

FILED
January 21, 2020
INDIANA UTILITY
REGULATORY COMMISSION

STATE OF INDIANA

INDIANA UTILITY REGULATORY COMMISSION

**IN THE MATTER OF THE PETITION OF J.B.)
WATERWORKS, INC. FOR A NEW SCHEDULE) CAUSE NO. 45311-U
OF RATES AND CHARGES)**

PREFILED TESTIMONY


CARL N. SEALS – PUBLIC’S EXHIBIT NO. 2

ON BEHALF OF THE

INDIANA OFFICE OF UTILITY CONSUMER COUNSELOR

January 21, 2020

Respectfully submitted,



T. Jason Haas, Atty. No. 34983-29
Deputy Consumer Counselor

CERTIFICATE OF SERVICE

This is to certify that a copy of the foregoing *Office of Utility Consumer Counselor* *Prefiled Testimony of Carl N. Seals* has been served upon the following counsel of record in the captioned proceeding by electronic service on January 21, 2020.

Mark Jongkind
5834 W. 250 N
LaPorte, Indiana 46350
E-mail: jbww11@comcast.net



T. Jason Haas
Deputy Consumer Counselor

INDIANA OFFICE OF UTILITY CONSUMER COUNSELOR

115 West Washington Street
Suite 1500 South
Indianapolis, IN 46204
infomgt@oucc.in.gov
317/232-2494 – Phone
317/232-5923 – Facsimile

TESTIMONY OF OUCC WITNESS CARL N. SEALS
CAUSE NO. 45311-U
J.B. WATERWORKS, INC.

1 **Q: Please state your name and business address.**

2 A: My name is Carl N. Seals, and my business address is 115 West Washington Street, Suite
3 1500 South, Indianapolis, Indiana 46204.

4 **Q: By whom are you employed and in what capacity?**

5 A: I am employed by the Indiana Office of Utility Consumer Counselor ("OUCC") as a Utility
6 Analyst in the Water/Wastewater Division. My qualifications and experience are set forth
7 in Appendix A.

8 **Q: What is the purpose of your testimony?**

9 A: I discuss J.B. Waterworks, Inc.'s ("JBW" or "Utility") current operations, its proposed
10 adjustments to operations and maintenance expenses, and its compliance with a prior
11 Commission order. I recommend that the Commission approve the Utility's requested
12 maintenance expenses.

13 **Q: What have you done to prepare your testimony?**

14 A: I reviewed JBW's Small Utility Rate Application and its 2014-2018 Indiana Utility
15 Regulatory Commission ("TURC" or "Commission") Annual Reports. I wrote discovery
16 requests and reviewed the responses JBW provided. I reviewed the Commission's final
17 order in Cause No. 44415-U and testimony filed in that cause. I also researched the Utility's
18 reports on the Indiana Department of Environmental Management's ("IDEM") Virtual File
19 Cabinet. On December 18, 2019, I met with Mark Jongkind, who operates JBW, to examine
20 the Utility's above-ground water utility facilities and discuss its operations. I took pictures
21 of those facilities, which I present in Attachment CNS-1 to this testimony.

1 **Q: What attachments are included with your testimony?**

2 A: Included with my testimony are the following attachments:

- 3 • Attachment CNS-1: Pictures of JBW facilities;
- 4 • Attachment CNS-2: Utility Dashboard;
- 5 • Attachment CNS-3: Utility Response to OUCC DR 2, and
- 6 • Attachment CNS-4: Utility Response to Order in Cause No. 44115-U.

7 **Q: Please describe JBW characteristics.**

8 A: JBW is an investor-owned water utility serving 119 customers in the Jongkind Park
9 subdivision near the City of La Porte, Indiana. The system consists of four wells, a
10 treatment plant and 1,640 feet¹ of PVC mains ranging from two to six inches in diameter.
11 While JBW uses hydrants to flush its system, no fire protection is provided due to limited
12 main sizes. In 2018, JBW sold 6,404,000 gallons of water, for an average of 4,485 gallons
13 per customer per month.

14 **Q: What is JBW's water storage capacity?**

15 A: The Utility reports 70,000 gallons² of storage in its 2018 Annual Report. With average
16 sales in 2018 of approximately 17,545 gallons per day,³ JBW easily meets the Ten State
17 Standard recommendation that total water storage meet average day demands.⁴

¹ 2018 Annual Report. This amount seems low/underreported. 1,640 feet of mains would result in less than 14 feet of main per customer, which would suggest an extremely narrow lot. Even multiplying this by two to account for customers on both sides of the main yields only 28 feet. From Google maps it appears that some of the narrower lots in the subdivision are still 80 feet across.

² 2018 Annual Report, page W-7. A 2016 "Facility Inspection" report by the Indiana Department of Environmental Management lists two storage facilities totaling 66,200 gallons.

³ 6,404,000 gallons / 365 days = 17,545 gallons per day in 2018. Total 2018 sales from 2018 Annual Report.

⁴ 70,000 gallons storage > 17,545 average day consumption recommended. According to the Recommended Standards for Waterworks, A Report of the Water Supply Committee of the Great Lakes – Upper Mississippi River Board of State and Provincial Public Health and Environmental Managers, Part 7 Finished Water Storage, Section 7.0.1(a) Sizing states: "The minimum storage capacity (or equivalent capacity) for systems not providing fire protection shall be equal to the average daily consumption. This requirement may be reduced when the source and treatment facilities have sufficient capacity with standby power to supplement peak demands of the system."

1 **Q: What is JBW's level of water loss?**

2 A: As used in Applicant's IURC annual reports, "water loss" is the difference between water
3 JBW produced and the total amount of water sold to customers or used for firefighting,
4 flushing mains, flushing sewers, street cleaning, backwashing, or other authorized
5 consumption. Water loss may reasonably be attributed to leaks or inaccurate measurement
6 of consumption. Over the last five years, JBW's water loss values (after system usage)
7 have ranged from 8.0% to 20.0%, with an increasing trend during this period.⁵ (See
8 Attachment CNS-2) Applicant believes that the cause of this increased water loss is due
9 to leaking valves on customer service lines. This is to a certain extent supported by pictures
10 of three valves shown with water inside the riser in Attachment CNS-1.⁶

11 **Q: Is JBW making adjustments to its test year operation and maintenance ("O&M")**
12 **expenses to recover projected periodic maintenance expense?**

13 A: Yes. JBW has proposed the following adjustments to maintenance expenses:

Repair service lines (6 at \$950 each)	\$5,700
Software maintenance costs	720
Total	\$6,420

14 **Q: Do you support these adjustments as proposed?**

15 A: Yes. On December 16, 2019, in OUCC Data Request No. 2, the OUCC sought additional
16 documentation to support the underlying costs for each of these items. The Utility
17 responded on January 15, 2020, providing support for these costs and other information
18 sought in Data Request No. 2. This response has been included as Attachment CNS-3.

⁵ See "Percent Water Lost" chart on Attachment CNS-2.

⁶ Leaking valves can cause water to rise in the vertical box that contains the shaft to enable turning the underground valve key, as shown in the pictures.

1 **Q: Did the Commission have any requirements for JBW in the order issued in its last**
2 **rate case, Cause No. 44115-U, on May 9, 2012?**

3 A: Yes, the Commission ordered JBW to do the following:

4 J.B. Waterworks shall investigate the feasibility and costs of potential
5 process improvements that would improve the quality of its water as well
6 as the possibility of purchasing water from the City of La Porte. As part of
7 its investigation, J.B. Waterworks should solicit feedback from its
8 customers as to their willingness to pay future rate increases in order to
9 make process improvements that would improve water quality. J.B.
10 Waterworks shall submit a summary of its findings to the Commission and
11 the OUCC no later than April 1, 2013.

12 **Q: Did JBW comply with these requirements?**

13 A: Yes, although it did so late. As shown in Attachment CNS-4, JBW filed a summary of its
14 findings on July 23, 2014. These findings suggested that both process improvements to
15 improve water quality (filtration) and to connect with the City of La Porte were not feasible,
16 nor were they supported by the customers.

17 **Q: Are there opportunities for JBW to improve its Annual Reports to the Commission?**

18 A: Yes. As noted above, it seems unlikely that the reported 1,640 feet of main shown in the
19 Utility's 2018 Annual Report is correct. There also appear to be potential discrepancies in
20 water storage reporting between IURC and IDEM filings. The utility should take greater
21 care in reporting financial and operating data correctly.

22 **Q: Does the United States Environmental Protection Agency ("EPA") have any**
23 **resources that may be beneficial to JBW's operations?**

24 A: Yes. In conjunction with the United States Department of Agriculture ("USDA"), the EPA
25 developed the Rural and Small Systems Guidebook to Sustainable Utility Management
26 ("Guidebook")⁷. Rural and small water systems can use the information in the Guidebook
27 in several different ways:

⁷ The Guidebook can be obtained for free from the following website: <https://www.epa.gov/small-and-rural-wastewater-systems/rural-and-small-systems-guidebook-sustainable-utility-management>

- 1 • By system managers, water system operation specialist and staff as a guide for taking
2 actions leading to short- and long-term improvements to system management and
3 performance;
- 4 • By service providers as they work with individual systems or groups of systems through
5 workshops or other assistance efforts;
- 6 • As a resource for system improvement workshops, like those sponsored by USDA and
7 EPA;
- 8 • As a resource for guiding conversations about sustainability with utility board
9 members; or
- 10 • As a resource for communicating and educating utility board members on the
11 importance of effective management.

12 **Q: How should JBW use the Guidebook?**

13 A: At a minimum, JBW should work through Appendices 1 and 2 of the Guidebook to see if
14 it might benefit from any of the Guidebook's practices or programs.

15 **Q: Did the OUCC receive any customer comments regarding JBW's proposed rate
16 increase?**

17 A: Yes. These comments appear as Public's Exhibit No. 3.

18 **Q: Please summarize your recommendations:**

19 A: I recommend the Commission approve JBW's proposed operations and maintenance
20 expense increase, as modified by OUCC witness Richard Corey.

21 **Q: Does this conclude your testimony?**

22 A: Yes.

I. APPENDIX A: QUALIFICATIONS

1 **Q: Please describe your educational background and experience.**

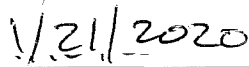
2 A: In 1981 I graduated from Purdue University, where I received a Bachelor of Science degree
3 in Industrial Management with a minor in Engineering. I was recruited by the Union Pacific
4 Railroad, where I served as mechanical and maintenance supervisor and industrial engineer
5 in both local and corporate settings in St. Louis, Chicago, Little Rock and Beaumont,
6 Texas. I then served as Industrial Engineer for a molded-rubber parts manufacturer before
7 joining the Indiana Utility Regulatory Commission ("IURC") as Engineer, Supervisor and
8 Analyst for more than ten years. It was during my tenure at the IURC that I received my
9 Master of Health Administration degree from Indiana University. After the IURC, I worked
10 at Indiana-American Water Company, initially in their rates department, then managing
11 their Shelbyville operations for eight years, and later served as Director of Regulatory
12 Compliance and Contract Management for Veolia Water Indianapolis. I joined Citizens
13 Energy Group as Rate & Regulatory Analyst following the October 2011 transfer of the
14 Indianapolis water utility and joined the Office of Utility Consumer Counselor in April of
15 2016.

AFFIRMATION

I affirm the representations I made in the foregoing testimony are true to the best of my knowledge, information, and belief.



By: Carl N. Seals
Cause No. 45311-U
Indiana Office of
Utility Consumer Counselor



Date:



Plant, exterior view



Plant interior showing high service pumps (lower left) and pressure tanks (right)



High service pumps, unit in rear is single-phase for generator



70,000 gallon concrete storage tank in plant



Well 1 with plant in background



Well 2



Wells 3 (background, circled) and 4



Backup generator and propane storage tank



Typical flush hydrant (fire hydrants not provided)



First leaking valve, note water in riser



Second leaking valve uncovered



Third leaking valve identified

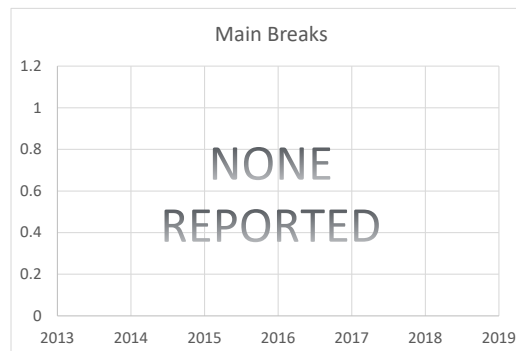
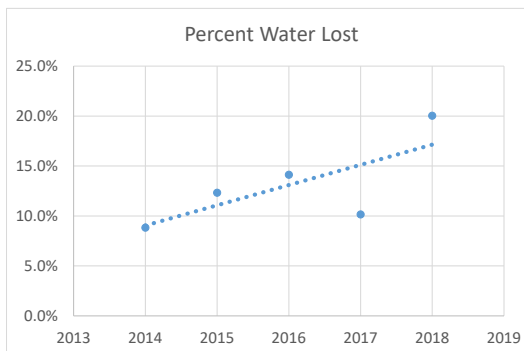
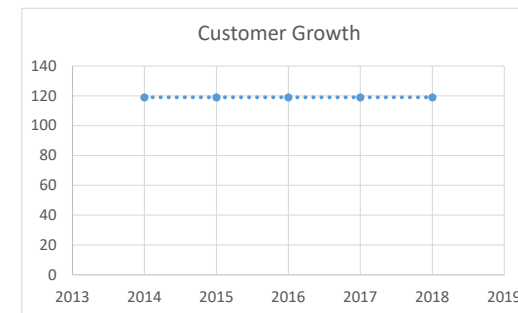
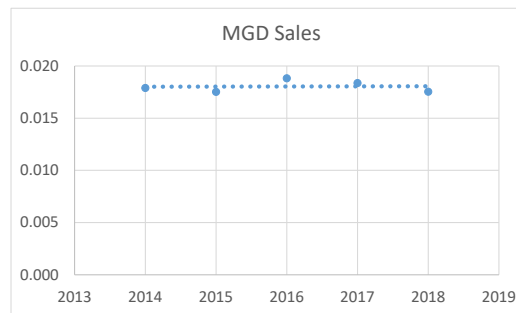
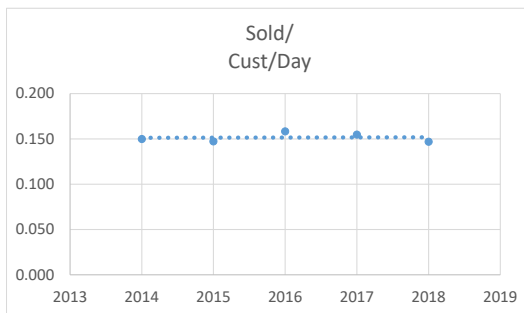
Utility Dashboard
J.B. Waterworks
Cause No. 45311-U

A	B	C	D	E	F	G	H	I	J	K
Year	Customers Year-End	Total Pumped	Total Sold	Non-Revenue (C - D)	System Usage	Water Loss (E - F)	Percent Loss (G / C)	Average MGD	Sold/ Cust/Day	Main Breaks
2014	119	7,453	6,535	918	260	658	8.8%	0.018	0.150	
2015	119	7,676	6,400	1,276	330	946	12.3%	0.018	0.147	
2016	119	8,285	6,875	1,410	240	1,170	14.1%	0.019	0.158	
2017	119	7,483	6,723	760	0	760	10.2%	0.018	0.155	
2018	119	8,346	6,404	1,942	270	1,672	20.0%	0.018	0.147	

average mgd 2018
avg gals/cust/mo 2018
average cust growth
average mgd 5 yrs

0.018 mgd
4,485 gals/mo
0 /yr
0.018 mgd

All reported in thousand gallons
System usage includes water used for firefighting, backwashing, main flushing, etc.
Source: IURC Annual Reports



Dashed lines shows results of linear regression over period shown (trend)

Mr. Haas,

I hope this is the information you need.
This is from the e-mail you sent on 12/16/2019.
Although Mr. Seals was here gathering information
and taking pictures on 12/18/2019.

Please let me know if this is sufficient
or if you have further questions.

Thank You!
Mark A. Jongkind
(219) 326-5480

~~jbwww10@gmail.com~~
maj0206@hotmail.com
jbwww10@gmail.com



INDIANA OFFICE OF UTILITY CONSUMER COUNSELOR

December 16, 2019

VIA ELECTRONIC MAIL

Mark Jongkind
5834 W. 250 N
LaPorte, Indiana 46350
E-mail: jbww11@comcast.net

Re: IURC Cause No. 45311-U
J.B. Watereorks
OUCG Data Request Set No. 2

Dear Mr. Jongkind:

I would appreciate your timely response to the enclosed requests. If you have any questions, please contact me at 317/232-2494.

If you would like to provide your response electronically, please e-mail them to the following thaas@oucc.IN.gov and infomgt@oucc.IN.gov.

Thank you for your cooperation in this matter.

Sincerely,

T. Jason Haas
Deputy Consumer Counselor

TJH/tab
Enclosure

**INDIANA OFFICE OF UTILITY CONSUMER
COUNSELOR**

DATA REQUEST

CAUSE NO. 45311-U

115 West Washington St. • Suite 1500 South • Indianapolis, Indiana 46204
Toll Free: 1.888.441.2494 • Office: 317.232.2494 • Fax: 317.232.5923
www.IN.gov/OUCC



INDIANA OFFICE OF UTILITY CONSUMER COUNSELOR

E. With respect to any document or thing being withheld from production on the basis of privilege, please provide the author, addressee and all recipients of copies of the documents, all other persons to whom the document was shown or discussed, the subject matter of the document and the basis of the claim of privilege.

F. Except as otherwise indicated explicitly or by context, these requests shall be deemed to be continuing. Any information or document responsive to these requests which Petitioner acquires or which becomes known to Petitioner subsequent to the initial response shall be provided within a reasonable time after such information or document is acquired or becomes known to Petitioner.

G. This set of data requests requires supplemental or amended responses to the extent required by Ind. Trial Rule 26(E). In addition, these requests shall be deemed to be continuing requests for supplemental responses pursuant to Ind. Trial Rule 26(E)(3).

H. Please provide copies of all responses, both formal and informal, to data requests from all other parties in this proceeding.

II. Data Request.

Q-2-1: Please support through documents (e.g. contracts, purchase orders, invoices, and letters of intent etc.) the "Repair Service Lines" project in the amount of \$5,700 shown on Schedule 6(e) of your filing.

Q-2-2: Please support through documents (e.g. contracts, purchase orders, invoices, and letters of intent etc.) the "Software Maintenance Costs" project in the amount of \$720 shown on Schedule 6(e) of your filing.



INDIANA OFFICE OF UTILITY CONSUMER COUNSELOR

Q-2-3: Please support through documents (e.g. contracts, purchase orders, invoices, and letters of intent etc.) the “Meters” project in the amount of \$8,745 shown on Schedule 6(f) of your filing.

Q-2-4: Please provide the number of hours Mr. Jongkind spends at the utility, per month, by task, as shown below. Add any monthly activities not already included.

Activity	Hours per month
Meter reading	
Operating plant	
Preparing IDEM reports	
Replacing meters	
Turn-ons/shut-offs	

Q-2-5: Who performs emergency maintenance work?

Q-2-6: The 2018 Annual Report [W-6] includes “repairing leaking valves” as a strategy to reduce water loss. Please answer the following:

- Which valves does this refer to? (distribution mains, plant, etc.)
- How many valves, by size, have been replaced in last three years?
- How many valve replacements are planned?
- Who will perform or has performed the valve replacement work?

Q-2-7: Please provide most recent well inspection reports.

Q-2-8: How often are wells inspected or tested?

DATA Request INFORMATION
J.B. Water Works - rate Case information

Q-2-1 Service lines need repair or work in the following locations:

2500 Jongkind Pk. Rd. }
2570 Jongkind Pk. Rd. } 3" lines (leaking Valves)
2650 Jongkind Pk. Rd. }

1 Vangogh trail - 6" main line leak (at the pumphouse)
5807 Vangogh trail }
5919 Vangogh trail } 3" lines (leaking Valves)
5852 Skyline drive }

7 total locations in need of repair. Each location at a cost of approximately ^{\$825} ~~900~~⁰⁰ (minimum)

Please see receipts from D+M EXCAVATING and Pavey Excavating from former work Completed. This Work would be \$5700⁰⁰ absolute minimum and up to \$10,000 possibly with materials, hand labor, and tax

Q-2-2

We have updated our Current Software maintenance at a cost of \$192⁹⁵ to update our Current Software for Windows 10 but need further updates to allow our Customers to pay on-line. We have gotten a quote from InteData systems at a cost of approx. \$1,995⁰⁰ but are looking into a lower-cost system update called "payclix" which is already integrated with our Current Software (oakbay technologies). They charge \$125⁰⁰ set-up fee and then a minimum of \$180⁰⁰ per year thereafter. Therefore year 1 (2020) is \$497²⁵ to begin and then a minimum of \$180⁰⁰ annually. Please see enclosed information.

COST over
10yr. Period = \$2117²⁵

Q-2-3

We are in the process of a "meter change-out program".
have been changed in the following locations:

- 5852 W SKYLINE DR. - 4/21/16
- 2688 N JONGKIND PK. DR. - 7/27/17
- 2660 N Rembrandt LN. - 4/3/2018
- 2643 N Rembrandt LN. - 8/5/2018
- 5783 N Van Gogh TR. - 10/7/2019
- 2633 N Vermeer LN. - 11/19/2019

Although some meters have been replaced, there are still approximately 50 meters that are over 40 yrs. old and in desperate need of replacement. J.B.W.W. plans on replacing these meters over the next 5 yrs. According to the Blue Book Price (see attached) these meters are \$225⁰⁰ each (remote replacement meters), plus shipping + TAX. J.B. Water Works can get them for \$175⁰⁰ each, including shipping + TAX by buying the meters in bulk. - $175 \times 50 = \$8,750⁰⁰$

Q-2-4

Hours spent by Operator Mark Jongkind

<u>Meter Reading</u>	<u>Hours by month</u>	=	5
<u>Operating Plant</u>	"	=	30
<u>Preparing IDEM Reports</u>	"	=	20
<u>Replacing Meters</u>	"	=	02
<u>Turn ONs/SHUT-OFFS</u>	"	=	05
<u>MISC. Secretarial Work</u>	"	=	20
<u>Maintenance and Yard-Work</u>	"	=	20
<u>Snow removal Custodial etc</u>	"	=	20

Mark Jongkind is the ONLY employee... on call 24 HRS. daily and does ALL WORK associated with the entire running of the business.

Q-2-5

Emergency Maintenance work is also performed by Mark Jongkind unless technical work or professional subcontractors are hired in emergencies outside of the Realm of Mark Jongkind (owner, operator)

Q-2-6

- a.) Please see Q-2-1
- b.) In the last 3 yrs. = none
however, please see Q-2-1 on valves needing replacement
- c.) Once again, please see Q-2-1
- d.) Pavey excavating, if unable or busy, then D+M excavating. See Q-2-1

Q-2-7

Well inspections are done per Mark Jongkind (operator) on an annual basis in January of each year. However, all Wells and water usage is recorded daily and any inadequacies would be noticed at that time. (Please see enclosed logs.)

Q-2-8

D&M Excavating, Inc.

9896 W 300 N Bldg A
 Michigan City IN 46360
 Phone 219-874-2882
 Fax 219-874-3523

Invoice

Date	Invoice
5/17/2018	T 18 5425

*Repair Work
 completed on 5/12/18*

Bill To:

JB Water Works
 PO Box 67
 LaPorte IN 46352

PO Number	Terms
	Upon Receipt

Quantity	Description	Rate	Amount
	05-07-18 2646 N Jongkind Park Supplied labor, equipment and material to repair service line valve off main.	942.00	942.00
	Sales Tax	7.00%	0.00
<i>JASON</i>			
<i>6/12 Paid v# 2296</i>			
<p><i>Thank you for your business, please make check payable to D&M Excavating, Inc.</i></p>		Total	\$942.00

*Finance charges of 1 1/2% (\$1.00 minimum) will be charged monthly on the unpaid balance.
 Attorney fees and the necessary court costs will be the customer's responsibility.*

-70




Invoice Date:
 Oct 8, 2019
 Page:
 1

Sold To: **jbwater**
 J.B. Water Works, Inc.
 5843 W 250 N
 La Porte, IN 46350

Ship to:

FOB	Customer PO	Payment Terms	
	prepaid	Prepaid	
Sales Rep ID	Shipping Method	Ship Date	Due Date
mark	Priority Mail	10/8/19	10/8/19

Quantity	Item	Description	Unit Price	Extension
1.00	vista	Win 7 / Win 8 / Win 10 Update Disk	180.0000	180.00
1.00	Shipping	Shipping and Handling Charges	12.9500	12.95
<p>NOTE: Your registration code remains the same.</p>				
				
<p>PLEASE NOTE: No IN State sales tax was collected on this sale. Therefore, you may be required to remit use tax directly to IN State on your purchase if the items are subject to IN State sales tax.</p>				
<p>Returns & Technical Support</p> <p>All software purchased is licensed to the end user. Carefully read the license agreement before using this product. Using this product indicates your acknowledgment of having read and agreeing to the license and terms and our Technical Support Fair Use Policy on the reverse of this document. If you do not agree, return the product complete to Oak Bay Technologies, Inc. within 10 days of the date you acquired it, for a full refund less S&H.</p> <p>All returns must be returned within 10 (ten) business days after receipt. To return a product you must have a material return authorization (MRA) number obtainable by calling Oak Bay Technologies, Inc. at 360 437-0718 between 10:00 a.m. and 5:00 p.m. M-F PST. All materials (CD, Documentation etc.) must be returned prepaid along with a copy of your invoice. Additionally, the software must be removed from any computer you installed the software on.</p>				

Check No:

Subtotal	192.95
Sales Tax	
Total Invoice Amount	192.95
Payment Received	0.00
TOTAL	192.95

Past Due amounts will be charged a fee of \$10 or 1.5% /mo whichever is greater.

Software maintenance Costs Proposal



The Clix Group LLC
2265 Lee Rd, Suite 101B
Winter Park, FL 32789
info@payclix.com

01/14/2020

Hello J.B.W.W. Water Works, Inc.,

Thank you for your request for a proposal from The Clix Group, LLC regarding J.B.W.W. Water Works, Inc. using PayClix to receive and process online utility bill payments.

Enclosed you will find a detailed description of the services that The Clix Group can offer to J.B.W.W. Water Works, Inc. as well as the pricing that is attached to each service.

Yours sincerely,

A handwritten signature in cursive script that reads "E. Hall".

Edward Hall

Owner/Managing Member

Proposal to J.B.W.W. Water Works, Inc.

This proposal is being provided at the request of J.B.W.W. Water Works, Inc. for the supply of payment processing services provided by The Clix Group, LLC through their online payment service, PayClix.

The Clix Group, LLC through PayClix has been in the payment processing arena since 2004 and has processed over \$300 million dollars of online payments during that period. PayClix is simple, easy, fast and provides a robust customizable payment solution for a number of vertical markets including but not limited to, utility billing, rent payments, payments to municipalities, debt collection, accounts payable/accounts receivable and so many more. We have highlighted the options that we believe would best suit your business.

Utility Billing

PayClix is fully integrated with the Oak Bay Water Solutions Pro +. Our integration enables water and utility districts to be able to export their customer database to our servers for their e-invoicing and online payment needs. By accessing your existing customer database, we are able to connect with your customers via email and inform them of new billings and at the same time provide them their meter readings, statement date, due date and their current amount owing. Just take a look: <http://www.oakbay.com/specialoffer.html>

Those customers that don't have an email address already registered with the merchant don't have to worry. They can either self-register to use PayClix using your personalized web URL and find out all of their billing statement, or they can use our 24/7 interactive telephone voice response system to make a payment using just their account number and billing zip code.

In addition, we offer merchants the option to capture meter reading numbers from self-read meter clients, if needed. Contact Oak Bay for further details.

Setup

Oak Bay Water Solutions Pro + Integration Module

If you decide to choose this option, you will need to purchase the PayClix interface module from Oak Bay directly for an annual fee of \$180.00. This module enables the export of your Oak Bay database to PayClix for online billing as well as the import of PayClix payments back to your Oak Bay database so that customer account balances are automatically updated. The ability to import payments will reduce administrative costs for posting payments, reduce mailing and postage costs through customer opt-outs of mailed bills and much more. By taking your billing process online you will increase cash flow and be able to take payments even when your business is closed. The convenience for your customers can also not be understated and they will appreciate being able to use online bill pay.

Proposal to J.B.W.W. Water Works, Inc.

There is also a one-time setup fee due to PayClix for **\$125** for the boarding of your account with our system, as well as your first month's account fee.

Monthly Fees/Transaction Pricing

The recurring monthly fee assessed to the merchant is entirely dependent upon the payment options that you wish to offer your customers.

ACH/eCheck only	Card Payments Only (No Amex)	All Payment Types
\$9.95 per month	\$24.95 per month	\$29.95 per month

This fee is assessed at the first of the month and is automatically withdrawn from your deposit account through our system.

Transaction Fees

Our system allows either you (the merchant) or the customer to pay the associated transaction fee for each payment. The choice is entirely yours and the pricing structure is broken down below:

1) Emerging Markets Program

If you are willing to pay the transaction fees associated with your merchant account, then you are eligible for the Emerging Markets program. The Emerging Markets program applies to utility companies and is a way of encouraging utilities to accept card payments. The program caps the base rate assessed to a card payment regardless of the card issuing entity. The only caveat is that the utility company must pay all costs processed through any merchant account the merchant operates.

Our fees for this program are listed below:

- . ACH = .99¢ per transaction
- . CC = (up to a maximum of \$0.75 (this is capped charge) + .5% (interchange fees) + \$0.30 per transaction

The fees offered under the emerging markets program are significantly lower than normal credit card fees and make the offering of card payments a lot more reasonable to merchants who think they may not be able to afford to offer card payments.

However, please be aware that the Emerging Markets program only caps rates that apply to consumer credit cards, and do not apply to business credit cards. Therefore, if you have a higher number of business accounts, then the Emerging Markets program may not be the program option for you.

Proposal to J.B.W.W. Water Works, Inc.

2) Customer Pay

Unlike the Emerging Markets program, under the customer pay option, the customer pays the transaction fees. Those transaction fees are:

- ACH/eCheck = \$1.00 *per transaction*
- CC = 2.9% + .30¢ *per transaction*

3) Hybrid Option

We also offer a hybrid option. Under this model, typically the utility company pays the ACH/eCheck transactions fees while the customer pays the credit/debit card fees. This option offers a free online bill pay option to encourage people to pay however if they wish to have the convenience and benefits of a card then they are responsible for that fee. Those transaction fees are the same as the customer pay model.

Other Features

As well as a completely customizable pricing structure and integration with your water billing software, we also offer a number of additional features.

Accept/Reject

Our patent-pending 'Accept or Reject' technology allows any business to have complete control over payments made to their business. Our state of the art technology allows a customer to submit a payment to your business and then the payment is held until you make the decision to accept it. Long gone are days of unidentified funds being deposited to your account, or needing to process a refund for money that shouldn't have been accepted. Our system puts you in control of your business, saving you time, money, effort and making your customer service excel.

Bilingual Customer Service

Your business is our business, which means your customers are our customers, so we know that you want what is best. With that in mind, all of our customer service representatives are bi-lingual English and Spanish speakers so that if your customers need help to make payments we are there to assist. Our live customer service representatives are available between 9 AM – 5:30 PM ET.

In-office Payments

PayClix has a 'virtual terminal' feature that allows your office staff to take payments from walk-in customers 'over the counter'. If you wish to activate this feature, you would have to purchase a card swipe device that can plug

Proposal to J.B.W.W. Water Works, Inc.

into your computer to capture the customer's card number directly or you can key the card number directly, since at this time, we do not provide any office equipment.

Multiple Accounts

Once you have an account with PayClix, we can set up additional accounts as you need, as long as all receipts fund the same account. If you need additional separate bank accounts, say for instance for contract services or parking ticket payment, then another monthly fee may apply depending on the payment types that you wish to accept. Our system allows you to take payments directly or you can upload files for cross-matching or invoicing. PayClix works the same way regardless of which option you choose so you only have to learn one software package to cater to all your business.

Supplier/Contractor Payments

PayClix isn't just about receiving payments either. We can also send payments on your behalf. So, if you need to pay suppliers, contractors or need to make non-W2 reimbursements, PayClix can be your solution. To make it work, all you need to know is the name, email address and amount you wish to send to someone, to get started.

Thank you for reviewing our proposal and options that we can offer your utility district. We have numerous Oak Bay software customers who currently use PayClix. Please contact us and we'd be pleased to share their names. Who knows, they may be located near you.

In addition to using PayClix for collecting payments for water, we can also use your merchant account for other ancillary payments that may be due to your city such as parking tickets, code enforcement violations, permits and much more. If you are interested, please reach out to faviles@payclix.com or give us a call at (866) 729-2549.

We welcome any questions you may have. Please call our toll-free customer service number 866-PAYCLIX (729-2549) or send us an email to sales@PayClix.com.

Software Maintenance Costs
Proposal

Intedata Systems, Inc.
Innovative Software. Dedicated Support.

DATE: July 23, 2019

Proposal submitted to:

J.B. Waterworks (IN)

SOFTWater Utility Billing Software with SOFTtelPay and SOFTRead

Description AMOUNT

Billing Solution:

SOFTWater Utility Billing Management software for up to 250 connections/customer records on a single-user PC, which includes:

\$995.00

Call Notify Solution that allows you to schedule and make automated batch phone calls from within SOFTWater without the need for other software or hardware (calls go out over the Internet). This feature is already built into SOFTWater, and the only cost is 10 cents per completed call.

SOFTtelPay Solution that allows your customers to pay their bills 24/7 online or by phone, using credit/debit cards. (No merchant account needed and so no need to handle card information.) All seamlessly integrated into SOFTWater.

Built-in ACH bank draft capabilities (no additional module needed)

and much, much more...

Optional: 2 days of new-user training at your office at \$500 per day, plus expenses (lodging, meals, mileage/car rental, airfare)

\$1000+

Online training at \$150 per hour is available as an alternative to onsite training.

Optional Recurring Monthly Charges

SOFTWater Tech Support (see Notes below)

\$60 a month

Notes: Technical Support includes TOLL-FREE 800 support, software updates, remote backup, website, and FREE ground shipping on forms purchases, etc.

Make all checks payable to: **Intedata Systems, Inc.** Thank you for your business!

Shop school essentials

Try Prime

All ▾ badger water meters residential

Deliver to Mark
La Porte 46350

Browsing History ▾ Mark's Amazon.com

EN

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15% off your next batteries purchase

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Shop now ▸

◀ Back to results



Badger Model 25 Water Meter 5/8" x 3/4" US Gallon with Meter Couplings Lead Free

by Gogad

Be the first to review this item

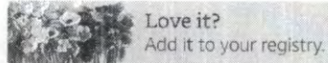
Price: \$349.50 & FREE Shipping

Get \$50 off instantly: Pay \$299.50 upon approval for the Amazon Rewards Visa Card.

- Badger Model 25 Water Meter 5/8" x 3/4" US Gallon with Meter Couplings Lead Free

New (1) from \$349.50 & FREE shipping.

Report incorrect product information.



\$349.50

& FREE Shipping

Arrives: Aug 2 - 9

Deliver to Mark - La Porte
46350

In stock.

Usually ships within 3 to 4 days.

Qty: 1

\$349.50 + Free Shipping

Add to Cart

Buy Now

Ships from and sold by gogad :).

Add to List

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Have one to sell?

Sell on Amazon

Roll over image to zoom in

Sponsored products related to this item

Page 1 of 20



EKM Metering 3/4" Water Meter - Stainless Steel, Pulse Output

14

\$94.80



Flume Water Monitor: Smart Home Water Monitoring to Detect Leaks & Track Water Usag...

147

\$199.00



DAE AS200U-75P Water Meter with Pulse Output, 3/4" NPT Couplings, Measuring in Gallons

12

\$76.00



AquaFlo Water Flow Regulator - 2 Gallons per Minute

1

\$21.60



DAE AS130U-50P 1, Water Meter with Pulse Output, Measuring in Gallon + Couplings

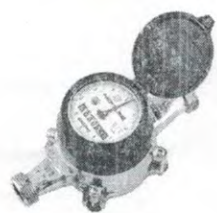
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\$52.00

Ad feedback

Customers who viewed this item also viewed

Page 1 of 2



Zenner Positive Displacement Water Meters

- Highly accurate measuring chamber design
- Complies with AWWA C-700, NSF/ANSI 61-G and NSF/ANSI 372 Lead-Free standards
- Choose from direct read, remote read and electronic register models

Ensure your water system has the highest possible revenue and lowest possible maintenance costs with these accurate, dependable water meters. The oscillating piston measuring chamber design has a proven track record of durability and accuracy. The magnetically driven, hermetically sealed design eliminates dirt and moisture infiltration, and prevents fogging.

Direct-read meters feature traditional odometer-style registers for quick and easy reading. The standard register includes a large odometer-type totalization display, center sweep hand (360°) test circle and low flow leak detection.

Remote-read meters also offer an encoded output signal to drive the battery-powered wall-mount remote reader with digital display. Remote-read meters include 5'L connecting wire, which can be extended up to 500 feet (longer wire sold separately).

Electronic-register meters provide totalization readouts on a 9-digit LCD screen. Display indicators include low battery and reverse flow indication. LCD screen is powered by a 20-year battery. AlwaysOn™ feature allows continuous record keeping in the event of power loss, as it continuously harvests its own power from meter revolutions. Non-volatile memory ensures readings are never lost.

Meters are magnetically shielded for protection against magnetic interference. Internal encoder provides an output ready for connection to other peripherals, including AMR/AMI radio units.



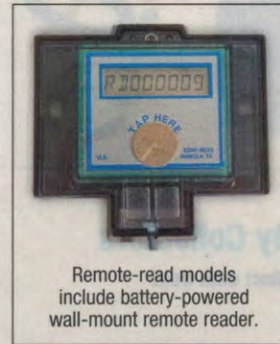
Certified to NSF/ANSI 61



1 1/2"
Direct-Read
Meter



5/8" x 3/4"
Electronic
Register Meter



Remote-read models
include battery-powered
wall-mount remote reader.



5/8" x 3/4"
Remote-Read
Meter

Accuracy:	98.5 to 101.5%
Max operating pressure:	150 psi
Max operating temp:	122°F
Materials	
Main case:	C89833 brass alloy
Bottom plate:	bronze
Measuring chamber:	polystyrene and POM
Register can:	polycarbonate (sizes 1" and smaller) or brass (1 1/2" and larger)
Register lens:	tempered glass
Max wire length (remote read):	500 feet
Meter output (remote read & electronic register):	ETR encoder output, ASCII format
Wall-mount reader dimensions:	4.6"W x 4.3"H x 2"D

Flow Ranges for Zenner Positive Displacement Water Meters

Size	Flow Range (gpm)		Connection	Lay Length
	Min-Max	Max Continuous		
5/8" x 1/2"	1/8 to 20	15	1/2" Male Union	7 1/2"
5/8" x 3/4"	1/8 to 20	15	3/4" Male Union	7 1/2"
3/4" Short	1/4 to 30	20	3/4" Male Union	7 1/2"
3/4" x 3/4"	1/4 to 30	20	3/4" Male Union	9"
1"	1/4 to 50	25	1" Male Union	10 3/4"
1 1/2"	1 1/2 to 100	50	2-Bolt Oval Flange	13"
2"	2 to 160	80	2-Bolt Oval Flange	17"

Meters Reading in Gallons

SIZE	DIRECT READ		REMOTE READ		ELECTRONIC REGISTER	
	STOCK #	EACH	STOCK #	EACH	STOCK #	EACH
5/8" x 1/2"	16571	\$ 65.02	16577	\$ 225.60	34746	\$ 117.06
5/8" x 3/4"	16572	65.02	16578	225.60	34747	117.06
3/4" Short	16573	92.69	16579	270.16	—	—
3/4" x 3/4"	18177	104.17	18179	282.40	—	—
1"	16574	146.77	16631	327.84	—	—
1 1/2"	16575	421.32	16632	586.03	—	—
2"	16576	553.78	16633	718.48	—	—

Meters Reading in Cubic Feet

SIZE	DIRECT READ		REMOTE READ		ELECTRONIC REGISTER	
	STOCK #	EACH	STOCK #	EACH	STOCK #	EACH
5/8" x 1/2"	16634	\$ 65.02	18171	\$ 225.60	34748	\$ 117.06
5/8" x 3/4"	16635	65.02	18172	225.60	34749	117.06
3/4" Short	16636	92.69	18173	270.16	—	—
3/4" x 3/4"	18178	104.17	18181	282.40	—	—
1"	16637	146.77	18174	327.84	—	—
1 1/2"	16638	421.32	18175	586.03	—	—
2"	16639	553.78	18176	718.48	—	—

Installation Accessories & Replacement Parts

DESCRIPTION	STOCK #	EACH
Installation Coupling, 5/8" x 1/2"	73191	\$ 13.49
Installation Coupling, 3/4" and 5/8" x 3/4"	73192	14.99
Installation Coupling, 1"	73193	23.95
Flange Kit, No-Lead Bronze, 1 1/2"	73196	144.95
Flange Kit, No-Lead Bronze, 2"	73197	195.95
22-Ga Meter Wire, 500'L Roll	50452	104.95

REPLACEMENT PARTS

Measuring Chamber for 5/8" x 1/2" and 5/8" x 3/4" Meters	17057	\$ 26.00
Freeze Plate for 5/8" x 1/2" and 5/8" x 3/4" Meters	17083	15.60

QUANTITY pricing!

For 1" and smaller meters:

- Buy 12-35 meters, save 5%
- Buy 36-59 meters, save 10%
- Buy 60+ meters, call for pricing

For all 1 1/2" and 2" meters:

- Buy 5-14 meters, save 3%
- Buy 15-24 meters, save 7%
- Buy 25+ meters, call for pricing

Meters must be same model

J. B. WATERWORKS INC.
 P. O. BOX 67
 LA PORTE, IN 46350

ANNUEL DATA 2016-2021
 WELL PERFORMANCE DATA

WELL # 2

OUCG Attachment CNS-3
 Cause No. 45311-U
 Page 19 of 22

DATE	Static Water Level	Pumping Water Level	Drawdown	Pumping Rate (GPM)	Other Wells Pumping (GPM)	Specific Capacity $\frac{\text{rate}}{\text{drawdown}}$	Pumping time (minutes)	Generator Check (minutes)	Pumping Pressure (PSI)	TEMI of
1/5/2016				29	NO		6	✓	3.2	51.8
1/4/2017				28	NO		8	✓	3.3	51.9
1-7-2018				29	NO		7	✓	2.9	52
1/11/2019				29	NO		6	✓	3.0	52.1
5/3				30	110					
6/11				29	110					
7/9				30						
8/1				31						
9/4				30						
10/2				28						
11/7				29						
12/1				28						

J. B. WATERWORKS INC.
 P. O. BOX 67
 LA PORTE, IN 46350

JAN. DATA 2016-2017
 WELL PERFORMANCE DATA
 Annually

WELL # 2

DATE	Static Water Level	Pumping Water Level	Drawdown	Pumping Rate (GPM)	Other Wells Pumping (GPM)	Specific Capacity rate $\frac{\text{rate}}{\text{drawdown}}$	Pumping time (minutes)	Generator Check (minutes)	Pumping Pressure (PSI)	TEMP OF
1/5/2016				35	NO		6	✓	3.9	51.9
1/4/2017				34	NO		8	✓	3.9	52
1-7-2018				34	NO		7	✓	3.7	52
1/11/2019				36	NO		6	✓	3.6	51.8

J. B. WATERWORKS INC.
 P. O. BOX 67
 LA PORTE, IN 46350

WELL PERFORMANCE DATA

WELL #

DATE	Static Water Level	Pumping Water Level	Drawdown	Pumping Rate (GPM)	Other Wells Pumping (GPM)	Specific Capacity rate $\frac{\text{rate}}{\text{drawdown}}$	Pumping time (minutes)	Generator Check (minutes)	Pumping Pressure (PSI)	TEMP of
1/5/2016	85	109	24	36	NO	1.4	10	✓	3.6	52
1/4/2017	83	111	25	37	NO	1.3	8	✓	3.7	51.9
1-7-2018	84	108	24	38	NO	1.3	6	✓	3.4	51.8
1/11/2019	85	112	27	37	NO	1.5	10	✓	3.6	52.1

COPY

J.B. WATERWORKS, INC.
PO BOX 67
LA PORTE, IN 46352-0067

FILED

JUL 23 2014

**INDIANA UTILITY
REGULATORY COMMISSION**

July 17, 2014

Indiana Utility Regulatory Commission
Water and Wastewater Division
101 W Washington St Ste 1500E
Indianapolis, IN 46204

Subject: J.B. Waterworks

Dear Ms. Funk and IURC:

I am writing on behalf of J.B. Water Works, Inc. in regards to the required compliance filing per the IURC Commissions order in Cause No. 44115-U dated May 9, 2012. J.B. Water Works, Inc. was required to investigate the feasibility and costs of potential water quality process improvements, which include the possibility of purchasing water from the City of La Porte and the willingness of customers on the system to pay future rate increases that support these improvements.

After researching the costs of filtration to remove iron content in the water, we believe a separate filtering plant with iron removal equipment would be necessary. The cost would be very high, therefore we believe this to not be feasible.

Also after researching the cost of equipment and piping to buy water from the City of La Porte, this option also would require costs that we believe would not be feasible for a water system of our size.

After researching these options and conferring with our accountants we determined either of these options would require approximately a 260% increase in our customer's current water rate.

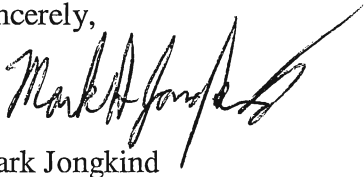
We sent a letter to each of our customers explaining the costs of these improvements. (See enclosed copy of letter). Of the 117 customers we currently serve, forty nine customers responded. Forty four customers responded with a "No" response, five with a "Yes" response and sixty eight did not respond at all.

COPY

Of those forty nine responses received, 90% responded negatively to the survey in their willingness to pay the future rate increases to support these water quality process improvements.

Therefore we at J.B. Water Works will not be moving forward with the proposed plan at this time.

Sincerely,

A handwritten signature in black ink, appearing to read "Mark Jongkind", with a long, sweeping flourish extending to the right.

Mark Jongkind
President

MJ:kr

J B WATERWORKS, INC
P.O. BOX 67
LA PORTE, IN 46352-0067

Dear Customer:

We the owners and operators of J B Waterworks Inc. are exploring options to upgrade our water facilities to improve the water quality and services provided to customers. We are considering a filtration system or installing infrastructure to acquire water from the City of La Porte. Both alternatives would enable our company to address the needs and concerns of the customers.

As part of this analysis, we are estimating the cost of the potential improvements and the impact of these costs on the water rates charged to customers. Our initial estimates indicate the above proposed projects would result in a rate increase of approximately 260% above the current rates charged. This rate projection would be subject to change based on the actual costs of construction and financing the improvements.

As part of this analysis to determine the feasibility of the project, we are asking all current customers if the rate increase would be acceptable to finance the proposed improvements for the water facilities. We would ask you to please check the *Yes* the rate increase estimated above would be acceptable, or *NO*, it would not be acceptable.

YES _____

NO _____

Please return this letter with your water bill payment.

Sincerely,

Mark Jongkind, President