

January 20, 2025

Lanita McCauley
System Manager
Windermere Oaks Water Supply Corporation
424 Coventry Road
Spicewood, TX 78669

Dear Ms. McCauley,

We appreciate the opportunity to submit this statement of qualifications as a furtherance of our ongoing discussions regarding potential services for the Windermere Oaks Water Supply Corporation. It was a pleasure speaking with you, and we are excited about the prospect of supporting your water system's operations and future growth.

As we discussed, U.S. Water Services Corporation (U.S. Water) is fully committed to delivering reliable, cost-effective services that meet the unique needs of the Windermere Oaks Water Supply Corporation. Our intention is to operate within the established budget while maintaining an open dialogue to ensure transparency and efficiency throughout the project. We believe that this collaborative approach will lead to optimal results and a successful partnership.

One of our core commitments is to hire and develop local staff to operate and maintain the water system. These team members will be supported not only by the resources of our entire organization but also by the expertise from our surrounding client sites. This local staffing strategy helps ensure that our services are rooted in the community while benefiting from our broader network of experience.

Additionally, we plan to leverage our existing relationship with Opus 21, a trusted partner we work with, to send over 100,000 water and sewer bills monthly across the nation. This collaboration enables us to efficiently manage billing services, ensuring that both operational and customer service aspects are handled with the highest level of professionalism and accuracy.

U.S. Water brings comprehensive capabilities to support and deploy the capital program requirements of the Windermere Oaks Water Supply Corporation. Our experience in managing large-scale capital improvement projects equips us to address infrastructure upgrades and system enhancements effectively. We are ready to commit the necessary resources and expertise to ensure timely and successful execution of capital projects, all while remaining focused on cost control and operational efficiency.

A key focus of our service will be on water quality enhancements and improvements. We understand the importance of delivering clean, safe, and reliable water to the community, and we are committed to

implementing innovative solutions that improve water quality, extend asset life, and enhance overall system performance. Our team is experienced in deploying advanced technologies and best practices that ensure compliance with regulatory standards and exceed customer expectations.

We are eager to build on our previous discussions and look forward to the opportunity to serve the Windermere Oaks Water Supply Corporation. Please do not hesitate to reach out if you have any questions or need further information as you review our qualifications.

Thank you for considering U.S. Water as your service provider. We look forward to working together to meet your water service needs.

Sincerely,



Gary Deremer
President & CEO
U.S. Water Services Corporation



Windermere Oaks Water Supply Corporation

Spicewood, TX

January 2025

Proposal:

U.S. Water Capabilities and Experience – Texas



PREPARED BY:

U.S. Water Services Corporation
4939 Cross Bayou Blvd.
New Port Richey, FL 34652

NOTICE:

This copyrighted material represents the proprietary work product of U.S. Water Services Corporation. This material was prepared for the specific purpose of securing a contract with the above-named client. No other use, reproduction, or distribution of this material or of the approaches it contains, is authorized without the prior express written consent of U.S. Water. However, the recipient may make as many copies of this document as deemed necessary for the sole purpose of evaluating this document for final selection and award.

© 2025
U.S. Water Services Corporation
All rights reserved.

Table of Contents

<u>COMPANY OVERVIEW AND CAPABILITIES</u>	1
Company Description	2
Services	3
Maintenance and Engineering Services	4
<u>TEXAS-SPECIFIC QUALIFICATIONS AND EXPERIENCE</u>	5
Overview	6
Billing and Customer Service	6
Selected Projects	6
References	10
Licensure	11



Company Overview and Capabilities

Company Description

U.S. Water collaborates with clients across the United States, offering cutting-edge solutions for clean water and wastewater treatment. Our primary focus lies in operations and maintenance (O&M) services, and we possess extensive expertise in the full range of water and wastewater treatment technologies presently used in the industry. We provide a diverse complement of operations, maintenance, engineering, construction services, consulting, customer services, due diligence, financial, and transition services.

Established in 2003, our company is employee-owned and renowned for delivering high-quality operations, ensuring compliance, prioritizing safety, and providing inventive solutions to operational challenges. With our ongoing growth, we currently serve clients nationwide, supported by a dedicated management team comprised of experienced industry professionals who actively contribute to the success of each project.

With over 1,200 clients nationwide, U.S. Water operates every type of treatment technology currently utilized in the treatment of water and wastewater – ranging in size from 5,000 gallons per day (GPD) to 70 million gallons per day (MGD).

We have more than 800 professionals, including over 400 licensed operators, led by a hands-on management team solely comprised of industry veterans that actively support each of our projects. All U.S. Water departments touch every point in the water and wastewater utility operations and management cycle and include O&M, professional engineering support, design-build-operate, facility commissioning/start-up, utility consulting, regulatory compliance, and laboratory analysis.



U.S. Water has more than 800 professionals, including over 400 licensed operators, led by a hands-on management team solely comprised of industry veterans that actively support each of our projects.

Services

U.S. Water provides water and wastewater services spanning the full project lifecycle for drinking water production, wastewater treatment and monitoring, and billing and customer service. Our services include:

- Operations and maintenance
- Utility management
- Process optimization
- Technical support and troubleshooting
- Design-Build-Operate (DBO)
- Engineering and consulting
- Maintenance, rehabilitation and construction
- Lift station rehabilitation
- Facility commissioning and start-up
- Compliance and laboratory management
- Customer service and billing
- Emergency response and temporary operations relief

About U.S. Water

Staff of more than 800 water and wastewater professionals

Employee-owned and serving clients nationwide since 2003

Operating more than 1,000 water and wastewater facilities, both public and industrial

Serving a variety of industries, including municipal, industrial, public-private partnerships (P3), and more

A culture focused on health & safety, innovation, and data-driven efficiencies

Large fleet inventory of specialized utility-related equipment



Maintenance and Engineering Services

MAINTENANCE SERVICES

U.S. Water provides comprehensive maintenance solutions for water and wastewater systems, designed to ensure operational efficiency and regulatory compliance. With a team of highly trained professionals, U.S. Water offers routine and preventative maintenance services, including equipment inspections, repairs and rehabilitation, and optimization of system performance. Our expertise spans a variety of systems, from drinking water treatment plants to complex industrial wastewater facilities. Our proactive approach helps clients minimize downtime, reduce costs, and extend the life of critical infrastructure, ensuring uninterrupted service and high-quality water management.

U.S. Water's approach to renewals and replacements (R&R) is derived from a unique perspective that contemplates rate sensitivity and realistic expectations of asset longevity. We understand that maintenance, repair, and rehabilitation are required to ensure adequate performance of a utility system. Life cycle capital cost management is a fundamental principle of the U.S. Water maintenance program. It is common for U.S. Water maintained equipment to operate well past its service life.



ENGINEERING SERVICES

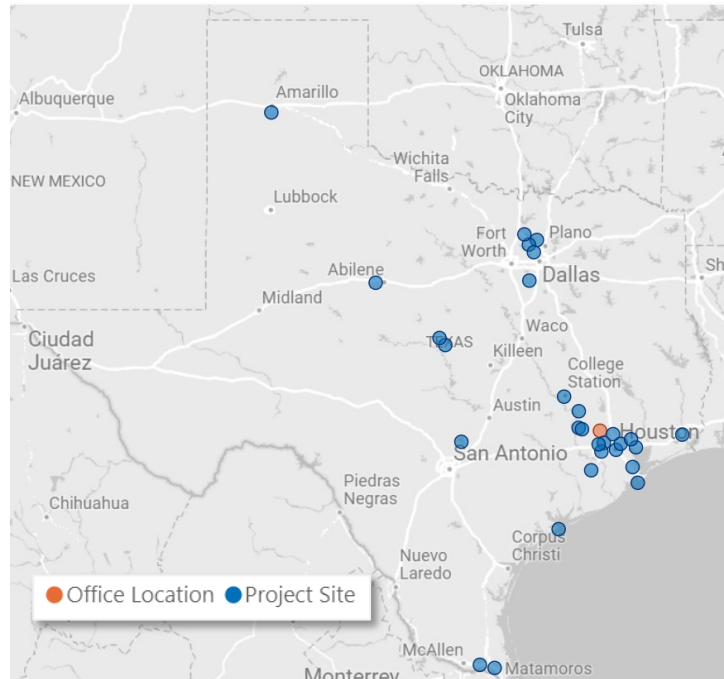
U.S. Water is a licensed Engineering Firm and employs professional engineers. Our engineers' primary function is to provide direct process and engineering support to our operations personnel and our clients. U.S. Water's engineering division specializes in permitting and Design Build Operate (DBO) services, with expertise in water and wastewater system expansions, underground utilities, and other critical infrastructure improvements. As a licensed engineering firm, we are able to directly address client compliance challenges while offering a unique operational perspective on capital projects. This allows us to deliver the most efficient and practical solutions



Texas-Specific Qualifications and Experience

Overview

U.S. Water has been a trusted provider of professional operations and maintenance services in Texas since 2007. With an office located in Tomball, near Houston, we are well-positioned to serve the state's growing needs. U.S. Water is an active, certified Water and Wastewater Operations Company with the Texas Commission on Environmental Quality (TCEQ). We proudly serve hundreds of residential customers across Texas and currently manage 43 active projects throughout the state. Additionally, we have maintained a long-standing partnership with the City of Mullin, delivering reliable services for more than 15 years.



Billing and Customer Service

U.S. Water partners with Opus 21 to provide comprehensive customer service and billing solutions in the state of Texas. Opus 21 brings over 25 years of expertise in outsourced utility billing and business management, leveraging innovative technology, experienced personnel, and proven processes. Their services include the Invoice Cloud customer portal, allowing customers to easily view and pay bills online, and they offer fully US-based customer service.



With nearly 200 utilities nationwide relying on their services, Opus 21 excels in delivering customizable solutions, including bill print and mail, e-billing, payment processing, and more, all through their cloud-based CIS. Their approach combines dedicated people, efficient processes, and evolving technology to simplify utility billing and back-office operations for cities of all sizes. U.S. Water's partnership with Opus 21 ensures that our clients benefit from seamless, efficient billing processes, enhanced customer service, and easy access to payment options, ultimately improving the overall customer experience.

Selected Projects

In the following pages, we have included selected examples of our project work in Texas.



Municipal Water and Wastewater Treatment Facilities O&M

CLIENT: City of Mercedes | **LOCATION:** Mercedes, Texas

U.S. Water provides operations and maintenance (O&M) services for the City of Mercedes' water and wastewater treatment plants. The scope of work includes managing the city's water and wastewater treatment systems, which consist of a 3.78 million gallons per day (MGD) surface water treatment plant, two elevated storage tanks, a 5.0 MGD oxidation ditch wastewater treatment plant, and 40 lift stations. Services provided encompass the operation, maintenance, and management (OM&M) of both the wastewater and water treatment plants, lift stations, and biosolids management.

PARTNERSHIP DURATION

2021 - Present

WATER & WASTEWATER TREATMENT FACILITIES

- 3.78 MGD Surface WTP
- 2 Elevated Storage Tanks
- 5.0 MGD Oxidation Ditch WWTP
- 40 Lift Stations

SCOPE OF SERVICES

- Wastewater Treatment Plant O&M
- Water Treatment Plant O&M
- Lift Stations O&M
- Biosolids Management



Food & Beverage Wastewater Facility O&M

CLIENT: SunOpta, Inc. | **LOCATION:** Midlothian, Texas

SunOpta is a leading company specializing in the sourcing, processing, and producing of organic, natural, and non-GMO plant- and fruit-based food and beverage products at their Midlothian facility. These products include oat milk, soymilk, almond milk, and hemp milk.

U.S. Water provides technical support and contract operations for the industrial wastewater treatment facility, which features a membrane bioreactor. Production and clean-in-place flows are sent to an equalization tank, then passed through a dissolved air flotation (DAF) device to remove fats, oils, grease, and some suspended solids. The clear supernatant enters the bioreactor, where a GE ZeeWeed™ submerged membrane system separates solids. Clear effluent is discharged to the local utility under an industrial pretreatment permit, and solids are dewatered by centrifugation. The

facility treats 0.210 million gallons per day (MGD) with 430 sq. ft. of membrane area, handling Biochemical oxygen demand (BOD) loadings of 3,800 lbs./day, total suspended solids (TSS) of 245 lbs./day, Total Kjeldahl nitrogen (TKN) of 126 lbs/day, and total phosphorous (TP) of 15 lbs./day.

Initial challenges after the system startup by others required U.S. Water's technical staff to intervene in controlling the process by optimizing DAF operations, chemical optimization, membrane cleaning, and load shedding. Starting in July 2024, U.S. Water provides full 24/7 operations, maintenance, and continued technical support.



Food Manufacturer Wastewater Facility Technical Support and Long-Term Operations

CLIENT: Cacique Foods, LLC | **LOCATION:** Amarillo, Texas

U.S. Water was engaged for technical support at Cacique Food's newly established production facility in Amarillo, Texas which produces dairy and meat-based food products. The new wastewater pre-treatment plant at this site utilizes the latest technologies, including initial screening, Dissolved Air Floatation (DAF), Anaerobic Digestion through an expanded granular sludge blanket (EGSB) process, and a centrifuge for the dewatering of residual solids.

The Cacique wastewater facility was designed to operate 24/7 to align with production. The facility was started up in two phases, the first being the storage tanks, DAF, centrifuge, and the temporary calamity system that consisted of 20+ frac tanks. The second phase included startup of the anaerobic digester. Strategic implementation allowed continuous production

while the latter part of the treatment plant was being seeded and commissioned.

U.S. Water played a pivotal role in the successful startup and operation of the treatment plant, commencing with technical support to optimize DAF efficiency in compliance with Amarillo city industrial pretreatment permits. To ensure 24/7 coverage, U.S. Water utilized an onsite team consisting of one lead operator and four shift operators working 12-hour rotating shifts. Collaborating closely with design engineers, U.S. Water facilitated the seeding and commissioning of the anaerobic digester, achieving 100% operational efficiency while adhering to all permitted limits. U.S. Water will continue to provide ongoing, long-term operations and technical support for the facility.

References

The references below can attest to the high level of quality and service that U.S. Water provides to our clients. We encourage you to contact these references to hear more about how we are delivering client satisfaction in Texas.

- **City of Mercedes**

Alberto Perez, City Manager
400 South Ohio
Mercedes, Texas 78570
(956) 565-3114
aperez@cityofmercedes.com

- **City of Mullin**

Dexter Morris, City Manager
(737) 215-2715
Dexter.Morris.tx@gmail.com

- **New Horizons Ranch**

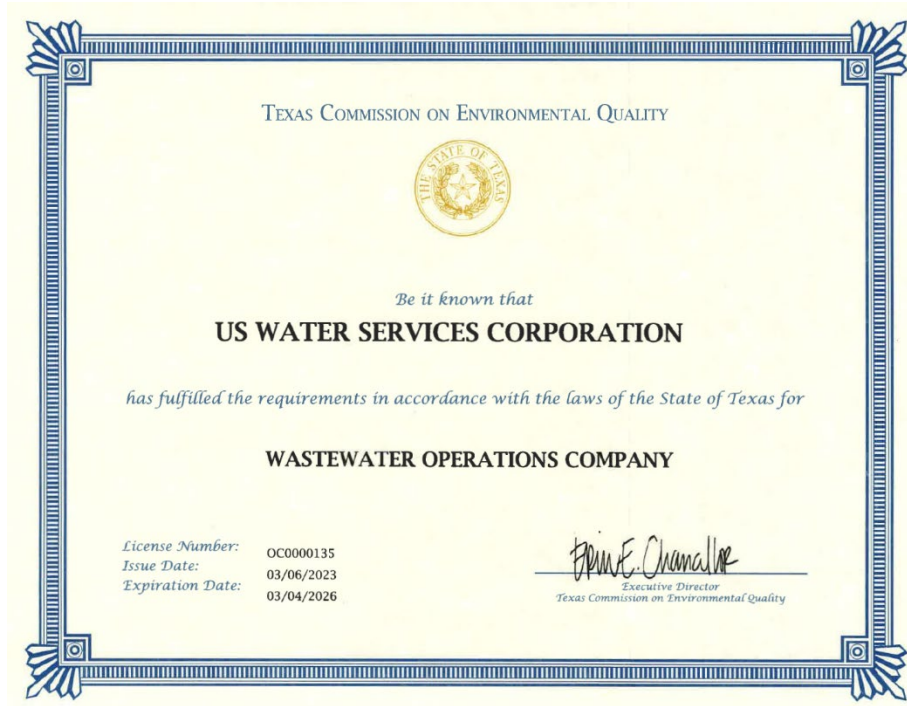
Mike England, Director
(325) 260-5118
Mike.england@newhorizonsinc.com

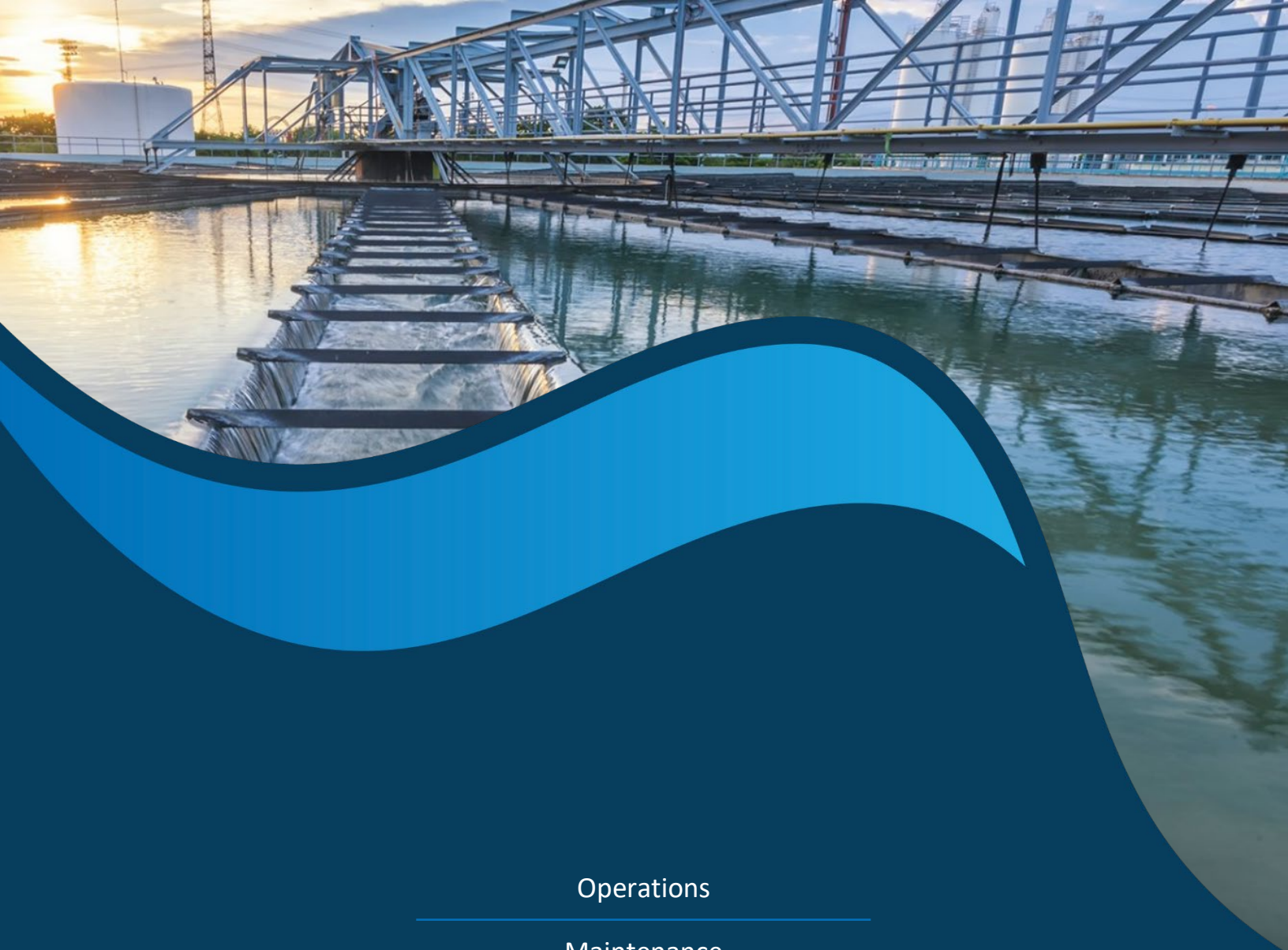


Our commitment to client satisfaction is reflected in long-term partnerships built on trust, expertise, and exceptional service.

Licensure

U.S. Water maintains active certification with the Texas Commission on Environmental Quality (TCEQ) as a licensed Water Operations Company and Wastewater Operations company.





Operations

Maintenance

Engineering

Construction

U.S. Water[®]
Services Corporation

uswatercorp.com