THE PARTNER OF CHOICE FOR MUNICIPAL UTILITY DISTRICTS

Top-quality Water and Wastewater Operations our Clients and their Residents can Count On

INFRAMARK
WATER & INFRASTRUCTURE SERVICES
Inframark is an independent, American-owned company with a deep team and track record of success. Here’s a glimpse of our depth and breadth.

<table>
<thead>
<tr>
<th>BILLING ACCURACY IS 99%</th>
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<tr>
<td>137 MUNICIPAL UTILITY DISTRICT (MUD) CONTRACTS IN TEXAS, MAKING US THE MOST IN-DEMAND WATER AND WASTEWATER SYSTEMS SERVICE PROVIDER IN THE STATE</td>
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<tr>
<td>METER READ ACCURACY IS 99%</td>
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<td>MANAGES 70+ WASTEWATER PLANTS</td>
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<td>MANAGES 120+ WATER PLANTS</td>
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<td>CUSTOMER CARE HANDLES 28,000+ CALLS IN ONE MONTH</td>
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THE TEXAS MUDS WATER AND WASTEWATER LEADER

With over four decades of experience providing cost-effective services to municipal utility districts (MUDs) in Texas, INFRAMARK has a proven track record of delivering top-quality water and wastewater operations our clients and their residents can count on.

We go the extra mile, every day, to be an indispensable partner. INFRAMARK’s client services team is there for our clients, anticipating their needs and providing the necessary support needed to keep their residents confident that they are always receiving the best service.

Our depth of expertise and extensive mobile workforce, combined with our unwavering commitment to customer service, has made us the most in demand water/wastewater service provider in Texas.
Water is what we do. INFRAMARK is the operations partner that helps municipalities, municipal utility districts and industries deliver clean, quality drinking water to more than 4 million people across North America every day.

From water supply and monitoring to water treatment and distribution systems, our expert teams have helped solve our clients’ greatest challenges. And we know those challenges aren’t getting any easier.

We know the new technologies that treatment plants rely on. With over 160 water treatment systems, our experience ranges from groundwater wells to advanced reverse osmosis water treatment plants and the technologies in between. We are also experts in the management of water distribution systems with over 5,000 miles of pipe currently under our management.

We successfully serve some of the nation’s most complex systems and have done so for years. Our water solutions include:
WASTEWATER

INFRAMARK’s deep team of licensed wastewater operators, maintenance personnel and highly skilled technical solutions engineers creates tailored solutions to meet each client’s unique wastewater situation.

Our treatment plant resume ranges from primary treatment plants to advanced treatment plants and reuse systems, using membrane technologies. We manage over 3,000 miles of collection systems, including combined sewer systems. We also manage over 100,000 dry tons of biosolids annually, much of which is beneficially reused.

We leverage our extensive expertise with a wide range of technologies to deliver environmentally-conscious, safe and cost-effective quality operations.

We have a proven track record of driving treatment improvements and developing alternative uses for waste products while managing every aspect of award-winning wastewater management facilities—all while saving energy, time and resources.

Our wastewater solutions include:
METER READING

Inframark provides comprehensive meter installation and reading services for commercial, residential and private customers. Our team of meter readers – all wearing clearly marked uniforms and identification – reads approximately 150K meters per month.

We use technologically advanced electronic data collection and processing equipment to ensure accurate and timely readings. Meters are read according to each client’s schedule. Routes are scheduled and managed via computer plans to optimize efficiency and a hand-held electronic meter reading system is utilized for maximum accuracy and to further enhance efficiency.

In addition to meter reading services, Inframark provides:

• Complete meter installation
• Meter maintenance
• Meter accuracy programs
• Meter replacement programs
CUSTOMER CARE AND BILLING

Inframark has extensive retail billing experience and is currently responsible for providing billing services for more than 126K municipal clients across Texas. Inframark processes and bills water usage and sewer charges.

Bills – which can be customized to meet each client’s needs – are calculated, printed and mailed promptly. Maintaining positive customer relations is a vital part of our billing system’s success and we achieve this by keeping clients and customers up to date. Each bill provides a number of recaps and schedules that keep customers informed, while following the style and format required by each client.

Our billing efforts are supported by a strong customer service operation. Inframark Customer Care representatives receive specialized training on handling customer questions and requests.
Inframark can improve your plant’s efficiency and reduce your capital and operating expenses through better asset performance and risk reduction.
Our Asset Reliability Services incorporate a scalable approach to service your asset and reliability demands. We can help you with the following:

**MECHANICAL**
- Pump & Motor Repairs
- Submersible Pump Preventative Maintenance
- Proper Alignment of Rotating Equipment
- Baseplate Grouting
- Fire Hydrant Maintenance, Repair, & Preventative Maintenance
- Valve Maintenance
- Generator/Auxiliary Engine Maintenance
- Rotating Equipment Preventative Maintenance
- Vibration Analysis & Testing
- Oil Analysis Sampling

**ELECTRICAL**
- Troubleshooting & Repairs of Electrical Control Systems & Equipment
- Infrared Camera Survey
- Electrical Scan & Panel Survey Preventative Maintenance
- Milltronics Systems
- VFD & PLC Installations & Repairs
- Auto-Dialer Installations, Repairs, & Maintenance
- Phone Line Installations & Repairs
- Generator Load Bank Testing

**CALIBRATION**
- Flow Meter Calibration, Repairs, & Maintenance
- Leak Detector Calibration, Repairs, & Maintenance
- Auto-Sampler Repairs & Maintenance

**CHLORINATION**
- Maintenance & Installation of Chemical Feed Systems
- CL2 & SO2 System PM’s
- Induction Pump Repairs & Maintenance

**ASSET MANAGEMENT**
- Comprehensive List of All Equipment
- Yearly Budgetary Requirements
- Annual Replacement Fund Contribution Schedule
- Individual Equipment Description
PURE PARTNERSHIP, GREATER VALUE

The success of any project and every relationship depends on a positive and productive interplay of the people, process, resources and responsibilities of all involved. Over the years, we’ve formalized the most important elements into our own service philosophy that we call the Principles of Pure Partnership™. These partnership elements, Alignment, Accessibility and Accountability, are infused into our culture, into every project and interaction.

PURE ALIGNMENT

We connect with clients on their terms, on a foundation of clarity, trust and mutual understanding. We make their goals our goals, tailoring the right mix of skills and resources to every project.

PURE ACCESSIBILITY

We are open and transparent with our clients and each other. We make information and insights easy to see, understand and share. We’re always available and open to share our skills, ideas and thinking.

PURE ACCOUNTABILITY

We hold ourselves accountable to our clients, through continuous measurement and improvement, to our environment, through rigorous compliance, and to each other, through ongoing safety, training and professional development.

The result is deeper relationships with our clients and each other and real value in ways you can see, feel and measure.
OUR MISSION

TO BE THE **PARTNER** AND **PROTECTOR** OF THE MOST CRITICAL RESOURCE THAT HELPS COMMUNITIES PROSPER.

Water is our most fundamental resource. It’s at the heart of our personal health, our quality of life, our industries and our economies.

At INFRAMARK we partner with municipalities, industries and communities every day to deliver clean, quality, affordable water that residents count on and communities grow on.

Water is our passion. We protect it and preserve the environment that provides it — pushing for higher standards and new solutions that make our company, our communities and our world better.