



# BERMEX

Bermex, Inc.  
Submits the following information to:

**Cooper City, FL**

**Meter Exchange**



Prepared by:  
**David C Mack, Senior Business Development Manager**  
Bermex, Inc.  
4500 Courthouse Blvd, Suite #150  
Stow, Ohio 44224  
dmack@bermexinc.com  
Cell (614) 649-5097

March 14th, 2024

Lina Moreno- Utilities Coordinator  
11791 SW 49<sup>th</sup> Street  
Cooper City, FL 33330  
954-434-5519

Dear Selection Committee

Bermex is pleased to submit a proposal for you Water Meter Installation project. Bermex, Inc. is a company with a long and successful history in the meter services industry. For over 50 years, Bermex has been providing comprehensive metering services to water utilities and municipalities across the United States. Throughout the years, Bermex has established itself as a reliable and trusted partner in the industry, known for its high-quality work and exceptional customer service.

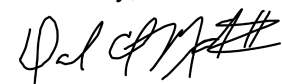
Bermex's expertise in the meter services industry is unmatched, with a team of experienced professionals who possess a deep understanding of the complexities involved in managing and maintaining water meters. The company's range of services includes everything from meter reading, meter installation, normal service and testing, and data analysis, with a focus on delivering accurate and reliable results.

Our goal is to present valuable information that empowers our customers to make the best decisions for their organization. We understand the described scope as defined in the request for proposal and our team is committed to completing the goals set by Cooper City Water Department. We hope that this proposal provides the information needed for you to evaluate our services.

Over the years, Bermex has continued to evolve and adapt to changing industry standards and technologies, staying ahead of the curve to provide its clients with the latest and most advanced solutions. With a commitment to excellence and a passion for serving its customers, Bermex has become a leading name in the meter services industry and a trusted partner to countless water utilities across the country.

Thank you for your time in reviewing our submission.

Sincerely,



David C Mack II  
Senior Business Development Manager  
Bermex, Inc.  
4500 Courthouse Blvd, Suite #150  
Stow, Ohio 44224  
dmack@bermexinc.com  
Cell (614) 649-5097

## Business Organization

---

Bermex, Inc. (Bermex) is a wholly owned subsidiary of ACRT Services, Inc. (ACRT Services). Bermex is incorporated in the state of Michigan. Bermex has been performing meter reading and other utility contracted services since 1983.

Bermex currently has operations in Alabama, Florida, Georgia, Kentucky, Louisiana, Ohio, Oklahoma, New York and Texas  
Bermex employs 450 team members on 20 projects.

**Corporate Headquarters:**

Bermex, Inc.  
4500 Courthouse Blvd Suite #150  
Stow, Ohio 44224

**Regional Office:**

Bermex, Inc.  
2880 West Oakland Blvd Suite #108  
Fort Lauderdale, FL 33321

**Regional Office:**

Bermex, Inc.  
1000 Hurricane Shoals Rd Suite #B700  
Lawrenceville, GA 30043

**Regional Office:**

Bermex, Inc.  
1726 Lily Pond  
Albany, GA 31701

Bermex plans to use VPie Work Order Management Software for the technology component as outlined in the VEPO Solutions Overview page

**Corporate Headquarters:**

VEPO Solutions  
3 W. Main St. Suite #208  
Elmsford, NY 10523

## Board of Directors

---

Kenny Murphy, President

2501 Centennial Drive  
Arlington, TX 76011  
Phone (800) 622-2562  
kmurphy@bermexinc.com

Board of Directors: Bermex, Inc.

Kenny Murphy – President  
Brad Schroeder-- Treasurer  
Alan Rothenbuecher - Secretary

## Project Approach

---

Bermex believes in establishing a strong partnership and develop our relationship which enables us to deliver quality services consistently. At Bermex, we strongly advocate for a partnership-based approach and strive to build a long-lasting relationship that benefits both parties and their respective businesses. Our objective is to provide a comprehensive solution that draws upon our extensive experience as one of the top utility asset service providers. We aim to continue leveraging our expertise and experience alongside comprehensive management and reporting tools to offer you unparalleled levels of service and access to information that can enhance your internal efficiencies.

This proposal contains essential details outlining our approach towards planning and implementing this highly visible project. We are aware that the chosen vendor for this project will be in the public eye and will play a crucial role in showcasing the progress that Lee County Utility is aiming to achieve through this upgrade.

Bermex has had a long-standing presence in the State of Florida for over 25 years, we currently have an office in the Fort Lauderdale area. Our team will be based in Fort Lauderdale and our team will comprise of employees local to the area. We have been proudly serving several of your neighboring communities such as Broward County Water, City of Fort Lauderdale, City of Sunrise and the City of Deerfield Beach.

The accompanying documentation furnishes the fundamental groundwork for the project and delineates the actions we will undertake during the project planning phase. While our team has overseen numerous installation projects, we recognize that further steps or modifications to our plan are unavoidable. We aim to improve our outline and deliverables through our partnership with you.

### **Bermex, Inc.**

Bermex, Inc. has been servicing municipal and investor-owned utilities since 1982. Services that Bermex provide includes Smart Meter Deployments for AMI/AMR, Meter Reading, Field Collections, Infrastructure Projects, Damage Prevention- Line Locating, Gas Leak Survey, Inside Corrosion and Leak Inspections and Field Services.

## **PART ONE: GENERAL**

Bermex Inc. will provide the following Services for the Project which are categorized and described as follows:

- a) Project Planning Services and Data Support Deliverables.
- b) Customer Notifications Services and Deliverables
- c) Meter Change Services and Deliverables
- d) Exceptions and Customer Complaints Services and Deliverables
- e) Meter Handling Services and Deliverables.
- f) General Responsibilities; and
- g) Project Schedules and Resources.

## ***PROJECT PLANNING SERVICES AND DATA DELIVERABLES***

Bermex Inc. Project management and data Services will include:

## Project Management and Logistics

**Project Management** - Bermex Inc. will provide all Project management functions necessary to provide detailed Project timelines, manage and schedule field Personnel and routes, manage equipment inventory, and investigate any discrepancies associated with the meter change data.

**Manage all Scheduling and Routing of Meter Change Services** - Bermex Inc is responsible for the scheduling and routing of all field Services activities and weekly schedules. Bermex Inc will provide access to a customer facing web portal that provides real time views of work performed, inventory, and current work schedules by technician. Bermex will provide Florida One-Call system, Inc. with a list of locations identified for excavation 7 days prior to execution.

**Ensure that all Change Services are Performed Off-Cycle** - Bermex Inc will ensure that all meter change field Services are completed 'Off-Cycle' and that all change-out data is received by Utility personnel two days prior to the opening of the Cycle Billing Window.

**Validation-** Bermex will have a full-time validator who will review all work orders (in real time) ensuring they have been completed according to the SOP. This validation includes but not limited to reviewing customer information, meter information, ensuring last reading was captured, photos are clear, all required information requested by the city has been obtained. Installation and Service Crews will not leave field until validation has been completed.

## Data Services

Bermex Inc. will provide all electronic collection devices and software necessary to properly document the meter change-out Services. At a minimum, each handheld device will include or provide the following functions:

- Barcode Scanners – All bar-coded meters, both old and new, will be scanned to minimize data collection errors.
- Integrated GPS Receivers – Have a GPS receiver that is directly read by the collection software to ensure proper collection of GPS coordinates.
- Provisions for Collecting GPS Coordinates at Indoor Locations – Have provisions to allow GPS coordinates including X/Y and floor number in the event a multi-story building's meter points are indoors.
- Redundant Data Storage – A redundant data storage method to ensure that the loss of data is minimized should a handheld device fail to operate or is damaged. Data is process back to the web systems after each order completion.
- User Tracking – Track each user with a unique sign-on.
- Validation of Meter Readings – Perform advanced validations of collected data to ensure the accuracy of the data on-site.
- Inventory Control – Perform inventory control functions to identify where each new meter is located and to prevent the same meter from being listed at multiple locations.
- Detailed Electronic Comments Capabilities – Be capable of allowing detailed comments to be reported with each meter change-out record.
- Date and Time Stamp Each Change – Each change-out record will be time-stamped with the date and time that the service was started and completed.
- Provision of Data – Have the ability to provide data for all form type meters.

## Data Support Services

Bermex Inc will provide the IT staffing necessary to provide the turnkey data processing functions listed below:

- Remote Electronic Method to Transfer Data (Preferred Method) – Meter change-out data will be transferred electronically from the individual handheld devices in the field to the back office as the meter change occurs.
- Validation Processes to Ensure Accuracy of Collected Data – Advanced validation processes will be employed to ensure the accuracy of the meter change-out data.
- Ability to Accept and Process Data in any Format – Bermex Inc will accept and process data in the format provided by Utility.
- Provide Meter Change-out Data in Approved Formats the Next Day – All meter change-out data will be validated and posted, in the required format, to the secure Utility access location by 12:00 noon the day after the change-out Service was performed.
- Provide Project Summary Status and Exceptions Reports on a Daily Basis – Bermex Inc will provide Project Summary Reports regarding status and exceptions on a daily basis to Utility, tracking the status of what has been completed and what is remaining and locations where the meter change-outs were unable to be performed (and the reason).
- Provide Inventory Summary Status Reports on a Daily Basis - Bermex Inc will furnish, maintain, and up-date on a daily basis while meter changes are being performed a website providing Inventory Summary Reports to Utility on a daily basis. This site will track the status of the meters used and the number remaining in inventory and allow read-only access by Utility 24/7.

## Data Confidentiality

Bermex Inc acknowledges that it will have access to confidential information regarding Utility customers in order to perform the Services. Bermex Inc will emphasize this requirement to all Personnel when they start performing the Services and will periodically remind all Personnel.

## General Information Regarding Project

Bermex Inc. meter change and removal Services will be performed by Bermex Inc. field personnel (collectively referenced here as “**Representatives**,” regardless of the individual’s job title as described in Appendix A) and will include:

## Representatives and Vehicles

- (i). **Change All Form Type Meters** - Bermex Inc’ Representatives will be qualified to perform meter change-out and field-testing Services for all forms of meters used by Utility during the term of this Project.
- (ii). **Professional Appearance** – Representatives will wear a company shirt and pants. Company shirts will have Bermex Inc’ name or logo. All Representatives will be well groomed and present themselves professionally to Utility customers.
- (iii). **Identification Badge** - Utility will provide a badge (with name and photo) for each Representative, which badge will be worn and clearly visible at all times when performing the Services. If a badge is lost, the Representative will immediately notify Bermex Inc and Bermex Inc will contact Utility to have the badge voided. Bermex Inc will be responsible for facilitating the Representative’s procurement of a replacement badge. No Representative may perform field Services without the Representative’s Utility Bermex Inc badge (regardless of the reason). Bermex Inc will emphasize to all Representatives the importance of

maintaining possession of the badge at all times.

- (iv). **PPE in Good Condition** – All Representatives will wear the appropriate Personal Protective Equipment (PPE) necessary to perform safely the meter change-out and repair Services. All PPE will be in a clean and safe condition. PPE may include the following: Hard Hat, Overshoes or dielectric, Gloves, Chaps, Eye Protection, Respirators. Any PPE will meet applicable O.S.H.A. requirements.
- (v). **Company Vehicles Permanently Marked** – All Bermex Inc vehicles will be permanently marked with the Company name and/or logo and will also bear “*Bermex Metering Services*” permanently marked on the vehicle. All vehicles will be marked with specific lettering or numbering that uniquely identifies each vehicle. Bermex Inc will provide Utility with a list of the vehicles that will be used in performing the Services and provide quarterly updates regarding any changes. All vehicles used to perform these Services will be Bermex Inc owned/leased vehicles.

## Services and Tasks at Customer Premises

- (i). **Customer Relations** - Bermex Inc acknowledges that Utility's relations with Utility's customers and with the public are of utmost importance. All Representatives will be courteous in all communications and interaction with Utility's customers and the public encountered during performance of Services for this Project.
- (ii). **Day of Customer Notification Procedure** – When a Representative arrives at a customer's premises, and before performing any meter change or other Services, the Representative will notify the customer/occupant and give the customer/occupant time to stop using the water. Bermex Inc' Representatives will follow the following “**Customer Notification Procedure**” at each customer's premises:
  - (a). Immediately upon arrival at the premises, attempt to alert the customer/occupant of Representative's presence by knocking or ringing at the front door;
  - (b). Wait for approximately one minute;
  - (c). If no one answers, proceed to perform the Services at the premises;
  - (d). If someone answers, Representative will:
    - Identify himself/herself using the Utility-issued identification;
    - Identify the Services to be performed;
    - Indicate there will be a temporary interruption of their water service;
    - If customer/occupant does not object to performance of the Services, Representative will:
      - a) Allow the customer/occupant adequate time to shut off equipment;
      - b) Explain that he/she will wait at the door until given approval to proceed;
      - c) Wait for verbal agreement from customer/occupant before proceeding; and
      - d) Perform Services at the premises.
    - If customer/occupant denies permission for the Services, Representative will note the exception in the handheld device and proceed to next Work Site.
- (a). This Customer Notification Procedure will be followed each and every time a Representative or other member of Bermex Inc Personnel visits a customer premises. All Bermex Inc Representatives and Personnel are to be reminded periodically that they are working on private property and will always treat customers and their property with respect.

**(iii). Meter Exchange Procedures**

**Tools: Pipe wrench various sizes, Pipe Cutter, Screwdrivers, Water Bottle (Sanitation Mix)**

- (a). Confirm the database information (e.g., match between premises address, meter number, and approximate meter reading). If the data do not match, Representative will knock/ring the doorbell at the front door to notify the customer/occupant (if present) and report this location as an exception per *“Rework Exceptions Handling”* in Section 3 A below;
- (b). Remove the meter can lid and perform a visual inspection of the meter, and service lines before removing the meter.
- (c). Record the as-found condition of the meter, meter couplings, and meter yoke
- (d). If the visual inspection reveals that repairs are necessary, Representative will perform those repairs, if possible, or report to the Utility as per the SOP. Once safe representative will continue with Installation.
- (e). Verify new meter and AMR serial numbers are in the inventory
- (f). Record existing meter number and ARM is available
- (g). Turn off water supply
- (h). Record final reading from old meter and take photograph
- (i). Inspect existing meter and AMR for signs of tampering- will advise Utility immediately if signs of tampering are evident and note finding in work order. Installation will cease if tampering is identified.
- (j). Inspect and confirm that all necessary repairs if necessary during the meter box installation have been completed and new setting is ready for installation.
- (k). Record new meter number, AMR serial number and current reading for new meter
- (l). Depressurize the water system by opening an outside faucet to relieve water pressure until water stops, if water does not stop investigation is necessary at meter stop.
- (m). Loosen the unions starting with the customer side
- (n). Remove old meter, if strainer is present we will remove
- (o). Clean coupling nuts and remove any pipe dop or dirt from the threads, if no couplings exist Bermex will install them and notate in the work order and provide pictures
- (p). Checking existing setting for alignment and spacing
- (q). Flush line prior to installation of new meter
- (r). Spray all unions with disinfectant solution
- (s). Place new connection gaskets inside the coupling nuts
- (t). Install meter ensuring that it corresponds to the correct direction of the water flow
- (u). Turn coupling nuts until they are hand tight, complete tightening but ensuring to not over tighten.
- (v). Open Meter Stop slowly as to avoid a water surge that may cause damage to the property.
- (w). Flush outside spigot to confirm that new water meter is not leaking and properly registering usage. Once all air is removed from the system and full system is pressurized we will close outside spigot



- (x). Check for Leaks
- (y). Record all installation information, take pictures and then replace meter box lid
  
- (iv). **Meter Change Confirmation** – When the new meter is installed, Representative will verify that there is data display and will scan the new meter information into the handheld device. Representative will also record the as-left condition of the meter before leaving the premises.
- (v). **Cleanup** – Upon conclusion of Services at each customer’s premises, Representative will gather and remove all equipment, materials, and debris resulting from the Services. Representative will box all used meters. All equipment, materials, and debris will be disposed of in accordance with disposal process outlined in the RFP
- (vi). **Door Hanger Notice for Meter Change in Customer’s Absence** - If no one answered the door when Representative arrived and Representative was able to complete the meter change, Representative will leave a door hanger (provided by Utility) on the front door notifying the customer that the meter was changed.
- (vii). **Door Hanger Notice for Rework/Exceptions** - If Representative cannot change out the meter, Representative will leave a door hanger (provided by Utility) requesting customer to contact Bermex Inc for a return visit.

## ***EXCEPTION AND CUSTOMER COMPLAINT SERVICES AND DELIVERABLES***

Bermex Inc’ exception and customer complaint Services will include:

### **Call Center Operations, Exceptions Rework and Customer Complaints**

- (i). **Rework Exceptions Handling** - Bermex Inc will provide all Call Center functions necessary to provide re-scheduling of meter change-out exception locations that require appointments for reasons such as Unable to Locate (incorrect address data, obstruction, no meter found, no meter available), Bad Dog, Locked Gate, Customer Unable to Take Unscheduled Water Outage, Customer/Occupant Withholds Permission, Unsafe Condition, Damage (e.g., requiring work by customer or Meter Can Replacement), etc.
- (ii). **Call Center Staffing** - Bermex Inc will provide the Call Center staffing necessary to provide adequate customer service to field customer calls during and after business hours. Utility will require detailed reporting from Bermex Inc on the number of exceptions that were cleared by the Call Center.
- (iii). **Remote Electronic Method to Schedule** – Bermex Inc will utilize web-based Internet scheduling systems to allow customers an automated method to schedule the re-visit to their premises.
- (iv). **Service Timeliness** – Exception Services will be scheduled by Bermex Inc in a timely manner to ensure that they are completed within five business days from the date that the customer contacts the Call Center. Exceptions to the five-business day window will be made for premises that are within a Utility Billing Window, which premises will be serviced within fivebusiness days after the Utility Billing Window opens.
- (v). **Unable to Locate/Bad Address** – Utility will provide Bermex Inc with detailed location directions and/or valid street addresses for all “Unable to Locate” exceptions. Bermex Inc will complete these in a timely manner to ensure that they are completed within five business days from the date that the updated information is provided to Bermex Inc. Exceptions to the five-business day window will be made for premises that are within a Utility Billing Window, which premises will be serviced within five business days after the Utility Billing Window opens.

- (vi). **Customer Complaint Issue Resolution** – Bermex Inc will notify Utility promptly of any communication or coordination issue with a customer. Bermex Inc will investigate any Utility customer complaint arising out of Bermex Inc' Services (whether the complaint deals with an electrical service issue at the premises, customer dissatisfaction with the meter change Services, property damage, Utility refers to Bermex Inc after determining that the complaint may result from Bermex Inc' Services. Bermex Inc will promptly investigate and resolve each complaint within a period of five business days after receipt. Bermex Inc will keep Utility informed regarding these complaints and will provide to designated Utility personnel, in a timely manner, a written report detailing the nature of each complaint and the actions taken to resolve the matter. If the investigation shows that the problem arose from an act of nature or something other than an action or inaction of Bermex Inc, the matter will be reported to Utility for resolution.

## Appendix A

---

### Service Requirements

- 5 Meter Installers
- 1 Field Supervisor

**Work Plan:** 5 Days Weekly/8-10 hour Days

**Term:** 3-4 month Project

**Timeframe:** April/May 2024 through July 2024

Bermex will supply our services with experienced and trained staff from our current team, or we will recruit local talent if necessary to form a team that meets or exceeds the required project standards. Our employees will be selected from the surrounding area and will receive training from our experienced managers and installers.

## Project Start Ups

---

Startups are a routine part of Bermex's job. There are many variables that impact the length and timing of a startup. The way we normally handle the process is we work with the utility to incorporate their needs and goals into our plan. Bermex will start the project with our Ready Force Team. This is a team of professionals that have been cross trained over several disciplines in the utility industry including meter reading, field collections, Safety and Audit Services and are part of our deployment team of trained and qualified installers. This team provides the necessary skills to help our utility customers through any type of emergency services or start a new project like Cooper City.



Our recruitment process starts with a dedicated staff which includes a trained recruiter that works with every applicant from start to finish. Our company uses multiple online services for posting our job ads such as Indeed, LinkedIn, Facebook, Twitter, and local media outlets such as newspapers and message boards. Each of our applicants is asked to fill out an online application. Once our recruiter has reviewed each applicant's history those that meet our standards are forwarded to the hiring manager.

Approved applicants willing to take on the challenge of our positions are asked to go through our Background check which is conducted by Crimcheck.

- Multi-State/County Criminal Check (which includes current/former address, the county we work in and outlining counties- Felony and Misdemeanor)
- Federal Criminal
- National Criminal Database
- Pre-Employment Drug Screen
- Motor Vehicle Records Search
- Social Security Number Trace
- National Sex Offender Search

Bermex will never use temporary staff and will always use direct hiring methods to support this contract.

Once employees are placed, Bermex relentlessly works to keep employees engaged. When hiring employees, we are diligent in following all State and local laws and will honor and comply with any amendments and changes that may occur. Bermex will continue to operate from their local offices in the city. We have been certified by State of Georgia to conduct business in the State.

Our strategic objective is to create a great working experience for our employees and our customers. We do this with safety at its core. Our number one asset is our

employees. Our safety program is a comprehensive safety management strategy designed to provide continual improvement in safety across every facet of operations. Our mission is to create a safety-conscious environment and a culture of learning for both ourselves and our customers. We ensure employees have the tools, information, and processes to perform their duties in a manner that assures safety for themselves, their co-workers, our customers, and the public. Our goals are to provide a safe work environment, to maintain an accident-free, injury-free workplace, and to maintain public safety.

Bermex has policies in place to instill safety within each of our employees reflecting a systematic approach to employee safety like the approach we take toward keeping our customers' assets safe. With experience and training, we can identify field hazards, prevent incidents, achieve positive results leading to safe work conditions, and greater employee satisfaction. Our program is built on eight basic principles: personal accountability, recurrent training, employee interaction, management responsibility, safety is good business, injuries are preventable, ethical responsibility, and communication.



Bermex has perfected its training over decades of experience. We use an internally developed training program for orientation and onboarding. It uniquely combines classroom and field training. Several instructional methods are utilized. We begin our employee's journey with an orientation to Bermex, our role as a contractor, personal policies, and our corporate culture and policies. Bermex includes instruction in safety procedures, rules and regulations, and customer service relations. At the completion of classroom instruction, successful trainees proceed into field training. Bermex solicits comments and provides feedback to the employee. Continuous evaluation of the employee is undertaken. This procedure allows corrective action to be immediately implemented and helps ensure that Bermex is delivering our brand promise for customer service. Training materials include workbooks, video on meter reading, handouts on safety and dogs, and recording read data.

Bermex is committed to continually coaching and training all personnel. Continued evaluation is done to determine their desire and ability to perform services required. Personnel are awarded monetary performance-based incentives for behavior above set standards. These programs are designed to maintain a workforce that is willing and capable of providing services required by the contract.

To maintain employees' engagement and recognize their hard work, Bermex invests in several programs we've found to be fruitful – and unique in our industry.

**Golden Meter Reader Awards-** Managers pick the best and brightest to be honored at our annual shareholders' meeting.

**Going the Extra Mile (GEM) Program-** Employees exceeding their expected and routine job duties are rewarded with a compensatory award. Being “caught” doing exceptional customer service, suggestions resulting in significant productivity, quality improvements, profit improvement or cost reductions, and the demonstration of significant achievement in safety or leadership can earn various amounts of extra income.

**Mentoring-** One of the primary jobs of every employee is to develop themselves and others to be successful. Mentoring relationships, both formal and informal, are important at Bermex. Beyond just task performance, employees at Bermex use the principles of appreciative inquiry to help enrich and enhance their personal knowledge and help others.

## References/Similar Projects

---

The following are our references for similar scope projects completed or in progress by our team.

### **City of Albany, Georgia**

Dwayne Self – 501-650-4526 noel.self@coreandmain.com

Delivery and installation of 100,000 meters including Gas, Electric and Water. Services include installation or repair of new meter boxes, replumbing, Service Line/Customer Line Inspections along with installation and programming of new AMI metering systems. Water Meter installation include sizes from 5/8" up to 10".

### **City of Alva, Oklahoma**

Kevin Cherrington 918-844-6211 kevin.cherrington@coreandmain.com

Delivery and installation of 2,927 water meters, Services include installation or repair of new meter boxes, replumbing, Service Line/Customer Line Inspections along with installation and programming of new AMI metering systems. Water Meter installation include sizes from 5/8" to 6".

### **City of Hugo, Oklahoma**

Kevin Cherrington 918-844-6211 kevin.cherrington@coreandmain.com

Delivery and installation of 2,545 water meters, Services include installation or repair of new meter boxes, replumbing, Service Line/Customer Line Inspections along with installation and programming of new AMI metering systems. Water Meter installation include sizes from 5/8" to 6".

### **Broward County, Florida**

Michael Jordan- 954-831-0977 mijordan@broward.org

Bermex performs all regular maintenance of the water system including Meter Reading, Disconnect and Reconnect, Installation of New Service, Meter Replacements. Bermex installs over 7,000 meters annually for the county. We have been Broward County's full-service provider since 2018.

## Pricing

<u>WATER</u>				
STD METER INSTALLATION	5500	5/8" X 3/4"	\$53.25	\$292,875.00
REPLACE LID PLASTIC	0	N/A	\$3.00	\$0.00
REPLACE LID CAST IRON / CONCRETE	0	N/A	\$10.50	\$0.00
RESET OR REGRADE EXISTING METER BOX	0	N/A	\$85.00	\$0.00
REPLUM UP TO 1" CREW PER HOUR*	0	N/A	HRS	\$150.00
REPLUM UP TO 1.5" CREW PER HOUR*	0	N/A	HRS	\$175.00
REPLUM UP TO 2" CREW PER HOUR*	0	N/A	HRS	\$225.00
REPLACE CURB STOP – 5/8" – 3/4"	0	N/A	\$150.00	\$0.00
REPLACE DUAL CHECK – 5/8" – 3/4"	0	N/A	\$150.00	\$0.00
REPLACE CURB STOP – 1"	0	N/A	\$150.00	\$0.00
REPLACE DUAL CHECK – UP TO 1"	0	N/A	\$15.00	\$0.00
INSTALL A DUAL CHECK VALVE		N/A	\$150.00	LABOR ONLY
*ALL MATERIALS ARE BILLED SEPERATELY OR PROVIDED BY UTILITY**				



## Resume Summaries

---

### **TOMMY COMBS**

#### ***Director of Operations***

Tommy Combs is the director of operations at Bermex. He has more than 20 years of experience in the utility service industry. Tommy has led several AMI and AMR projects through his career, most recently working with Riviera Utilities in Alabama and City of Albany, GA. Combs holds a Bachelor of Science in business management from the University of Tampa, located in Tampa, Fla.

### **DAVID MACK**

#### ***Senior Business Development Manager***

David Mack is a metering services business development manager at ACRT Services. He has more than two decades of transportation logistics and utility operations experience and has been with Bermex since 2012. Mack holds a bachelor's degree in business administration from Ohio Christian University, located in Circleville, Ohio.

### **KEN WARNER**

#### ***SENIOR OPERATIONS MANAGER***

Ken Warner is a Senior Operations Manager who has been working in the utility industry for the past 15 years. He brings management expertise in meter reading, line locating, gas operations and meter change out projects. Ken has been leading and managing operations for the past 10 years and is based in Tampa, FL

### **SYLVIA S. RAFANAN**

#### ***AMI DEPLOYMENT MANAGER***

Sylvia is an AMI Deployment Manager brings over 15 years of experience in the utility industry specializing in smart meter deployments. She brings a diverse background in electric and gas deployment projects for major deployments for Pudget Sound Energy, PG&E, and Arizona Public Service. Sylvia has Bachelor of Science degree in Civil Engineering and Electrical Technology.

### **BRETT MAINS**

#### ***AMI PROJECT MANAGER***

Brett is a Project Manager for Water Smart Meter Deployment bringing over 10 years' experience in water operations. Brett started as a meter reader and worked is way up to Field Supervisor for Toho Water Authority. Brett has experience in water meter deployments and is a large meter specialist. He has a degree in management from Florida State University.