



**Proposal For Services
Review of Unbilled or Misbilled Utility Services**

March 27, 2026

Cliff Keheley, City Manager
City of Mesquite
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**Re: 791 Purchasing Cooperative Contract #791202409008 –
Utility Billing and Metering Consulting**

ISI Water Company (referred to herein as Water Company of America “WCA”) is pleased to submit this Proposal for Services entitled “Review of Unbilled or Misbilled Utility Services” to the City of Mesquite utilizing the 791 Purchasing Cooperative Contract #791202409008.

As outlined in this proposal, and as with all previous contracts undertaken, WCA’s program of revenue enhancement is offered on a performance fee basis. WCA will bear all of its study costs. WCA will be entitled solely to a share of increased collected revenues generated by this program.

Water Company of America has a proven program for revenue recovery. We most sincerely appreciate the opportunity to provide assistance to the City in this project. The contact information for WCA related to this proposal is as follows:

Shane Sangalli, Region Manager, ISI Water Company
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(501) 414-1885, shane.s@watercompanyofamerica.com

Attached: Section 1 – Program Overview (page 2)
Section 2 – Scope of Services (page 3)
Section 3 – Cost of Services (page 7)
Section 4 – Contract for Services (page 9)

This proposal is valid for a minimum period of 120 days subsequent to the submittal date of March 27, 2026. Thank you for your consideration of our proposal for “Review of Unbilled or Misbilled Utility Services.”

Respectfully submitted,

Shane Sangalli
Regional Director

Section 1 – Program Overview

Water Company of America is registered to do business in the State of Texas and is pleased to submit this Proposal for Services to the City of Mesquite entitled “*Review of Unbilled or Misbilled Utility Services*”.

WCA is uniquely qualified to perform the work outlined in the proposal. The study proposed is similar to previous and current projects performed by WCA for Municipal Utility Departments nationwide. Since initiating the first ever project of this nature in 1989, we have gained substantial experience from a diverse group of very successful contract opportunities. While teaming with utilities as large as 374,000 accounts and as small as 1,600, WCA has increased the billings and collections to our clients by substantial amounts.

WCA will perform the service with trained management and field personnel with the requisite experience to accomplish the goals of the project. These employees are familiar with field procedures; appreciate the need for a clear understanding of applicable Utility billing policies, Ordinances, Rules and Regulations; comprehend variations in water distribution and sewer collection systems, and thus are capable of rapid mobilization for the Utility. Staffing needs for this project will be met in the following three manners:

1. Bringing experienced personnel from other locations
2. Recruiting, hiring and training from the local area

3. Utilizing sub-contractors and engineers experienced with Water Loss Audit Processes

By approaching the issue of staffing in this manner, WCA can effectively perform the Scope of Project in a timely and effective manner.

The WCA program utilizes technical work methods conducted in an efficient manner and designed to optimize revenue impact without disruption to normal operating procedures of the Utility. All WCA field operations will be conducted in a manner consistent with requirements imposed by the Utility on its own personnel. Some of the basic WCA rules of staff operational conduct are listed below.

- WCA will conduct all operations to comply with applicable Utility procedures.
- WCA employees will adhere to all safety requirements of the Utility and WCA.
- WCA will insure that property conditions affected by field research activity will be returned to original or better than original condition.
- WCA vehicles will be clean and clearly marked with the Company Logo.
- WCA employees will be uniformed.
- WCA employees will display picture identification badges affixed to the employee's uniform.
- WCA employees will at all times maintain a neat and clean appearance that represents the professionalism of the Utility and WCA.



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- WCA employees will exhibit a courteous and polite manner when dealing with any customer of the Utility.

Section 2 – Scope of Services

2.01 - System Concept and Solution

The Study work shall consist of 3 general tasks and 13 specific steps that involve actions and decision points of the utility and of WCA. The steps are shown below in written form to explain the detail of each, and a flow chart diagram is included to illustrate the process.

A “start work” meeting shall be conducted with key members of each affected Department. Objectives are spelled out, an overview of the *method of approach* is discussed, and a clear chain of command and reporting is determined. Guidelines for subsequent updates can be established as well. An operational methodology based on good clear communication facilitates maximum production for the City.

TASK 1 – IDENTIFY AND ANALYZE

Step 1: Account Data Information Gathering and Review

Account data is accessed in two ways, first, a download of raw unjoined data run at a consistent point in time each month and second, an electronic link for review of real time data. All necessary data queries and reports are created and run by WCA personnel on WCA computers with no City staff time requirement.

Step 2: Account Information Analysis Criteria

WCA analyzes the reliability of the account data as it relates to billing, identifying those key fields that could negatively impact billing if entered incorrectly. WCA will review customer accounts for instances of no bills, underbilling and over billing on an individual basis to identify increase revenue opportunities. The accuracy of CIS data pertinent to billing is critical to the success of the project. The Utility’s historical data is essential to Step 2 and is the basis upon which the remaining steps are predicated.

Step 3: Internal Property Selection Report

WCA produces a Property Report of suspect locations from the data analysis process described in Step 2. This “first cut” report provides a list of accounts ear-marked for further research. Each account record is scrutinized for additional facts that can validate account problems as probable.

Step 4: Field Work Selection Report

WCA prepares a Field Work Selection Report that identifies the individual accounts and in some cases areas to be researched in the field. WCA submits the report to the Utility for review and approval. This step informs the Utility of WCA’s intended field operations, and the location of its personnel within the system.

- Step 5: Field Work Order Issued**
After the Project Manager approves the Field Work Selection Report, WCA issues a Field Work Order to its field personnel. This document will be completed on site and is used to confirm all current property data. All causes of revenue loss will be explored including: meter inaccuracy, service theft, unmetered fire lines, wastewater service problems, coding problems, billing accuracy, and unlisted connections or meters.
- Step 6: Field Research & Account Documentation**
Field personnel conduct site visits to research the property for all information required on the Field Work Order.
- Step 7: DECISION POINT: Potential Revenue Enhancement**
Once field account analysis and field work are complete, WCA selects specific accounts with the potential for revenue enhancement for submission to the City. Accounts not selected will be filed systematically for future reference.

TASK II – QUANTIFYING REVENUE ENHANCEMENT

- Step 8: Formal Work Order submission**
WCA will submit to the Utility a Formal Work Order on an account-by-account basis with complete documentation where additional revenue recovery is possible. This report provides complete and accurate documentation for use by the City to update and correct customer records. The document is a report produced by the WCA software, written specifically for CITY. Included in this standard document is the projection of incremental revenue increase. *This projection is essential to the utility, in that accurate projections must be in hand before decisions can be made as to the relative importance of problem correction and as to the cost effectiveness of the remedy.* This projection is supported by precise calculations that are based on the property analysis and the analysis of the meter or meters in question. All problems noted in the system are mapped by address in the mapping software to determine the frequency and location of problems in the system.
- Step 9: DECISION POINT:**
The City will review the Formal Work Order and approve WCA's recommended changes. The City retains the ultimate unilateral right to approve each Formal Work Order submitted. Any Formal Work Order not initially approved will be returned to WCA for additional work and resubmission, and/or filed for future reference.

TASK III – COORDINATING THE IMPLEMENTATION AND EXECUTION OF CORRECTIVE ACTION

Step 10: Corrective Action

Following Formal Work Order approval, the necessary changes will be made to the account. These changes fall into two broad categories; changes in billing and changes to the physical service. WCA will assist the utility by coordinating the necessary activities and/or procedures between the various disciplines by acting as liaison to resolve issues that might otherwise stalemate the remedy. Examples of this assistance: generating interdepartmental correspondence, preparing letters for City signature that notify customers, as well as the assimilation of signed hardcopy for archive purposes.

Step 11: Identified New Revenue on Accounts

Once the change to the account is complete, the Utility will identify (flag) the account in the Utility Billing Database as one to which WCA is eligible for participation in a share of increase revenue.

Step 12: Reports and Proposed Revenue Sharing Plan

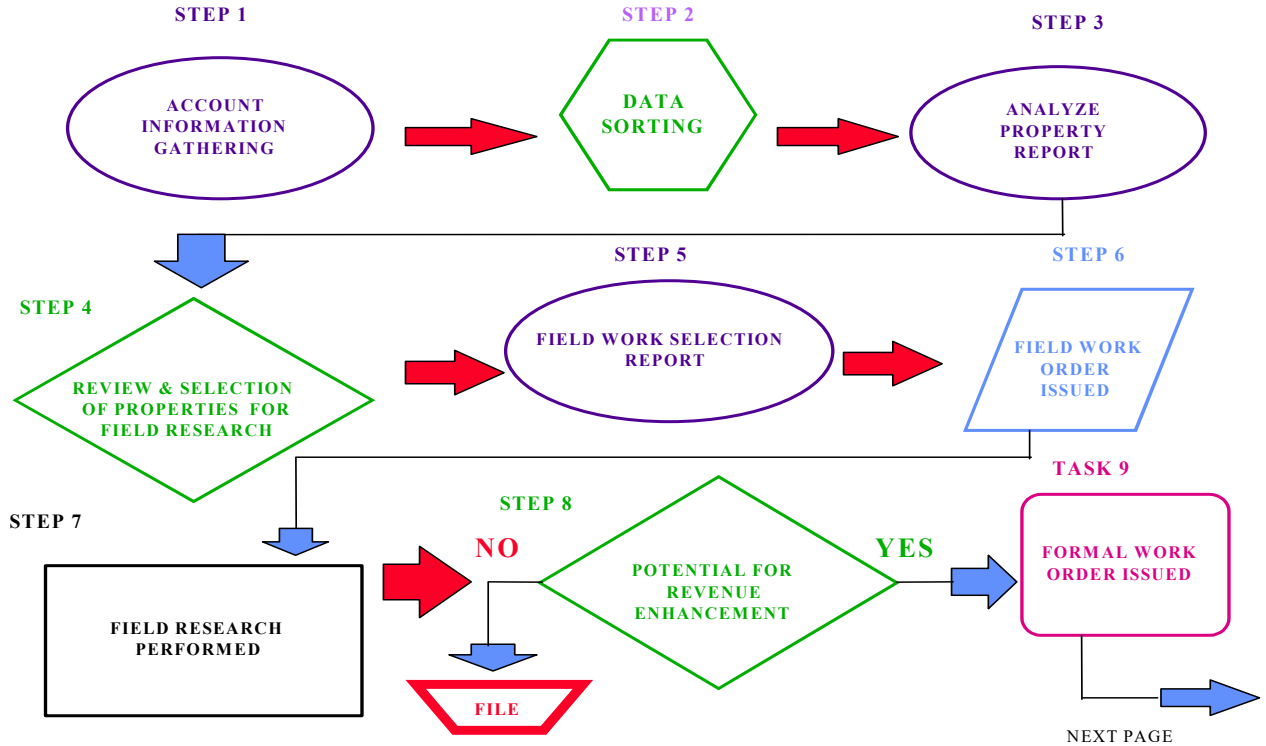
WCA compiles and delivers a monthly report (Detailed Revenue Report) to the City that details the collected revenue for the period and calculates WCA compensation. This amount is based on actual account collection. The collection activity is monitored from the same monthly download of account data identified in Step 1. The revenue report is generated on an account-by-account basis, for review and approval by the Department.

In addition, WCA will prepare a Status Report, on a frequency determined by the City. This custom report details those specific pieces of information meaningful to the City related to the documentation of revenue findings. This report is not “canned” but is tailored to the needs and desires of the City.

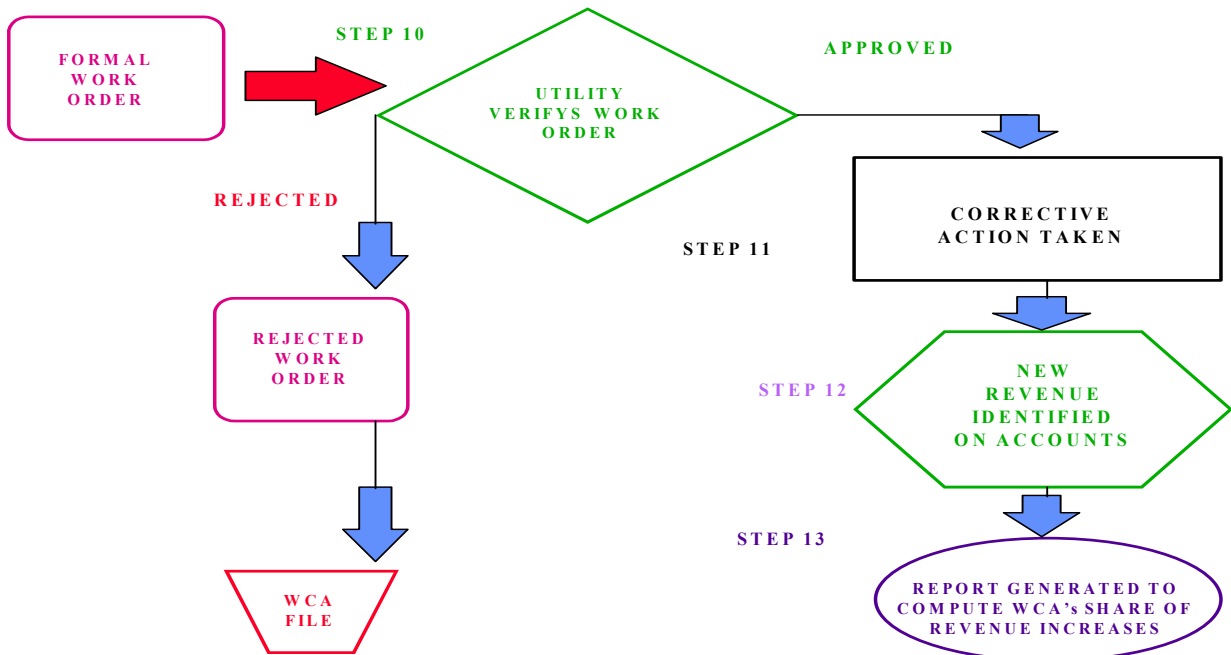
WCA will prepare a Final Report on the specific results of the project including an assessment of existing billing and metering practices and an estimate of annual recovery by area of deficiency.

The above 12 tasks are illustrated in the flow diagram charts on the following two pages:

PROGRAM TASK PROCESS - RESPONSIBILITIES OF WCA



PROGRAM TASK PROCESS - RESPONSIBILITIES OF THE UTILITY



2.02 - Proposed schedule for completing the work

Data access through read only link and the data download process (described in Section 4, Task I. Step 1.) is a function of the City - over which WCA has no control. Because this period of time is impossible to forecast, it is not included in the Contract Term.

“Notice to Proceed” is defined as the written notification by the City to WCA to initiate Work. This notification is issued upon the successful receipt and conversion of Account data from the City by WCA. The date of the Notice to Proceed shall mark the initiation of the Contract Term.

Contract Term - It is anticipated that the period of time necessary for the “Work”, (described in Section 4, Task I. Steps 2-8 and Task II.) for this project is three years. In addition, renewal option should be included. Because every Contract undertaken by WCA in years past has proven to be unique – in terms of results and the amount of time necessary to produce those results - adequate opportunity for the City to achieve maximum benefit must be allowed.

Insofar as the day to day and week to week schedule is concerned, WCA will gear the frequency of reports, updates and submittals of Work Orders according to the limitations, requests and requirements of the City.

Section 3 - Proposed Cost of Services

3.01 – Review of Unbilled or Misbilled Utility Services

For any work performed by WCA which results in increased revenue for the City of Mesquite in accordance with the provisions of the proposal, WCA shall be paid **fifty (50%) percent** of all increase revenue for a term of **forty-eight (48)** months thereafter.

For the purpose of this proposal, increased revenue shall mean the difference between the amount of monthly income received by the City on an account, subsequent to and prior to corrective action being taken on all unbilled or misbilled water and wastewater services provided by the City, including retroactive collections made as a result of work by WCA.

3.02 – Ancillary Services Offered

In addition to our Review of Unbilled or Misbilled Utility Services, WCA can provide additional services through our contract with 791 Purchasing Cooperative for an **additional fee**:

Water Loss Audits and Validation

TWDB Certified Water Loss Auditors

Cost Benefit Analysis

Financial Analysis, Return on Investment (ROI)

Analysis of cost apportionment to a client City

Example: the City is a wholesale customer of or a member agency of a Wastewater Treatment Authority serving multiple Cities.

Property water audits

When Customer Service Departments are hit with customer high bill complaints to elected officials, one solution is to use WCA for an arm's length third party field audit.

1. explain account data – customer sensitive
2. correlate last billed read to the current read
3. explain the rate, Ordinance and the reason for it (especially conservation rate)
4. inspect the meter leak indicator
5. identify water uses, especially irrigation
6. equate consumption to dollars, especially as regards irrigation
7. provide report documenting all activities

Water Pressure Logging

Example: turnkey work (hardware, install, read, report) for an engineering firm in Central FL engaged in a long-range planning process for a municipality.

Saturate a service area to account for all connections

Example: The City must respond to a State DOT notification that a road will be widened, covering a sewer main. The City wants to ensure that every property parcel has a sewer tap of record. WCA will research County property appraiser records to identify all parcels, overlay with connection records, perform visual field confirmation where feasible and report to the City. Performed for Orange County, FL on SR50

Water and/or sewer flow-metering.

Example: sewer only customer of Gulfport, MS

Assessment of Current Billing and Metering Systems

Review & Analysis, Data Integrity, Compliance and Regulatory Review

Recommendations for System Improvements. Billing System Optimization, Metering Technology, Automation.

Vendor Selection Support. Vendor Evaluation, Contract Negotiation

Implementation Support and Project Management.

Customer Experience Enhancement. Customer Portals, Billing Transparency