



**Board of Commissioners Monthly Meeting
Monday, November 18, 2024, 4:30 PM
17661 Pilkington Road, Lake Oswego OR**

AGENDA ITEMS

- | | | | |
|-------|---|------------------------|---------|
| I. | Call to Order | | 4:30 PM |
| II. | Public Comment (2 Minute Limit) | | 4:32 PM |
| III. | Review and Approval of Minutes | | 4:35 PM |
| | • October 28, 2024 Regular Board Meeting | | |
| IV. | General Manager's Report | | 4:37 PM |
| V. | Legislative Liaison for Grant Funding | Commissioner Magura | 4:47 PM |
| VI. | Unfinished Business | | 4:57 PM |
| | • Supervisory Control & Data Acquisition (SCADA) & Peripheral Site Control Improvements Project | General Manager | |
| | • Automated External Defibrillators | Commissioner Patterson | |
| VII. | New Business | | |
| | • District Recorded Voice Plan | | 5:25 PM |
| VIII. | Adjournment | | 5:30 PM |

Upcoming Meetings

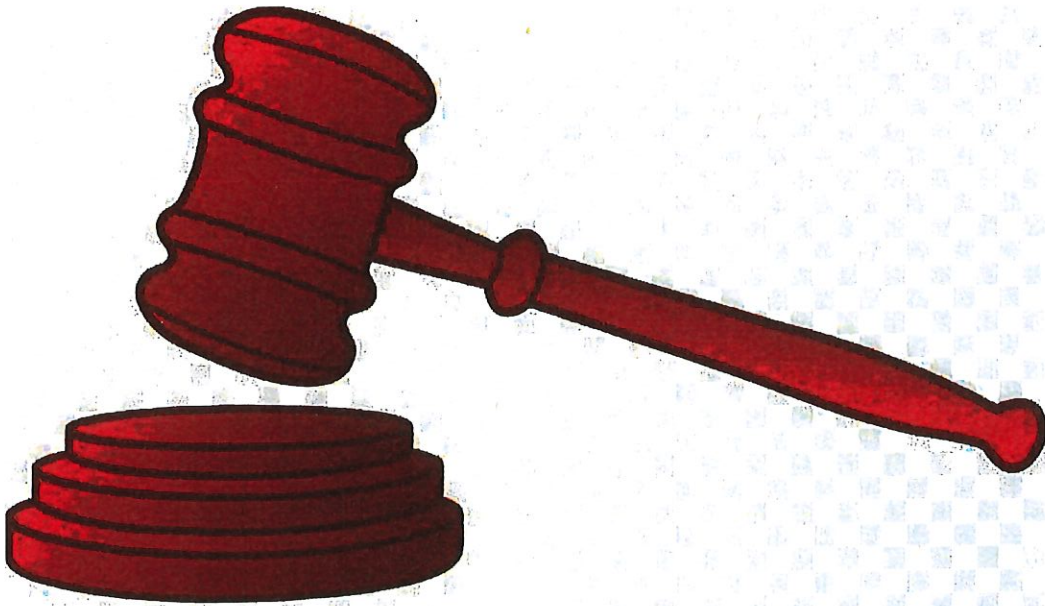
Regular Board Meeting: Monday, December 16, 2024 at 4:30 P.M.

Regular Board Meeting: Monday, January 27, 2025 at 4:30 P.M.

The public is welcome to attend the meeting in person or by calling 971-517-3083.

By calling into the phone bridge, you consent to being recorded.

**CALL
TO
ORDER**



PUBLIC COMMENT



REVIEW & APPROVAL OF MINUTES



**Rivergrove Water District
Board of Commissioners Regular Meeting Minutes
Monday, October 28, 2024**

A regular meeting of the Board of Commissioners was held on this day at 17661 Pilkington Road, Lake Oswego. Commissioner Roth presided over the meeting via the phone bridge. In-person attendees included: Commissioners Johnson, Magura, Patterson, and Howell. The General Manager also attended.

1. **Call to Order:** The meeting was called to order at 4:34 p.m.
2. **Public Comment:** No public comment was received.
3. **Review and Approval of Minutes:** The September 23, 2024 Board meeting minutes were approved by a motion from *Commissioner Magura, seconded by Commissioner Johnson, and passed unanimously.*
4. **Monthly General Manager's Report:** See attached.
5. **Legislative Liaison for Grant Funding:** Commissioner Magura provided an overview of his meeting with Mr. Kyle Pettibone, RH2 Engineering, for designing a brochure which captures the need to replace aging asbestos cement (AC) pipe within the District that is over 70 years old and at risk for systemic failure. Significant portions of the AC pipe are located in areas highly susceptible to liquefaction as well as landslides during a seismic event. The brochure will be used to educate elected officials when lobbying for funds. A sample brochure will be presented at the next Board meeting.
6. **Unfinished Business:** Supervisory Control & Data Acquisition (SCADA) & Peripheral Site Control Improvements Project: The General Manager briefed a Request for Proposal was sent to eight qualified bidders with bids due October 31, 2024. These bids will be presented to the Board at the November meeting for review and a vote to award the contract.
7. **New Business:**
 - a. Automated External Defibrillators (AEDs): Commissioner Patterson asked the Board to consider the purchase of AEDs due to their life saving capabilities. Discussion ensued with Commissioner Johnson expressing concern over the need, use, potential liability, and cost. The discussion was tabled pending input from employees.
 - b. Budget Allowance for Legislative Liaison Grant Funding: This initiative was recently approved by the Board; therefore, any expense associated with this project was not factored into the current Fiscal Year 2024/2025. Discussion ensued with the Board deciding costs for the project should be minimal and a budget allowance was not needed at this time.
 - c. General Services Agreement for RH2 Engineering: The Board reviewed RH2 Engineering's General Service Agreement and voted to retain the company for the District's general engineering needs through December 2025 by a motion from *Commissioner Howell, seconded by Commissioner Magura, and passed unanimously.*

d. Resilient Backbone and AC Pipe Replacement Project: The Board reviewed and accepted RH2 Engineering’s Task Authorization for engineering services to support the design, permitting, bidding, and construction of the Resilient Backbone and AC Pipe Replacement Program identified in the District’s 2014 Water System Master Plan as Capital Improvement Projects P-3 and P-4. Project funding in the amount of \$2.7M has been secured through the Safe Drinking Water Revolving Loan Fund administered by Business Oregon. The motion was moved by ***Commissioner Magura, seconded by Commissioner Johnson, and passed unanimously.***

8. **Adjournment:** The meeting was adjourned at 5:37 p.m. The next regular meeting will be held on Monday, November 25, 2024.

James W. Johnson, Secretary

Date

Christine K. Roth, Chair

Date

District Reports

Water Operations



Finance/Administrative





GENERAL MANAGER'S REPORT November 2024

Water Operations

- Valve Maintenance Program

- Initiated exercising of all main line valves within the distribution system
 - Critical maintenance step to ensure reliable operations and functionality as well as quick isolation of leaks or breaks in the system
- Identified one valve on Dogwood with broken valve stem; will schedule maintenance repair
 - Total District Valves: 428
 - Total Valves Exercised: 120
 - Total Remaining: 308
 - Current Percent Completed: 28%

- Blowoff Valve Maintenance Program - Completed

- Initiated flushing of blowoff valves within the District
 - Key component in ensuring the system's integrity by flushing out stagnant water and debris from dead-end sections of pipes
 - Significantly improves water quality by preventing sediment buildup and maintaining proper chlorine residuals throughout the system
- Total District Blowoffs: 17
- Total Blowoffs Exercised: 17
- Current Percent Completed: 100%

- Annual Maintenance of Generators - Completed

- MTU generators at Wells 1 and 2 were serviced and load tested
- Doosan generator at Well 3 required significant repairs
 - Radiator was rebuilt, coolant and hoses replaced due to age and condition
 - DEF manifold was replaced in its entirety; fault codes were updated/cleared
 - Total cost: \$17,142
- Formulating new plan with RH2 to exercise the Doosan once a month at full load capacity for 8 hours versus a weekly 30 minute interval
 - This could *possibly* extend the DEF manifold replacement from every 3-4 years to every 5-7 years

- Fire Hydrant Maintenance Program – Completed

- All fire hydrants (116) were inspected, flushed, painted, numbered, and road tagged
 - Updated the District's fire hydrant inventory/maintenance log to ensure continuity

- Meter Box Maintenance Program - Completed

- All meter boxes throughout the District were cleaned and replaced as needed
- District statistics are as follows:
 - Total Meter Boxes: 1388
 - Total Boxes Cleaned: 1388
 - Current Percent Completed: 100%

- **Customer Assistance Requests & On Call Duty**

- ▶ Site visit requests: 38
- ▶ Emergency callouts: 2
 - Meter shut off – Kenny St
 - Downed power line – Dawn St

Finance/Administrative/HR

- **Shut-off Notices**

- Notices sent to delinquent account holders 11/12/24
 - Shut-offs scheduled **11/26/24**
 - 33 accounts identified: 2.4% delinquent shut-off rate

- **District Website Mandatory Upgrade Requirements - Update**

- Districts with a population less than 50,000 must comply with new ADA requirements by April 2027 versus April 2026
- Streamline has increased the District’s monthly fee by 89.1% in less than 2 years
 - RGWD canvassed other districts within SDAO to solicit feedback on their rate increases and received an overwhelming response that was forwarded to SDAO
 - SDAO’s lack of action has resulted in RGWD taking the lead to hold Streamline accountable for unrealistic fee increases and fearmongering about ADA compliance

- **Employee Training Completed**

- Cross Connection Control Specialist State Certification (GM)
- Top 10 OSHA Safety Violations, Safety Basics, & Cold Weather Tips (All employees)
- Phishline Training: Catfishing (All employees)

> Capital Improvement Projects <

- **Supervisory Control and Data Acquisition (SCADA) and Peripheral Site Control Improvements Project**

- Replacement of the District’s SCADA System is shaping up as bids were received from five contractors; the Board will review the proposals and vote for award of the contract

- **Resilient Backbone and Asbestos Cement Pipe Replacement Program**

- Project funding of \$2.7M has been secured with Safe Drinking Water Revolving Loan Fund administered through Business Oregon

○ Project Details:

	Estimated Dates	
	<u>Start</u>	<u>Completion</u>
▪ Survey, Geotechnical Exploration & Evaluation	11/01/2024	01/01/2025
▪ Preliminary Engineering and Utility Coordination	11/01/2024	01/01/2025
▪ Permitting	02/01/2025	03/01/2025
▪ Final Design	11/01/2024	02/01/2025
▪ Bidding and Contract Award	02/01/2025	04/01/2025
▪ Procurement and Construction	04/01/2025	12/01/2025

FINANCIAL REPORTS



**Monthly Reconciliation Summary -
Checking, Deposit, and LGIP Accounts**

Balance Sheet

Accounts Receivable Summary

Check Register

Revenue & Expense Budget vs Actual

Monthly Reconciliation Summary October 2024

Reviewed & Approved by Commissioners
Board Meeting: November 25, 2024

Bank Account Name	QuickBooks Account Number	Bank Statement Date	QuickBooks Beginning Balance	Statement Ending Balance	QuickBooks Ending Balance	Uncleared Balance
Banner Bank (Checking)	1015	10/31/2024	\$ 374,102.33	\$ 402,583.34	\$ 400,469.05	\$ 2,114.29
Banner Bank (Deposit)	1085	10/31/2024	\$ 60,074.59	\$ 60,396.50	\$ 60,396.50	\$ -
LGIP (SDC)	1106	10/31/2024	\$ 424,383.40	\$ 416,834.25	\$ 416,834.25	\$ -
LGIP (Capital Improvement)	1107	10/31/2024	\$ 834,238.32	\$ 761,207.89	\$ 761,207.89	\$ -
LGIP (Unemployment)	1108	10/31/2024	\$ 41,132.50	\$ 41,309.78	\$ 41,309.78	\$ -
LGIP (Truck)	1109	10/31/2024	\$ 38,959.04	\$ 39,127.02	\$ 39,127.02	\$ -
LGIP (Non-Restricted)	1110	10/31/2024	\$ 276,434.27	\$ 277,625.70	\$ 277,625.70	\$ -

Checks issued this period 10091 - 10105 from Banner Bank Act 1015

Checks voided this period: 10088

RIVERGROVE WATER DISTRICT

Balance Sheet

As of October 31, 2024

	Oct 31, 24
ASSETS	
Current Assets	
Checking/Savings	
1015 · Checking - Banner Bank	400,469.05
1085 · Water Deposit-Banner Bank	60,396.50
1100 · LGIP	
1101 · Restricted	
1106 · System Development Account	416,834.25
1107 · Capital Improvement Account	761,207.89
1108 · Unemployment Account	41,309.78
1109 · Truck & Equipment Account	39,127.02
Total 1101 · Restricted	1,258,478.94
1110 · Non-Restricted	277,625.70
Total 1100 · LGIP	1,536,104.64
Total Checking/Savings	1,996,970.19
Total Current Assets	1,996,970.19
TOTAL ASSETS	1,996,970.19
LIABILITIES & EQUITY	
Liabilities	
Current Liabilities	
Other Current Liabilities	
2100 · Payroll Liabilities	
2110 · Federal Withholding	2,641.23
2120 · FICA Social Security	1,987.51
2140 · Medicare	464.81
2150 · State Withholding	1,923.87
2165 · Oregon State Transit Tax	27.63
2170 · WBF Assessment	8.89
2175 · Paid Family Medical Leave	192.33
Total 2100 · Payroll Liabilities	7,246.27
Total Other Current Liabilities	7,246.27
Total Current Liabilities	7,246.27
Total Liabilities	7,246.27
Equity	
32000 · All Fund Balances	2,093,095.54
Net Income	-103,371.62
Total Equity	1,989,723.92
TOTAL LIABILITIES & EQUITY	1,996,970.19

RIVERGROVE WATER DISTRICT

Accounts Receivable Summary

From 10/10/2024 Through 11/07/2024

OPEN BALANCE							<u>Balance</u>
		3,961.41					3,961.41
BI-MONTHLY-Adjustment	<u>Amount</u>		<u>Usage</u>		<u>Count</u>		
WATER	-107.92		0.00		13		3,853.49
WATER Miscellaneous	0.00		0.00		2		3,853.49
WAT.Penalty	-45.00		0.00		6		3,808.49
***Total Adjustment	-152.92		0.00		21		
BI-MONTHLY-Charge	<u>Minimum</u>	<u>Overage</u>	<u>Usage</u>		<u>Count</u>	<u>Total</u>	
WATER	78,181.17	167,233.20	43,577.00		1,398	245,414.37	249,222.86
***Total Charge	78,181.17	167,233.20	43,577.00		1,398	245,414.37	
BI-MONTHLY-Miscellaneous	<u>Amount</u>				<u>Count</u>		
WATER Miscellaneous	210.00				6		249,432.86
***Total Miscellaneous	210.00				6		
BI-MONTHLY-Payment	<u>Amount</u>				<u>Count</u>		
WATER	-88,412.60				516		161,020.26
WATER Miscellaneous	-120.00						160,900.26
WAT.Penalty	-430.00						160,470.26
***Total Payments	-88,962.60				516		
BI-MONTHLY-Deposit Applied	<u>Amount</u>				<u>Count</u>		
WATER	-450.00				9		160,020.26
***Total Deposit Applied	-450.00				9		
						Closing Balance	160,020.26

RIVERGROVE WATER DISTRICT
Check Register
 As of October 31, 2024

Type	Date	Num	Name	Memo	Amount	Balance
						367,682.02
Deposit	10/01/2024		Deposit	Deposit	516.48	368,198.50
Deposit	10/01/2024		Deposit	Deposit	554.68	368,753.18
General Journal	10/01/2024	am	Customer Refund	Customer Refund	50.00	368,803.18
Deposit	10/01/2024		Deposit	Deposit	135.00	368,938.18
General Journal	10/01/2024	am	Customer Refund	Customer Refund	50.00	368,988.18
Check	10/01/2024	ACH	PAYCHEX	Payroll 09/15/24-09/28/24	-85.90	368,902.28
General Journal	10/01/2024	PR 09/28/24	Deferred Comp Payroll	Deferred Comp Payroll	-1,473.95	367,428.33
General Journal	10/01/2024	PR 09/28/24	Deferred Comp Payroll	Deferred Comp Payroll	0.00	367,428.33
General Journal	10/01/2024	PR 09/28/24	Payroll	Payroll 09/15/24-09/28/24	-6,665.96	360,762.37
General Journal	10/01/2024	PR 09/28/24	Payroll	Payroll 09/15/24-09/28/24	-3,257.56	357,504.81
Deposit	10/02/2024		Deposit	Deposit	712.15	358,216.96
Deposit	10/02/2024		Deposit	Deposit	300.00	358,516.96
Deposit	10/02/2024		Deposit	Deposit	9,434.00	367,950.96
Deposit	10/02/2024		Deposit	Deposit	15,006.00	382,956.96
Deposit	10/03/2024		Deposit	Deposit	215.71	383,172.67
Deposit	10/04/2024		Deposit	Deposit	112.62	383,285.29
Deposit	10/04/2024		Deposit	Deposit	85.00	383,370.29
Deposit	10/07/2024		Deposit	Deposit	50.00	383,420.29
General Journal	10/07/2024	am	Customer Deposit	Customer Deposit	-50.00	383,370.29
General Journal	10/07/2024	am	Customer Refund	Customer Refund	50.00	383,420.29
Deposit	10/07/2024		Deposit	Deposit	152.81	383,573.10
Deposit	10/07/2024		Deposit	Deposit	75.00	383,648.10
General Journal	10/08/2024	am	Customer Refund	Customer Refund	50.00	383,698.10
Deposit	10/08/2024		Deposit	Deposit	300.00	383,998.10
Deposit	10/09/2024		Deposit	Deposit	197.10	384,195.20
Deposit	10/09/2024		Deposit	Deposit	174.51	384,369.71
Deposit	10/10/2024		Deposit	Deposit	159.06	384,528.77
Deposit	10/10/2024		Deposit	Deposit	51.06	384,579.83
Deposit	10/11/2024		Deposit	Deposit	962.42	385,542.25
General Journal	10/11/2024	am	Customer Deposit	Customer Deposit	-50.00	385,492.25
General Journal	10/11/2024	am	Customer Refund	Customer Refund	50.00	385,542.25
General Journal	10/11/2024	am	Customer Refund	Customer Refund	50.00	385,592.25
Deposit	10/11/2024		Deposit	Deposit	86.05	385,678.30
General Journal	10/11/2024	jc	Customer Refund	Customer Refund	50.00	385,728.30
General Journal	10/11/2024	jc	Customer Refund	Customer Refund	50.00	385,778.30
Deposit	10/14/2024		Deposit	Deposit	147.54	385,925.84
Deposit	10/14/2024		Deposit	Deposit	579.54	386,505.38
Deposit	10/14/2024		Deposit	Deposit	819.60	387,324.98
Deposit	10/15/2024		Deposit	Deposit	535.08	387,860.06
General Journal	10/15/2024	PR 10/12/24	Payroll	Payroll 09/29/24-10/12/24	-6,917.56	380,942.50
General Journal	10/15/2024	PR 10/12/24	Payroll	Payroll 09/29/24-10/12/24	-3,396.99	377,545.51
General Journal	10/15/2024	PR 10/12/24	Deferred Comp Payroll	Deferred Comp Payroll	-1,473.95	376,071.56
General Journal	10/15/2024	PR 10/12/24	Deferred Comp Payroll	Deferred Comp Payroll	0.00	376,071.56
Check	10/15/2024	ACH	PAYCHEX	Payroll 09/29/24-10/12/24	-85.90	375,985.66

RIVERGROVE WATER DISTRICT
Check Register
 As of October 31, 2024

Type	Date	Num	Name	Memo	Amount	Balance
Deposit	10/15/2024		Deposit	Deposit	48.56	376,034.22
General Journal	10/15/2024	am	Customer Refund	Customer Refund	50.00	376,084.22
Deposit	10/15/2024		Deposit	Deposit	3,161.31	379,245.53
Deposit	10/15/2024		Deposit	Deposit	54.58	379,300.11
General Journal	10/15/2024	am	Customer Deposit	Customer Deposit	-50.00	379,250.11
Deposit	10/15/2024		Deposit	Deposit	202.00	379,452.11
Deposit	10/16/2024		Deposit	Deposit	1,214.52	380,666.63
General Journal	10/16/2024	am	Customer Deposit	Customer Deposit	-50.00	380,616.63
Deposit	10/16/2024		Deposit	Deposit	8,700.72	389,317.35
General Journal	10/16/2024	am	CONTINENTAL UTILITY	Reverse GJE ACH voided 10/16/24	10.50	389,327.85
Check	10/16/2024		Service Charge	Service Charge	-233.61	389,094.24
Deposit	10/17/2024		Deposit	Deposit	744.44	389,838.68
General Journal	10/17/2024	am	Customer Deposit	Customer Deposit	-50.00	389,788.68
General Journal	10/17/2024	am	Customer Refund	Customer Refund	50.00	389,838.68
General Journal	10/17/2024	am	Customer Refund	Customer Refund	50.00	389,888.68
Deposit	10/17/2024		Deposit	Deposit	5,669.50	395,558.18
Deposit	10/18/2024		Deposit	Deposit	93.78	395,651.96
Deposit	10/18/2024		Deposit	Deposit	1,053.10	396,705.06
Deposit	10/18/2024		Deposit	Deposit	21,302.67	418,007.73
Deposit	10/18/2024		Deposit	Deposit	1,315.70	419,323.43
Check	10/20/2024	ACH	AFLAC	Monthly Health Premium	-618.40	418,705.03
Check	10/21/2024	ACH	KAISER FOUNDATION PLAN	Monthly Health Premium	-2,372.04	416,332.99
Check	10/21/2024	ACH	COMCAST CABLE	Monthly Service	-625.80	415,707.19
Check	10/21/2024	ACH	VANCO Payment Solutions	Monthly Service Fee	-57.00	415,650.19
Check	10/21/2024	ACH	PGE	Monthly Electric Fees	-5,160.64	410,489.55
Check	10/21/2024	ACH	WATER ENVIRONMENT SVS	18810 Hill Top Rd Surface Water	-16.35	410,473.20
Check	10/21/2024	ACH	PACIFIC OFFICE AUTOMATION	Copier Service	-314.82	410,158.38
Check	10/21/2024	ACH	VERIZON WIRELESS	Monthly Service	-390.23	409,768.15
Check	10/21/2024	ACH	Banner Bank (MASTERCARD)	Monthly Charges	-785.87	408,982.28
Check	10/21/2024	10091	Customer Refund	Customer Refund	-14.69	408,967.59
Check	10/21/2024	10092	Customer Refund	Customer Refund	-38.78	408,928.81
Check	10/21/2024	10093	Core & Main	5/8" Zinc Plated Flat Washers	-304.36	408,624.45
Check	10/21/2024	10094	Streamline	Website Fee	-126.00	408,498.45
Check	10/21/2024	10095	Oregon Secretary of State	2023-2024 Audit Filing Fee	-250.00	408,248.45
Check	10/21/2024	10096	GUARDIAN SYSTEMS NW	Security System Dist Office/Shop	-134.70	408,113.75
Check	10/21/2024	10097	Jarrad, Seibert, Pollard & Co	Audit 2023/2024	-500.00	407,613.75
Check	10/21/2024	10098	SOUND TELECOM	Answering Service Monthly Fee	-325.37	407,288.38
Check	10/21/2024	10099	Control Systems NW	SCADA and Integrator Services	-3,084.28	404,204.10
Check	10/21/2024	ACH	River Grove, LLC	November 2024 Rent	-1,443.88	402,760.22
Check	10/21/2024	ACH	Cascade Columbia Dist	Sodium Hypochlorite	-255.00	402,505.22
Check	10/21/2024	ACH	Alexin Analytical Lab	Routine Coliform & E. Coli Testing	-920.00	401,585.22
Check	10/21/2024	10100	CONTINENTAL UTILITY	ACH Activation Fee	-6.00	401,579.22
Deposit	10/21/2024		Deposit	Deposit	216.61	401,795.83
Deposit	10/21/2024		Deposit	Deposit	174.42	401,970.25
Check	10/21/2024	ACH	Cable Huston, LLP	General Services	-2,860.00	399,110.25

RIVERGROVE WATER DISTRICT
Check Register
 As of October 31, 2024

Type	Date	Num	Name	Memo	Amount	Balance
Check	10/21/2024	10101	F.D. Thomas, Inc.	Restore/Recoating Reservoirs 1/2	-86,000.00	313,110.25
Check	10/21/2024	10102	Dpt. of Consumer Bus. SVS	Inspection Number 317737238(11)	-2,882.00	310,228.25
Check	10/21/2024	10103	CONSOLIDATED SUPPLY	ROMAC 1"x5" Steel Coupling	-193.37	310,034.88
Check	10/21/2024	ACH	COMCAST CABLE	Monthly Service	-636.31	309,398.57
Deposit	10/21/2024		Deposit	Deposit	871.48	310,270.05
Check	10/21/2024	10104	Customer Overpayment	Customer Overpayment	-10.84	310,259.21
Check	10/21/2024	10105	Employee Reimbursement	Office/Mtg Supplies, Copper Tubing	-305.89	309,953.32
Check	10/21/2024	ACH	GREGORY PACIFIC CORP	Pilkington Rd. Service Line Repair	-4,157.00	305,796.32
Check	10/21/2024	ACH	CHEVRON/TEXACO CARD	Monthly Fuel Charges	-298.36	305,497.96
Deposit	10/22/2024		Deposit	Deposit	326.08	305,824.04
Deposit	10/22/2024		Deposit	Deposit	1,892.02	307,716.06
Deposit	10/22/2024		Deposit	Deposit	5,734.52	313,450.58
Deposit	10/23/2024		Deposit	Deposit	579.90	314,030.48
Deposit	10/23/2024		Deposit	Deposit	885.48	314,915.96
Deposit	10/24/2024		Deposit	Deposit	450.78	315,366.74
General Journal	10/24/2024	am	Customer Deposit	Customer Deposit	-50.00	315,316.74
General Journal	10/24/2024	am	Customer Refund	Customer Refund	50.00	315,366.74
Deposit	10/24/2024		Deposit	Deposit	1,657.06	317,023.80
Deposit	10/24/2024		Deposit	Deposit	2,630.48	319,654.28
Check	10/24/2024	ACH	Microsoft Corporation	Microsoft Service Annual Fee	-1,500.00	318,154.28
Deposit	10/25/2024		Deposit	Deposit	511.80	318,666.08
General Journal	10/25/2024	jc	Customer Deposit	Customer Deposit	-50.00	318,616.08
Deposit	10/25/2024		Deposit	Deposit	858.46	319,474.54
Check	10/25/2024	ACH	TMG SERVICES, INC.	Well 3 Electro-timer Interface Install	-1,343.92	318,130.62
Check	10/25/2024	ACH	RH2 Engineering, Inc.	Engineering Services	-522.00	317,608.62
Deposit	10/26/2024		Deposit	Deposit	900.02	318,508.64
General Journal	10/26/2024	jc	Customer Deposit	Customer Deposit	-50.00	318,458.64
General Journal	10/28/2024	PR 10/26/24	Payroll	Payroll 10/13/24-10/26/24	-6,805.01	311,653.63
General Journal	10/28/2024	PR 10/26/24	Payroll	Payroll 10/13/24-10/26/24	-3,313.77	308,339.86
General Journal	10/28/2024	PR 10/26/24	Deferred Comp Payroll	Deferred Comp Payroll	-1,473.95	306,865.91
General Journal	10/28/2024	PR 10/26/24	Deferred Comp Payroll	Deferred Comp Payroll	0.00	306,865.91
Check	10/28/2024	ACH	PAYCHEX	Payroll 10/13/24-10/26/24	-85.90	306,780.01
Deposit	10/28/2024		Deposit	Deposit	590.90	307,370.91
Transfer	10/28/2024		Funds Transfer	Restore/Recoating Reservoirs 1/2	76,626.00	383,996.91
Transfer	10/28/2024		Funds Transfer	Restore/Recoating Reservoirs 1/2	9,374.00	393,370.91
Deposit	10/29/2024		Deposit	Deposit	185.94	393,556.85
Deposit	10/29/2024		Deposit	Deposit	1,327.66	394,884.51
Deposit	10/29/2024		Deposit	Deposit	4,565.42	399,449.93
Deposit	10/30/2024		Deposit	Deposit	51.54	399,501.47
General Journal	10/30/2024	am	Customer Refund	Customer Refund	50.00	399,551.47
Deposit	10/30/2024		Deposit	Deposit	917.58	400,469.05
					32,787.03	400,469.05
					32,787.03	400,469.05

RIVERGROVE WATER DISTRICT
Revenue & Expense Budget vs. Actual
 July 2024 through June 2025

	Jul '24 - Jun 25	Budget	\$ Over Budget	% of Budget
Ordinary Income/Expense				
Income				
4000 · Income				
4005 · Water Sales & Charges	439,019.03	1,155,000.00	-715,980.97	38.01%
4010 · Water Deposit Fee	2,950.00	5,000.00	-2,050.00	59.0%
4015 · New Service Fee	150.00	250.00	-100.00	60.0%
4020 · Installation Fee	1,650.00	2,200.00	-550.00	75.0%
4024 · Pre-Application Meeting Fee	0.00	1,000.00	-1,000.00	0.0%
4026 · Development Security Deposit	0.00	6,000.00	-6,000.00	0.0%
4030 · Delinquent & Restoration Fee	8,440.25	12,500.00	-4,059.75	67.52%
4035 · SDC Chgs-SDC Restricted CI Fund	31,324.00	30,000.00	1,324.00	104.41%
4056 · Bank Interest/LGIP Interest				
4058 · Banner - Water Dep Interest Ear	1,088.78	1,200.00	-111.22	90.73%
4059 · LGIP - Non Restrict Int Earn	5,814.42	6,000.00	-185.58	96.91%
4064 · SDC Interest-LGIP CI Fund	7,477.43	15,000.00	-7,522.57	49.85%
4065 · CI Interest -LGIP CI Fund	15,389.48	30,000.00	-14,610.52	51.3%
4066 · LGIP-Int Earn Unemployment Fund	714.27	1,000.00	-285.73	71.43%
4067 · LGIP-Int Earn Truck&Equip Fund	676.60	900.00	-223.40	75.18%
Total 4056 · Bank Interest/LGIP Interest	31,160.98	54,100.00	-22,939.02	57.6%
4090 · Miscellaneous Income	9,625.23	1,000.00	8,625.23	962.52%
Total 4000 · Income	524,319.49	1,267,050.00	-742,730.51	41.38%
Total Income	524,319.49	1,267,050.00	-742,730.51	41.38%
Gross Income	524,319.49	1,267,050.00	-742,730.51	41.38%
Expense				
5000 · Personnel Services				
5001 · Compensation				
5020 · Administrative Wages	52,646.38	157,000.00	-104,353.62	33.53%
5040 · Operator Wages	39,322.67	135,000.00	-95,677.33	29.13%
5090 · Deferred Compensation	4,265.56	30,000.00	-25,734.44	14.22%
Total 5001 · Compensation	96,234.61	322,000.00	-225,765.39	29.89%
5100 · Payroll Tax Expense	15,308.27	36,500.00	-21,191.73	41.94%
5200 · Payroll Benefits				
5210 · Workers' Compensation	1,483.54	4,000.00	-2,516.46	37.09%
5220 · Health Benefits	10,493.53	95,000.00	-84,506.47	11.05%
5235 · Employee Recognition	0.00	1,000.00	-1,000.00	0.0%
5240 · Wellness Benefit	0.00	600.00	-600.00	0.0%
Total 5200 · Payroll Benefits	11,977.07	100,600.00	-88,622.93	11.91%
Total 5000 · Personnel Services	123,519.95	459,100.00	-335,580.05	26.91%
6000 · Material Services				
6001 · Administration/Billing/Overhead				
6005 · Property/Liability Insurance	0.00	30,000.00	-30,000.00	0.0%
6006 · Furn & Office Equipment - Admin	0.00	3,600.00	-3,600.00	0.0%

RIVERGROVE WATER DISTRICT

Revenue & Expense Budget vs. Actual

July 2024 through June 2025

	Jul '24 - Jun 25	Budget	\$ Over Budget	% of Budget
6007 · Bank Service Charges				
6008 · Banner - Check Bank Charges	1,003.08	1,250.00	-246.92	80.25%
6010 · Vanco Service Charges	236.00	1,250.00	-1,014.00	18.88%
6012 · LGIP-SDC Ser Charges-CI Fund	0.00	1.00	-1.00	0.0%
6013 · LGIP-CI Ser Chg-CI Fund	0.30	1.00	-0.70	30.0%
Total 6007 · Bank Service Charges	1,239.38	2,502.00	-1,262.62	49.54%
6018 · Meeting/Food Expense	21.54	1,000.00	-978.46	2.15%
6019 · Office Supplies, Equip, Repair	560.09	1,800.00	-1,239.91	31.12%
6020 · Postage & Shipping	9.85	1,200.00	-1,190.15	0.82%
6025 · Printing & Duplicating	561.99	1,400.00	-838.01	40.14%
6030 · Publications & Elections	497.96	2,000.00	-1,502.04	24.9%
6035 · Rent	7,219.40	18,000.00	-10,780.60	40.11%
6045 · Telephone - Admin	3,923.04	12,000.00	-8,076.96	32.69%
6050 · Mileage Expenses	0.00	500.00	-500.00	0.0%
6060 · Continued Education	816.39	4,000.00	-3,183.61	20.41%
6065 · Dues & Subscriptions	3,928.98	6,500.00	-2,571.02	60.45%
6070 · Fees, License, & Permits	3,646.90	8,000.00	-4,353.10	45.59%
6075 · Water Deposit Refunds	2,345.85	5,000.00	-2,654.15	46.92%
6080 · Water Sales Overpay	219.46	1,200.00	-980.54	18.29%
6090 · Meter Reading	2,467.08	8,000.00	-5,532.92	30.84%
6095 · Utilities/Office	836.82	2,500.00	-1,663.18	33.47%
6096 · Development Review Deposit Ref	115,736.79	10,000.00	105,736.79	1,157.37%
6099 · Contracted Services - Admin				
6099-0 · Billing	4,036.87	7,500.00	-3,463.13	53.83%
6099-1 · Copier IT	2,019.93	12,000.00	-9,980.07	16.83%
6099-2 · Personnel	0.00	5,000.00	-5,000.00	0.0%
6099-3 · Website	504.00	1,800.00	-1,296.00	28.0%
Total 6099 · Contracted Services - Admin	6,560.80	26,300.00	-19,739.20	24.95%
Total 6001 · Administration/Billing/Overhead	150,592.32	145,502.00	5,090.32	103.5%
6101 · Operation & Maintenance				
6100 · General Repair & Maintenance	12,713.86	40,000.00	-27,286.14	31.79%
6105 · Utilities	21,779.08	45,000.00	-23,220.92	48.4%
6110 · Small Tools & Equipment	684.10	2,500.00	-1,815.90	27.36%
6120 · Water Testing	1,670.00	4,200.00	-2,530.00	39.76%
6125 · Truck Maintenance	501.84	3,000.00	-2,498.16	16.73%
6130 · Gas & Oil	978.32	3,500.00	-2,521.68	27.95%
6135 · Telemetry/Scada	3,084.28	12,000.00	-8,915.72	25.7%
6155 · Chemicals	730.00	4,000.00	-3,270.00	18.25%
6160 · Contracted Services-Operations	1,763.20	10,000.00	-8,236.80	17.63%
6165 · PPE/Safety Equipment	210.00	2,000.00	-1,790.00	10.5%
6170 · Mobile Radio Phone/Pager Operat	1,560.74	5,000.00	-3,439.26	31.22%
6185 · Operations -Computer/Equipment	0.00	1,000.00	-1,000.00	0.0%

RIVERGROVE WATER DISTRICT
Revenue & Expense Budget vs. Actual
 July 2024 through June 2025

	Jul '24 - Jun 25	Budget	\$ Over Budget	% of Budget
6190 · Cross Connect Program Supplies	0.00	500.00	-500.00	0.0%
6195 · Meters	4,026.00	6,000.00	-1,974.00	67.1%
Total 6101 · Operation & Maintenance	49,701.42	138,700.00	-88,998.58	35.83%
6202 · Professional Services				
6208 · Auditor	6,950.00	8,000.00	-1,050.00	86.88%
6209 · Consultants	4,070.00	4,000.00	70.00	101.75%
6210 · Engineering (Non-Reimbursable)	12,676.00	125,000.00	-112,324.00	10.14%
6215 · Legal Fees (Non-Reimbursable)	7,345.00	15,000.00	-7,655.00	48.97%
Total 6202 · Professional Services	31,041.00	152,000.00	-120,959.00	20.42%
Total 6000 · Material Services	231,334.74	436,202.00	-204,867.26	53.03%
7000 · Operating Capital Outlay				
7010 · Tool/Equipmt/Vehicles/Safety-CO	0.00	3,000.00	-3,000.00	0.0%
7040 · Fire Protection & Fire Flows-CO	47,771.99	35,000.00	12,771.99	136.49%
Total 7000 · Operating Capital Outlay	47,771.99	38,000.00	9,771.99	125.72%
8000 · Debt Recov./Capital Improvement				
8454 · SDWL#1 Wells Improve Interest	0.00	13,892.00	-13,892.00	0.0%
8455 · SDWL#2 Res 3 Seismic Upgrd Int	0.00	60,439.00	-60,439.00	0.0%
8457 · CI Dist.Main Projects	106,604.91	0.00	106,604.91	100.0%
8458 · CI Restoration Reservoirs 1 & 2	76,626.00			
8464 · SDWL#1 Wells Improve Principal	0.00	39,523.00	-39,523.00	0.0%
8465 · SDWL#2 Res 3 Seismic Upgrd Prin	0.00	72,580.00	-72,580.00	0.0%
8467 · Water Main Replacement Projects	13,041.45	0.00	13,041.45	100.0%
8468 · SDC Restoration Reservoirs 1&2	9,374.00			
Total 8000 · Debt Recov./Capital Improvement	205,646.36	186,434.00	19,212.36	110.31%
Total Expense	608,273.04	1,119,736.00	-511,462.96	54.32%
Net Ordinary Income	-83,953.55	147,314.00	-231,267.55	-56.99%
Other Income/Expense				
Other Income				
9100 · Other Income				
9115 · Transfer In - Capital Improve	0.00	200,000.00	-200,000.00	0.0%
9120 · Transfer In - Unemployment	0.00	3,000.00	-3,000.00	0.0%
9125 · Transfer In - Truck & Equipment	0.00	5,000.00	-5,000.00	0.0%
Total 9100 · Other Income	0.00	208,000.00	-208,000.00	0.0%
Total Other Income	0.00	208,000.00	-208,000.00	0.0%
Net Other Income	0.00	208,000.00	-208,000.00	0.0%
Net Income	-83,953.55	355,314.00	-439,267.55	-23.63%

Legislative Liaison for Grant Funding

By: Commissioner Magura





Rivergrove Water District

ASBESTOS CEMENT PIPE REPLACEMENT PROGRAM

ESTIMATED PROJECT COST: \$43,000,000

PROBLEM STATEMENT








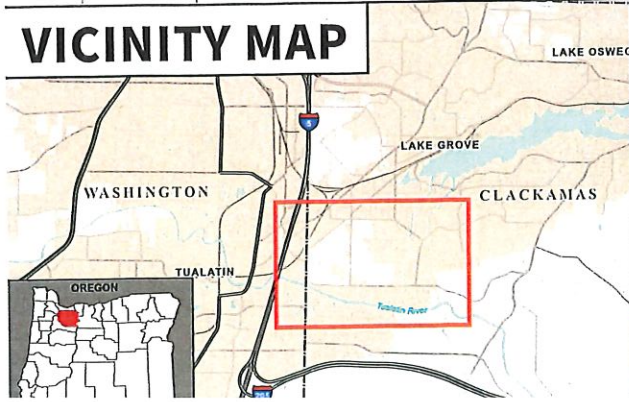
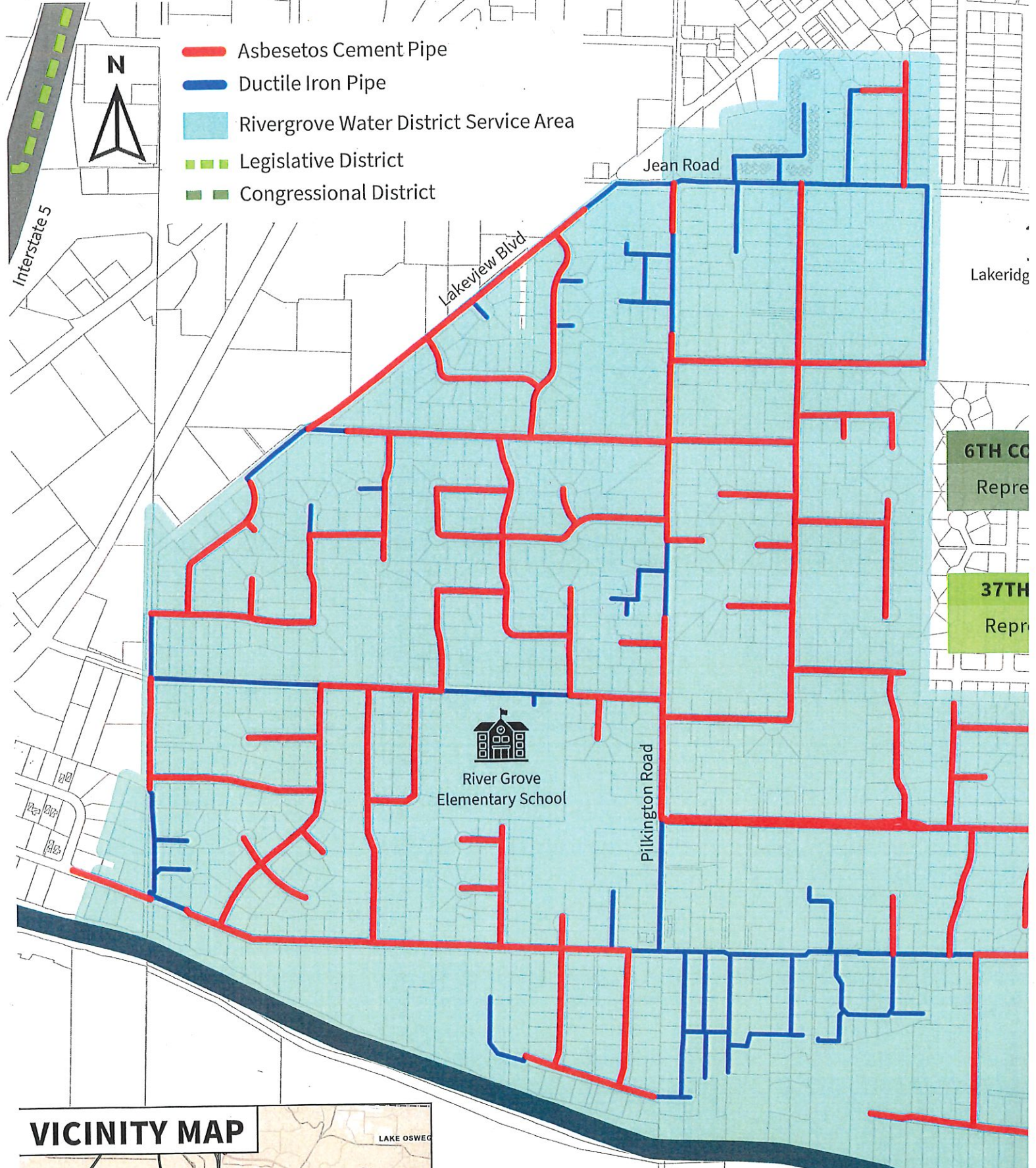
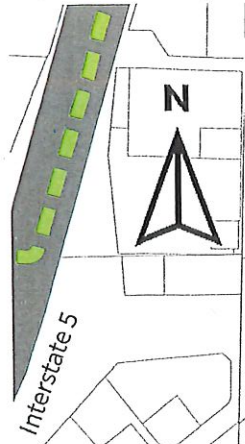
The Rivergrove Water District (District) was developed in the early 1960s to serve semi-rural areas of Clackamas County. The District now is nearly fully developed as an urban residential area surrounded by the cities of Lake Oswego, Tualatin, and Rivergrove. The majority of the District's water system piping was constructed with **asbestos cement (AC) pipe**, that is now more than 70 years old and **at risk for systemic failure** due to pipe age and condition. Further, significant portions of the District's system are located **in areas mapped as being highly susceptible to liquefaction** and landslides during a seismic event. The cost to replace this aged and at-risk infrastructure is estimated at **\$43 million** and greatly exceeds what the District can reasonably fund on its own.

COST OF INACTION



Over 65% of the District's water distribution system is AC pipe, **including the majority of the District's critical and backbone transmission and distribution piping**. Studies have shown AC pipe installed in the era of the District's system is at high risk of failure. Recent news reports of catastrophic failures of AC pipes in similar water systems shows that **the cost of inaction is too high**. The District lacks the financial resources to launch a large-scale AC pipe replacement program and has already aggressively utilized Oregon state low interest revolving loans to pay for several major infrastructure improvement projects. **The District's rate study consultant has advised that the District cannot finance additional pipe replacement projects through added debt financing**. We are asking for the help of our congressional and legislative representatives to help fund this critical infrastructure need.

-  Asbesetos Cement Pipe
-  Ductile Iron Pipe
-  Rivergrove Water District Service Area
-  Legislative District
-  Congressional District



Tualatin River

Over 65% of the District's wa

Rivergrove Water District Facts:

- Serves portions of the City of Lake Oswego, Clackamas and Washington Counties, and the City of Rivergrove
- Service area: approximately 1.25 square miles
- Population served: approximately 4,400
- Number of customer accounts: 1,389
- Largest customer: Rivergrove Elementary School (Lake Oswego School District)

5TH CONGRESSIONAL DISTRICT

Representative Andrea Salinas

5TH CONGRESSIONAL DISTRICT

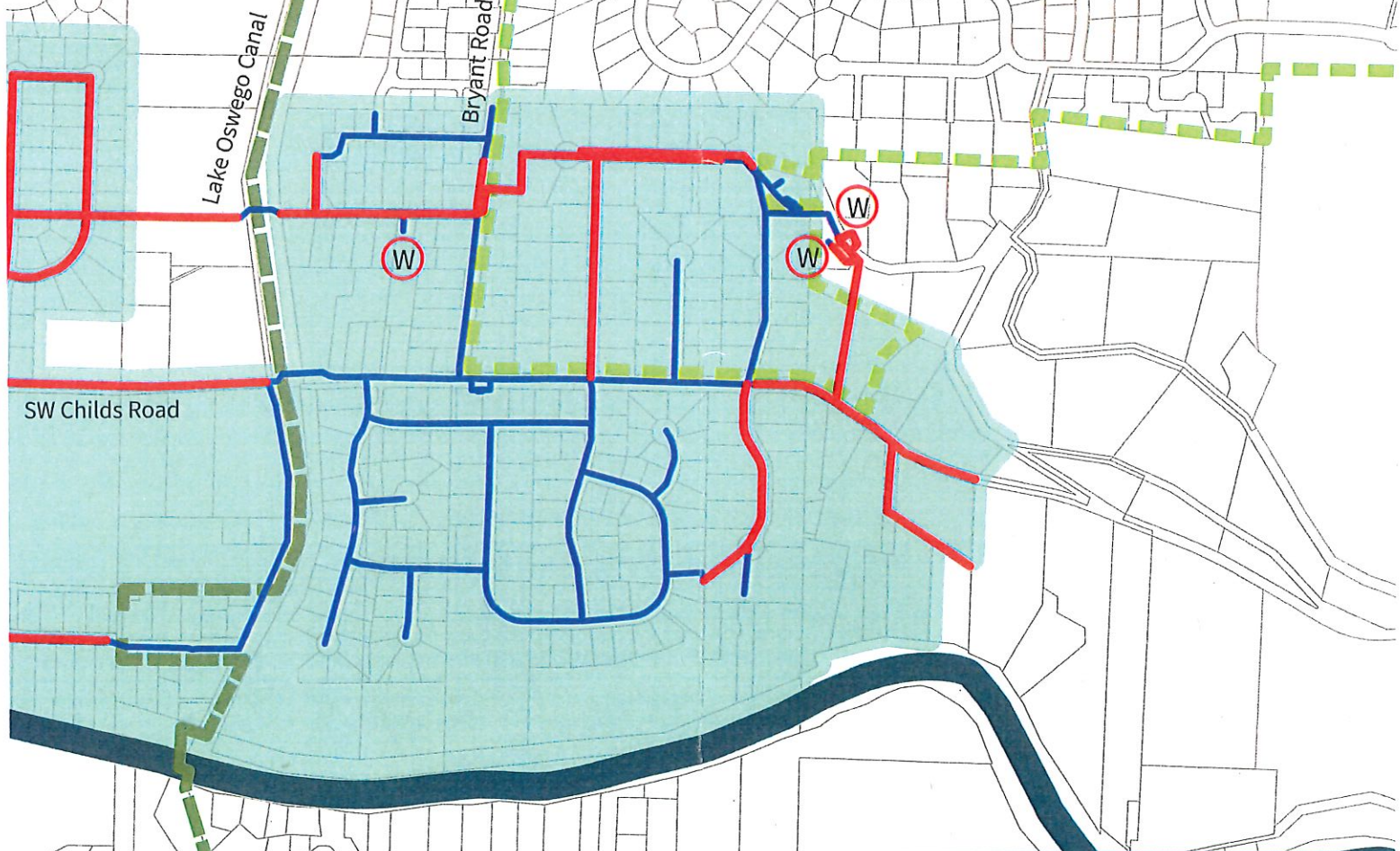
Representative Lori Chavez-DeRemer
Representative-Elect Janelle Bynum

38TH LEGISLATIVE DISTRICT

Representative Jules Walters

38TH LEGISLATIVE DISTRICT

Representative Daniel Nguyen



distribution system is **AC pipe.**

AC pipe installed in the 1960s may be near its end of life and utilities [need to] plan for rapid replacement of that pipe.”

Folkman, Steven, “Water Main Break Rates In the USA and Canada: A Comprehensive Study” (2018). Utah State University.

AC Pipe Facts

- Originally promoted as a less-expensive alternative to more traditional pipe materials, the long-term weaknesses and potential health risks of AC pipe were not generally recognized until many years later.
- AC pipe was eventually banned from use in water systems in the U.S. in the 1980s by the EPA and is no longer manufactured in this country.
- AC pipes can release asbestos fibers into the air as they deteriorate. Asbestos can cause serious health problems, including lung cancer,

asbestosis, and mesothelioma. Asbestos fibers are listed as a carcinogen by the EPA.

- As the pipe ages, it loses strength, thereby leading to a higher risk of failures due to age-related deterioration.

The District’s existing AC pipe system is rapidly reaching the end of its expected useful life and **must be replaced soon if the District is to continue to provide a reliable supply of water to its customers.**



Common failure mode of AC pipe

“At the center of the [\$5 million lawsuit] is asbestos cement... [a pipe material that is] more likely to fail catastrophically than iron pipes.”

- Amanda Zhou, Seattle Times
[Article linked in QR code]



Rivergrove Water District Contacts

Commissioner: Lawrence Magura, PE
(505) 887-2768
maguralm@comcast.net

General Manager: Janine Casey
(503) 635-6041
janine@rivergrovewater.com

District Engineer: Kyle Pettibone, PE
(503) 446-2816
kpettibone@rh2.com

UNFINISHED BUSINESS



Rivergrove Water District

Supervisory Control & Data Acquisition (SCADA) & Peripheral Site Control Improvements Project

POSTION of BIDS (By alphabetical order)	BIDDERS	COST
1	Control Systems NW Medford OR	\$ 398,949
2	Correct Equipment Redmond WA	\$ 109,163
3	Industrial Systems Vancouver WA	\$ 378,200
4	OCD Automation Estacada OR	\$ 174,596
5	S&B Inc. Bellevue WA	\$ 358,800

The following companies did not submit bids:

Portland Engineering, Inc.
Portland OR

Taurus Power & Controls
Tualatin OR

Technical Systems, Inc.
Lynnwood WA

1



CONTROL SYSTEMS NW LLC
 3553 Arrowhead Dr. Ste. 200, Medford, OR 97504
 541.393.9930 / controlsystemsnw.com / Tax ID# 84-1772095
 OR CCB# 228012 / OR Electrical CCB# 6491S

In accordance with our General Services Agreement for the GSA Name here project dated Date of GSA here, this is an authorization to engage in the work as described below. The work will be performed and invoiced using the terms and conditions listed in the original agreement, plus previous amendments.					
Project Name: SCADA and Peripheral Site Control Improvements					
Client Name	Rivergrove Water District	CSNW Project No.	C240XXX.00		
Client Project No.		Project Manager	Eric Summers		
Client Project Manager	Janine Casey	Date Developed	5/3/2024		
Project Location	Lake Oswego, Or	ected Completion	6/1/2025		
Description of Work					
Pending district review, an exhibit or descriptions here will be provided.					
Assumptions					
Pending district review, an exhibit or assumptions here will be provided.					
Fee Estimate					
	Description	Total Hours	Total Labor	Total Expense	Total Cost
Task 1	Administrative Services	48	\$ 8,110	\$ 203	\$ 8,313
1.1	Manage CSNW Team, Track Work Elements, and Prepare Monthly Invoices	48	\$ 8,110	\$ 203	\$ 8,313

Description		Total Hours	Total Labor	Total Expense	Total Cost
Task 2	Office SCADA/HMI Improvements	344	\$ 85,452	\$ 3,837	\$ 121,414
2.1	Provide Manufacturer, District, and Vendor Coordination	10	\$ 2,270	\$ 57	\$ 2,327
2.2	Provide Office Telemetry Panel CAD Drawings for Manufacturing	6	\$ 1,315	\$ 170	\$ 1,485
2.3	Provide Office Telemetry Panel Submittal and End of Project O&M Manuals in Electronic PDF	24	\$ 5,354	\$ 409	\$ 5,763
2.4	Provide Procurement for Control Parts per CSNW BOM	4	\$ 828	\$ 131	\$ 3,759
2.5	Conduct Two Virtual Control Strategy and Visualization Workshops	25	\$ 6,000	\$ 288	\$ 6,288
2.6	Provide Procurement of SCADA/HMI, PLC, and Alarm Notification Software	4	\$ 908	\$ 23	\$ 19,331
2.7	Provide SCADA/HMI and Alarm Notification Integration Services	150	\$ 38,850	\$ 971	\$ 39,821
2.8	Provide Concentration PLC Integration Services	30	\$ 7,770	\$ 194	\$ 7,964
2.9	Provide Procurement of SCADA/HMI Workstation	3	\$ 681	\$ 17	\$ 8,748
2.10	Provide Setup of Workstation, SCADA/HMI, and Alarm Notification Software	8	\$ 1,816	\$ 45	\$ 1,861
2.11	Provide Manufacturing of Office Telemetry Panel	-	\$ -	\$ -	\$ 2,875
2.12	Provide Factory Acceptance Testing of Office Telemetry Panel	10	\$ 2,170	\$ 1,095	\$ 3,265
2.13	Provide Onsite Installation of Office Telemetry Panel and Workstation	20	\$ 4,540	\$ 114	\$ 4,654
2.14	Provide System SCADA/HMI Testing and Training Services	50	\$ 12,950	\$ 324	\$ 13,274

Description		Total Hours	Total Labor	Total Expense	Total Cost
Task 3	Well 1 Improvements	139	\$ 30,932	\$ 3,551	\$ 84,542
3.1	Provide Manufacturer, District, and Vendor Coordination	10	\$ 2,270	\$ 57	2,327
3.2	Provide Well 1 Control Panel CAD Drawings for Manufacturing	26	\$ 5,555	\$ 689	6,244
3.3	Provide Well 1 Control Panel Submittal and End of Project O&M Manuals in Electronic PDF	24	\$ 5,354	\$ 409	5,763
3.4	Provide Procurement for Control Parts per CSNW BOM	4	\$ 828	\$ 131	21,003
3.5	Provide Operator Interface Integration Services	15	\$ 3,405	\$ 85	3,490
3.6	Provide PLC Integration Services	20	\$ 4,540	\$ 114	4,654
3.7	Provide Manufacturing of Well 1 Control Panel	-	\$ -	\$ -	18,170
3.8	Provide Factory Acceptance Testing of Well 1 Control Panel	10	\$ 2,170	\$ 1,095	3,265
3.9	Provide Onsite Installation of Well 1 Control Panel	10	\$ 2,270	\$ 57	6,122
3.10	Provide Modifications to Existing TMG Chemical Feed Panel	-	\$ -	\$ -	3,450
3.11	Provide Demolition Services for Existing Control Equipment	-	\$ -	\$ -	1,725
3.12	Provide Electrical Cleanup Of Existing Non-Code Compliant Equipment	-	\$ -	\$ -	2,875
3.13	Provide On-Site System Startup, Testing, and Training Services	20	\$ 4,540	\$ 916	5,456
Task 4	Well 2 Improvements	139	\$ 30,732	\$ 3,821	\$ 94,583
4.1	Provide Manufacturer, District, and Vendor Coordination	10	\$ 2,270	\$ 57	2,327
4.2	Provide Well 2 RTU and Soft Start Panel CAD Drawings for Manufacturing	36	\$ 7,625	\$ 1,016	8,641
4.3	Provide Well 2 RTU and Soft Start Panel Submittal and End of Project O&M Manuals in Electronic PDF	24	\$ 5,354	\$ 409	5,763
4.4	Provide Procurement for Control Parts per CSNW BOM	4	\$ 828	\$ 131	26,834
4.5	Provide Operator Interface Integration Services	15	\$ 3,405	\$ 85	3,490
4.6	Provide PLC Integration Services	20	\$ 4,540	\$ 114	4,654
4.7	Provide Manufacturing of Well 2 RTU and Soft Start Panel	-	\$ -	\$ -	20,585
4.8	Provide Factory Acceptance Testing of Well 2 RTU and Soft Start Panel	10	\$ 2,170	\$ 1,095	3,265
4.9	Provide Onsite Installation of Well 2 RTU and Soft Start Panel	-	\$ -	\$ -	5,520
4.10	Provide Modifications to Existing TMG Chemical Feed Panel	-	\$ -	\$ -	3,450
4.11	Provide Demolition Services for Existing Control Equipment	-	\$ -	\$ -	1,725
4.12	Provide Electrical Cleanup Of Existing Non-Code Compliant Equipment	-	\$ -	\$ -	2,875
4.13	Provide On-Site System Startup, Testing, and Training Services	20	\$ 4,540	\$ 916	5,456

Description		Total Hours	Total Labor	Total Expense	Total Cost
Task 5	Well 3 and Booster Pump Station Improvements	139	\$ 30,732	\$ 3,821	\$ 90,098
5.1	Provide Manufacturer, District, and Vendor Coordination	10	\$ 2,270	\$ 57	\$ 2,327
5.2	Provide Well 3 RTU and Soft Start Panel CAD Drawings for Manufacturing	36	\$ 7,625	\$ 1,016	\$ 8,641
5.3	Provide Well 3 RTU and Soft Start Panel Submittal and End of Project O&M Manuals in Electronic PDF	24	\$ 5,354	\$ 409	\$ 5,763
5.4	Provide Procurement for Control Parts per CSNW BOM	4	\$ 828	\$ 131	\$ 24,534
5.5	Provide Operator Interface Integration Services	15	\$ 3,405	\$ 85	\$ 3,490
5.6	Provide PLC Integration Services	20	\$ 4,540	\$ 114	\$ 4,654
5.7	Provide Manufacturing of Well 3 RTU and Soft Start Panel	-	\$ -	\$ -	\$ 18,400
5.8	Provide Factory Acceptance Testing of Well 3 RTU and Soft Start Panel	10	\$ 2,170	\$ 1,095	\$ 3,265
5.9	Provide Onsite Installation of Well 3 RTU and Soft Start Panel, and Booster Pump Station PLC	-	\$ -	\$ -	\$ 5,520
5.10	Provide Modifications to Existing TMG Chemical Feed Panel	-	\$ -	\$ -	\$ 3,450
5.11	Provide Demolition Services for Existing Control Equipment	-	\$ -	\$ -	\$ 1,725
5.12	Provide Electrical Cleanup Of Existing Non-Code Compliant Equipment	-	\$ -	\$ -	\$ 2,875
5.13	Provide On-Site System Startup, Testing, and Training Services	20	\$ 4,540	\$ 916	\$ 5,456
PROJECT TOTAL		809	\$ 185,958	\$ 15,232	\$ 398,949

2



SCOPE OF SUPPLY

TO: Rivergrove Water District – Jenine Casey

Date: 10/25/2024

Project Name: SCADA System Improvements

Correct Equipment Inc. PH: 425.869.1233 F: 425.869.1033

Manufacturer(s): Mission

Correct Equipment is please to offer the following services for your project.

Task 1 – Administrative Services

Subtasks:

1.1 Manage project team, track work elements, and prepare monthly Invoices.

Task 2 – Office SCADA/HMI Improvements

This is not needed with our system. Any standard desktop computer with an internet connection can access the telemetry system.

Task 3 – Well 1 Improvements

Objective: Replace existing Well 1 Remote Telemetry Unit (RTU) and Pump Control Panel. RTU and Pump Control Panel to be combined into one control panel.

Subtasks:

- 3.1 Provide manufacturer, district, and vendor coordination.
- 3.2 Provide Well 1 control panel submittal and end of project O&M manuals in electronic PDF format.
- 3.3 Provide procurement for control parts per BOM.
- 3.4 Provide integration services.
- 3.5 Provide manufacturing of Well 1 control panel.
- 3.6 Provide factory acceptance testing of Well 1 control panel.
- 3.7 Provide on-site installation of Well 1 control panel.
- 3.8 Provide modifications to existing TMG services chemical feed panel.
- 3.9 Provide demolition services for existing control equipment.
- 3.10 Provide electrical cleanup of existing non-code compliant equipment with regards to NEC working space clearance.
- 3.11 Provide on-site system startup, testing, and training services.



Task 4 – Well 2 Improvements

Objective: Replace existing Well 2 RTU and Pump Control Panel.

Approach:

- 4.1 Provide manufacturer, district, and vendor coordination.
- 4.2 Provide Well 2 RTU and soft-starter panel submittal and end of project O&M manuals in electronic PDF format.
- 4.3 Provide procurement for control parts per BOM.
- 4.4 Provide integration services.
- 4.5 Provide manufacturing of Well 2 RTU and soft-starter panel.
- 4.6 Provide factory acceptance testing of Well 2 RTU and soft-starter panel.
- 4.7 Provide on-site installation of Well 2 RTU and soft-starter panel.
- 4.8 Provide modifications to existing TMG services chemical feed panel.
- 4.9 Provide demolition services for existing control equipment.
- 4.10 Provide electrical cleanup of existing non-code compliant equipment.
- 4.11 Provide on-site system startup, testing, and training services.

Task 5 – Well 3 and Transfer Booster Pump Station Improvements

Objective: Replace existing Well 3 RTU and Pump Control Panel.

Approach:

- 5.1 Provide manufacturer, district, and vendor coordination.
- 5.2 Provide Well 3 RTU and soft-starter panel submittal and end of project O&M manuals in electronic PDF format.
- 5.3 Provide procurement for control parts per BOM.
- 5.4 Provide PLC integration services.
- 5.5 Provide manufacturing of Well 3 RTU and soft-starter panel.
- 5.6 Provide factory acceptance testing of Well 3 RTU and soft-starter panel.
- 5.7 Provide on-site installation of Well 3 RTU, soft-starter panel, and Transfer Booster Pump Station PLC.
- 5.8 Provide modifications to existing TMG services chemical feed panel.
- 5.9 Provide demolition services for existing control equipment.
- 5.10 Provide electrical cleanup of existing non-code compliant equipment.
- 5.11 Provide on-site system startup, testing, and training services.



TOTAL NOT TO EXCEED \$109,163.00

Terms & Conditions

Not included: Unless otherwise noted: Tax, additional spare parts, installation, integration or submittal services excluded. Freight services are estimated and will be billed at the current rate when shipped. Any marked specification sheets or Civil/P&ID drawings are provided by others. Field services including installation, installation hardware, integration, anchorage, seismic calcs, field pressure/flow testing, harmonics, electrical services, any alignment of equipment or motors/shafts and/or materials of installation are specifically not included. Basins, ground boxes, valve boxes, valves, pipe, saddles, puck joints, meters, transformers (any kind), conduit, electrical fittings, junction boxes, disconnect boxes, receptacle or plugs, and anchorage are excluded. Only items listed in the above quote are to be provided. Bid proposal, bid insurance & bid bonds by others. Signage or identifying devices will be provided by others. **Exceptions/Clarifications:** Standard DI pipe proposed fitting supplied for basin ONLY. No other pipe or valves supplied. No special pipe coatings shall be provided. All bollards shall be by others. Air valve system is not included and will be sourced and installed by others. No other sections or items shall be proposed per this scope of supply. Controls, control narrative, process instrumentation and flow/pressure monitoring shall be the responsibility of the control panel supplier and falls outside the proposed equipment unless otherwise indicated. Freight services will be "prepay and add" for all orders due to volatility in the current freight & delivery market. Any pricing included is a 'guesstimate' of potential pricing. Only equipment/parts indicated in the above quotation are to be provided. All other items, services, integration or testing operations are excluded from this proposal and by others. Errors that result from specification sections or drawings not provided at the time of this quote are the responsibility of the bidding contractors. Equipment sizing, material type, power, flow and head conditions, and accessories are indicated in the above proposal. Any general changes, deviations, spare parts adders, corrections in part numbers, flow, head conditions, power, etc...will be considered a change order. All additional items are excluded from proposal unless specifically called out in the quotation above. Any spare parts, inlets, extended cables, additional materials (basin, valve box, valves) and or control alterations can be added for fee if required. All returns will be subject to a restocking fee without exception. All equipment proposed is 'OR EQUAL' to project specified equipment and may require engineer approval for purchase. All Equipment Proposed may require engineer approval prior to shipment: All equipment will be supplied LOOSE for FIELD FIT AND INSTALL by GC to help reduce project dollars allow for installation flexibility. This is a 'good faith' estimate. All responsibility for form, function and fit are assumed by the customer. No engineering, testing, field assembly, alignment or setup is provided. Customer to verify equipment fit and function for their proposal and subsequent installation. Equipment provided should be checked by customers engineer for proper placement in the application. Equipment provided is intended to meet/exceed the form/function as indicated above and by the equipment materials provided in this proposal. Deviations from this will result in a void proposal. Cancellations or PO Voids during the submittal and procurement process will incur processing and engineer fees. Pricing is dependent upon project size/scope. Seismic, vibration, flow/velocity, harmonics or frequency testing is not included. Seismic, Vibration, Pressure, Flow and Critical Speed Testing/Measurement shall be considered part of the Field Tests and shall not be provided by others. Any pumps proposed shall be tested at the factory prior to shipment to confirm operation. HI Level 1U & NPSH testing is not possible at the factory and shall not be provided. Witnessed or non-witnessed testing is not provided. Identification Tags are excluded but can be supplied for fee. Site Anchoring supplied and installed by others. Electrical equipment proposed shall be factory tested for fit and function prior to leaving the shop. Any special ARCH Flash requirements or coordination studies are excluded and provided by others. Site programming is not included and by others. -COMPLETE EXCEPTION- To Build American, Buy America Act (BABA): BABA rules/regulations are "undefined" and do not allow for cost competitive alternatives produced outside the US. AIS (American Iron & Steel) – Equipment selected will not adhere to AIS requirements as the intention is to provide a cost competitive bid. The cost to replace any item, including removal and re-installation will be the full responsibility of the client and neither Correct Equipment Inc. or our vendors, [WILO/PRIMEX/ONYX], will share in this burden. The acceptance of 'BABA' or 'AIS' funds is the sole descension of the client and it is their responsibility to specify equipment clarifications that may fall within these parameters. The client shall bear the sole responsibility of submitting any forms/requests for approval to allow cost competitive equipment and/or outside manufactured items to be used on said projects. In regards to Public Law 117-58, Correct Equipment Inc. takes complete exception to any and all regulations that restrict the ability for price competitive equipment to be provided based on the predication said equipment was manufactured outside the United States or by non-Unionized hands. The equipment provided by Correct Equipment Inc. and our vendors is high quality product produced by various countries worldwide like Sweden, Germany, United Kingdom, and Canada. Many items are 'final assembled' in the United States but others are not. **Force Majeure:** Seller shall not be liable for any delay in performance of its obligations and responsibilities under a Sales Order due to causes beyond its control, and without its fault or negligence, such as but not limited to war, epidemics, embargo, national emergency, insurrection or riot, acts of the public enemy, fire, flood or other natural disaster, import or export restrictions, government inability to source components affecting the industry as a whole, provided that said party has taken reasonable measures to notify the other promptly in writing, of delay. If the effects of the relevant event continue for a period of more than three consecutive months, then either party shall be entitled to terminate the contract. Additionally, if the price to Seller of any raw material, component or transport solution (or a combination of these) increases by more than 10% from the date of Seller's quotation/order confirmation up to the date of delivery of the products, then Seller shall be entitled to add such increase to the price to be paid by the Buyer for the products. **Startup & Training:** [**IF SELECTED] Prior to any service, a pre-service checklist must be signed and returned. All service requests need to be booked 10-14days in advance. Services shall be provided by Correct Equipment Inc. as the authorized representative. Only Startup/Training or Warranty Activation Services will be provided. If selected, services typically include 1 trip, 1 day, ~2-4hrs on site for equipment installation verification, general startup and verification of operation. Installation or Installation Assistance services are not included. Additional days of service can be added for a fee per diem rate (approx. \$1,850 per day plus expenses) as needed. Seismic, vibration, flow/velocity or frequency testing is not included. Only startup services shall be provided if indicated or selected. **Submittals & O&M's:** Electronic Sub/O&M's will be provided at no cost for engineer review. Two (2) black and white hard copies will be provided after engineer approval. Additional copies can be purchase for \$75 each. **General Terms:** Project pricing effective for 60 days. Standard Correct Equipment/PRIMEX/WILO/ONYX terms and conditions apply. Bid Bonds and Payment Bonds are exclusively by others. Any damages occurred on site or in transit (freight) are the responsibility of others and will be treated as such. Estimated delivery time-frames are based on written approval and release to production. Changes to equipment may alter overall project timeline and adjustments of this type will not be counted against the equipment release time- frame. Any change order, regardless of size or scope, will amend the estimated equipment delivery and equipment pricing. Liquidated Damages attempting to be assessed by Contractors or Cities will be void in the event change orders have been issued on the project. Equipment approval and release is the sole discretion the customer. Delays resulting from the approval process of the engineer / review team will not be accepted. Equipment timeline delayed due to submittal approval / customer release will void attempt to collect damages. Legitimate damages assessed will be mitigated as required. In case of delay caused by failure to furnish materials and/or labor as required, all expenses incurred as a result of such delay plus costs in collecting, may be charged against those failing to furnish the materials and/or labor. Notwithstanding the language in the previous sentence, if supplier is delayed by issues relating to COVID 19 virus, supplier shall present evidence of delay to Contractor and Contractor will present supplier's evidence of delay to owner with a recommendation that supplier be granted non-compensable delay. **Payment Terms:** Orders less than \$75,000: NET 30 OAC (On Approved Credit) (DOR [Due on Receipt] for all others). Orders greater than \$75,000 (OAC): 10% Due on Submittals, 30% Due on Approval & Release to Production, 50% Due on Equipment Receipt, 10% Retainage Due on Startup/Warranty Activation Services or 30 days after delivery [100%] (whichever occurs first). Cancellations at any stage will result in a termination fee based on the project percentage and production stage of the order. Applicable taxes additional. Price is good for 30 days. Commodity equipment such as pipe, wiring, pvc, anchors, chain, etc. is subject to global market pricing at the time of submittal approval and release. Increases in material costs from the date of bid to the date of release will be subject to change without notice. In event any amount becomes past due, buyer agrees to pay seller a fee of 1-1/2% of unpaid balance each month until paid, at the highest legal rate allowed by law, whichever is lower, plus all costs of collection including reasonable attorney's fees. Failure to pay in accordance with terms voids all warranties and no service or start-up will be authorized until account is paid in full including service fee and collection costs. Restocking fee will vary based on product cost and time frame away from manufacturer. **Ship Lead Time:** ~14-16 (+/-) Weeks ARO and Approval/Release. Submittal Lead Time 4-6Weeks. Contractor to comply with all local construction codes upon installation. Lead times are based on current projection models. Lead times are presently changing without notice and should not be considered as a time table until equipment is approved and on final order. Any adjustment to the projected lead time is considered outside the sellers scope of supply. **Pricing Validity:** Quoted pricing is effective 30, 60 or 90 days after proposal date (see date clarification above). Upon Purchase Order receipt and Submittal Hold request, pricing will be honored for no more than 60 days (This allows a standard 30 days for submittal documents to be gathered and submitted and another 30 days for review and approval). After a 60 day period, regardless of equipment status (Submittal, IO&M, Engineer or Customer Approval), all pricing as indicated on the PO will be void and will require updating at the time of order. Any subsequent pricing quoted

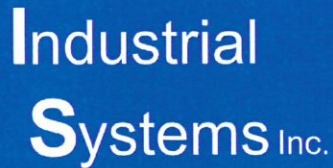
Correct Equipment Inc.

14576 NE 95th St, Redmond WA 98052 & 300 S Redwood St Suite 135 Canby OR 97013 425.869.1233 www.correcequipment.com



will only be protected for a period of 30 days. Due to the current market environment, cost increases and surcharges, all pricing can and will be subject to change without notice. NO EXCEPTIONS to this condition shall be taken on private or public projects. Projects exceeding a 60 day mark from PO submission/receipt to release should anticipate cost overruns or percentage increases regardless of scope or size.

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Janine Casey
Rivergrove Water District
17661 Pilkington Rd
Lake Oswego, OR 97035

October 31, 2024

Subject: P24.101: Rivergrove Water District - SCADA System Improvements - Rev 1.0

Dear Janine,

Industrial Systems, Inc. is pleased to provide you with the following proposal for Control System Design and Integration Services. As always, we look forward to working with you on this project.

Summary:

Rivergrove Water District has requested a proposal to replace their existing control system. A detailed scope of work and preliminary control panel drawings created by RH2/Control Systems NW was provided and used as a basis for this proposal. The existing PLC programs were also provided. This information along with our familiarity with the District's control system helped us accurately gauge the level of work that is required for a major upgrade such as this. Industrial Systems prides itself in turn key solutions and has done numerous projects of similar scope and complexity. If additional information or qualifications are helpful in showing why our firm is best suited to complete this project we can provide project examples and references.

This proposal and scope of work is based on the Exhibit A – Scope of Work that was provided by Rivergrove Water District. The project approach and scope of work is copied from this provided scope of work. We believe this is a sound approach to upgrading the District's aging SCADA system. As defined by that document, this scope of work includes:

- Complete electrical and control system design for fabricating and installing electrical and control equipment.
- Procurement of all materials identified in the tasks below and in the Bill of Materials (BOM) and layout drawings that we're provided by the District and created by RH2/CSNW.
- Procurement of all control system software and computer system hardware to provide a fully operational and secure system.
- Control software development for the PLC's, Operator Interface (OI), HMI computer, alarm software, and remote access devices.
- Configuration of the proposed cellular communication network. This system would be a private APN network that is completely isolated from any outside traffic or internet. Industrial Systems has experience setting up secure cellular systems like this.
- Procurement and installation of five temperature transmitters for installation at each of the facilities.
- Electrical installation labor and materials
- Preparation of submittal documentation

- Preparation of Operation and Maintenance (O&M) manuals
- Factory acceptance testing
- On-site testing, startup, and commissioning
- Training of District staff
- Electrical clean-up of unused conduits and bringing all facilities up to National Electrical Code (NEC) compliance with regards to electrical working space clearance in front of control panels.
- Provide a minimum of two (2) virtual control strategy and visualization workshops with the District.
- Minimum of one year warranty for all hardware and software

Scope of Work:

Task 1 - Administrative Services

Subtasks:

- 1.1 Manage project team, track work elements, and prepare monthly Invoices.

Task 2 - Office SCADA/HMI Improvements

Objective: Provide and install new SCADA HMI computer with Allen-Bradley FactoryTalk View SE software and WIN-911 alarm notification software. Provide and install office telemetry panel. Additional software to be provided shall include RSLinx Classic and Studio 5000 Lite.

Subtasks:

- 2.1 Provide manufacturer, District, and vendor coordination.
- 2.2 Provide office telemetry panel CAD drawings for manufacturing and installation.
- 2.3 Provide office telemetry panel submittal and end of product O&M manuals in electronic PDF format.
- 2.4 Provide procurement for control parts per BOM.
- 2.5 Conduct two virtual control strategy and visualization workshops.
- 2.6 Provide procurement of SCADA/HMI, PLC, and alarm notification software.
- 2.7 Provide SCADA/HMI and alarm notification integration services.
- 2.8 Provide concentration PLC integration services.
- 2.9 Provide procurement of SCADA/HMI workstation.
- 2.10 Provide setup of workstation, SCADA/HMI, and alarm notification software.
- 2.11 Provide manufacturing of Office telemetry panel.
- 2.12 Provide factory acceptance testing of Office telemetry panel.
- 2.13 Provide on-site installation of Office telemetry panel and workstation.
- 2.14 Provide system SCADA/HMI testing and training services.

Task 3 - Well 1 Improvements

Objective: Replace existing Well 1 Remote Telemetry Unit (RTU) and Pump Control Panel. RTU and Pump Control Panel to be combined into one control panel.

Subtasks:

- 3.1 Provide manufacturer, district, and vendor coordination.
- 3.2 Provide Well 1 control panel CAD drawings for manufacturing and installation.

Page 3 of 6

- 3.3 Provide Well 1 control panel submittal and end of project O&M manuals in electronic PDF format.
- 3.4 Provide procurement for control parts per BOM.
- 3.5 Provide OI integration services.
- 3.6 Provide PLC integration services.
- 3.7 Provide manufacturing of Well 1 control panel.
- 3.8 Provide factory acceptance testing of Well 1 control panel.
- 3.9 Provide on-site installation of Well 1 control panel.
- 3.10 Provide modifications to existing TMG services chemical feed panel to allow for control/monitoring from new control panel.
- 3.11 Provide demolition services for existing control equipment.
- 3.12 Provide electrical cleanup of existing non-code compliant equipment with regards to NEC working space clearance in front of control panel and any modified electrical equipment.
- 3.13 Provide on-site system startup, testing, and training services.

Task 4 - Well 2 Improvements

Objective: Replace existing Well 2 RTU and Pump Control Panel.

Subtasks:

- 4.1 Provide manufacturer, district, and vendor coordination.
- 4.2 Provide Well 2 RTU and soft-starter panel CAD drawings for manufacturing and installation.
- 4.3 Provide Well 2 RTU and soft-starter panel submittal and end of project O&M manuals in electronic PDF format.
- 4.4 Provide procurement for control parts per BOM.
- 4.5 Provide OI integration services.
- 4.6 Provide PLC integration services.
- 4.7 Provide manufacturing of Well 2 RTU and soft-starter panel.
- 4.8 Provide factory acceptance testing of Well 2 RTU and soft-starter panel.
- 4.9 Provide on-site installation of Well 2 RTU and soft-starter panel.
- 4.10 Provide modifications to existing TMG services chemical feed panel to allow for control/monitoring from new control panel.
- 4.11 Provide demolition services for existing control equipment.
- 4.12 Provide electrical cleanup of existing non-code compliant equipment with regards to NEC working space clearance in front of control panel and any modified electrical equipment.
- 4.13 Provide on-site system startup, testing, and training services.

Task 5 - Well 3 and Transfer Booster Pump Station Improvements

Objective: Replace existing Well 3 RTU and Pump Control Panel. Replace existing SCADAPack PLC in existing Transfer Booster Pump Station control panel with Allen-Bradley CompactLogix PLC matching other PLC's provided on this project.

Subtasks:

- 5.1 Provide manufacturer, district, and vendor coordination.
- 5.2 Provide Well 3 RTU and soft-starter panel CAD drawings for manufacturing and installation.
- 5.3 Provide Well 3 RTU and soft-starter panel submittal and end of project O&M

- manuals in electronic PDF format.
- 5.4 Provide procurement for control parts per BOM.
 - 5.5 Provide OI integration services.
 - 5.6 Provide PLC integration services.
 - 5.7 Provide manufacturing of Well 3 RTU and soft-starter panel.
 - 5.8 Provide factory acceptance testing of Well 3 RTU and soft-starter panel.
 - 5.9 Provide on-site installation of Well 3 RTU, soft-starter panel, and Transfer Booster Pump Station PLC.
 - 5.10 Provide modifications to existing TMG services chemical feed panel to allow for control/monitoring from new control panel.
 - 5.11 Provide demolition services for existing control equipment.
 - 5.12 Provide electrical cleanup of existing non-code compliant equipment with regards to NEC working space clearance in front of control panel and any modified electrical equipment.
 - 5.13 Provide on-site system startup, testing, and training services.

Assumptions:

- 1. A mutually agreeable schedule will be negotiated for completion of this work.
- 2. The manufacturer's standard warranty for any and all control system components to be provided within this scope will apply. Unless specified otherwise the warranty period is one year from the date of delivery.
- 3. This project may require the update or upgrade of existing software programs and our proposal covers only the installation of the upgrades and the conversion of the application files. We cannot foresee abnormalities to system operation caused by some software updates as all custom applications are unique. The resolution of abnormal system operation due to software updates/upgrades will be resolved on a T&M basis in accordance with the enclosed billing rates.
- 4. This project may include programming modifications to an existing SCADA or PLC system. Such changes are only made after careful consideration of the impact on the control system as a whole however when modifying custom control systems there is always a risk for unintended consequences. Should undesired system operation result during this project or as a result of the work covered by this agreement, we will work with the system owner to resolve the situation. Such services are outside the scope of this proposed project and will be provided on a T&M basis only.

Exclusions:

- 1. Temporary control system.
- 2. Permits, fees and taxes.
- 3. Licenses or hardware other than listed above.
- 4. On site installation and terminations other than those listed above
- 5. Replacing existing instrumentation other than those listed in this scope of work

Fee Proposal:

Industrial Systems, Inc. proposes to provide the services and materials listed above on a Time and Materials (T&M) – Not to Exceed basis. The fees shall be as listed in the summary below and include an estimate for Travel & Expenses

Task 1.....	\$ 7,200.00
Task 2.....	\$ 111,500.00
Task 3.....	\$ 81,500.00
Task 4.....	\$ 91,500.00
Task 5.....	<u>\$ 86,500.00</u>
TOTAL.....	\$ 378,200.00

This quote is valid for 30 days from the date issued. For the purpose of time and material work and any hourly work agreed to beyond this scope, the enclosed billing rates shall be considered as our standard rates. Our standard rates shall be subject to annual revision.

Terms and conditions shall be negotiated.

Please feel free to call with any questions that you might have. Again, we look forward to working with you on this project.

Mike Wallis

10/31/2024

Mike Wallis

Date

Enclosures: Rate Schedule



12119 NE 99th Street
 Suite #2090
 Vancouver, WA 98682
 Phone: (360) 718-7267 Fax: (360) 952-8958
 Email: is@is-inc.com

2024 RATE SCHEDULE

PRINCIPAL.....	\$220 /HR
PROJECT MANAGER.....	\$199 /HR
SENIOR DESIGN/PROGRAMMING STAFF	\$176 /HR
DESIGN / PROGRAMMING STAFF.....	\$163 /HR
JUNIOR DESIGN/PROGRAMMING STAFF.....	\$134 /HR
TECHNICIAN	\$117 /HR
DRAFTING.....	\$88 /HR
CLERICAL.....	\$70 /HR

MILEAGE AND OTHER EXPENSES.....COST PLUS 20%
 (The 2024 IRS allowable mileage rate is assumed to be \$0.67/mile)

Expires: 12/31/24 - Subject to revision after this date

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October 21, 2024



PO Box 2275
Estacada, OR 97023
(503) 807-2085

Janine Casey
Rivergrove Water District
17665 Pilkington Rd
Lake Oswego, OR 97035
Sent via email: Janine Casey <jcasey@rivergrovewater.com>

Subject: SCADA System Upgrade 2024-2025

OCD Automation Inc. (OCDA) is pleased to provide this proposal to River Grove Water District (RGWD) to upgrade the water district's System Control and Data Acquisition (SCADA) infrastructure by replacing the obsolete and no longer supported the Human-Machine-Interface (HMI) graphics and Programmable Logic Controllers (PLC) hardware.

Summary

The current system uses older SCADA Pack PLCs, along with Wonderware software for the SCADA system running on a PC at Well 1. Well 1 and 3 communicate via a radiotelemetry link while wells 2 and 3 communicate via fiberoptic cable. The booster PLC communicates via CAT-6 cable to the Well 3 enclosure.

- Well 1
- Well 2
- Well 3 and Booster Station

This project effort will replace the Schneider SCADA Pack PLC system at each remote site (four total) with the next generation of SCADA Pack 474 PLC hardware. This hardware replacement approach simplifies the upgrade significantly opposed to switching PLC hardware manufacturers, thus eliminating the need for new or major rework of panels. Additionally, the radio hardware supporting the Well 1 and 3 radio link will be upgraded using Aprisa SR+ radio hardware.

The new HMI graphical interface server will replace the existing one in the same physical location; however, the new software allows district operators to interface security and remotely to monitor and control the new system. Additionally, the new system will annunciate alarms and events to district operations and management via email and SMS text messages.

Project Approach and Deliverables

Upgrade Planning

Redline drawings applied to existing control panel drawings showing modified electrical connections to be executed for hardware replacements. If CAD drawings are needed by the district, they can be developed based on the additive alternative below.

SCADA

OCDA would supply a new server class PC, running Ignition Vision software from Inductive Automation. A new application will be created to replace the Wonderware application.

PLC

The SCADA Pack PLC line is still in support from Schneider Electric. A new series "474" is available (brochure attached). Using wiring adapters, OCDA would replace the older SCADA Pack hardware in a "plug and play" fashion. OCDA would procure the hardware, reprogram all four PLCs to report to the new Ignition system.

Remote Access

For quicker support in the future, OCDA would provide (2) two VPN gateways for Well 1 and Well 3. This would allow secure remote access from the district’s office. It would also allow OCDA to connect from their office to help with troubleshooting or implement changes.

Commissioning

OCDA would mockup the new system in its office and host (2) 4-hour simulation workshops to demonstrate functionality and implement any feature requests and feedback. Once the simulation is completed, OCDA and RGWD will collaborate to generate an installation work plan. The installation would then be scheduled and OCDA would provide 1 person per PLC site to remove the old PLC, and install the new PLC.

On-Call Post-Installation Support

This project includes an on-call support budget to assist RGWD with issues, miscellaneous adjustments and changes that fall outside warranty related efforts after the project has been completed.

Task	Scope
Software License	<ul style="list-style-type: none"> • Ignition Automation License <ul style="list-style-type: none"> ○ Vision ○ Unlimited Clients ○ Historical Trending
Hardware	<ul style="list-style-type: none"> • SCADA Pack 474 PLCs and wiring adapters for: <ul style="list-style-type: none"> ○ Well 1 ○ Well 2 ○ Well 3 ○ Booster Station • Dell server <ul style="list-style-type: none"> ○ PowerEdge T560 Tower Server <ul style="list-style-type: none"> ▪ 2nd Hard drive ▪ 64GB RAM ▪ (2) 27-inch monitors ▪ Keyboard, mouse
Server Setup	<ul style="list-style-type: none"> • Setup labor • Ignition Software Installation
Programming	<ul style="list-style-type: none"> • SCADA Pack 474 PLCs at: <ul style="list-style-type: none"> ○ Well 1 ○ Well 2 ○ Well 3 ○ Booster Station • Ignition Project creation • Ignition Graphics/Database Creation
Commissioning	<ul style="list-style-type: none"> • Site time <ul style="list-style-type: none"> ○ 80 hours allocated
On-Call	<ul style="list-style-type: none"> • Miscellaneous troubleshooting, adjustments, and changes non-warranty related, up to \$10,000.

Assumptions/Exclusions

October 21, 2024



PO Box 2275
Estacada, OR 97023
(503) 807-2085

- No other software or license purchases are included. It is assumed that the district radio system uses a licensed 450MHz radio band, and radio frequency information will be provided to OCD Automation at the start of work.
- Onsite Construction and electrical installation work not detailed above will be the responsibility of others.
- No design drawings or specification deliverables are anticipated, other than what is detailed above.
- All work will take place during normal business hours (Monday through Friday, 8:00AM to 5:00PM). On-Call services falling outside of normal business hours are subject to staff availability and increased rates, refer to project rate sheet.

Schedule (Estimated)

- OCD Automation can proceed immediately upon receipt of a purchase order.

Cost of Services

The work will be performed on a Time & Materials Not-To-Exceed basis for **\$174,596**, which includes all hardware and upgrade labor. The Included On-Call work is limited to the \$10,000 budget and will cease upon exhaustion of budget unless approval by RGWD to continue above budget.

Optional Service for Consideration

Additional As-Built electronic CAD drawings of all PLC (4 total), motor starters, and VFDs for electronic transfer:
\$28,000

This proposal is valid for 90 days from the date shown at the top of each page. We appreciate the opportunity to submit a proposal for this project. If there are any questions, please contact Justin Colton at (503) 807-2085 or jdcolton@ocdautomation.com.

Regards,
Justin D. Colton
OCD Automation Inc.

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S&B inc. 13200 SE 30th St., Bellevue, Washington 98005 (425) 644-1700 FAX (425) 746-9312

November 11, 2024

Rivergrove Water District
17661 Pilkington Rd,
Lake Oswego, OR 97035
Via email: jcasey@rivergrovewater.com

Attention: Janine Casey

Subject: Rivergrove Water District
SCADA System Improvements Project
Scope & Quotation

Dear Rivergrove Water District,

We are pleased to present our qualifications and quotation to perform the outlined SCADA system upgrades. Our solution meets and exceeds the listed requirements. We believe we have helped provide far more resiliency, remote access, and improvements than originally outlined. Our proposed SCADA system functionally replaces the automation portion of the system and will integrate with the existing instrumentation and motor starter panels. Most importantly, our solution focuses on the transition planning effort (on-site equipment and operating training) which is required to provide a seamless changeover from legacy to new SCADA equipment.

We will utilize a local electrical contractor who regularly performs water infrastructure projects and has successfully completed several installations of our SCADA systems. We selected US West Electric as our contractor for this work after competitive review of scope and services for the necessary tasks. S&B has a General Contractor license and will utilize US West Electric to perform the required trade labor for the equipment upgrade and installation work.

Details of our solution and qualifications are found in the following sections.

Deliverables

S&B is supplying the following key SCADA deliverables

- New PLC Control Panels (Well 1, Well 2, and Well 3)
 - Includes a touch panel at each enclosure for operator adjustment capability
- New Motor Starter Panel (Well 2)
- SCADA Computer System & Cellular Panel at District Offices
- Cellular Communication System for SCADA system suitable for private and public APNs
- Remote Support capability by S&B at all PLC control panels and SCADA computer
- Shop Demonstration and Operating Training at S&B Offices for the ENTIRE automation system prior to installation.

Solution Partner

Automation

SIEMENS

Key Overviews about Scope

The Rivergrove SCADA Improvements Project scope has been derived from the scope of work outlined and designed by RH2/CSNW. S&B also evaluated the existing system with our on-site visit. We understand the goals that are outlined to be accomplished by the documents and identify how our solution will provide an ideal and cost effective engineered product. We have outlined our design and implementation approach and note where applicable, some minor differences. We believe that our approach is a better suited strategy.

Headquarters Differences

The RH2/CSNW scope requires a Headquarters telemetry panel to serve as the “SCADA Communications Hub”. With our technology platform and decentralized approach, we functionally accomplish the same SCADA requirements, but with one less PLC processor. The decentralized approach is appropriate for the needs of the Rivergrove system and by spreading out the automation logic to multiple sites it eliminates having “all your eggs in one basket”. The headquarters facility will have a SCADA computer and off-duty call out system providing comprehensive data of the entire water system. It will communicate with each remote facility via cellular communication.

Our design will require the use of an internet connection for remote services but is not required for continuous water control and operation. The internet connection will terminate in a VPN appliance that provides a high level of security. The Water District is responsible for providing an internet connection and for monthly / reoccurring costs associated with four sites with cellular communication. The headquarters location will have a second cellular modem for off-duty callouts. From a planning perspective, the cellular service will range from \$50 - \$125 per month (across all 5 locations) and will vary by cellular provider (AT&T, VzW or T-Mobile).

Well 1 Differences

The RH2/CSNW scope supplies both a new PLC control panel and motor starter panel into a single enclosure. We understand RH2’s approach in an effort to work within the available space on the wall where the existing motor starter panel and flow meter transmitter reside, but we strongly oppose the combining of 480Vac and 24Vdc power whenever possible. The PLC control panel with a touch panel screen is where the operators will most often interface. The PLC control panel is the unit of all panels in the station they will open the door of over the course of the station’s life. For Operator safety, it is best practice to avoid placing 480Vac power near the operator. In the case of the Well 1 building, there is a location available that can be used for the required PLC cabinet, **therefore S&B sees the combining of the Motor Starter panel and PLC panel as an unnecessary danger to the operators, so we are not following this approach.**

Instead, we are leaving the motor starter panel in its place. Based upon our evaluation, it has an estimated 4-5 years of functional life remaining. We recommend the District budget for a new motor start panel in the next 4-5 years.

S&B is supplying a new PLC control panel mounted on the wall where the existing video cabinet is located (as the District let us know the cabinet can be removed). This is a safe and open space for the operators to engage the SCADA system. The PLC control panel will have a single 120Vac power cable providing power, and then all other circuits in the panel are 24Vdc, which is finger safe, and very safe for the operators to open up the panel.

Just like RH2/CSNW, we too are updating the exiting telemetry panel by converting it to a J-Box, to avoid the electrical clearance issues that exist.

Well 2 (Same Scope)

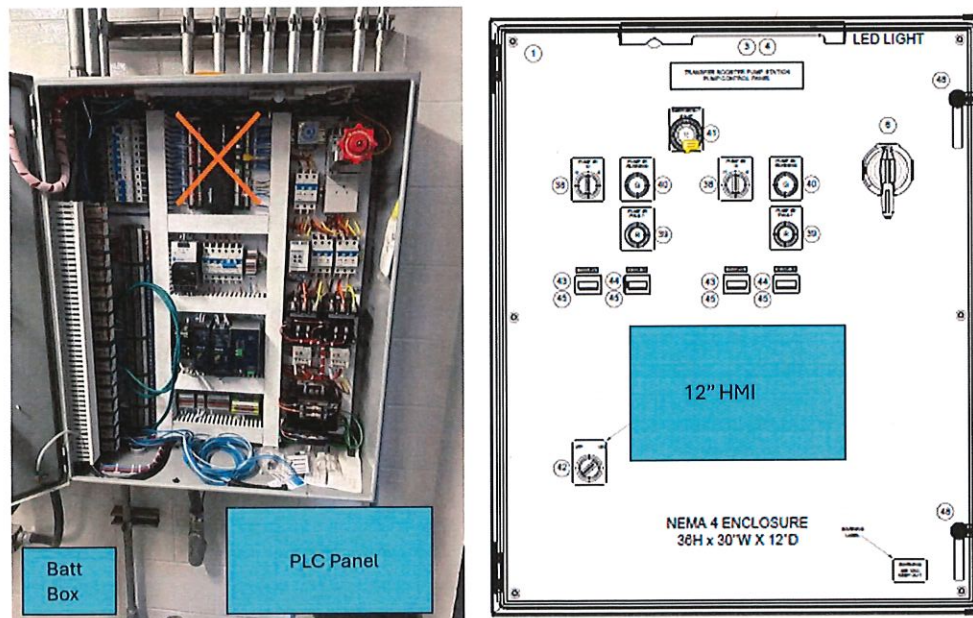
S&B has the exact same scope as the RH2/CSNW scope. We are providing a new back panel for the PLC control panel, and a new motor starter panel to replace the existing unit. Pertaining to task #4.12 "Provide electrical cleanup of existing non-code compliant equipment" we are adding a GFCI outlet with bubble cover for the Kuntze analyzer, adjacent to the Analyzer. (The Analyzer is currently plugged in an outlet inside the motor starter panel, which is not safe for the operators to service as a disconnect).

Well 3 Differences

S&B has the same approach as RH2/CSNW, where a new PLC is added to the Booster Station so that it is part of the overall new SCADA ecosystem. But we do not desire to place the new PLC in the existing location as this panel too has 480Vac power in the panel. We wish to separate the PLC in its own enclosure so that it is at a 24Vdc environment.

In our solution, we will place a new, small PLC panel below the existing grey telemetry panel. It will hold the PLC but also its own 24Vdc power supply and specialized surge protection so that it is better protected from the 480Vac electrical environment. The electrical contractor will simply disconnect the terminal-to-PLC wires and replace the wires so they route down to the new PLC control panel. This will make the existing Panel a Motor Starter and Relay Panel.

We will place a new 12" touch panel below the exiting pilot devices so the operators have the ability for control. A simple ethernet cable connects the PLC to the HMI, and it is 600V rated, making it capable of withstanding the 480Vac environment of the Motor Stater Panel.



Battery box

We are also adding a battery box below the existing panel. This site has no 24Vdc power to sustain the power outages. It appears that it was provisioned for batteries in the drawings, but they are not inside the panel, making the control system susceptible to power blips and transitions. We want to ensure the booster station can communicate its alarms to the SCADA computer and alarm notification system even if the power outage is short, or while the utility power transitions to generator power.

Fiber Cable

Finally, we included the cost to pull the existing ethernet cable out and replace it with fiber. It is not ideal that a copper ethernet cable connects both the Well 3 and BPS building as it is susceptible to transient surges. Therefore, we will add another Multimode fiber cable. This fiber link will then make a highly resilient network connecting the BPS, Well 3, and Well 2 together. Fiber will be the primary communication, but also a cellular link will be a backup method for each station.

Well 3 Site

In the task list, item 5.10 is for modifications to the TMG chemical feed panel. We did not find any issues with the control panel. Additionally, we do not have the authority to modify the panel, as that is TMG’s service. We have a wonderful relationship with TMG, and if there were anything, we will reach out to Teresa, Becky, or Brian and coordinate as required. Therefore, we are marking this task as “not required”.

Task Item 5.12 noted cleanup of electrical, and we did not see any violations like we did at other sites. We are separating the 480Vac power devices from the PLC in the Booster Building for improved operator safety. That separation is included in the quote.

Deliverables List Verification

Please find the itemized Deliverables list outlined in the RFP, and S&B has noted how we are meeting each of the requirements by the “included” note under the Status column.

Deliverables	Descriptions	Status
Deliverable 1	Complete electrical and control system design for fabricating and installing electrical and control equipment.	Included
Deliverable 2	Procurement of all materials identified in the tasks below and in the attached Bill of Materials (BOM) and layout drawings.	Included
Deliverable 3	Procurement of all control system software and computer system hardware to provide a fully operational and secure system.	Included
Deliverable 4	Control software development for the PLCs, Operator Interface (OI), HMI computer, alarm software, and remote access devices.	Included
Deliverable 5	Configuration of the proposed cellular communication network	Included
Deliverable 6	Procurement and installation of five temperature transmitters for installation at each of the facilities.	Included
Deliverable 7	Electrical installation labor and materials	Included
Deliverable 8	Preparation of submittal documentation	Included
Deliverable 9	Preparation of Operation and Maintenance (O&M) manuals	Included
Deliverable 10	Factory acceptance testing	Included
Deliverable 11	On-site testing, startup, and commissioning	Included
Deliverable 12	Training of District staff	Included

Deliverable 13	Electrical clean-up of unused conduits and bringing all facilities up to National Electrical Code (NEC) compliance with regards to electrical working space clearance.	Included
Deliverable 14	Provide a minimum of two (2) virtual control strategy and visualization workshops with the District.	Included
Deliverable 15	Minimum of one year warranty for all hardware and software	Included

Scope Task List Verification

Please find the itemized Task Lists outlined in the RFP, and S&B has noted how we are meeting each of the requirements by the “included” note under the Status column.

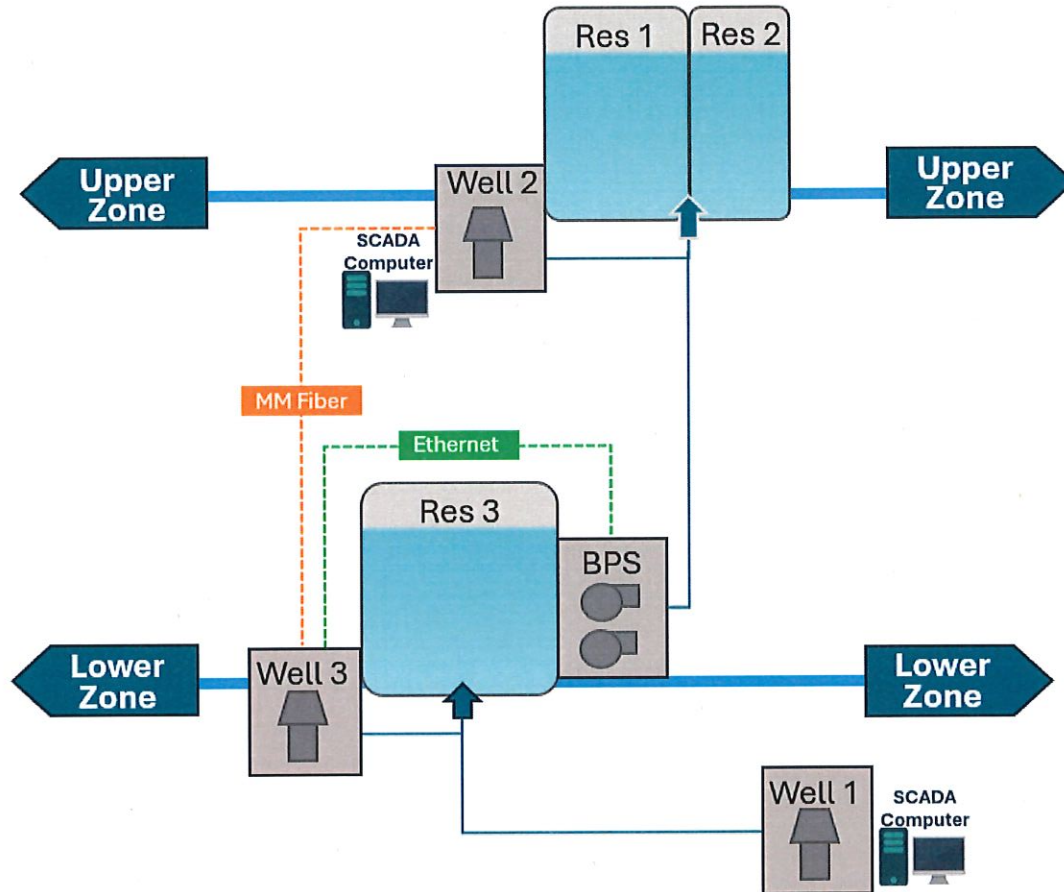
Task 1	Administrative Services	Status
1.1	Manage project team, track work elements, and prepare monthly Invoices.	Included
Task 2	Office SCADA/HMI Improvements	Status
2.1	Provide manufacturer, District, and vendor coordination.	Included
2.2	Provide office telemetry panel CAD drawings for manufacturing and installation.	Included
2.3	Provide office telemetry panel submittal and end of product O&M manuals in electronic PDF format.	Included
2.4	Provide procurement for control parts per BOM.	Included
2.5	Conduct two virtual control strategy and visualization workshops.	Included
2.6	Provide procurement of SCADA/HMI, PLC, and alarm notification software.	Included
2.7	Provide SCADA/HMI and alarm notification integration services.	Included
2.8	Provide concentration PLC integration services.	Included
2.9	Provide procurement of SCADA/HMI workstation.	Included
2.1	Provide setup of workstation, SCADA/HMI, and alarm notification software.	Included
2.11	Provide manufacturing of Office telemetry panel.	Included
2.12	Provide factory acceptance testing of Office telemetry panel.	Included
2.13	Provide on-site installation of Office telemetry panel and workstation.	Included
2.14	Provide system SCADA/HMI testing and training services	Included
Task 3	Well 1 Improvements	Status
3.1	Provide manufacturer, district, and vendor coordination.	Included
3.2	Provide Well 1 control panel CAD drawings for manufacturing and installation.	Included
3.3	Provide Well 1 control panel submittal and end of project O&M manuals in electronic PDF format.	Included
3.4	Provide procurement for control parts per BOM.	Included
3.5	Provide OI integration services.	Included
3.6	Provide PLC integration services.	Included
3.7	Provide manufacturing of Well 1 control panel.	Included
3.8	Provide factory acceptance testing of Well 1 control panel.	Included

3.9	Provide on-site installation of Well 1 control panel.	Included
3.10	Provide modifications to existing TMG services chemical feed panel.	Included
3.11	Provide demolition services for existing control equipment.	Included
3.12	Provide electrical cleanup of existing non-code compliant equipment with regards to NEC working space clearance.	Included
3.13	Provide on-site system startup, testing, and training services.	Included
Task 4	Well 2 Improvements	Status
4.1	Provide manufacturer, district, and vendor coordination.	Included
4.2	Provide Well 2 RTU and soft-starter panel CAD drawings for manufacturing and installation.	Included
4.3	Provide Well 2 RTU and soft-starter panel submittal and end of project O&M manuals in electronic PDF format.	Included
4.4	Provide procurement for control parts per BOM.	Included
4.5	Provide OI integration services.	Included
4.6	Provide PLC integration services.	Included
4.7	Provide manufacturing of Well 2 RTU and soft-starter panel.	Included
4.8	Provide factory acceptance testing of Well 2 RTU and soft-starter panel.	Included
4.9	Provide on-site installation of Well 2 RTU and soft-starter panel.	Included
4.10	Provide modifications to existing TMG services chemical feed panel.	Included
4.11	Provide demolition services for existing control equipment.	Included
4.12	Provide electrical cleanup of existing non-code compliant equipment.	Included
4.13	Provide on-site system startup, testing, and training services.	Included
Task 5	Well 3 & BPS Improvements	Status
5.1	Provide manufacturer, district, and vendor coordination.	Included
5.2	Provide Well 3 RTU and soft-starter panel CAD drawings for manufacturing and installation.	Included
5.3	Provide Well 3 RTU and soft-starter panel submittal and end of project O&M manuals in electronic PDF format.	Included
5.4	Provide procurement for control parts per BOM.	Included
5.5	Provide OI integration services.	Included
5.6	Provide PLC integration services.	Included
5.7	Provide manufacturing of Well 3 RTU and soft-starter panel.	Included
5.8	Provide factory acceptance testing of Well 3 RTU and soft-starter panel.	Included
5.9	Provide on-site installation of Well 3 RTU, soft-starter panel, and Transfer Booster Pump Station PLC.	Included
5.10	Provide modifications to existing TMG services chemical feed panel.	(Not Req'd)
5.11	Provide demolition services for existing control equipment.	Included
5.12	Provide electrical cleanup of existing non-code compliant equipment.	Included
5.13	Provide on-site system startup, testing, and training services.	Included

Understanding and Approach for the SCADA System

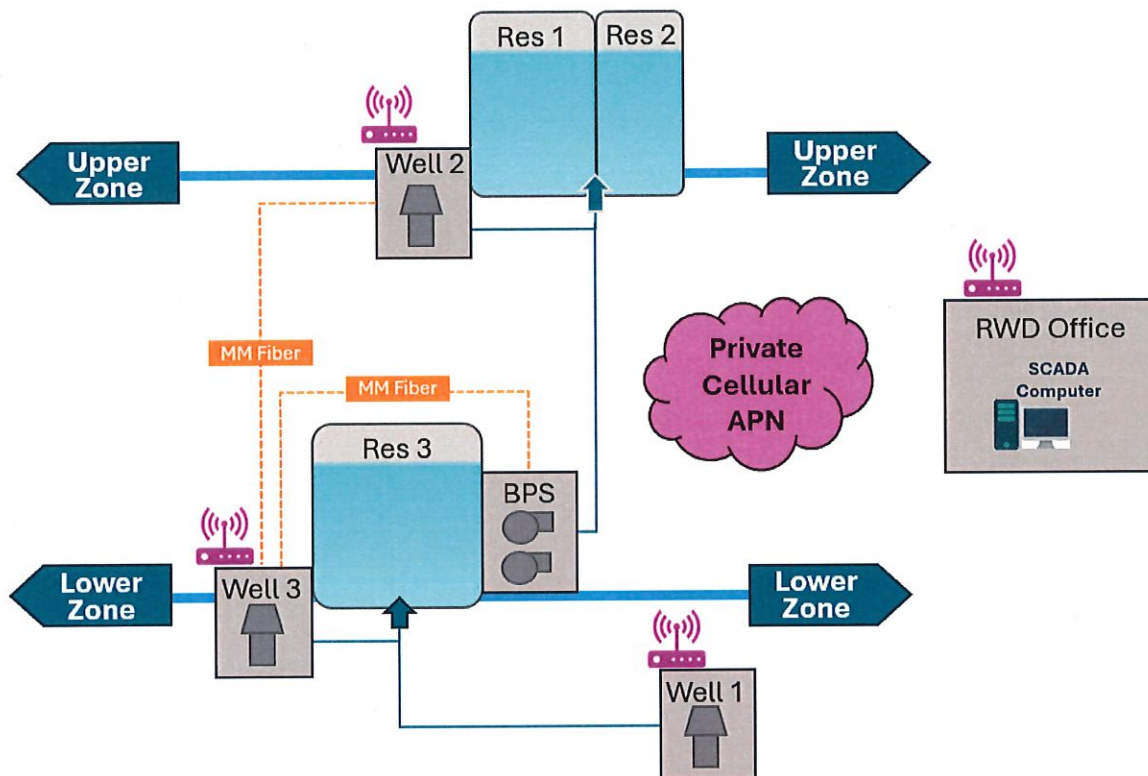
Existing System

We have reviewed the existing state of the SCADA system. Wells 1 & 3 are in a Lead/Lag relationship filling Reservoir 3. Well 2 and the Transfer Booster Station are also in a Lead/Lag relationship to fill Reservoirs 1 & 2. A multimode fiber connects Wells 2 and 3. And an ethernet cable connects the BPS to Well 3.



Future Architecture System

Our proposed solution will have cellular connectivity in all the Well sites, utilizing a new Private Cellular APN. The District offices will have a new SCADA computer at the Rivergrove Water District office that is also anchored to the Private Cellular network. The existing fiber will remain in place, but we are also replacing the existing ethernet line between Well 3 and the Booster Pump Station with a fiber cable for transient surge resiliency. This solution removes the SCADA system from public-facing networks (e.g. the Internet) and places it into a secure private network for only SCADA usage.



Plan to Acquire Previous SCADA Information

S&B has a working relationship with the District's previous system integrator, Industrial Systems, when we serve as design consultants on CIP for water utilities. We currently have two active projects where I.S. is the electrical engineer of record, and S&B is the SCADA engineer of record. We will leverage our relationship with I.S. to request additional SCADA information of the exiting state to help facilitate documentation and planning for the transition. We have already reached out and received some drawings information, but not all. We will request the full balance of information if we are selected.

Key Items Resolved with the Proposed Upgrades

Replacing Aging Hardware

SCADA PLC Control Panels commonly have a 15-20 year technological lifecycle. Although the equipment may be able to run without faults, manufacturer support, or technical capacities will eventually obsolete the hardware. The District has obsolete hardware at Wells 1, 2, and 3, and the upgrade will provide current hardware from Siemens with a long project lifecycle.

Isolation of SCADA and Corporate Network Devices

We are providing a significant security improvement by separating the SCADA network devices (e.g. PLC control panel) from the corporate network devices (e.g. security cameras). Our solution will remove the corporate network switches and fiber patch panels outside of the SCADA panel, so only SCADA assets are in the PLC control panel. This will meet the AWWA cybersecurity guidelines outlined for current SCADA systems.

Cellular Communications

Cellular communications has become the most popular and robust communications system for SCADA due to its low cost, high availability, high bandwidth, and security. We are placing a cellular modem in the Well 1, Well 2, and Well 3 facilities. (The BPS has a fiber connection to Well 3, so a modem is not needed). And the Well 2 site has a fiber connection to the Well 3 site, but due to the criticality of the upper zone, we are adding a cellular modem as a backup communication method for the site. S&B will help the District in setting up a private (no internet connection capability) cellular network used exclusively for the District SCADA System, called a Private APN cellular network. This network meets the AWWA Cybersecurity guidelines for SCADA communications. The District can select to use Verizon, AT&T, or T-Mobile as their carrier. The District can expect to pay approximately \$40/mo. per line for SCADA communications.

SCADA Computer Access

The District's current SCADA computer is at the Well 1 and Well 2 sites, requiring operators to be present to view the status of the SCADA system. Our proposal includes a new SCADA computer placed at the Rivergrove office. And we will have alarm notification software also on the computer to provide the ability for each individual alarm condition to be sent out to the District's on-call staff.

HMI Touch Panel Remote Access

Each HMI touch panel will have the ability to enable secure remote access viewing. This would provide a complete backup method of operations, where an operator could remotely access the HMI screen if they correctly pass through the required levels of username and passwords security checkpoints.



Remote Support Capability

With the addition of the Cellular communication we are proposing in our solutions, S&B will have the ability to remotely support the District any of the PLC control panels or SCADA computer. This is standard for all of our control systems we supply. If the District were to have questions or a need to troubleshoot, the District will simply call us and give us authorization to remotely access the system. Within just a few minutes, S&B can have access to both the touch panel and PLC and be able to help the staff troubleshoot with our eyes on the code and

process conditions. It makes the response incredibly fast, and avoids billable time associated with travel to the jobsite.

Operator Touch Panels at Each Site

At all of the District's water sites, each PLC control panel is without a touch panel operator interface, providing no way for the operator to interact with the SCADA system locally. Touch panels are the leading best practice for SCADA systems, so we are adding them to each panel in our solution. In each of our control panel upgrades, we will have a 12" operator touch panel where operations status, diagnostics, and alarms can be addressed.



Owner Witness Test and Training Prior to Implementation

The District's proposed RFP is unique in that the entire system is being upgraded, and the opportunity allows for the entire system to be witnessed by the Owner with controls reviewed and commented upon prior to implementation.

Part of S&B's standard methodology, is we perform a complete shop test simulation of the control system. We invite the Owner to take the opportunity to witness the fully controls simulation, with the HMI Touch Panel and SCADA computer running showing all status, alarm, and control configurations. For this scope of the Rivergrove water system, we will setup each PLC control panel in our shop. We will have fiber optic cable and cellular communications running (just like the actual field conditions) and we will test each station, and show the process control responses of both the individual station, but also the associated stations (like the Lead/Lag association of the Well 1 and Well 3 sites running to fill Reservoir 3).

This test is the opportunity for District staff to enter in setpoints into a simulated control system, invoke possible alarms, observe the control system make automatic adjustments, ask questions, and make comments for correction to S&B staff. The staff will walk away with a full understanding of how to operate their system with the new hardware and controls interface prior to any work being performed. This also better prepares the staff to support the water system during the transitional period when stations are being upgraded. A witness test is a 1-day duration. The District would arrive in the morning and depart in the evening. Any travel expenses are the responsibility of the District.

Improved Backup Power

The District's current PLC control panels utilize an AC UPS system for backup power. The downside to AC power is that the backup time is only just a few minutes. With Water being a critical infrastructure item, it is best practice to have hours of backup power time to allow the SCADA system to operate and share status information to the SCADA computer and provide alarms to the operators. Our proposed solution will feature a DC power solution that will provide a minimum of 8-hours of backup battery time for the PLC control system at the Well 1, 2, and 3 sites.

Support

The District can count on S&B staff to serve as their support for the water system. S&B standardizes on all of our PLC and SCADA code, so that any of our 6 engineers can provide support to the District's system. The District can simply call our office, and our staff will assign the call to the person who is next available.

Robust Documentation

Unfortunately, the District has very little documentation of the existing SCADA system. With our upgrades, the District will receive a comprehensive and robust documentation system in our Operation and Maintenance (O&M) Manual. Our O&M manual is a computer file structure that includes an AUTO RUN program to open and run in your default web-browser for convenient, hyperlinked information. We will supply a control panel wiring diagram and block diagram drawing set for each site, along with an overall network architecture drawing. We will have a system operating narrative with screen shots of the Touch Panel / SCADA controls what describe all the overall control strategies as well as the operational adjustment customization that is possible. The O&M will also feature a fully hyperlinked set of components used in each of our panels with the manufacturer's data sheet or manual information for each component. This O&M deliverable is standard for all S&B control systems.

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New Motor Starter Panel at Well 2

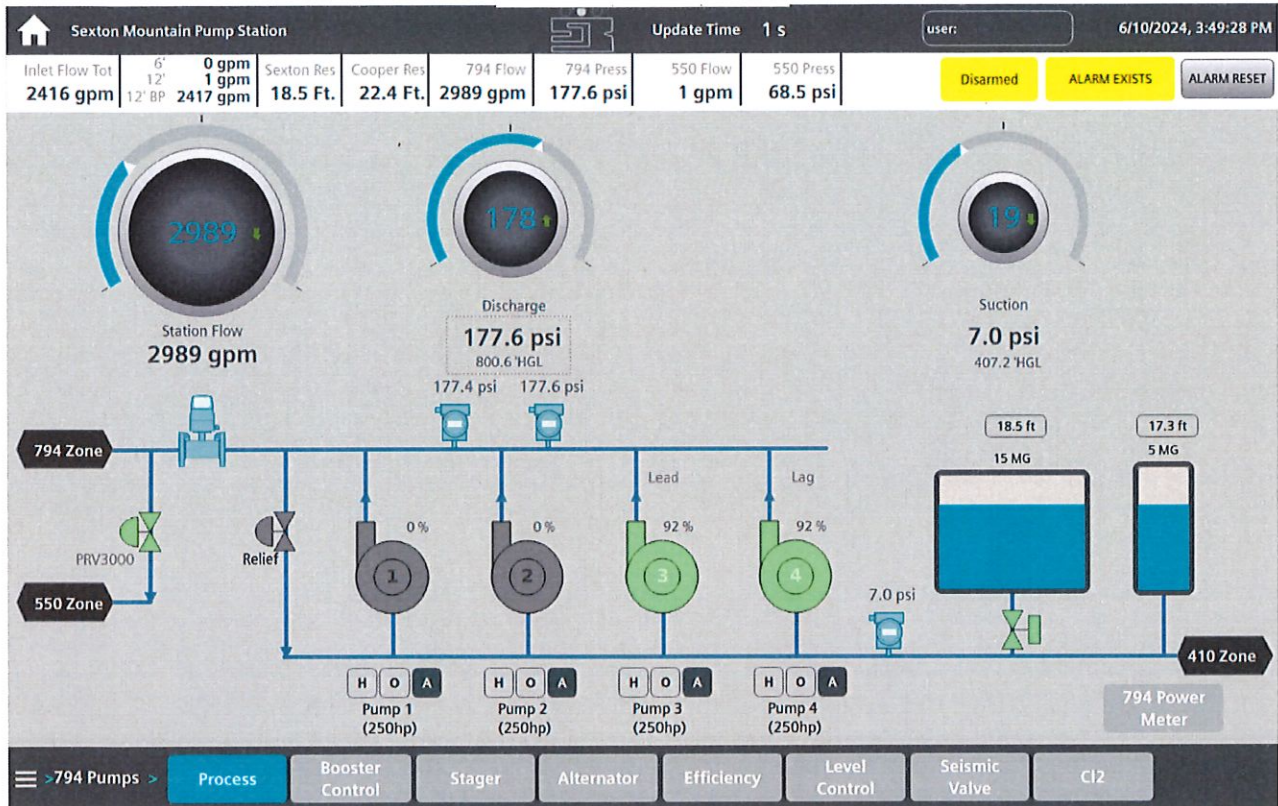
The Well 2 motor starter panel is the only panel that must be upgraded. (Well 1 and Well 3 motor starter panels can be operated for additional time if the District elects). But Well 2's unit has concerning electrical connections that have to be resolved by a new motor starter.

Our proposed motor starter will feature a fully network connected starter, using a single industrial Ethernet cable that runs between the starter and the PLC panel. This provides a large data set of status, alarm, tuning, and diagnostic information. We are also following best practice by matching the brand of motor starter with the PLC (Siemens), so that there is ISO9000 testing between the controls and the motor starters, and the District will have the benefit of single-unit-responsibility with the starter and PLC. This provides the highest level of integration capability and security.

Unique S&B Solution Deliverables

Intuitive Graphics Systems

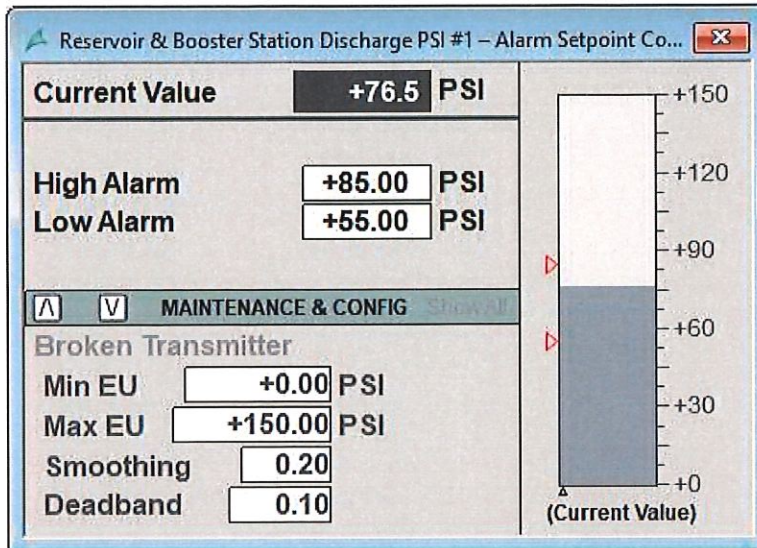
The District can expect intuitive SCADA Graphics Systems to be supplied at EACH site. The associated figure is a typical graphical style S&B supplies with our systems. We keep a persistent KPI (key performance indicators) bar at the top of the screen so no matter where the operator navigates, key values like water quality, flow totals, system demand, status of unacknowledged alarms, and others are always available for view. On key process overview screens we provide some dial indicators to provide context to the level, pressure, or flow variables and where their current value relates to the possible Min/Max of the scale.



Our graphics systems are designed for the operator to click on an asset (pump, valve, pressure transmitters, etc.) and it will call up an associated setpoint control popup or a data popup (e.g. Flow totals).

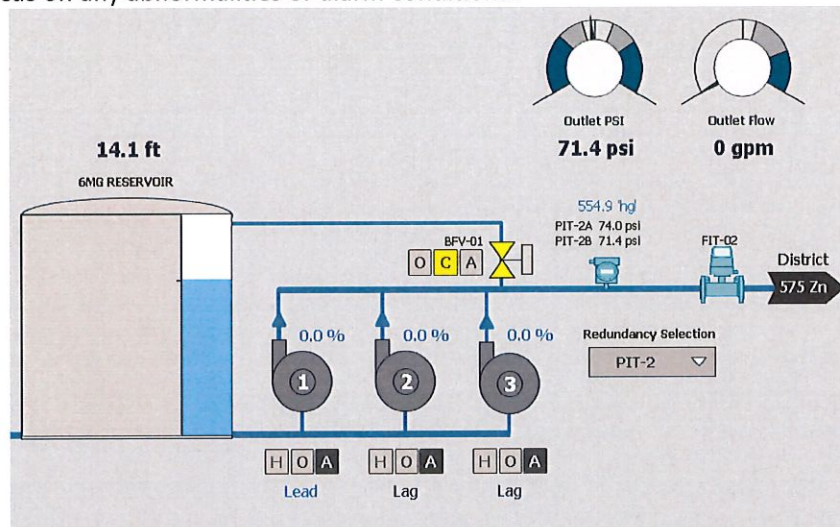
S&B will include the District in Two Virtual meetings about the graphics and controls of their system, prior to the In-Person Witness Test.

The associated pop-up control figure is related to a pressure transmitter and the High and Low alarm setpoints which an operator can set. We provide a visual aid (bar graph on right side of pop-up window) of the alarm points on a scale to provide another method of context to the operators so they can observe how close or far they are from triggering an alarms.



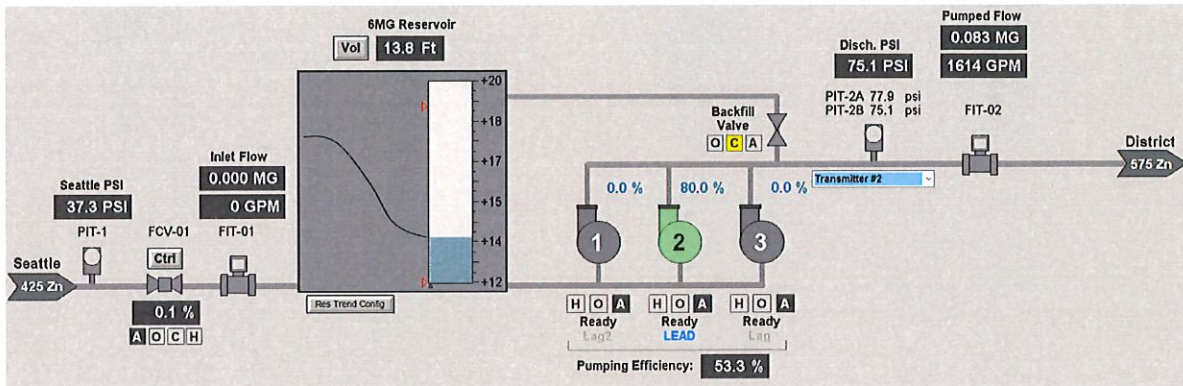
Use of Colors

We use a Grey/Blue color pallet that is intentionally subdued with Yellow and Orange for warnings, and Red for Alarms, and Green for running and valve open. In the example below, it is strange that the valve is not in Automatic (A), so we have flagged it in Yellow to make it very obvious that the operator has bypassed the PLC’s control of the valve, and it is left in a manual state. Using colors strategically will allow the operators to have their primary focus on any abnormalities or alarm conditions.



Reservoir Respiration

In certain SCADA views, we show the Reservoir with an embedded 24-hour trend, allowing the operators to see where in the reservoir is in its typical “respiration”. It is helpful context to see if a reservoir is in the Fill or Draw portion of the day, or if any of the supply sources are meeting the demand of the system.



System Demand Calculations

A standard deliverable from S&B is to produce System Demand Calculations. We will calculate the storage volume in the reservoirs, and subtract the flows that exist each reservoir, providing a “net system demand” value. This value is presented to the operator with Daily and Hourly granularity values. The operators will also be able to compare the Last Hour against the Current Hour, as well Yesterday against Today’s value. These data context points are helpful for the Utility to plan for Reservoir storage and well production.

Self-Healing Intelligence

Our control systems are programmed with high levels of intelligence and have the required logic to attempt to self-correct or self-heal issues. This includes the ability to self-correct communication loss events, automatic fail-overs to maintain process control, unique time delays to interface with equipment types with common abnormalities to allow the control system to maintain operations. (The exact methods and device examples are intentionally not named to protect our intellectual property). But the result is a high-availability control system the operators can rely upon.

Smart Motor Starter Data

The District currently only has discrete controlled motor starters. But S&B is proposing to replace the Well 2 RVSS unit with a smart motor starter. A smart motor starter has a network connection to the PLC to provide hundreds of data points for context, status, alarm, and control, as well as complete power profile information, and local logic for start sequencing and process control inhibits. Below are examples of the rich data that we will provide to the Utility on the SCADA computer and HMI Touch Panels.

Most of what the operator needs in the Overview tab. But if status/alarm information, the power profile, or possibly diagnostics are needed, the operator can simply tab to the required data sets.

The Utility can expect that the operators will soon find they are focusing on the typical current draw of the pump, the motor load, and the pumping efficiency. These values will help the operators understand if the motor is changing from its original “fingerprinted” signature of typical operation. As an example when we installed this with one of our customers, the lead operator was able to catch a motor bearing wear issue as he saw the amps consistently start rising from the typical value and the operator was able to pull the motor or maintenance prior to the failure.

Pump 2 | Required: **Called** | State: **Run** | **Ready**

Auto Network Fail Current (Avg.) Motor Load
 Ready **8.4 A** **96 %**

Timers & Counters		Time Stamps
Restart	Preset: 15 s, Current: 0 s	Switched to Auto: 06.13.2022 09:46
Start Fail	Preset: 30 s, Current: 0 s	Last Called: 06.13.2022 11:03
Stop Fail	Preset: 120 s, Current: 0 s	Last Start: 06.13.2022 11:03
Starts	12 / 6	Last Stopped: 06.13.2022 10:58

Pumping > **Process** | Setpoints | Summary | 7-Day | Flow Calc

Pump 1 | Required: **Idle** | State: **Off** | **Not Ready**

Status	Alarms	Helpful Values
<input type="radio"/> Called <input type="radio"/> Running <input type="radio"/> Auto <input type="radio"/> Ready <input type="radio"/> Valve Open <input type="radio"/> At Speed <input type="radio"/> Thermistor Open <input type="radio"/> In Restart Delay	<input type="radio"/> Fail to Start <input type="radio"/> Fail to Stop <input type="radio"/> Start Limited <input checked="" type="radio"/> Controller Fault <input checked="" type="radio"/> Warning <input type="radio"/> Motor Overtemp <input type="radio"/> Motor Overload <input type="radio"/> Network Failure	Motor Load 0 % Time to Trip -0.1 s Cooldown Remaining 0.0 s Phase Unbalance 0 %

Motor Starters > **Simocode** | Overview | Amps Trend

Pump 2 | Required: **Called** | State: **Run** | **Ready**

Simocode Power Profile		
Current A	Voltage A	Motor Load
8.4 A	120.0 Vac	96 %
Current B	Voltage B	Measured HP
8.6 A	121.0 Vac	2.90 HP
Current C	Voltage C	Phase Unbalance
8.6 A	120.0 Vac	1 %
Current (Avg.)	Voltage (Avg.)	Nameplate FLA
8.5 A	207.8 Vac	9.00 A

Pumping > **Process** | Setpoints | Summary | 7-Day | Flow Calc

Ability to Remotely Access Each Station's HMI Touch Panel

S&B uses Siemens automation technology for our systems. Siemens has been a leader in security offerings for their products, which allow us to offer unique remote access to each remote station, while still maintaining the AWWA cybersecurity guidelines.

The proposed system includes a SCADA computer for process visualization of the pumping and storage systems. In addition, each remote facility includes a touch screen with process visualization. Due to the technology used in these systems, the graphics and data presented in each facility may be shared with screens in other facilities using both collaborative and html5 data exchanges. Each HMI touch panel uses "webserver" technology which is segmented from the control layer. The web access allows the Utility to access the SCADA graphics remotely to view or enter control change requests, but completely separated from the PLC's control layer. Depending upon the District's security selection we can further enhance security with Multi-Factor Authentication or use the Private SCADA cellular network (which does not have any access to the internet).



This provides the Utility with a secondary method of remotely monitoring or controlling their system, without the need to purchase specialty hardware. These capabilities come native to the specific Siemens products S&B uses in our control systems.

For this option, the Utility would need to supply a dedicated Tablet or laptop with a SIM card slot, where the device would also subscribe to the Private Cellular SCADA network. The District would also need to maintain a sim card for the SCADA tablet (about \$40/month).

Stocking of SCADA Parts

S&B is heavily standardized in the hardware and software we use. In our unique business model, we choose to stock a minimum of three (3) complete PLC control panels worth of our standard hardware in our shop in Bellevue, WA. This means that if the District were to have an issue with hardware, S&B will almost certainly be able to pull an item from stock, and deliver it to the District with same-day or next-day service. If the item requires configuration prior to installation (PLC, HMI, network switches, power supplies, etc.) this is an enormous time savings for the District because any of S&B's six (6) engineers can be utilized to pre-load the hardware with the required configuration and sent out in a turn-around time of typically 2-3 hours.

Transition Planning & Sequencing of Upgrade Activities

A key in any SCADA upgrade is the plan to transition from legacy to new SCADA equipment. The plan must ensure the delivery of water is not impacted and reduce operational burdens upon the District's staff. S&B has reviewed the SCADA documentation we have received from the previous integrator, Industrial Systems, as well as discussed the allowable operational downtime to each station, and we have a plan to upgrade the Rivergrove Water system with minimal impact.

With the Lead/Lag relationship of Well 1 and Well 3 feeding Reservoir 3, and the Booster Pump Station serving as a backup method to fill Reservoirs 1 & 2, there is significant flexibility to the sequencing of the upgrade. Our proposed sequence to upgrade (currently presented without the required final input from the District, which we will ensure we receive before starting) is as follows:

1. SCADA Cellular Networked turnup with District's selected wireless provider
2. Owner Witness Test and Training of Rivergrove's complete water system at S&B Offices
3. SCADA Computer Installed at District Offices
4. Booster Pump Station
 - a. New PLC Integration to new SCADA system
 - b. Ensures the backup method of Res1&2 is completed and will ready
5. Well 3/Reservoir 3
 - a. Well 1 serves as the station to fill Res 3 during upgrade period
 - b. PLC Control Panel Replacement
 - i. Copper Link to BPS (already upgraded) is established for peer-to-peer comms.
 - ii. Fiber Link to Well 1 is readied (commissioned when Well 1 site is upgraded)
 - iii. Controls to motor starter re-established
 - iv. Integration with OSEC system re-established (TMG used for support)
 - v. Links to SCADA Computer confirmed
 - c. Corporate network equipment is removed from PLC enclosure by District staff
6. Well 2 / Reservoir 1 & 2
 - a. BPS serves as the station to fill Res 1&2 during upgrade period
 - b. PLC Control Panel Replacement
 - i. Existing fiber link to Well 3 is re-commissioned
 - ii. Controls to motor starter readied
 - iii. Links to SCADA Computer confirmed
 - c. Motor Starter Panel Replacement
 - i. Controls to PLC (via Profinet cable) are commissioned
 - d. Kuntze Cl2/pH analyzer is corrected to new 120Vac outlet for safe disconnect

- i. (current plug location is inside the motor starter panel which is not safe for operators to service)
 - e. Corporate Network Equipment is moved outside of PLC enclosure
- 7. Well 1
 - a. (Well 3 serves as station to fill Res 3 during upgrade period)
 - b. Existing Telemetry Panel is converted to a terminal junction box
 - i. Conforms panel to NEC electrical code requirements
 - ii. Removes dangerous operating environment for operations staff
 - c. PLC Control Panel Replacement
 - i. New panel is placed on wall where existing security camera cabinet resides. This improves the safety for the operators
 - ii. Controls to motor starter re-established
 - iii. Integration with TMG's OSEC system re-established
 - iv. Links to SCADA Computer confirmed

General Contractor Services

S&B carries a general contractor's license for instances like Rivergrove Water's proposed SCADA upgrades. S&B will hire an industrial electrical contractor with expertise and experience in waster projects. We have selected to use US West, who regularly works with S&B on water projects, and who is very familiar with retrofit scopes of work like Rivergrove requires.

From a responsibility perspective, S&B will set the construction schedule and manage the interaction between the District, US West, and S&B staff. US West Electric work includes required electrical permits and will schedule inspections. The District will be responsible to provide site access for S&B and US West Electric.

US West's electrical permits are related to single-phase, three-phase, and low voltage wiring, as well as the required new conduits run for each site's scope. The electrical inspector is responsible for inspecting the new work performed, and US West call for the inspections and demonstrate how the new work meets the required code.

Site Specific Upgrades

Well 1

Overview

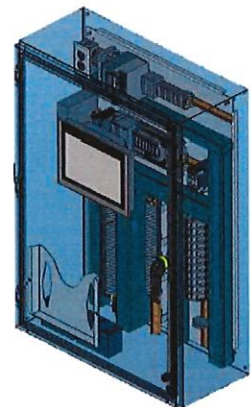
A new PLC control panel is supplied, replacing the existing unit which by our research, appears to be 19 years old. The motor starter panel is planned to remain as we estimated it has approximately 4-5 years of functional life remaining, and is not in obvious violation of any electrical code. The exiting PLC panel will be converted to a terminal junction box due to the clearance requirements it cannot meet as a PLC panel. This upgrade is to be performed when Well 3 is set as the Lead station to fill Reservoir 3.

PLC Control Panel

A new PLC control panel is supplied using the Siemens S7-1500 series process, 12" Unified series touch panel operator interface, Siemens managed network switches, and Siemens 24Vdc power distribution equipment. The enclosure is sized at 36"H x 30"W x 10" D. This size provides plenty of space for the existing field equipment as well as any future expansion. We are also providing a set of 7Ah batteries to provide ~6 hours of backup battery time, which is plenty for the online generator at the station.

The panel will feature a Siemens 5G cellular modem that will connect to the SCADA computer at the District offices. The cellular connection is a Private APN, where there is no connection to the internet, providing the required security to meet the AWWA cyber security guidelines.

The panel will be mounted in the location of the existing security camera equipment cabinet. As per the direction of the District, the cabinet and camera equipment are no longer needed, and will be removed and set aside for the District to re-install elsewhere or dispose. By moving the PLC panel at the security cabinet location, it now provides a safe operating space for the operators and meets the required 3ft clearance requirements dictated by the National Electric Code (NEC).



Existing PLC Control Panel Converting to a J-Box

The existing control panel is currently sitting above water piping and does not meet the required 3ft of clearance as defined by code. This is not a safe operating location for the operators. All of the motor control and field sensor wiring is currently terminated in this panel. The method of resolution is to remove the back panel and replace it with a new back panel with only terminal blocks, allowing for the exiting field wiring to be correctly spliced. This will convert the panel to a terminal junction box, which is allowed to reside above the water piping.

US West will install two-to-three new conduits to run from the terminal junction box to the new PLC control panel location. These conduits will carry the required signal wires used for process control (e.g. discharge pressure, well level, etc).

Motor Starter Panel Upgrade is Optional

The existing motor starter is an RVSS type unit, which we expect to have a projected life of 25 years. We do not believe the District needs to upgrade the starter at this time, but likely in the next 4-5 years. Unless the District has had a history of motor starter faults, we recommend the District budget for this upgrade in the near future, as it will help reduce the capital expense for the proposed upgrades.

US West will run a new conduit from the J-box to the new PLC control panel. This will allow for a pathway for the existing control wiring to connect to the PLC.

In the future when the motor starter upgrade is scheduled, the entire control panel will be replaced with a new motor starter panel. The control wiring will then be converted from the existing hardwired controls to networked controls (which is the SCADA best practice as it provides a full power profile of the motor, tuning capabilities, and diagnostic information all within a single industrial ethernet cable. It also allows the motor starter to fall under the umbrella of remote support capability as it will be network connected to the PLC where S&B will have a remote presence.

Upgrade Risk Vectors

S&B has a copy of Well 1 PLC panel drawings, last updated in 2011. While not current, it is a great start at documenting the exiting state of the panel. US West and S&B will mark all of the existing wires with wire markers prior to our panel conversion. We expect about 1-day of work to verify all field connections to the existing PLC as well as performing some wire tracing to determine any wires which were not documented in the drawings. The risk vector is likely an additional 1-day of field time to determine any undocumented field control wiring.

Abandonment of the Wonderware Computer

The Wonderware SCADA computer, located in the maintenance building, will no longer have any active connection when the Well 1 upgrade is complete. The SCADA computer will no longer collect current SCADA data values as the connection to the legacy PLC is now abandoned. The District is free to let the computer run and reference the historical data as required. S&B will not touch the SCADA computer. It is recommended that the alarm notification equipment is abandoned so not to receive nuisance calls for "Communication Loss" alarms that will be present as the existing Wonderware computer will no longer have a "heartbeat" connection to the Well 1 PLC.

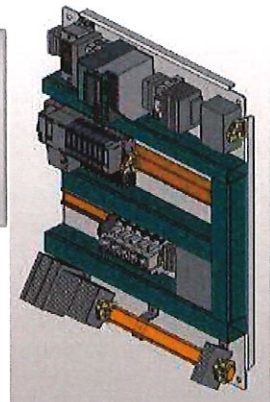
Well 2

Overview

A new PLC control panel and motor starter panel are supplied, replacing the existing units which by our research appears to be 19 years old. The site is upgraded over an estimated 4 business days (M-Th) while the Booster Pump Station supplies the Upper Zone. This upgrade is planned during the low-demand season.

PLC Back Panel (in Existing Enclosure) + HMI Touch Panel

A new PLC control panel is supplied using the Siemens S7-1500 series process, 12" Unified series touch panel operator interface, Siemens managed network switches, and Siemens 24Vdc power distribution equipment. The panel will be mounted in the existing security camera equipment cabinet. The enclosure is sized at 30"H x 30"W x 10"D. This size provides plenty of space for the existing field equipment as well as any future expansion. We are also providing a set of 7Ah batteries to provide ~6 hours of backup battery time, which is plenty for the SCADA control system to switch to the Booster Pump Station in the event of a sustained Well 2 power loss event.



The panel will feature a Siemens 5G cellular modem that will connect to the SCADA computer at the District offices. The cellular connection is a Private APN, where there is no connection to the internet, providing the required security to meet the AWWA cyber security guidelines.

Motor Starter Panel Replacement

The existing motor starter is an RVSS type unit, which we expect to have a projected life of 20-25 years. Based upon our review of drawings, we believe this unit was commissioned in 2006, making it 19 years old. The panel appears to be heavily modified without any as-built documentation. It also contains a 120Vac power receptacle that is used to power the Kuntze Cl2/pH water quality analyzer. This outlet notification is not a safe spot for the operators to disconnect for service. Both S&B and our electrical contractor discussed the options and we both came to the same conclusion that it is best to replace the panel.

The new motor start panel will still feature an RVSS (reduced voltage soft start) type starter but will meet industry best practice by being a smart motor starter (featuring the full power profile of the motor, local logic for safe starting even in HAND mode, and a network controlled interface for complete tuning and diagnostic information. We will use a Siemens 3RW55 series starter with a Siemens Simocode smart overload device which includes local logic blocks used for the required sequencing of equipment to safely start a motor – which is a must for a well pump. A single Profinet cable will connect to the PLC control panel, significantly simplifying the existing field wiring.

The PLC control panel's 12" touch panel will be the location where Operators can fully interface with the RVSS unit, seeing a full display of its status and alarm information, power profile information, and diagnostics. The Operations staff will be able to now monitor all three phases of power (currently the unit only monitors 1 of the 3 phases) and begin to recognize "normal" power profile values of the motor. Additionally, S&B will be able to feature a "pumping efficiency" value for the operators with this new data from the RVSS unit, and any dips in efficiency can alert the operators of abnormal pumping conditions.

Upgrade Risk Vectors

S&B has a copy of Well 2 PLC panel drawings from 2006. While not current, it is a great start at documenting the exiting state of the panel. US West and S&B will mark all of the existing wires with wire markers prior to our panel conversion. We expect about 1-day of work to verify all field connections to the existing PLC as well as performing some wire tracing to determine any wires which were not documented in the drawings. The risk vector is likely an additional 1-day of field time to determine any undocumented field control wiring.

Transition to the new SCADA Computer System

Following the upgrade, all SCADA data will come through the new SCADA computer at the District offices. Data will no longer come through on the legacy Wonderware machine.

Well 3

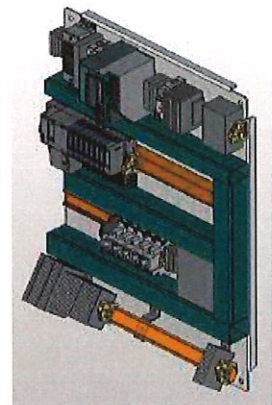
Overview

A new PLC control panel is being supplied, replacing the existing unit which by our research, appears to be 13 years old. Although this PLC panel has 2-7 years of remaining technological life, this station has the highest criticality due to the fiber communication backbone touch the Booster Pump Station and Well 2, and S&B needs to have a new PLC control panel at this site to ensure system integrity for all sites working together as a cohesive system. This upgrade is to be performed when Well 1 is set as the Lead station to fill Reservoir 3 and Well 2 is supplying Reservoirs 1 & 2 in the Upper Zone.

The motor starter panel is planned to remain as we estimate it has approximately 7-12 years of functional life remaining and is not in obvious violation of any electrical code. We recommend the District continue to use the existing RVSS unit until the forecasted functional life is consumed.

PLC Back Panel (in Existing Enclosure) + HMI Touch Panel

A new PLC control panel is supplied using the Siemens S7-1500 series process, 12" Unified series touch panel operator interface, Siemens managed network switches, and Siemens 24Vdc power distribution equipment. The panel will be mounted in the existing security camera equipment cabinet location (security equipment will be removed). The enclosure is sized at 36" H x 30" W x 12" D. This size provides plenty of space for the existing field equipment as well as any future expansion. We are also providing a set of 7Ah batteries to provide ~6 hours of backup battery time, which is plenty for the power transition .



The panel will feature a Siemens 5G cellular modem that will connect to the SCADA computer at the District offices. The cellular connection is a Private APN, where there is no connection to the internet, providing the required security to meet the AWWA cyber security guidelines.

Motor Starter Panel Replacement

The existing motor starter is an RVSS type unit, which we expect to have a projected life of 20-25 years. Based upon our review of drawings, we believe this unit was commissioned in 2011, making it 13 years old. We do not believe the District needs to upgrade the starter at this time, but likely in the next 7-10 years. Unless the District has had a history of motor starter faults, we recommend the District budget for this upgrade in the future, as it will help reduce the capital expense for the proposed upgrades.

In the future when the motor starter upgrade is scheduled, the entire control panel will be replaced with a new motor starter panel. The control wiring will then be converted from the existing hardwired controls to networked controls (which is the SCADA best practice as it provides a full power profile of the motor, tuning capabilities, and diagnostic information all within a single industrial ethernet cable. It also allows the motor starter to fall under the umbrella of remote support capability as it will be network connected to the PLC where S&B will have a remote presence.

Upgrade Risk Vectors

S&B has a copy of Well 2 PLC panel drawings from 2011 and 2021. While not current, it is a great start at documenting the exiting state of the panel. US West and S&B will mark all of the existing wires with wire markers prior to our panel conversion. We expect about 1-day of work to verify all field connections to the existing PLC as well as performing some wire tracing to determine any wires which were not documented in the drawings. The risk vector is likely an additional 1-day of field time to determine any undocumented field control wiring.

Transition to the new SCADA Computer System

Following the upgrade, all SCADA data will come through the new SCADA computer at the District offices. Data will no longer come through on the legacy Wonderware machine.

Booster Pump Station

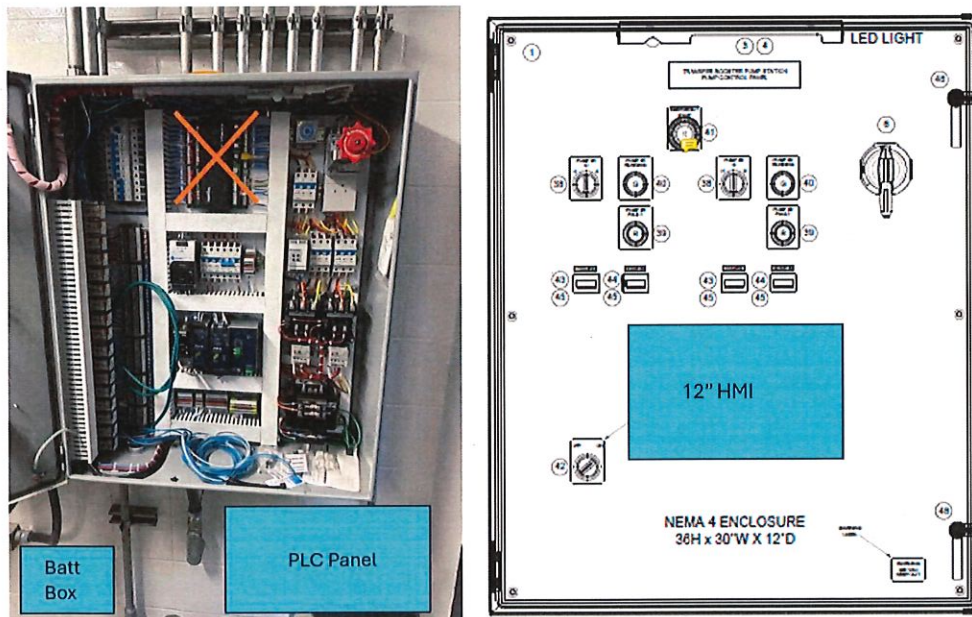
Overview

A new PLC control panel is supplied, replacing the existing unit which is just 3-4 years old. It will be placed in a location beneath the existing so that the PLC is away from the 480Vac environment of the existing panel. The only way to have S&B be able to support the control system at the Booster station is to have the PLC exchanged for a Siemens unit so it is all part of the same ecosystem.

PLC

A new PLC is added in its own separate enclosure below existing grey telemetry panel. It will also contain a 24Vdc power supply and specialized surge protection so that it is better protected from the 480Vac electrical environment. The electrical contractor will simply disconnect the terminal-to-PLC wires and replace the wires so they route down to the new PLC control panel. This will make the existing Panel a Motor Starter and Relay Panel.

We will place a new 12" touch panel below the exiting pilot devices so the operators have the ability for control. A simple ethernet cable connects the PLC to the HMI, and it is 600V rated, making it capable of withstanding the 480Vac environment of the Motor Stater Panel.



Battery box

We are also adding a battery box below the existing panel. This site has no 24Vdc power to sustain the power outages. It appears that it was provisioned for batteries in the drawings, but they are not inside the panel, making the control system susceptible to power blips and transitions. We want to ensure the booster station can communicate its alarms to the SCADA computer and alarm notification system even if the power outage is short, or while the utility power transitions to generator power.

Fiber Cable

Finally, we included the cost to pull the existing ethernet cable out and replace it with fiber. It is not ideal that a copper ethernet cable connects both the Well 3 and BPS building as it is susceptible to transient surges. Therefore, we will add another Multimode fiber cable. This fiber link will then make a highly resilient network

connecting the BPS, Well 3, and Well 2 together. Fiber will be the primary communication, but also a cellular link will be a backup method for each station.

Temperature Transmitters

Deliverable #6 required temperature transmitters at each of the facilities. A panel temperature transmitter comes standard in our PLC Control Panels, and the District will monitor enclosure temperatures at W1, W2, W3, BPS (4 sites total). We do not need a PLC control panel at the District offices like the RH2/CSNW design due to our technology, so we are not supplying the 5th unit as there is no PLC to process the signal, and the office is a conditioned space.

S&B Uses a Siemens Solution for SCADA

Siemens is the world’s largest manufacturer of industrial automation equipment. They are the industry leader in technology, and boasts an average spend of 6% of sales for R&D. For over 20-years, S&B has been strategically aligned with Siemens technology to ensure we are providing our customers the most advanced control systems, and the assurance of manufacturer support for quality and longevity. Our proposal for the District’s SCADA system will be complete Siemens solution.

- Siemens SCADA Computer System
- Siemens PLC control panels
- Siemens motor starter panels

This intentional alignment will allow the District to receive the benefits of single-unit-responsibility by both S&B and Siemens. The solution we are providing is proven and utilizes equipment we regularly supply and program.

Premier Water / Wastewater Integrator of Siemens Equipment

Key Siemens leadership personal at Siemens USA and Siemens Headquarters (Germany) are very familiar with S&B, as they have told us that “S&B is Siemens’ premier water/wastewater integrator in the entire United States”. S&B regularly participates in technology reviews and water specific industry strategy meetings with Siemens. We specifically highlight this to provide context to the expertise our firm possesses with the leading manufacturer of SCADA equipment.

Siemens Solution Partner Status 2005 to Present

Siemens Solution Partner Status

The designation of “Siemens Solution Partner” identifies a firm has reached the highest level of training and expertise in a Siemens product line or category. S&B joined the Siemens Solution Partner program at its introduction in 2005 and has remained in good standing ever since. We are a Certified Siemens Solution Partner in Factory Automation and VFD systems. The certification is achieved with a biannual examination of staff. Testing confirms each engineer has competency in open international standards for PLC programming per IEC61131-3, industrial network design and operation, HMI technologies, and VFD design application and commissioning. For each certified engineer at S&B, thirty-six (36) professional development hours via classroom instruction are logged annually to acquire



operation, HMI technologies, and VFD design application and commissioning. For each certified engineer at S&B, thirty-six (36) professional development hours via classroom instruction are logged annually to acquire

and maintain the technology certification. While many firms carry one of the three certifications, **S&B is the one of just two firms in the entire Pacific Northwest who carry all three certifications and the only firm in the Northwest which Siemens recognizes with required expertise for Water/Wastewater applications** (as shown by the exhibit from the "Solution Partner Finder" on the Siemens website).

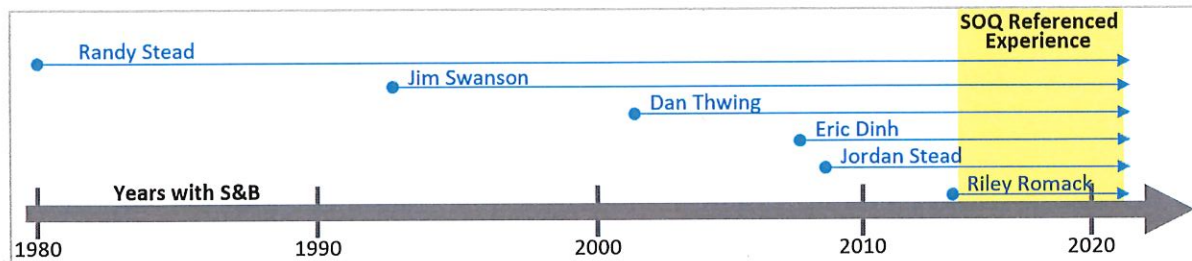
By utilizing the services of a Siemens solution partner, the District guarantees the SCADA/Telemetry equipment used is correctly applied in design, reviewed, programmed, shop tested, and field commissioned according to the best practices and current technologies/methods as recommended by the manufacturer, Siemens.

Additional Information about S&B

Staff Experience

S&B is made up of highly qualified personnel with vast individual experience. S&B's proposed project team has been together for 11 years and has a proven track record of designing, programming and commissioning SCADA systems for the water, wastewater, and surface water applications. The referenced projects below have been specifically filtered to pertain to projects with relevant SCADA applications.

We believe this filtered reference showcases the breadth and depth of S&B's expertise. We understand how to effectively migrate existing technologies and equipment while removing the risk of data loss and operation of the system. This knowledge comes only from applied experiences and annual participation in manufactured lead training courses.



SCADA / Telemetry / I&C Task [2014-2024]	Randy Stead	Jim Swanson	Eric Dinh	Riley Romack	Dan Thwing	Jordan Stead
System Integration & Process Control Design Engineering	258 projects	166 projects	23 projects	--	62 projects	28 projects
PLC Programming (Siemens Processors)	197 projects	161 projects	167 Projects	184 projects	198 Projects	--
HMI Programming (Siemens Touch Panels)	197 projects	161 projects	167 Projects	184 projects	198 Projects	--
Motor Starter Programming (Siemens Motor Starters)	136 projects	72 projects	73 projects	101 projects	83 projects	--
Telemetry Communications (Design, Security, Config, or Commissioning)	197 projects	161 projects	167 Projects	184 projects	198 Projects	--
SCADA Visualization Systems (Graphical interfaces and/or reports for <i>ENTIRE</i> systems)	27 systems	19 systems	18 systems	16 systems	10 systems	26 systems
Commissioning (equipment check, contractor support, startup services)	222 projects	120 projects	173 projects	261 projects	8 projects	18 projects
Post-Commissioned Service (additions, upgrades, training, diagnostics, etc.)	58 projects	133 projects	211 projects	68 projects	18 projects	6 projects

UL508A Panels (Design, fabrication, or test)	202	164	107	206	174	--
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Stock of Siemens PLC & Other Control Products

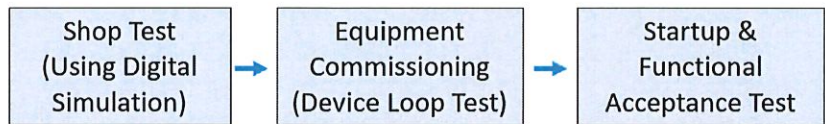
We stock common automation and instrumentation equipment used regularly in our standard system integration designs so that in the event of a failure, we can immediately dispatch a replacement, **preloaded** with applicable code. Because automation system failures are rare, many of our clients choose to use our resources to minimize their expense, storage and management of spares.

Our standard stocking levels include automation, networking and critical control components that could be used to construct three (3) medium sized RTUs of the latest technology. This includes PLC CPUs, I/O, communication modules, power supplies, touch panels, communication modems, relays, motor starter operator interfaces, IE cabling, M12 connectors, pressure transmitters, mag meter transmitter heads, float switches, temperature transmitters, and other field devices. We also maintain a minimum stocking level of older technology units so that our stock can typically resolve failures of equipment of up to twenty years old.



Testing Services

S&B uses three stages of testing to validate system performance: shop test, equipment test (shop and/or field), and functional acceptance testing (field). All our projects follow this method to ensure quality.



Warranty

Our base warranty duration is 18 months from shipment or 12 months from project commissioning – whichever comes first. Additional warranty durations are available for an additional fee. The warranty covers both hardware and software. Warranty issues are rare and therefore we assign it as a high priority as we strive to understand the extent of the problem. We ask that our clients contact us by telephone for urgent issues and we will assign our first available engineer to support the request. Most of our systems have features that allow for the system to be fully supported by remote connection from our Bellevue office. This connection allows us to perform the same type of computer diagnostic services as we could if we were onsite. Typically, we complete diagnostics within two hours of notification which allows us to schedule materials and resources to resolve the problem in the shortest time frame possible.

Proven History of Staying On-Budget

S&B takes pride in our ability to accurately bid jobs while keeping projects on-budget. S&B does not invoke change orders if equipment/services are missed due to an S&B mistake, ensuring these costs are incurred by our firm and not at the owner’s expense.

Onsite Upgrade Duration Notes

Given the Lead/Lag relationship of Well 1 & Well3, and also the Lead/Lag relationship of Well 2 and the Transfer Booster Pump Station, we assume we can take one site down for a week (M-F) to perform all upgrades.

We have the following durations we expect for each site

- Well 1 will be the longest duration at 4-5 days
- Well 2 will be second longest at 3-4 days
- Well 3 and the Booster Station will be 2-3 days
- Headquarters will be 1-2 days.

District's Responsibilities

- Participate in Two (2) Teams meeting planning workshops for SCADA controls and graphics
- Optional participation in Witness test / training of system at S&B's offices in Bellevue, WA
- Provide Site Access for S&B and US West for Upgrades

Lead Time

- Submittal – estimated at 8-weeks after receipt of purchase order
- Virtual Workshops (2) – estimated to be performed 17 weeks after receipt of purchase order
- Panel Assembly Completion – estimated to be ready 20 weeks after receipt of purchase order
- SCADA Computer System – estimated to be ready 21 weeks after receipt of purchase order
- Owner Witness Test – estimated to be ready 22 weeks after receipt of purchase order
- O&M Manual – estimated at 22-weeks after receipt of purchase order
- On-Site Commissioning – estimated to begin 24 weeks after receipt of purchase order. Each facility requires approximately 1-week to complete. Assume a 5-week duration for all 5 locations.

Pricing:

The pricing for the engineered solution, as defined by this scope of work, is sold as a lump sum in the form of a purchase order.

TOTAL	\$358,800.00
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Pricing is valid for 45 days.

Standard Terms and Conditions:

Standard Inclusions:

- Equipment is factory tested and shipped FOB factory with freight allowed, common carrier, destination.
- Shop Drawings, instruction manuals and software documentation via electronic media.
- Submittal Documentation per specifications
- Field Engineering Services for technical support of installation questions, start-up, and acceptance testing of equipment supplied by this quotation. S&B is a designer and supplier of control system equipment, providing technical support and engineering services to review installation of our equipment, commission and attest to its compliance with the project specifications.
- Quote is valid for forty-five days following bid date

Standard Exclusions:

Unless specifically included as a line item in this quotation's scope of supply the following are excluded from our scope of deliverables:

- State and local sales tax
- Stamped seismic calculations for Seismic Zone compliance.
- Arc Flash studies and/or labeling
- Short Circuit and circuit breaker trip coordination studies
- 3rd party circuit breaker certification testing and certification
- Piping, tubing, valves, fittings between the instruments and the process
- Process appurtenances: Pumps, pressure gauges, manifolds, bushings, thermowells, diaphragms, annular seals, purge assemblies, stilling wells, valves, pump over-temp sensors, pump moisture sensors, or solenoids that are not an integral part of the listed scope.
- Mounting brackets, stanchions, supports, pads that are not integral to the control system panels or process instruments listed in this scope.
- Liquidated damages (available upon request and definition of scope)
- Subcontract (available for additional cost). This includes costs associated with certified payroll submission, EEO reports, completion of Affidavit of Wages paid.
- Bonding (service available for additional fee)
- Credit Card payment (service available for additional fee)
- Equipment not specifically listed in our scope of work

Our quotation is based on a progress payment schedule in compliance with the specifications. Our payment requests will be submitted electronically, 7 calendar days prior to the monthly closing date for inclusion. Failure to submit qualified payment requests or to transfer monies distributed by the Owner within 7 days for such payment requests may result in a 'stop work' until progress payments and interest charges are paid. Our form 977 (attached) provides our standard terms and conditions.

We look forward to the opportunity to work on this important project and will contribute to making this successful by delivering the highest quality of materials and startup services according to the agreed schedule. Please feel free to contact us regarding any questions that you may have regarding our quotation.

Yours very truly,

A handwritten signature in black ink, appearing to read 'Jordan Stead', written in a cursive style.

Jordan Stead
Director of Sales
S&B Inc.



S&B inc. 13200 SE 30th St., Bellevue, Washington 98005 (425) 644-1700 FAX (425) 746-9312

GENERAL TERMS AND CONDITIONS – INSTRUMENT/CONTROL SYSTEMS

1. SCOPE

These terms and conditions apply to the sale of all instrument/control (I/C) systems assembled by S&B Inc. (Seller) and any inconsistent terms and conditions in Purchaser's purchase order are not binding on Seller, unless accepted, or these terms and conditions are modified by an authorized S&B Inc. representative.

2. ACCEPTANCE

Purchase orders received from Purchaser do not bind Seller unless accepted by an Officer of Seller, either by acknowledgment, written acceptance, promise to ship, or shipment of the I/C systems communicated to Purchaser. Acceptance is expressly made conditional on Purchaser's assent to Seller's Material Terms and Conditions, which are additional to or different from Purchaser's terms, unless Seller agrees otherwise in writing.

3. PRICE AND PAYMENT

Unless otherwise specified, quoted selling prices are FOB Seller's factory or its supplier's shipping point, with freight allowed to destination and are subject to change if not accepted within 30 days from the quotation date. The quotation may be withdrawn at any time prior to acceptance or extended beyond 30 days. Invoices are due and payable NET 30 days, unless otherwise specified, at the company offices at 13200 S.E. 30th Street, Bellevue, WA. 98005. Late payment of invoices is subject to interest. Invoices shall be rendered according to the following schedule.

Benchmark	% of Total Price
Upon notice from Seller that all drawings have been submitted for approval.	20%
Upon notice from Seller that the instrument system is ready for factory tests.	Additional 50%
Upon notice from Seller that the instrument system has been shipped or that factory tests are complete and equipment is being held for convenience of customer.	Additional 25%
Upon notice of acceptance from Purchaser or 180 days from notice of shipment, whichever occurs first.	Final 5%

If Purchaser defaults in any payment when due, Seller may at its option, and in addition to its remedies under the U.C.C. without incurring any liability thereof to Purchaser or Purchaser's customers, declare all payments for work completed immediately due and payable with maximum legal interest thereon from due date and stop all further work and shipments until all past due payments have been made and/or require that any further deliveries be paid for prior to shipment.

4. ITEMS INCLUDED

The price quoted includes only the I/C system specified, and does not include actual installation, accessory or associated materials such as wiring, piping, etc., not specifically included. Equipment prices quoted include installation information and start-up assistance provided by the Seller's field engineer or technician. Such services will be provided in a mutually agreeable manner and time. Seller will provide, upon request, at Seller's established current rates, an experienced Project Engineer or Service Technician to provide on-site superintendence of the equipment installation. Responsibility for proper operation of equipment, if not installed by Seller or installed in accordance with Seller's instructions, rests entirely with Purchaser.

5. TAXES

Any federal, state or local sales, or use or other taxes applicable to this transaction are not included in the price quoted, and unless a valid certificate of exemption is provided, any such tax shall be added to the price and is for the Purchaser's account.

6. SHIPMENTS AND DELIVERY

Any shipment or delivery dates recited herein represent Seller's best estimate. No liability, direct or indirect, is assumed by Seller for failure to ship or deliver on such dates. In any event, delivery dates are based upon the effective date of the contract and prompt receipt by Seller of all necessary information and instructions from Purchaser, including approved submittal drawings. Seller shall have the right to make partial shipments, and invoices covering the same shall be due and payable by Purchaser in accordance with the payment terms hereof.

In the event that the I/C system specified herein is to be shipped outside the United States, Purchaser shall obtain all necessary import licenses and permits required to clear the shipment for entry into the foreign country and pay all duties, tolls and imports.

If Purchaser requests postponement of shipments or causes a delay in shipment, the entire purchase price shall be due and payable upon notice from Seller that the I/C system is ready for shipment, and thereafter any storage, or other charge Seller incurs, shall be for Purchaser's account, including interest on any unpaid balance at the maximum legal rate. All claims for damage, delay or storage for FOB Seller's plant shall be made directly against the carrier of the Purchaser. When shipments are FOB destination, Purchaser shall inspect the I/C system shipped and notify Seller of any damage or shortage within 5 days of receipt. Failure to notify Seller shall constitute acceptance of Purchaser, relieving Seller of any liability for shipping damages or shortages.

7. RISK OF LOSS AND SECURITY INTEREST

Unless shipments of I/C systems are made FOB destination, all risk of loss or damage shall pass to the Purchaser upon delivery to a carrier for shipment. Purchaser shall protect and maintain Seller's title, including adequate insurance for Seller's benefit, and right of repossession to the I/C system specified herein or in any change order until the full purchase price has been paid in full and will not encumber or permit others to encumber such systems by any security instruments.

Purchaser acknowledges that as security for payment of the purchase price, Seller will retain and Purchaser has granted, a security interest in all I/C systems sold to Purchaser. Seller shall have all of its rights and remedies as a Seller and a secured party under the U.C.C. or other appropriate law. No waiver by Seller or any default shall constitute a waiver of any subsequent or further default. Seller may retain as liquidated damages any partial payments made and may peaceably repossess the equipment from the Purchaser's premises without prejudice to any further claims it may have. In the event legal action be brought to enforce the provisions of any order accepted by it, Seller shall be entitled to recover its court costs and reasonable attorney fees.

8. WARRANTY

Seller warrants that for a period of one year after test and acceptance by the Purchaser, or 18 months from date of shipment, whichever occurs first, all products assembled by Seller shall be free from defects in material and workmanship. Seller will at its sole option either repay the purchase price, or repair or replace at a location to be designated by it, any product defects, which develop within such period under normal and proper use, provided it receives prompt written notice of claimed warranty period. This warranty shall not apply to any products altered or repaired outside Seller's factory or with other than Seller's replacement parts, unless such repair was authorized in writing by Seller, or to products or parts subject to misuse, abuse, neglect or accident or damaged by improper installation or application. In no event shall Seller be liable for normal wear and tear, nor for any incidental or consequential damages due to inoperability of its products. The foregoing are Seller's sole warranties and guarantees, and all express or implied warranties, including all implied warranties of merchantability and fitness for a particular purpose, which exceed the above obligation, are hereby disclaimed by Seller.

9. CANCELLATION, SUSPENSION AND DELAYS

After acceptance by Seller, this contract shall not be subject to cancellation, suspension or delay. Orders may be cancelled only with Seller's written consent and upon payment of reasonable cancellation charges, which shall include all costs incurred and work done pursuant to the contract to date of cancellation, suspension or a delay plus reasonable overhead and profit. Additionally, all risks incident to and charges related to storage and/or resumption of work, at Seller's plant or elsewhere, shall be for Purchaser's sole account.

10. LIMITATION OF LIABILITY

Seller shall not be responsible or liable in any way for any failure to perform due to Acts of God, fire or flood, serious explosions or accidents, foreign or United States embargoes, war or riots, serious shortages, unavailability or significant price increases in commodities, materials or components, labor disputes, interruption of transportation, loss of essential production services, acts of any U.S. or foreign governmental authority, or by any other event beyond the reasonable control of Seller or its subcontractors. Seller shall not be liable to Purchaser for any incidental or consequential damages for any reason whatsoever.

11. CHANGES AND BACKCHARGES

Any changes in or any additions to the scope of work herein described or initiated by the Purchaser or resulting from any circumstances beyond Seller's control shall be for the account of and paid by the Purchaser. Written change orders shall initiate changes, and shall be considered as individual modifications and shall not delay payment to the Seller for the original order.

Seller will not approve or accept returns or backcharges for labor, materials or other costs incurred by Purchaser or others in modification or adjustment, service or repair of Seller furnished materials unless such return or backcharges are pursuant to Seller's warranty and have been authorized in writing by an Officer of Seller or by assigned purchase order or work requisition.

12. PROPRIETARY INFORMATION

All information furnished by Seller is submitted solely for Purchaser's consideration in connection with this job and shall be not be used by Purchaser nor disclosed to any third party without Seller's written consent.

13. DRAWINGS AND DESIGN

All drawings, descriptive matter, etc. submitted with this proposal are merely intended to give a general idea of the equipment described and a set of drawings may be supplied for approval after acceptance. Seller reserves the right to change or modify the design and construction of any equipment in order to incorporate improvements or to substitute material equal to or superior to that originally specified, and upon request, will assist with suggestions without liability for any resulting loss or damage to Purchaser.

14. SOFTWARE AND LICENSE AGREEMENT

All software is provided under a non-transferable, non-exclusive license for its use. The purchaser, and if different, the end-user, shall be required to sign Seller's End-User License Agreement upon accepting Seller's software documentation and using the software provided. All software and documentation are copyrighted by Seller and contain valuable trade secrets. No copies of this software or documentation may be made except as authorized under the terms of the license agreement except as required by law. The software and documentation are warranted against functional defects found during a period of one year after delivery. Seller's sole obligation shall be to correct any such defect in a manner chosen by Seller in its sole discretion. Seller shall have no liability for any lost profits or direct, indirect, incidental, consequential, or other damages arising from use of the software and documentation or any associated hardware.

15. NON-ASSIGNMENT

Purchaser shall not assign this contract, nor any interest herein or rights hereunder, without the written consent of Seller and any attempted assignment shall be voidable at Seller's sole option.

16. ENTIRE AGREEMENT

The contract expresses the entire agreement between the parties hereto and supersedes any previous communications, representations or agreements, whether oral or written, and is not subject to modification except by a writing signed by an authorized Officer of each party.

17. GOVERNING LAW

The contract shall be interpreted and governed by the laws of the State of Washington, including but not limited to any dispute, controversy or claim arising out of the contract.

Talking Paper

Automated External Defibrillators (AEDs)

By: Commissioner Patterson

Discussion

- The District should consider investing in automated external defibrillators (AEDs) so employees can respond to a sudden cardiac arrest emergency
- Physio-Control has continued to be a market leader in hospital and pre-hospital defibrillation since 1955
 - o Their current line of AEDs include:
 - LIFEPAK 1000 Defibrillator with graphical display, ECG readings, and battery gauge
 - Cost \$3,701
 - LIFEPAK CR2 AED with cellular connectivity
 - Cost \$2,326
 - LIFEPAK CCR2 AED
 - Cost \$2,256
 - o These AEDs come with pads, batteries, and a carrying case
- Other AED brands are priced as low as \$1,410 with the average cost ranging from \$1,500 to \$3,365
- Refurbished AEDs are also available at a considerable discount
- AEDs would be installed in the District office and each vehicle

Training

- All employees would receive annual training on CPR and AEDs from the Red Cross, American Heart Association, or another suitable organization
- Training certification documents will be kept on file at the District office

AEDs in the Workplace: Benefit or Burden?

By: Commissioner Johnson

Overview

- Cardiac arrest is the leading cause of death according to the American Heart Association.
 - o Studies show that 10,000 sudden cardiac arrests occur while victims are at work.
- Placing AEDs in the workplace, along with providing a proper management system and training for employees on how to use these devices, can mean the difference between life and death, proponents argue.
 - o Effective AED responses should occur within 3-5 minutes after the person collapses.
- Device malfunctions and recalls, myriad legal requirements, and concerns of cost and potential liability have kept many organizations from implementing a program.

Issues That Can Occur

- The defibrillator industry has recalled hundreds of thousands of devices and has notified the FDA about thousands of adverse-incident reports, including device failure during a rescue attempt that may have contributed to patient harm or death.
- Problems include the AED displaying errors messages, being unable to power up, and failing to deliver shocks.
- Other problems that can occur-especially after years of nonuse-include:
 - o Software bugs causing error messages or malfunctions.
 - o Electrodes drying out if not maintained and regularly replaced.
 - o Malfunctioning resistors, which can lead to misdiagnosis or sudden cardiac arrest.
 - o Issues with battery management, recharging, or accidental discharge.
 - o Faulty circuit boards.
 - o Incompatible or damaged cables and connectors.
 - o Issues arising from humid conditions.

Legal Issues and Liabilities Around AEDs

- There are legal issues and liabilities around AEDs.
 - o AEDs are considered medical devices and the FDA oversees their manufacture.
- There is no national requirement mandating employers provide AEDs in the workplace.
 - o All 50 states have enacted laws or regulations for these devices.
 - o While state laws vary, they generally address AED availability in public buildings, conditions of use, medical oversight, training requirements, and post-event reporting.
 - o The use of AEDs is part of the Good Samaritan laws which vary by state but generally protect a bystander from civil liability for voluntarily aiding someone who is injured or ill in an emergency.
 - If an AED is provided in the workplace, the employer must ensure AED devices comply with public-access defibrillation legislation, provide

employee training defined by their state Good Samaritan laws, and act in good faith with proactive intention to save lives.

- Employers are responsible for ensuring employees are trained on these devices and in CPR.

Setting Up an AED Program

- The AHA strongly encourages organizations to properly implement an AED program to increase the chances of survival of those who suffer sudden cardiac arrest.
- Each workplace should assess its own requirements for an AED program as part of its first-aid response.
- According to OSHA, issues to consider include compliance with local, state, and federal regulations; coordinating with local emergency services (EMS); the creation of a quality-assurance program; the training of employees on proper use of the AED device; and the performance of periodic reviews.
 - Most states require employers to coordinate their AED program with local EMS and to provide follow-up data to EMS after the device is used.
- There are several AEDs on the market that are suitable for an organization's program. The AHA does not recommend a particular one but suggests choosing a simple, easy-to-use device.
- Regardless of what AED selected, employers must ensure technical support is available when needed.
 - Call the manufacturer's technical support number and see what response you get.
 - Is a representative available to help you right away?
 - Are you on hold for a long time?
 - Does your call go to voice mail?
 - Be sure to research the manufacturer's history before purchasing an AED.
- Ensure program support is available; some AED manufacturers provide help with program implementation and ongoing support.
 - These manufacturers can assist with placement, registration, training, and supplies.
- It is important to implement an ongoing maintenance and training routine.
 - Organizations must visually inspect AEDs weekly or monthly to ensure they are working correctly.
 - Contact the manufacturer periodically to obtain the latest information about software updates or upgrades.
 - Ensure employees are trained and comfortable using the device.

Closing

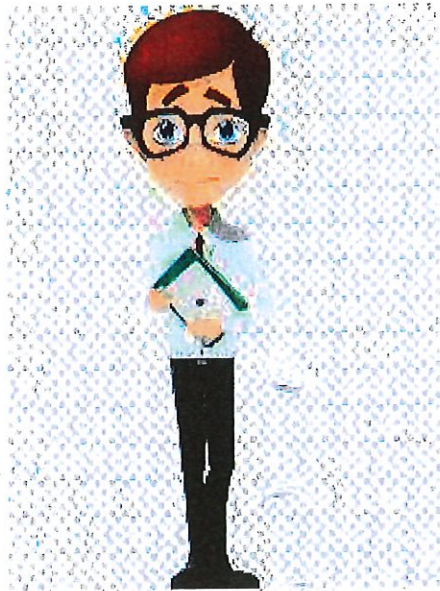
- The decision to adopt an AED Program should not be taken lightly since there are many factors to consider. Employers must decide if implementing a program is the right choice for their organization and employees.

Rivergrove Water District
AED Device Comparison

October 2024

District	AEDs in Office	AEDs in Vehicles	Policy Governing Use	Monthly Maintenance
Clackamas River	Yes	No	No	Yes
Lake Grove	No - Building Only	N/A	-	Unsure - They rent an office space in the building and AEDs are located on each floor and owned by the landlord
Lake Oswego	Yes	No	No	Yes
Oak Lodge	Yes	No	No	Yes, the AEDs are rented and not owned (prices vary on the style rented); the monthly maintenance is contracted out at a cost of \$1400 annually
Palatine	No	No	No	No
Raleigh	No	No	No	No
Rivergrove	No	No	No	No
Rockwood	Yes	No	No	Unsure
Southwood Park	No	No	No	No
Sunrise	Yes	No	No	No; they are currently sending employees to AED training
Tualatin Valley	Yes	No	No	Yes
Valley View	No	No	No	No
West Slope	Yes	No	No	Unsure
Oregon Trail Library District	Yes	-	No	No; the AEDs are replaced every 3 years
Wasco County Soil & Water Conservation District	No – Building Only	No	No	Unsure; they share a building with USDA and USDA owns the AED

New Business



Rivergrove Water District

Recorded Voice Plan

Introduction

- A recorded voice plan refers to a subscription telephone service that allows users to access recorded customer service calls and voicemails

Purpose

- Commonly used, this function allows the District to record all customer conversations to improve the quality of our service by analyzing customer interactions
 - o Is the information provided on-point with the caller's request
 - o Is the information helpful in addressing each/all of the caller's concern
 - o Are there trends or patterns in customer feedback
- A dual benefit is realized since it can serve as a valuable training tool for employees in the continuing effort to provide courteous customer service
 - o Was the communication friendly and professional
 - o Was the employee knowledgeable in the topic and District policies
- Further value includes the ability to resolve disputes with factual evidence and identify areas for improvement in customer service strategies
 - o Was the information ambiguous or hard to understand
 - o Was incorrect information or guidance provided

Implementation

- Many vendors provide Recorded Voice Plans at a reasonable cost
 - o Oregon law allows companies to use these plans
 - o The District has sufficient storage space for storing recorded calls until State record retention laws authorize disposal at 18 months

ADJOURNMENT

