

ORDER DOCUMENT

Pipeline Asset Management Evaluation

This Order Document is made a part of and governed by the Master Sales Agreement dated April 1, 2025 (the "Agreement") between Itron, Inc. ("Itron") and City of Augusta, Georgia ("Customer"), effective on the last date of signature (the "Order Document Effective Date").

1. Scope.

This Order Document sets forth terms and conditions under which Itron will provide the following products Itron products (the "Pipeline Asset Management Evaluation Products") to Customer for evaluation at no charge for a period of twelve (12) months beginning on validation of set up by Itron (the "Evaluation Period") under the attached statement of work.

Pipeline Asset Management Mains Risk Modeling Essentials

Pipeline Asset Management Platform Services

2. Attachments.

The following documents are attached to and made a part of this Order Document:

Attachment 1 – Itron Pipe Asset Management, Statement of Work for
City of Augusta

Attachment 2 – Pricing Summary Q-00017229

3. Term.

This Order Document begins on the Order Document Effective and shall continue through the end of the Evaluation Period. Upon expiration of the Evaluation Period, Customer shall cease using the Pipeline Asset Management Evaluation Products, unless Itron and Customer have entered into a separate commercial agreement for Customer's continued use of Pipeline Asset Management Mains Risk Modeling Essentials and Pipeline Asset Management Platform Services post-expiration of this Order Document.

For informational purposes only, Itron has provided a non-binding budgetary quote for use of Pipeline Asset Management Mains Risk Modeling Essentials and Pipeline Asset Management Platform Services under a commercial agreement.

4. Relationship to Agreement.

In the event of any conflict between this Order Document and the Agreement, this Order Document shall control as to its subject matter to the extent necessary resolve the conflict.

5. Technical Support Services.

Itron will provide technical support services as part of the evaluation of the Pipeline Asset Management Evaluation Products by Customer for the Evaluation Period as set forth in the Maintenance & Support Service Addendum to the Agreement.

6. Access and Use.

6.1 Provision of Access. Itron hereby grants Customer a non-exclusive, non-transferable right during the Evaluation Period to: (a) access and use the Pipeline Asset Management Evaluation Products; and (b) use Itron's documentation accompanying the solely Pipeline Asset Management Evaluation Products (for instance, user manuals, training materials, product descriptions and specifications, and technical manuals) for Customer's internal evaluation purposes in connection with Customer's use of the Pipeline Asset

Management Evaluation Products. Customer will not use the Pipeline Asset Management Evaluation Products and documentation for any purpose other than evaluating and testing Pipeline Asset Management Evaluation Products internally in connection with assessing whether Customer desires to enter into a commercial agreement with Itron for access to and use of the Pipeline Asset Management Evaluation Products. This Agreement does not provide a commercial access grant, and Customer's access to and use of the Pipeline Asset Management Evaluation Products after the Evaluation Period is subject to Itron and Customer entering into and executing a separate agreement. If applicable, Itron shall provide to Customer the necessary passwords and network links or connections to allow Customer to access the products and services during the Evaluation Period.

6.2 Use Restrictions. Customer shall not use the Pipeline Asset Management Evaluation Products or documentation for any purposes beyond the scope of the access granted in this Order Document. Customer shall not at any time, directly or indirectly, (i) copy, modify, or create derivative works of the Pipeline Asset Management Evaluation Products or documentation, in whole or in part; (ii) rent, lease, lend, sell, license, sublicense, assign, distribute, publish, transfer, or otherwise make available the Pipeline Asset Management Evaluation Products or documentation; (iii) reverse engineer, disassemble, decompile, decode, adapt, or otherwise attempt to derive or gain access to any software component of the Pipeline Asset Management Evaluation Products, in w Pipeline Asset Management Evaluation Products or documentation products and services or Documentation; or (v) use the Pipeline Asset Management Evaluation Products or documentation in any manner or for any purpose that infringes, misappropriates, or otherwise violates any intellectual property right or other right of any person, or that violates any applicable law.

7. NO WARRANTY; DISCLAIMER. PIPELINE ASSET MANAGEMENT EVALUATION PRODUCTS OR DOCUMENTATION BY ITRON UNDER THIS ORDER DOCUMENT ARE PROVIDED AS-IS. ITRON MAKES NO WARRANTY OF ANY KIND RELATING TO PIPELINE ASSET MANAGEMENT EVALUATION PRODUCTS AND DISCLAIMS ALL IMPLIED WARRANTIES, INCLUDING: (I) IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, (II) WARRANTIES OF TITLE AND NON-INFRINGEMENT, AND (III) WARRANTIES ARISING FROM STATUTE, OPERATION OF LAW, COURSE OF DEALING, PERFORMANCE, USAGE OR TRADE PRACTICE. TO THE EXTENT ANY IMPLIED WARRANTY CANNOT BE EXCLUDED, SUCH WARRANTY IS LIMITED IN DURATION TO THE EXPRESS WARRANTY PERIOD (IF AN EXPRESS WARRANTY IS PROVIDED). ITRON AND ITS SUPPLIERS DO NOT WARRANT OR REPRESENT THAT PIPELINE ASSET MANAGEMENT EVALUATION PRODUCTS WILL BE FREE FROM BUGS OR ERRORS OR THAT THEIR USE WILL BE UNINTERRUPTED. ITRON ASSUMES NO LIABILITY OR RESPONSIBILITY FOR ANY INTERRUPTION OR CESSATION OF TRANSMISSION VIA CUSTOMER OR THIRD-PARTY WIDE-AREA NETWORK (WAN), CELLULAR OR OTHER PUBLIC COMMUNICATIONS OR BROADBAND SYSTEMS (INCLUDING OUTAGES, DISCONTINUANCE, DEVICE NON-REACHABILITY, LOSS OR INACCURATE READING) OR FOR ANY CONSEQUENCES, LOSSES, OR DAMAGES ARISING FROM CHANGES MADE BY CUSTOMER TO THE CONTENT OR PROGRAMMING OF EQUIPMENT. THESE DISCLAIMERS WILL APPLY NOTWITHSTANDING ANY FAILURE OF THE ESSENTIAL PURPOSE OF ANY LIMITED REMEDY PROVIDED UNDER THIS ORDER DOCUMENT.

8. Customer Feedback.

Customer hereby grants Itron a royalty-free, worldwide, irrevocable, perpetual license to use and incorporate into any products and services any suggestions, enhancement requests, recommendations or other feedback provided by Customer ("Customer Feedback"). As between the Itron and Customer, Itron will own all rights, title, and interest in and to any products, services, or enhancements developed by or on behalf of Itron based on any Customer Feedback.

9. Survival.

The following sections of shall survive expiration or termination of this Order Document: Section 4 (Relationship to Agreement), Section 6.2 (Use Restrictions), Section 7 (No Warranty; Disclaimer), and Section 8 (Customer Feedback).

AGREED:

Itron, Inc.

City of Augusta, Georgia

Signature

Signature

Printed Name

Printed Name

Title

Title

Date

Date



Itron Pipe Asset Management

Statement of Work for City of Augusta

An Itron Temetra Analysis Solution

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Statement of Work

This Statement of Work ("**SOW**") defines the services to be performed by **Itron Inc** for City of Augusta ("**Customer**") for the **Pipe Asset Management**.

This SOW defines the scope and the necessary actions and resources required for planning, initiating, configuring Itron's Pipe Asset Management Solution for Customer's water network, and defines Itron and Customer roles and responsibilities for delivery of Service Offering.

The City of Augusta has an approximately 1344 miles distribution system and desires to use artificial intelligence and machine learning to prioritize the most vulnerable water mains and optimize asset management resources more effectively as well as maximize risk reduction.

Itron will use AI to analyze existing GIS and failure data multidimensionally and then rank the most vulnerable pipes by their Likelihood-of-Failure (LOF™). To accomplish this, Itron uses a purpose-built AI engine to discover invisible patterns from previous pipe failures and then calculate LOF rankings.

In addition to LOF, the Itron platform provides an array of tools to understand the Consequence-of-Failure (COF™) and the overall Business Risk Exposure (BRE™) associated with any specific potable water main in the utility's system. The Planner module prioritizes rehabilitation and replacement projects to optimize risk reduction and maximize the effectiveness of capital investment funds. Our solution includes our Analytics module which uses artificial intelligence to provide the industry's most accurate assessment of Remaining Useful Life (RUL™).

We will work with the City of Augusta to gather all relevant utility data (e.g., GIS & prior failure) needed for Itron's model. We additionally use 'data hooks' to automatically collect relevant information from public databases (e.g., GSC and MSC). Our data scientists further improve the model by engineering additional data sets that are proven to enhance the overall predictive accuracy of the solution.

The pipe rank analysis is presented and made available through our innovative Software-as-a-Service (SaaS) subscription platform. This software deployment model is ideal because it offers timely ongoing user experience (UX) enhancements and updates that are fully covered in Itron's annual subscription plan. This approach also eliminates disruptions and opportunity costs associated with traditional software updates and upgrades.

The team at Itron is passionate about client success and strives for open communication and collaboration. Throughout the project, periodically scheduled conference calls or web meetings are available for status updates, with additional sessions as desired. The City of Augusta will have ongoing access to our team as needed. Your success is our success, and we will work diligently to ensure both.

Scope of Work

Itron's solution-based approach to meeting the needs of the City of Augusta has many advantages. Project management is one of them. Once we identify and agree on a start date, planning and scheduling functions are fundamentally built-in into the Itron process, which provides flexibility based on client availability for meetings and data preparation.

Project Workflow

Quality control and quality assurance activities occur at each step in our process and are reviewed by the project team and overseen by the appropriate manager. Implementation is a defined step in Itron's process. A summary of the Project Workflow Process follows:

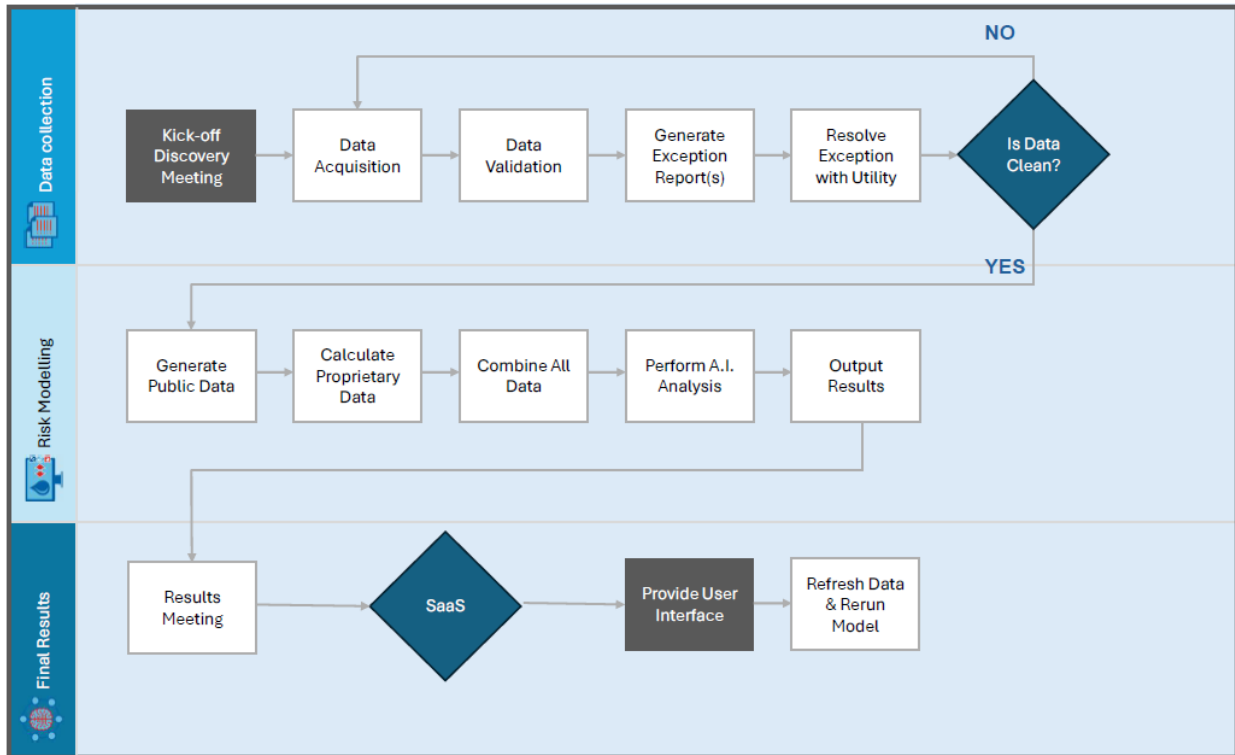


Figure 1. Itron Project Workflow Process

Data Collection

1. **Data Acquisition from the Utility:** The utility will provide the pipe and failure data, as described in Appendix A, along with any other identified information.
2. **Data Validation:** Itron will apply proprietary data validation algorithms to find anomalies, inconsistencies, or missing data and generate an Exception Report.
3. **Resolve Exceptions with Utility:** Strong collaboration between the utility and Itron is important for resolving any exceptions and making improvements to the data. Depending on the number of exceptions and data questions, multiple iterations of the Data Validation and Exceptions Process may be required.

Risk Modelling

4. **Gather Additional Data Sets:** Itron will gather relevant data from multiple public and private sources. Itron then calculates proprietary data variables based on the intersection of utility and public datasets.

5. **Run AI/ML Analysis:** All data sets (*utility provided, publicly available, and proprietary engineered*) are analyzed by the AI/ML engine.

Final Results

6. **Output Results:** The LOF™ rankings are provided via the UI. Itron will measure the performance of the model and present the model results and performance to the utility in a Results Meeting.
7. **Provide User Interface and Training:** Following the Results Meeting, Itron will provide the utility staff with access credentials to the UI and training on the platform and all selected modules.
8. **Refresh Data and Rerun Model: Perform Future Analysis (ESSENTIALS SUBSCRIPTION):** Itron will analyze any new failures and pipe data using the AI/ML engine and provide forward looking analyses with twelve-month, three, five, ten, and twenty-year projections.

Plan Include:

Solutions	Risk Modeling
Features	LoF* CoF* Essentials BRE* Plan Creation User Interface with unlimited seats, updates, training (as needed), GIS Files Analysis includes public and engineered variables.
PLAN	ESSENTIALS <i>Great for utilities with less frequent analyses needs.</i>
# Of Model Analyses	1/year
Self Service	Yes
Data Assessment & Cleanup	Yes
Advanced Data Assessment	Included
Data Science Optimization	Included
Enhanced RUL	Not Included
Support	Unlimited

Summary of Responsibility

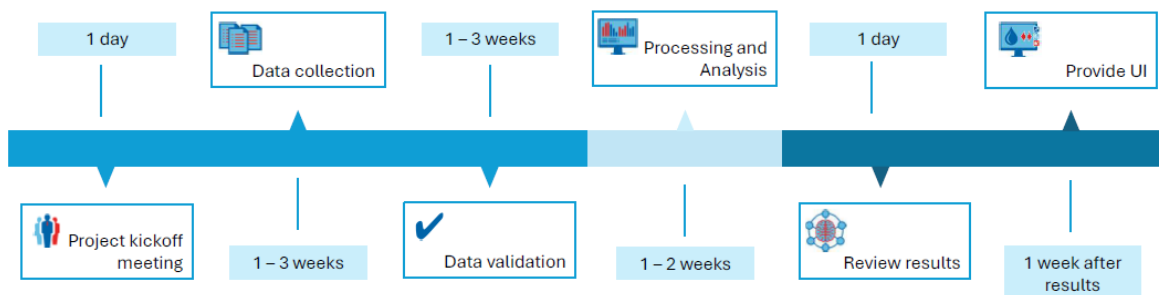
Table reference:

Activity	Deliverable	Responsible Party	Itron Primary Responsible
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Item Description	Type	Responsible Party	
		Itron	Utility
1. Provide credentials for access to user interface (UI)			
2. Participate in a Kickoff meeting			
3. Provide required utility data in accordance with Appendix A			
4. Provide additional utility data identified in kickoff meeting (pressure, flow, etc.)			
5. Run data validation process (may require more than one iteration)			
6. Provide exception report(s)			
7. Provide response(s) to exception report(s)			
8. Gather / calculate public and proprietary data			
9. Run AI/ML engine Analysis			
10. Provide LOF ranking results to the UI			
11. Participate in a Results Review meeting			
12. Provide training to Utility staff			

Project Timeline

Key project milestones are outlined below. Itron anticipates results completed within six to twelve weeks after the kickoff meeting. Variances in completion are typically due to the initial data quality and the availability of utility staff to assist with completion of the Data Validation & Exception Reports.



Appendix A: Data Requirements

The utility should provide data as described below for all mains considered as part of the assessment. For peak model confidence, it is recommended that historical failure data (breaks and leaks) include a minimum of 3 years' history prior to the assessment period (a longer / complete failure history is encouraged), with a minimum of 10 failures each year and at least 200 total failures. It is understood that certain attributes may be incomplete or missing for certain pipe segments. Itron will work with the utility to improve the data wherever possible.

Data Requirements – Onboarding

As part of the steps to kick off the predictive modeling project, Itron will provide the user with the necessary credentials to access our platform to upload the files necessary for the project and start the data cleaning process.

There are two required files (format): Description of the file contents is below.

1. Active pipes and abandoned pipes in a single layer (zipped files in format of shape file).
2. Leaks (zipped files in format of shape file, or .xlsx).

Active and Abandoned Pipes

Field	Description
Pipe ID	Unique identifier for each pipe
Material	Material of the pipe
Pipe diameter	Diameter of the pipe in inches or mm
Install year	Year of pipe installation
Geometry	Geometry [LineStrings or MultiLineStrings] of pipe
Abandoned*	Flag indicating whether the pipe is abandoned (=1) or active (=0)
Abandon year *	The year the pipe was abandoned

*Fields marked with * are optional. Providing them can increase the accuracy of the results.*

1. Are there any default values of the pipe installation date that should be considered Null (for example 01/01/1900)?
2. Please filter out any pipe types that should be excluded from the analysis (for example OWNER='Private' etc). Desired information will help increase the accuracy of the model.

Leaks

Field	Description
Pipe ID	Pipe ID for each failure which is in 1:1 correlation with the Pipe id in the pipes file
Failure ID *	Unique identifier for each failure
Failure date	Date the failure occurred, in YYYY-MM-DD format, e.g. 1979-08-24
Geometry*	Geometry [Point] of failure given in the shapefile

*Fields marked with * are optional. Providing them can increase the accuracy of the results.*

1. Please filter out other types of line breaks (service, transmission, etc.) that may be included in the raw data but are not in scope prior to uploading.
2. Please filter any human-caused leaks (e.g., contractor leaks) that may be included in the raw data.

Additional Desired Data Can Be Uploaded to Increase Model Accuracy:

1. Additional Pipe Attributes
2. Cathodic Protection
3. Rehabilitation (Yes/No, Method, Date)
4. Additional Failure Attributes
5. Failure Coordinates (x,y)
6. Method of Repair (Couplings, clamps, length of repair, repair material)
7. Service line failure data
8. Additional Desired Layers / Features
9. Joint and/or Joint Type
10. Hydrants, Couplings, Reducers, other appurtenances
11. Water Source (Wells, Pumps, Tanks)
12. Service lines
13. Meters, taps
14. Valves (Flow Control, Pressure Regulating)
15. Other data (by pipe segment if available)
16. Water pressure (Min/Max/Average)
17. PCI (pavement condition index) scores
18. Flow / velocity
19. Condition assessment information
20. Water quality (Complaints/Locations/Dates/Issues)

Appendix B: Curriculum Vitae

Project Team

Itron	Rusty Agi, Executive Client Executive
Itron	Marq Moody, Technical Sales Engineer - Water
VODA.ai	Joe Engram, Director of Sales
VODA.ai	Cory Sides, EVP US Sales
VODA.ai	Lowell Rust, VP Implementation
*Additional delivery team will be assigned as required at the commencement of the project	



We create a more resourceful world

Pricing Summary

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Liberty Lake, WA, 99019-9469
customer.orders@itron.com
www.itron.com

City of Augusta, Georgia
530 Green Street Room 118
Augusta, GA 30911

Quote Number: Q-00017229
Date: 02/16/2026
Valid until: 04/16/2026

Line	Item Number	Description	Qty	UOM	Unit Price	Extended Price
Itron Managed Services – Year 1 Pilot						
1	3000-02157	PIPE ASSET MANAGEMENT MAINS RISK MODELING, ESSENTIALS-SUBSCRIPTION	1,344 miles			No charge
2	3000-02155	PIPE ASSET MANAGEMENT- PLATFORM SERVICES SUBSCRIPTION	1			No charge
Year 1 Quote Total						\$0.00
Budgetary Products – Year 2						
1	3000-02157	PIPE ASSET MANAGEMENT MAINS RISK MODELING, ESSENTIALS-SUBSCRIPTION	1,344 miles	Each	\$100.46	\$135,018.24
2	3000-02155	PIPE ASSET MANAGEMENT- PLATFORM SERVICES SUBSCRIPTION	1	Each	\$21,840.00	\$21,840.00
Optional Total Year 2						\$156,858.24

Notes and Assumptions

- 1 This quote is governed by the Itron Terms of Sale found at <https://na.itron.com/terms-of-sale>, unless customer has a written sales agreement executed by Itron for the products and services included within this quote, in which case such written agreement will govern.
- 2 This quote expires sixty (60) days following the date of this quote, unless customer and Itron establish a written sales agreement for the products and services included within this quote prior to the expiration date.
- 3 All prices are in USD and payments are required in the same currency.
- 4 Prices do not include any taxes, duties, or tariffs.
- 5 Itron Professional Services and Software Prices. Unless otherwise agreed by the parties, Itron reserves the right to adjust software and professional services prices after the first year following the date of the applicable agreement or addition thereto at the then-current price list.
- 6 Any pricing provided beyond the committed fixed price window is indicative only and subject to the price adjustment clause in this pricing summary.
- 7 Third party products and services included within this quote are subject to terms and conditions and potential price increases from the applicable vendor, which Itron may require customer to accept as a condition to providing such products and services.