

PROFESSIONAL CONSULTANT SERVICES AGREEMENT

ZENON ENVIRONMENTAL CORPORATION

Monitoring and Data Analytics for Suez Water ZeeWeed Membrane Bioreactor

THIS PROFESSIONAL CONSULTANT SERVICES AGREEMENT ("Agreement") is made and entered into this _____ day of _____, 2020 ("Effective Date"), by and between the CITY OF RIVERSIDE, a California charter city and municipal corporation ("City"), and Zenon Environmental Corporation, a Michigan corporation authorized to do business in California ("Consultant").

1. **Scope of Services.** City agrees to retain and does hereby retain Consultant and Consultant agrees to provide the services more particularly described in Exhibit "A," "Scope of Services" ("Services"), attached hereto and incorporated herein by reference, in conjunction with Monitoring and Data Analytics for Suez Water ZeeWeed Membrane Bioreactor ("Project").

2. **Term.** This Agreement shall be effective on July 1, 2020 and shall remain in effect until June 30, 2024, unless otherwise terminated pursuant to the provisions herein.

3. **Compensation/Payment.** Consultant shall perform the Services under this Agreement for the total sum not to exceed Ninety Thousand Two Hundred Eighty Dollars (\$90,280.00) payable in accordance with the terms set forth in Exhibit "B." Said payment shall be made in accordance with City's usual accounting procedures upon receipt and approval of an itemized invoice setting forth the services performed. The invoices shall be delivered to City at the address set forth in Section 4 hereof.

4. **Notices.** Any notices required to be given, hereunder shall be in writing and shall be personally served or given by mail. Any notice given by mail shall be deemed given when deposited in the United States Mail, certified and postage prepaid, addressed to the party to be served as follows:

To City

Public Works Department
City of Riverside
Attn: Public Works Director
3900 Main Street, 4th Floor
Riverside, CA 92522

To Consultant

Zenon Environmental Corporation
Attn: Jason Diamond
3239 Dundas Street West
Oakville, ON L6M 4B2 Canada

5. **Prevailing Wage.** If applicable, Consultant and all subcontractors are required to pay the general prevailing wage rates of per diem wages and overtime and holiday wages determined by the Director of the Department of Industrial Relations under Section 1720 et seq. of the California Labor Code and implemented by Resolution No. 13346 of the City Council of the City of Riverside. The Director's determination is available on-line at www.dir.ca.gov/dlsr/DPreWageDetermination.htm and is referred to and made a part hereof; the wage rates therein ascertained, determined, and specified are referred to and made a part hereof as though fully set forth herein.

6. **Contract Administration.** A designee of the City will be appointed in writing by the City Manager or Department Director to administer this Agreement on behalf of City and shall be referred to herein as Contract Administrator.

7. **Standard of Performance.** While performing the Services, Consultant shall exercise the reasonable professional care and skill customarily exercised by reputable members of Consultant's profession practicing in the Metropolitan Southern California Area, and shall use reasonable diligence and best judgment while exercising its professional skill and expertise.

8. **Personnel.** Consultant shall furnish all personnel necessary to perform the Services and shall be responsible for their performance and compensation. Consultant recognizes that the qualifications and experience of the personnel to be used are vital to professional and timely completion of the Services. The key personnel listed in Exhibit "C" attached hereto and incorporated herein by this reference and assigned to perform portions of the Services shall remain assigned through completion of the Services, unless otherwise mutually agreed by the parties in writing, or caused by hardship or resignation in which case substitutes shall be subject to City approval.

9. **Assignment and Subcontracting.** Neither party shall assign any right, interest, or obligation in or under this Agreement to any other entity without prior written consent of the other party. In any event, no assignment shall be made unless the assignee expressly assumes the obligations of assignor under this Agreement, in a writing satisfactory to the parties. Consultant acknowledges that any assignment may, at the City's sole discretion, require City Manager and/or City Council approval. Consultant shall not subcontract any portion of the work required by this Agreement without prior written approval by the responsible City Contract Administrator. Subcontracts, if any, shall contain a provision making them subject to all provisions stipulated in this Agreement, including without limitation, the insurance obligations set forth in Section 12. The Consultant acknowledges and agrees that the City is an intended beneficiary of any work performed by any subcontractor for purposes of establishing a duty of care between any subcontractor and the City.

10. **Independent Contractor.** In the performance of this Agreement, Consultant, and Consultant's employees, subcontractors and agents, shall act in an independent capacity as independent contractors, and not as officers or employees of the City of Riverside. Consultant acknowledges and agrees that the City has no obligation to pay or withhold state or federal taxes or to provide workers' compensation or unemployment insurance to Consultant, or to Consultant's employees, subcontractors and agents. Consultant, as an independent contractor, shall be responsible for any and all taxes that apply to Consultant as an employer.

11. **Indemnification.**

11.1 **Design Professional Defined.** For purposes of this Agreement, "Design Professional" includes the following:

- A. An individual licensed as an architect pursuant to Chapter 3 (commencing with Section 5500) of Division 3 of the Business and Professions Code, and a business entity offering architectural services in accordance with that chapter.
- B. An individual licensed as a landscape architect pursuant to Chapter 3.5 (commencing with Section 5615) of Division 3 of the Business and Professions Code, and a business entity offering landscape architectural services in accordance with that chapter.
- C. An individual registered as a professional engineer pursuant to Chapter 7 (commencing with Section 6700) of Division 3 of the Business and Professions Code, and a business entity offering professional engineering services in accordance with that chapter.
- D. An individual licensed as a professional land surveyor pursuant to Chapter 15 (commencing with Section 8700) of Division 3 of the Business and Professions Code, and a business entity offering professional land surveying services in accordance with that chapter.

11.2 **Defense Obligation For Design Professional Liability.** Consultant agrees, at its cost and expense, to promptly defend the City, and the City's employees, officers, managers, agents and council members (collectively the "Parties to be Defended") from and against any and all claims, allegations, lawsuits, arbitration proceedings, administrative proceedings, regulatory proceedings, or other legal proceedings to the extent the same arise out of, pertain to, or relate to the negligence, recklessness or willful misconduct of Consultant, or anyone employed by or working under the Consultant or for services rendered to the Consultant in the performance of the Agreement, notwithstanding that the City may have benefited from its work or services and whether or not caused in part by the negligence of an Indemnified Party. Consultant agrees to provide this defense immediately upon written notice from the City, and with well qualified, adequately insured and experienced legal counsel acceptable to City. Consultant will reimburse City for reasonable defense costs for claims arising out of Consultant's professional negligence based on the percentage of Consultant's liability. This obligation to defend as set forth herein is binding on the successors, assigns and heirs of Consultant and shall survive the termination of Consultant's Services under this Agreement.

11.3 **Indemnity For Design Professional Liability.** When the law establishes a professional standard of care for Consultant's services, to the fullest extent permitted by law, Consultant shall indemnify, protect and hold harmless the City and the City's employees, officers, managers, agents, and Council Members ("Indemnified Parties") from and against any and all claim for damage, charge, lawsuit, action, judicial, administrative, regulatory or arbitration proceeding, damage, cost, expense (including counsel and expert fees), judgment, civil fines and penalties,

liabilities or losses of any kind or nature whatsoever to the extent the same arise out of, pertain to, or relate to the negligence, recklessness or willful misconduct of Consultant, or anyone employed by or working under the Consultant or for services rendered to the Consultant in the performance of the Agreement, notwithstanding that the City may have benefited from its work or services and whether or not caused in part by the negligence of an Indemnified Party.

11.4 Defense Obligation For Other Than Design Professional Liability.

Consultant agrees, at its cost and expense, to promptly defend the City, and the City's employees, officers, managers, agents and council members (collectively the "Parties to be Defended") from and against any and all claims, allegations, lawsuits, arbitration proceedings, administrative proceedings, regulatory proceedings, or other legal proceedings which arise out of, or relate to, or are in any way connected with: 1) the Services, work, activities, operations, or duties of the Consultant, or of anyone employed by or working under the Consultant, or 2) any breach of the Agreement by the Consultant. This duty to defend shall apply whether or not such claims, allegations, lawsuits or proceedings have merit or are meritless, or which involve claims or allegations that any or all of the Parties to be Defended were actively, passively, or concurrently negligent, or which otherwise assert that the Parties to be Defended are responsible, in whole or in part, for any loss, damage or injury. Consultant agrees to provide this defense immediately upon written notice from the City, and with well qualified, adequately insured and experienced legal counsel acceptable to City. This obligation to defend as set forth herein is binding on the successors, assigns and heirs of Consultant and shall survive the termination of Consultant's Services under this Agreement.

11.5 Indemnity For Other Than Design Professional Liability. Except as to the sole negligence or willful misconduct of the City, Consultant agrees to indemnify, protect and hold harmless the Indemnified Parties from and against any claim for damage, charge, lawsuit, action, judicial, administrative, regulatory or arbitration proceeding, damage, cost, expense (including counsel and expert fees), judgment, civil fine and penalties, liabilities or losses of any kind or nature whatsoever whether actual, threatened or alleged, which arise out of, pertain to, or relate to, or are a consequence of, or are attributable to, or are in any manner connected with the performance of the Services, work, activities, operations or duties of the Consultant, or anyone employed by or working under the Consultant or for services rendered to Consultant in the performance of this Agreement, notwithstanding that the City may have benefited from its work or services. This indemnification provision shall apply to any acts, omissions, negligence, recklessness, or willful misconduct, whether active or passive, on the part of the Consultant or anyone employed or working under the Consultant.

12. Insurance.

12.1 General Provisions. Prior to the City's execution of this Agreement, Consultant shall provide satisfactory evidence of, and shall thereafter maintain during the term of this Agreement, such insurance policies and coverages in the types, limits, forms and ratings required herein. The rating and required insurance policies and coverages may be modified in writing by the City's Risk Manager or City Attorney, or a designee, unless such modification is prohibited by law.

12.1.1 Limitations. These amounts of coverage shall not constitute any limitation or cap on Consultant's indemnification obligations under Section 11 hereof for Consultant's third-party indemnity obligations.

12.1.2 **Ratings.** Any insurance policy or coverage provided by Consultant or subcontractors as required by this Agreement shall be deemed inadequate and a material breach of this Agreement, unless such policy or coverage is issued by insurance companies authorized to transact insurance business in the State of California with a policy holder's rating of A or higher and a Financial Class of VII or higher.

12.1.3 **Cancellation.** The policies shall not be canceled unless thirty (30) days' prior written notification of intended cancellation has been given to City by certified or registered mail, postage prepaid.

12.1.4 **Adequacy.** The City, its officers, employees and agents make no representation that the types or limits of insurance specified to be carried by Consultant pursuant to this Agreement are adequate to protect Consultant. If Consultant believes that any required insurance coverage is inadequate, Consultant will obtain such additional insurance coverage as Consultant deems adequate, at Consultant's sole expense.

12.2 **Workers' Compensation Insurance.** By executing this Agreement, Consultant certifies that Consultant is aware of and will comply with Section 3700 of the Labor Code of the State of California requiring every employer to be insured against liability for workers' compensation, or to undertake self-insurance before commencing any of the work. Consultant shall carry the insurance or provide for self-insurance required by California law to protect said Consultant from claims under the Workers' Compensation Act. Prior to City's execution of this Agreement, Consultant shall file with City either 1) a certificate of insurance showing that such insurance is in effect, or that Consultant is self-insured for such coverage, or 2) a certified statement that Consultant has no employees, and acknowledging that if Consultant does employ any person, the necessary certificate of insurance will immediately be filed with City. Any certificate filed with City shall provide that City will be given ten (10) days' prior written notice before modification or cancellation thereof.

12.3 **Commercial General Liability and Automobile Insurance.** Prior to City's execution of this Agreement, Consultant shall obtain, and shall thereafter maintain during the term of this Agreement, commercial general liability insurance and automobile liability insurance as required to insure Consultant against damages for personal injury, including accidental death, as well as from claims for property damage, which may arise from or which may concern operations by anyone directly or indirectly employed by, connected with, or acting for or on behalf of Consultant. The City, and its officers, employees and agents, shall be named as additional insureds under the Consultant's insurance policies.

12.3.1 Consultant's commercial general liability insurance policy shall cover both bodily injury (including death) and property damage (including, but not limited to, premises operations liability, products-completed operations liability, independent contractor's liability, personal injury liability, and contractual liability) in an amount of \$1,000,000 per occurrence and a general aggregate limit in the amount of \$2,000,000.

12.3.2 Consultant's automobile liability policy shall cover both bodily injury and property damage in an amount of \$1,000,000 per occurrence and an aggregate limit of

\$1,000,000. All of Consultant's automobile and/or commercial general liability insurance policies shall cover all vehicles used in connection with Consultant's performance of this Agreement, which vehicles shall include, but are not limited to, Consultant owned vehicles, Consultant leased vehicles, Consultant's employee vehicles, non-Consultant owned vehicles and hired vehicles.

12.3.3 Prior to City's execution of this Agreement, copies of insurance policies or original certificates along with additional insured endorsements acceptable to the City evidencing the coverage required by this Agreement, for both commercial general and automobile liability insurance, shall be filed with City and shall include the City and its officers, employees and agents, as additional insureds. Said policies shall be in the usual form of commercial general and automobile liability insurance policies, but shall include the following provisions:

It is agreed that the City of Riverside, and its officers, employees and agents, are added as additional insureds under this policy, but only in respect of work performed by or on behalf of the named insured, and only to the extent that the additional insured is held liable for the negligence or other culpability of Consultant. Coverage under Consultant's policy does not extend to liability arising out of the additional insured's own negligence.

12.3.4 The insurance policy or policies shall also comply with the following provisions:

- a. The policy shall be endorsed to waive any right of subrogation against the City and its sub-consultants, employees, officers and agents for services performed under this Agreement but only to the extent that the City is provided protection as an additional insured.
- b. If the policy is written on a claims made basis, the certificate should so specify and the policy must continue in force for one year after completion of the services. The retroactive date of coverage must also be listed.
- c. The policy shall specify that the insurance provided by Consultant will be considered primary and not contributory to any other insurance available to the City and Endorsement No. CG 20010413 shall be provided to the City.

12.4 **Errors and Omissions Insurance.** Prior to City's execution of this Agreement, Consultant shall obtain, and shall thereafter maintain during the term of this Agreement, errors and omissions professional liability insurance in the amount of \$1,000,000 to protect the City from claims resulting from the Consultant's activities.

12.5 **Subcontractors' Insurance.** Consultant shall require all of its subcontractors to carry insurance, in an amount sufficient to cover the risk of injury, damage or loss that may be caused by the subcontractors' scope of work and activities provided in furtherance of this Agreement, including, but without limitation, the following coverages: Workers Compensation,

Commercial General Liability, Errors and Omissions, and Automobile liability. Upon City's request, Consultant shall provide City with satisfactory evidence that Subcontractors have obtained insurance policies and coverages required by this section.

13. **Business Tax.** Consultant understands that the Services performed under this Agreement constitutes doing business in the City of Riverside, and Consultant agrees that Consultant will register for and pay a business tax pursuant to Chapter 5.04 of the Riverside Municipal Code and keep such tax certificate current during the term of this Agreement.

14. **Time of Essence.** Time is of the essence for each and every provision of this Agreement.

15. **City's Right to Employ Other Consultants.** City reserves the right to employ other Consultants in connection with the Project. If the City is required to employ another consultant to complete Consultant's work, due to the failure of the Consultant to perform, or due to the breach of any of the provisions of this Agreement, the City reserves the right to seek reimbursement from Consultant.

16. **Accounting Records.** Consultant shall maintain complete and accurate records with respect to costs incurred under this Agreement. All such records shall be clearly identifiable. Consultant shall allow a representative of City during normal business hours to examine, audit, and make transcripts or copies of such records and any other documents created pursuant to this Agreement. Consultant shall allow inspection of all work, data, documents, proceedings, and activities related to the Agreement for a period of three (3) years from the date of final payment under this Agreement.

17. **Confidentiality.** All ideas, memoranda, specifications, plans, procedures, drawings, descriptions, computer program data, input record data, written information, and other materials either created by or provided to Consultant in connection with the performance of this Agreement shall be held confidential by Consultant, except as otherwise directed by City's Contract Administrator. Nothing furnished to Consultant which is otherwise known to the Consultant or is generally known, or has become known, to the related industry shall be deemed confidential. Consultant shall not use City's name or insignia, photographs of the Project, or any publicity pertaining to the Services or the Project in any magazine, trade paper, newspaper, television or radio production, website, or other similar medium without the prior written consent of the City.

18. **Ownership of Documents.** All reports, maps, drawings and other contract deliverables prepared under this Agreement by Consultant shall be and remain the property of City. Consultant shall not release to others information furnished by City without prior express written approval of City.

19. **Copyrights.** Consultant agrees that any work prepared for City which is eligible for copyright protection in the United States or elsewhere shall be a work made for hire. If any such work is deemed for any reason not to be a work made for hire, Consultant assigns all right, title and interest in the copyright in such work, and all extensions and renewals thereof, to City, and agrees to provide all assistance reasonably requested by City in the establishment, preservation and enforcement of its copyright in such work, such assistance to be provided at City's expense but

without any additional compensation to Consultant. Consultant agrees to waive all moral rights relating to the work developed or produced, including without limitation any and all rights of identification of authorship and any and all rights of approval, restriction or limitation on use or subsequent modifications.

20. **Conflict of Interest.** Consultant, for itself and on behalf of the individuals listed in Exhibit "C," represents and warrants that by the execution of this Agreement, they have no interest, present or contemplated, in the Project affected by the above-described Services. Consultant further warrants that neither Consultant, nor the individuals listed in Exhibit "C" have any real property, business interests or income interests that will be affected by this project or, alternatively, that Consultant will file with the City an affidavit disclosing any such interest.

21. **Solicitation.** Consultant warrants that Consultant has not employed or retained any person or agency to solicit or secure this Agreement, nor has it entered into any agreement or understanding for a commission, percentage, brokerage, or contingent fee to be paid to secure this Agreement. For breach of this warranty, City shall have the right to terminate this Agreement without liability and pay Consultant only for the value of work Consultant has actually performed, or, in its sole discretion, to deduct from the Agreement price or otherwise recover from Consultant the full amount of such commission, percentage, brokerage or commission fee. The remedies specified in this section shall be in addition to and not in lieu of those remedies otherwise specified in this Agreement.

22. **General Compliance With Laws.** Consultant shall keep fully informed of federal, state and local laws and ordinances and regulations which in any manner affect those employed by Consultant, or in any way affect the performance of services by Consultant pursuant to this Agreement. Consultant shall at all times observe and comply with all such laws, ordinances and regulations, and shall be solely responsible for any failure to comply with all applicable laws, ordinances and regulations. Consultant represents and warrants that Consultant has obtained all necessary licenses to perform the Scope of Services and that such licenses are in good standing. Consultant further represents and warrants that the services provided herein shall conform to all ordinances, policies and practices of the City of Riverside.

23. **Waiver.** No action or failure to act by the City shall constitute a waiver of any right or duty afforded City under this Agreement, nor shall any such action or failure to act constitute approval of or acquiescence in any breach thereunder, except as may be specifically, provided in this Agreement or as may be otherwise agreed in writing.

24. **Amendments.** This Agreement may be modified or amended only by a written agreement and/or change order executed by the Consultant and City.

25. **Termination.** City, by notifying Consultant in writing, shall have the right to terminate any or all of Consultant's services and work covered by this Agreement at any time. In the event of such termination, Consultant may submit Consultant's final written statement of the amount of Consultant's services as of the date of such termination based upon the ratio that the work completed bears to the total work required to make the report complete, subject to the City's rights under Sections 15 and 26 hereof. In ascertaining the work actually rendered through the termination

date, City shall consider completed work, work in progress and complete and incomplete reports and other documents only after delivered to City.

25.1 Other than as stated below, City shall give Consultant thirty (30) days' prior written notice prior to termination.

25.2 City may terminate this Agreement upon fifteen (15) days' written notice to Consultant, in the event:

25.2.1 Consultant substantially fails to perform or materially breaches the Agreement; or

25.2.2 City decides to abandon or postpone the Project.

26. **Offsets.** Consultant acknowledges and agrees that with respect to any business tax or penalties thereon, utility charges, invoiced fee or other debt which Consultant owes or may owe to the City, City reserves the right to withhold and offset said amounts from payments or refunds or reimbursements owed by City to Consultant. Notice of such withholding and offset, shall promptly be given to Consultant by City in writing. In the event of a dispute as to the amount owed or whether such amount is owed to the City, City will hold such disputed amount until either the appropriate appeal process has been completed or until the dispute has been resolved.

27. **Successors and Assigns.** This Agreement shall be binding upon City and its successors and assigns, and upon Consultant and its permitted successors and assigns, and shall not be assigned by Consultant, either in whole or in part, except as otherwise provided in paragraph 9 of this Agreement.

28. **Venue.** Any action at law or in equity brought by either of the parties hereto for the purpose of enforcing a right or rights provided for by this Agreement shall be tried in the Superior Court, County of Riverside, State of California, and the parties hereby waive all provisions of law providing for a change of venue in such proceedings to any other county. In the event either party hereto shall bring suit to enforce any term of this Agreement or to recover any damages for and on account of the breach of any term or condition of this Agreement, it is mutually agreed that each party will bear their own attorney's fees and costs.

29. **Nondiscrimination.** During Consultant's performance of this Agreement, Consultant shall not discriminate on the grounds of race, religious creed, color, national origin, ancestry, age, physical disability, mental disability, medical condition, including the medical condition of Acquired Immune Deficiency Syndrome (AIDS) or any condition related thereto, marital status, sex, genetic information, gender, gender identity, gender expression, or sexual orientation, military and veteran status, in the selection and retention of employees and subcontractors and the procurement of materials and equipment, except as provided in Section 12940 of the California Government Code. Further, Consultant agrees to conform to the requirements of the Americans with Disabilities Act in the performance of this Agreement.

30. **Severability.** Each provision, term, condition, covenant and/or restriction, in whole and in part, of this Agreement shall be considered severable. In the event any provision, term, condition, covenant and/or restriction, in whole and/or in part, of this Agreement is declared invalid,

unconstitutional, or void for any reason, such provision or part thereof shall be severed from this Agreement and shall not affect any other provision, term, condition, covenant and/or restriction of this Agreement, and the remainder of the Agreement shall continue in full force and effect.

31. **Authority.** The individuals executing this Agreement and the instruments referenced herein on behalf of Consultant each represent and warrant that they have the legal power, right and actual authority to bind Consultant to the terms and conditions hereof and thereof.

32. **Entire Agreement.** This Agreement constitutes the final, complete, and exclusive statement of the terms of the agreement between the parties pertaining to the subject matter of this Agreement, and supersedes all prior and contemporaneous understandings or agreements of the parties. Neither party has been induced to enter into this Agreement by and neither party is relying on, any representation or warranty outside those expressly set forth in this Agreement.

33. **Interpretation.** City and Consultant acknowledge and agree that this Agreement is the product of mutual arms-length negotiations and accordingly, the rule of construction, which provides that the ambiguities in a document shall be construed against the drafter of that document, shall have no application to the interpretation and enforcement of this Agreement.

33.1 Titles and captions are for convenience of reference only and do not define, describe or limit the scope or the intent of the Agreement or any of its terms. Reference to section numbers, are to sections in the Agreement unless expressly stated otherwise.

33.2 This Agreement shall be governed by and construed in accordance with the laws of the State of California in effect at the time of the execution of this Agreement.

33.3 In the event of a conflict between the body of this Agreement and Exhibit "A" - Scope of Services hereto, the terms contained in Exhibit "A" shall be controlling.

34. **Exhibits.** The following exhibits attached hereto are incorporated herein to this Agreement by this reference:

Exhibit "A" - Scope of Services

Exhibit "B" - Compensation


Exhibit "C" - Key Personnel

IN WITNESS WHEREOF, City and Consultant have caused this Agreement to be duly executed the day and year first above written.

CITY OF RIVERSIDE, a California
charter city and municipal corporation

ZENON ENVIRONMENTAL CORPORATION
a Michigan corporation authorized to do business
in California

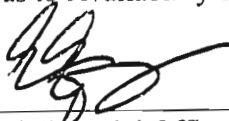
By: _____
City Manager

By:  _____
DAVID BRINKMAN

[Printed Name]
CORPORATE DIRECTOR
[Title]

Attest: _____
City Clerk

Certified as to Availability of Funds:

By:  _____
Chief Financial Officer

By: _____

[Printed Name]

[Title]

Approved as to Form:


By:  _____
Ruthann M. Salera
Deputy City Attorney

EXHIBIT "A"

SCOPE OF SERVICES

InSight – knowledge management solution

InSight captures and transforms your plant data into meaningful and actionable information, ultimately providing the knowledge you need to maximize performance, avoid operational interruptions, optimize your processes, and reduce the total cost of operation. InSight provides:

- ❑ **analytics:** InSight allows review of historical and current plant performance against success criteria.
- ❑ **early detection and alarming:** InSight helps operators detect emerging problems, so that action can be taken before a failure is experienced in the future.
- ❑ **productivity:** InSight's automated data collection reduces the tedious work of entering and reporting operator-collected data, including data required for membrane warranties. InSight helps staff get more done with tools that enhance their personal productivity, enabling them to see and do more.
- ❑ **reporting:** InSight's automated performance reports highlight operational details for key performance indicators.
- ❑ **membrane replacement strategy:** InSight data provides the information needed to plan a cost effective strategy for membrane replacement and upgrades with a deep understanding of factors affecting membrane performance.

features of InSight

- ❑ **simplicity:** InSight makes it easy to see how well your applications are performing over a specified time horizon.
- ❑ **reports:** InSight provides regular scheduled performance reports and summaries.
- ❑ **alerts:** InSight provides alerts if any process parameters fall outside their normal operating range.
- ❑ **mobility:** InSight provides smartphone or tablet access allowing the user the same abilities to see system health, current data, trends, reports and even enter operational data and notes as within the control room.
- ❑ **security:** InSight can archive all plant data securely in an off-site central database. Data is password protected.
- ❑ **data sources:** InSight allows for data to be acquired from a wide range of sources and modes of capture – including automatic (wired and wireless) and direct manual data entry.

key benefits

- ❑ InSight allows you to consolidate all your data to pull out valuable information to drive better business results.
- ❑ InSight helps to drive safety, reliability, accountability and increased throughput in your plant.

- ☐ InSight digitizes data and tools to liberate your operations and service teams to do their jobs more effectively.
- ☐ InSight provides peace of mind by having another level of surveillance which allows you to redefine operational excellence.

InSight packages

Two InSight packages are available to meet Buyer needs:

- ☐ **InSight Basic** – digital asset monitoring
- ☐ **InSight Pro** – process consulting service

The service level of InSight offered to Buyer is:

InSight Pro – process consulting service

InSight Pro

InSight Pro puts a professional SUEZ process expert onto your team, collaborating to empower your operating team to apply the power of InSight.

The process expert is specifically assigned to your plant and will monitor key parameters on a regular rhythm using the InSight platform. The process expert will be in regular contact with the key members of your operations team to discuss and resolve performance, process and operational issues. While supporting your operations team with day-to-day issues, the process expert will also use InSight to bring attention to long term trends and provide operational recommendations.

As part of InSight Pro, the process expert provides bi-weekly OR monthly process reports with analysis of key trends and recommendations to support plant operation, membrane cleaning and overall performance. In addition, an annual summary performance report is provided.

If the need for troubleshooting does arise, your SUEZ process expert is accessible, familiar with your system and empowered with accurate information to assist.

InSight Basic (alternative option)

With InSight Basic, you will gain visibility into your plant's current and future performance by having complete access to your plant data through InSight. InSight allows you to perform your own process monitoring, trending and analysis suited to your individual plant operations and success criteria. You will have access to the tools in InSight to add your own annotations, load your own analytical data and configure your own reports and alerts.

The service is enhanced with weekly automated performance reports and daily alarm notification summaries, allowing you to identify emerging problems earlier so that action can be taken now, before a failure can occur.

InSight basic customers have access to personnel from SUEZ's service reliability center (SRC) who will provide training and support on the use and features of InSight.

InSight service conditions

SUEZ will perform the services specified in the scope section of this document under the following provisos.

- ☐ **mutual duties of care and discernment:** SUEZ shall exercise due care to provide process advice in a responsible manner and with the degree of care, skill and diligence accepted within the industry. Buyer shall exercise discernment in the application of any advice provided by SUEZ, with due regard for the normal potential for data inaccuracy, errors or omissions.
- ☐ **competence:** SUEZ process experts are not experts in and should not be expected to provide advice with regard to any laws, legislation, regulations, policies or guidelines. Buyer must consult with its own legal and regulatory experts for such advice.
- ☐ **operating responsibility:** Buyer retains control of the plant at all times and plant operators retain full and final responsibility for all process and operating decisions. Responsibility for the any use of InSight charts for compliance reporting rests with the plant operators.

For the purposes of this agreement, the term "operate the system" shall mean to run or control the functioning of the equipment or to otherwise conduct or manage the affairs of any aspect of water or wastewater treatment or other functions at Buyer's site, and shall include functions such as providing operators or laborers to adjust or control water treatment ("WT") equipment, wastewater treatment ("WWT") equipment or sludge management facilities ("SMF"), providing program oversight or directing on-site or contract operators/laborers to adjust or control WWT or SMF, providing personnel responsible for or providing oversight of water treatment residual quality, wastewater effluent quality, sludge quality, waste characterization, or waste disposal activities, or providing personnel with continual or daily operational responsibilities with respect to water or wastewater treatment, influent or effluent compliance monitoring, process monitoring, government reporting or notification, or permit compliance.

While the process expert is able to view and monitor trends remotely, InSight does not allow the process expert to make any changes to your set points in the HMI. Plant operators have the exclusive ability to control changes locally. Through other permissions, separate from InSight, plant operators may grant the ability to dial in and view control code and execute code changes to selected controls experts.

- ☐ **delays:** Where SUEZ is responsible for service delay during the agreement, the duration of the agreement shall be extended for the same duration as the service delay.

Where Buyer is responsible for InSight service delays or interruptions, there will be no extension to the agreement term and Buyer is responsible to contact SUEZ for reactivation after the cause of an interruption has been resolved.

- ☐ **hardware replacement:** Buyer retains ownership of any hardware supplied for data acquisition and transmission. Buyer will be billed for the replacement of this hardware if replacement is required and requested from SUEZ. Installation will normally be performed by Buyer.
- ☐ **connectivity:** a strong and consistent power source and connection for data transmission is vital to the delivery of InSight services. SUEZ recommends a discussion with the Buyer

IT department to determine the best method of connectivity. Please see the following section for tips to ensure connectivity is optimized.

optimizing connectivity

A strong, secure and consistent power source and method of data transmission are essential for the delivery of InSight services. SUEZ recommends an early discussion with the Buyer IT representative regarding the existing IT and controls infrastructure to determine the best method of connectivity.

Below are SUEZ's best practices and issues for consideration to ensure reliable connectivity.

power source

An unreliable power source, low voltage, or extended power loss will cause the data acquisition computer to reboot or lock up and may result in a loss of data. To avoid power loss to the computer and/or DIGI cellular gateway resulting in disruption to the connectivity:

- ☐ ensure equipment is installed following proper code and electrical installation practices;
- ☐ install equipment in a temperature-controlled environment;
- ☐ ensure connection to clean and filtered power; SUEZ recommends connection to UPS power.

data transmission

InSight data is transmitted using an internet connection. The preferred option is to use a pre-existing internet connection currently available on site; a discussion with customer IT would be required. A second option is to connect through the SUEZ-provided DIGI cellular gateway. To optimize the data transmission, SUEZ recommends that hardware and antennae are installed in areas with strong cellular signal (i.e. avoid basements and inside metal buildings or cabinets).

data provisions

1. **USE:** Buyer agrees to use the equipment only in accordance with Seller's instructions and shall only use Seller approved chemical products in connection with the equipment. To the extent that Buyer fails to do so, Buyer hereby agrees that any and all applicable warranties for the Equipment and Services, including, but not limited to, any accuracy or performance guarantees shall be waived.
2. **DATA RIGHTS:** The parties acknowledge that in performance of the Services, Seller will be collecting data from Buyer relating to Buyer's processes, materials, equipment and other information ("Data"). Buyer hereby consents to the collection of such Data by the Seller. The following provisions will apply to Data.
3. **NETWORK INTERFACE:** Buyer will install and maintain any and all equipment, systems, software and network interfaces at, and provide telecommunications access to, its facilities as may be required to gather and communicate Data to Seller's monitoring systems in conformance with Seller's interface specifications. Buyer shall maintain its equipment, systems, software and network interfaces to ensure that there are no viruses, Trojan horses, tracking or other cookies, malware or any other harmful software embedded in or attached to Data or such equipment, systems, software or network interfaces that are accessed by or otherwise affect Seller's equipment, systems or software. Upon reasonable request by Seller, Buyer shall perform testing or audits to verify compliance with this paragraph.
4. **CUSTODIAN:** Seller will be custodian of the Data. Seller will store and maintain the Data in a secure manner and logically separate from data belonging to other customers consistent with industry

standards. Data will be stored and maintained by Seller during the term of any agreement with Buyer. However upon termination of the same, Seller may delete data in accordance with its then standard business practice. Periodic back-ups of Data will be maintained as necessary for Seller to perform its obligations herein. Seller may store such information in any location and in such a manner as it deems appropriate in its sole discretion in accordance with reasonable commercial practices.

5. **SELLER ACCESS:** Seller will restrict access to Data to those employees, agents and contractors of Seller with a need to know. In addition to accessing Data through computers, tablets, and smartphones, such employees, agents and contractors may access Data through computer monitors disposed in monitoring laboratories or control rooms at sites operated by or on behalf of Seller. Access by such individuals on behalf of Seller to stored Data shall be controlled through individual user names and passwords consistent with Seller's information technology policies and procedures. Access by such individuals on behalf of Seller to displayed Data on monitors shall be restricted through controlled access or other reasonable security measures determined by Seller in its sole discretion.
6. **BUYER ACCESS:** Seller may provide access to Buyer to Data during the period which Data is stored. For individual access, Buyer shall provide a request for authorization for each individual requesting such access. Authorized personnel of Buyer shall be issued a unique User ID and password that identifies and may be used by only a single user. All requests for access shall be through an officially approved and documented process of Buyer. Seller shall use reasonable commercial efforts to provide user access to Buyer in a timely manner. In the case that any employee or contractor no longer requires access or in the case where such employee or contractor is voluntarily or involuntarily terminated, Buyer shall notify Seller immediately at which time such User ID will be disabled and access terminated. Seller shall not be liable for any access by individuals based on whole or in part by the failure on the part of Buyer to provide timely notice of restrictions on or termination of access.
Upon reasonable request by Buyer and to the extent technically feasible or practical, copies of some or all of Buyer's Data shall be transferred to Buyer pursuant to mutually agreed upon protocols, procedures and schedules. Moreover, reports that summarize Data may be developed from time to time and provided to Buyer. Seller shall be compensated on a time and materials basis for any such transfer or report generation.
Buyer acknowledges that much of wireless network security is controlled by 3rd party carriers or network vendors and Seller shall not be liable for any security breaches based in whole or in part on services provided by such 3rd parties.
7. **SECURITY / UNAUTHORIZED ACCESS:** Buyer shall not reverse engineer, hack, access or attempt to access, or have anyone do so on its behalf, any data, systems, programming, or any other information maintained by Seller. In addition, Buyer or those acting on Buyer's behalf shall not develop or insert into any of Seller's systems, networks or data any back-door access, viruses, Trojan horses, tracking or other cookies, malware or any other unauthorized software.
8. **RIGHTS TO USE DATA:** Buyer shall have unlimited rights to use the Data for any purposes not inconsistent with this Agreement. Seller may use the Data (1) for any and all purposes in furtherance of this Agreement; (2) for research and development and troubleshooting purposes; and (3) in the aggregate for statistical and other analysis, provided that in the case of (3) above, no information identifying Buyer shall be associated with such analysis. Seller may share Data with its affiliates, including its affiliates in other countries, for the purposes described above.

24/7 telephone technical support

SUEZ's 24/7 telephone technical support provides a team of specialists available to help keep your system online and in production in the event of the system operating outside of specified conditions.

calls during business hours

Plant operators have telephone access to a skilled SUEZ technical support specialist who will assist plant operators in troubleshooting of system problems such as electrical (PLC/HMI), mechanical and process control issues.

Plant operators can call the daytime hours telephone number provided below at any time during business hours and ask for technical support.

calls after-hours - emergency telephone technical support

Our technical support team is always on call and is equipped with system information to effectively talk a plant operator through an emergency, potentially averting loss of plant production and expensive call outs. The telephone technical support group maintains access to all plant drawings for rapid reference during 24/7 support calls. The telephone technical support group has portable computers equipped to access the plant control system remotely, in order to gain a better understanding of the situation, and to make any necessary adjustments to control set-points or software. Remote access requires a high-speed internet connection at your facility and requires that you have permissions set up in advance. The technical support specialist will manage the resources needed within SUEZ to assist you in resolving your plant issues. All client issues are tracked through to resolution using SUEZ's state-of-the-art issue tracking software.

Plant operators can call the after-hours telephone number provided below.

when you call

When you call, or if you are leaving a message, please provide the following information:

- ☐ plant name;
- ☐ your plant's original SUEZ project number;
- ☐ your contact telephone number for a call back;
- ☐ a brief description of the issue.

hours of operation & telephone numbers	
daytime hours of operation: telephone, toll free in North America:	8:00 am to 6:00 pm Monday to Friday, Eastern Time Zone GMT-5 1-866-271-5425 press 1 for technical support
outside of North America: daytime hours e-mail address:	1-905-469-7723 suez.technicalsupport.wts@suez.com
after hours & holidays:	6:00 pm to 8:00 am Monday to Friday, Eastern Time Zone GMT-5 weekends - all of Saturday and Sunday
telephone, toll free in North America: outside of North America:	1-866-271-5425 1-905-469-7723

getting the most out of your call

Having the following plant documentation conveniently available to the plant operator and close to the telephone will contribute greatly to effective and rapid troubleshooting when a problem arises.

- ☐ **CLSC:** control logic summary chart – details of the control logic - ranges, set points and action or derivation of alert/alarm;
- ☐ **OSC:** operation sequence chart - The PLC follows specific steps to automatically control valves, pumps and other devices during modes of operation of the treatment plant. These steps are listed and described in the OSC.
- ☐ **P&ID's:** piping & instrumentation diagram – schematic illustration of the functional relationship of piping, instrumentation and system equipment components;
- ☐ **electrical drawings:** These will help with locating devices and fuses.
- ☐ a copy of this telephone technical support service description.

For control related issues, before making the call, it is very helpful to gather the last 5 relevant alarm messages and the corresponding instrument or equipment tag numbers.

service limitations

Not all issues can be resolved through telephone support.

In the event that the SUEZ technical support group cannot resolve the problem with the plant operator over the phone in a reasonable time frame, more extensive service support options are available at the rates and at the prices and under the conditions published in the SUEZ services labor rate sheet.

- ☐ off-site control code programming;
- ☐ on-site service by a service representative;
- ☐ on-site or off-site process support.

Wherever feasible, calls regarding non-urgent issues should be made during business hours.




Water Technologies & Solutions


For any further questions regarding this telephone technical support service, please feel free to contact us through the business hours telephone number or email above.

parts


If you do not require technical support but need (a) part(s) which is not included in this agreement, and you have the part number(s), you may call the SUEZ water product support line at 1-866-271-5425 - press option "2" for parts.

		ZENON ENVIRONMENTAL CORPORATION 3239 DUNDAS STREET WEST OAKVILLE, ON L6M 4B2 PHONE: 1-866-439-2837 FAX: 866-891-4893 (ORDER PLACEMENT)		Quotation		
Quote Date		Quotation Exp. Date		Suez WTS Quote		
26FEB2020		01MAY2020		20459111		
Sales Org.		Sales Representative / Contact		Reference		
8493		Jason Diamond, 905 399 7055		Services Renewal		
Sold To: 1000119685 CITY OF RIVERSIDE PUBLIC WORKS DEPARTMENT 3900 MAIN STREET RIVERSIDE CA 92522 UNITED STATES			Ship To: 4000148616 RIVERSIDE WATER QUALITY CONTROL PLANT 5950 ACORN STREET RIVERSIDE CA 92504 UNITED STATES			
BILL To: 0000477660 CITY OF RIVERSIDE PUBLIC WORKS DEPARTMENT 3900 MAIN STREET RIVERSIDE CA 92522 UNITED STATES			Payment Terms Net 30 Days from Date of Receipt of Invoice			
			Inco Terms DDP POINT OF DESTINATION			
Currency: U.S. Dollar			Freight: Freight PrePaid and Add			
SNo.	Part Number / Item Description	Quantity	Unit	Price	Unit	Amount
10	3110634 FEE,INSIGHT PRO PCS,BIWEEKLY 4 EA InSight Process Consulting Service - BI-Weekly Reports - Annual Fee InSight Service Contact: Dan Kelly Process Analyst daniel.kelly@suez.com 760 685 8562	4	EA	18,200.00	EA	76,800.00
20	3066598 FEE,24/7 SUPPORT 4 EA 24/7 Emergency Telephone Technical Support: Daytime hours of operation: 8:00 am to 6:00 pm Monday to Friday, Eastern Time Zone GMT-5 After hours, weekends & holidays: 6:00 pm to 8:00 am Monday to Friday, Eastern Time Zone GMT-5, all Saturday & Sunday Telephone, toll free in North America: 1-866-271-5425, press 1 for technical support Daytime hours e-mail address:	4	EA	2,970.00	EA	11,880.00
				SALES DISCOUNT	USD	0.00
				NET PRICE	USD	90,280.00


Thank you for your Consideration. To place an order, please fax signed Purchase Orders to the Customer Care number shown above. To ensure that you receive the pricing quoted, please reference this quotation number on your order. All sales are subject to our terms and conditions, contained with this quotation. Freight for Bulk Delivery and specialized freight charges, where applicable, are not included unless otherwise indicated above. Taxation rates shown are based on tax codes in effect at the time of this quotation, and are subject to change.

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Sold To: 1000119685 CITY OF RIVERSIDE PUBLIC WORKS DEPARTMENT 3900 MAIN STREET RIVERSIDE CA 92522 UNITED STATES			Ship To: 4000148616 RIVERSIDE WATER QUALITY CONTROL PLANT 5950 ACORN STREET RIVERSIDE CA 92504 UNITED STATES			
Bill To: 0000477680 CITY OF RIVERSIDE PUBLIC WORKS DEPARTMENT 3900 MAIN STREET RIVERSIDE CA 92522 UNITED STATES			Payment Terms Net 30 Days from Date of Receipt of Invoice			
			Inco Terms DDP POINT OF DESTINATION			
Currency: U.S. Dollar			Freight: Freight PrePaid and Add			
SNo.	Part Number / Item Description	Quantity	Unit	Price	Unit	Amount
	suez.technicalsupport.wls@suez.com					
	Please quote Original Project Number: U-500220					
30	3137351 ELEC ASSY INSIGHT BLACK BOX					
	1 EA	1	EA	2,000.00	EA	2,000.00
	Quantity Discount			20.00	%	- 400.00
	SERVICE CONTRACT DATES: FY 20/21 - July, 1, 2020 - June 30, 2021. FY 21/22 - July, 1, 2021 - June 30, 2022. FY 22/23 - July, 1, 2022 - June 30, 2023. FY 23/24 - July, 1, 2023 - June 30, 2024 to include replacement hardware ELEC ASSY INSIGHT BLACK BOX Invoicing Schedule: - InSight service will be invoiced annually - 24/7 Telephone Technical Support will be invoiced annually - ELEC ASSY INSIGHT BLACK BOX will be invoiced on shipment in FY23/24 Pricing above does not include applicable taxes, which will be applied at time of order.					
SALES DISCOUNT				USD	0.00	
NET PRICE				USD	90,280.00	

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Sold To: 1000119685 CITY OF RIVERSIDE PUBLIC WORKS DEPARTMENT 3900 MAIN STREET RIVERSIDE CA 92522 UNITED STATES			Ship To: 4000148616 RIVERSIDE WATER QUALITY CONTROL PLANT 5950 ACORN STREET RIVERSIDE CA 92504 UNITED STATES			
Bill To: 0000477660 CITY OF RIVERSIDE PUBLIC WORKS DEPARTMENT 3900 MAIN STREET RIVERSIDE CA 92522 UNITED STATES			Payment Terms Net 30 Days from Date of Receipt of Invoice			
			Inco Terms DDP POINT OF DESTINATION			
Currency: U.S. Dollar			Freight: Freight PrePaid and Add			
SNo.	Part Number / Item Description	Quantity	Unit	Price	Unit	Amount
	Multi-year Options: Prices shown are for a single year renewal of service. If Buyer is able to issue a firm, multi-year purchase order for a 2,3,4 or 5-year period, the stated price per year will be held unchanged over the full duration. Buyer will save on annual inflation adjustments and any other price adjustments over the period and will save on the administrative burden of preparing and issuing purchase orders. ***ACCEPTANCE OF QUOTATION*** Accepted By: _____ (Please Print) Signature: _____ Date Accepted: _____ PO Number: _____ ****IMPORTANT**** PLEASE REFERENCE OUR QUOTATION # ON ALL PURCHASE ORDERS. TO PLACE AN ORDER: e-Store: https://estore.suezwatertechnologies.com First time user? Please see this YouTube video for instructions on how to use the SUEZ e-Store: https://www.youtube.com/watch?v=kp9zV7FMJbk&feature=youtu.be					
				SALES DISCOUNT	USD	0.00
				NET PRICE	USD	90,280.00

Thank you for your Consideration. To place an order, please fax signed Purchase Orders to the Customer Care number shown above. To ensure that you receive the pricing quoted, please reference this quotation number on your order. All sales are subject to our terms and conditions, contained with this quotation. Freight for Bulk Delivery and specialized freight charges, where applicable, are not included unless otherwise indicated above. Taxation rates shown are based on tax codes in effect at the time of this quotation, and are subject to change.

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Bill To: 0000477660 CITY OF RIVERSIDE PUBLIC WORKS DEPARTMENT 3900 MAIN STREET RIVERSIDE CA 92522 UNITED STATES				Payment Terms Net 30 Days from Date of Receipt of Invoice		
				Inco Terms DDP POINT OF DESTINATION		
Currency: U.S. Dollar				Freight: Freight PrePaid and Add		
SNo.	Part Number / Item Description	Quantity	Unit	Price	Unit	Amount
	E-MAIL: csc.customerequipment.wts@suez.com FAX: 1-866-891-4893 Phone (1-866-439-2837) # Option 2 For all Post-Sale or Order Status inquiries, please contact our Customer Service Center at 1-866-439-2837 # Option 2					
				SALES DISCOUNT		USD 0.00
				NET PRICE		USD 90,280.00

Thank you for your Consideration. To place an order, please fax signed Purchase Orders to the Customer Care number shown above. To ensure that you receive the pricing quoted, please reference this quotation number on your order. All sales are subject to our terms and conditions, contained with this quotation. Freight for Bulk Delivery and specialized freight charges, where applicable, are not included unless otherwise indicated above. Taxation rates shown are based on tax codes in effect at the time of this quotation, and are subject to change.

Suez Water Technologies & Solutions

Terms & Conditions of Sale

1. **Exclusive Terms and Conditions.** Together with any other terms the parties agree to in writing, these Terms and Conditions of Sale form the exclusive terms ("Agreement") where by Buyer agrees to purchase, and sell Goods and provide advice, instruction and other services in connection with the sale of those Goods ("Services").
2. **Buyer Obligations.** Seller will not control the actual operation of either Buyer's systems or Goods at the site, and unless otherwise specifically agreed in writing, installation of Goods shall be the responsibility of Buyer. Goods and Services provided hereunder are based upon the information Buyer makes available to Seller, and Seller reserves the right to utilize the most compact and feasible design compatible with sound engineering practices, and to make changes in details of design, construction and arrangement of Goods unless precluded by limitations (including, but not limited to actual space and feedwater/substance quality specifications) specified by Buyer in writing at the time an order is placed. If no such limitations are specified, Seller shall not be held responsible for incompatibility of the Goods and Services due to changes in feedwater/substance quality specifications or site conditions nor for incompatibility with actual space or design limitations, which were not initially disclosed by Buyer and become apparent at a later date. For Services to be accurate and Goods to work as intended, Buyer must fulfill the following obligations ("Obligations"): (a) provide Seller complete and accurate information and data relevant to the scope of work to be provided, such as information related to Buyer's site conditions, systems, related equipment and process, feedwater or other substances to be treated or measured with the Goods, including any hidden, unapparent, or changing conditions that may affect the effectiveness of the Goods; (b) operate all related systems and the Goods within the agreed to control parameters or, if none, within industry customary operating conditions; (c) maintain all related systems and Goods in good operating condition and repair; and (d) maintain and handle Goods in a proper and safe manner. If Buyer fails to fulfill the foregoing Obligations, Seller shall be relieved of any obligations with respect to warranties or any other commitments made to Buyer in writing, and Seller shall have no liability for any loss, damage or injury which Buyer may sustain or for which Buyer may be liable. Buyer is solely responsible for the operation of Buyer's systems, including ensuring that the systems are operated and maintained properly and comply with all laws, rules, regulations, license conditions and orders. Seller will not operate, inspect or maintain Buyer's systems or act as a licensed operator as defined by local regulatory authorities.
3. **Delivery.** Title and risk of loss or damage to Goods as well as containers and tanks in which Goods are contained, except as provided for in section 8 of this Agreement, shall pass to Buyer upon delivery to carrier at designated shipping point. Delivery dates indicated by Seller are only approximate. Quotations and proposal drawings provided by Seller show only general style, arrangement and approximate dimensions and weight.
4. **Payment and Prices.** Unless otherwise specified in writing, payment is due net thirty (30) days from the date of Seller's invoice. If Seller shall have any doubt at any time as to Buyer's ability to pay, Seller may decline to make deliveries except on receipt of satisfactory security. The prices quoted herein do not include taxes. Buyer shall be directly responsible, and reimburse Seller, for the gross amount of any present or future sales, use, excise, value-added, or other similar tax applicable to the price, sale or delivery of any products or services furnished hereunder. Buyer shall furnish Seller with evidence of exemption acceptable to the taxing authorities if applicable. For multi-year agreements, pricing stated shall remain firm for 12 months, after which Seller shall be entitled to adjust pricing upward on an annual basis according to the designated formula used by Seller in Buyer's country and which shall be notified to Buyer. Unless otherwise specified, all prices are FOB point of shipment. Buyer agrees to reimburse Seller for collection costs, including 2% interest per month, should Buyer fail to timely pay. Buyer shall have no rights to any setoffs of any nature relating to any payments due under the Agreement. Notwithstanding the terms set forth herein or of any agreement acceptance of Seller's quotation, Seller reserves the right at any time and from time to time by notice in writing to the Buyer to (a) increase Prices (or impose temporary price adjustments) based on increases in the cost of base components for the Goods or Services provided, where the increase is due to increased global demand, limited supply, temporary product shortages, allocation of supply, or such other similar inflationary pressures; and (b) impose a surcharge equal to any increase in the cost of the Goods or Services as a result of a modification of exchange rates, taxes or other levies imposed by public authorities.
5. **Payment for Excessive Usage; Lost and Damaged Goods.** If payment for Goods is based on some factor other than the actual amount of Goods delivered (e.g., payment is for a fixed amount, or based on usage or production), then Buyer agrees to pay for all Goods (a) consumed as a result of Buyer's failure to comply with Obligations as set forth in Section 2; or (b) lost or damaged after delivery to Buyer. Buyer shall provide Seller all information necessary to calculate amounts due and enable Seller to audit those records.
6. **Consigned Goods.** Buyer shall bear all risk of loss and damage to all consigned Goods in Buyer's possession or control, notwithstanding Buyer's exercise of reasonable care. Seller shall have the right to enter Buyer's premises at all reasonable times to inspect such Goods and related records. Upon request, Buyer agrees to return such Goods to Seller pursuant to Seller's shipping instructions.
7. **Limited Warranties.** Seller warrants that the Goods shall conform to published specifications and shall be free from defects in material and workmanship when at all times operated in accordance with Seller's written instructions; and that the Services will be performed with the degree of skill which can reasonably be expected from a seller engaged in a comparable business and providing comparable services under comparable circumstances. Under no circumstances do Services include the operation, inspection or maintenance of Buyer's systems or acting as a licensed operator as defined by local regulatory authorities. Unless otherwise provided in any Warranty Schedule that may be attached hereto, the foregoing warranties are valid: (a) for Chemicals, the earlier of the shelf-life of the product, or 6 months from their date of delivery or the provision of Services; (b) for Consumables, including Filters and Membranes, 12 months from their date of delivery; (c) for Goods other than Chemicals and Consumables, the earlier of 15 months from receipt, or 12 months from start-up/first use. Unless expressly agreed in a "Performance Warranty Document" signed between the parties on a separate basis, there is no performance warranty on Goods and Services or warranty on process results. For Goods not manufactured by Seller, the warranty shall be the manufacturer's transferable warranty only. Any claim for breach of these warranties must be promptly notified in writing or the claim will be void. Seller's sole responsibility and Buyer's exclusive remedy arising out of or relating to the Goods or Services or any breach of these warranties is limited to, at Seller's option: (a) replacement of non-conforming Goods or refund of purchase price of the non-conforming Goods; and (b) re-performance of the Services at issue, or a refund of the amount paid for the Services at issue. No allowance will be made for repairs or alterations made by Buyer without Seller's written consent or approval. Goods may not be returned to Seller without Seller's written permission. Seller will provide Buyer with a "Return Material Order" number to use for returned goods. Buyer, as the original purchaser, is not entitled to extend or transfer this warranty to any other party. The foregoing warranties are in lieu of and exclude all other warranties, statutory, express or implied, including any warranty of merchantability or of fitness for a particular purpose.
8. **Use of Equipment, Tanks, and Containers.** Semi-bulk containers (SBCs) owned by Seller shall be used only for the storage of Goods approved by Seller and Buyer shall return to Seller all SBCs owned by the Seller in an "empty" condition, as defined by appropriate transport or environmental regulations. Title to, and risk and ownership of, all equipment, product containers (e.g., pails, drums, recyclable intermediate bulk containers "IBC"), and tanks supplied to Buyer shall pass to Buyer as provided for in Section 3 of this Agreement, except that returnable SBCs shall remain property of Seller, unless otherwise stated in Seller's documentation.
9. **Compliance With Laws/Permits.** Buyer is responsible for compliance with all laws and regulations applicable to the operations of its systems and to the storage, use, handling, installation, maintenance, removal, registration and labeling of all Goods from and after Buyer's receipt of the Goods, as well as for the proper management and disposal of all waste and residues associated with the Goods (including but not limited to containers, excess or off-spec product, testing wastes (e.g., spent or expired lab reagents and test kits) and signing manifests for waste transport and disposal. Buyer agrees to ensure that all Goods and Services provided to Buyer for export are exported only in compliance with applicable export control laws and regulations. Permits and licenses which are required to operate apparatus or equipment or to use the Goods, shall be procured by Buyer at Buyer's sole expense. Buyer shall be responsible for and procure all permits, licenses, exemptions, authorizations and approvals necessary to the operation of its systems, including but not limited to permits related to liquid and solid waste handling and discharge, air and water emissions, sound, safety, etc. Seller shall not be liable if any such permit, license, exemption, authorization or approval is delayed, denied, revoked, restricted, violated or not renewed and Buyer shall not be relieved thereby of its obligations to pay Seller in accordance with this Agreement.
10. **Force Majeure.** Neither party will be responsible to the other (and no event of default will be deemed to have occurred) if uncontrollable events make it impracticable or commercially unreasonable for either party to perform under the terms of this Agreement, provided no force majeure shall apply to Buyer's obligation to pay in a timely manner for Goods and Services. Scheduled delivery dates are subject to extension when a force majeure event occurs.
11. **Confidentiality and Intellectual Property.** Both parties agree to keep confidential the other party's proprietary non-public information, if any, which may be acquired in connection with this Agreement, unless legally required to disclose, including in response to a request made under the California Public Records Act (California Government code sections 6250 et seq.). Buyer will not, without Seller's advance written consent, subject Goods to testing, analysis, or any type of reverse engineering. Seller retains all intellectual property rights including copyright which it has in all drawings and data or other deliverables supplied or developed under this Agreement subject

to Buyer's right to use such drawings and data for its own use without additional cost. Buyer acknowledges that Seller is in the business of selling the Goods subject to this Agreement and agrees that it will not file patent applications on the Goods, or processes and methods of using the Goods, without Seller's express written permission. Buyer further agrees that in any event any such patents will not be asserted against Seller or its customers based upon purchase and use of such Goods. Buyer shall be fully liable for any infringement of patent rights of third parties arising out of the products supplied hereunder where the construction, and other characteristics of such products including modification of the Goods and Services, is prescribed to the Seller, or completed independently by the Buyer or agent(s). Buyer shall fully defend and indemnify the seller in case of such claim(s). Any software Seller owns and provides pursuant to this Agreement shall remain Seller's property. Seller provides to buyer a limited, non-exclusive and terminable license to such software for the term of this Agreement. Buyer agrees not to copy, sub-license, translate, transfer, reverse engineer, or decode the software. Unless otherwise expressly agreed by Seller, this license shall terminate and the software shall be returned to Seller upon termination of this Agreement, or the material breach of the terms in this section. Buyer shall defend and indemnify Seller in respect of any claim or liability suffered by Seller in connection with infringement of any third party rights based on design, specifications or requirements prescribed by Buyer or its agent.


12. Limitation on Liability. Except where expressly communicated to Seller, Seller shall have no liability for incompatibility of Goods with Buyer's actual space or design limitations. To the extent permitted by law, the total liability of the Seller for all claims arising out of or relating to the performance or breach of this Agreement or use of any Goods Services shall not exceed the annual contract value of this Agreement. Seller shall not be liable for any advice, instruction, assistance or any services that are not required under this Agreement or for which Seller does not charge Buyer. In no event will either party be liable to the other for lost profits or revenues, cost of capital or replacement or increased operating costs, lost or decreased production, claims of Buyer's customers for such damages or any similar or comparable damages, or for any incidental, special, consequential or indirect damages of any type or kind, irrespective of whether arising from actual or alleged breach of warranty, indemnification, product liability or strict liability, or any other legal theory. If Buyer is supplying Seller's Goods or Services to a third party, Buyer shall require the third party to agree to be bound by this clause. If Buyer does not obtain this agreement for Seller's benefit for any reason, Buyer shall indemnify and hold Seller harmless from all liability arising out of claims made by the third party in excess of the limitations and exclusion of this clause.

13. Conflicts; Survival, Assignment. If there is any conflict between this Agreement and any written proposal or quotation provided by Sellers, then the terms and conditions set forth in the proposal or quotation shall prevail. If any term or condition of this Agreement or any accompanying terms and conditions are held invalid or illegal, then such terms and conditions shall be reformed to be made legal or valid, or deleted, but the remaining terms and conditions shall remain in full force and effect, and the Agreement shall be interpreted and implemented in a manner which best fulfills our intended agreement. This Agreement may only be assigned by Seller to any affiliate.


14. Termination and Cancellation. This Agreement and any performance pursuant to it may be terminated or suspended by either party if the other party (a) is the subject of bankruptcy or insolvency proceedings; or (b) defaults in its material obligations under this Agreement, and such default is not cured within thirty (30) days. Upon the termination of this Agreement: (a) Buyer agrees to pay for all Goods in Buyer's possession or for which title has passed to Buyer, at current prices or at such other prices as have been agreed to in writing; and (b) all amounts owing, if any, for the equipment or tanks relating to those Goods shall immediately become due and shall be paid within thirty (30) days of receipt of an invoice. In the event of cancellation of an order by Buyer, a cancellation charge will be made against the Buyer, in proportion to the work completed by Seller, or obligated against the order, plus any cancellation charges assessed against Seller by Seller's suppliers.

15. Governing Law and Dispute Resolution. This Agreement shall be governed by the substantive laws of the State of California. The UN Convention on the International Sale of Goods shall not apply. In the event of a dispute concerning this Agreement, the complaining party shall notify the other party in writing thereof. Management level representatives of both parties shall meet at an agreed location to attempt to resolve the dispute in good faith. Should the dispute not be resolved within thirty (30) days after such notice, the complaining party may seek remedies exclusively through arbitration. The seat of arbitration shall be the federal district court in Riverside, CA, and the rules of the arbitration will be the Commercial Arbitration Rules of the American Arbitration Association, which are incorporated by reference into this clause.


EXHIBIT "B"
COMPENSATION

		ZENON ENVIRONMENTAL CORPORATION 3239 DUNDAS STREET WEST OAKVILLE, ON L6M 4B2 PHONE: 1-866-439-2837 FAX: 866-891-4893 (ORDER PLACEMENT)		Quotation		
Quote Date		Quotation Exp. Date		Suez WTS Quote		
26FEB2020		01MAY2020		20459111		
Sales Org.		Sales Representative / Contact		Reference		
B493		Jason Diamond, 905 399 7055		Services Renewal		
Sold To: 1000119685 CITY OF RIVERSIDE PUBLIC WORKS DEPARTMENT 3900 MAIN STREET RIVERSIDE CA 92522 UNITED STATES			Ship To: 4000148616 RIVERSIDE WATER QUALITY CONTROL PLANT 5950 ACORN STREET RIVERSIDE CA 92504 UNITED STATES			
Bill To: 0000477660 CITY OF RIVERSIDE PUBLIC WORKS DEPARTMENT 3900 MAIN STREET RIVERSIDE CA 92522 UNITED STATES			Payment Terms Net 30 Days from Date of Receipt of Invoice			
			Inco Terms DDP POINT OF DESTINATION			
Currency: U.S. Dollar			Freight: Freight PrePaid and Add			
SNo.	Part Number / Item Description	Quantity	Unit	Price	Unit	Amount
10	3110634 FEE,INSIGHT PRO PCS,BIWEEKLY 4 EA InSight Process Consulting Service - Bi-Weekly Reports - Annual Fee InSight Service Contact: Dan Kelly Process Analyst daniel.kelly@suez.com 760 685 8562	4	EA	19,200.00	EA	76,800.00
20	3066598 FEE,24/7 SUPPORT 4 EA 24/7 Emergency Telephone Technical Support: Daytime hours of operation: 8:00 am to 6:00 pm Monday to Friday, Eastern Time Zone GMT-5 After hours, weekends & holidays: 6:00 pm to 8:00 am Monday to Friday, Eastern Time Zone GMT-5, all Saturday & Sunday Telephone, toll free in North America: 1-866-271-5425, press 1 for technical support Daytime hours e-mail address:	4	EA	2,970.00	EA	11,880.00
				SALES DISCOUNT	USD	0.00
				NET PRICE	USD	90,280.00


Thank you for your Consideration. To place an order, please fax signed Purchase Orders to the Customer Care number shown above. To ensure that you receive the pricing quoted, please reference this quotation number on your order. All sales are subject to our terms and conditions, contained with this quotation. Freight for Bulk Delivery and specialized freight charges, where applicable, are not included unless otherwise indicated above. Taxation rates shown are based on tax codes in effect at the time of this quotation, and are subject to change.

		ZENON ENVIRONMENTAL CORPORATION 3239 DUNDAS STREET WEST OAKVILLE, ON L6M 4B2 PHONE: 1-866-439-2837 FAX: 866-891-4893 (ORDER PLACEMENT)		Quotation		
Quote Date		Quotation Exp. Date		Suez WTS Quote		
26FEB2020		01MAY2020		20459111		
Sales Org.		Sales Representative / Contact		Reference		
B493		Jason Diamond, 905 399 7055		Services Renewal		
Sold To: 1000119685 CITY OF RIVERSIDE PUBLIC WORKS DEPARTMENT 3900 MAIN STREET RIVERSIDE CA 92522 UNITED STATES			Ship To: 4000148616 RIVERSIDE WATER QUALITY CONTROL PLANT 5950 ACORN STREET RIVERSIDE CA 92504 UNITED STATES			
Bill To: 0000477660 CITY OF RIVERSIDE PUBLIC WORKS DEPARTMENT 3900 MAIN STREET RIVERSIDE CA 92522 UNITED STATES			Payment Terms Net 30 Days from Date of Receipt of Invoice			
			Inco Terms DDP POINT OF DESTINATION			
Currency: U.S. Dollar			Freight: Freight PrePaid and Add			
SNo.	Part Number / Item Description	Quantity	Unit	Price	Unit	Amount
	suez.technicalsupport.wts@suez.com					
	Please quote Original Project Number: U-500220					
30	3137351 ELEC ASSY INSIGHT BLACK BOX					
	1 EA	1	EA	2,000.00	EA	2,000.00
	Quantity Discount			20.00	%	- 400.00
SERVICE CONTRACT DATES: FY 20/21 - July, 1, 2020 - June 30, 2021. FY 21/22 - July, 1, 2021 - June 30, 2022. FY 22/23 - July, 1, 2022 - June 30, 2023. FY 23/24 - July, 1, 2023 - June 30, 2024 to include replacement hardware ELEC ASSY INSIGHT BLACK BOX Invoicing Schedule: - InSight service will be Invoiced annually - 24/7 Telephone Technical Support will be invoiced annually - ELEC ASSY INSIGHT BLACK BOX will be Invoiced on shipment in FY23/24 Pricing above does not include applicable taxes, which will be applied at time of order.						
				SALES DISCOUNT	USD	0.00
				NET PRICE	USD	90,280.00

Thank you for your Consideration. To place an order, please fax signed Purchase Orders to the Customer Care number shown above. To ensure that you receive the pricing quoted, please reference this quotation number on your order. All sales are subject to our terms and conditions, contained with this quotation. Freight for Bulk Delivery and specialized freight charges, where applicable, are not included unless otherwise indicated above. Taxation rates shown are based on tax codes in effect at the time of this quotation, and are subject to change.

		ZENON ENVIRONMENTAL CORPORATION 3239 DUNDAS STREET WEST OAKVILLE, ON L6M 4B2 PHONE: 1-866-439-2837 FAX: 866-891-4893 (ORDER PLACEMENT)		Quotation		
Quote Date		Quotation Exp. Date		Suez WTS Quote		
26FEB2020		01MAY2020		20459111		
Sales Org.		Sales Representative / Contact		Reference		
B493		Jason Diamond, 905 399 7055		Services Renewal		
Sold To: 1000119685 CITY OF RIVERSIDE PUBLIC WORKS DEPARTMENT 3900 MAIN STREET RIVERSIDE CA 92522 UNITED STATES			Ship To: 4000148616 RIVERSIDE WATER QUALITY CONTROL PLANT 5950 ACORN STREET RIVERSIDE CA 92504 UNITED STATES			
Bill To: 0000477660 CITY OF RIVERSIDE PUBLIC WORKS DEPARTMENT 3900 MAIN STREET RIVERSIDE CA 92522 UNITED STATES			Payment Terms Net 30 Days from Date of Receipt of Invoice			
			Inco Terms DDP POINT OF DESTINATION			
Currency: U.S. Dollar			Freight: Freight PrePaid and Add			
SNo.	Part Number / Item Description	Quantity	Unit	Price	Unit	Amount
	Multi-year Options: Prices shown are for a single year renewal of service. If Buyer is able to issue a firm, multi-year purchase order for a 2,3,4 or 5-year period, the stated price per year will be held unchanged over the full duration. Buyer will save on annual inflation adjustments and any other price adjustments over the period and will save on the administrative burden of preparing and issuing purchase orders. ***ACCEPTANCE OF QUOTATION*** Accepted By: _____ (Please Print) Signature: _____ Date Accepted: _____ PO Number: _____ ***IMPORTANT*** PLEASE REFERENCE OUR QUOTATION # ON ALL PURCHASE ORDERS. TO PLACE AN ORDER: e-Store: https://estore.suezwatertechnologies.com First time user? Please see this YouTube video for instructions on how to use the SUEZ e-Store: https://www.youtube.com/watch?v=kp9zV7FMJbk&feature=youtu.be					
				SALES DISCOUNT	USD	0.00
				NET PRICE	USD	90,280.00

Thank you for your Consideration. To place an order, please fax signed Purchase Orders to the Customer Care number shown above. To ensure that you receive the pricing quoted, please reference this quotation number on your order. All sales are subject to our terms and conditions, contained with this quotation. Freight for Bulk Delivery and specialized freight charges, where applicable, are not included unless otherwise indicated above. Taxation rates shown are based on tax codes in effect at the time of this quotation, and are subject to change.

		ZENON ENVIRONMENTAL CORPORATION 3239 DUNDAS STREET WEST OAKVILLE, ON L6M 4B2 PHONE: 1-866-439-2837 FAX: 866-891-4893 (ORDER PLACEMENT)		Quotation		
Quote Date		Quotation Exp. Date		Suez WTS Quote		
26FEB2020		01MAY2020		20459111		
Sales Org.		Sales Representative / Contact		Reference		
B493		Jason Diamond, 905 399 7055		Services Renewal		
Sold To: 1000119685 CITY OF RIVERSIDE PUBLIC WORKS DEPARTMENT 3900 MAIN STREET RIVERSIDE CA 92522 UNITED STATES				Ship To: 4000148618 RIVERSIDE WATER QUALITY CONTROL PLANT 5950 ACORN STREET RIVERSIDE CA 92504 UNITED STATES		
Bill To: 0000477680 CITY OF RIVERSIDE PUBLIC WORKS DEPARTMENT 3900 MAIN STREET RIVERSIDE CA 92522 UNITED STATES				Payment Terms Net 30 Days from Date of Receipt of Invoice		
				Inco Terms DDP POINT OF DESTINATION		
Currency: U.S. Dollar				Freight: Freight PrePaid and Add		
SNo.	Part Number / Item Description	Quantity	Unit	Price	Unit	Amount
	E-MAIL: csc.customerequipment.wts@suez.com FAX: 1-866-891-4893 Phone (1-866-439-2837) # Option 2 For all Post-Sale or Order Status inquiries, please contact our Customer Service Center at 1-866-439-2837 # Option 2					
				SALES DISCOUNT	USD	0.00
				NET PRICE	USD	90,280.00

Thank you for your Consideration. To place an order, please fax signed Purchase Orders to the Customer Care number shown above. To ensure that you receive the pricing quoted, please reference this quotation number on your order. All sales are subject to our terms and conditions, contained with this quotation. Freight for Bulk Delivery and specialized freight charges, where applicable, are not included unless otherwise indicated above. Taxation rates shown are based on tax codes in effect at the time of this quotation, and are subject to change.

EXHIBIT "C"
KEY PERSONNEL

Jason Diamond, Sales Representative

0140278 Zenon Environmental 11/10/2010 11/30/2020 4636 SOMERSON RD. (239) 985-5446
Corporation TREVOSE, PA 19053-6742