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**Village of Oak Park
201 South Boulevard
Oak Park, IL 60302**

January 17, 2018

Attention: John Wielebnicki
Mike Fenwick

We are pleased to offer the Village of Oak Park the features and benefits of our back office solution. The Village of Oak Park will find those features and benefits below.

Back Office Solution Benefits

- Experience staff in managing complex meter change outs
- Savings over traditional installation methods
- Wireless Handhelds
- Automated loading and unloading of daily meter install appointments
- Error – free data inputs
- Bar – code scanning of meter data
- Scheduling of appointments via an 800 number or accessing a secured website
- Management can access a password protected section of the scheduling tool to check the process of each section of town.
- Real- time management of installers schedules
- Experience managing installers to achieve the highest level of meter installs per day
- Access website to determine what section of the city that we are currently installing meters in.
- Website access to scheduling tool to determine the number of letters a resident has received
- Manage installers to work a flexible schedule to meet residents needs without creating overtime
- Fully staffed and experiences call center for residents to make appointments at a wide range of times
- Fully automated data entry from the meter back to the utility billing software.

If you have any questions please call me. We look forward to providing the Village of Oak Park with the latest in Automatic Meter Reading Technology.

Sincerely,

T. J Rodebaugh
tjrodebaugh@ferguson.com
(815) 341-4772 (Celluar)
Meter System Sales
Ferguson Waterworks

1917 First Avenue North
Fargo, ND 58102
Phone: (701) 293-5511
Fax: (701) 232-8129

1201 Airport Road
Bismarck, ND 58504
Phone: (701) 258-9700
Fax: (701) 258-1452

1694 91st Avenue NE
Blaine, MN 55449
Phone: (763) 560-5200
Fax: (763) 560-1799

331 4th Avenue South
Sartell, MN 56377
Phone: (320) 229-0125
Fax: (320) 229-0129

5555 Irish Lane
Madison, WI 53711
Phone: (608) 271-1770
Fax: (608) 271-5263

Scheduling & Installation Coordination Benefits

Customer Notifications

- Notification of customers using a tested method to achieve 100% completion.
- Mailing campaign for project notification (including postage) up to (3) mailings per utility customer.
- Website access to scheduling tool to determine the number of letters a resident has received. (all notifications sent to customers are tracked by NWWWS)
- Field access to incomplete accounts for door knocking opportunities.

Call Center

- Experienced and courteous call center staff dealing with only water meter installations.
- Ability to schedule appointments at a wide range of times.
- Scheduling of appointments via an 800 number or accessing a secured website.
- Bi-Lingual staffing

Data Integrity

- Automated loading and unloading of daily meter install appointments and installation data.
- Error – free data inputs.
- Fully automated data entry from the meter back to the utility billing software with data verification checks along the way.
- In the field bar – code scanning of meter data.
- Customizable installation information captured with wireless handhelds.
- GPS coordinate capture.
- Ability to capture installation pictures.

Inventory Control

- Tracking of received meter shipments by meter size and serial number.
- Assignment of meters to installers and tracking to installed location.

Scheduling & Installation Coordination

- Experience managing installers schedules to achieve the highest level of meter installs per day.
- Real- time management of installers schedules. Filtering of daily changes of the schedule to the installation team.
- Manage installers to work a flexible schedule to meet residents' needs without creating overtime.
- City Management can access a password protected section of the scheduling tool to check the progress of each section of town.
- Savings over traditional installation methods.
- 24/7 Support staff.
- Installer Mileage tracking tool.