulations. USCI also provides detailed condition assessment reports that document the inspection findings and maintenance services completed during the asset condition assessment for the specified water storage tank assets.

This response outlines USCI’s specialized tank asset maintenance services—including an overview of our extensive qualifications and experience, advanced technological capabilities and resources, and strong commitment to our valued clients.



USCI primarily focuses on providing sustainable asset management, water distribution system quality and conservation services, and our specialized solutions to the United States potable water industry. Since 1963, our team has provided a full range of tank asset maintenance services. We extended the value of the services offered to our clients with our revolutionary tank asset maintenance program in 1985—allowing our clients to transfer all future risks of asset ownership to USCI; this includes all tank repairs, rehabilitation, and maintenance services. Our asset maintenance program ultimately provides our many valued clients with both long-term sustainability and operational support.

We have expanded both our capabilities and resources with the additional global resources, advanced technologies, information systems, and strategic solutions necessary to address the current challenges facing water and wastewater utilities. Leveraging the extensive knowledge and lessons learned from our parent and sister companies across the globe, we are able to offer even greater innovative solutions. As part of our mission to address critical water resource challenges, we deliver innovative and advanced service solutions to minimize capital and operational expenses, improve water system operations and performance, extend the useful life of critical water utility assets, and ultimately improve water quality.

We would also like to proudly announce that SUEZ—the previous owner and parent company of USCI—has successfully merged with Veolia. SUEZ and Veolia were formed around the same time—more than 150 years ago—to supply drinking water within France. Each company then gradually expanded into managing wastewater and waste throughout the world. Both SUEZ and Veolia work within the same lines of businesses—having refined them and built industry standards in parallel—and have ultimately developed the same business models. In that sense, the two (2) groups are extremely similar and have a shared culture of striving to build an exceptional company that is a world leader in its sector.

The historic combination of SUEZ and Veolia will have far-reaching benefits across North America and in all of our lines of business—including water and wastewater services, hazardous waste management, sustainable energy solutions, regeneration and recovery solutions, and environmental services. While combining our water services will initially be perceived as the biggest growth area resulting from the merger, it will truly take all of our services to ultimately turn the tide of ecological transformation.

We share a commitment to offer the safest and best solutions to our valued clients. Our multifaceted performance—combining the strengths of both organizations—is what will matter in the long run to provide clean water, clean energy, clean air, and clean industries. With over 169,000 dedicated water and wastewater professionals worldwide, we are truly a world leader in smart, sustainable resource management. We provide solutions enabling our clients to optimize their resources and strengthen environmental and economic performances in line with regulatory standards.

## **INSURANCE REQUIREMENTS**

The magnitude and scope of a major renovation project—as well as the number of crews and staff—require a true necessity for considerable insurance resources. USCI utilizes one (1) of the most reputable names in the insurance industry—**Marsh USA Inc.**—which has been in business for nearly 100 years. The USCI insurance coverage policy limits are as follows:

- **General Liability** = \$2M per occurrence
  - **General Aggregate** = \$3M per occurrence
  - **Auto Liability** = \$2M each accident
  - **Professional Liability** = \$2M per claim
  - **Pollution Liability** = \$5M per claim
  - **Workers' Compensation** = statutory limit
- *Higher-level insurance policy limits can be provided upon request.*
- *Please refer to the Appendix section for a copy of USCI's Certificate of Insurance.*

## **VISUAL INSPECTIONS**

Visual assessments ensure that potential issues are detected early on—in order to immediately complete any preventative maintenance work. A standard visual assessment determines:

- Need for asset repairs, coating touchups, or asset maintenance services
- Exterior and interior coating conditions
- Verification of compliance with all safety and sanitary regulations
- Tank structure and component conditions
- Functionality of all security measures that are in place to protect the tank

The visual condition assessment report includes all documentation for any services completed during the assessment—as well as photographs of the exterior coatings, logo(s), screens, access points, and all visible areas of the foundation—to provide clients with a full understanding of the tank’s condition. Visual assessment reports identify needs for immediate repairs, exterior paint coating touch-ups, or other preventative maintenance work for the water storage tank.

## **WASHOUT INSPECTIONS & WATER QUALITY**

The washout assessments include the cleaning and disinfecting of tanks to improve water quality and operational efficiency. Standard washout assessments include all elements of the visual assessment with the addition of the following:

- The tank asset is isolated and completely drained—allowing for the condition of the tank interior to be fully evaluated.
- We provide a plethora of solutions to our clients to minimize service disruption and maintain minimum flows during washout assessments—as well as other scheduled maintenance—with pressure relief valves, variable frequency drive (VFD) controls, and temporary water storage units.
- The interior floor and walls of the tank are washed to remove mud, sediment, biofilm, silt, and inorganic deposits on the interior of the water storage tank.
  - More aggressive chemical cleaning options can be added on a case-by-case basis.
- The assessment and evaluation of both the interior and exterior of the water storage tank include the safety, sanitary, security, and coatings condition assessments.
- The interior of the tank coating is evaluated for appearance, adhesion, coating condition, dry film thickness, protective qualities, and percentage of deterioration.
- After the interior assessment of the water tank is completed, the tank is disinfected in accordance with AWWA C652; the tank is then sealed and made ready for service.

The washout condition assessment report includes:

- Documentation of the work completed
- Interior photos before and after the washout
- Interior and exterior coatings
- Logo(s), screens, access points, etc.
- Visible areas of the foundation



These condition assessment reports provide clients with a full understanding of the water storage tank asset's condition. The reports also identify any need for immediate asset repairs and coating touch-ups—as well as any other preventative maintenance work.

An inspection of the tank's appurtenances—such as vents, overflows, hatches, ladders, railings, and manholes along the tank's exterior and interior surfaces—will be performed to determine if the item complies with the latest applicable OSHA, AWWA, NACE, SSPC, and NSF regulations and standards. Where deficiencies exist, USCI will provide recommendations to return the item to compliance.

### **REMOTELY OPERATED VEHICLE (ROV) INTERIOR INSPECTION**

During ROV inspections, the tank is inspected for visible signs of failure or deterioration of the metal surfaces, paint, coatings, linings, welds, bolted connections, hatches, ladders, railings, manholes, and other appurtenances along both the exterior and interior surfaces of the tank. This also includes—but is not limited to—the list of evaluation items provided by the Town of Bridgeville.

The tank's interior is inspected by this ROV method—supplemented by a visual assessment from the roof hatch to ensure thorough coverage. Both the tank assessments and inspections are completed in accordance with the latest revision of both AWWA D101 and AWWA D110 guidelines.

All personnel and equipment utilized within the interior of the tank shall be clean and free from loose dirt, rust, lubricant, or any other foreign matter. All equipment used in an ROV inspection is strictly for utilization in potable water applications and shall be disinfected with a 200ppm chlorine solution—in accordance with AWWA C652 Method 2—prior to use in the tank asset. A remote monitor will also be available during ROV inspection to provide live feed to personnel during the operation.

### **CONDITION ASSESSMENTS**

USCI has already conducted the full condition assessments of the Town of Bridgeville's critical water storage tanks.

The purpose of the condition assessments is to ultimately determine the overall condition of the water tank asset's coatings and structure—while also evaluating the tank asset for compliance with current sanitation guidelines, safety and security regulations, and standard guidelines in accordance with all current, applicable AWWA standards.

Our maintenance program and services focus on maintaining assets through means of preventative maintenance. Annual condition assessments allow us to continually monitor the conditions of each tank and establish a renovation and repair schedule—ensuring that the highest level of protection is always provided. Unlike other tank asset maintenance programs that will adhere to a set, contracted schedule—regardless of the tank conditions—our method of regular assessment and maintenance allows us to continually assess the tank's interiors and exteriors and schedule the renovations for when they are actually needed to provide a peace of mind that tank assets are constantly protected.

The specified tank assets will undergo annual assessments in accordance with the specified scope of work under the services agreement—alternating between the visual, washout, and remotely-operated vehicle (ROV) assessments. Any required touch-ups that can be completed during these assessments will be executed to keep costs low and maintain the water storage tanks at a higher level of efficiency.



## ACTIVE MIXING SYSTEMS

This section details our active mixing system capabilities—if included in the services agreement.

Water quality is a critical factor in the operational performance of water distribution systems and water storage tanks. Without the proper solution, the water distribution system can experience a variety of unfavorable outcomes. For example, when something such as water stratification occurs, it allows old, stale water to enter the water distribution system—resulting in taste and odor complaints from the customers. As quality regulations increase—and operational resources decrease—utilities need a cost-effective solution that offers maximum performance for water distribution systems.

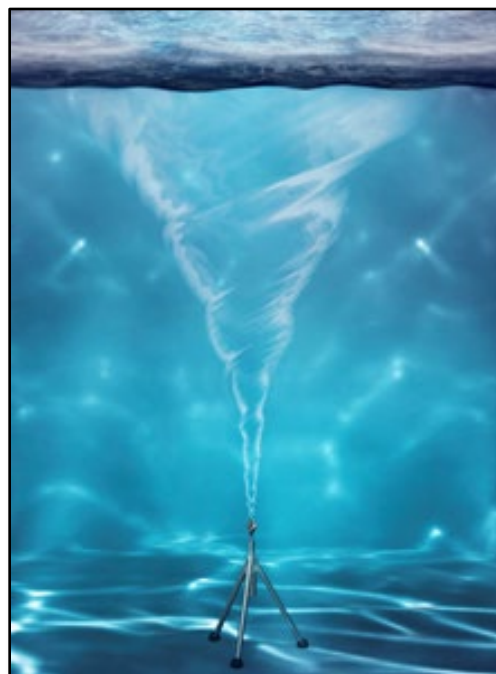
PAX Water Technologies active mixing systems are exclusive to our clients. Typically—within 24 hours of installing the active mixer—a water distribution system will reach its equilibrium and ultimately improve water quality with rapid efficiency and effectiveness.

Other issues that affect the water quality in water storage tanks include disinfection byproducts (DBPs), ice damage, nitrification, increased water age, and residual loss. The EPA standard regulations for permissible levels of both DBPs and trihalomethanes (THMs) in water distribution systems and water storage tank assets continue to increase—ultimately adding pressure on water system managers to regulate and control standards within their system. These submersible PAX mixers' powerful vortex flow pattern inside of the tank creates a water circulation from top to bottom—reducing thermal stratification and water age. The consistent water age may reduce any old, stale water from entering the water distribution system and—in some cases—may reduce any associated taste and odor issues.

Mixing also allows for the even distribution of chlorine and disinfectant chemicals—which can result in a reduction of chemical usage. In colder climates, active mixers will reduce ice formation to prevent tank expansion and contraction—as well as the loss of any tank resources. Our active mixing solutions are customized to the tank's size, capacity, and type—and specific to the climate and geographic variables of the water system—to ensure optimum performance.

The active mixing systems are not just a product; they are a comprehensive solution that is built to the specifications of a water system to provide optimal support. The mixers can be installed while some tanks are in service; others may need to be drained—depending on the tank specifications.

Lastly, the installation, servicing, and ongoing maintenance of the PAX active mixing systems can be fully covered as an additional service under our asset maintenance program.



## **EXTERIOR & INTERIOR RENOVATIONS**

USCI representatives will work closely with the Town of Bridgeville to plan any upfront services to bring the asset into baseline condition under terms that are agreeable to both parties.

The services will be conducted per applicable OSHA and AWWA standards. Dependent on the overall condition of the water storage tank asset, this may include the installation of any updated safety and security features, chemical cleaning, interior and exterior asset coating repairs, structural repairs, disinfection, and the installation of active mixing systems. Undergoing these upfront renovations brings assets into their optimum condition and—simultaneously—extends the useful life of assets.



As part of our tank asset maintenance program, our clients can spread the cost of any major upfront tank renovations over an extended period of time—ultimately assisting them with long-term financial stability, predictable costs, and budget planning. We work with our many clients to evaluate the unique needs of their budget and provide sustainable, advanced solutions—both operationally and financially.

## **EMERGENCY SERVICES**

USCI completes emergency tank repairs and asset maintenance services—at any time—to address, remedy, and correct unforeseen or unsafe water storage tank asset conditions.

These emergency repairs are water storage tank maintenance services that are beyond any of the initial tank repairs that were identified during the annual condition assessments. These repairs are covered at no additional cost to the storage tank owner under our tank asset maintenance program.



Emergency services are typically commenced within 24 hours of notice and include the following:

- Leaks in the water storage vessel (excluding the tank fill line)
- Offensive graffiti (non-offensive graffiti will be scheduled for repair as soon as possible)

## **SECURITY MEASURES**

Preventing access from potential intruders and pests is critical to the protection, condition, and water quality of a water storage tank asset. The installation and maintenance of ladder anti-climb devices, roof hatch locks, and the security of all other access points to the water tank interior is fully included under our tank asset maintenance program. Our tank asset maintenance program also covers regular maintenance and the replacement of any screens on vents and overflow valves to prevent unwanted intrusion by insects, bugs, birds, and other pests.

## **MAINTENANCE OBJECTIVE AND CYCLE CRITERIA**

USCI has provided a description of our scope of work (SOW) and approach to satisfying the Town of Bridgeville’s maintenance objective—as follows:

### **DETAILED SCOPE, SCHEDULE, AND DESCRIPTION OF WORK**

#### **YEAR 1**

##### **In Town Tank (Elevated) – Full Tank Protection Program (Visual Inspection)**

1. Engineering Inspection and preventative maintenance
2. Any needed repairs/touchup.
3. Provide emergency repair service.
4. Ensure Tank complies with all federal and state regulations.
5. Maintain as per the maintenance program

##### **Heritage Shores Tank (Elevated) – Full Tank Protection Program (Visual Inspection)**

1. Engineering Inspection and preventative maintenance
2. Any needed repairs/touchup.
3. Provide emergency repair service.
4. Ensure Tank complies with all federal and state regulations.
5. Maintain as per the maintenance program

#### **YEAR 2**

##### **In Town Tank (Elevated) – Full Tank Protection Program (Visual Inspection)**

##### **Heritage Shores Tank (Elevated) – Full Tank Protection Program (Visual Inspection)**

#### **YEAR 3**

##### **In Town Tank (Elevated) – Full Tank Protection Program, (Visual Inspection)**

##### **Heritage Shores Tank (Elevated) – Full Tank Protection Program, Washout, and Exterior Power Wash**

1. Washout, disinfect, and inspect the tank.
2. Any needed repairs/touchup.
3. Provide emergency repair service.
4. Ensure Tank complies with all federal and state regulations.
5. Maintain as per the maintenance program
6. Exterior power wash to remove mold, mildew, etc.

#### **YEAR 4**

##### **In Town Tank (Elevated) – Full Tank Protection Program, Washout, and Exterior Power Wash**

1. Washout, disinfect, and inspect the tank.
2. Any needed repairs/touchup.
3. Provide emergency repair service.
4. Ensure Tank complies with all federal and state regulations.
5. Maintain as per the maintenance program
6. Exterior power wash remove mold, mildew, etc.

##### **Heritage Shores Tank (Elevated) – Full Tank Protection Program (Visual Inspection)**

**YEAR 5**

In Town Tank (Elevated) – Full Tank Protection Program (Visual Inspection)

Heritage Shores Tank (Elevated) – Full Tank Protection Program (Visual Inspection)

**YEAR 6**

In Town Tank (Elevated) – Full Tank Protection Program (Visual Inspection)

Heritage Shores Tank (Elevated) – Full Tank Protection Program (Visual Inspection)

**YEAR 7**

In Town Tank (Elevated) – Full Tank Protection Program (Visual Inspection)

Heritage Shores Tank (Elevated) – Full Tank Protection Program – Exterior Renovation (Overcoat)

**Exterior Renovation**

1. All exterior surfaces shall be pressure washed with a minimum of 4,000 PSI washer to remove all chalk, mildew, dirt and debris.
2. All rusted or paint failed areas shall be hand/power tool cleaned per SSPC-SP2, SP3 cleaning methods.
3. All areas spot prepared shall be spot primed with a Tnemec compatible spot primer.
4. One (1) spot intermediate coat of a Tnemec compatible series coating shall be applied to the previously spot primed areas.
5. One (1) full finish coat of Tnemec compatible series coating or equivalent shall be applied to all exterior surfaces (100%).
6. Existing logos shall be retraced Tnemec compatible series coating or equivalent.

**YEAR 8**

In Town Tank (Elevated) – Full Tank Protection Program – Exterior Renovation (Overcoat)

**Exterior Renovation**

1. All exterior surfaces shall be pressure washed with a minimum of 4,000 PSI washer to remove all chalk, mildew, dirt and debris.
2. All rusted or paint failed areas shall be hand/power tool cleaned per SSPC-SP2, SP3 cleaning methods.
3. All areas spot prepared shall be spot primed with a Tnemec compatible spot primer.
4. One (1) spot intermediate coat of a Tnemec compatible series coating shall be applied to the previously spot primed areas.
5. One (1) full finish coat of Tnemec compatible series coating or equivalent shall be applied to all exterior surfaces (100%).
6. Existing logos shall be retraced Tnemec compatible series coating or equivalent.

Heritage Shores Tank (Elevated) – Full Tank Protection Program (Visual Inspection)

**YEAR 9**

In Town Tank (Elevated) – Full Tank Protection Program (Visual Inspection)

Heritage Shores Tank (Elevated) – Full Tank Protection Program (ROV Inspection)

**Inspection Service—including Remote Operated Vehicle (ROV) Interior Inspection:**

1. Engineering Inspection including ROV and preventative maintenance.
2. Any needed repairs/touchup.
3. Provide emergency repair service.
4. Ensure Tank complies with all federal and state regulations.
5. Maintain as per the maintenance program.

**YEAR 10**

**In Town Tank (Elevated) – Full Tank Protection Program (ROV Inspection)**

**Inspection Service—including Remote Operated Vehicle (ROV) Interior Inspection:**

1. Engineering Inspection including ROV and preventative maintenance.
2. Any needed repairs/touchup.
3. Provide emergency repair service.
4. Ensure Tank complies with all federal and state regulations.
5. Maintain as per the maintenance program.

**Heritage Shores Tank (Elevated) – Full Tank Protection Program – Interior Renovation**

**Interior Renovation:**

1. The complete interior (100%) shall be abrasive blast cleaned to SSPC-SP No. 10 “Near White” finish.
2. After abrasive cleaning, all surfaces shall be cleaned of any dust residue or foreign debris.
3. An epoxy liner manufactured by Tnemec Company or equivalent that meets AWWA D102 ICS-1 shall be applied as follows:
  - Primer Coat: One (1) complete coat of Tnemec two (2)-component epoxy shall be applied to achieve a 4-6 DFT.
  - Stripe Coat: One (1) additional coat of Tnemec two (2)-component epoxy shall be applied by brush and roller to all weld seams, bolts, apparatus and edges.
  - Finish Coat: One (1) complete finish coat of Tnemec two (2)-component epoxy shall be applied to achieve 4-6 DFT.
4. After the liner has properly cured, the interior surfaces shall be disinfected per A.W.W.A. Spray Method No. 2 (200 PPM)
5. The spent abrasive media shall be tested per TCLP – (8) Heavy Metals as mandated by The State.
6. Once the test results confirm the non-hazardous status of the wastes, the spent abrasives shall be disposed of properly.
7. The Tank shall be sealed and made ready for service.

**YEAR 11**

**In Town Tank (Elevated) – Full Tank Protection Program – Interior Renovation**

**Interior Renovation:**

1. The complete interior (100%) shall be abrasive blast cleaned to SSPC-SP No. 10 “Near White” finish.
2. After abrasive cleaning, all surfaces shall be cleaned of any dust residue or foreign debris.
3. An epoxy liner manufactured by Tnemec Company or equivalent that meets AWWA D102 ICS-1 shall be applied as follows:
  - Primer Coat: One (1) complete coat of Tnemec two (2)-component epoxy shall be applied to achieve a 4-6 DFT.
  - Stripe Coat: One (1) additional coat of Tnemec two (2)-component epoxy shall be applied by brush and roller to all weld seams, bolts, apparatus and edges.
  - Finish Coat: One (1) complete finish coat of Tnemec two (2)-component epoxy shall be applied to achieve 4-6 DFT.
4. After the liner has properly cured, the interior surfaces shall be disinfected per A.W.W.A. Spray Method No. 2 (200 PPM)
5. The spent abrasive media shall be tested per TCLP – (8) Heavy Metals as mandated by The State.
6. Once the test results confirm the non-hazardous status of the wastes, the spent abrasives shall be disposed of properly.
7. The Tank shall be sealed and made ready for service.

**Heritage Shores Tank (Elevated) – Full Tank Protection Program (Visual Inspection)**

**YEARS 12+ (Both Tanks)**

Washout or ROV and visual inspection services shall continue—as shown above—on an alternating basis. Future Exterior renovations shall be scheduled based on the needs identified during the annual inspections. As a general rule, the exterior must be—at a minimum—overcoated approximately every eight (8) to ten (10) years and interior renovations every 14-16 years.

**LEGAL CONTRACTUAL AGREEMENT**

**USCI'S PROPOSAL IS CONDITIONED UPON THE NEGOTIATION AND EXECUTION BY BOTH PARTIES OF A WRITTEN, DEFINITIVE AGREEMENT CONTAINING MUTUALLY ACCEPTABLE TERMS AND CONDITIONS. THIS AGREEMENT SHALL INCLUDE—BUT NOT BE LIMITED TO—MUTUALLY ACCEPTABLE PROVISIONS ON THE FOLLOWING SUBJECTS: (I) FORCE MAJEURE, (II) INDEMNIFICATION, (III) WAIVER OF CONSEQUENTIAL DAMAGES, (IV) WARRANTY, (V) LIABILITY CAP, (VI) EXCESSIVE INFLATION; (VII) INSURANCE REQUIREMENTS, (VIII) BONDING, AND (IX) DISPUTE RESOLUTION. USCI SHALL NOT HAVE ANY CONTRACTUAL OBLIGATIONS WITH RESPECT TO THE MATTERS REFERRED TO HEREIN UNLESS AND UNTIL A MUTUALLY ACCEPTABLE DEFINITIVE AGREEMENT HAS BEEN EXECUTED AND DELIVERED BY BOTH PARTIES.**

Proposal for Professional Tank Maintenance Service (RFP#2023-A01)

**SCHEDULE AND SCOPE OF WORK (SOW) MATRIX**

Tank	Year 1 2023	Year 2 2024	Year 3 2025	Year 4 2026	Year 5 2027	Year 6 2028	Year 7 2029	Year 8 2030	Year 9 2031	Year 10 2032
IN TOWN TANK (ELEVATED)	FULL TANK PROTECTION - Visual Inspection, Any Needed Repairs or Touch-ups, Emergency Service	FULL TANK PROTECTION - Visual Inspection, Any Needed Repairs or Touch-ups, Emergency Service	FULL TANK PROTECTION - Visual Inspection, Any Needed Repairs or Touch-ups, Emergency Service	FULL TANK PROTECTION - EXTERIOR POWER WASH - Washout Inspection, Any Needed Repairs or Touch-ups, Emergency Service	FULL TANK PROTECTION - Visual Inspection, Any Needed Repairs or Touch-ups, Emergency Service	FULL TANK PROTECTION - Visual Inspection, Any Needed Repairs or Touch-ups, Emergency Service	FULL TANK PROTECTION - Visual Inspection, Any Needed Repairs or Touch-ups, Emergency Service	EXTERIOR OVERCOAT, INTERIOR TOUCH-UP - WASHOUT	FULL TANK PROTECTION - Visual Inspection, Any Needed Repairs or Touch-ups, Emergency Service	FULL TANK PROTECTION - ROV Inspection, Any Needed Repairs or Touch-ups, Emergency Service
HERITAGE SHORES (PED)	FULL TANK PROTECTION - Visual Inspection, Any Needed Repairs or Touch-ups, Emergency Service	FULL TANK PROTECTION - Visual Inspection, Any Needed Repairs or Touch-ups, Emergency Service	FULL TANK PROTECTION - EXTERIOR POWER WASH - INTERIOR TOUCHUPS - Washout Inspection, Any Needed Repairs or Touch-ups, Emergency Service	FULL TANK PROTECTION - Visual Inspection, Any Needed Repairs or Touch-ups, Emergency Service	FULL TANK PROTECTION - Visual Inspection, Any Needed Repairs or Touch-ups, Emergency Service	FULL TANK PROTECTION - Visual Inspection, Any Needed Repairs or Touch-ups, Emergency Service	EXTERIOR OVERCOAT, INTERIOR TOUCH-UP - WASHOUT	FULL TANK PROTECTION - Visual Inspection, Any Needed Repairs or Touch-ups, Emergency Service	FULL TANK PROTECTION - ROV Inspection, Any Needed Repairs or Touch-ups, Emergency Service	INTERIOR WET - BLAST AND INTERIOR RENOVATION, INTERIOR DRY OVERCOAT
	Year 11 2033	Year 12 2034	Year 13 2035	Year 14 2034	Year 15 2035	Year 16 2036	Year 17 2037	Year 18 2038	Year 19 2039	Year 20 2040
IN TOWN TANK (ELEVATED)	INTERIOR WET - BLAST AND INTERIOR RENOVATION	FULL TANK PROTECTION - Visual Inspection, Any Needed Repairs or Touch-ups, Emergency Service	FULL TANK PROTECTION - Visual Inspection, Any Needed Repairs or Touch-ups, Emergency Service	FULL TANK PROTECTION - Visual Inspection, Any Needed Repairs or Touch-ups, Emergency Service	FULL TANK PROTECTION - ROV Inspection, Any Needed Repairs or Touch-ups, Emergency Service	TOUCH-UP INTERIOR, EXTERIOR OVERCOAT, WASHOUT	FULL TANK PROTECTION - Visual Inspection, Any Needed Repairs or Touch-ups, Emergency Service	FULL TANK PROTECTION - Visual Inspection, Any Needed Repairs or Touch-ups, Emergency Service	FULL TANK PROTECTION - Visual Inspection, Any Needed Repairs or Touch-ups, Emergency Service	FULL TANK PROTECTION - Washout Inspection, Any Needed Repairs or Touch-ups, Emergency Service
HERITAGE SHORES (PED)	FULL TANK PROTECTION - Visual Inspection, Any Needed Repairs or Touch-ups, Emergency Service	FULL TANK PROTECTION - Visual Inspection, Any Needed Repairs or Touch-ups, Emergency Service	FULL TANK PROTECTION - ROV Inspection, Any Needed Repairs or Touch-ups, Emergency Service	FULL TANK PROTECTION - Visual Inspection, Any Needed Repairs or Touch-ups, Emergency Service	TOUCH-UP INTERIOR, EXTERIOR OVERCOAT, WASHOUT	FULL TANK PROTECTION - Visual Inspection, Any Needed Repairs or Touch-ups, Emergency Service	FULL TANK PROTECTION - Visual Inspection, Any Needed Repairs or Touch-ups, Emergency Service	FULL TANK PROTECTION - Visual Inspection, Any Needed Repairs or Touch-ups, Emergency Service	FULL TANK PROTECTION - Washout Inspection, Any Needed Repairs or Touch-ups, Emergency Service	FULL TANK PROTECTION - Visual Inspection, Any Needed Repairs or Touch-ups, Emergency Service

## PROPOSED COST OF THE MAINTENANCE SERVICE

- Company Name: Utility Service Co., Inc.
- Address: 1230 Peachtree Street NE, Suite 1100, Atlanta, GA 30309
- Primary Contact: Mr. Rob Mourlas, Water System Consultant (State of Maryland)
- Email Address: robert.mourlas@veolia.com
- Phone Number: (410) 443-1429

### PRICING

YEAR	TOWN TANK	HERITAGE SHORES	TOTAL FOR YEAR
Year 1 Cost	\$18,521	\$22,379	\$40,900
Year 2 Cost	\$19,177	\$23,172	\$42,349
Year 3 Cost	\$19,855	\$23,992	\$43,847
Year 4 Cost	\$27,830	\$32,114	\$59,944
Year 5 Cost	\$21,286	\$25,721	\$47,007
Year 6 Cost	\$22,040	\$26,631	\$48,671
Year 7 Cost	\$22,820	\$27,574	\$50,394
Year 8 Cost	\$23,628	\$28,550	\$52,178
Year 9 Cost	\$24,465	\$29,561	\$54,026
Year 10 Cost	\$25,331	\$30,607	\$55,938

Cost increases will continue on this schedule for as long as contract is in place. This pricing assumes our typical escalation rate of 3.5%. We typically have a maximum escalator per year of 5% written into our contracts. The RFP documents reference CPI indexing. We can tie our escalation rate to an agreed-upon index, but we would require a floor of 3.5% in any given year—as shown in this price model.

There is no penalty for early termination of the contract. The Town of Bridgeville has the right to terminate this contract at any time—as long as we are notified within 60 days of the contract anniversary date. USCI cannot cancel the contract for any reason—other than lack of payment by the Town of Bridgeville.

## INSURANCE REQUIREMENTS

The magnitude and scope of a major renovation project—as well as the number of crews and staff—require a true necessity for considerable insurance resources. USCI utilizes one (1) of the most reputable names in the insurance industry—**Marsh USA Inc.**—which has been in business for nearly 100 years. The insurance coverage limitations have been provided on page 18 of this *Proposal for Professional Tank Maintenance Service (RFP#2023-A01)*.

- Please refer to the Appendix section for a copy of USCI's Certificate of Insurance.





# CONCLUSIONS

This response describes our organizational structure with a focus on the products and services provided to our valued clients—owners and operators of potable water systems. This description acknowledges our people, who—together with the plethora of resources available to our valued clients—make our business function.

We are uniquely positioned to provide the highest quality maintenance and asset management program available. Also, our dedicated team of water experts, resources, and our focus on providing the most comprehensive, cost-effective, and sustainable maintenance services to our many clients have made us leaders in the asset management and potable water industry. USCI's asset maintenance programs provide long-term, structured, and financially-sustainable solutions with no unplanned expenditures and provide one (1) source of responsibility for all the services, repairs, and maintenance.

USCI's team is backed by our parent company—Veolia—an international leader in the water industry with a consolidated revenue of \$30.1 billion. We are truly committed to delivering the most innovative, sustainable, and effective asset management solutions to our valued clients to improve their water distribution systems, critical assets, and the overall well-being of their communities. Our reputation is built on reliability, and our expertise is built on experience. More than 5,000 municipal and industrial clients in the United States trust us to manage and maintain their most important water distribution system resources and assets. Together with USCI, let us build your comprehensive water distribution management system on a foundation of continuous improvement, constant collaboration, innovation, and trust.

We look forward to meeting with the Town of Bridgeville in anticipation of discussing our qualifications, competencies, and project details—as well as scheduling visits to our facilities. We welcome questions or comments—as well as the opportunity to elaborate on our capabilities. Please direct any questions you may have to:

**Mr. Rob Mourlas (Primary Contact)**

Water System Consultant (State of Delaware)  
Phone: (410) 443-1429  
Email: robert.mourlas@veolia.com

**Mr. Chris Quinn**

Director of Sales (Northeast Region)  
Phone: (267) 424-4274  
Email: christopher.quinn@veolia.com



# APPENDIX

This Appendix provides the Town of Bridgeville with the executed documents, submittal requirements, and additionally relevant information associated with this *Proposal for Professional Tank Maintenance Service (RFP#2023-A01)*; the required forms and additionally relevant information include:

- Summary Resumes
- Certificate of Insurance
- ISO 9001:2015 Certification
- Approved Applicator Certificate (TnemeC)
- Workers Compensation Experience Modification (EMR) Rating

USCI also acknowledges that the Town of Bridgeville did not issue any Addenda associated with their *RFP for Professional Tank Maintenance Service (RFP#2023-A01)*.

In addition to the items included in the Appendix, USCI has provided the Town of Bridgeville with some additional information submitted on an external USB flash drive; this information includes:

- USCI Safety & Health Program

# **SUMMARY RESUMES**



# ROBERT MOURLAS

## WATER SYSTEM CONSULTANT (STATE OF DELAWARE)

### YEARS OF EXPERIENCE

- 24 Years Total

### EDUCATION

- M.S., Environmental Engineering, Johns Hopkins University, 1994.
- B.S., Civil Engineering, Johns Hopkins University, 1995.

### AREAS OF SPECIALIZATION

- Consultative Sales
- Territory Management
- Lead Generation
- Account Expansion
- Account Retention
- Sales Management
- Lead Generation
- Negotiation
- Cost Control
- Product Marketing
- Proposal Development
- Expense Control
- Engineering Consulting
- Customer Relationship Management (CRM)
- Microsoft Office
- Salesforce
- QuoteWerks
- AutoCAD
- Geopointe

### PROFESSIONAL ASSOCIATIONS

- Leadership in Energy and Environmental Design (LEED) Green Associate
- American Society of Plumbing Engineers (ASPE)
  - Member Since 2013

### OFFICE ADDRESS

- 915 Long Point Road, Grasonville, MD 21638



### KEY QUALIFICATIONS

Mr. Robert Mourlas serves as a dedicated Water System Consultant (State of Delaware) for Utility Service Co., Inc. (A Veolia Company). He is responsible for project consultation, to answer questions, provide information about any other services, and serve as a constant resource in all aspects of water system asset maintenance. Mr. Mourlas specializes in supporting municipal and industrial water system clients with a sense of urgency to accomplish all tasks in a timely manner and meet established deadlines—ultimately providing specialized services in a method that will produce the high-quality results expected from our many valued clients. His extensive experience qualifies him to conduct the work associated with the requested services.

### PROFESSIONAL EXPERIENCE

#### ***UTILITY SERVICE CO., INC. (A VEOLIA COMPANY)***

##### **Water System Consultant (State of Delaware)**

**2019–Present**

- Develops and implements effective strategies to capitalize on opportunities in his territory
- Utilizes all products and services available to create Veolia separation from the competition
- Lead-generation and creation of opportunities through the established Veolia Advanced Solutions | Utility Service Co., Inc. Sales Process
- Performs industry-standard condition assessments on all types of potable water assets
- Manages existing customer base utilizing relationships to grow new business accounts
- Creates and implements new marketing promotions and strategies to gain market share
- Works directly between Line of Business (LOB) team(s) for each product line and client to close deals and identify opportunities
- Comprehensive knowledge of asset management and maintenance programs for the potable water, wastewater, and utility industry
- Sales development, project planning, and management for water, wastewater, municipal, industrial, and commercial customers
- Track and manage existing and potential opportunities through Salesforce
- Forecast accuracy through strong business relationships
- Understand the client's needs and time-lines for sales

#### ***OCTAGON SERVICES / DBA TANKS DIRECT & SHELTERS DIRECT***

##### **Sales Manager (All Products & Offerings)**

**2016–2019**

- Manager for all products and offerings with a territory consisting of the States of: Ohio, Maryland, Delaware, New York, New Jersey, Tennessee, and West Virginia—as well as the Commonwealths of: Kentucky, Pennsylvania, and Virginia—and the District of Columbia
- Manage the day-to-day sales activities of a team of sales engineers and estimators—as well as outside sales professionals
- Responsible for all sales within the company across all three (3) business units—Tank Sales, Shelter Sales, and Service

# ANTHONY HARRISON

## PROJECT MANAGER (NORTH REGION)

### YEARS OF EXPERIENCE

- Six (6) Years in the Water, Wastewater, and Asset Maintenance Industry

### EDUCATION

- High School Diploma

### AREAS OF SPECIALIZATION

- Pipeline Asset Management
- Spray-in-Place Pipeline (SIPP) Rehabilitation and Maintenance
- Project Management

### PROFESSIONAL CERTIFICATIONS

- Occupational Safety and Health Administration (OSHA) 10-Hour Program
- First Aid | CPR

### PROFESSIONAL TRAINING

- Certified Operator—Buckhurst SIPP Lining Rig
- Trained in the Application of Warren S301-01 Epoxy Lining

### OFFICE ADDRESS

128 Elm Street, Bridgewater, MA  
02324

### KEY QUALIFICATIONS

Mr. Anthony Harrison serves as a Project Manager (North Region) for Utility Service Co., Inc. (A Veolia Company). He is responsible for both the implementation and delivery of pipeline rehabilitation projects within the northern region of the United States. Mr. Harrison specializes in supporting both municipal and industrial water distribution system clients with a sense of urgency to accomplish tasks in a timely manner and meet established deadlines—ultimately providing specialized services in a method that will produce the high-quality results expected from Veolia's many valued clients. His extensive experience qualifies him to conduct the work associated with the requested services.

### PROFESSIONAL EXPERIENCE

#### ***UTILITY SERVICE CO., INC. (A VEOLIA COMPANY)***

##### **Project Manager (North Region)**

**2017–Present**

- Implementation and delivery of SIPP projects
- Development and delivery of Pipeline Asset Management Programs (PAMPs)
- Direct Manager for SIPP employees in the northern region of the United States

#### ***BROTCKE WELL AND PUMP***

##### **Project Manager**

**2015–2017**

- Direct Manager for the Kansas City staff
- Scheduling and delivery of pump/motor installation
- Scheduling and delivery of well rehabilitation projects

#### ***SUEZ ADVANVED SOLUTIONS / UTILITY SERVICE CO., INC.***

##### **Field Superintendent**

**2014–2015**

- Delivery of water well asset management
- Scheduling for well rehabilitation/pump installation crew
- Delivery of aqua freed / aqua guard services

### PROJECT EXPERIENCE

Direct experience in asset management and maintenance services for an abundance of clients within the industrial and municipal markets of the water and wastewater industry; some of these clients include:

- Merchantville Pennsauken Water Commission (MPWC), NJ
- City of Youngstown, OH
- City of Sioux Falls, SD
- City of Ringgold, GA
- City of Keene, NH

# ERIC MERITHEW, PHD

## SERVICE CENTER MANAGER (BRIDGEWATER, MA)

### YEARS OF EXPERIENCE

- Ten (10) Years Total

### EDUCATION

- PhD, Biochemistry, University of Massachusetts, 2005.
- B.S., Biotechnology, Worcester Polytechnic Institute, 1997.

### AREAS OF SPECIALIZATION

- Water Distribution Systems
- Water Storage Systems
- Water Treatment Systems
- Water Quality Management
- Water Quality Compliance
- Network Asset Management

### OFFICE ADDRESS

- 128 Elm Street, Bridgewater, MA 02324

### KEY QUALIFICATIONS

Mr. Eric Merithew serves as a Service Center Manager (Bridgewater, MA) for Utility Service Co., Inc. (A Veolia Company). He has extensive experience in the design, planning, and management of municipal water system services. He is the principal-in-charge of projects involving water quality services in the North Region of the United States, including:

- Water Storage Tanks & Active Mixing Systems
- Chemical Cleaning & Trihalomethane (THM) Removal Systems (TRS)
- Water Quality & Ice Piggings
- Maintenance & Pipe Distribution Systems

Mr. Merithew also has extensive experience in the assessment, construction, and rehabilitation of potable water storage tanks, treatment and filtration systems, and additional water system resources. He coordinates projects for both the Water Quality and Network Asset Management (NAM) lines of business with the regional service centers, including the design, procurement, and delivery of projects. He also participates in budget planning, development of installation and delivery best practices—as well as technological innovation. Mr. Merithew specializes in supporting municipal and industrial water system clients with a sense of urgency to accomplish tasks in a timely manner and meet established deadlines, ultimately providing clients valued with specialized services in a method that will produce the high-quality results expected. His extensive experience qualifies him to conduct the work associated with the requested services.

### PROFESSIONAL EXPERIENCE

#### ***UTILITY SERVICE CO., INC. (A VEOLIA COMPANY)***

#### **Service Center Manager (Bridgewater, MA)**

- Manages all aspects of the Bridgewater, MA, Service Center
- Primary responsibilities include planning and coordination of all water storage tank asset maintenance contracts in New England, New York, and the Mid-Atlantic states
- Responsible for crew coordination and delivery for water systems services including tank mixing and TRS solutions, valve/hydrant maintenance, well rehabilitation/maintenance, and specialty services
- Responsible for initial evaluations of existing water tanks and structures to determine general conditions of coatings and structure
- Establishment of rehabilitative methodology scheduling, job costing, and specification writing to ensure current AWWA, SSPC, NACE and all state requirements are fulfilled

### PROJECT EXPERIENCE

Direct experience in asset management and maintenance services for an abundance of clients within the industrial and municipal markets of the water and wastewater industry; some of these clients include:

- Aquarion Water Company (City of Bridgeport, CT)
- City of Tiffin, OH
- Village of Ottawa, OH
- City of Wilmington, DE



# PIERCE A. LAW, JR.

## SERVICE CENTER MANAGER (BRIDGEWATER, MA) | PROJECT MANAGER

### YEARS OF EXPERIENCE

- 30 Years Total

### AREAS OF SPECIALIZATION

- Asset Maintenance
- Asset Management
- Project Management
- Facility Management
- Personnel Supervision
- Tank Renovations & Repairs

### PROFESSIONAL CERTIFICATIONS

- Certified Welder
- Class A Commercial Driver's License
- Certified Worksite Traffic Supervisor

### PROFESSIONAL ASSOCIATIONS

- American Society of Mechanical Engineers (ASME)
- American Traffic Safety Services Association (ATSSA)
- Occupational Safety and Health Administration (OSHA)

### PROFESSIONAL TRAINING

- OSHA Safety Training
- First Aid | CPR

### OFFICE ADDRESS

- 128 Elm Street, Bridgewater, MA 02324

### KEY QUALIFICATIONS

Mr. Pierce Law, Jr. serves as a Service Center Manager and Project Manager for Utility Service Co., Inc. (A Veolia Company). He is responsible for presenting, managing, and supervising the renovation and maintenance of water system assets. Mr. Law specializes in supporting both municipal and industrial water system clients with a sense of urgency to accomplish tasks in a timely manner and meet established deadlines, ultimately providing specialized services in a method that will produce the high-quality results expected from Veolia's many valued clients. His extensive experience qualifies him to conduct the work associated with the requested services.

### PROFESSIONAL EXPERIENCE

#### **UTILITY SERVICE CO., INC. (A VEOLIA COMPANY)**

##### **Service Center Manager (Bridgewater, MA) | Project Manager 2013–Present**

- Manages the NY Service Center—same location as Bridgewater, MA, Service Center
- Assess project and resource requirements
- Coordinate and schedule the work with owners
- Ensure that all health and safety regulations are adhered to
- Supervision of the mechanical repairs, upgrades, painting and coating portions of projects

#### **VARIOUS EMPLOYERS**

##### **Freelance Field Supervisor**

**1996–2002**

- Organized a facility specializing in the repair, sandblasting, and painting of heavy trucks and semitrailers; clients included large fleet owners—such as P&C Food Markets and Niagara – Mohawk Power Corporation

##### **Freelance Superintendent (Bridge & Steel Tank Painting)**

**1987–1996**

- Supervised \$850,000 projects
- Responsible for ten (10) crew members
- Certified to perform lead abatement projects with full Class A Containment
- Qualified for bridge maintenance projects where complex traffic control is necessary

#### **LAW BROTHERS CONTRACTING CORP.**

##### **Project Manager**

**1980–1986**

- Responsible for all rigging, steel repair, sandblasting, and steel painting operations; clients included New York State Department of Transportation (DOT), New York State Thruway Authority, St. Lawrence Seaway Authority, and the United States Army

#### **General Construction**

- Carpentry, concrete work, and equipment maintenance
- Millwright work, welding, and rigging



# JONATHAN CATO

## CHIEF OPERATING OFFICER (COO)

### YEARS OF EXPERIENCE

- 25 Years Total
- 15 Years in Water, Wastewater, and Water Storage Tank Asset Maintenance and Management
- Ten (10) Years of Chemical Engineering – Mining Industry

### EDUCATION

- B.S. Materials and Fiber Engineering, Georgia Institute of Technology.

### AREAS OF SPECIALIZATION

- Steel Water Storage Tank Asset Management and Maintenance
- Concrete Water Storage Tank Asset Management and Maintenance
- Water Quality
- Active Mixing Systems
- Advanced Metering Infrastructure (AMI) Systems
- Concrete Plant Rehabilitation (CPR)
- Construction Management and Maintenance
- Contract Management
- Project Management
- Operations Management
- Financial Analysis
- Financial Estimating

### PROFESSIONAL ASSOCIATIONS

- American Water Works Association (AWWA)
- Society for Protective Coatings (SSPC)
- National Association of Corrosion Engineers (NACE)
- American Concrete Institute (ACI)

### OFFICE ADDRESS

- 1230 Peachtree Street NE, Suite 1100, Atlanta, GA 30309

### KEY QUALIFICATIONS

Mr. Jonathan Cato serves as the Chief Operating Officer (COO) for Utility Service Co., Inc. (A Veolia Company). His vast experience pertaining to all aspects of executive and project management—coupled with both his engineering background and tank asset maintenance experience—provide him with the ability to manage all areas of existing product offerings and direct our clients towards the future and new service offerings. Mr. Cato specializes in supporting both municipal and industrial water distribution system clients with a sense of urgency to accomplish all tasks in a timely manner and meet all established deadlines—ultimately providing our specialized services in a method that will produce the high-quality results that are expected from our many valued clients. His extensive experience qualifies him to conduct the work associated with the requested services.

### PROFESSIONAL EXPERIENCE

#### ***UTILITY SERVICE CO., INC. (A VEOLIA COMPANY)***

Chief Operating Officer (COO) 2022–Present

- Responsible for division-wide operations—including all regions and service centers
- Responsible for the water tank, water quality, and advanced metering infrastructure (AMI) lines of business (LOBs)
- Manage corporate operations—as well as the following departments: Bid Department, Pricing Department, Engineering Department, and Customer Service Department

Senior Vice President (Lines of Business, Operations, & Engineering) 2019–2022

- Responsible for all LOBs, operations, and engineering services across all regions of the company

Senior Vice President (Lines of Business) 2012–2019

- Responsible for all LOBs across all regions of the company

Vice President (Operations) 2009–2012

- Responsible for the operations of all service centers across all regions of the company

General Manager (Contracting Division) 2002–2009

- Responsible for all estimating and project management for publicly bid tank projects across all regions of the company

### PROJECT EXPERIENCE

Direct experience in asset management and maintenance services for an abundance of clients within the industrial and municipal markets of the water and wastewater industry; some of these clients include:

- City of Atlanta, GA
- Birmingham Water Works Board, AL





# DAVE FORRESTER

## VICE PRESIDENT (TANKS AND WATER QUALITY)

### YEARS OF EXPERIENCE

- 26 Years Total
- 13 Years in Asset Maintenance

### EDUCATION

- B.S. Civil Engineering, Georgia Institute of Technology, 1989.
- A.S., Engineering Technology, Middle Georgia College, 1984.

### OFFICE ADDRESS

- 1230 Peachtree Street NE, Suite 1100, Atlanta, GA 30309

### KEY QUALIFICATIONS

Mr. Dave Forrester serves as a Vice President (Tanks & Water Quality) for Utility Service Co., Inc. (A Veolia Company). His experience with all aspects of project management—coupled with his engineering background and tank maintenance experience—provide him with the ability to manage multiple areas of our existing product offerings and direct our clients toward the future and Veolia's new service offerings. Mr. Forrester specializes in supporting both municipal and industrial water system clients with a sense of urgency to accomplish tasks in a timely manner and meet established deadlines, ultimately providing specialized services in a method that will produce the high-quality results expected from Veolia's many valued clients. His extensive experience qualifies him to conduct all of the work associated with the requested maintenance services.

### PROFESSIONAL EXPERIENCE

#### ***UTILITY SERVICE CO., INC. (A VEOLIA COMPANY)***

##### **Vice President (Tanks & Water Quality)**

**2012–Present**

- Profit and Loss (P&L) responsibility for all service lines covering eight (8) states in the southeastern region of the United States—over 2,500 potable water tanks representing 800+ municipalities currently under tank maintenance contracts, including renovations, repairs, inspections, condition assessment and emergency services

##### **General Manager (Tank Maintenance)**

**2008–2012**

- Managed condition assessment and asset maintenance activities for 5,000+ potable water storage tanks across the United States
- Led collaborative efforts to develop water quality improvement solutions in potable water storage tank assets

##### **Vice President (Communications Construction)**

**2002–2008**

- Responsible for a division providing design and installation of engineered cellular installation solutions on elevated water towers across the eastern United States

### PROJECT EXPERIENCE

Direct experience in asset management and maintenance services for an abundance of clients within the industrial and municipal markets of the water and wastewater industry; some of these clients include:

- City of Raleigh, NC
- Fauquier County Service Authority, VA
- Prince William County Service Authority, VA
- City of Franklin, VA
- City of Winchester, VA
- Town of Warrenton, VA



# ED FAUST

## SENIOR VICE PRESIDENT

### (SALES, MARKETING, BUSINESS DEVELOPMENT, & CPPS BUSINESS UNIT)

#### YEARS OF EXPERIENCE

- 30+ Years

#### EDUCATION

- M.B.A., Marketing, University of Connecticut, 1983.
- B.S., Chemistry, New York State University, 1978.

#### AREAS OF SPECIALIZATION

- Strategic Marketing
- Tactical Marketing
- Business Planning
- Product Management
- Business Development
- Technology Assessment
- Technology Deployment
- Product Commercialization
- Operations Management
- Market Research & Development
- Innovative Product Development
- Joint Ventures & Partnerships
- Sales Management
- Relationship Building
- Account Cultivation
- Ethnographic Research
- Voice of the Customer
- Manufacturing Operations
- Manufacturing Processes
- Leadership Skills
- Talent Development
- Metrics-Based Performance Measurement

#### PROFESSIONAL TRAINING

- Stage Gate Product Development
- Six (6) Sigma Green Belt
- Lean Concepts
- Voice of the Customer
- Sales & Operations Planning (S&OP)

#### OFFICE ADDRESS

- 461 From Road, Suite 400, Paramus, NJ 07652

#### KEY QUALIFICATIONS

Mr. Ed Faust serves as the Senior Vice President (Sales, Marketing, Business Development, & CPPS Business Unit) for Utility Service Co., Inc. (A Veolia Company). He is an accomplished professional in various areas such as: strategic marketing, product management, business development, and sales—as well as a broad base of business to business (B2B), business to government (B2G), and business to consumer experience (B2C). Mr. Faust specializes in supporting both municipal and industrial water system clients with a sense of urgency to accomplish tasks in a timely manner and meet established deadlines—ultimately providing specialized services in a method that will produce the high-quality results expected from our many valued clients. He has proven expertise in profit and loss (P&L) management—as well as an impressive track record of success in the identification and commercialization of new technologies, products, and services gained through managing projects for over 55 new product offerings and 15 new service offerings.

#### PROFESSIONAL EXPERIENCE

##### ***UTILITY SERVICE Co., INC. (A VEOLIA COMPANY)***

##### **SVP (Sales, Marketing, Business Development, & CPPS Business Unit) 2022–Present**

- Responsible for the overall sales and marketing strategy
- Responsible for division-wide sales operations
- Manage the Director of Sales (DOS) and Water System Consultant (WSC) Teams
- Manage the Corporate Sales Team, Marketing Team, and Business Development Team
- Manage the Concrete, Plant, & Pipeline Services (CPPS) line of business (LOB)

##### **Senior Vice President (Concrete, Plant, & Pipeline Services) 2020–2022**

- Responsible for managing the CPPS Business Unit—including all P&L responsibility

##### **Senior Vice President (North Region) 2014–2022**

- Responsible for all sales and operations activities within the 16 states comprising the northern region—including five (5) service centers providing products and services to enhance the water distribution and treatment systems for municipal water and wastewater handling assets and a 14-person sales team of territory managers and in-field technical personnel

##### ***SIEMENS DRIVES TECHNOLOGIES***

##### **Manager (Product Market Assessment & Planning) 2011–2014**

- Responsible for business case development, market assessment, new product road-map strategy, development of product market requirement specifications
- Responsibility extends to full portfolio of medium voltage drive products; products are marketed into oil/gas, chemical/petrochemical, metals, mining, and water/wastewater

##### **Manager (Global Strategic Marketing) 2011–2014**

- Implement new program to provide market intelligence and develop strategic insights to guide direction of Siemens Drive technologies to improve both strategic planning and development new business opportunities
- Lead a staff of four (4) Marketing Analysts and Project Managers
- Led strategic efforts to identify, develop, and implement improvements to the process that addresses customer support, marketing, sales process and external communications



# BRIAN KELLEHER

## VICE PRESIDENT (BUSINESS DEVELOPMENT & KEY ACCOUNT MANAGEMENT)

### YEARS OF EXPERIENCE

- 13 Years Total

### EDUCATION

- B.S., Business Administration, Clarkson University.
- B.S. Social Sciences, Clarkson University.

### AREAS OF SPECIALIZATION

- Business Development
- Water and Wastewater Management Facilities
- Strategic Planning
- Process Improvements
- Customer Satisfaction
- Business to Business (B2B) Sales Administration
- Operations Direction
- Team Leadership
- Account Management
- Product Design
- Profit and Loss (P&L) Leadership

### OFFICE ADDRESS

- 535 Courtney Hodges Boulevard, Perry, GA 31069

### KEY QUALIFICATIONS

Mr. Brian Kelleher serves as a Vice President (Business Development & Key Account Management) for Utility Service Co., Inc. (A Veolia Company). He focuses on the continued expansion of sales in the western half of the United States—while also providing additional sales development leadership with multi-state, multi-region, investor-owned utilities and other key accounts. Mr. Kelleher is also responsible for managing Veolia's Aerojet contracts and wells line of business (LOB)—while also managing Veolias Directors of Sales (DOSs) for the central and west regions of the United States. He specializes in supporting both municipal and industrial water system clients with a sense of urgency to accomplish all tasks in a timely manner and meet established deadlines—ultimately providing specialized services in a method that will produce the high-quality results expected from Veolia's many valued clients. His extensive experience qualifies him to conduct the work associated with the requested services. He has also managed multiple multi-million-dollar biosolids contracts for clients throughout the State of California and Mid-Atlantic Region of the United States.

### PROFESSIONAL EXPERIENCE

#### **UTILITY SERVICE CO., INC. (A VEOLIA COMPANY)**

**Vice President (Business Development & Key Account Management)** **2022–Present**

- Responsible for continued expansion of sales in the western half of the United States
- Responsible for providing additional sales development leadership with SUEZ's multi-state, multi-region, investor-owned utilities and other key accounts
- Responsible for managing SUEZ's DOSs in the central and west regions of the United States
- Responsible for managing SUEZ's Aerojet contracts and supporting SUEZ's wells LOB

**Vice President (West Region)** **2019–2022**

- Responsible for all sales and operations activities in the West Region—including two (2) service centers providing products and services to enhance the distribution and treatment systems for municipal water and wastewater clients. He is also responsible for industrial water handling assets—as well as a regional sales team of territory managers and in-field technical assistance personnel.

#### **SYNARGO**

**Director of Operations (Compost Services & Inbound Compost Sales)** **2017–2018**

- Managed operations for multiple composting facilities and client portfolio management.
- Responsible for managing all incoming feedstocks and materials for four (4) permitted composting facilities on the west coast.
- Restructured current contracts and established new contracts for the west coast facilities portfolio.

#### **MCGILL ENVIRONMENTAL SYSTEMS**

**Industrial Services Manager (Dewatering Manager)** **2009–2017**



# MARK COOSE

## VICE PRESIDENT OF OPERATIONS (NORTH REGION & CPPS BUSINESS UNIT)

### YEARS OF EXPERIENCE

- 30 Years Total

### EDUCATION

- Bachelor of Science, Biology, Old Dominion University.

### AREAS OF SPECIALIZATION

- Executive Operations Management
- Profit and Loss (P&L)
- Strategic Planning
- Organizational Building
- Process Improvement
- Process Efficiency
- Operational Efficiency
- Visionary Leadership
- Collaboration
- Organizational Restructuring
- Innovative Problem-Solving
- Digital Integration
- Team-Building
- Margin Improvement
- Partnership Development

### PROFESSIONAL ASSOCIATIONS

- Environmental Health & Safety (EH&S) Award for Innovation (2008)

### PROFESSIONAL TRAINING

- General Electric (GE) Management Development Training – Crotonville Leadership Training
  - Managers Development (Three [3]-Week Course)
  - Leadership Innovation
  - Leadership Growth
  - Public Relations Leadership

### OFFICE ADDRESS

- 517 Terrace Avenue, Virginia Beach, VA 23451



### KEY QUALIFICATIONS

Mr. Mark Coose serves as the Vice President of Operations (North Region & CPPS Business Unit) for Utility Service Co., Inc. (A Veolia Company). He is an accomplished executive manager with domestic and Caribbean experience in operations, profit and loss (P&L) oversight, process efficiencies, and organizational building utilizing digital integration in both start-up and growth operations. Mr. Coose specializes in supporting municipal and industrial water system clients with a sense of urgency to accomplish tasks in a timely manner and meet established deadlines—ultimately providing specialized services in a method that will produce the high-quality results expected from Veolia’s many valued clients. His extensive experience qualifies him to conduct the work associated with the requested services.

### PROFESSIONAL EXPERIENCE

#### ***UTILITY SERVICE CO., INC. (A VEOLIA COMPANY)***

##### **Vice President of Operations (North Region & CPPS Business Unit) 2022–Present**

- Responsible for the continued role of managing operations in the north region of the US
- Responsible as the operational lead for the Concrete, Plant, & Pipeline Services (CPPS) line of business (LOB)—while also guiding the overall growth of this CPPS LOB

##### **Director of Operations (North Region)**

**2019–2022**

- Roles/Responsibilities... Effectively manages North Region operations to provide quality water storage tank services
- Responsible for the performance of the North Region service centers
- Provides coaching/assistance to optimize operational efficiency/quality of service delivery
- Ensures service centers administer yearly safety training and follow the proper safety protocols throughout all work stages and processes
- Introduces and sustains operational efficiencies while managing operational costs

#### ***SUEZ WATER TECHNOLOGIES AND SOLUTIONS (FORMERLY GA WATER)***

##### **Senior Network Asset Management (NAM) Fulfillment Director 2016–2018**

- Provide assessment of antiquated department supporting 120 million in sales revenue
- Developed and created the customer loyalty concept and restructured the department to a more customer centric, profitable and efficient organization
- Developed a customer loyalty organization through a process: assess, visualize, and plan
- Developed digital and human interface to better support clients and regain market share
- Increased growth with two (2) largest back-to-back quarters for total sales in the mobile water division in seven (7) years

#### ***GE WATER***

**NAM & Caribbean Service Leader**

**2007–2016**

# CHRIS QUINN

## DIRECTOR OF SALES (NORTHEAST REGION)

### YEARS OF EXPERIENCE

- 25 Years Total

### EDUCATION

- B.S., Business Administration, Delaware Valley University, PA.

### AREAS OF SPECIALIZATION

- Sales
- Operations
- Management
- Lines of Business
  - Water
  - Wastewater
  - Environment
  - Energy
  - Oil
  - Gas
  - BioSolids
  - Manufacturing
  - Intake Systems
  - Electrocatalytic
  - Dewatering
  - Mining-Filter
  - Chemicals
  - Government
  - Municipal
  - Private Sector

### PROFESSIONAL CERTIFICATIONS

- Siemens M201E Certification
- Counselor Sales Person Training Certification

### PROFESSIONAL TRAINING

- Siemens Management Training for Experienced Managers
- Counselor Sales Person Training

### OFFICE ADDRESS

- 461 From Road, Suite 400, Paramus, NJ 07652

### KEY QUALIFICATIONS

Mr. Chris Quinn serves as a Director of Sales (North Region) for Utility Service Co., Inc. (A Veolia Company). He is a senior-level executive manager with results-driven experience in sales and operations. He specializes in supporting municipal and industrial water system clients with a sense of urgency to accomplish tasks in a timely manner and meet established deadlines, ultimately providing specialized services in a method that will produce the high-quality results expected from Veolia's many valued clients. His extensive experience qualifies him to conduct the work associated with the requested services and it has proven his demonstrated ability to build world class sales and operations teams that exceed goals and objectives.

### PROFESSIONAL EXPERIENCE

#### ***UTILITY SERVICE CO., INC. (A VEOLIA COMPANY)***

##### **Director of Sales (Northeast Region)**

**2018–Present**

- Manage seven (7) Water System Consultants in the North Region of the United States—MD, DE, Eastern PA, NJ, NY, RI, MA, NH, CT, VT, and ME
- Develop/execute tactical and strategic sales plans for the municipal/industrial markets
- Promote asset management solutions for steel and concrete tank rehabilitation, water pipe condition assessment and rehabilitation, water wells maintenance programs, and water meter AMI maintenance programs
- Use product and service training to maintain technical competency of the sales team
- Utilize CRM to accurately forecast sales and monitor status of opportunities in the region

#### ***CURTISS-WRIGHT***

##### **Area Sales Manager (EST Group)**

**2016–2018**

- Responsible for driving the sales in a 14-state region—as well as western Canada—by working with eight (8) regionally based manufacturer's representative organizations, local distributors, and directly selling to end user customers.
- Proactively promote/sell tube pressure testing and plugging equipment within the power generation, petrochemical/refining, oil/gas, and modular plant construction market

#### ***EVOQUA WATER TECHNOLOGIES***

##### **Director of Sales | Product Manager (OEM Parts & Services)**

**2015–2016**

- Managed combined after-market and service sales teams for Separation Technologies division—including the Dewatering and Mining-Filter Press, Intake Systems, and Intake Dive Services Sales Teams
- Accurately forecasted monthly bookings and revenue sales results
- Managed and coached a team of nine (9) Account Representatives to exceed sales targets
- Used CRM to manage sales funnel for entire sales team
- Maintained sales using key performance indicators to ensure that goals were in alignment with the company's greater strategic objectives
- Developed marketing strategies for the Intake Product line



# BRYAN MORROW

## DIRECTOR OF QUALITY (NORTH REGION)

### YEARS OF EXPERIENCE

- 21 Years Total

### PROFESSIONAL CERTIFICATIONS

- National Association of Corrosion Engineers (NACE) Level III (3) Certified Coatings Inspector (#9135)
- NACE Certification for the Coatings Inspector Program for all certification levels—including Peer Review
- NACE Level II (2) Protective Coating Specialist (Advanced)
- Administration Certification for Subsurface Boring, Sampling, and Testing
- Geotechnical Engineering Certified Level I (1) Inspector
- Society for Protective Coatings (SSPC) C3 Competent Lead Removal Supervisor

### PROFESSIONAL TRAINING

- Occupational Safety and Health Administration (OSHA) Compliance
- SSPC C-5 Trained Supervisor/Competent Person for the De-leading of Industrial Structures

### OFFICE ADDRESS

- 6150 Center Road, Lowellville, OH 44436

### KEY QUALIFICATIONS

Mr. Bryan Morrow serves as the Director of Quality (North Region) for Utility Service Co., Inc. (A Veolia Company). He is responsible for the effective execution of the Quality Assurance/ Quality Control (QA/QC) Program within the North Region of the United States. Mr. Morrow has extensive experience in operations, QA/QC, management, and industry technical knowledge in both the potable water and asset management industry. He is passionate about both quality and client satisfaction, and he has a proven record of improving efficiency from end-to-end delivery for maximum profitability and consistency. Mr. Morrow specializes in supporting both municipal and industrial water system clients with a sense of urgency to accomplish tasks in a timely manner and meet established deadlines—ultimately providing specialized services in a method that will produce the high-quality results expected from Veolia’s many valued clients. He has been in the industry for over 21 years working in production—as well as 18 years in QA/QC. His extensive experience qualifies him to conduct the work associated with the requested services.

### PROFESSIONAL EXPERIENCE

#### **UTILITY SERVICE CO., INC. (A VEOLIA COMPANY)**

##### **Director of Quality (North Region)**

**2020–Present**

- Responsible for the effective execution of the QA/QC Program in the North Region of the United States—including the District of Columbia and the following states: Connecticut, Delaware, Massachusetts, Maryland, Maine, New Hampshire, New Jersey, New York, Pennsylvania, Rhode Island, Vermont, Wisconsin, Illinois, Indiana, Michigan, Ohio, and Northern West Virginia.

##### **Regional Inspection Manager (North Region)**

**2005–2020**

- Manages the day-to-day operations of inspection and condition assessment teams
- Technical reviews of inspection and condition assessment reports
- Writes paint and repair specifications
- Assisting in the design of the new SUEZ Safety & Health Program
- Provides technical assistance for all SUEZ inspectors dealing with field-related issues
- Provides guidance for successful completion of NACE and computer-related issues
- Developed companywide computer-based forms to transition to a paperless operation to reduce budget spending and quickly streamline the flow of paperwork to clients
- Inspected complex military installation and Department of Corrections (DOC) projects

#### **TANK INDUSTRY CONSULTANTS**

##### **Field Inspector | Quality Assurance**

**2003–2005**

- Aided in the successful completion through inspection, site supervision, and technical assistance of several complex projects—each worth over \$600,000

#### **NAVARRO & WRIGHT CONSULTING ENGINEERS**

##### **Field Inspector**

**2003–2005**



# ROBERT WEAVER

## DIRECTOR OF ENVIRONMENTAL HEALTH, SECURITY, & SAFETY (EHS&S)

### YEARS OF EXPERIENCE

- 26 Years Total
- 26 Years in the Water, Wastewater, and Asset Maintenance Industry

### EDUCATION

- B.S., Engineering, Southern Polytechnic University.

### AREAS OF SPECIALIZATION

- Environmental Safety Operations
- Environmental Security Operations
- Environmental Health Operations
- Qualifying Party for Holding General Contractor's License for 15 States
- Lead Removal Competency License

### PROFESSIONAL CERTIFICATIONS

- National Association of Corrosion Engineers (NACE) Level III (3) Certified Coating Inspector (#17372)
- Society for Protective Coatings (SSPC) C-3 & C-5 Supervisor/Competent Person for the De-leading of Industrial Structures (#99461)

### PROFESSIONAL ASSOCIATIONS

- NACE
- SSPC
- Association for Materials Protection and Performance (AMPP)

### OFFICE ADDRESS

- 535 Courtney Hodges Boulevard, Perry, GA 31069

### KEY QUALIFICATIONS

Mr. Rob Weaver serves as the Director of Environmental Health, Security, & Safety (EHS&S) for Utility Service Co., Inc. (A Veolia Company). He is responsible for all aspects and standard practices pertaining to EHS&S. Mr. Weaver specializes in supporting both municipal and industrial water distribution system clients with a sense of urgency to accomplish tasks in a timely manner and meet established deadlines, ultimately providing specialized services in a method that will produce the high-quality results expected from our valued clients. His extensive experience qualifies him to conduct the work associated with the requested services.

### PROFESSIONAL EXPERIENCE

#### ***UTILITY SERVICE CO., INC. (A VEOLIA COMPANY)***

Director of Environmental Health, Security, & Safety (EHS&S) 2014–Present

- Responsible for all aspects and standard practices pertaining to EHS&S
- Implements safety practices and procedures across the entire company

Director of Operations (South Region)

2012–2014

- Responsible for the performance of the South Region Service Centers
- Managed south region operations to provide quality water storage tank services
- Provided coaching and assistance to optimize operation efficiency and the quality of service delivery
- Ensured that service centers in the southern region of the United States administered yearly safety training and followed the proper safety protocols throughout all work states and processes
- Introduced and sustained operational efficiencies while managing operational costs
- Worked closely with clients to verify that all project needs were met as a foundation for business growth

Engineering Technical Manager & Safety Director

1998–2012

- Managed all maintenance programs—with over 6,000 including the analyzation of annual inspection reports, quality, and safety for all of the paint renovations

### PROJECT EXPERIENCE

Direct experience in asset management and maintenance services for an abundance of clients within the industrial and municipal markets of the water and wastewater industry; some of these clients include:

- City of Atlanta, GA | Eight (8) Tank Renovation Package
- City of Raleigh, NC | Twenty-Two (22) Tanks on Maintenance Program



# JASON G. SAYLOR, P.E.

## DIRECTOR OF ENGINEERING

### YEARS OF EXPERIENCE

- 26 Years in Water, Wastewater, and Asset Maintenance

### EDUCATION

- B.S., Civil Engineering, Pennsylvania State University (Penn State), 1995.

### AREAS OF SPECIALIZATION

- Asset Management/Maintenance
- Infrastructure Improvement
- Construction Engineering
- Demolition/Field Engineering
- Building/Facility Engineering
- Quality Assurance/Quality Control (QA/QC)
- Budgeting & Cost Controls
- Contract Development
- Bidding/Contract Management
- Environmental Permitting
- Personnel Supervision

### PROFESSIONAL CERTIFICATIONS AND TRAINING

- Construction Specifications Institute (CSI) Construction Document Technologist
- Occupational Safety and Health Association (OSHA) Construction Safety and Health Compliance
- Confined Space Awareness
- Hazardous Communications
- First Aid | CPR

### PROFESSIONAL ASSOCIATIONS

- American Water Works Association (AWWA)
- Georgia Association of Water Professionals (GAWP)
- American Society of Civil Engineers (ASCE)
- Water Environment Federation (WEF)

### OFFICE ADDRESS

- 1230 Peachtree Street NE, Suite 1100, Atlanta, GA 30309
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### KEY QUALIFICATIONS

Mr. Jason Saylor, P.E., serves as the Director of Engineering for Utility Service Co., Inc. He is responsible for leading and directing the engineering team in supporting both municipal and industrial water system clients with a sense of urgency to accomplish tasks in a timely manner and meet established deadlines, ultimately providing engineering support services that produce the high-quality results expected from our many valued clients. Mr. Saylor and the engineering team provide full support of asset management and maintenance programs through:

- Assisting clients with completion of required documents to gain local, state, and federal approvals of projects.
- Developing technical and operational improvements to enhance delivery of services.
- Preparation and review of project designs, specifications, installation details, engineering reports, and condition assessment reports.
- Review and support of both operational and project delivery plans
- Coordinating the engineering department with the Lines of Business (LOBs), Product Managers, and Regional Management Teams to develop project plans.
- Coordinating the procurement, design, and improvement of specialized equipment with the LOB Leaders and the Director of Operations (DOS).
- Assisting the LOB Leaders and Sales Teams to negotiate project scope, specifications, and costs with external and internal customers, engineering firms and others.
- Reviewing permits, submittals, drawings, and providing PE approval.
- Developing departmental budgets and monitoring performance to budget.

### PROFESSIONAL EXPERIENCE

#### ***UTILITY SERVICE CO., INC.***

#### **Director of Engineering**

**2013–Present**

- Direct oversight and leadership of engineering team
- Technical support for asset management/maintenance projects
- Corporate engineering engagement in LOB development, project delivery, QA/QC, capital improvements, and operational planning.

### PROJECT EXPERIENCE

Mr. Jason Saylor, P.E., has direct experience with water storage tank asset management and maintenance services for an abundance of clients within both the industrial and municipal water and wastewater industries. He and his engineering team provide related engineering services for all aspects of the asset management program, including—but not limited to:

- Condition Assessments
- Evaluation of Asset Performance
- Development of Asset Maintenance and Repair Plans
- QA/QC of Asset Maintenance/Management Project Scopes





# CHRISTIE HOUSEMAN, P.E.

## PROJECT ENGINEER II (2)

### YEARS OF EXPERIENCE

- Seven (7) Years in the Water, Wastewater, and Asset Maintenance Industry

### EDUCATION

- M.S., Environmental Engineering, Mercer University, 2015.
  - GPA: 3.812
- B.S., Environmental Engineering, Mercer University, 2015.
  - Minor: Sociology
  - GPA: 3.884

### AREAS OF SPECIALIZATION

- Gravity Sewer Design
- Industrial Pretreatment
- Proposal Drafting
- Utility Permitting
- Process Experience
- Strong Technical Writing
- Erosion, Pollution, and Sediment Control
- Construction Plan Production

### PROFESSIONAL CERTIFICATIONS

- Licensed Professional Engineer
- Georgia Soil and Water Conservation Commission (GSWCC) Level II (2) Certified Plan Reviewer

### SOFTWARE PROFICIENCIES

- AutoCAD (Computer-Aided Design)
- ArcGIS (Geographic Information System)
- Civil 3D
- Microsoft Office

### OFFICE ADDRESS

- 1230 Peachtree Street NE, Suite 1100, Atlanta, GA 30309

### KEY QUALIFICATIONS

Mrs. Christie Houseman serves as a Project Engineer II (2) for Utility Service Co., Inc. (A Veolia Company). She is an ambitious, hardworking, and dependable project engineer with four (4) years of experience in the municipal sector. Mrs. Houseman consistently completes projects within budget and ahead of schedule. She has also officially earned her Professional Engineer (P.E.) designation after passing the P.E. Exam in 2019. Mrs. Houseman specializes in supporting both municipal and industrial water system clients with a sense of urgency to accomplish tasks in a timely manner and meet established deadlines, ultimately providing specialized services in a method that will produce the high-quality results expected from our many valued clients. Her extensive experience qualifies her to conduct the work associated with the requested services.

### PROFESSIONAL EXPERIENCE

#### ***UTILITY SERVICE CO., INC. (A VEOLIA COMPANY)***

##### **Project Engineer II (2)**

**2018–Present**

- Prepare project designs, technical documents, drawings and permit applications
- Evaluate regulatory standards related to principle businesses and communicate with Operations and Service Centers to convey necessary utility renovations/rehabilitation
- Support implementation of Engineering Department strategies to standardize processes, procedures, and designs
- Work directly with State agencies to obtain approvals for proposed utility construction
- Assist utilities with project management of capital improvement projects

#### ***RINDT-MCDUFF ASSOCIATES, INC. (RMA)***

##### **Project Engineer I (1) – Municipal Water & Wastewater**

**2017–2018**

- Served the design and drafting needs of several project managers within the municipal water and wastewater team
- Developed construction designs, drawings and utility system maps
- Accompanied project managers on site visits, bid openings, and client meetings
- Assembled competitive proposals to win additional work for the team
- Prepared programs, reports, and ordinances, as requested by clients
- Coordinated with and provided instruction to electrical and mechanical subcontractors
- Worked with vendors to select equipment best-suited for project designs

#### ***INTEGRATED SCIENCE AND ENGINEERING, INC. (ISE)***

##### **Engineer I (1) – Water & Wastewater**

**2016–2017**

- Worked under the direction of project manager to address the research and design needs of both government and private clients
- Developed construction designs and drawings



# KERRI DEFRIESS

## CUSTOMER SERVICE MANAGER

### YEARS OF EXPERIENCE

- 16 Years in Customer Service
- One (1) Year in the Water and Wastewater Industry
- Seven (7) Years in Asset Maintenance
- 15 Years in Sales and Marketing
- 14 Years in Accounting, Finance, and Contract Management
- Seven (7) Years in Capital Projects and Expenses Management

### EDUCATION

- B.B.A., Marketing, University of Georgia, 2004.

### AREAS OF SPECIALIZATION

- Customer Service
- Sales
- Marketing
- Contract Management
- Accounting
- Finance
- Capital Projects
- Expenses Management
- Process Improvement
- Project Management

### PROFESSIONAL CERTIFICATIONS

- Certified Apartment Manager (CAM)
- Real Estate License
- Fair Housing

### PROFESSIONAL TRAINING

- First Aid

### OFFICE ADDRESS

- 535 General Courtney Hodges Boulevard, Perry, GA 31069

### KEY QUALIFICATIONS

Ms. Kerri deFriess serves as a Customer Service Manager for Utility Service Co., Inc. ( A Veolia Company). She is responsible for managing our team of Customer Account Specialists—who serve all Veolia clients across all regions of the United States. Ms. deFriess specializes in supporting municipal and industrial water system clients with a sense of urgency to accomplish tasks in a timely manner and meet all established deadlines—ultimately providing specialized services in a method that will produce the high-quality results expected from our many valued clients. Her rather extensive experience qualifies her to conduct the work associated with the requested services.

### PROFESSIONAL EXPERIENCE

#### ***UTILITY SERVICE Co., INC. (A VEOLIA COMPANY)***

##### **Customer Service Manager**

**2020–Present**

- Guide a team of Customer Account Specialists in evaluating client needs and encouraging a client-focused approach in problem solving
- Create and provide training resources and develop new tools to improve efficiency
- Collaborate with all other departments to streamline processes and develop or improve policies and procedures that ultimately improve our effectiveness in meeting client needs
- Create reporting to communicate client activity to upper management team and sales to provide data that will be of value in terms of trends, strategy, and financial impact

##### **Site Management Coordinator**

**2013–2020**

- Contracted management for telecommunication collocations on water tower structures—including reviewing and processing contracts, amendments, exhibits, and addendums
- Performed accounts receivable (AR), accounts payable (AP), collections, reconciliations, and invoicing functions—in addition to managing annual, multi-million-dollar client split
- Streamlined processes and reduced costs in order to increase operational efficiency

#### ***ELEMENT NATIONAL MANAGEMENT / RAM PARTNERS, LLC***

##### **Property Manager**

**2006–2013**

- Performed all aspects of multi-family real estate management—including the staffing, finances, accounting functions, marketing, customer relations, vendor bids, negotiations, training, resolving conflicts, and capital project management
- Managed revenue and expenses to meet controllable net operating income (CNOI) goals and adhere to approved budgets
- Identified all new developments and evaluated existing competition to compare property performance and adjust business strategies to remain competitive

### ***JOB CORPS***

##### **Career Transition Specialist**

**2004–2006**

- Provided post-program career services, transition assistance, and follow-up for the Job Corps graduates—servicing 70-100 graduates in up to 26 countries
- Evaluated the graduates' job skills and readiness and made recommendations for their successful transition into the workforce, school, or military



# **CERTIFICATE OF INSURANCE**





# CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)  
01/20/2023

**THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.**

**IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).**

<b>PRODUCER</b> Marsh USA, Inc. 540 W. Madison Street Chicago, IL 60661 Attn: Veolia.CertRequest@marsh.com   Fax: 212-948-5053  USO	<b>CONTACT NAME:</b> <b>PHONE (A/C No., Ext):</b> _____ <b>FAX (A/C, No):</b> _____ <b>E-MAIL ADDRESS:</b> _____														
	<table border="1"> <thead> <tr> <th>INSURER(S) AFFORDING COVERAGE</th> <th>NAIC #</th> </tr> </thead> <tbody> <tr> <td>INSURER A : Everest National Insurance Company</td> <td>10120</td> </tr> <tr> <td>INSURER B : Everest Premier Insurance Company</td> <td>16045</td> </tr> <tr> <td>INSURER C : N/A</td> <td>N/A</td> </tr> <tr> <td>INSURER D :</td> <td></td> </tr> <tr> <td>INSURER E :</td> <td></td> </tr> <tr> <td>INSURER F :</td> <td></td> </tr> </tbody> </table>		INSURER(S) AFFORDING COVERAGE	NAIC #	INSURER A : Everest National Insurance Company	10120	INSURER B : Everest Premier Insurance Company	16045	INSURER C : N/A	N/A	INSURER D :		INSURER E :		INSURER F :
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<b>INSURED</b> Utility Service Co, Inc. 128 Elm Street Bridgewater, MA 2324															

**COVERAGES**                      **CERTIFICATE NUMBER:** CHI-010223404-01                      **REVISION NUMBER:** 5

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR  GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER:			RM5GL00068-231 (All Other) RM5GL00067-231 (Utility Operations)	01/01/2023 01/01/2023	01/01/2024 01/01/2024	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 1,000,000 MED EXP (Any one person) \$ 10,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 1,000,000 PRODUCTS - COMP/OP AGG \$ 1,000,000 \$
A	<input checked="" type="checkbox"/> AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> HIRED AUTOS ONLY <input type="checkbox"/> NON-OWNED AUTOS ONLY			RM5CA00066-231 (AOS) RM5CA00065-231 (MA) RM5CA00064-231 (Utility Operations) (DE, ID, NY, NJ, PA, RI)	01/01/2023 01/01/2023 01/01/2023	01/01/2024 01/01/2024 01/01/2024	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$
	<input type="checkbox"/> UMBRELLA LIAB <input type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED _____ RETENTION \$ _____						EACH OCCURRENCE \$ AGGREGATE \$ \$
B	<input checked="" type="checkbox"/> WORKERS COMPENSATION AND EMPLOYERS' LIABILITY <input type="checkbox"/> ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N	N/A	RM5WC00092-231 (AOS) RM5WC00094-231 (FL,ME,NJ) RM5WC00095-231 (WI,MA)	01/01/2023 01/01/2023 01/01/2023	01/01/2024 01/01/2024 01/01/2024	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTHER E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000

**DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)**  
 RE: Professional Tank Maintenance Service

<b>CERTIFICATE HOLDER</b> Bridgeville Town Hall 101 N. Main Street Bridgeville, DE 19933	<b>CANCELLATION</b> SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.  AUTHORIZED REPRESENTATIVE  <i>Marsh USA Inc.</i>
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**ADDITIONAL REMARKS SCHEDULE**

<b>AGENCY</b> Marsh USA, Inc.		<b>NAMED INSURED</b> Utility Service Co, Inc. 128 Elm Street Bridgewater, MA 2324	
<b>POLICY NUMBER</b>		<b>EFFECTIVE DATE:</b>	
<b>CARRIER</b>	<b>NAIC CODE</b>		

**ADDITIONAL REMARKS**

**THIS ADDITIONAL REMARKS FORM IS A SCHEDULE TO ACORD FORM,**  
**FORM NUMBER: 25 FORM TITLE: Certificate of Liability Insurance**

Workers Compensation (Cont.)

Carrier: Everest Premier Insurance Company  
 Policy Number: RM5WC00093-231 (Utility Operations) (DE,ID,NY,PA,RI)  
 Effective Date: 01/01/2023  
 Expiration Date: 01/01/2024  
 Limit: SEE ABOVE

Carrier: Everest Premier Insurance Company  
 Policy Number: RM5EW00005-231 (Excess) (Utility Operations) (NJ)  
 Effective Date: 01/01/2023  
 Expiration Date: 01/01/2024  
 Limit: SEE ABOVE

**ISO 9001:2015 CERTIFICATION**





BUREAU  
VERITAS

Bureau Veritas Certification

# VEOLIA ADVANCED SOLUTIONS USA LLC (Utility Service)

1230 Peachtree St NE, Suite 1100 Atlanta, GA 30309 USA

This is a multi-site certificate, additional site(s) are listed on the next page(s)

*Bureau Veritas Certification Holding SAS – UK Branch certifies that the Management System of the above organisation has been audited and found to be in accordance with the requirements of the management system standards detailed below*

## ISO 9001:2015

*Scope of certification*

**Provides rehabilitation services and asset maintenance programs for municipal and industrial water distribution systems**

Original cycle start date:	12-January-2018
Expiry date of previous cycle:	11-January-2021
Certification / Recertification Audit date:	29-October-2020
Certification/Recertification Cycle Start Date:	12-January-2021
Subject to the continued satisfactory operation of the organization's Management System, this certificate expires on:	11-January-2024

Certificate No.: US014911

Version: 4

Issue Date: 16-May-2022

*Brian Sanders*



0008

*Certification Body Address: 5th Floor, 66 Prescott Street, London, E1 8HG, United Kingdom*

*Local Office: 16800 Greenspoint Park Drive, Suite 300S, Houston, TX 77060, USA*

Further clarifications regarding the scope and validity of this certificate, and the applicability of the management system requirements, please call: +(800) 937-9311





BUREAU VERITAS

Bureau Veritas Certification

# VEOLIA ADVANCED SOLUTIONS USA LLC (Utility Service)

## ISO 9001:2015

### Scope of certification

Site Name/Location	Site Address	Site Scope
VEOLIA ADVANCED SOLUTIONS USA LLC (Utility Service)	1230 Peachtree St NE, Suite 1100 Atlanta, GA 30309 USA	Provides rehabilitation services and asset maintenance programs for municipal and industrial water distribution systems
Site 2 - USCI - ARKANSAS	12748 US Hwy 70 Proctor, AR 72376 USA	
Site 3 USCI - GEORGIA	141 Hicks Drive Perry, GA 31069 USA	
Site 4 - USCI - ILLINOIS & MAXCOR	900 Country Creek Drive New Lenox, IL 50451 USA	
Site 5 - USCI - JPI	6150 Center Road Lowellville, OH 44436 USA	
Site 6 - SCI - KANSAS	1259 S 220th Street Pittsburg, KS 66762 USA	
Site 7 - USCI - MA / MERITHEW	128 Elm Street Bridgewater, MA 02324 USA	
Site 8 - USCI - NEW YORK	128 Elm Street Bridgewater, MA 02324 USA	

Certificate No.: US014911

Version: 4

Issue Date: 16-May-2022

*Brian Sanders*



Certification Body Address: 5th Floor, 66 Prescott Street, London, E1 8HG, United Kingdom

Local Office: 16800 Greenspoint Park Drive, Suite 3005, Houston, TX 77060, USA

Further clarifications regarding the scope and validity of this certificate, and the applicability of the management system requirements, please call: +(800) 937-9311







BUREAU  
VERITAS

Bureau Veritas Certification

# VEOLIA ADVANCED SOLUTIONS USA LLC (Utility Service)

## ISO 9001:2015

### Scope of certification

Site Name/Location	Site Address	Site Scope
Site 9 - USCI - NORTH CAROLINA	200 Old Covered Bridge RD Madison, NC 27025 USA	Provides rehabilitation services and asset maintenance programs for municipal and industrial water distribution systems
Site 10 - USCI - TEXAS	16002 Kitzman Road Cypress, TX 77429 USA	
Site 11 - USCI - PERRY OFFICE	535 Courtney Hodges Blvd Perry, GA 31069 USA	
Site 12 - USCI - CALIFORNIA	2240 E Cedar St Ontario, CA 91761 USA	
Site 13 - ODLE, INC.	1801 W 26th St Muncie, IN 47302 USA	
Site 14 - USCI - FLORIDA	929 N Charleston Ave Fort Meade, FL 33841 USA	

Certificate No.: **US014911**

Version: **4**

Issue Date: **16-May-2022**

*Brian Sanders*



Certification Body Address: 5th Floor, 66 Prescott Street, London, E1 8HG, United Kingdom

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**APPROVED APPLICATOR  
CERTIFICATE (TNEMEC)**



TSE, INC.  
Independent Representative of Tnemec Company Inc.



UTILITY SERVICE CO., INC.  
1230 PEACHTREE STREET NE, SUITE 1100  
ATLANTA, GA 30309

Re: TNE MEC Qualified Applicator

Dear Client/Customer:

Please accept this letter as certification that Utility Service Co., Inc. (USCI) is an approved, qualified applicator of all Tnemec Coatings. USCI has been installing Tnemec coatings for over thirty (30) years and has more successful projects with Tnemec's high-performance coatings than any other contractor in the country. They are fully qualified and capable to apply any and all Tnemec coating systems.

USCI also has an excellent credit history with Tnemec, and—subsequently—they have no limitations.

If you or your customers have any questions or need additional information regarding this Tnemec application approval, please do not hesitate to contact me.

Sincerely,

A handwritten signature in blue ink that reads 'Michael Anderson'. The signature is written in a cursive, flowing style.

MIKE ANDERSON  
TSE, INC.  
NACE LEVEL III CERTIFIED COATING INSPECTOR (#41214)

**WORKERS COMPENSATION  
EXPERIENCE MODIFICATION  
RATING (EMR)**





P. Kevin O'Sullivan

Marsh USA Inc.  
445 South Street, Suite 210  
Morristown, NJ 07962-1966  
T +1 973 401 5262  
Kevin.OSullivan@marsh.com  
www.marsh.com

January 03, 2022

**Subject:** Utility Service Company, Inc.  
Experience Modification Rating

To Whom It May Concern:

The National Council on Compensation Insurance (NCCI) has promulgated the Experience Modifications for SUEZ North America Inc. (which includes Utility Service Company, Inc.) with an effective rating date of 1/1/2022 as follows:

<b>Rating Effective Date</b>	<b>Experience Modification Factor</b>
3/1/2017	0.62
3/1/2018	0.91
1/1/2019	0.85
1/1/2020	0.78
1/1/2021	0.67
1/1/2022	0.67

Sincerely,

*P. Kevin O'Sullivan*

P. Kevin O'Sullivan

Copy:  
Lori Kerman - SUEZ North America Inc.  
Nancy Engelmann - SUEZ North American Inc.



**Utility Service Co., Inc.**  
**(A Veolia Company)**

1230 Peachtree Street NE, Suite 1100

Atlanta, GA 30309

(855) 526-4413

[www.veolianorthamerica.com](http://www.veolianorthamerica.com)