



February 13, 2025

Town of Manchester-by-the-Sea
10 Central Street
Manchester-by-the-Sea, MA 01944-1399

RE: General Proposal for Advanced Meter Infrastructure (AMI) FY25 Meter Replacement

Dear Mr. Charles Dam,

We are pleased to respond to your RFP for “Advanced Meter Infrastructure (AMI) FY 25 Meter Replacement”. The Stiles Company is the authorized distributor for Badger Meter in New England, and is a certified WBE enterprise in Massachusetts. We have been in the water meter and meter reading business for over forty-two years and have extensive experience with water meters and meter reading systems. We have never been terminated on an awarded contract or otherwise failed to complete any work awarded. Stiles Company has no current or pending litigation in relation to the supply and implementation of AMI systems.

We are pleased to propose the Badger Meter Beacon AMA Solution. Our solution will include the Beacon Software as a Service MDM Software with the built-in EyeOnWater Customer Portal, along with the proven Orion Cellular Endpoints and Network as a Service offering. In addition, we will be proposing the tried-and-true Ultrasonic E-Series Meter.

All proposed items in our bid meet or exceed the specifications of the bid documents.

Single-Source AMI Solution Includes:

- **Beacon AMA Software** – a powerful, but easy-to-use MDM cloud-based software
- **EyeOnWater Customer Portal** – an “out of the box” consumer portal that can be accessed via a website or smartphone application for the end user
- **Network as a Service (NaaS) solution** - eliminates the need for utility owned infrastructure and the costly data collectors, ongoing maintenance, and worry of obsolescence.
- **Support** – Stiles Co provides local support by employing three factory certified trainers and technical support specialists
- **Orion Cellular Endpoints** – Provide 15-minute interval data and customizable leak alerts. Endpoints are compatible with any three-wire capable water meter.
- **Mobile Back-up** - provides the ability to read the endpoints in a Mobile/“Drive-by” manner.
- **100% Cellular Coverage Supports Inside Installations** - Badger Meter employs a multi-carrier strategy, partnering with the leading carriers in the US. This enables us to offer the best

possible coverage and performance to support a system wide deployment without the need for a secondary reading method.

- **UAW** – the Beacon AMA Solution will monitor your unaccounted-for water and provide valuable tools and data to help manage system losses.

Customer Portal:

The proposed Beacon AMA Solution includes a fully integrated customer engagement portal that is available through a website or smartphone application, called EyeOnWater. The EyeOnWater Consumer Portal provides a secure, easy way for end users to monitor their water usage data and set up custom leak alerts. The portal also provides a notification system for the utility to broadcast messages to their customers through the portal (similar to reverse-911). Furthermore, the portal can include a direct link for end users to pay their water bill. The customer portal comes standard with our proposed solution and is developed, supported, and owned by Badger Meter – it is not a third-party offering.

Maintenance Free, Network as a Service:

Our proposed solution provides a true managed solution and does not require the purchase or installation of any data collectors or network components. Our system utilizes the existing machine-to-machine cellular network and the network is monitored, managed, and maintained by Badger Meter, and all hardware used is designed to meet or exceed a rigorous 99.999% failure standard, ensuring your readings are collected without interruption.

Ultrasonic E-Series Water Meter:

Badger Meter was the first meter manufacturer to introduce the residential size ultrasonic meter in North America. They launched their Ultrasonic E-Series meter line in 2009. Today, they offer the latest ultrasonic technology for residential and commercial applications from 5/8", up to 8". The reliable E-Series ultrasonic meters provide extended low flow accuracy and no moving parts which leads to improved reliability, increased performance and maximized revenue.

System Security

Our proposed solution's Cellular Network utilizes Private Custom APN with Private IPs for advanced security with **no direct access to Public Internet**. In addition, the Beacon solution is *ISO 27001 Certified and SOC 2 Compliant* - Addresses Trust Service Principles of security, availability, processing integrity, confidentiality, and privacy.

Project Management:

Stiles Company has extensive relevant experience with similar projects and will have a dedicated team of employees to support the town of Manchester-by-the-Sea on this project. We will be available for in person, over the phone, or remote sessions. We are here to support you through every step of the way, from system implementation, meter installations, and for the full life of the system.

Experience:

Stiles Company has been providing water meters and meter reading systems since 1983. Stiles is a **full stocking distributor located right in Norwood, Massachusetts**, with daily delivery services providing our customers product in a timely fashion. In addition, Stiles provides in-house technical support, available over the phone, through a remote session, or on-site. Stiles

Company's primary business focus is water meters and meter reading systems – we are not a pipe-supply house and we focus on providing the best water meter products and customer service in the industry.

Badger Meter, Inc. was founded in Milwaukee, Wisconsin in 1905. The company is the leading innovator, manufacturer and marketer of flow measurement and control products. They are committed to quality and innovation, as they continue to earn the reputation as the best meter manufacturers in the world. Badger Meter was the first U.S. company to offer radios on water meters in 1988 and has gone on to develop a family of two-way connectivity solutions. Badger provides forwards and backwards compatible technology solutions to ensure that there are no stranded assets. Badger Meter then introduced the first cellular radio for North American water utilities in 2014, which has become the technology of choice in the industry. Badger Meter is publicly held and its common stock trades on the New York Stock Exchange under the symbol "BMI."

Thank you very much for your time and consideration. We strongly believe that Badger Meter's Beacon AMA Solution and Ultrasonic Water Meters are the best option for the town and look forward to the opportunity at hand. Please do not hesitate to contact us with any questions or additional needed information.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Katie Kasowitz', followed by a horizontal line.

Katie Kasowitz, President - MA Certified WBE
Stiles Company Inc.



**THE COMMONWEALTH OF
MASSACHUSETTS**
**Executive Office for Administration
and Finance**
SUPPLIER DIVERSITY OFFICE

One Ashburton Place, Suite 1017
Boston, MA 02108-1552

Charles D. Baker

Governor

Karyn E. Polito

Lieutenant Governor

Michael J. Heffernan

Secretary

William M. McAvoy

Executive Director

August 3, 2022

Ms. Katie Kasowitz
Stiles Company, Inc.
922 Pleasant Street
Norwood, MA 02062


Dear Ms. Kasowitz:

Congratulations! Your firm has been renewed as a woman business enterprise (WBE) with the Supplier Diversity Office ('SDO') under the business description of **SUPPLY CITY, TOWNS, AND CONTRACTORS WITH WATER WORKS MATERIALS AND WATER METERS**. Your firm will be listed in the SDO Certified Business Directory and the Massachusetts Central Register under this description. **This letter serves as the sole proof of your SDO certification.** Your designation as a WBE is valid for three (3) years unless revoked pursuant to 425 CMR 2.00.

Your firm's next renewal date is August 21, 2025. SDO will send written renewal notices to your business and/or e-mail address on file approximately thirty (30) business days prior to your firm's three (3) years certification anniversary. Additionally, every six (6) years, certified companies that wish to remain certified may undergo a substantive review which will require certain updated supporting documentation.

SDO also reserves the right to monitor your firm and to perform random spot checks to ensure the firm continues to meet the certification criteria. Your firm is required to notify the SDO in writing of any material changes. Examples include but are not limited to changes in its business description, as well as business phone number, fax number, business' physical location, webpage and e-mail addresses. Other reportable changes include business structure, ownership (the business is sold or transferred), control and outside employment. You also have a duty to report decertification and debarment notices from this or any other jurisdiction. Failure to abide by the continuing duty requirements shall constitute grounds for the firm's decertification.

We look forward to working with you and your firm to maximize its business opportunities. Should you have any questions, please feel free to contact us via email at wsdo@state.ma.us. Sincerely,

A handwritten signature in blue ink, reading "William M. McAvoy". The signature is fluid and cursive, with the first name "William" and last name "McAvoy" clearly legible.

William M. McAvoy
Executive Director