



AGENDA
PUBLIC WORKS & UTILITIES COMMITTEE
Village of Hoffman Estates
March 23, 2009

Immediately following Finance

Members: Jacquelyn Green, Chairperson
Anna Newell, Vice Chairperson
Cary Collins, Trustee

- I. Roll Call
- II. Approval of Minutes – February 23, 2009

NEW BUSINESS

1. Request approval to accept proposal from American Water, Vorhees, NJ for residential utility line protection program.
2. Request approval to participate in the Illinois Public Works Mutual Aid Network (ILPWMAN) emergency and non-emergency intergovernmental service agreement.
3. Request approval for Historical Sites Commission to proceed with June 28, 2009, Sunderlage Open House; September 20, 2009, Historic Bus Trip; October 17, 2009, Pumpkin Fest; and December 12, 2009, Teddy Bear Holiday Party, in an amount not to exceed \$1,170.
4. Request authorization to waive formal bidding and purchase replacement vehicle for Unit #46 through Illinois Suburban Purchasing Cooperative Contract from Landmark Ford, Springfield, IL (low bid), in an amount not to exceed \$52,009.
5. Request authorization to award contract for 2009 seasonal landscape maintenance contract for turf mowing along rights-of-way on Barrington Road, Higgins Road (Route 72), Golf Road (Route 58), Algonquin Road (Route 62), Shoe Factory Road, Essex Drive and Moon Lake Boulevard to Landscape Concepts Mgmt., Grayslake, IL (low qualified bid), in an amount not to exceed \$92,670.00.
6. Request authorization to extend 2008 contract for 2009 street sweeping, inclusive of all associated costs related to the loading and hauling of debris, to Hoving Clean Sweep, West Chicago, IL (low bid), in an amount not to exceed \$53,648.
7. Request acceptance of the Department of Public Works Monthly Report.
8. Request acceptance of the Department of Development Services Monthly Report for the Engineering Division.

- III. President's Report
- IV. Other
- V. Items in Review
- VI. Adjournment

Village of Hoffman Estates

**PUBLIC WORKS & UTILITIES
COMMITTEE MEETING MINUTES**

DRAFT

February 23, 2009

I. Roll Call

Members in Attendance:

**Trustee Jacquelyn Green, Chair
Trustee Anna Newell, Vice-Chair**

**Other Corporate Authorities
in Attendance:**

**Trustee Raymond Kincaid
Trustee Gary Pilafas
Village President William D. McLeod**

Bev Romanoff, Village Clerk

**Management Team
in Attendance:**

**James H. Norris, Village Manager
Arthur L. Janura Jr., Corporation Counsel
Dan O'Malley, Deputy Village Manager
Michael DuCharme, Director of Finance
Algean Garner, Director of Health & Human Services
Robert Gorvett, Fire Chief
Kenneth Hari, Director of Public Works
Clint Herdegen, Chief of Police
Molly Norton, Assistant to the Village Manager
Gary Salavitch, Director of Engineering
Bruce Anderson, Cable TV Coordinator
Dave Christensen, Emergency Management Coordinator
Ashley Monroe, Assistant Planner
Nathan Roseberry, Traffic Engineer
Rebecca Suhajda, Administrative Intern**

Others in Attendance:

Reporters from Chicago Tribune and Daily Herald

The Public Works & Utilities Committee meeting was called to order at 8:17 p.m.

It was noted that Trustee Mills was absent due to a death in the family, and Trustee Collins was out of town.

II. Approval of Minutes

Motion by Trustee Pilafas, seconded by President McLeod, to approve the Public Works & Utilities Committee minutes of January 26, 2009. Voice vote taken. All ayes. Motion carried. (Abstain: Trustee Kincaid and Trustee Green)

NEW BUSINESS

- 1. Request authorization for Village to participate in joint purchase with the State of Illinois for 2009-2010 procurement of road salt in the amount of 7,500 tons.**

A Committee Agenda Item summary sheet from Kenneth Hari, Director of Public Works, and Ken Gomoll, Superintendent of Administration-Public Works, was presented to the Committee.

Motion by Trustee Pilafas, seconded by Trustee Newell, to grant authorization for Village to participate in joint purchase with the State of Illinois for 2009-2010 procurement of road salt in the amount of 7,500 tons. Voice vote taken. All ayes. Motion carried.

- 2. Request authorization to waive formal bidding and purchase sign roll goods and sheeting from 3M Corporation Traffic Control Division in accordance with their 2009 price catalog in an amount not to exceed \$25,000.**

A Committee Agenda Item summary sheet from Kenneth Hari, Director of Public Works, was presented to the Committee.

Motion by Trustee Pilafas, seconded by Trustee Newell, to grant authorization to waive formal bidding and purchase sign roll goods and sheeting from 3M Corporation Traffic Control Division in accordance with their 2009 price catalog in an amount not to exceed \$25,000. Voice vote taken. All ayes. Motion carried.

- 3. Request authorization to extend 2008 contract for 2009 roadway pavement markings to Preform Traffic Control Systems, Ltd., Elk Grove Village, IL (low bid) in an amount not to exceed \$31,520.**

A Committee Agenda Item summary sheet from Kenneth Hari, Director of Public Works, was presented to the Committee.

Motion by Trustee Pilafas, seconded by Trustee Newell, to grant authorization to extend 2008 contract for 2009 roadway pavement markings to Preform Traffic Control Systems, Ltd., Elk Grove Village, IL (low bid) in an amount not to exceed \$31,520. Voice vote taken. All ayes. Motion carried.

- 4. Request authorization to extend 2008 contract for 2009 water and sewer parkway landscape restoration to TNT Landscaping, Elgin, IL (low bid), at a unit price of \$7.20 per square yard for sodding and \$3.45 per square yard for seeding in an amount not to exceed \$45,000.**

A Committee Agenda Item summary sheet from Kenneth Hari, Director of Public Works, and Joseph Nebel, Superintendent of Operations-Public Works, was presented to the Committee.

Motion by Trustee Pilafas, seconded by Trustee Newell, to grant authorization to extend 2008 contract for 2009 water and sewer parkway landscape restoration to TNT Landscaping, Elgin, IL

(low bid), at a unit price of \$7.20 per square yard for sodding and \$3.45 per square yard for seeding in an amount not to exceed \$45,000. Voice vote taken. All ayes. Motion carried.

- 5. Request authorization to extend 2008 contract for 2009 Water and Sewer Concrete Site Restoration to Strada Construction Co., Algonquin, IL (low bid) at a unit price of \$5.98 per square foot for sidewalk, \$23.00 per lineal foot for curb and \$53.82 per square yard for driveway pavement replacements, in an amount not to exceed \$33,000.**

A Committee Agenda Item summary sheet from Kenneth Hari, Director of Public Works, and Haileng Xiao, Superintendent of Water/Sewer, was presented to the Committee.

Motion by Trustee Pilafas, seconded by Trustee Newell, to grant authorization to extend 2008 contract for 2009 Water and Sewer Concrete Site Restoration to Strada Construction Co., Algonquin, IL (low bid) at a unit price of \$5.98 per square foot for sidewalk, \$23.00 per lineal foot for curb and \$53.82 per square yard for driveway pavement replacements, in an amount not to exceed \$33,000. Voice vote taken. All ayes. Motion carried.

- 6. Request authorization to waive formal bidding and purchase replacement vehicles and equipment for Units #18, #32, and #39 through Illinois Suburban Purchasing Cooperative Contract from Currie Motors, Frankfort, IL (low bid), in an amount not to exceed \$67,016.**

A Committee Agenda Item summary sheet from Kenneth Hari, Director of Public Works, was presented to the Committee.

Motion by Trustee Pilafas, seconded by Trustee Newell, to grant authorization to waive formal bidding and purchase replacement vehicles and equipment for Units #18, #32, and #39 through Illinois Suburban Purchasing Cooperative Contract from Currie Motors, Frankfort, IL (low bid), in an amount not to exceed \$67,016. Voice vote taken. All ayes. Motion carried.

- 7. Request authorization to waive formal bidding and purchase replacement vehicles for Units #25 and #77 through Illinois Suburban Purchasing Cooperative Contract from Landmark Ford, Springfield, IL (low bid) in an amount not to exceed \$34,122.**

A Committee Agenda Item summary sheet from Kenneth Hari, Director of Public Works, was presented to the Committee.

Motion by Trustee Pilafas, seconded by Trustee Newell, to grant authorization to waive formal bidding and purchase replacement vehicles for Units #25 and #77 through Illinois Suburban Purchasing Cooperative Contract from Landmark Ford, Springfield, IL (low bid) in an amount not to exceed \$34,122. Voice vote taken. All ayes. Motion carried.

- 8. Request acceptance of the Department of Public Works Monthly Report.**

The Department of Public Works Monthly Report was presented to the Committee.

Motion by President McLeod, seconded by Trustee Pilafas, to accept the Department of Public Works Monthly Report. Voice vote taken. All ayes. Motion carried.

9. Request acceptance of the Department of Development Services Monthly Report for the Engineering Division.

The Department of Development Services Monthly Report for the Engineering Division was presented to the Committee.

Motion by President McLeod, seconded by Trustee Newell, to accept the Department of Development Services Monthly Report for the Engineering Division. Voice vote taken. All ayes. Motion carried.

III. President's Report - None

IV. Other - None

V. Items in Review - None

VI. Adjournment

Motion by Trustee Pilafas, seconded by Trustee Newell, to adjourn the meeting at 8:23 p.m. Voice vote taken. All ayes. Motion carried.

Minutes submitted by

Vicki Richardson

Date

**COMMITTEE AGENDA ITEM
VILLAGE OF HOFFMAN ESTATES**

SUBJECT: Request approval to accept proposal from American Water, Vorhees, NJ for residential utility line protection program.

MEETING DATE: March 23, 2009

COMMITTEE: Public Works & Utilities

FROM: Kenneth Hari, Joseph Nebel

PURPOSE: To provide residential property owners with an insurance type of protection plan to avoid costly repairs for water service and sanitary sewer lateral service line failure repairs.

BACKGROUND: Due to factors related to age, materials and past outdated construction practices, there have been regular recurring failures of sewer pipe, predominantly in older sections of the community. Orangeburg and vitrified clay pipe are most often cited as the primary cause for failures. A sewer line protection program offers property owners the opportunity to avoid paying high lump sum costs to repair collapses and other types of failures.

The resident's responsibility for repairs of lateral sanitary sewer service lines ends at the point of connection to the mainline sewer and at the water shut off valve ("b-box") for water service lines. To help defray property owner expenses, by ordinance, the Village is responsible for all turf, concrete and asphalt restorations. Property owners are often times unaware that their responsibility for underground utility service line repairs extends through the Village right-of-way and often extends across the road when the sewer mainline is on the opposite side of the street. Repairs to underground service lines usually cost the property owner several thousand dollars.

DISCUSSION:

The essential components of the proposed line protection program are as follows:

- The Village and American Water form a partnership to promote the program to potential customers.
- The Village will assist in marketing efforts that advertise the availability of the program by providing endorsements through Village correspondence, web site, etc. (The program is completely voluntary on the part of each residential property owner).
- Residential property owners who sign up for the program pay a monthly fee that is included on their regular monthly water/sewer billing statements. Funds collected flow through the Village to the service provider.
- When a subscribing property owner has a problem with the service line, they will contact a 24 hour number for assistance. The company dispatches a local contractor to the property to assess and make necessary repairs.
- The company pays the local contractor for the repairs.

At the July 21, 2008 meeting, the Village Board concurred with staff's recommendation to solicit proposals for a service line protection program. At the January 26, 2009 Public Works Committee meeting approval was granted to further negotiate the fine points of a utility line protection program with American Water. Attached are the Terms and Conditions for both an outside water and sewer line protection program and also an in-home plumbing emergency program.

FINANCIAL IMPACT:

There is no expense to the Village. However, there will be some staff time allocated for the initial billing set up. Once established, administrative staff time should be minimal. Public Works staff time will decrease because the vendor will be responsible for many activities associated with dig ups. The department will still perform inspections and will maintain project coordination, oversight and interaction with residents. This includes job assessment, providing advice and answering questions.

RECOMMENDATION:

Request approval to accept proposal from American Water, Vorhees, NJ for residential utility line protection program, subject to final contract approval by Corporation Counsel and Village Manager.

NOTE: Complete proposal is in an "American Water" blue binder in the Trustee's ante room.



American Water Resources, Inc.
1025 Laurel Oak Road
Voorhees, NJ 08043

January 20, 2009

Mr. Kenneth J. Hari
Director of Public Works
Village of Hoffman Estates
1205 Pembroke Avenue
Hoffman Estates, IL 60169

Dear Mr. Hari:

As requested, enclosed is American Water Resources, Inc.'s ("AWR") revised Proposal for a Service Line Protection Program (the "Revised Bid").

The Revised Bid supersedes all other proposals, bid documents and other writings related in any way to AWR's response to the Village of Hoffman Estates' Request for Proposal for Service Line Protection Programs.

AWR has read, understands and generally agrees with the Terms and Conditions contained in the RFP, subject to those exceptions noted in our Proposal and the completion of a good faith negotiation of a final contract. AWR hereby agrees that the details contained in the Revised Bid will remain valid until 60 days from date of Revised Bid submission.

We look forward to working with the Village of Hoffman Estates in 2009.

Sincerely,

Sharon Cameron
President
American Water Resources, Inc.

IPWMAN



Illinois Public Works Mutual Aid Network

Mission Statement for IPWMAN

It is the mission of the Illinois Public Works Mutual Aid Network (IPWMAN), in the spirit of intergovernmental cooperation, to develop and maintain a statewide network of public works related agencies whose principal purpose is to provide mutual aid response and recovery assistance to each other when confronted with natural or man-made emergencies and disasters.

Who Can Join?

- Municipal Public Works Departments
- Public Water Agencies
- Public Waste Water Agencies
- Township Road Districts
- Unit Road Districts
- County Highway Departments
- Sanitary Districts
- Other Governmental Entities Performing Public Works Functions

Benefits of IPWMAN

- IPWMAN will offer comprehensive public works training assistance.
- IPWMAN will provide grant funding assistance.
- IPWMAN provides a network of diverse resources that will be efficiently directed to agencies before, during and after a disaster.
- The state-wide mutual aid program helps communities prepare and train to respond to disasters.
- IPWMAN affords opportunities for agencies to learn from others' experiences.
- Communities will have opportunities to become NIMS-compliant.
- Mutual aid agreements signed prior to emergency situations aid communities when applying for state and/or federal reimbursement.
- Initial assistance is provided without charge to the community.



What is IPWMAN?

IPWMAN is a state-wide network of public works agencies organized to respond in an emergency situation when a community's or region's resources have been exhausted.

For a long time, public works agencies have assisted other public works agencies on an informal basis in times of need.

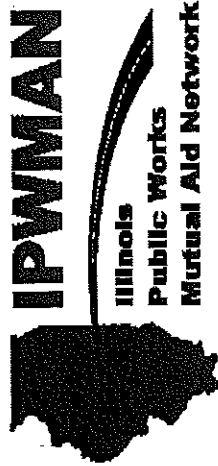
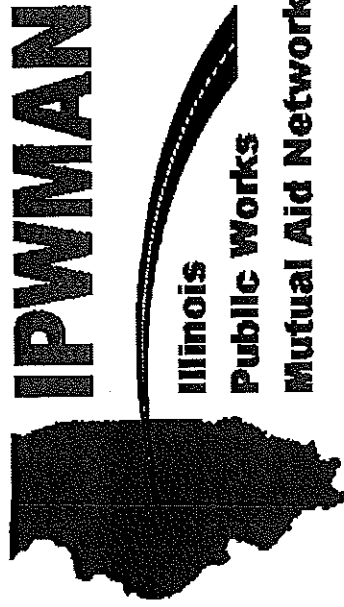
IPWMAN is a mutual aid network designed to efficiently direct resources to areas in need when necessary.

Officers for the Interim Board of Directors for IPWMAN

President: Rick Marley
Director of Engineering and Infrastructure
City of Decatur

Vice President: Chris Isbell
County Highway Engineer
Stephenson County

Secretary/ Treasurer: Barb Stiehl
Assistant to the Director
City of Urbana



How to Join?
Mail your request for a membership packet to:

Illinois Public Works Mutual Aid Network
1701 East Main Street
Urbana, Illinois 61802

or
Visit our website:
www.ipwman.org

or
For more information, contact us at:
info@ipwman.org



No community is too small to be able to offer assistance; no community is too large to ask for help.



AMERICAN WATER RESOURCES, INC.
Hoffman Estates LineSaver Program
1410 Discovery Parkway, Alton, Illinois 62002
Toll-Free 1-888-207-5228
Water Line and Sewer Line Protection Program

TERMS AND CONDITIONS

AMERICAN WATER RESOURCES, INC.

American Water Resources, Inc., a subsidiary of American Water Works Company, Inc., has been awarded a contract by the Village of Hoffman Estates to offer its LineSaver Program to homeowners residing in the Village of Hoffman Estates.

A. WATER LINE AND SEWER LINE PROTECTION PROGRAM

This agreement is between American Water Resources, Inc. and You, a participant in the Water Line and Sewer Line Protection Program, hereinafter referred to as the "Contract" or the "Program". Please read the Contract and retain it for Your records.

B. THIS AGREEMENT COVERS

American Water Resources, Inc.'s Program will, subject to the terms and conditions outlined below, cover the costs associated with Our providing service to 1) repair leaks or breaks to Your Water Line and 2) repair or clear clogs or blockages of Your Sewer Line caused by normal wear and usage.

C. DEFINITIONS

- **Administrator** means American Water Resources, Inc., 1410 Discovery Parkway, Alton, Illinois 62002. Toll-Free 1-888-207-5228.
- **Confirmation Letter** means the acknowledgement letter You will receive from Us outlining the following information about Your Program enrollment:
 - Your Name
 - Your Covered Address
 - Your Customer Number
 - Your Program Effective Date
 - Your Program Term
- **Effective Date** means the date protection begins under the Program, which is 30 days after Your Enrollment Date. Your Program Effective Date is listed on Your Confirmation Letter.
- **Emergency** means that the break or leak in Your Water Line: 1) has resulted in the Water Company shutting off the water to the residence; 2) is causing property damage to the residence or to property inside the residence; 3) is causing a public hazard that has been declared by a local, county, state or federal department or agency with responsibility for the situation; or 4) is causing an immediate risk to the health of a resident in the home serviced by the water lateral.
- **Enrollment Date** means the date Your enrollment is received and processed by Us.

• **Lapse of Coverage** means the discontinuation of the Program protection resulting from Your failure to remit payment to Us of (i) the Program Fee for Your Term or an additional Term or (ii) Your periodic Program Fee within 30 days from the date said payment was due. In both instances, the Program will lapse without notice.

• **Program** means American Water Resources, Inc.'s Water Line and Sewer Line Protection Program, as governed by these Terms and Conditions.

• **Program Fee** means the annual amount You must pay Us for Program protection during Your Term. We will collect the Program Fee based on the payment authorization You provide Us at the time of enrollment and for each additional Term You purchase. If You enrolled in the Program under a promotional Program Fee offer and You contact Us during any Term and We grant Your request to modify the conditions of that offer, Your Program Fee will be adjusted to reflect the then-current annual Program Fee based on the Program protection We provide for the remainder of the Term.

• **Service Fee** means the \$50 fee You must pay Us each time We dispatch an approved, independent contractor to Your home to investigate or service the Sewer Line. The Service Fee will be collected by Our independent contractor and is payable immediately upon completion of Our contractor's investigation or repair service work.

• **Sewer Line** means the section of the lateral sewer service line You own that collects and conveys household wastewater from Your home to the Wastewater Collection System. The Program covers the portion of Your Sewer Line that is the most direct line between the exterior wall of Your home and Wastewater Collection System. Sewer Line does not include any portion of Your Sewer Line that runs into or under Your home's foundation or foundation slab.

• **Term** means the period of time, from the Program Effective Date, Your Program will be in effect. The Program Term is annual (365 days) unless it is terminated or cancelled sooner as provided in this Contract. Your Program Term is listed on Your Confirmation Letter.

• **Wastewater Collection System** means the sewage collection system owned by Your local Wastewater Service Provider to which Your Sewer Line is connected.

• **Wastewater Service Provider** means the Village of Hoffman Estates, Your local sewer utility company or local sewer utility authority that owns and is responsible for maintaining the Wastewater Collection System that receives wastewater from Your home.

• **Water Line** means the section of the single lateral water service line You own that runs from Your home to the connection owned by Your Water Service Provider. If the meter is located inside Your home, it is the section of the water service line from Your property line to the inlet side of the meter. If the meter is located outside Your home, it is the section of the water service line from the outlet side of the meter to the main shut-off valve inside Your home. If You are the homeowner of an upstairs dwelling in a multi-unit building and Your Water Line passes through the walls of a neighboring or downstairs dwelling, the Program covers only the portion of Your Water Line located outside of the exterior wall of the building.

- **Water Service Provider** means the Village of Hoffman Estates, Your local water utility company or Your local water utility authority that owns and is responsible for maintaining the exterior main line and section of the service line that delivers a fresh water supply to Your home through Your Water Line.

- **We, Us and Our** mean the Administrator.

- **You and Your** mean the owner of a single-family residential home and the purchaser of this Program.

D. ELIGIBILITY FOR PROTECTION

You must be a residential customer of Your Water Service Provider and Wastewater Service Provider and the owner of an occupied single-family home in which the Water Line and Sewer Line are located. Prior to Your Effective Date in the Program, the following must be in working order:

- a. Your Water Line must be free of leaks or breaks; and
- b. Your Sewer Line must be free of clogs or blockages.

Homeowners of multi-unit dwellings such as condominiums, town homes or duplexes are eligible for the Program only if they have ownership and maintenance responsibility for the dwelling's Water Line and Sewer Line. The Program is not available to any tenant who rents or leases a single-family residential home. In the event that You are not eligible for protection under the terms and conditions of the Program, Our only obligation is to refund any Program Fee payments made by You to Us. Once We have paid You this refund, the Program will be voided as of Your Enrollment Date.

E. PERIOD OF PROTECTION

Program protection initiates 30 days after Your Enrollment Date and will continue for the Term listed on Your Confirmation Letter. Your Program Term may be automatically extended provided You make timely payments to Us at the then-current annual Program Fee. If You purchase an additional Term without a Lapse of Coverage, Your covered period of protection will remain the Program Effective Date listed on Your Confirmation Letter. If the Program lapses as outlined under "Lapse of Coverage," You may re-enroll in the Program at any time subject to a new Enrollment Date and Effective Date.

F. HOW TO GET SERVICE AND YOUR RESPONSIBILITIES

1. Your Water Line

- If You suspect there is a leak or break to Your Water Line, You must first contact Your Water Service Provider to investigate the source of the problem. In the event Your Water Service Provider determines the leak to be Your responsibility, then You must contact Us toll-free at 1-888-207-5228 to request Our service. We will arrange to have an approved, independent contractor call You to make arrangements to come out to Your home to repair Your Water Line. The contractor will contact You within 12 hours for emergency service, or by 5:00 pm the next business day for all other service.
- If the cost to repair Your Water Line exceeds the Program limit of \$5,000, it is Your responsibility to pay Us for any additional costs over \$5,000.
- It is Your responsibility to disconnect any cold-water electrical grounds before repairs are made to Your Water Line.

- It is Your responsibility to cooperate with Us as necessary for Us to provide covered service under the Program including, without limitation, Your promptly providing such additional information or documentation as We may need to request from You.

2. Your Sewer Line

- If You suspect there is a clog or blockage of Your Sewer Line, You must first call Your Wastewater Service Provider to investigate the source of the problem. In the event Your Wastewater Service Provider determines the clog or blockage to be Your responsibility, then You must contact Us toll-free at 1-888-207-5228 to request Our service. We will arrange to have an approved, independent contractor call You to make arrangements to come out to Your home. Following that call, the independent contractor will be dispatched to Your home within 24 hours to clear or repair a blockage of Your Sewer Line.
- We will make an attempt to clear the blockage in Your Customer-Owned Sewer Line; if the attempt is successful then no repair will occur. If the attempt is unsuccessful, then we will repair the blockage, which may include excavating and replacing the section of Your Customer-Owned Sewer Line that is blocked.
- If the cost to clear or repair a blockage of Your Sewer Line exceeds the Program limit of \$5,000, it is Your responsibility to pay Us for any additional costs over \$5,000.
- It is Your responsibility to pay the Service Fee to Our independent contractor immediately upon completion of service to investigate, clear or repair a blockage of Your Sewer Line.
- It is Your responsibility to cooperate with Us as necessary for Us to provide covered service under the Program including, without limitation, Your promptly providing such additional information or documentation as We may need to request from You.

The limits outlined above on the protection We provide under the Program are described in greater detail below under Contract section entitled "Limit Of Protection". If repair costs exceed any Program limit, You will be advised of such additional costs before the work is performed. It is Your responsibility to pay Us for any additional repair costs and We will send You an invoice to collect such monies. It is Your responsibility to secure permission (right-of-way) associated with Our gaining access to repair Your Water Line or Sewer Line that may pass through property that You do not own.

G. LIMIT OF PROTECTION

1. Your Water Line

- The maximum amount We will pay for any covered Water Line repair service under the Program is \$5,000 per occurrence.
- We will provide basic site restoration to ground areas outside Your home, if it is necessary for Us to undertake excavation work to access and repair a leak or break of Your Water Line. Basic site restoration is limited to filling in, raking and reseeding one time only.
- The Program does not cover restoration or repair of any **public right-of-way, including any sidewalk, parkway, curb or street** if it is necessary for Us to undertake cutting and/or excavation work to access and repair a leak or break of Your Water Line.

2. Your Sewer Line

- The maximum amount We will pay for any covered Sewer Line repair service under the Program is \$5,000 per occurrence.
- We will provide basic site restoration to ground areas outside Your home if it is necessary for Us to undertake excavation work to access and repair a clog or blockage of Your Sewer Line. Basic site restoration is limited to filling in, raking and reseeding one time only.
- The Program does not cover any restoration or repair of any public **right-of-way, including any sidewalk, parkway, curb or street** if it is necessary for Us to undertake cutting and/or excavation work to access and repair a clog or blockage of Your Sewer Line.

If a permit is required to perform any repair service under the Program, We will obtain proper permitting before work will commence. Any repair service We perform to Your Water Line or Sewer Line will comply with applicable plumbing code requirements. Any subsequent repair service We provide to repair the same portion of Your Water Line or Sewer Line that occurs within 60 days of a prior-covered repair service We provided You, will be considered as part of that prior-covered repair service and limited to the applicable Program limits, per occurrence outlined above. **You will not, unless at Your own expense, engage a contractor or otherwise incur costs to repair Your Water Line or Sewer Line on Our behalf.** You may neither transfer the Program to a new owner of Your home nor transfer the Program to a different residence owned by You.

H. LIMITED WARRANTY

Subject to the terms and conditions stated in this Contract, We warrant that We will pay the cost to provide Our service to 1) repair leaks or breaks to Your Water Line, and 2) repair clogs or blockages of Your Sewer Line under the Program that result from normal wear and usage. This warranty applies only to covered repair services and is subject to the limits on the amount We will pay as described in this Contract. We assume responsibility for all repairs completed by Our contractors. We warrant that all materials used and labor provided in completing repairs will comply with local or state codes and manufacturer's specifications. We will replace materials or re-perform repairs at Our expense, if they are found to be defective.

We make no other express or implied warranties or guarantees of any kind, and any implied warranties or guarantees are expressly disclaimed, except for the warrant of good faith and fair dealing.

I. THIS AGREEMENT DOES NOT COVER

1. The Program does not cover the following for Your Water Line:

- A Water Line 1) not connected to a public or municipal water system; 2) connected to a private well.
- Leaks or breaks 1) incurred or existing prior to Your Effective Date; 2) caused by the actions of You or third parties; 3) caused by natural disasters, or acts of nature, including, but not limited to, earthquakes, floods, landslides or sinkholes or any other insurable cause.
- Any clog or blockage of Your Water Line.
- Repairs to non-functional but non-leaking main shut-off valves.
- Any connections and/or extensions such as water lines to sprinklers or irrigation systems You may own, including pressure-reducing valves, back-flow preventers, and other devices connected to the water line.
- Any section of the water line owned by others outside this Program to which Your Water Line is attached.

- Any section of the water line shared with others outside this Program.
- Any section of the water line shared with others outside this program; however, a shared section of the water line will be covered if all residences sharing the section are owned by customers of this Program.
- Any repair required as a result of any local, city, state or federal agency inspection of Your Water Line, unless otherwise covered under the Program.
- Restoration of trees, shrubs, structures, or private driveways, sidewalks or other paved surfaces.
- Repairs to walls, ceilings or any surfaces inside Your home necessary for Our independent contractor to access and repair Your Water Line.
- Repairs to any interior pipes beyond the main shut-off valve inside Your home.
- Restoration of non-public sidewalks or public sidewalks that are not required by permit to be repaired.
- Repair or restoration of public rights-of-way.
- Removal of debris necessary to access and repair Your Water Line, including, but not limited to temporary structures, old cars, trash, storage, rocks or materials.
- Movement of a water meter at the time of repair, unless required by local code.
- Movement of any working or non-leaking water lines or pipes.
- Updating non-leaking water lines or pipes to meet code, law or ordinance requirements or changes thereto.
- Any dwellings that are not currently occupied due to construction, rehabilitation or renovation, including dwellings that do not possess a current Certificate of Occupancy.
- Any rental dwellings for which Program enrollment is in the tenant's name or any dwellings used for commercial purposes. (Dwelling owners please refer to Contract section entitled "Eligibility for Protection".)
- Any consequential, incidental or special damages You incur, regardless of whether they are caused by Our delays, failure to service (or that of Our contractor) or by conditions beyond Our control. For example, this Program does not cover 1) the cost of any lost water; 2) the cost of cleaning up, repairing or replacing property (other than repairing a leak or break of Your Water Line and basic site restoration as provided above) which is damaged due to the leak or break of Your Water Line; 3) any costs and expenses incidental to the leak or break of Your Water Line such as loss of time, loss of use of Your home and other property, costs to stay at a hotel or to rent a home and costs to move and store property outside Your home; 4) any cost or expense relating to the clean-up or remediation of any hazardous substance or pollutant, including but not limited to asbestos, asbestos fibers or products containing asbestos; and 5) damages You incur due to any special circumstances or conditions.

2. The Program does not cover the following for Your Sewer Line:

- A Sewer Line 1) not connected to a public or municipal sewer system; 2) with a connection to or from a private septic system, tank or leach field; 3) with a connection to or from any non-conforming drain line such as a basement or storm drain system.
- Clogs or blockages 1) incurred or existing prior to Your Effective Date; 2) caused by the actions of You or third parties; 3) caused by natural disasters, or acts of nature, including, but not limited to, earthquakes, floods, landslides, sinkholes or any other insurable cause.
- Any leak or break of Your Sewer Line not resulting from a clog or blockage.
- Any section of the sewer line owned by others outside this Program to which Your Sewer Line is attached.
- Any section of the sewer line shared with others outside this Program.

- Clogged or blocked lift stations, pumps or any other mechanical devices connected to Your Sewer Line.
- Any portion of Your Sewer Line located inside or under Your home.
- Any repair required as a result of any local, city, state or federal agency inspection of Your Sewer Line, including but not limited to studies completed to discover or estimate the Inflow and Infiltration being caused by Your Sewer Line, unless otherwise covered under the Program.
- Any damage to the inside of Your home, including personal property, due to the backup of Your Sewer Line.
- Restoration of trees, shrubs, structures, or private sidewalks, driveways, or other paved surfaces.
- Restoration of non-public sidewalks/roadways or public sidewalks/roadways that are not required by permit to be repaired.
- Repair or restoration of public rights-of-way.
- Removal of debris necessary to access and clear or repair a blockage of Your Sewer Line, including but not limited to temporary structures, old cars, trash, storage, rocks or materials.
- Movement of a sewer meter at the time of repair, unless required by code.
- Movement of any working or non-blocked sewer lines.
- Updating non-blocked sewer lines to meet code, law or ordinance requirements or changes thereto.
- Any rental dwellings for which Program enrollment is in the tenant's name or any dwellings used for commercial purposes. (Dwelling owners please refer to Contract section entitled "Eligibility for Protection".)
- Any dwellings that are not currently occupied due to construction, rehabilitation or renovation, including dwellings that do not possess a current Certificate of Occupancy.
- Any consequential, incidental or special damages You incur, regardless of whether they are caused by Our delays, failure to service (or that of Our contractor) or by conditions beyond Our control. For example, this Program does not cover 1) the cost of cleaning up, repairing or replacing property (other than clearing or repairing a blockage of Your Sewer Line and basic site restoration as provided above) which is damaged due to the backup of Your Sewer Line; 2) costs and expenses incidental to the backup of Your Sewer Line such as loss of time, loss of use of Your home and other property, costs to stay at a hotel or to rent a home and costs to move and store property outside Your home; 3) any cost or expense relating to the clean-up or remediation of any hazardous substance or pollutant, including but not limited to asbestos, asbestos fibers or products containing asbestos; and 4) damages You incur due to any special circumstances or conditions.

J. ADMINISTRATOR'S RIGHTS

We reserve the right to change Your Program Fee and/or the Program terms and conditions with 30 days written notice to You. We reserve the right to transfer or assign Your Program contract. You grant Us the right to obtain customer of record information from Your Water Service Provider or Your Wastewater Service Provider limited to Your name, address, telephone number and any other pertinent information. This information will not be sold to any outside marketing companies.

K. CANCELLATION

You may cancel this Program at any time by calling Us toll-free at 1-888-207-5228 or by mailing a cancellation request to American Water Resources, Inc., Attention: Program Administrator,

1410 Discovery Parkway, Alton, Illinois 62002. If You cancel, the effective date of cancellation is the date We receive Your notice. You have 30 days from Your Enrollment Date to cancel and receive a full refund of any Program Fee payments made. If You are 30 days past due on any full payment of Your Program Fee, including the Service Fee, You will not be eligible for any service under the Program and Your Program participation will be subject to cancellation without notice, until all Program Fees owed are paid in full. If Your Program protection has been cancelled due to non-payment, You may re-enroll in the Program with a new Enrollment Date and new Effective Date. We reserve the right to cancel the Program at any time upon 60 days written notice to You. Any refund as a result of the cancellation of the contract by either You or Us, will be determined on a prorated basis less the cost of any repair service performed under the Program. If You are owed a refund, it will be provided to You via the most recent method by which You chose to pay Your Program Fee.

L. PAYMENT

1. Payment Obligation:

You agree to pay Us the amount of the Program Fee for each Term that You are enrolled in the Program. Your payments shall be made using the payment method that You selected at enrollment or when You renewed the Program for an additional Term(s). Your payments shall be made according to the terms of Your payment method, which are set forth below.

2. Payment Method:

You authorize Us to arrange for payment of Your Program Fee to be added to Your periodic bill from Your Water Service Provider or Wastewater Service Provider. Your Program Fee payment will be divided by the number of times per year that Your Water Service Provider or Wastewater Service Provider currently bills You. If you are 30 days past due on any full payment of Your Program Fee, including the Service Fee, You will not be eligible for any service under the Program and Your Program participation will be subject to cancellation without notice, until all Program Fees owed are paid in full. Any special payment arrangements, including partial payments, You make with Your Water Service Provider or Wastewater Service Provider for Your billed utility fees will not extend the 30 day time period for which any full payment of Your Program Fee is due. Failure to make payment of Your Program Fee will not affect continuation of Your water/sewer utility services.

If You pay for the Program by check or credit card, at the conclusion of Your annual enrollment, You will be given the opportunity to renew Your Program and You will be provided with the option to have Your renewal billed to Your Water Service Provider or Wastewater Service Provider's periodic bill in equal installments or to make payment via check or credit card.

M. TAXES

We will collect any and all appropriate taxes if required by the local municipal government(s), county government or the State of Illinois. These taxes will be collected at the time Your Program Fee is paid. This Program is not currently taxed in the State of Illinois.

N. LIMITATION OF LIABILITY

The liability of the Administrator, its affiliated companies, its officers, employees, contractors and/or agents to You, or to any other third party or person, for damages resulting from the provision of, or failure to provide services under this Program, or as the result of any fault, failure, defect or deficiency in any service, labor, material, work or product furnished in connection with this Program shall be limited to an amount not to exceed the maximum amounts

per occurrence outlined in the Contract section entitled "Limitation of Protection". In no event, however, shall the Administrator, its affiliated companies, its employees, agents and contractors have any liability for direct, indirect, special, incidental, consequential (as described above), or punitive (damages to punish Us for any wrongdoing) damages or attorney fees resulting from the provision of or failure to provide service under this Program, or from any fault, failure, defect or deficiency in any service, labor, material, work or product furnished in connection with this Program. These limitations of, and exclusions from, liability shall apply regardless of the nature of the claim or the remedy sought.

The Program is not an insurance contract or policy. The Program provides for the cost to provide Our service to 1) repair leaks or breaks to Your Water Line and 2) repair or clear clogs or blockages of Your Sewer Line under the Program that result from normal wear and usage. This Contract constitutes the entire agreement between Us and You, and there are no other promises or conditions in any other agreement whether written or oral.

**AMERICAN WATER RESOURCES, INC.
Hoffman Estates LineSaver Program
1410 Discovery Parkway, Alton , Illinois 62002
Toll Free 1-888-207-5228
In-Home Plumbing Emergency Program**

TERMS AND CONDITIONS

AMERICAN WATER RESOURCES, INC.

American Water Resources, Inc., a subsidiary of American Water Works Company, Inc., has been awarded a contract by the Village of Hoffman Estates to offer its LineSaver Program to homeowners residing in the Village of Hoffman Estates.

A. LINESAVER IN-HOME PLUMBING EMERGENCY PROGRAM

This agreement is between American Water Resources, Inc. and You, a participant in the LineSaver In-Home Plumbing Emergency Program, hereinafter referred to as the "Contract" or the "Program". Please read the Contract and retain it for Your records.

B. THIS AGREEMENT COVERS

American Water Resources, Inc.'s Program will, subject to the terms and conditions outlined below, cover the costs associated with Our providing service to, on an emergency basis for in-home plumbing, repair leaks or breaks to Your Water Supply System and clear or repair clogs or blockages of Your Wastewater Drainage System caused by normal wear and usage.

C. DEFINITIONS

• **Administrator** means American Water Resources, Inc., 1410 Discovery Parkway, Alton, Illinois 62002.
Toll Free 1-888-207-5228

• **Confirmation Letter** means the acknowledgement letter You will receive from Us outlining the following information about Your Program enrollment:

- Your Name
- Your Covered Address
- Your Customer Number
- Your Program Effective Date
- Your Program Term

• **Effective Date** means the date protection begins under the Program, which is 30 days after Your Enrollment Date. Your Program Effective Date is listed on Your Confirmation Letter.

• **Enrollment Date** means the date Your enrollment is received and processed by Us.

• **Lapse of Coverage** means the discontinuation of the Program protection resulting from Your failure to remit payment to Us of (i) the Program Fee for Your Term or an additional Term or (ii) Your periodic Program Fee within 30 days from the date said payment was due. In both instances, the Program will lapse without notice.

• **Program** means American Water Resources, Inc.'s LineSaver In-Home Plumbing Emergency

Program, as governed by these Terms and Conditions.

- **Program Fee** means the annual amount You must pay Us for Program protection during Your Term. We will collect the Program Fee based on the payment authorization You provide Us at the time of enrollment and for each additional Term You purchase. If You enrolled in the Program under a promotional Program Fee offer and You contact Us during any Term and We grant Your request to modify the conditions of that offer, Your Program Fee will be adjusted to reflect the then-current annual Program Fee based on the Program protection We provide for the remainder of the Term.
- **Service Fee** means the \$50 fee You must pay Us each time We dispatch an approved, independent contractor to Your home to investigate or service the Water Supply System or Wastewater Drainage System. The Service Fee will be collected by Our independent contractor and is payable immediately upon completion of Our contractor's investigation or repair service work.
- **Term** means the period of time, from the Program Effective Date, Your Program will be in effect. The Program Term is annual (12 months) unless it is terminated or cancelled sooner as provided in this Contract. Your Program Term is listed on Your Confirmation Letter.
- **Wastewater Drainage System** means the in-home plumbing system of permanent internal drains and pipes You own that collect and carry water and wastes throughout Your home to Your home's external Sewer Line and Wastewater Collection System. The Program covers all drain lines and pipes that carry water from sinks, showers and bathtubs and all waste lines and pipes, from toilets (blocked toilets are covered) to the point where such lines and pipes exit Your home and connect to Your Sewer Line.
- **Wastewater Collection System** means the sewage collection system owned by Your local Wastewater Service Provider to which Your Sewer Line is connected.
- **Wastewater Service Provider** means the Village of Hoffman Estates, Your local sewer utility company or local sewer utility authority that owns and is responsible for maintaining the Wastewater Collection System that receives wastewater from Your home.
- **Water Service Provider** means the Village of Hoffman Estates, Your local water utility company or Your local water utility authority that owns and is responsible for maintaining the exterior main line and section of the service line that delivers a fresh water supply to Your home through Your Water Line.
- **Water Supply System** means the in-home plumbing system of permanent internal pipes and connecting fittings You own that distribute the incoming water supply from Your Water Line throughout Your home to fixtures and appliances. If the water meter is located inside Your home, the Program covers pipes, connecting fittings and valves from the outlet side of the meter to the shut off valve at each fixture and appliance. If the water meter is located outside Your home, the Program covers pipes, connecting fittings and valves from the shut off valve at the entrance point inside Your home to the shut off valve at each fixture and appliance.
- **We, Us and Our** means the Administrator.

- **You** and **Your** means the owner of a single-family residential home and the purchaser of this Program.

D. ELIGIBILITY FOR PROTECTION

You must be a residential customer of record of Your Water Service Provider and Wastewater Service Provider and the owner of an occupied single-family home in which the Water Supply System and Wastewater Drainage System are located. Prior to Your Effective Date in the Program, the following must be in working order:

- a. Your Water Supply System must be free of leaks or breaks; and
- b. Your Wastewater Drainage System must be free of clogs or blockages,

Homeowners of multi-unit dwellings such as condominiums, town homes or duplexes are eligible for the Program only if they have ownership and maintenance responsibility for the dwelling's Water Supply System and Wastewater Drainage System. The Program is not available to any tenant who rents or leases a single-family residential home. In the event that You are not eligible for protection under the terms and conditions of the Program, Our only obligation is to refund any Program Fee payments made by You to Us. Once we have paid You this refund, the Program will be voided as of Your Enrollment Date.

E. PERIOD OF PROTECTION

Program protection initiates 30 days after Your Enrollment Date and will continue for the Term listed on Your Confirmation Letter. Your Program Term may be automatically extended provided You make timely payments to Us at the then-current annual Program Fee. If You purchase an additional Term without a Lapse of Coverage, Your covered period of protection will remain the Program Effective Date listed on Your Confirmation Letter. If the Program lapses as outlined under "Lapse of Coverage," You may re-enroll in the Program at any time subject to a new Enrollment Date and Effective Date.

F. HOW TO GET SERVICE AND YOUR RESPONSIBILITIES

- If You suspect there is a leak or break to Your Water Supply System or clog or blockage of Your Wastewater Drainage System, You must contact Us toll free at 1-888-207-5228 to request Our emergency service. We will arrange to have an approved, independent contractor call You to make arrangements to come out to Your home. Following that call, the independent contractor will be dispatched to Your home within 24 hours to perform Our emergency service.
- If the cost to perform Our emergency service exceeds the Program limit of \$1,500 for each covered Water Supply System or Wastewater Drainage System repair, it is Your responsibility to pay Us for any additional costs over \$1,500.
- It is Your responsibility to pay the Service Fee to Our independent contractor immediately upon completion of Our emergency service.
- It is Your responsibility to cooperate with Us as necessary for Us to provide covered service under the Program including, without limitation, Your promptly providing such additional information or documentation as We may need to request from You.

The limits outlined above on the protection We provide under the Program are described in greater detail below under Contract section entitled "Limit Of Protection". If repair costs exceed any Program limit, You will be advised of such additional costs before the work is performed. It is Your responsibility to

pay Us for any additional repair costs and We will send You an invoice to collect such monies. It is Your responsibility to secure permission (right-of-way) associated with Our gaining access to repair Your Water Supply System or Wastewater Drainage System that may pass through property that You do not own.

G. LIMIT OF PROTECTION

- The maximum amount We will pay for each covered Water Supply System or Wastewater Drainage System emergency repair service under the Program is \$1,500 per occurrence, which provides You total coverage of \$3,000 if both of Your systems require an emergency repair service at the same time.

If a permit is required to perform any repair service under the Program, We will obtain proper permitting before work will commence. Any repair service We perform to Your Water Supply System or Wastewater Drainage System will comply with applicable plumbing code requirements. Any subsequent repair service We provide to repair the same portion of Your Water Supply System or Wastewater Drainage system that occurs within 60 days of a prior covered repair service We provided You, will be considered as part of that prior covered repair service and limited to the applicable Program limits, per occurrence outlined above. **You will not, unless at Your own expense, engage a contractor or otherwise incur costs to repair Your Water Supply System or Wastewater Drainage System on Our behalf.** You may neither transfer the Program to a new owner of Your home nor transfer the Program to a different residence owned by You.

H. LIMITED WARRANTY

Subject to the terms and conditions stated in this Contract, We warrant that We will pay the cost to provide Our service to, on an emergency basis, repair leaks or breaks to Your Water Supply System and clear or repair clogs or blockages of Your Wastewater Drainage System under the Program that result from normal wear and usage. This warranty applies only to covered repair services and is subject to the limits on the amount We will pay as described in this Contract. We warrant that all materials used and labor provided in completing repairs will comply with local or state codes and manufacturer's specifications. We will replace materials or re-perform repairs at Our expense, if they are found to be defective.

We make no other express or implied warranties or guarantees of any kind, and any implied warranties or guarantees are expressly disclaimed, except for the warrant of good faith and fair dealing.

I. THIS AGREEMENT DOES NOT COVER

The Program does not cover the following:

- A Water Supply System 1) not connected to a public or municipal water system; 2) connected to a private well.
- A Wastewater Drainage System with a connection to or from any non-conforming drain line such as a basement or storm drain system.
- Any leak or break in the Water Supply System or clog or blockage of the Wastewater Drainage System 1) incurred or existing prior to Your Effective Date; 2) caused by the actions or negligence of You or third parties; 3) caused by natural disasters, or acts of nature, including, but not limited to, earthquakes, floods, landslides, sinkholes or any other insurable cause.

- Any leaking 1) fixtures and appliances, including appliance kit supply tube lines, beyond the shut-off valve; 2) or running toilet tanks, bowls or inside flush or fill mechanisms; 3) faucets, spouts, showerheads, diverters or hot water dispensers.
- Any clog or blockage of Your Water Supply System or leak or break of Your Wastewater Drainage System not resulting from a clog or blockage.
- Any section of water or wastewater lines owned by others outside this Program to which Your Water Supply System or Wastewater Drainage System is attached.
- Clogged or blocked lift stations, pumps, garbage disposals or any other mechanical devices connected to Your Wastewater Drainage System.
- Any portion of Your Water Supply System located under Your home or extending outside Your home such as lines and pipes to outdoor faucets, sprinkler systems, and pools.
- Any portion of Your Wastewater Drainage System extending outside Your home.
- Any repair required as a result of any local, city, state or federal agency inspection of Your Water Supply System or Wastewater Drainage System unless otherwise covered under the Program.
- Any damage to the inside of Your home, including personal property, due to a leak in the Water Supply System or backup of the Wastewater Drainage System.
- Repairs to walls, ceilings or any surfaces inside Your home necessary for Our independent contractor to access and repair Your Water Supply System or Wastewater Drainage System.
- Movement of household items necessary to access and repair Your Water Supply System or Wastewater Drainage System, including but not limited to furnishings and storage materials.
- Movement of any inside meters at the time of repair, unless required by local code.
- Movement of any working or non-leaking Water Supply System or working or non-blocked Wastewater Drainage System lines.
- Updating non-leaking Water Supply System or non-blocked Wastewater Drainage System lines to meet code, law or ordinance requirements or changes thereto.
- Any dwellings that are not currently occupied due to construction, rehabilitation or renovation, including dwellings that do not possess a current Certificate of Occupancy.
- Any rental dwellings for which Program enrollment is in the tenant's name or any dwellings used for commercial purposes. (Dwelling owners please refer to Contract section entitled "Eligibility for Protection.").
- Any consequential, incidental or special damages You incur, regardless of whether they are caused by Our delays, failure to service, (or that of Our contractor) or by conditions beyond Our control. For example, this Program does not cover 1) the cost of any lost water; 2) the cost of cleaning up, repairing or replacing property inside Your home which is damaged due to a leak in the Water Supply System or backup of the Wastewater Drainage System; 3) costs and expenses incidental to a leak in the Water Supply System or backup of the Wastewater Drainage System such as loss of time, loss of use of Your home and other property, costs to stay at a hotel or to rent a home and costs to move and store property outside Your home; 4) any cost or expense relating to the clean-up or remediation of any hazardous substance or pollutant, including but not limited to asbestos, asbestos fibers or products containing asbestos; and 5) damages You incur due to any special circumstances or conditions.

J. ADMINISTRATOR'S RIGHTS

We reserve the right to change Your Program Fee and/or the Program terms and conditions with 30 days written notice to You. We reserve the right to transfer or assign Your Program contract. You grant Us the right to obtain customer of record information from Your Water Service Provider or Your Wastewater Service Provider limited to Your name, address, telephone number and any other pertinent information. This information will not be sold to any outside marketing companies.

K. CANCELLATION

You may cancel this Program at any time by calling Us toll-free at 1-888-207-5228 or by mailing a cancellation request to American Water Resources, Inc., Attention: Program Administrator, 1410 Discovery Parkway, Alton, Illinois 62002. If You cancel, the effective date of cancellation is the date We receive Your notice. You have 30 days from Your Enrollment Date to cancel and receive a full refund of any Program Fee payments made. If you are 30 days past due on any full payment of Your Program Fee, You will not be eligible for any service under the Program and Your Program participation will be subject to cancellation without notice, until all Program Fees owed are paid in full. If Your Program protection has been cancelled due to non-payment, You may re-enroll in the Program with a new Enrollment Date and new Effective Date. We reserve the right to cancel the Program at any time upon 60 days written notice to You. Any refund as a result of the cancellation of the contract by either You or Us, will be determined on a prorated basis less the cost of any repair service performed under the Program. If You are owed a refund, it will be provided to You via the most recent method by which You chose to pay Your Program Fee.

L. PAYMENT

1. Payment Obligation:

You agree to pay Us the amount of the Program Fee for each Term that You are enrolled in the Program. Your payments shall be made using the payment method that You selected at enrollment or when You renewed the Program for an additional Term(s). Your payments shall be made according to the terms of Your payment method, which are set forth below.

2. Payment Method:

You authorize Us to arrange for payment of Your Program Fee to be added to Your periodic bill from Your Water Service Provider or Wastewater Service Provider. Your Program Fee payment will be divided by the number of times per year that Your Water Service Provider or Wastewater Service Provider currently bills You. If you are 30 days past due on any full payment of Your Program Fee, including the Service Fee, You will not be eligible for any service under the Program and Your Program participation will be subject to cancellation without notice, until all Program Fees owed are paid in full. Any special payment arrangements, including partial payments, You make with Your Water Service Provider or Wastewater Service Provider for Your billed utility fees will not extend the 30 day time period for which any full payment of Your Program Fee is due. Failure to make payment of Your Program Fee will not affect continuation of Your water/sewer utility services.

If You pay for the Program by check or credit card, at the conclusion of Your annual enrollment, You will be given the opportunity to renew Your Program and You will be provided with the option to have Your renewal billed to Your Water Service Provider or Wastewater Service Provider's periodic bill in equal installments or to make payment via check or credit card.

M. TAXES

We will collect any and all appropriate taxes if required by the local municipal government(s), county government or the State of Illinois. These taxes will be collected on each of Your periodic bills from Your Water Service Provider or Wastewater Service Provider. This program is not currently taxed in the State of Illinois.

N. LIMITATION OF LIABILITY

The liability of the Administrator, its affiliated companies, its officers, employees, contractors and/or agents to You, or to any other third party or person, for damages resulting from the provision of, or failure to provide services under this Program, or as the result of any fault, failure, defect or

deficiency in any service, labor, material, work or product furnished in connection with this Program shall be limited to an amount not to exceed the maximum amounts per occurrence outlined in the Contract section entitled "Limitation of Protection". In no event, however, shall the Administrator, its affiliated companies, its employees, agents and contractors have any liability for direct, indirect, special, incidental, consequential, (as described above) or punitive (damages to punish Us for any wrongdoing) damages or attorney fees resulting from the provision of or failure to provide service under this Program, or from any fault, failure, defect or deficiency in any service, labor, material, work or product furnished in connection with this Program. These limitations of, and exclusions from, liability shall apply regardless of the nature of the claim or the remedy sought.

The Program is not an insurance contract or policy. The Program provides for the cost to provide Our service to, on an emergency basis for in-home plumbing, repair leaks or breaks to Your Water Supply System and clear or repair a clogs or blockages of Your Wastewater Drainage System under the Program that result from normal wear and usage. This Contract constitutes the entire agreement between Us and You, and there are no other promises or conditions in any other agreement whether written or oral.



Village of Hoffman Estates
Proposal for Service Line Protection Program

SUBJECT:

This Proposal for Service Line Protection Program dated January 20, 2009 (the "Revised Bid"), submitted at the request of the Village of Hoffman Estates, constitutes American Water Resources, Inc.'s ("AWR") entire proposal in response to the Village of Hoffman Estates' Request for Proposal for Service Line Protection Programs (the "RFP"). All previous proposals, bid documents and other writings related to AWR's response to the RFP are superseded in all respects by the Revised Bid.

1. COMPANY HISTORY / EXECUTIVE SUMMARY

Leadership, Quality, And Value For More Than 120 Years

Who We Are: American Water is the largest investor-owned water and wastewater utility company in the United States, as measured by operating revenue and population served. Our nearly 7,000 dedicated employees provide approximately 15.6 million people in 32 states and Ontario, Canada with drinking water, wastewater and other water-related services.

Heritage: Founded in 1886 as the American Water Works & Guarantee Company, the company later reorganized as American Water Works Company, Inc. In 2003, American Water Works was acquired by RWE. In 2005, RWE announced its intentions to divest its water business including American Water. In 2007, we generated over \$2 billion in total operating revenue, representing approximately four times the operating revenue of the next largest investor-owned company in the United States water and wastewater business. Today, American Water is a publicly traded company, listed on the New York Stock Exchange under the ticker symbol "AWK".

Our Business: American Water manages 45,000 miles of distribution and collection mains and pipes, and more than 350 individual water systems across the country. We help create detailed water development plans, replace aging infrastructure, construct new facilities to serve growing customer bases, and collaborate on conservation projects.

In recent years, American Water has received more than 150 awards for superior water quality from state regulators, individual communities, and governmental and environmental agencies. American Water is a member of national industry associations such as the United States Conference of Mayors, the American Water Works Association, the National League of Cities, and the Water Environment Federation. In November 2005, American Water was recognized by the National Council for Public-Private Partnerships for successfully completing a unique and innovative partnership with Buffalo, New York that illustrated its application of best practices to its operation and management of the City's water services. In 2006, American Water became the first water and wastewater provider to join the voluntary U.S. Environmental Protection Agency (USEPA) "Climate Leaders" program that encourages long-term, comprehensive climate change strategies. We are also the largest single participant in the Partnership for Safe Water, the USEPA's program dedicated to encouraging higher standards for water. As a member of national industry associations, American Water's goal is to provide environmental stewardship and advanced technologies by supporting and contributing to these organizations' research projects and to communicate these new technologies to the communities we serve.



Village of Hoffman Estates
Proposal for Service Line Protection Program

Community Involvement: We live, work and have an active presence in the approximately 1,625 communities we serve, using the water we provide every day. Demonstrating strong, ongoing community relations and corporate responsibility, American Water is committed to innovation and personal service.

Management Team: Donald L. Correll, our President and Chief Executive Officer, Ellen C. Wolf, our Senior Vice President and Chief Financial Officer, and Walter Lynch, our President of Regulated Operations, have an average of 27 years of experience in the utilities industry. Our 14 state presidents have an average of 25 years of experience in the utilities industry.

AMERICAN WATER'S PRESENCE IN ILLINOIS

American Water is first and foremost a water utility. As an industry leader, we have the ability to leverage our resources and infrastructure throughout the country.

For over 100 years we've been putting our knowledge to work for Illinois customers every day. In Illinois, we serve over 1.2 million people in 126 communities, supplying high quality water and wastewater service. We abide by regulations, invest in our vast infrastructure, educate our customers on wise water use, and assist when possible in the cities and towns that we serve. Our commitment to excellence has been recognized dozens of awards, nearly 60 competitive research grants, and three patents.

Industry Recognized Laboratory: American Water's state-of-the-art, world-renowned quality control and research laboratory is located in Belleville, IL. Here, we conduct approximately one million sophisticated water quality tests each year, using advanced technology and equipment. In fact, the Belleville lab works with the USEPA to provide input as it develops federal standards and guidelines pursuant to the Safe Drinking Water Act. We are scientists, environmentalists, and protectors. American Water understands how important, how precious, and how critical water is to daily life.

National Call Center: American Water is also proud to say that Illinois is the home of our national operations center, located in Alton, IL. It is from this location, that our hard-working teams serve our customers.

Innovative Solutions: Since 2000, American Water has invested \$257 million to improve service to our customers in Illinois. Every year we deliver system enhancements to the communities we serve – from extending water mains to replacing meters and hydrants to upgrading infrastructure and plant equipment.

Community Goodwill: Being a good neighbor is part of our mission at American Water. We are dedicated to Illinois and demonstrate our commitment in activities throughout the state. We help people in need through the H2O Help to Others Program®, a financial assistance program funded primarily by Illinois American Water, to help customers pay their water bills. We partner with local schools, environmental groups, healthcare organizations, and fire departments to deliver projects that benefit the communities we serve. And we support local United Way campaigns and partner with organizations like Water for People, an organization that helps improve the quality of life to less



Village of Hoffman Estates
Proposal for Service Line Protection Program

fortunate people by supporting sustainable drinking water, sanitation and health and hygiene education.

AMERICAN WATER RESOURCES, INC.

The respondent to this Request for Proposals and the entity that will enter into a Contract with the Village of Hoffman Estates for the full scope of services is American Water Resources, Inc. (AWR). Incorporated in the Commonwealth of Virginia, AWR has its corporate headquarters located at 1025 Laurel Oak Road, Voorhees, N.J., 08043. The telephone number for the company is 856-346-8200; its fax number is 856-346-8360.

AWR is a direct subsidiary of American Water Works Company, Inc. (American Water). AWR further expands the services American Water provides to municipalities by offering LineSaver®. Built on AWR's successful Water Line Protection Program (launched in 2000), Sewer Line Protection Program (launched in 2003), and the In-Home Plumbing Emergency Program (launched in 2005), the LineSaver Program is available exclusively for municipalities. LineSaver helps protect homeowners from unexpected high repair costs for water line and sewer line repairs that occur in the customer-owned portion of the service line as well as in-home plumbing emergencies typically not covered by homeowners insurance. Most homeowners do not realize they are responsible for the cost of repairing the service lines that run across their property. Costs for these types of repairs can total thousands of dollars and sometimes prompt complaints to municipal and water officials. LineSaver gives homeowners peace of mind by protecting them from unanticipated expenses while the municipality is provided with an economic opportunity. And as part of the Program's services, LineSaver ultimately helps reduce customer complaints by educating communities about service line ownership and responsibility.

AWR is the largest, most experienced service line protection program provider in the US. Today, AWR manages more than 685,000 contracts across 14 states for our utility and municipal customers enrolled in our Service Line Protection programs. In fact, no other warranty provider in the US manages as many water-related service line contracts as we do. Providing service line protection programs is a core capability of AWR – it's all we do - we are focused ONLY on water related products and services.

Our commitment to customer service excellence is unsurpassed. AWR is accustomed to adhering to exceptional service standards based upon regulated utility requirements. Therefore, we uphold the highest levels of customer service to meet the standards of our parent company and municipal customers. AWR's customer service and claims dispatch processes are managed internally – we do not outsource. Our reputation, integrity, and experience speak volumes.

Serving the Village of Hoffman Estates: AWR fully understands the role we will undertake for managing a Service Line Protection Program for the Village of Hoffman Estates, and we would extend the same superior delivery of customer service to its customers as we deliver to our other customers.

If selected, AWR will engage in good faith negotiations with the Village of Hoffman Estates if awarded the contract, AWR could launch LineSaver almost immediately. Our claims department, customer service center, and IT department are fully operational for servicing the community.



2. PROJECT OVERVIEW

2.1 Current Environment

The Village of Hoffman Estates is seeking a Service Line Protection Program to provide residents the option of purchasing a service contract that will supplement their existing homeowner's coverage or home warranty program. Currently, the Village provides all right-of-way (sidewalk, parkway, curb and street) restoration work that is necessary as a result of a repair to a private service line.

AWR's LineSaver Program will cover repairs to water and sewer lines on the private side, extend 24/7 customer service, issue quality assurance reports, and will provide an income opportunity to the Village that it can use for infrastructure, "green initiatives", or other community enhancements.

Customer Class: The LineSaver customer class is identified as a residential homeowner. AWR's Terms and Conditions for LineSaver clearly state that "homeowners of multi-unit dwellings such as condominiums, town homes or duplexes are eligible for the Program only if they have ownership and maintenance responsibility for the dwelling's Water Line and/or Sewer Line. The Program is not available to any tenant who rents or leases a single family residential home." We trust this is an accurate description of the residential customers the Village currently bills for water services.

2.2. Project Goals

AWR recognizes that homeowners are not aware of their service line ownership, are often challenged to find a qualified plumber to perform repairs, and are financially unprepared to cover high expenses. As part of a company that owns and manages water and wastewater operations, we designed and implemented our Service Line Protection Programs to specifically address a true consumer need. We fully understand both the Village's desire to offer protection to its residents and the range of services sought:

- Provide homeowner education concerning water line and sewer line protection services
- Minimize the number of service calls made on behalf of customers
- Reduce the number of customer complaints
- Provide rapid response to customer calls, reducing lost water resources
- Insure that all service line repair work completed in the Village of Hoffman Estates is provided by licensed contractors, meeting state and local codes

Village of Hoffman Estates
Proposal for Service Line Protection Program

Table 1. LineSaver Program Benefits Matrix - Who Benefits and How?

LineSaver® Benefit	Homeowner	Village of Hoffman Estates	Local Contractor	AWR
Proven Program	Credible solution for service line repairs	Confident recommending a quality program with largest experience base	Expand the business and acquire new customers	Leverage our experience and assets
American Water Is A Water Industry Leader	Satisfaction knowing Hoffman Estates is working with and recommending water utility experts	Selecting a responsible water utility vendor with core expertise	Working with AWR who knows the business and customer	On the cutting edge of technology and service delivery
Best Practices	Service from a company that ONLY focuses on repairs of water/sewer lines	Relief from resource and financial stress due to lost water	AWR pays invoices within 30 days	Expand product and servicing partnerships
Fully Developed Service Delivery Infrastructure	24/7 emergency customer service	Fills a community service gap	No cost burden	Enhances the LineSaver brand and portfolio
Optional Enrollment	Choice and flexibility	Avoids mandates	Willing market	High enrollments validate customer need
General Eligibility	No pre-inspection	Footprint-wide service availability	Year-to-year customer growth	Expanding volume opportunities
Educated Homeowner	Informed about service line ownership and financial responsibility	Reduces customer complaints	Better business	New customers
Guaranteed Response	Eliminates search for plumber - emergency issue solved	Citizen / health problem is addressed	Guaranteed work	Satisfied, long-term customers
Quality Repair Work	Repairs by licensed, professional plumbers	No risk / liability	Enhances reputation of the business	Maintain high industry service standards
Value Added Public Service	Provides peace of mind - saves money and time	New program extending customer service	Enhances local business climate	Community goodwill

3. SCOPE OF WORK

3.1 Homeowner Education

One of the strengths of LineSaver is its educational component. AWR created its service line protection programs over seven years ago, to address the needs of regulated water utility customer needs. Our research indicated that over 90% of homeowners were not aware of their service line ownership, causing anxiety over unprepared finances and the task of locating qualified plumbers to perform emergency repairs. This lack of service line awareness sometimes contributed to municipal and utility inquiries and complaints.

For the Village, AWR will extend its educational expertise and inform homeowners about service line ownership and responsibility through multiple channels. The primary educational channel is a direct mail package which includes a customized, personalized letter with an introduction to LineSaver from the Village. Included in the package are complete Program Terms and Conditions and an illustration of water line and sewer line configurations identifying service line ownership and responsibility for the homeowner. The direct mail package will inform residents that homeowners' insurance typically does not cover these repairs and offer the reader an affordable, credible solution.

In addition, Village homeowners will be educated when contacting the LineSaver Call Center. Our Customer Service Representatives will be fully trained to explain LineSaver Program Terms and Conditions. These representatives are available to answer any questions before, during and after enrollment in the LineSaver Program.

The Village website will also facilitate education. Homeowners and LineSaver participants are only a click away from learning about their service line ownership and responsibility, locating a toll-free number for LineSaver customer service, viewing directions for enrolling in service line protection programs, reading program Terms and Conditions, and receiving assistance with billing/payment inquiries and claims.

Since 2000, AWR has been educating homeowners about their service line ownership and responsibility, providing a valuable service to municipalities and homeowners. Our focused service line protection marketing expertise is evidenced by our high enrollment rates, our renewal rates of more than 90% (with utility billing platform) and our 91% customer satisfaction ratings.

For additional information on the channels AWR will use to educate homeowners and secure LineSaver enrollments, see the following sections:

See Section 9.3: Marketing - LineSaver Strategic Plan

See Section 9.5: Customer Service

Village of Hoffman Estates
Proposal for Service Line Protection Program

3.2 Reduce Customer Complaints

By educating homeowners about their service line ownership, AWR can help reduce the number of service calls and complaints the Village and water utility officials receive from homeowners. LineSaver direct mail packages, Customer Service Representatives, Claims Specialists, website, and other marketing materials will highlight for residents, their financial responsibilities pertaining to water and wastewater service lines. When homeowners are armed with knowledge, they are less likely to be dissatisfied, thus reducing the likelihood of negative experiences with the Village.

3.3 Affordable Program

LineSaver program fees are modest and reasonably priced. AWR provides the greatest breadth of coverage and expertise in the industry. We have documented customer satisfaction ratings of over 91%. For just pennies a day, homeowners can afford protection from expensive emergency repairs. The monthly fee schedule allows homeowners to easily budget their coverage. For over seven years, AWR has been paying 98% of covered service line claims, reducing the potential for out of pocket expenses for covered events.

See Section 5: Program Description – Table 3: LineSaver 2009 Product Fees

3.4 Written Agreement for Village Customers Explaining the Terms and Conditions

AWR will provide a written Agreement for Village of Hoffman Estates customers explaining LineSaver Program Terms and Conditions. The Agreement specifies coverages, terms, limitations, and service request procedures. Homeowners receive copies of the Agreement in the initial direct mail marketing package, and all confirmation and renewal packages. Customers can also request these documents by calling the 24/7 dedicated toll-free LineSaver customer service phone number.

See Exhibit A - LineSaver Terms and Conditions

No Deductible and No Claim Forms: The LineSaver Program has no deductible and does not require homeowners to fill out and submit claim forms.

Late Fees: No late fees are applied to the LineSaver Program.

Service Line Size: LineSaver Terms and Conditions do not limit service line diameter size or length. We believe homeowners may not be aware of their service lateral size and thus they may be reluctant to enroll in other service line protection programs with such limitations.

Renewals: Our history of managing Service Line Protection Programs demonstrates that with the utility billing platform, we are able to achieve an ongoing annual customer retention rate greater than 90%. AWR will provide a written notification, alerting Village homeowners that their service line protection will renew in 30 days. Homeowners will have the option to discontinue their service line protection, at which time they will no longer be protected from expensive repair costs.



AMERICAN WATER

Village of Hoffman Estates
Proposal for Service Line Protection Program

The LineSaver Program term may be automatically extended provided the customer makes timely payments to AWR at the then-current annual program fee. If the customer purchases an additional term without lapse of coverage, the customer's covered period of protection will remain as the program effective date listed on the confirmation letter.

Cancellation: There is no fee charged to the homeowner for Program cancellation. A customer may cancel this Program at any time by calling LineSaver toll-free at (1-888-207-5228) or by mailing a cancellation request to American Water Resources, Inc., Attention: Program Administrator, 1410 Discovery Parkway, Alton, Illinois 62002. If the customer cancels, the effective date of cancellation is the date AWR receives the notice. The customer has 30 days from the enrollment date to cancel and receive a full refund of any Program fee payments made.

If the customer is 30 days past due on any full payment of the Program fee, the customer will not be eligible for any service under the Program and Program participation will be subject to cancellation without notice, until all Program fees owed are paid in full. If the customer's Program protection has been cancelled because of non-payment, the customer may re-enroll in the Program with a new enrollment date and new effective date provided fees owed are paid in full.

We reserve the right to cancel the Program at any time upon 60 days written notice to the customer. Any refund as a result of the cancellation of the contract by either the customer or AWR, will be determined on a prorated basis less the cost of any repair service performed under the Program. Refunds are processed within 20 business days. If the customer is owed a refund, it is provided via the payment method the customer chose at enrollment in the Program.

3.5 Simple Enrollment

Simple And Convenient Enrollment: Hoffman Estates homeowners will have the option to enroll in combinations of the LineSaver Water Line Protection Program, Sewer Line Protection Program and the In-Home Plumbing Emergency Program or to select individual products.

Enrollment is easy via telephone or mail for LineSaver. Homeowners simply call the LineSaver toll-free telephone number or they can complete and submit an enrollment form in the postage-paid return envelope. Program fees will then appear on their monthly utility bill. The LineSaver enrollment process is quite straightforward:

- No pre-inspection is required
- Program fees do not require deductibles – no claim forms to submit
- Timely processing of customer enrollments, payments, and renewals
- Confirmation/Welcome Package is mailed within 10 business days after processing completed applications
- Enrollment is optional

01/20/09 AWR Proprietary Information



Village of Hoffman Estates
Proposal for Service Line Protection Program

See EXHIBIT B – Direct Mail & Enrollments

New Application Waiting Period: A new customer's LineSaver protection begins 30 days after his or her enrollment date. We utilize a 30-day wait period as a benefit to customers to ensure that under consumer protection law, the customer can cancel without any charge. (AWR pro-rates refunds after 30 days). Typically, homeowner protection or warranty programs have a waiting period of 30-45 days to help lower claims denials due to pre-existing conditions.

Protection Start Date: The LineSaver Program initiates protection 30 days after the customer enrollment date and will continue for the term listed in the confirmation letter.

Pre-inspection Requirement: AWR does not pre-inspect homes, nor do we ask the age of the customer's home.

Length of Plan Term: The LineSaver Program offers a full first-year term from effective date. LineSaver customers are covered for a full 12 months following the initial 30-day waiting period after enrollment. The term is annual (12 months) unless it is terminated or cancelled sooner as provided for in the contract. The customer Program term is listed on the confirmation letter.

3.6 Convenient Payment Tems

Hoffman Estates customers can pay LineSaver fees directly via their monthly water utility bill. Our program history indicates that 99% of customers who have the option to pay service line protection program fees via their water bill, prefer and utilize this convenient form of payment. In addition to this generally preferred payment method, customers may pay the LineSaver fee annually by check or credit card, or quarterly via Automated Clearing House services (direct debit) or credit card.

3.7 Easy to Use System to Report Homeowner Responsible Leaks

Claims Initiation/Contractor Dispatch: There are no deductibles and no claims forms to complete and submit for homeowners enrolled in the LineSaver Program. Initiating a claim is hassle-free: if the customer suspects a leak or break to the water line or clog or blockage of the sewer line, he or she simply contacts the Village by calling the telephone number shown on his or her water bill to initiate an investigation into the source of the problem. In the event the municipal Field Service Representative determines the leak is the customer's responsibility, the customer must then contact AWR through the LineSaver toll free number 1-888-207-5228 and request service. This process relieves municipal Field Service Representatives from having to contact AWR on behalf of LineSaver member customers.

See EXHIBIT C - Claim Initiation / Dispatch

See Section 9.5: Customer Service



Village of Hoffman Estates
Proposal for Service Line Protection Program

Trouble Shooting: Our Customer Service Representatives and Claims Specialists receive basic plumbing training to enable them to better assess and initially qualify plumbing problems, which expedites dispatching the contractor with the right experience and equipment and results in faster repair service.

3.8 Basic Site Restoration

The Village of Hoffman Estates will continue to provide all public right-of-way (sidewalk, parkway, curb and street) restoration work that is necessary as a result of a repair to a private service line.

See Section 6.0: Program Terms and Conditions

3.9 Flexible Billing Capabilities

Flexibility To Bill Through Hoffman Estates: AWR believes that the proposed use of the utility billing platform for the LineSaver Program is the most effective technique for enrolling homeowners. Through experience, AWR has determined that charging fees on the utility bill can double the number of customer enrollments and revenue. Results indicate that 99% of homeowners, who are offered a water bill payment option, elect this method upon enrollment. AWR attributes that level of participation to the convenience for the customer of paying only one bill and having the ability to spread payments over a 12-month period.

Billing and Collection: AWR believes we are the most qualified billing partner for the Village of Hoffman Estates because we have over seven years of experience billing service line protection programs and we are capable of working with the Village's own IT resources. We also manage the greatest number of water-related service line protection contracts.

Net revenues will be based upon total Program fees billed minus total fees unpaid and pro-rated refunds made for Program cancellations. AWR proposes that the Village remit to AWR all LineSaver fees within fifteen (15) days following the end of each calendar month.

LineSaver Delinquencies: AWR is responsible for the collection of all LineSaver delinquencies. Since AWR will be using the Village's utility billing platform for charges associated with LineSaver, any unpaid water-related charges will be delinquent concurrent with the Program charges. AWR shall be responsible for all collection efforts for any LineSaver fee payment defaults from customers. Data from Hoffman Estates detailing unpaid LineSaver fees can be any formatted text, Excel or .csv files.

AWR may elect to send a first-class notice via United States Post Office for all billed and unpaid LineSaver Program charges exceeding 30 days past due. This notice can be based on either Village provided data, or that derived from the proposed billing interface files.

The intent of the 30-day grace period for the customer is Program retention. In most of the environments where we interface with an active billing platform, AWR has observed that a secondary effect of this notice is the collection of billed water-related charges.

See Section 3.6: Convenient payment terms



Village of Hoffman Estates
Proposal for Service Line Protection Program

3.10 Remedy for Lost Water

Homeowners who enroll in LineSaver's Water Line Protection Program are protected against the unexpected and often expensive cost of repairing water laterals. As a result of this peace of mind protection, homeowners expect and receive fast service from AWR. One potential result of the LineSaver Water Line Protection Program is a reduction of both lost revenue and water losses for Hoffman Estates' Department of Public Works.

Leaking water laterals are a concern for all water utility companies because water utilities understand the expense associated with treating water, as well as the importance of protecting a valuable resource. Water utility companies are the primary environmental stewards of water management, which includes the maintenance of water mains and water laterals to ensure the delivery of a high quality product at an affordable price. Water leaks are often ignored by homeowners, unless a water leak is brought to the attention of the water utility and the municipality forces action upon the homeowner. Water leaks that occur before the water meter are also often disregarded by homeowners, resulting in lost revenue for the municipality as well as placing a delivery supply strain on the water utility.

When repairs require replacement of a water lateral, years of leak free service are expected. The result of LineSaver's replacement service further reduces lost revenue and water losses for the Village of Hoffman Estates.

3.11 Ease of Implementation

AWR has successfully developed and launched service line protection programs to numerous water organizations. We manage over 685,000 service line protection contracts throughout 14 states, and we are fully prepared to include Hoffman Estates residents in our family of satisfied, well served customers.

- Development of the LineSaver Program will concentrate on:
- Establishing a local contractor network
- Training AWR personnel
- Orienting Village key personnel
- Developing IT processes and reporting
- Promoting the protection programs to homeowners

Based on the Village's projected Program Launch Date, AWR anticipates implementing various phases of the LineSaver Program according to their timeline.

See section 9.0: Implementation

AWR takes a pro-active approach to developing and delivering a successful LineSaver Program. We apply best practices from around the country and present well-organized, detail-oriented and focused methodologies for Program implementation.



Village of Hoffman Estates
Proposal for Service Line Protection Program

Market Research: Whenever we enter a new market, we analyze demographics, program history in other/similar markets, leverage data gathered from focus groups, and we study creative elements of successful direct mail packages. For the Village of Hoffman Estates, AWR will review our claims history, customer service satisfaction ratings, homeowner enrollments, and price sensitivities in Illinois as well as life-to-date service line protection program data.

Attention to the specific needs of a community is a cornerstone of LineSaver. The Village will receive a customized, turnkey Program designed for seamless implementation. AWR will fully manage and pay for:

- ALL customer acquisition and renewal marketing
- ALL service line claims, repair costs, and permits (within the limits of covered events)
- ALL customer service
- Contractor network
- State-of-the-art call center
- LineSaver personnel (including training)
- Customer inquiry, enrollment and renewal processes
- Guaranteed 24/7 customer service
- Database management and reports

The following exhibits outline the components and methodologies AWR will take into consideration for Program development and delivery.

See EXHIBIT D – LineSaver Program Launch

See EXHIBIT E – LineSaver Program Delivery Years 1-5

5. PROGRAM DESCRIPTION

Water Line Protection Program: Village homeowners may enroll in the LineSaver Water Line Protection Program which, subject to its Terms and Conditions, provides for the replacement / repairs of leaks and breaks caused by normal wear and tear that occur on the customer-owned portion of the service line. The Program provides:

- Protection for the water service line that runs from the home's shut off valve to the connection owned by the water service provider
- High coverage limit of \$5,000 per occurrence
- Basic site restoration on private property (filling-in, raking, seeding)
- Unlimited number of service calls
- Unlimited number of claims
- Guaranteed 24/7 customer service response
- Toll-free dedicated LineSaver customer service phone number
- Contractor response within 12 hours or by 5:00pm the next business day
- All costs for acquiring permits
- No pre-inspection of the property
- No deductible – elimination of claim forms
- No limitation on water line length or diameter

Sewer Line Protection Program: The LineSaver Sewer Line Protection Program provides for clearing or repairing of a blocked or clogged sewer line due to normal wear and tear (tree roots, pipe collapse, and common waste) that occur on the customer-owned portion of the service line. The Program includes:

- Sewer line coverage starting from the house to the connection owned by the wastewater service provider
- High coverage limit of \$5,000 per occurrence
- Basic site restoration on private property (filling-in, raking, seeding)
- Unlimited number of service calls



Village of Hoffman Estates
Proposal for Service Line Protection Program

- Unlimited number of claims
- Guaranteed 24/7 customer service response
- Toll-free dedicated LineSaver customer service phone number
- 24-hour contractor response time
- No pre-inspection of the property
- No deductible - elimination of claim forms
- All costs for acquiring permits
- No limitation on sewer line length or diameter
- Dispatch fee of \$50

In-Home Plumbing Emergency Program: Village homeowners who enroll in either or both the Water Line / Sewer Line Protection Program, may enroll in LineSaver's In-Home Plumbing Emergency Protection Program which, subject to its Terms and Conditions, provides for replacement/repair of leaks and breaks on their home's internal water lines/drains and clogs and blockages of internal wastewater lines/drains, and plumbing emergencies, due to normal wear and tear. The Program provides:

- Coverage for plumbing emergencies including blocked or overflowing toilet, burst frozen water pipe, and back-up in washing machine drain
- High coverage limit of \$3,000 (\$1,500 for water line repairs and \$1,500 for sewer line repairs per occurrence)
- Coverage of replacement/repairs for leaks or breaks to the internal water supply system (pipes, connecting fittings, valves)
- Coverage for costs to clear or repair clogs or blockages of the wastewater drainage system (pipes and drains)
- Unlimited number of service calls
- Unlimited number of claims
- Guaranteed 24/7 customer service response
- Toll-free dedicated LineSaver customer service phone number
- 24-hour contractor response time



Village of Hoffman Estates
Proposal for Service Line Protection Program

- No pre-inspection of the property
- All costs for acquiring permits
- No deductible - elimination of claim forms
- Dispatch fee of \$50

Recommended LineSaver Total Service Line Protection Offer: AWR offers discounted total protection to homeowners who enroll in both the Water Line and Sewer Line Protection Programs for immediate peace of mind protection. All Terms and Conditions for both Programs apply to the offer.

We believe the Village should introduce LineSaver via this combination of Programs. Our historical data indicates that when homeowners are offered the combination of both Water Line and Sewer Line Protection Programs, 93% of responders take both Programs. This type of enrollment results in an annualized customer savings of over \$24. The Village would be able to take advantage of the following benefits:

- One LineSaver line item will appear on the utility bill
- Homeowners will have one LineSaver renewal date for both Water Line and Sewer Line Protection programs
- Savings of over \$24 annually for homeowners
- Customers will be covered for both water line and sewer line repairs 30 days after enrollment

Notes: Enrolling customers will be offered the opportunity to add In-Home Plumbing Emergency Protection at a reduced rate.

The LineSaver marketing package for the combined Water Line and Sewer Line Protection Programs will also give homeowners the CHOICE to enroll in the individual plans.



Village of Hoffman Estates
Proposal for Service Line Protection Program

Table 3. 2009 LineSaver Product Fees

LineSaver Prices: LineSaver provides the best value for customers. AWR's bid fees include federal, state, and local taxes as applicable.

2009 LineSaver Protection Program				
ITEM	Water & Sewer Line Total Protection		In-Home Plumbing Emergency Protection	
	Monthly	Annually	Monthly	Annually
Product Fees	\$10.99*	\$131.88*	\$3.99**	\$47.88**
Bundled Discount Savings	\$2.01	\$24.12	\$4.00	\$48.00
Monetary Limits of Coverage (\$ per occurrence)	\$5,000 for Sewer Line repairs per occurrence \$5,000 for Water Line repairs per occurrence		\$3,000 (\$1,500 for water line repairs and \$1,500 for wastewater line repairs per occurrence)	
# of Claims per Customer per Year	Unlimited		Unlimited	
Duration of Warranty/Guarantee on Repair Work	One year		One year	
Waiting Period After Initial Enrollment	30 days		30 days	

* If a homeowner elects to purchase the Water Line Protection Program as a solo product, a \$5.00 stand alone price is available with \$5,000 coverage per occurrence. If a homeowner elects to purchase the Sewer Line Protection Program as a solo product, an \$8.00 stand alone price is available with \$5,000 coverage per occurrence.

** The In-Home Plumbing Emergency Program is marketed to existing Water and/or Sewer Line Protection customers and is discounted at \$3.99 from \$7.99 with \$3,000 coverage (\$1,500 for water line and \$1,500 for sewer line repairs per occurrence). If a Village customer wants to purchase the In-Home Plumbing Emergency Program as a stand alone product, AWR will extend the discount and offer the product at \$3.99 instead of the \$7.99 stand alone price.



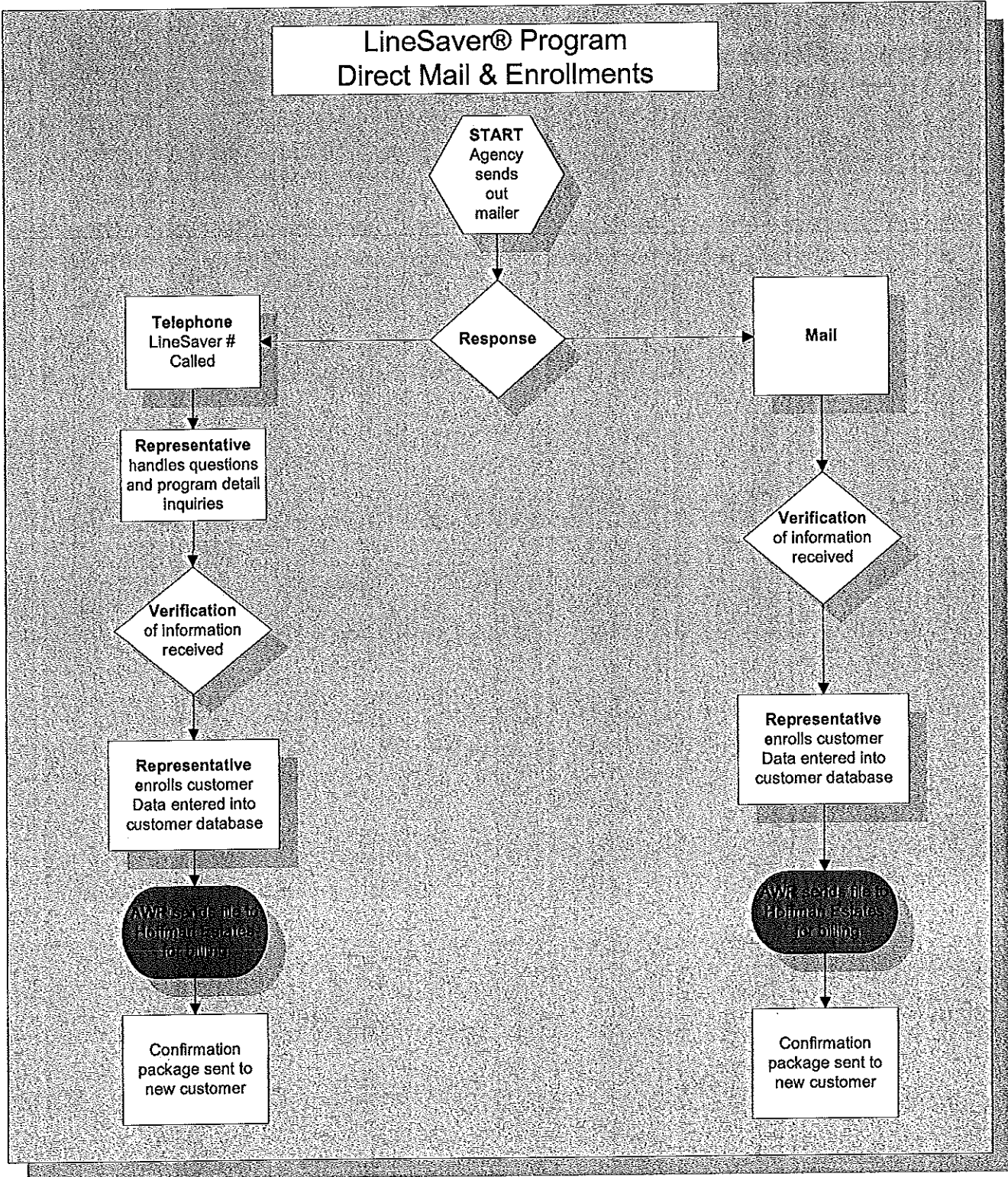
Village of Hoffman Estates
Proposal for Service Line Protection Program

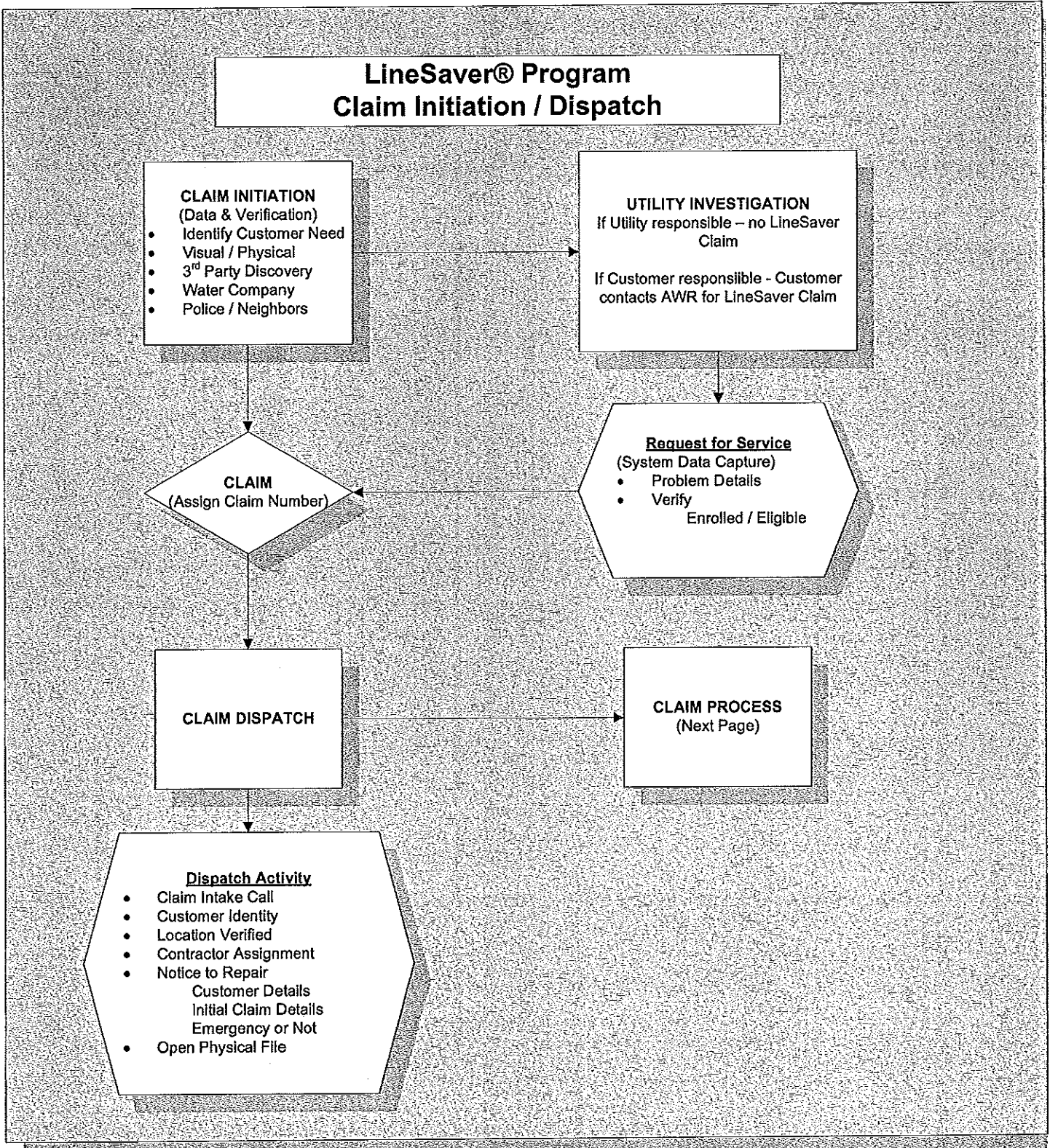
AWR believes that the parties will need to engage in good faith negotiations to finalize price. With this in mind, the Village of Hoffman Estates should take comfort knowing that AWR has instituted only modest price increases over the past 8 years of managing our Service Line Protection Programs. We are conscientious about providing fair pricing and superior customer service, and understand the impact of our actions on our partners, their relationships, and image.

Since the launch of our Service Line Protection Programs in Illinois in 2003, AWR has not raised product fees for customers who have the Sewer Line, In-Home Plumbing, and Total Protection Programs (Water Line and Sewer Line Protection Programs).

LineSaver Product Fees for Years 2-5: AWR reserves the right, at the conclusion of each year, to submit to the Village of Hoffman Estates revised rates for homeowner participation pricing. Based upon Program data, AWR may require an increase in the participation fee to ensure the program remains economic. AWR shall have the right to increase the rate that it charges homeowners contingent upon certain factors, (e.g. cost of pipes, breakage rates, etc.) which will be defined in the Contract after good faith negotiation.

In the event that the Village elects to renew the contract for an additional term, renewal shall be contingent on the Village of Hoffman Estates' agreement to use AWR's revised Program, if applicable. The parties will agree to the amount of the compensation for the renewal at the time of the extension.







Schedule For LineSaver Program Launch

Implementation Element	Leader	Completion Date
Researching the geographic marketplace we will be servicing	AWR	TBD
Finalize LineSaver Agreement	AWR / Hoffman Estates	TBD
Team meeting on-site (Hoffman Estates)	AWR / Hoffman Estates	TBD
Establishing productive relationships with Village officials	AWR	TBD
Identify lead contact person for Village and AWR	AWR / Hoffman Estates	TBD
Developing a schedule for progress meetings and reports	AWR	TBD
Finalize AWR resources/personnel to service the Village	AWR	TBD
Customer list sent to AWR for conversion, testing and implementation	Hoffman Estates	TBD
Formalize marketing plan	AWR	TBD
Creative draft of direct marketing package	AWR	TBD
Review creative draft of direct mail package	Hoffman Estates	TBD
Finalize Terms & Conditions	AWR	TBD
IT business rules and billing interfaces (data transfers, billing & collections and reports)	AWR / Hoffman Estates	TBD
Develop Program content for Village website	AWR	TBD
Design supplemental marketing materials (bill inserts, door hangers, flyers, brochures)	AWR	TBD
Team meeting on-site Village	AWR / Hoffman Estates	TBD
Secure contracts with local plumbers for the contractor network	AWR	TBD
Direct mail creative revisions to agency	AWR	TBD
Direct mail package proof review	AWR / Hoffman Estates	TBD
Final art files and T's & C's to printing plant	AWR	TBD
Final approval of mailing list count	AWR	TBD
Approval of final data counts due to mail sort	AWR	TBD
Team meeting on-site Village	AWR / Hoffman Estates	TBD
Approve all website and additional marketing materials	Hoffman Estates	TBD
Program training for AWR claims department (Hoffman Estates customized)	AWR	TBD
Training for AWR Customer Service Representatives (Hoffman Estates customized)	AWR	TBD
Program training for Village personnel	AWR / Hoffman Estates	TBD
Team meeting on-site Village	AWR / Hoffman Estates	TBD
Direct mail printing production	AWR	TBD
Insertion/assembly of printed pieces for direct mail package	AWR	TBD
LineSaver Program kick-off event and press announcement	AWR / Hoffman Estates	TBD
Activate/post website content	AWR / Hoffman Estates	TBD
First mailing to customer base	AWR	TBD



LineSaver Program Delivery Years 1- 5

Implementation Element	Leader	Completion
Maintaining productive relationships with Village officials and Public Works key personnel	AWR	TBD
LineSaver fee billing and collection	AWR / Hoffman Estates	TBD
Program confirmations/welcome packages	AWR	
Developing a schedule for progress meetings and reports	AWR	TBD
LineSaver Service Line Protection Program renewal notifications	AWR	TBD
Refresh /purge customer list and send to AWR (new moves and cancellations)	Hoffman Estates	TBD
Upsell marketing campaigns to existing customers (using direct mail, claims, outbound telemarketing, internal call handlers)	AWR	TBD
Continuously evaluating enrollments, claims and repairs, customer satisfaction	AWR	TBD
Modify contractor network (as needed to handle claims as more customers enroll)	AWR	TBD
Quality assurance – Program reports to Hoffman Estates	AWR	TBD
Customer satisfaction surveys	AWR	TBD
Modify AWR staffing levels (as needed to handle claims as more customers enroll)	AWR	TBD
Assessment of marketing plan (direct mail, bill inserts, websites, flyers, brochures, door hangers, etc.)	AWR	TBD
Creative draft of direct marketing packages	AWR	TBD
Review/approve creative draft of direct mail packages	AWR / Hoffman Estates	TBD
Service Line Awareness Allows Village to provide educational and enrollment information to new homeowners and new movers	AWR / Hoffman Estates	TBD
Modifications to T's & C's (if needed)	AWR	TBD
Price review and adjustments (if needed and mutually agreed upon)	AWR / Hoffman Estates	TBD
Modify contractor network as needed to handle claims and enrollments	AWR	TBD
Monitor IT business rules and billing interfaces (billing & collections and reports)	AWR / Hoffman Estates	TBD
Refresher Program training for AWR claims department (ongoing as needed)	AWR	TBD
Data transfers (new moves/new utility customers)	AWR	
Refresher training for AWR Customer Service Representatives (ongoing as needed)	AWR / Hoffman Estates	TBD
Refresher training for Hoffman Estates personnel (ongoing as needed)	AWR / Hoffman Estates	TBD
Press announcements (ongoing)	AWR	TBD
New product introduction	AWR	TBD



VILLAGE OF HOFFMAN ESTATES
 1900 Hassell Road
 Hoffman Estates, IL 60169-6308

As a Hoffman Estates resident, we want you to be aware that you are responsible for the water and sewer service lines on your property.

Sample A. Sample
 1234 Anystreet
 Anytown, US 00000-0000



Dear Sample A. Sample,

As a valued Village of Hoffman Estates homeowner, you are receiving this letter to advise you that you are responsible for the water and sewer lines that run through your property. Normal wear and tear such as aging pipes, invasive tree roots and seasonal changes can cause sudden leaks or breaks to your water line or damaging clogs or blockages to your sewer line.

Repairs to service lines can cost thousands of dollars and problems generally require immediate attention. Hoffman Estates is responsible only for the municipal service lines in the street. Most homeowners' insurance policies do not cover this expense, so as the property owner you will be responsible for finding a contractor and paying for costly repairs.

Hoffman Estates is pleased to introduce the LineSaver® Total Protection Program available to you through American Water Resources, Inc. – a subsidiary of American Water, the largest investor-owned water company in the country. LineSaver protects homeowners from the high cost of water and sewer line repairs. If you choose to enroll in the LineSaver Total Protection Program you will receive the following coverage:

LineSaver Total Protection Programs Checklist of Benefits for Sample A. Sample	WHEN YOU'RE COVERED	WHEN YOU'RE NOT COVERED
Save up to \$10,000* in costly repairs for only \$10.99 a month.	✓ YES	NO
Unlimited service calls from local, licensed plumbers.	✓ YES	NO
Convenient 24-Hour Emergency Service Hotline.	✓ YES	NO
Call 1-888-207-5228 and save over \$24.	✓ YES	NO

Hundreds of thousands of homeowners already enjoy the time and money saving benefits of these protection programs. When you consider that American Water has over 120 years of experience and services more than 45,000 miles of water and sewer lines everyday, I'm sure you'll agree there is no company better qualified to provide this valuable protection.

We are forwarding this information to you because the Village of Hoffman Estates believes this may be a benefit to its customers. Please carefully read the enclosed LineSaver terms and conditions to help determine if this service is right for you. We encourage you to call 1-888-207-5228 and enroll today to receive peace of mind protection for \$10.99** a month.

Sincerely,

Kenneth J. Hari
 Director of Public Works

*Provides up to \$5,000 for water line repairs and up to \$5,000 for sewer line repairs per occurrence.
 **\$50 service fee applies each time a contractor is dispatched to your home for sewer line repairs.



IMMEDIATE ACTION FORM

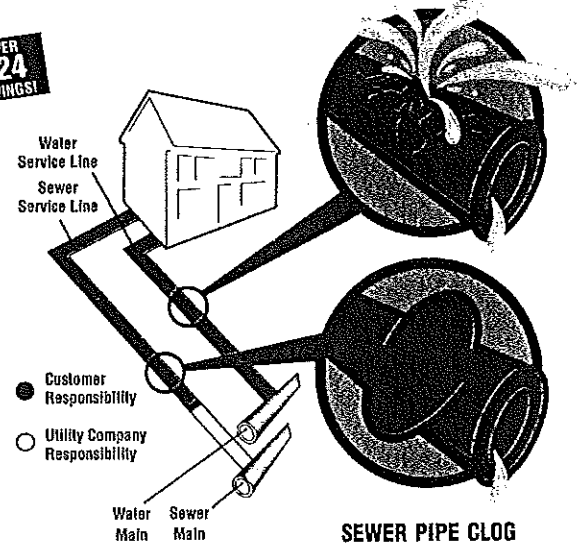
YES! I want *protection and peace of mind*. Enroll me in the **LINESAVER® TOTAL PROTECTION PROGRAM** today.


AMERICAN WATER RESOURCES

WATER PIPE BURST

SELECT ONE:	MONTHLY FEE:
<input type="checkbox"/> LINESAVER® TOTAL PROTECTION PROGRAM	\$10.99
<input type="checkbox"/> WATER LINE PROTECTION PROGRAM ONLY	\$5.00
<input type="checkbox"/> SEWER LINE PROTECTION PROGRAM ONLY	\$8.00

OVER \$24 SAVINGS!



SEWER PIPE CLOG

HOMEOWNER NAME: Sample A. Sample

SERVICE ADDRESS: 123 Any Street, Anytown US 12345-1234
MAILING ADDRESS: 123 Any Street, Anytown US 12345-1234

Reference Number: 999999999999999999

CONTACT INFORMATION: Home Phone (required): () -

E-mail:

DON'T PAY NOW! — **ADD DIRECTLY TO MY HOFFMAN ESTATES WATER BILL**

I authorize the program amount selected above to be added to my monthly Hoffman Estates water bill for the next 12 months.

Normal wear and tear can cause a break in the water line or a blockage in the sewer line that is your responsibility to repair. If pays to be protected by the **LINESAVER® TOTAL PROTECTION PROGRAM**.

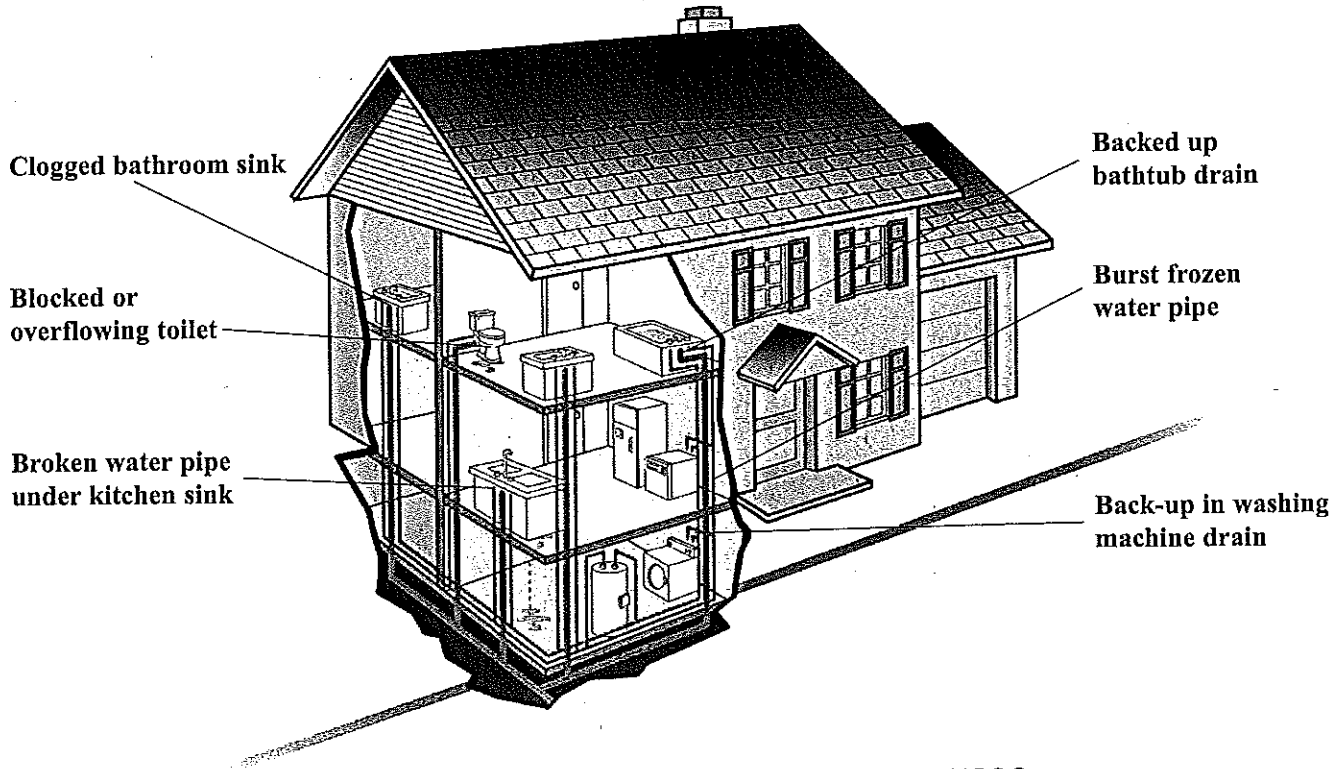
LINESAVER® TOTAL PROTECTION PROGRAM
 1410 Discovery Parkway
 Alton, IL 62002
TOLL-FREE
1-888-207-5228

By signing this enrollment form you agree to all of the enclosed Terms and Conditions of the LINESAVER® TOTAL PROTECTION PROGRAM. Confirmation of enrollment will be sent to the above mailing address. Coverage begins 30 days after enrollment form is processed by American Water Resources, Inc. The expiration date for this offer is XX/XX/XX. After XX/XX/XX call 1-888-207-5228 for current offer. By providing American Water Resources ("AWR") your e-mail address, you agree to receive e-mail from AWR including account updates and other information about AWR programs. To unsubscribe from being contacted by AWR via e-mail, contact us at 1-888-207-5228 or awrunsub@amwater.com.

X Signature: _____ Date: _____


 999999999999HECOM150

For just \$3.99 a month, you can protect yourself from the cost and inconvenience of emergency plumbing repairs!



For more information, call 1-888-207-5228

To enroll in the LineSaver® In-Home Plumbing Emergency Program, mail the coupon below

▼ DETACH HERE ▼

Priority Enrollment Form for Sample A. Sample

Please respond by XX/XX/XX for the \$3.99 special price



YES! I want to protect myself from the expense and inconvenience of emergency plumbing repairs.

DON'T PAY NOW! — ADD DIRECTLY TO MY HOFFMAN ESTATES WATER BILL

Please enroll me in the LineSaver In-Home Plumbing Emergency Program at the special \$3.99 a month rate. I authorize the amount of \$3.99 to be added to my Hoffman Estates Water bill over the next 12 months.

By signing this enrollment form, you agree to all terms and conditions of the LineSaver In-Home Plumbing Emergency Program as outlined on the back of the letter. Confirmation of enrollment will be sent to your mailing address. Coverage begins 30 days after your enrollment form is processed by American Water Resources, and you can cancel at any time. The expiration date for this introductory offer is XX/XX/XX. After XX/XX/XX call 1-888-207-5228. By providing American Water Resources ("AWR") your e-mail address, you agree to receive e-mail from AWR including account updates and other information about AWR programs. To unsubscribe from being contacted by AWR via e-mail, contact us at 1-888-207-5228 or awrunsub@amwater.com.

9999999999

Homeowner Name Reference Number

Service Address

City State Zip

Home Phone (required)

E-mail Address

X
Signature (required) Date



9999999999HEIHP048

American Water Resources Provides Village of Hoffman Estates
Unparalleled Marketing Expertise



AMERICAN WATER

LineSaver: Years 2-5 Sample Marketing Schedule

Marketing Channel	Month 1	Month 2	Month 3	Month 4	Month 5	Month 6	Month 7	Month 8	Month 9	Month 10	Month 11	Month 12
Direct Mail Acquisition Water Line/Sewer Line Total Protection	X			X			X			X		
Direct Mail Acquisition In-Home Plumbing Emergency Protection			X			X			X			X
Confirmation / Welcome Package	X	X	X	X	X	X	X	X	X	X	X	X
Service Line Awareness	X	X	X	X	X	X	X	X	X	X	X	X
Inbound Telephone Sales	X	X	X	X	X	X	X	X	X	X	X	X
With Product Upsell	X	X	X	X	X	X	X	X	X	X	X	X
LineSaver Enrollment Brochures	X			X			X			X		
LineSaver Bill Insert	X	X	X	X	X	X	X	X	X	X	X	X
Hoffman Estates' Website	X	X	X	X	X	X	X	X	X	X	X	X
Customer Satisfaction Surveys	X	X	X	X	X	X	X	X	X	X	X	X
Program Renewals						X	X	X	X	X	X	X
New Product Marketing (TBD)						X	X	X	X	X	X	X

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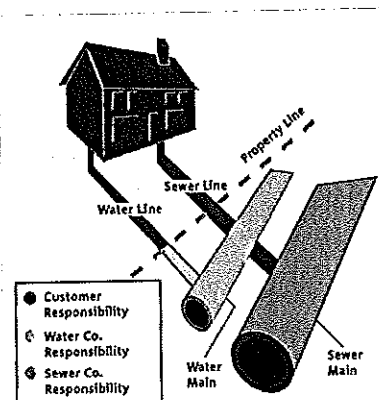
GO

LineSaver® Program

[Water Line Protection](#) [Sewer Line Protection](#) [In-Home Plumbing Emergency](#)

Hyperlinks

Hoffman Estates Introduces Protection against Service Line Emergencies:



Village of Hoffman Estates is pleased to introduce American Water Resources, Inc., a subsidiary of American Water, the nation's largest water and wastewater utility company, to offer our customers the LineSaver® Total Protection Program (Water Line and Sewer Line Protection Programs) and In-Home Plumbing Emergency Program. These programs will cover unexpected costs and provide you with peace of mind.

Although the Village of Hoffman Estates owns and maintains water mains and service lines in the streets and public ways, as a homeowner you own and are responsible for the water and sewer lines running through your property and plumbing repairs that occur within your home. At any time, normal wear and tear, such as aging pipes, seasonal changes and invasive tree roots can cause water lines to leak or break and sewer lines to block or clog. You may experience a clogged bathroom sink, blocked or overflowing toilet, or a burst frozen water pipe. Most homeowner insurance policies do not cover these expenses.

American Water Resources, Inc. provides specialized water line, sewer line and in-home plumbing emergency protection services that help to insulate you from the unexpected high costs of repairs associated with water or sewer line failures and in-home plumbing repairs.

For more information on the LineSaver Total Protection Program and In-Home Plumbing Emergency Program, or to obtain a copy of the terms and conditions of the programs, please contact us at 1-888-207-5228.

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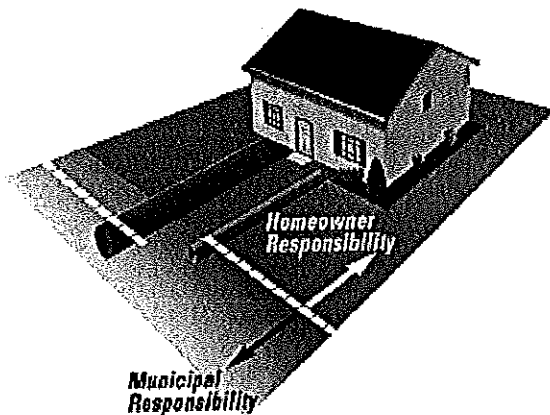
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LineSaver® Sewer Line Protection

You own and are responsible for maintaining the sewer line running between your home's exterior and the street. It's highly vulnerable to clogs and blockages caused by tree roots, pipe collapse and common waste, and a clog or blockage can happen at any time. In most cases, sewer lines were put in place when your home was originally built and may have experienced years, or even decades, of seasonal changes, root invasions, or cumulative blockages.



Excavation...line clearing...site restoration...sidewalk/street repaving...can all cost thousands of dollars. Protect yourself from the unexpected worries and costs with the Sewer Line Protection Program.

The Sewer Line Protection Program includes:

- Coverage for up to \$5,000 in sewer line repair costs per occurrence.
- Basic site restoration, including filling, raking and seeding.
- 24-hour contractor response time.
- Affordable payment terms with convenient monthly billing on your customer water bill.

Enroll Now and start protecting your home and property from unwanted repair costs!

For more information on the LineSaver Water Line, Sewer Line and In-Home Plumbing Emergency Programs, or to obtain a copy of the terms and conditions of the programs, please contact us at 1-888-207-5228.

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Website snapshot

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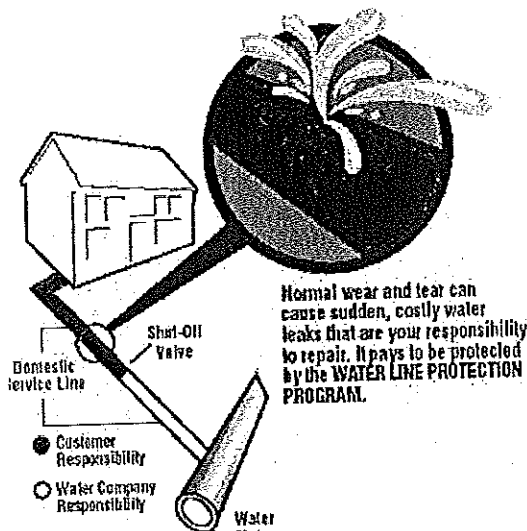
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LineSaver® Water Line Protection



The Water Line Protection Program includes

- Coverage of up to \$5,000 in water line repair costs per occurrence.
- Basic site restoration, including filling, raking and seeding.
- Having an approved, independent contractor contact you within 12 hours for emergency service or by 5PM the next business day for all other service.
- Affordable payment terms with convenient monthly billing on your customer water bill.

Enroll Now and start protecting your home and property from unwanted repair costs!

For more information on the LineSaver Water Line, Sewer Line and In-Home Plumbing Emergency Programs, or to obtain a copy of the terms and conditions of the programs, please contact us at 1-888-207-5228.

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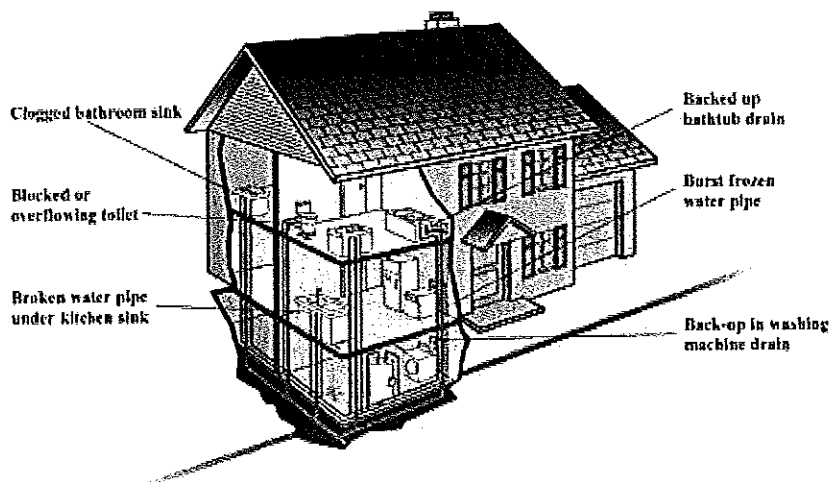
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LineSaver® In-Home Plumbing Emergency Program



Sudden in-home water related leaks and blockages can be extremely costly, and most homeowner insurance policies do not cover such repairs. A great companion to your existing LineSaver Protection Program is the In-Home Plumbing Emergency Program. For just pennies a day, you can protect yourself from the cost and inconvenience of emergency plumbing repairs.

An overflowing toilet, clogged bathroom sink, broken water pipe under your sink, or backed up bathroom drain are just a few examples of the coverage you'll receive under this Protection Program.

The In-Home Plumbing Emergency Program includes:

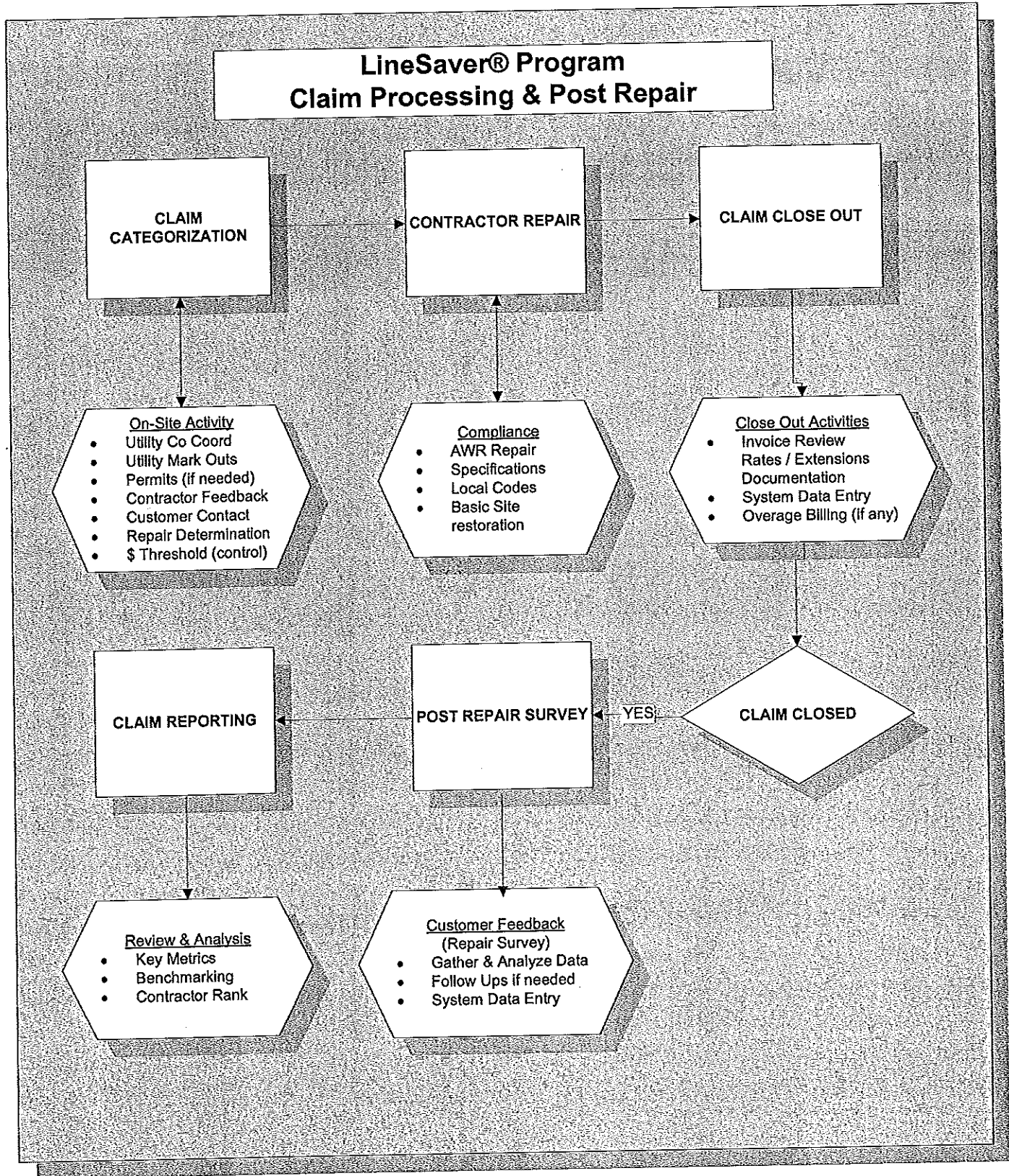
- Peace of mind protection from the most experienced water resource manager in the country.
- High coverage limit of up to \$3,000 (\$1,500 for water line and \$1,500 for sewer line per occurrence).
- Our plumbing contractor network, which is available 24 hours, 7 days a week.

Enroll Now and start protecting your home and property from unwanted repair costs!

For more information on the LineSaver Water Line, Sewer Line and In-Home Plumbing Emergency Programs, or to obtain a copy of the terms and conditions of the programs, please contact us at 1-888-207-5228.

DRAFT ONLY - NOT FOR PUBLIC DISSEMINATION

Website snapshot



**COMMITTEE AGENDA ITEM
VILLAGE OF HOFFMAN ESTATES**

SUBJECT: Request approval to participate in the Illinois Public Works Mutual Aid Network (IPWMAN) emergency intrastate service agreement.

MEETING DATE: March 22, 2009

COMMITTEE: Public Works & Utilities

FROM: Kenneth Hari

PURPOSE: This Service Agreement will permit the Public Works Department of each participating public agency to better safeguard the lives, persons, and property of citizens of the State of Illinois.

BACKGROUND: In November 2008, the Village Board approved participation in the Northeastern Illinois Mutual Aid Network (NEIMAN) for emergency and non-emergency responses. (attached)

DISCUSSION: The constructs of the IPWMAN agreement are very similar to that of NEIMAN except IPWMAN expands the potential coverage area from regional to statewide. By participating in the program, the Village is in a position to acquire outside assistance for emergencies and/or disasters. A component within the IPWMAN, not available under NEIMAN, is participating public agencies will be eligible for partial operational expense reimbursement, for responses greater than a week in duration. Additionally, both agreements will function side by side, for a period of time, until membership increases in the IPWMAN network. It is unknown at this juncture the time frame for this shift. A decision whether or not to render mutual aid to another jurisdiction, as well as the service level, is solely at the discretion of each participating member.

FINANCIAL IMPACT: There are no costs or fees associated with joining IPWMAN.

RECOMMENDATION: Request approval to participate in the Illinois Public Works Mutual Aid Network (IPWMAN) emergency intrastate service agreement.

Illinois Public Works Mutual Aid Network Agreement

This Public Works Agreement (hereinafter "Agreement") is entered into by _____ which has, by executing this Agreement, manifested its intent to participate in an Intrastate Program for Mutual Aid and Assistance, hereinafter entitled the "Illinois Public Works Mutual Aid Network (IPWMAN)"; and

WHEREAS, the Constitution of the State of Illinois, 1970, Article VII, Section 10, (hereinafter "Act") authorizes units of local government to contract or otherwise associate among themselves in any manner not prohibited by law or ordinance; and

WHEREAS, any community that is a home rule unit of local government under the 1970 Constitution of the State of Illinois and as such may exercise any power and perform any function pertaining to its government and affairs; and

WHEREAS, the Act provides that any one or more public agencies may contract with any one or more other public agencies to set forth fully the purposes, powers, rights, objectives and responsibilities of the contracting Parties; and

WHEREAS, the Illinois Intergovernmental Cooperation Act, 5 ILCS 220/1 et seq., provides that any power or powers, privileges or authority exercised or which may be exercised by a unit of local government may be exercised and enjoyed jointly with any other unit of local government including a unit of local government from another state; and

WHEREAS, the Parties to this Agreement may voluntarily agree to participate in mutual aid and assistance activities conducted under the State of Illinois Intrastate Mutual Aid and Assistance Program and the Interstate Emergency Management Assistance Compact (EMAC). Parties may voluntarily agree to participate in an interstate Mutual Aid and Assistance Program for public works related agencies including, but not limited to; local municipal public works departments, township road districts, unit road districts, county highway departments, public water agencies and public wastewater agencies or any other governmental entity that performs a public works function through this Agreement if such a program were established.

WHEREAS, the Parties hereto are units of local government as defined by the Constitution of the State of Illinois and the Intergovernmental Cooperation Act; and

WHEREAS, the Parties recognize that they are vulnerable to a variety of potential, natural and man-made disasters; and

WHEREAS, the Parties to this Agreement wish to provide mutual aid and assistance to one another during times of disaster or public works emergencies.

NOW, THEREFORE, the Parties agree as follows:

SECTION I: PURPOSE

The Illinois Public Works Mutual Aid Network (IPWMAN) program is hereby established to provide a method whereby public works related agencies, including, but not limited to, local municipal public works departments, township road districts, unit road districts, county highway departments, public water agencies and public wastewater agencies or any other governmental entity that performs a public works function in need mutual aid assistance may request aid and assistance in the form of personnel, equipment, materials and/or other associated services as necessary from other public works related agencies. The purpose of this Agreement is to formally document such a program.

SECTION II: DEFINITIONS

The following definitions will apply to the terms appearing in this Agreement.

A. *"AGENCY"* means any municipal public works agency, township road district, unit road district, county highway departments, publicly-owned water organization and publicly-owned wastewater organization or any other governmental entity that performs a public works function that abides by the provisions as found in this Agreement.

B. *"AID AND ASSISTANCE"* includes, but is not limited to, personnel, equipment, facilities, services, materials and supplies and any other resources needed to provide mutual aid response.

C. *"AUTHORIZED REPRESENTATIVE"* means a Party's employee who, by reason of his or her position, has been authorized, in writing by that Party, to request, offer, or provide aid and assistance pursuant to this Agreement. Each Party's initial authorized representative, and the representative's title, is listed on the contact list. If the title of the authorized representative as listed by name on the contact list has changed, such change shall have no effect on the authority of the authorized representative and the named person shall continue to be the authorized representative until a different person is named as the authorized representative in writing by the Party. In the event that the person who is listed as authorized representative is no longer employed by the Party, the successor in the office formerly held by the authorized representative shall automatically become the authorized representative unless the Party indicates otherwise in writing. Each Party's authorized representative shall be responsible to designate someone to supervise that Party's employees who are engaged in the receipt or furnishing of aid and assistance, including, but not limited to, opening of public ways; removal of debris; building of protective barriers; management of physical damage to structures and terrain; transportation of persons, supplies, and equipment; and repair and operation of municipal utilities.

D. *"BOARD OF DIRECTORS"* is a group of representatives from the Parties to the IPWMAN Agreement elected to organize and maintain the program. The Board of Directors shall consist of members of the IPWMAN. Qualifications and terms for the Board members shall be defined in the By-Laws of the Illinois Public Works Mutual Aid Network, Inc.

E. *"BOARD MEMBER"* is a representative of the Association (IPWMAN) serving on the Board of Directors.

F. *"DISASTER"* means a calamitous incident threatening loss of life or significant loss or damage to property, including, but not limited to flood, winter storm, hurricane, tornado, dam break, or other naturally-occurring catastrophe or man-made, accidental, military, or paramilitary incident, or biological or health disasters or a natural or manmade incident that is, or is likely to be, beyond the control of the services, personnel, equipment and facilities of a Party that requires assistance under this Mutual Aid and

Assistance Agreement, but must be coordinated through the appropriate local accredited/certified Emergency Management Agency coordinator.

G. "*IPWMAN*" is the acronym for the Illinois Public Works Mutual Aid Network.

H. "*LOCAL EMERGENCY*" is defined as an urgent need requiring immediate action or attention beyond normal capabilities, procedures and scope for aid and assistance by an agency.

I. "*MUTUAL AID RESOURCE LIST*" means the list of the equipment, personnel and other resources that each Party has available for the provision of aid and assistance to other Parties. This list shall be periodically updated in accordance with the Operational Plan.

J. "*NATIONAL INCIDENT MANAGEMENT SYSTEM (NIMS)*" a Presidential directive that provides a consistent nationwide approach that allows federal, state, local and tribal governments as well as private-sector and nongovernmental organizations to work together to manage incidents and disasters of all kinds.

K. "*PARTY*" means an agency which has adopted and executed this Agreement.

L. "*PERIOD OF ASSISTANCE*" means a specified period of time when a Responding Agency assists a Requesting Agency. The period commences when personnel, equipment, or supplies depart from a Responding Agency's facility and ends when the resources return to their facility (portal to portal). All protections identified in the Agreement apply during this period. The specified Period of Assistance may occur during response to or recovery from an emergency, as previously defined.

M. "*RESPONDING AGENCY*" means the Party or Agency which has received a request to furnish aid and assistance from another Party and has agreed to provide the same.

N. "*REQUESTING AGENCY*" means the Party or Agency requesting and receiving aid and assistance from a Responding Agency.

SECTION III: RESPONSIBILITY OF PARTIES

A. *PROVISION OF AID.* Each Party recognizes that it may be requested to provide aid and assistance at a time when it is necessary to provide similar aid and assistance to the Party's own constituents. This Agreement shall not be construed to impose any unconditional obligation on any Party to provide aid and assistance. A Party may choose not to render aid and assistance at any time, for any reason.

B. *RECRUITMENT.* The Parties hereby encourage each other to enlist other agencies to adopt and execute this Agreement.

C. *AGREEMENT FOR BENEFIT OF PARTIES.* All functions and activities performed under this Agreement are for the benefit of the Parties to this Agreement. Accordingly, this Agreement shall not be construed to be for the benefit of any third parties and no third parties shall have any right or cause of action against the Parties to this Agreement.

D. *IMMUNITIES.* All immunities provided by law to the Parties shall be fully applicable to the Parties providing or receiving aid and assistance pursuant to this Agreement, including, but not limited to, the Local Governmental and Governmental Employees Tort Immunity Act, 745 ILCS 10/1-101, et seq.

E. *MEMBERSHIP.* To be a member in good standing, a Party shall be responsible for dues and other obligations as specified in the IPWMAN By-Laws and Operational Plan.

SECTION IV: ANNUAL REVIEW

At a minimum, the Board of Directors shall meet annually at a meeting place designated by the Board of Directors to review and discuss this Agreement and, if applicable, to recommend amendments to this Agreement. The Board of Directors shall have the power and signing authority to carry out the purposes of this Agreement, including but not limited to the power to: adopt by-laws; execute agreements and documents approved by the Board of Directors; develop specific operating plans, procedures and protocol for requesting assistance; organize meetings; operate a website; disseminate information; create informational brochures; create subcommittees; maintain lists of the Parties; maintain equipment and supply inventory lists; and deal with Party issues.

SECTION V: PROCEDURES FOR REQUESTING ASSISTANCE

The Board of Directors will promulgate and regularly update procedures for requesting assistance through the Illinois Public Works Mutual Aid Network (IPWMAN) Operational Plan.

SECTION VI: RESPONDING AGENCY'S ASSESSMENT OF AVAILABILITY OF RESOURCES

The Board of Directors will promulgate and regularly update procedures for responding agency's assessment of availability of resources through IPWMAN Operational Plan.

SECTION VII: SUPERVISION AND CONTROL

A. *DESIGNATION OF RESPONDING AGENCY'S SUPERVISORY PERSONNEL.* Responding Agency shall designate a representative who shall serve as the person in charge of coordinating the initial work assigned to the Responding Agency's employees by the Requesting Agency. The Requesting Agency shall direct and coordinate the work being assigned to the Responding Agency(s) and the Requesting Agency's employees. All actions shall be consistent with and in accordance with the National Incident Management System (NIMS) and the IPWMAN Operational Plan.

B. *RESPONSIBILITIES OF RESPONDING AGENCY'S SUPERVISORY PERSONNEL.* The Board of Directors will promulgate and regularly update procedures for Responding Agency's supervisory personnel through the IPWMAN Operational Plan.

SECTION VIII: LENGTH OF TIME FOR AID AND ASSISTANCE; RENEWABILITY; RECALL

The Board of Directors will promulgate and regularly update procedures for length of time for aid and assistance; renewability; recall through the Illinois Public Works Mutual Aid Network (IPWMAN) Operational Plan.

It is presumed that a Responding Agency's aid and assistance shall be given for an initial minimum period of twelve (12) hours. Thereafter, assistance shall be extended as the Responding Agency and Requesting Agency shall agree. The twelve (12) hour period shall start when the aid and assistance departs from Responding Agency's location with the intent of going to Requesting Agency's location. The aid and assistance shall end when it returns to Responding Agency's location with the understanding between the Responding Agency and Requesting Agency that provision of aid and assistance is complete.

Responding Agency may recall its aid and assistance at any time at its sole discretion. Responding Agency shall make a good faith effort to give the Requesting Agency as much advance notice of the recall as is practical under the circumstances.

SECTION IX: DOCUMENTATION OF COST & REIMBURSEMENT OF COST

- A. *PERSONNEL* – Responding Agency shall continue to pay its employees according to its then prevailing ordinances, rules, regulations, and collective bargaining agreements. At the conclusion of the period of aid and assistance, the Responding Agency shall document all direct and indirect payroll costs plus any taxes and employee benefits which are measured as a function of payroll (i.e.; FICA, unemployment, retirements, etc.).
- B. *RESPONDING AGENCY'S TRAVELING EMPLOYEE NEEDS* – Responding Agency shall document the basic needs of Responding Agency's traveling employees, such as reasonable lodging and meal expenses of Responding Agency's personnel, including without limitation transportation expenses for travel to and from the stricken area during the period of aid and assistance.
- C. *EQUIPMENT* – Responding Agency shall document the use of its equipment during the period of aid and assistance including without limitation all repairs to its equipment as determined necessary by its on-site supervisor(s) to maintain such equipment in safe and operational condition, fuels, miscellaneous supplies, and damages directly caused by provision of the aid and assistance.
- D. *MATERIALS AND SUPPLIES* – Responding Agency shall document all materials and supplies furnished by it and used or damaged during the period of aid and assistance.
- E. *REIMBURSEMENT OF COSTS* – Equipment, personnel, materials, supplies and/or services provided pursuant to this Agreement shall be at no charge to the Requesting Agency, unless the aid and assistance is requested for more than five (5) calendar days. If aid and assistance is requested from the State of Illinois to be activated as a State asset, the Responding Agency will be reimbursed for personnel, materials, supplies and equipment from the first day of the response to the event by the State of Illinois. Materials and supplies will be reimbursed at the cost of replacement of the commodity. Personnel will be reimbursed at Responding Agency rates and equipment will be reimbursed at an appropriate equipment rate based upon either pre-existing locally established rates, the Federal Emergency Management Agency Equipment Rate Schedule or that published by the Illinois Department of Transportation. In the event that there is no such appropriate equipment rate as described above, reimbursement shall be at the actual cost incurred by the Responding Agency.

SECTION X: RIGHTS AND PRIVILEGES OF RESPONDING AGENCY'S EMPLOYEES

Whenever Responding Agency's employees are rendering aid and assistance pursuant to this Agreement, such employees shall retain the same powers, duties, immunities, and privileges they would ordinarily possess if performing their duties within the geographical limits of Responding Agency.

SECTION XI: WORKERS' COMPENSATION

The Parties agree that Requesting Agency shall be responsible for payment of workers' compensation benefits owed to Requesting Agency's employees and that Responding Agency shall be responsible for payment of workers' compensation benefits owed to Responding Agency's employees.

SECTION XII: INSURANCE

Each Party shall bear the risk of liability for its agency and its agency's employees' acts and omissions and shall determine for itself what amount of insurance it should carry, if any. Each Party understands and agrees that any insurance coverage obtained shall in no way limit that Party's responsibility under Section XIII of this Agreement to indemnify and hold the other Parties to this Agreement harmless from such liability.

SECTION XIII: INDEMNIFICATION

Each Party hereto agrees to waive all claims against all other Parties hereto for any loss, damage, personal injury or death occurring in consequence of the performance of this Mutual Aid Agreement; provided, however, that such claim is not a result of gross negligence or willful misconduct by a Party hereto or its personnel.

Each Party requesting or providing aid pursuant to this Agreement hereby expressly agrees to hold harmless, indemnify and defend the Party rendering aid and its personnel from any and all claims, demands, liability, losses, suits in law or in equity which are made by a third party. This indemnity shall include attorney fees and costs that may arise from providing aid pursuant to this Agreement. Provided, however, that all employee benefits, wage and disability payments, pensions, worker's compensation claims, damage to or destruction of equipment and clothing, and medical expenses of the Party rendering aid shall be the sole and exclusive responsibility of the respective Party for its employees, provided, however, that such claims made by a third party are not the result of gross negligence or willful misconduct on the part of the Party rendering aid.

SECTION XIV: NON-LIABILITY FOR FAILURE TO RENDER AID

The rendering of assistance under the terms of this Agreement shall not be mandatory if local conditions of the Responding Agency prohibit response. It is the responsibility of the Responding Agency to immediately notify the Requesting Agency of the Responding Agency's inability to respond; however, failure to immediately notify the Requesting Agency of such inability to respond shall not constitute evidence of noncompliance with the terms of this section and no liability may be assigned.

No liability of any kind or nature shall be attributed to or be assumed, whether expressly or implied, by a party hereto, its duly authorized agents and personnel, for failure or refusal to render aid. Nor shall there be any liability of a party for withdrawal of aid once provided pursuant to the terms of this Agreement.

SECTION XV: NOTICE OF CLAIM OR SUIT

Each Party who becomes aware of a claim or suit that in any way, directly or indirectly, contingently or otherwise, affects or might affect other Parties of this Agreement shall provide prompt and timely notice to the Parties who may be affected by the suit or claim. Each Party reserves the right to participate in the defense of such claims or suits as necessary to protect its own interests.

SECTION XVI: AMENDMENTS

Proposed amendments to this Agreement shall be submitted to the Board of Directors. Amendments shall be approved by majority vote of the Board of Directors.

SECTION XVII: ADDITIONAL PARTIES

Additional agencies may become Parties to this Agreement, provided that such agencies:

- (1) Approve and execute this Agreement.
- (2) Provide a fully executed copy of this Agreement to the Board of Directors.
- (3) Provide the name and title of an authorized representative to the Board of Directors.
- (4) Annually provide a list of mutual aid resources to its local accredited/certified Emergency Management Agency. If requested, the agency may need to assist its local accredited/certified Emergency Management Coordinator with data entry of its mutual aid resources into a web-based format (NIMS Source).

Upon submission of the items enumerated above to the Board of Directors and receipt of acknowledgement from the Board of Directors, the submitting agency shall be regarded as a Party to the Agreement.

SECTION XVIII: NOTICES

Notices and requests as provided herein shall be deemed given as of the date the notices are deposited, by First Class Mail, addressed to the Board of Directors who will notify each of the Parties' representatives.

SECTION XIX: INITIAL TERM OF AGREEMENT; RENEWAL; TERMINATION

The initial term of this Agreement shall be one (1) year from its effective date. Thereafter, this Agreement shall automatically renew for additional one-year terms commencing on the anniversary of the effective date of this Agreement. Any Party may withdraw from this Agreement at any time by giving written notification to the Board of Directors. The notice shall not be effective until ninety (90) days after the notice has been served upon the Board of Directors by First Class mail. A Party's withdrawal from this Agreement shall not affect that Party's liability or obligation incurred under this Agreement prior to the date of withdrawal. This Agreement shall continue in force and effect as to all other Parties until such time as a Party withdraws. Failure to adopt any amended agreement within ninety (90) days of said amended agreement will signify a Party's withdrawal from the Agreement.

SECTION XX: HEADINGS

The headings of various sections and subsections of this Agreement have been inserted for convenient reference only and shall not be construed as modifying, amending, or affecting in any way the express terms and provisions of this Agreement or their interpretation.

SECTION XXI: SEVERABILITY

Should any clause, sentence, provision, paragraph, or other part of this Agreement be adjudged by any court of competent jurisdiction to be invalid, such judgment shall not affect, impair, or invalidate the remainder of this Agreement. Each of the Parties declares that it would have entered into this Agreement irrespective of the fact that any one or more of this Agreement's clauses, sentences, provisions, paragraphs, or other parts have been declared invalid. Accordingly, it is the intention of the Parties that the remaining portions of this Agreement shall remain in full force and effect without regard to the clause(s), sentence(s), provision(s), paragraph(s), or other part(s) invalidated.

SECTION XXII: EFFECTIVE DATE

This Agreement shall be effective on the date of the acknowledgement letter sent by the Board of Directors.

SECTION XXIII: WAIVER

Failure to enforce strictly the terms of this Agreement on one or more occasions shall not be deemed a waiver of the right to enforce strictly the terms of this Agreement on any other occasion.

SECTION XXIV: EXECUTION OF COUNTERPARTS

This Agreement may be signed in any number of counterparts with the same effect as if the signatures thereto and hereto were upon the same instrument.

SECTION XXV: PRIOR IPWMAN AGREEMENTS

To the extent that provisions of prior IPWMAN Agreements between signatories to this Agreement are inconsistent with this Agreement, all prior agreements for mutual aid and assistance between the Parties hereto are suspended.

SECTION XXVI: PROHIBITION ON THIRD PARTIES AND ASSIGNMENT OF RIGHTS/DUTIES

This Agreement is for the sole benefit of the Parties and no person or entity shall have any rights under this Agreement as a third-Party beneficiary. Assignments of benefits and delegations of duties created by this Agreement are prohibited and must be without effect.

NOW, THEREFORE, each of the Parties have caused this IPWMAN Mutual Aid Agreement to be executed by its duly authorized representative who has signed this Agreement as of the date set forth below.

Approved and executed this _____ day of _____, 20__.

For the Agency

By: _____

Attest: _____

APPROVED (as to form):

By: _____

On behalf of the Illinois Public Works Mutual Aid Network

Approved and executed this _____ day of _____, 20__.

By: _____

President of IPWMAN Board of Directors

Attest: _____

IPWMAN Secretary/Treasurer

Approved by the IPWMAN Interim Board of Directors on September 17, 2008.

**COMMITTEE AGENDA ITEM
VILLAGE OF HOFFMAN ESTATES**

SUBJECT: Request approval to participate in the Northeastern Illinois Mutual Aid Network (NEIMAN) emergency and non-emergency intergovernmental service agreement.

MEETING DATE: October 27, 2008

COMMITTEE: Public Works & Utilities

FROM: Kenneth Hari

PURPOSE: The specific intent of this Service Agreement is to permit the Public Works Department of each Member to more fully safeguard the lives, persons, and property of all citizens.

BACKGROUND: In accordance with attached.

DISCUSSION: By participating in the program the Village would place itself in a position to acquire outside assistance for emergencies and/or disasters. A decision whether or not to render mutual aid is solely at the discretion of each participating member.

FINANCIAL IMPACT: None apparent.

RECOMMENDATION: Request approval to participate in the Northeastern Illinois Mutual Aid Network (NEIMAN) emergency and non-emergency intergovernmental service agreement.

PUBLIC WORKS EMERGENCY MUTUAL AID INTERGOVERNMENTAL SERVICE AGREEMENT

SECTION ONE – PURPOSE

The Northeastern Illinois Mutual Aid Network (NEIMAN) Public Works Emergency Mutual Aid Intergovernmental Service Agreement (the "Service Agreement") which has been adopted by Member municipalities and townships is made in recognition of the fact that natural or man-made occurrences may result in situations which are beyond the ability of an individual municipality or township to deal with effectively in terms of personnel, equipment, and material resources at a given time. In adopting the Service Agreement, each Member expresses its intent to assist Member jurisdictions by assigning some of its Member personnel, equipment, and material resources to an affected municipality as specific situation allow. The specific intent of this Service Agreement is to permit the Public Works Department of each Member to more fully safeguard the lives, persons, and property of all citizens.

SECTION TWO – DEFINITIONS

For the purpose of this Service Agreement, terms are defined as follows:

- A. **Aiding Member:** A Member from whom Mutual Aid is requested by a Stricken Member in the event of an emergency.
- B. **Council of Government:** An intergovernmental agency that provides local municipal governments technical assistance and joint services.
- C. **Director of Public Works:** An individual or his/her designee, who is designated by the appropriate Member as having primary responsibility for Public Works functions and emergencies as generally define herein.
- D. **Emergency:** An unforeseen or sudden event or condition arising in a Member's territorial jurisdiction, or arising when transporting equipment, or vehicles through another Member's jurisdiction, which results in an insufficiency of Public Works personnel, equipment, materials, or other related services such that the Member determines that it is necessary and advisable to request aid.
- E. **Member:** A unit of local government which has recognized Public Works Department and which is a party to this Service Agreement.
- F. **Mutual Aid:** Emergency responses and assistance to a Stricken Member by an Aiding Member in the form of public works personnel, equipment, materials, or other related services and resources.
- G. **Stricken Member:** A Member which requests aid in the event of an emergency.

SECTION THREE – AUTHORITY AND ACTION TO EFFECT MUTUAL AID

- A. Each Member hereby authorizes and directs its Director of Public Works to render and/or request Mutual Aid to or from the other Members in accordance with the policies and procedures which may be established from time to time by the Directors of Public Works of Member jurisdictions. The Mutual Aid rendered shall be to the extent of available personnel, equipment, and materials not required for adequate servicing of the Aiding Members. The judgement of the Director of Public Works of the Aiding Member shall be final as to the personnel, equipment and materials available.

- B. Whenever a Stricken Member requests Mutual Aid, pursuant to this Service Agreement, the Stricken Member's Director of Public Works shall notify any and all other Members of the nature and location of the occurrence and the type and amount of personnel, equipment, and materials requested from each Member.
- C. Upon receipt of a request for Mutual Aid, the Director of Public Works for that Member shall immediately:
1. Determine the extent, if any, to which requested personnel, equipment and materials are available for Mutual Aid.
 2. Dispatch the requested personnel, equipment and materials to the extent available, to the location of the occurrence reported by the Stricken Member.
 3. Notify the Director of Public Works of the Stricken Member (or his/her designee) orally, in writing, or by any other reasonable means if any and all of the requested amount or type of personnel, equipment, or materials cannot be provided.

SECTION FOUR – JURISDICTION OVER PERSONNEL AND EQUIPMENT

- A. Personnel dispatched to aid a Stricken Member pursuant to this Service Agreement shall remain employees of the Aiding Members. Personnel rendering emergency Mutual Aid shall report for direction and assignment to the Director of Public Works of the Stricken Member and shall perform work only as assigned by the Director of Public Works of the Stricken Member (or his/her designee). However, both the Aiding Member and the Stricken Member are responsible to perform all work as set forth in the minimum safety guidelines established by local, County, State, and Federal agencies, including but not limited to, the Illinois Department of Labor and the Occupational Safety and Health Administration. The Aiding Member shall at all times have the right to withdraw any and all Mutual Aid upon the order of its Director of Public Works; provided, however, that the Aiding Member withdrawing such aid shall notify the Director of Public Works of the Stricken Member in the manner described in section 3.C.3 of the withdrawal of such Mutual Aid and the extent of such withdrawal.
- B. Each Member agrees to submit, as a condition of membership, resource lists of available equipment and supplies.

SECTION FIVE – COMPENSATION MUTUAL FUND

- A. Personnel, equipment, and/or services (excluding potable water supply and sewer collection) provided pursuant to this Service Agreement shall be at no charge to the Stricken Members. The cost of the materials used by the Stricken Member and furnished by the Aiding Members shall be reimbursed by the Stricken Member within 30 days after receipt of any such amounts. Nothing herein shall preclude a Stricken, or Aiding Member from seeking recovery of funds from any State or Federal Agency under any existing statutes.
- B. All Members agree to cooperate regarding the obtaining of State and Federal funds. Each Member shall maintain accurate records and documentation of all labor, equipment, materials, and related expenses associated with the rendering of mutual aid covered by this agreement. Copies shall be made available to Members upon request.

SECTION SIX – INSURANCE

- A. Each Member agrees to obtain and maintain at its sole expense insurance, including comprehensive general liability (with broad form property damage endorsement), auto liability, property damage and casualty, workers' compensation, and, if applicable, professional malpractice insurance, upon such terms as in each Member's judgement is best for the protection of itself, its personnel, officers, and equipment. The obligations of insurance set forth in this section may be satisfied by a Member's participation in a self-insurance plan or pool.
- B. A Stricken Member shall have no obligation to provide or extend insurance coverage to insure the personnel, property, or equipment of any Aiding Member, or to insure the acts or omissions of personnel of any Aiding Member.

SECTION SEVEN – INDEMNIFICATION

- A. Each Stricken Member requesting Mutual Aid in an Emergency pursuant to this Service Agreement hereby expressly agrees to indemnify, defend, and hold harmless any and all Aiding Members providing Mutual Aid during such Emergency and their officers, officials, employees, agents, attorneys, and representatives from any and all claims, demands, liability, damages, injury, causes of action, suits in law or in equity, costs and expenses which may arise out of, or may relate to such emergency. These indemnities shall include attorney fees and costs that may arise from providing Mutual Aid pursuant to this Service Agreement.
- B. Each Member receiving or rendering Mutual Aid in an Emergency hereby waives any and all claims against any other Member, its officers, agents, representatives, and employees, for compensation for any and all losses, claims, costs, expenses (including but not limited to attorney's fees), damages, personal injury or death arising in consequence of the performance of Mutual Aid during such an Emergency.
- C. Each Member, whether Aiding Member or Stricken Member, shall remain solely and exclusively responsible for the employee benefits, wage and disability payments, pensions, and workers' compensation claims for its employees. In addition, each Member shall pay any damage to equipment or clothing of, and any medical expenses incurred by, any of its employees in connection with the rendering of Mutual Aid.

SECTION EIGHT – NON-LIABILITY FOR FAILURE TO RENDER MUTUAL AID

No Member, nor its officers, officials, employees, agents, attorneys, or representatives shall be liable to any other Member, whether expressed or implied for its failure or refusal to render Mutual Aid pursuant hereto nor for the withdrawal of Mutual Aid in the Whole or in part, which has been provided pursuant to this Service Agreement.

SECTION NINE - EFFECTIVE DATE OF RESOLUTION AND SERVICE AGREEMENT

This Service Agreement shall be in full force and effect upon approval in the manner provided by law by at least three Council of Government Members by a resolution in substantially the form attached hereto (the "Resolution"), and upon the proper execution of the Service Agreement and delivery of such Resolution and Service Agreement to their Council of Government. After the Service Agreement is in force, any other municipality or township may become a Member upon approval, execution, and delivery of the Resolution and this Service Agreement to SSMMA, NWMC and the WCMC. The Council of Governments shall maintain a current list of all Members.

SECTION TEN – TERM; TERMINATION

- A. This Service Agreement shall remain in full force and effect from its effective date until it is terminated as provided in this section.
- B. Any Member may terminate its participation in this Service Agreement upon delivery of a certified resolution to the appropriate member Council of Government at least 90 days before that Member's termination date, which must coincide with the last day of the calendar month. Such notice shall either be personally delivered or sent by certified mail. Return receipt requested.
- C. This Service Agreement shall terminate and be of no force or effect whenever there are fewer than three Members continuing to participate in the Service Agreement.

SECTION ELEVEN – AMENDMENT

This Service Agreement shall only be amended when a written instrument is approved, signed, and delivered to the Council of Government by three-fourths of the then-existing Members. Such amendment shall take effect seven business days after the Council of Government receives the required number of approved and signed instruments. The Council of Government shall thereafter notify each Member of such amendment.

SECTION TWELVE – SEVERABILITY

If any provision of this Service Agreement shall be held by a court of competent jurisdiction to be invalid, illegal, or unenforceable to any extent, such provision shall be severable from the remaining provisions of this Service Agreement, and the validity, legality, and enforceability of the remaining provisions shall not be affected or impaired thereby, but such remaining provisions of the Service Agreement shall be interpreted, applied, and enforced so as to achieve, as near as may be, the purposes and intent of the Service Agreement to the greatest extent permitted by applicable law.

SECTION THIRTEEN – GOVERNING LAW

This Service Agreement shall be governed, interpreted, and construed in accordance with the laws of the State of Illinois. Additionally, in conformity with Homeland Security Presidential Directives 5&8, this agreement acknowledges a need to function under the National Incident Management System (NIMS) and operate through the incident command system protocol.

SECTION FOURTEEN – EXECUTION

This Service Agreement may be executed in multiple counterparts or duplicate originals or with multiple signature pages, each of which shall constitute and be deemed on in the same document.

AUTHORIZATION

The undersigned unit of local government hereby subscribes and approves the Public Works Emergency Mutual Aid Intergovernmental Agreement to which this signature page will be attached and agrees to be a party thereto and be bound by the terms thereof. This signatory certifies that this Service Agreement has been adopted and approved by ordinance, resolution, or other manner approved by law, a copy of which document is attached hereto.

BY: _____
Mayor/President/Village/City Manager/Administrator/Township Supervisor

City/Village of/Township

Date of Signature

ATTEST:

Village/City Clerk/Secretary

Date of Signature

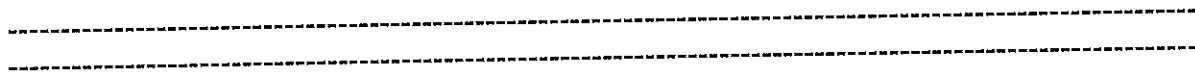
**COMMITTEE AGENDA ITEM
VILLAGE OF HOFFMAN ESTATES**

SUBJECT: Request approval for Historical Sites Commission to proceed with June 28, 2009, Sunderlage Open House; September 20, 2009, Historic Bus Trip; October 17, 2009, Pumpkin Fest; and December 12, 2009, Teddy Bear Holiday Party, in an amount not to exceed \$1,170.

MEETING DATE: March 23, 2009

COMMITTEE: Public Works & Utilities

FROM: Kenneth Hari, Paul Petrenko



PURPOSE: Approval for Historical Sites Commission to proceed with 2009 budgeted projects and events.

BACKGROUND: 2009 budget allocations for the Historical Sites Commission include funding to hold several planned projects and events.

DISCUSSION: *June 28, 2009 – Sunderlage Open House; 1:00 p.m. – 3:00 p.m.*

The overall purpose of this event is to introduce the Farm House and local Hoffman Estates history to the public. Free house tours and a petting zoo are provided as well as information about the Greve Cemetery. Light refreshments are provided. The Schaumburg Township Historical Society will be participating. \$450 is budgeted.

September 20, 2008 – Historic Bus Trip

As a result of the popularity of the Village's 50th anniversary bus tour, another tour was proposed for 2009. \$450 is budgeted.

October 17, 2009 – Pumpkin Fest; 11:00 a.m. – 1:30 p.m.

This will be the 15th annual Pumpkin Fest event. Small pumpkins are provided along with acrylic paints for decorating on site.

DISCUSSION, continued:

Many of the past participants have stated that they always look forward to this event every year. The event promotes the farmhouse and encourages dialogue about local history. Approximately 60 pumpkins are purchased locally. A nominal fee is charged for each pumpkin. Light refreshments are provided. \$170 is budgeted.

December 12, 2009 – Teddy Bear Holiday Party; starts promptly at 1:00 p.m.

This will be the 13th annual party. The farmhouse is decorated with a Christmas tree trimmed with teddy bears. This is particularly appealing to children as well as to their parents. There is no charge for admission, but reservations are required. There is a visit from Santa, a gift of a small bear from the tree, and refreshments including cookies and juice. \$100 is budgeted. Small bears are purchased from a discount house.

FINANCIAL IMPACT:

In summary, the following activities are earmarked for accomplishment during fiscal year 2009:

Activity	Cost
June 28, 2009 – Sunderlage Open House	\$450
September 20, 2009 – Historic Bus Trip	\$450
October 17, 2009 – Pumpkin Fest	\$170
December 12, 2009 – Teddy Bear Holiday Party	\$100
Total	\$1,170

RECOMMENDATION:

Request approval for Historical Sites Commission to proceed with June 28, 2009, Sunderlage Open House; September 20, 2009, Historic Bus Trip; October 17, 2009, Pumpkin Fest; and December 12, 2009, Teddy Bear Holiday Party, in an amount not to exceed \$1,170.

**COMMITTEE AGENDA ITEM
VILLAGE OF HOFFMAN ESTATES**

SUBJECT: Request authorization to waive formal bidding and purchase replacement vehicle for Unit #46 through Illinois Suburban Purchasing Cooperative Contract from Landmark Ford, Springfield, IL (low bid), in an amount not to exceed \$52,009.

MEETING DATE: March 23, 2009

COMMITTEE: Public Works & Utilities

FROM: Kenneth Hari

PURPOSE: To purchase replacement vehicle for Public Works Unit #46.

BACKGROUND: Within the 2009 budget, \$72,720 is allocated to replace current Unit #46, an eleven year old mini-dump truck equipped for pavement maintenance.

DISCUSSION: The current Illinois Suburban Purchasing Cooperative Contract Award for light duty trucks, fiscal year 2009, contains an award including a 19,000 lb. GVWR truck through Landmark Ford, Springfield, IL. Unit #46 is a 1998 GMC mini-dump.

FINANCIAL IMPACT: \$72,720 allocated, versus the \$52,009 vehicle purchase cost, yields a \$20,711 positive variance. A portion of the positive variance will be used to outfit the new vehicle with snow removal equipment. The estimated cost for this add-on equipment is \$8,500.

RECOMMENDATION: Request authorization to waive formal bidding and purchase replacement vehicle for Unit #46 through Illinois Suburban Purchasing Cooperative Contract from Landmark Ford, Springfield, IL (low bid), in an amount not to exceed \$52,009.



*A Joint Purchasing Program
For Local Government Agencies*

Suburban Purchasing Cooperative
2009 Ford F-550 XL Chassis Cab 4x2 Vehicle
Contract

The Suburban Purchasing Cooperative, a cooperative of 121 municipalities in the six county areas of Northern Illinois, is pleased to announce its 2009 Ford F-550 XL Chassis Cab 4x2 Vehicle Contract with Landmark Ford Inc., Springfield, Illinois. Every municipality and government agency in the State of Illinois is authorized to participate in this program.

The bid for this vehicle was published in the legal Section of the Daily Herald on November 26, 2008 and was awarded through a sealed bid process to Landmark Ford Inc. for the 2009 model year.

The attached summary sheet highlights most standard equipment and lists other vehicle options. Additional option pricing for items not shown is available by contacting Harry Grieme directly at 217-862-5252.

It is anticipated that pricing for this vehicle secured by the Suburban Purchasing Cooperative, will be held firm through the 2009 model year. Municipalities and government agencies need to order their vehicles during the months of December through March in order to receive their vehicles in a timely fashion and avoid production delays. The anticipated cut-off date to order this Ford is March 20, 2009. Delivery to be made with 90 calendar days after production of said vehicle.

Thank you for considering the Suburban Purchasing Cooperative for your vehicle needs. Please feel free to contact your designated SPC Representative with any questions or comments you may have regarding this program.

*Landmark Ford Inc.
2401 Prairie Crossing Drive
Springfield, IL 62711
PHONE: (800) 798-9912 extension 252 FAX: (217) 862-5317
Contact Person: Harry Grieme*

*Northwest Municipal
Conference
1616 East Golf Road
Des Plaines, IL 60016
Larry Widmer
Phone: (847) 296-9200
Fax: (847) 296-9207*

*South Suburban Mayors
And Managers Association
1904 West 17th Street
East Hazel Crest, IL 60429
Ed Paesel
Phone: (708) 206-1155
Fax: (708) 206-1133*

*Will County
Governmental League
3180 Theodore Street
Suite 101
Joliet, IL 60435
Anna Bunger
Phone: (815) 722-7280
Fax: (815) 722-0528*

Landmark Ford Inc.
SPC Contract Winner
2009 Ford F-550 XL 4x2
Chassis Cab (Base Bid)
Call Harry Grieme (800) 798-9912 x 252
Direct 217-862-5252
Fax (217) 862-5317

Standard Package: \$22,390.00

- Free Delivery Within 30 miles

POWERTRAIN/FUNCTIONAL

- 141" Wheelbase
- Air Conditioning
- Axle – front, wide track mono-beam axle w/coil spring suspension
- Brakes – Power 4-wheel disc/4-wheel anti-lock (hydro-boost), front/rear disc
- Engine – 6.8L 3-Valve SOHC EFI Triton® modular V10 gas with Tow/Haul Mode
- Fuel tank – 40 gallon aft-axle
- Shock absorbers – Heavy duty gas
- Springs, rear auxiliary
- Stabilizer bars – front and rear
- Stationary Elevated Idle Control (SEIC)
- Steering – power
- Steering damper
- Tires – 225/70R19.5F BSW A/S
- Transmission – TorqShift® 5-speed automatic

EXTERIOR

- Door handles – black

- Doors - Two (Regular Cab only)
- Glass – solar tinted
- Lights – roof marker/clearance lights
- Mirrors – manually telescoping trailer tow mirrors
- Trailer tow hooks – front (2)

INTERIOR

- Coat hooks – RH/LH color coordinated
- Dome lamp w/dual map lights
- RH/LH door activated I/P switch operated w/delay
- Grab handles – driver & front passenger
- Power point – auxiliary
- Roof ride handles – front passenger
- Door Trim – color coordinated molded w/grab handle & reflector
- Headliner – color coordinated molded cloth
- Hood release – inside
- Horn – dual electric
- Instrument panel – color coordinated w/glove box, (4) air registers w/positive shutoff, ashtray & cigar light and upfilter switches (4)

- Instrumentation – tachometer, speedometer, turbo boost (diesel only), air filter minder (diesel only), voltmeter (manual only), oil pressure, coolant temperature, fuel gauge, transmission temperature gauge (automatic only), indicator lights and Message Center w/odometer, trip odometer, engine hour meter and warning messages

- Scuff plates – color coordinated

- Windshield wipers – interval control

SAFETY/SECURITY

- Air bag
Driver & front passenger

Passenger side air bag deactivation switch (Regular Cab)

- Belt-Minder® - chime & flashing warning lights on I/P if belts not buckled

- Child Tethers – Regular Cab front passenger and all rear seating positions

- Safety Belts – color coordinated w/height adjustment (front outboard seating positions only)

Alternator

- 115-amp heavy duty (gas)

Battery

- Gas engine – 750 CCA

- Dual Battery on Diesel

- Transfer case – manual w/manual locking hubs – 4x4

Bumper

- Front -- black painted steel w/grained MIC top cover (incl. bumper extenders and black front fender moldings)

- Cab steps – molded black

Grille

- Black painted

Headlamps

- Sealed beam halogen

Mirrors

- Manually telescoping trailer tow w/manual glass & two-way fold

Wheel Trim

- Standard

Windows

- Fixed Rear

Audio

- AM/FM stereo w/digital clock and 2-speakers

Door Trim

- Armrest/grab handle & reflector

Floor Covering

- Black vinyl

Instrument Cluster

- Black cluster w/black gauges w/white graphics and one button Message Center w/odometer, trip odometer, engine hour meter and warning messages

- Manual Door Locks and Windows

Rearview Mirror

- 11.5" day/night

Seats (Front)

- HD vinyl full bench w/recline and integrated armrest

Steering Wheel

- Black vinyl

Storage

- Secondary Glove Box – Crew Cab only Must buy electronic shift on the fly \$180.00 (4WD only).

Can not have bench seat with integrated armrest

Sunvisors

- Color coordinated cloth – single driver w/pocket, single passenger w/mirror insert

Air Bags

- Driver & passenger side

Factory Order Cut-off Date Estimated at 4-23-09

PROPOSAL



AUTO TRUCK, INC
1200 N ELLIS STREET - BENSENVILLE IL 60106-1119
PHONE 630-860-5600 - FAX 630-860-5631
E-MAIL: sales@autotruck.com

Contact: 2492 BOB MARKO
VILLAGE OF HOFFMAN ESTATES
1900 HASSELL ROAD
HOFFMAN ESTATES, IL 60195

Quote No : 187545
Quote Date : 2/24/2009
Expire Date: 3/26/2009
Sales Rep : 140
Phone No : 847-490-6800
Fax No : 0--

PROVIDE AND INSTALL THE FOLLOWING EQUIPMENT:

- (1) Henderson "Mark III" Dump Body
9' length x 95" width
2.5 / 3.7 cu. yard capacity
One piece 3/16" floor w/ crossmemberless uni-body design
5" I-beam longsills
Integral cab shield w/ NO WINDOW CUT OUTS
13" high sides
Front & rear board slots
19" high double wall 10 ga fully boxed tailgate
Model M80-3.5-3 telescopic trunnion hoist
9.5 ton capacity / 19.1 Ton lift off capacity
LED Stop/Turn/Tail light mounted on rear corner posts
LED Back up lights mounted on rear corner posts
Whelen strobes mounted in box on cabshield facing rear
Whelen TAD6 6 light arrowstick w/ controller on cabshield
One-piece sealed wire harness
ICC lights and reflectors, mudflaps included
Paint Federal Yellow, single stage polyurethane
Shovel holder (location to be determined)
(1) set of rubber mudflaps mounted behind rear tires
Installed & certified

(1) Henderson Model TGSII 8' mild steel tailgate spreader with 6" auger
Direct drive (Paint Federal Yellow , single stage polyurethane)

(1) Reading 2484 Rev-pak, for 84"CA chassis
24" wide x 55" tall
(2) compartments on each side
Dual Pro weather seal, Double panel reinforced doors, Rotary locks
Lectro-life immersion dip priming
Painted to match cab (Paint single stage polyurethane)

(1) Buyers 2" receiver hitch in 1/2" plate
Ford application- F350-F550 chassis cabs
15,000# capacity (M.G.T.W.)
Includes (2) 5/8" D-rings & ICC bumper for bodies up to 99"W
Powdercoat black finish

*** CONTINUED NEXT PAGE ***

Submitted By: _____ Accepted By: _____ Date: _____

Make : Wheelbase : VIN :
Model : Cab-Axle : Trans :
Year : Body Paint: Factory Ord:

PROPOSAL



AUTO TRUCK, INC
1200 N ELLIS STREET - BENSENVILLE IL 60106-1119
PHONE 630-860-5600 - FAX 630-860-5631
E-MAIL: sales@autotruck.com

2492
Contact: BOB MARKO
VILLAGE OF HOFFMAN ESTATES
1900 HASSELL ROAD

HOFFMAN ESTATES, IL 60195

Quote No : 187545
Quote Date : 2/24/2009
Expire Date: 3/26/2009
Sales Rep : 140
Phone No : 847-490-6800
Fax No : 0--

- (1) 7-pole trailer plug (please specify "round", or "flat" pin style)
- (1) 2" pintle ball combo on PM87 adapter for receiver mount with pin/clip
- (1) Underhood hydraulic system for a dump with a plow and spreader
 - Pump kit 17GPM @2000 PSI
 - 2-handle remote valve control console for dump and plow
 - Spreader valve with manual on/off control, control tower
 - RVC bonnet kit and cable control
 - V-20 directional valve with 3-spool output
 - 3-port return manifold, Cushion valve
 - 15 gallon oil reservoir/valve enclosure combo,
 - Hosing, oil, quick couplers, dust cap

Price Per Truck: \$ 23,695.00

OPTIONAL EQUIPMENT:

- (1) HENKE Urban Assult plow - 9'
 - 30" high polymer moldboard with (4) rib support structure
 - Torsion spring trip device to clear roadway obstructions and automatically reset
 - Hydraulic power reverse system for central hydraulics
 - Modified Universal Quick Hitch System OR pin hitch
 - 1/2" Cutting edge
 - Truck portion hitch with lift cylinder

\$ 6,695.00

* Note: this plow is not currently designed and lead time would be extended

Submitted By: _____ Accepted By: _____ Date: _____

Make :	Wheelbase :	VIN :
Model :	Cab-Axle :	Trans :
Year :	Body Paint:	Factory Ord:

Additional Options

Dump Truck Options

• 165" Wheelbase	\$195.00
• Daytime Running Light.	\$45.00
• Bucket Seats	\$352.00
• 4x4 Option Package	\$3545.00
• Shift On the Fly	\$180.00
• Tow Command	\$225.00
• Sliding Rear Window	\$120.00
• Snow Plow Prep Package	\$85.00
• Payload Upgrade Package	\$868.00
• XL Décor/ Chrome Front Bumper	\$110.00
• Delivery	\$200.00
Options Total	\$5,925.00
Chassis Cab Total	\$28,315.00

Dump Body Options

- Henderson 9' Dump Body, Integral Cab Shield (no window),
- LED Stop/Turn/Tail Lights Mounted on corner post.
- Whelen Strobes, Arrowstick, Mounted on Cab Shield,
- Whelen 55" LED Lightbar
- 9.5 Ton Capacity Telescopic Trunion Hoist,
- Paint to Match Cab, ICC Light, Reflectors, and Mud Flaps.
- Henderson TGSII 8' Tailgate Spreader,
Paint to Match Cab
- Reading 2484 Rev-pak Behind Cab Toolbox

- Buyers 2" Receiver Hitch in 1/2" Plate,
15,000 lbs. Capacity, Includes 5/8" D-rings,
ICC Bumper, 7-Pole Trailer Plug (flat),
2" Pintle/ Ball Combo on PM87 Adapter for Receiver

- Underhood Hydraulic System for Dump w/Plow
And Spreader Pump Kit 17 GPM @ 2000 PSI,
2- Handle Remote Valve Control Console for
Dump and Plow, Spreader Valve w/ Manual
On/Off Control, Control Tower RVC Bonnet Kit
and Cable Control, V-20 Directional Valve w/3-spool
Output, 3-Port Return Manifold, Cushion Valve, 15
Gallon Oil Reservoir/Valve Enclosure Combo

Total Price for Dump Body \$23,694.00

Total Price for Truck w/Dump Body \$52,009.00

**COMMITTEE AGENDA ITEM
VILLAGE OF HOFFMAN ESTATES**

SUBJECT: Request authorization to award contract for 2009 seasonal landscape maintenance contract for turf mowing along rights-of-way on Barrington Road, Higgins Road (Route 72), Golf Road (Route 58), Algonquin Road (Route 62), Shoe Factory Road, Essex Drive and Moon Lake Boulevard to Landscape Concepts Mgmt., Grayslake, IL (low qualified bid), in an amount not to exceed \$92,670.00.

MEETING DATE: March 23, 2009

COMMITTEE: Public Works & Utilities

FROM: Kenneth Hari, Joseph Nebel

PURPOSE: To provide contractual turf mowing along rights-of-way on Barrington Road, Higgins Road (Route 72), Golf Road (Route 58), Algonquin Road (Route 62), Shoe Factory Road, Essex Drive and Moon Lake Boulevard.

BACKGROUND: Fourteen (14) contractors were mailed bid documents to which interested vendors were required to schedule and attend a tour of the site(s) prior to submitting a bid. On March 9, 2009, the Village Clerk's office opened nine (9) bids. (Bid tabulation forms are attached.)

It is important to note that the Village bid specifications require a fine cutting of the rights-of-way turf as opposed to a course cut provided by a flail type mower. Although it is more costly for the contractor to maintain fine cut type turf equipment, the results of the fine cutting create a more uniform and aesthetically pleasing appearance. This fine cut type of mowing is also less harsh on the turf.

In addition to requesting bids for 2009 service delivery, alternate bids were requested from bidders for the possible contract extensions into the respective 2010 and 2011 landscape seasons. The value of potential contract extension, based upon vendor contract performance has been proven. The Village has the sole option to extend vendor contracts. Contract extensions are only approved by the Village Board.

DISCUSSION:

At this time, staff has completed a review and comparison of the proposals submitted by the eight (8) bidders who met all the bid requirements. Alaniz Landscaping, submitted a bid but did not meet all of the bid requirements. Indicated clearly within the bid specifications was required attendance for a tour of the sites to be performed with a Village representative. The purpose for this is to enable the Village representative to point out to each potential bidder key jobsite elements which have been overlooked by bidders in the past. This hedges vendor bid errors and inconsistencies previously only made known to staff following the sealed bid opening. Alternate bids were also requested from potential vendors for the installation of contractor supplied shredded mulch.

The low qualified bidder, Landscape Concepts Management, is known to the Village as they have submitted proposals in previous years. However, the company has not performed related services in past years for the Village. Reference checks produced very favorable responses from the following municipalities; Elk Grove, Libertyville, Vernon Hills, Round Lake Heights and Lake County Public Works. (Reference information attached.) Each community was satisfied with the contractor's work quality and the timeliness of their service delivery. All indicated that they would or were re-hiring this firm for future turf maintenance needs. Turf maintenance quality being performed within other municipalities parallels that for which VOHE is seeking.

Contractor pricing for seasons 2006 – 2008 was \$1,650 per cycle but did not include Algonquin Road (Route 62) or Essex Drive center median.

A comparison/tabulation of the nine (9) bid proposals follows.

Bidder	2009 Season	Alternate 2010 Season	Alternate 2011 Season
Alaniz Landscaping, Elgin, IL <i>(Not qualified - Did not attend tour of sites)</i>	\$916/cycle	\$916/cycle	\$916/cycle
Landscape Concepts Mgmt. Grayslake, IL <i>(Low qualified bid)</i>	\$1,406.10/cycle	\$1,441/cycle	\$1,441/cycle
Milieu Design, Inc. Wheeling, IL	\$1,600/cycle	\$1,600/cycle	\$1,600/cycle
Gardens of Palatine Palatine, IL	\$1,970/cycle	\$1,970/cycle	\$1,970/cycle
Jamison Landscaping Streamwood, IL	\$2,100/cycle	\$2,100/cycle	\$2,147/cycle
Northwestern Landscape Roselle, IL	\$2,357/cycle	\$2,406/cycle	\$2,485/cycle
Classic Landscaping Ltd. West Chicago, IL	\$2,490/cycle	\$2,490/cycle	\$2,490/cycle
AEI Home Lawn Carpentersville, IL	\$3,000/cycle	\$3,000/cycle	\$3,175/cycle
Sebert Landscaping Bartlett, IL	\$3,360/cycle	\$3,360/cycle	\$3,360/cycle

FINANCIAL IMPACT:

Adequate funding exists to defray the cost for the contract services throughout the landscape season. The mowing schedule calls for Barrington Road, Higgins Road (Route 72), Golf Road (Route 58), Algonquin Road (Route 62), Essex Drive and Shoe Factory Road to be maintained every 10 to 14 days. Moon Lake Boulevard is scheduled to receive mowing on a weekly basis. A portion of the funds not utilized for mowing are utilized for mulch installation/replacement of planting beds, tree rings, etc.

RECOMMENDATION:

Request authorization to award contract for 2009 seasonal landscape maintenance contract for turf mowing along rights-of-way on Barrington Road, Higgins Road (Route 72), Golf Road (Route 58), Algonquin Road (Route 62), Shoe Factory Road, Essex Drive and Moon Lake Boulevard to Landscape Concepts Mgmt., Grayslake, IL, (low qualified bid), in an amount not to exceed \$92,670.

Note: Complete bid documents are in the white Public Works & Utilities binder in the trustee's ante room.

**VILLAGE OF HOFFMAN ESTATES
LANDSCAPE MAINTENANCE CONTRACT PROPOSAL**

x Landscape Concepts Management, Inc.
Print Bid Firm Name Here

It is understood that this proposal form, when signed by both parties, shall constitute a contract for the period of time commencing in April and terminating in November. It is also understood that either party may cancel the whole or any part of this contract with the delivery of thirty (30) days written notice to the other party.

It is further understood that the Village of Hoffman Estates reserves the right to waive any formality in or to reject in whole or part, any bid, or all bids. All bid prices, for 2009 season maintenance, shall remain firm the entirety of said season.

The undersigned having examined all bid documents for this bid call and having visited all bid site locations is aware of all conditions affecting the professional landscape maintenance services requested, and agrees to delivery said specified services for the length of the contract period for the following bid prices:

- | I. Bid Locations - 2009 Season | Bid Price Per One Mowing Cycle |
|---|---|
| 1) <u>Barrington Road right-of-way and center median:</u>
(from Route 72 north to Tollway overpass) | \$ <u>35.00</u> per each mowing |
| 2) <u>Higgins Road (Route 72) right-of-way and center median:</u>
(from 600 yards west of Beverly Road,
at the median cut east to Route 59)
(from Higgins Road Tollway overpass
to Plum Grove Road) | \$ <u>747.50</u> per each mowing |
| 3) <u>Golf Road (Route 58) right-of-way and center median:</u>
(from west of Gannon Drive to just
east of South Bridge Road)
(south side only from 100 yards west of Apple Street
to 100 yards east of Basswood Street) | \$ <u>179.40</u> per each mowing
& weeding |
| 4) <u>Algonquin Road (Route 62) right-of-way and center median:</u>
(from just west of Whispering Trails Dr to Ashbury Ln
Ashbury Lane (village limits) | \$ <u>239.20</u> per each mowing
& weeding |
| 5) <u>Shoe Factory Road right-of-way and center median:</u>
(from Essex Drive to just
east of Wakefield Drive) | \$ <u>105.00</u> per each mowing
& weeding |
| 6) <u>Essex Drive and center median:</u>
(from Shoe Factory Road to
Beacon Pointe Drive) | \$ <u>45.00</u> per each mowing
& weeding |
| 7) <u>Moon Lake Boulevard center medians:</u>
(from just south of Rt. 72 Higgins Road
to just north of Rt. 58 Golf Road) | \$ <u>55.00</u> per each mowing |

Bid Locations/Alternate Bid Prices for Contract Extension - 2010 Season

- 1) Barrington Road Contract Extension
2010 Season \$ 36.00 per each mowing
- 2) Higgins Road Contract Extension,
2010 Season \$ 766.00 per each mowing
- 3) Golf Road Contract Extension,
2010 Season \$ 184.00 per each mowing
- 4) Algonquin Road Contract Extension,
2010 Season \$ 245.00 per each mowing
& weeding
- 5) Shoe Factory Road Contract Extension,
2010 Season \$ 107.50 per each mowing
& weeding
- 6) Essex Drive Contract Extension
2010 Season \$ 46.00 per each mowing
& weeding
- 7) Moon Lake Boulevard Contract Extension,
2010 Season \$ 56.50 per each mowing

Bid Locations/Alternate Bid Prices for Contract Extension - 2011 Season

- 1) Barrington Road Contract Extension
2011 Season \$ 36.00 per each mowing
- 2) Higgins Road Contract Extension,
2011 Season \$ 766.00 per each mowing
- 3) Golf Road Contract Extension,
2011 Season \$ 184.00 per each mowing
- 4) Algonquin Road Contract Extension,
2011 Season \$ 245.00 per each mowing
& weeding
- 5) Shoe Factory Road Contract Extension,
2011 Season \$ 107.50 per each mowing
& weeding
- 6) Essex Drive Contract Extension
2011 Season \$ 46.00 per each mowing
& weeding
- 7) Moon Lake Boulevard Contract Extension,
2011 Season \$ 56.50 per each mowing

II. Alternate Bid Price for Mulch Type Material Installation

Contractor is requested to provide costs for installation and/or replenishment of mulch type material in planting beds, tree rings, and other like areas along rights-of-way and center medians. Bids are requested based on contractor's price for material and installation. Material is to be installed to a depth of 3" to 3.5" with a finished cut landscape edge to contain the material. Total yardage to be installed/replenished is unknown and will be based on proposed cost versus budget funding available for the 2009 contract season as well as 2010 and 2011 contract extension season.

2009 Contract Season

- 1) Cost per yard for *contractor supplied* and installed premium shredded hardwood mulch
\$ 55.00 /yard

2010 Contract Season extension

- 1) Cost per yard for *contractor supplied* and installed premium shredded hardwood mulch
\$ 57.00 /yard

2011 Contract Season extension

- 1) Cost per yard for *contractor supplied* and installed premium shredded hardwood mulch
\$ 59.00 /yard

RETURN WITH BID

Note: THIS FORM MUST BE NOTARIZED

VILLAGE OF HOFFMAN ESTATES
BID CERTIFICATION FORM

RE: CERTIFICATION OF BIDDER, COMPLIANCE WITH THE ILLINOIS CRIMINAL CODE.

I, We hereby certify that Michael Kerton of Landscape Concepts Management, Inc.
(Name of Bidder).

by bidding on this contract, no action has occurred that would result in a violation of 720 1LC
Public Contracts of the Illinois Criminal Code.

Signed: *rk*

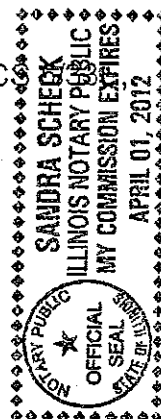
Attest: *Sandra Schek*
Notary Public

Name/Title: Michael Kerton, President
(Please Print)

Commission expiry: 4/1/2012

Date: 3/6/2009

Date : 3/6/2009



LANDSCAPE MAINTENANCE SERVICES
2009 SEASON
REFERENCE CUSTOMERS

MANDATORY INFORMATION

List five references where similar services have been performed in comparable economic scope.
"Municipal" references are to be provided if possible.

BUSINESS: Village of Elk Grove
ADDRESS: 801 Wellington Avenue, Elk Grove Village, IL 60007
CONTACT PERSON: Randy Block
PHONE NUMBER: 847.734.8053

BUSINESS: Village of Libertyville
ADDRESS: 118 Cook Street, Libertyville, IL 60048
CONTACT PERSON: Jim Barlow
PHONE NUMBER: 847.918.8076

2

BUSINESS: Lake County Public Works
ADDRESS: 650 Winchester Road, Libertyville, IL 60048
CONTACT PERSON: Mike Grinnell
PHONE NUMBER: 847.680.1600

BUSINESS: Village of Vernon Hills
ADDRESS: 490 Greenleaf Drive, Vernon Hills, IL 60061
CONTACT PERSON: Tom Olkowski
PHONE NUMBER: 847.376.3722

347

BUSINESS: Village of Round Lake Heights
ADDRESS: 619 W. Pontiac, Round Lake Heights, IL 60073
CONTACT PERSON: Bud Kowalski
PHONE NUMBER: 847.456.5990

**REFERENCE CHECK INFORMATION
LANDSCAPE CONCEPTS MANAGEMENT
GRAYSLAKE, IL**

Village of Elk Grove – Randy Block

- In 5th year of 5 year contract – approx \$300,000
- Areas maintained include Village Hall, Firehouses, various rights-of-way, etc.
- Job performance, professional & timely response to any problems or complaints, highly recommended & would definitely rehire

Village of Libertyville – Jim Barlow

- Has performed turf maintenance projects for a number of years
- Contracted for additional special projects including restorations
- Highly recommended, very professional & timely response

Village of Vernon Hills – Tom Olkowski

- Has contract for all sport fields maintenance & for all maintenance involved with Arbor Theater since inception – 1998
- Job performance is exceptional, always responds to requests immediately- same day
- Maintains fields, ponds, fountains & all irrigation systems

Village of Round Lake Heights – Bud Kowalski

- Hired for a number of special projects including pond construction & follow maintenance
- Very timely response to all calls & concerns
- Not currently utilized for turf mowing maintenance

Lake County Public Works – Mike Grinnell

- Performed turf mowing for 30 – 35 various sites – approx \$70K
- Utilized for a number of restoration projects
- Professional, efficient & immediate response to all calls

STATE OF ILLINOIS
 VILLAGE OF HOFFMAN ESTATES
 TABULATION OF BIDS: 2009 SEASON TURF MOWING MAINTENANCE

County: Cook
 Municipality or Road District: Hoffman Estates
 Section:
 Estimate \$

Date: March 9, 2009
 Time: 10:00 a.m. Local Time
 Appropriation \$
 Attended by: Kelly Kerr

Proposal Guarantee:
 Terms:

Items	Cycle	A.E.I. Homelawn Carpentersvl, IL		Northwestern Landscape Roselle, IL		Jameson Landscaping Streamwood, IL		Gardens of Palatine Palatine, IL		Milieu Design Inc Wheeling, IL	
		Unit Price	Total	Unit Price	Total	Unit Price	Total	Unit Price	Total	Unit Price	Total
2009 Service Year											
1) Barrington Road right-of-way and center median	24	\$50	\$50	\$72	\$72	\$35	\$840	\$90	\$2,160	\$100	\$100
2) Higgins Road (Rt 72) right-of-way and center median	24	\$1,550	\$1,550	\$970	\$23,280	\$840	\$20,160	\$965	\$23,160	\$750	\$18,000
3) Golf Road (Rt 58) right-of-way and center median	24	\$450	\$450	\$285	\$6,840	\$105	\$2,520	\$285	\$6,840	\$275	\$6,600
4) Algonquin Rd (Rt 62) right-of-way and center median	24	\$550	\$550	\$605	\$14,520	\$490	\$11,760	\$300	\$7,200	\$150	\$3,600
5) Shoe Factory Road right-of-way and center median	24	\$250	\$250	\$230	\$5,520	\$245	\$5,880	\$155	\$3,720	\$100	\$2,400
6) Essex Dr Center Median	24	\$100	\$100	\$140	\$3,360	\$210	\$5,040	\$85	\$2,040	\$75	\$1,800
7) Moon Lake Boulevard Center Medians	32	\$50	\$50	\$55	\$1,760	\$175	\$5,600	\$90	\$2,880	\$150	\$4,800
\$500 Bid Check (Received)		yes		yes		yes		yes		yes	
Tour of Site with Staff Completed		yes		yes		yes		yes		yes	
Total Bid Cycle			\$3,000		\$2,357		\$2,100		\$1,970		\$1,600
Total Bid Year			\$72,400		\$57,008		\$51,800		\$48,000		\$39,600

STATE OF ILLINOIS
VILLAGE OF HOFFMAN ESTATES

TABULATION OF BIDS: 2011 SEASON TURF MOWING MAINTENANCE, ALTEF

County: Cook
Date: March 9, 2009
Municipality or Road District: Hoffman Estates
Time: 11:00 a.m. Local Time
Section: Appropriation \$
Estimate \$
Proposal Guaranttee:
Terms: Attended by: Kelly Kerr

Items	Delivery	Unit	Cycles	A.E.I. Homelawn Carpenters, IL		Northwestern Landscape Roselle, IL		Jameson Landscaping Streamwood, IL		Gardens of Palatine Palatine, IL		Milieu Design Inc Wheeling, IL	
				Unit Price	Total	Unit Price	Total	Unit Price	Total	Unit Price	Total	Unit Price	Total
2011 Alternate Bid													
1) Barrington Road right-of-way and center median			24	\$75	\$75	\$77	\$77	\$35	\$35	\$90	\$90	\$100	\$100
					\$1,800	\$1,848		\$840		\$2,160		\$2,400	
2) Higgins Road (Rt 72) right-of-way and center median			24	\$1,600	\$1,600	\$1,022	\$1,022	\$860	\$860	\$965	\$965	\$750	\$750
					\$38,400	\$24,500		\$20,640		\$23,160		\$18,000	
3) Golf Road (Rt 58) right-of-way and center median			24	\$500	\$500	\$300	\$300	\$107	\$107	\$285	\$285	\$275	\$275
					\$12,000	\$7,200		\$2,568		\$6,840		\$6,600	
4) Algonquin Road (Rt 62) right-of-way and center median			24	\$600	\$600	\$636	\$636	\$500	\$500	\$300	\$300	\$150	\$150
					\$14,400	\$15,264		\$12,000		\$7,200		\$3,600	
5) Shoe Factory Road right-of-way and center median			24	\$250	\$250	\$243	\$243	\$250	\$250	\$155	\$155	\$100	\$100
					\$6,000	\$5,832		\$6,000		\$3,720		\$2,400	
6) Essex Drive Center Median			24	\$100	\$100	\$148	\$148	\$215	\$215	\$85	\$85	\$75	\$75
					\$2,400	\$3,552		\$5,160		\$2,040		\$1,800	
7) Moon Lake Boulevard Center Medians			32	\$50	\$50	\$59	\$59	\$180	\$180	\$90	\$90	\$150	\$150
					\$1,600	\$1,888		\$5,760		\$2,880		\$4,800	
Total Bid Cycle				\$3,175	\$2,485	\$2,147	\$52,968	\$1,970	\$48,000	\$39,600	\$39,600	\$39,600	\$39,600
Total Bid Year					\$76,660	\$60,112		\$52,968		\$48,000		\$39,600	\$39,600

STATE OF ILLINOIS
 VILLAGE OF HOFFMAN ESTATES
 2008 MULCH TABULATION OF BIDS & ALTERNATE BIDS

Mulch I

County: Cook Municipality or Road District: Hoffman Estates Section: Estimate \$		Date: March 9, 2009 Time: 11:00 a.m. Local Time Appropriation \$ Attended by: Kelly Kerr		A.E.I. Homelawn Carpentersvl, IL		Northwestern Landscape Roselle, IL		Jameson Landscaping Streamwood, IL		Gardens of Palatine Palatine, IL		Milieu Design Inc Wheeling, IL	
Items	Delivery	Unit	Quantity	Unit Price	Total	Unit Price	Total	Unit Price	Total	Unit Price	Total	Unit Price	Total
2009 Season Mulch Installation Contractor Supplied Hardwood				\$45.00 per yard		\$32.00 per yard		\$45.00 per yard		\$27.85 per yard		\$40.00 per yard	
2010 Season (Extension) Contractor Supplied Hardwood				\$45.00 per yard		\$34.00 per yard		\$48.00 per yard		\$27.85 per yard		\$40.00 per yard	
2011 Season (Extension) Contractor Supplied Hardwood				\$45.00 per yard		\$37.00 per yard		\$52.00 per yard		\$27.85 per yard		\$40.00 per yard	

Proposal Guarantee:
 Terms:

STATE OF ILLINOIS
 VILLAGE OF HOFFMAN ESTATES
 2009 MULCH TABULATION OF BIDS & ALTERNATE BIDS

Mulch II:

County: Cook Date: March 9, 2009
 Municipality or Road District: Hoffman Estates Time: 11:00 a.m. Local Time
 Section: Appropriation \$
 Estimate \$ Attended by: Kelly Kerr

Proposal Guarantee:
 Terms:

Items	Delivery	Unit	Quantity	Sebert Landscaping Bartlett, IL		Alaniz Landscaping Group Elgin, IL		Landscape Concepts Grayslake, IL		Classic Landscaping West Chicago, IL	
				Unit Price	Total	Unit Price	Total	Unit Price	Total	Unit Price	Total
2009 Season Mulch Installation				\$63.00		\$37.00		\$55.00		\$55.00	
Contractor Supplied Hardwood				per yard		per yard		per yard		per yard	
2010 Season (Extension)				\$63.00		\$39.00		\$57.00		\$55.00	
Contractor Supplied Hardwood				per yard		per yard		per yard		per yard	
2011 Season (Extension)				\$63.00		\$39.00		\$59.00		\$55.00	
Contractor Supplied Hardwood				per yard		per yard		per yard		per yard	

**COMMITTEE AGENDA ITEM
VILLAGE OF HOFFMAN ESTATES**

SUBJECT: Request authorization to extend 2008 contract for 2009 street sweeping, inclusive of all associated costs related to the loading and hauling of debris, to Hoving Clean Sweep, West Chicago, IL (low bid), in an amount not to exceed \$53,648.

MEETING DATE: March 23, 2009

COMMITTEE: Public Works & Utilities

FROM: Kenneth Hari

PURPOSE: To provide 2009 street sweeping services.

BACKGROUND: Funding is provided within the 2009 operating budget for street sweeping contractual services. Service specifications call for a per curb mile unit cost and hauling fees for swept debris. Unit costs are broken into three (3) seasons; spring, summer, and fall. In consideration of reducing overall department expenses this year, the option to reduce sweeping cycles from four to three complete community sweeps, with two special event parade sweeps, is proposed.

On February 19, 2008, four (4) bid proposals were opened by the Village Clerk for 2008 sweeping costs with possible extensions into 2009 and 2010. Hoving Clean Sweep was awarded the contract for 2008 services and also provided the lowest bid for 2009 and 2010 extensions. With the excellent performance provided by this contractor for the 2008 sweeping program, it is recommended to award this contractor a (modified 4 to 3 sweeps) extension contract for 2009 services.

As with other services, throughout the years, we have observed that there is added value in multiple-year contracting for these services. The vendor is acutely aware that the Village desires to develop an extended relationship with a quality service provider.

DISCUSSION:

Depicted unit costs represent the per curb mile charge at 294 lane miles per sweep.

Season	2005	2006	2007	2008
Spring	\$42.50	\$44.50	\$45.11	\$45.11
Summer	x	\$39.60	\$45.11	\$45.11
Fall	\$58.00	\$52.54	\$62.38	\$62.38

Based upon unit prices, the projected all-inclusive annual cost for the vendor to perform the three (3) specified Village sweeps (spring and two fall) during 2009, is \$53,648. Street sweeping is also sometimes required throughout the year to address special events, high traffic streets, and department construction site clean-up. The cost for these special sweeps is included in the recommended total amount.

FINANCIAL IMPACT:

\$75,000 is included within the budget for street sweeping and hauling of debris.

RECOMMENDATION:

Request authorization to extend 2008 contract for 2009 street sweeping, inclusive of all associated costs related to the loading and hauling of debris, to Hoving Clean Sweep, West Chicago, IL (low bid), in an amount not to exceed \$53,648.

Note: Complete 2008 bid documents are in the white Public Works & Utilities binder in the Trustee's ante room.



Hoving Clean Sweep

Village of Hoffman Estates
 2305 Pembroke Ave
 Hoffman Estates, IL 60169
 c/o Joe Volpe

01/09/12

2009 Sweeping Dates

Thank you, for the opportunity to service the street sweeping needs for 2009.

Spring Sweep – April 13th, 2009

4th Event Sweep- July 4th, 2009

Fall Sweep #1 – October 26th, 2009

Fall Sweep # 2– November 09, 2009

Tentative October 5th Date for Selective Area Sweep

		294 Miles Full Sweep
Spring	\$46.46 / Mile	Per Sweep \$13,660.00
Summer	\$46.46 / Mile	Per Sweep \$13,660.00
Fall	\$64.25 / Mile	Per Sweep \$18,890.00
Fall	\$64.25 / Mile	Per Sweep \$18,890.00
		<u>Total Sweep \$65,100.00</u>

July 4th Event Pricing = \$121.95 X 7 Miles = 854.00

Saturdays \$77.02 / Miles
 Holiday's & Sunday's 121.95

If you have any questions please feel free to give me a call (630) 878-7588 or (630) 377-7000.

Sincerely,



K. J. Loerop

VILLAGE OF HOFFMAN ESTATES
 ABULATION OF BIDS
 008 Street Sweeping

Date: March 19, 2008
 Time: 10:15 a.m.
 Appropriation \$
 Section:
 Estimate \$

County: Cook
 Municipality: Hoffman Estates
 Section:
 Estimate \$

K. Hoving Clean Sweep
 2351 Powis Road
 West Chicago, IL

Waste Management of IL, Inc.
 1021 E. Green St.
 Franklin Park, IL 60131

Eight Sweeping Services, Inc.
 1015 W. Peirshing Rd.
 Chicago, IL

Illinois Central Sweeping
 2739 W. 138th St.
 Blue Island, IL 60406

Items	Unit	Quantity	Option 1		Option 2		Option 1		Option 2		Option 1		Option 2	
			Unit Price	Total	Unit Price	Total	Unit Price	Total	Unit Price	Total	Unit Price	Total	Unit Price	Total
Street Sweeping Program	Mile	302	45.11	13,623.22	45.11	13,623.22	90.50	27,331.00	54.90	16,579.80	39.97	12,070.94	39.47	11,919.94
Street Sweeping Program	Mile	302	45.11	13,623.22	45.11	13,623.22	71.50	21,593.00	54.90	16,579.80	39.97	12,070.94	39.47	11,919.94
Street Sweeping Program	Mile	302	62.38	18,838.76	62.38	18,838.76	119.25	36,013.50	105.15	31,755.30	79.97	24,150.94	79.47	23,999.94
Extra Work: Cost per curb mile call in Saturday's			77.02		77.02		93.50		63.55		79.97		79.47	
Extra Work: Cost per curb mile call in Sunday's and Holidays			118.40		118.40		132.00		82.65		90.97		90.47	
Minimum number of curb miles charged for "call-in"			0		0		6		8		5		5	
Street Sweeping Program	Mile	302	46.46	14,030.92	46.46	14,030.92	95.93	28,970.86	81.65	24,658.30	57.10	17,244.20	41.17	12,433.34
Street Sweeping Program	Mile	302	46.46	14,030.92	46.46	14,030.92	75.80	22,891.60	65.20	19,690.40	57.10	17,244.20	41.17	12,433.34
Street Sweeping Program	Mile	302	64.25	19,403.50	64.25	19,403.50	126.40	38,172.80	106.65	32,812.30	109.35	33,023.70	82.37	24,875.74
Extra Work: Cost per curb mile call in Saturday's			77.02		77.02		99.10		66.10		66.10		81.87	
Extra Work: Cost per curb mile call in Sunday's and Holidays			121.95		121.95		132.00		85.95		85.95		93.20	
Minimum number of curb miles charged for "call-in"			0		0		8		8		5		5	
Street Sweeping Program	Mile	302	47.85	14,450.70	47.85	14,450.70	101.70	30,713.40	86.55	26,138.10	59.40	17,938.80	42.40	12,804.80
Street Sweeping Program	Mile	302	47.85	14,450.70	47.85	14,450.70	80.95	24,265.70	69.12	20,874.24	59.40	17,938.80	42.40	12,804.80
Street Sweeping Program	Mile	302	66.17	19,983.34	66.17	19,983.34	134.00	40,468.00	115.17	34,781.34	113.70	34,337.40	84.84	25,621.68
Extra Work: Cost per curb mile call in Saturday's			79.33		79.33		105.05		68.75		68.75		84.34	
Extra Work: Cost per curb mile call in Sunday's and Holidays			125.90		125.90		132.00		89.40		89.40		96.01	
Minimum number of curb miles charged for "call-in"			0		0		8		8		5		5	
2008 Total Bid				46,085.20		46,085.20		84,937.50		64,974.90		48,262.82		47,839.82
2009 Total Bid				47,465.34		47,465.34		90,035.26		67,512.10		49,742.42		49,289.42
2010 Total Bid				48,884.74		48,884.74		95,447.10		70,215.00		51,231.28		50,778.28
Combined Total				\$142,435.28		\$142,435.28		\$270,419.86		\$202,642.00		\$149,266.52		\$147,907.52

*Extra Work Not Included In Bid Total

**2008 CONTRACT STREET SWEEPING
PROPOSAL SHEET**

Indicate costs for the following inclusive of removal and disposal of accumulated refuse to an approved landfill meeting State of Illinois requirements. Two costs are identified, Option #1 for the bidder to secure and utilize own loading equipment, Option #2 cost for the Village to provide a front-end loader with operator to load collected debris onto bidder transport vehicles. The Village will have the right to use either or both options

Costs per curb mile during the months of April, May, and June	\$	<u>45.11</u>	per curb mile sweeping, hauling/loading of debris #1
	\$	<u>45.11</u>	per curb mile sweeping hauling of debris #2
Costs per curb mile during the months of July, August, and September	\$	<u>45.11</u>	per curb mile #1
	\$	<u>45.11</u>	per curb mile #2
Costs per curb mile during the months of October, November, and December	\$	<u>62.38</u>	per curb mile #1
	\$	<u>62.38</u>	per curb mile #2
Extra Work:			
Cost per curb mile for "call-in" Saturdays	\$	<u>77.02</u>	per curb mile #1
	\$	<u>77.02</u>	per curb mile #2
Cost per curb mile for "call-in" Sundays and Holidays (i.e. 4 th of July)	\$	<u>118.40</u>	per curb mile #1
	\$	<u>118.40</u>	per curb mile #2
Minimum number of curb miles charged for "call-in"	\$	<u>No Minimum Required</u>	curb miles

Hoving Clean Sweep, LLC.
 Company Name
2351 Powis Road
 Address
West Chicago, IL. 60185
 City, State & Zip Code

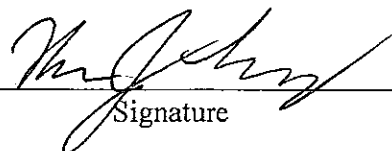

 Signature

**Alternate Bid Prices for Contract Extension - 2009
PROPOSAL SHEET**

Indicate costs for the following inclusive of removal and disposal of accumulated refuse to an approved landfill meeting State of Illinois requirements.

Costs per curb mile during the months of April, May, and June	\$	<u>46.46</u>	per curb mile sweeping, hauling/loading of debris #1
	\$	<u>46.46</u>	per curb mile sweeping hauling of debris #2
Costs per curb mile during the months of July, August, and September	\$	<u>46.46</u>	per curb mile #1
	\$	<u>46.46</u>	per curb mile #2
Costs per curb mile during the months of October, November, and December	\$	<u>64.25</u>	per curb mile #1
	\$	<u>64.25</u>	per curb mile #2
Extra Work:			
Cost per curb mile for "call-in" Saturdays	\$	<u>77.02</u>	per curb mile #1
	\$	<u>77.02</u>	per curb mile #2
Cost per curb mile for "call-in" Sundays and Holidays (i.e. 4 th of July)	\$	<u>121.95</u>	per curb mile #1
	\$	<u>121.95</u>	per curb mile #2
Minimum number of curb miles charged for "call-in"	\$	<u>No Minimum Required</u>	curb miles

Hoving Clean Sweep, LLC.
 Company Name
2351 Powis Road
 Address
West Chicago, IL. 60185
 City, State & Zip Code

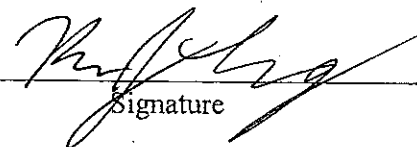

 Signature

**Alternate Bid Prices for Contract Extension - 2010
PROPOSAL SHEET**

Indicate costs for the following inclusive of removal and disposal of accumulated refuse to an approved landfill meeting State of Illinois requirements.

Costs per curb mile during the months of April, May, and June	\$	<u>47.85</u>	per curb mile sweeping, hauling/loading of debris #1
	\$	<u>47.85</u>	per curb mile sweeping hauling of debris #2
Costs per curb mile during the months of July, August, and September	\$	<u>47.85</u>	per curb mile #1
	\$	<u>47.85</u>	per curb mile #2
Costs per curb mile during the months of October, November, and December	\$	<u>66.17</u>	per curb mile #1
	\$	<u>66.17</u>	per curb mile #2
Extra Work:			
Cost per curb mile for "call-in" Saturdays	\$	<u>79.33</u>	per curb mile #1
	\$	<u>79.33</u>	per curb mile #2
Cost per curb mile for "call-in" Sundays and Holidays (i.e. 4 th of July)	\$	<u>125.60</u>	per curb mile #1
	\$	<u>125.60</u>	per curb mile #2
Minimum number of curb miles charged for "call-in"	\$	<u>No Minimum Required</u>	curb miles

Hoving Clean Sweep, LLC.
Company Name
2351 Powis Road
Address
West Chicago, IL. 60185
City, State & Zip Code


Signature


DEPARTMENT OF PUBLIC WORKS

FEBRUARY MONTHLY REPORT


SUBMITTED TO PUBLIC WORKS COMMITTEE

MARCH 2009

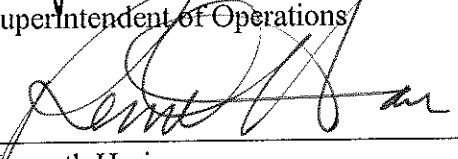
- ADMINISTRATIVE AND TECHNICAL SERVICES
- FACILITIES
- FLEET SERVICES
- STREETS
- WATER AND SEWER



Ken Gomoll
Superintendent of Administrative Services



Joseph Nebel
Superintendent of Operations



Kenneth Hari
Director of Public Works

ADMINISTRATIVE AND TECHNICAL SERVICES

During the last month the following was completed:

1. Participated in weekly site plan review meeting
2. Participated in IS User Group Committee
3. Prepared employees anniversary certificates
4. Performed download of M-Cal gas calibration readings per OSHA/IDOL requirements
5. Researched CMAQ and CARE grant opportunities
6. Coordinated GIS utility map book updates
7. Coordinated department spring auction items
8. Reviewed engineering plans for JCL Bioassay office and laboratory on Forbs Ave.
9. Reviewed preliminary site plan for Beacon Point Phase II
10. Updated West area subdivision maps
11. Continued participation in CDBG Barrington Square Street Light Project
12. Updated engineering files and plans
13. Updated street sweeping mileage maps
14. Researched compressed natural gas (CNG) alternative fueling grants
15. Participated in Chicago Area Clean Cities Coalition Meeting
16. Reviewed park district plans for Black Bear Park drinking fountain
17. Participated in IS Access Training
18. Prepared NWMC Department surveys
19. Participated in intranet training with IS Department
20. Participated in Insurance Services Office (ISO) pre-survey informational meeting for Village fire protection services rating
21. Participated in R.O.W. pre-con meetings with AT&T, IHC and Aspen Utility contractors
22. R.O.W Permits Issued (9) AT&T new fiber installation at Highland Blvd to Freeman Ln., Bode Rd., east to Lakeview School; Shoe Factory Rd., North to Beacon Point Dr., to New Fire Station; Hassell Rd., to John Muir School
23. Reviewed Autumn Woods Lift Station final engineering plans
24. Performed snow/ice control operations

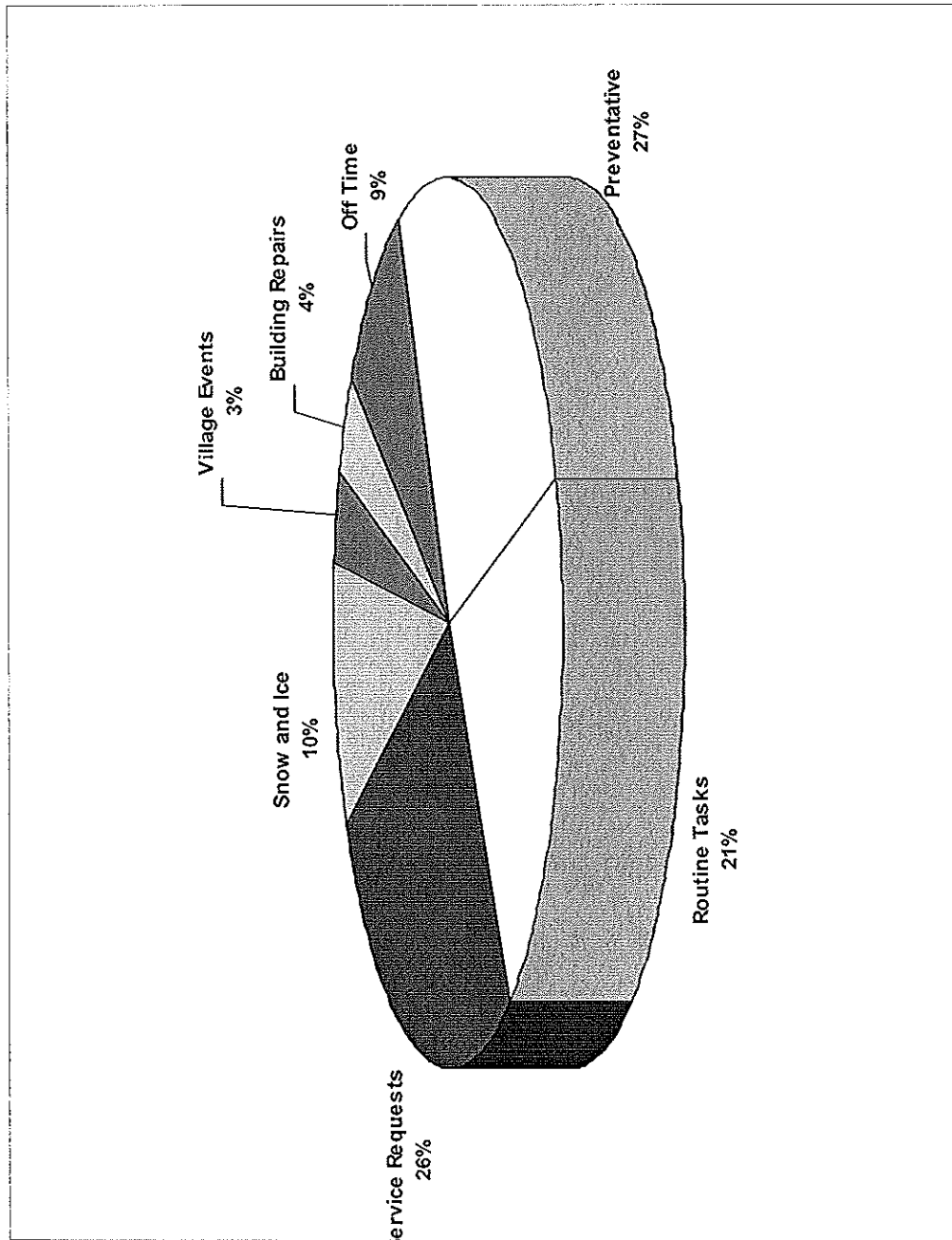
LOCATE TEAM

1. Performed 96 regular priority J.U.L.I.E utility locates for the month; 170 year-to-date
2. Performed 32 emergency priority J.U.L.I.E. utility locates for the month; 59 year-to-date
3. Participated in 11 Utility Joint Meets; 18 year-to-date
4. Performed R.O.W. inspections
5. Performed sanitary sewer inspections
6. Performed snow/ice control operations

Completed Work by Type

Facilities

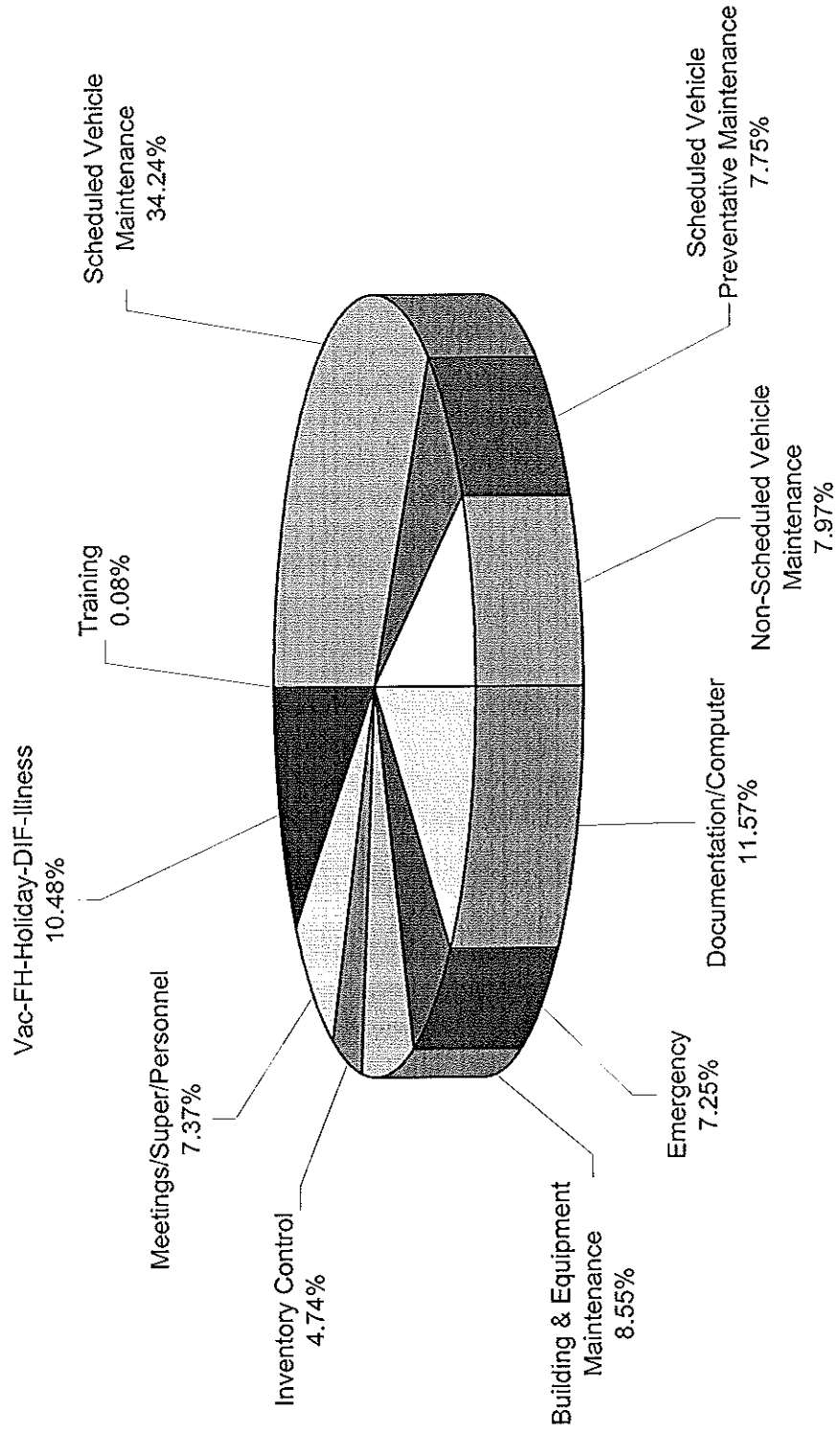
Between 2/1/2009 and 2/28/2009



FLEET SERVICES FEBRUARY 2009

Task Performance Man-Hours Percentages

Total Hours Available 1000.75



FACILITIES

1. 193 service tasks were completed for all facilities
2. Performed routine preventative maintenance, HVAC maintenance, routine and emergency repairs at all public buildings
3. Provided support services for shipping, receiving and distribution of packages at Village Hall
4. Provided support services and setup for various Village departments and events, including pick-up and delivery of equipment and supplies
5. Provided ongoing management and maintenance of the Village's security access control and camera system
6. Continued participation on the design team for new Fire Station #24 construction
7. Continued participation on the Village Hall remodeling project
8. Participated in the meeting with engineers and project managers for the HVAC controls for the new Police Department Facility
9. Performed snow/ice removal at buildings

FLEET SERVICES

1. 110 repair orders were completed
2. Preventative maintenance was completed on 61 Fleet vehicles/equipment

PERFORMANCE RELATED STATISTICS

1. A total of 52.50 hours of overtime was required for snow/ice control operations
2. 84.78% of all labor was for scheduled activities, 7.97% for non-scheduled activities, and 7.25% was for emergency activities
3. 16,977.90 gallons of fuel, including diesel and E85, were consumed by fleet vehicles
4. 124,271 miles were recorded for operation of all fleet vehicles
5. 96.90% of all maintenance was performed in-house, 3.10% contracted
6. 1,368.40 gallons of fuel were billed; 43.50 to JAWA and 1,324.90 to South Barrington Police Dept

STREETS

- F.A.S.T. (Fast Action Service Team)

1. Responded to 51 requests for the month; 71 year-to-date
2. Loaded salt into salt dome
3. Emptied recycling bins weekly at Public Works Center
4. Assisted with electrical work at salt dome
5. Transported programmable message sign to Sear's Centre
6. Fabricated 45 mailbox kits for permanent repairs
7. Assisted with water main repair at 1100 Mayfield
8. Transported scissor lift from Fire Station 24 to Fleet Services
9. Performed mailbox repairs due to snow/ice operations
10. Installed two wall mount televisions at Police Department
11. Cleaned wash bay at Fleet Services
12. Received deliveries at Public Works Center
13. Performed snow/ice control operations

4	Dead Animal Pick-ups	9	Misc. Service Requests
6	Possible Sewer Back-ups	1	Branch Pick-ups
6	Possible Water Leaks	4	Sidewalk Deviations
2	Debris in Roadway	1	Answered Office Phones
9	Storm Sewers	1	Graffiti Removal
5	Street Signs	3	Misc. Pick Ups/Deliveries

- **PAVEMENT MAINTENANCE TEAM**

1. Performed sewer dig up inspections and maintenance checks
2. Repaired potholes throughout Village
3. Performed Bode Road "S" curve guard rail maintenance and repair
4. Assisted with street light repairs and knock downs
5. Performed Unit #50 equipment maintenance
6. Assisted with sign fabrication
7. Performed raised pavement markers maintenance
8. Performed street inspections and inventory for pavement repairs
9. Performed coordination for the following training programs: monthly tailgate; snow/ice; tractor and training day
10. Performed snow/ice truck set up and plow inspections
11. Performed snow/ice plow maintenance large/small plows
12. Performed delineator repairs along Old Sutton Rd.
13. Performed purchasing/budget work for snow/ice equipment
14. Performed street repairs along Forbs Ave., and Kingman Ln., due to sunken utility cut
15. Performed street repair along Gannon Dr., due to sunken inlet
16. Performed inspections for 2009 Pavement Marking Program
17. Performed snow/ice control operations

TRAFFIC OPERATIONS TEAM

- **SIGNS**

1. Completed program of straightening, repairing or replacing signs throughout the Village
2. Replaced 7 signs due to vandalism/vehicle damage
3. Performed maintenance on vehicles, tools, and snow removal equipment
4. Performed garage maintenance at Public Works Center
5. Assisted with asphalt repairs
6. Assisted with street light repairs
7. Repaired barricades
8. Performed snow/ice control operations

- **STREET LIGHTS**

1. Responded to resident requests for service; 11 for the month; 18 year-to-date (street lights not working, street lights cycling on/off)
2. Repaired 27 street lights; 84 year-to-date (using 36 lamps, 5 ballasts, 1 photocells, 1 pole cap, 1 socket, and 2 fuses) at the following locations: 4940 Dukesberry Ln.; 5006 and 5091 Chambers Dr.; 3925 Bernay Ln.; Greenspoint Pkwy R.O.W.; 4205 and 4225 Haman Ave.; Haman Ave. R.O.W.; Gannon Dr. R.O.W.; 5060 and 5120 Castaway Ln.; (6) Lakewood Blvd. R.O.W.; c/o Maureen Dr and Florence Dr.; 647 Wainsford Dr.; McDonough Rd R.O.W.; 1061 Warwick Cir N.; 835 Dovington Dr. N.; (8) Hoffman Blvd. R.O.W.; and (6) Prairie Stone Pkwy. R.O.W.
3. Notified ComEd of (3) street light outages under their jurisdiction at the following locations: NW c/o Glen Lake Rd. and Higgins Rd.; and (2) Evanston St. R.O.W.
4. Repaired (2) street light cable ground faults at the following locations: SW c/o Prairie Stone and Beverly Rd.; and 1835 Williamsburg Dr.
5. Performed cleanup and secured site of street light pole knock down at the following locations: west side 4611 Huntington Blvd.; and Roselle Rd. R.O.W
6. Performed snow plow blade and curb guard changes on large and small trucks
7. Performed Village wide street light outage inspections
8. Assisted sign team with sign installations
9. Assisted with asphalt repairs
10. Located street light cables for sign installations, storm sewer, and water excavations
11. Performed garage maintenance at the Public Works Center
12. Performed snow/ice control operations

FORESTRY TEAM

1. Responded to requests for service; 6 for the month; 15 year-to-date
2. Performed routine tree maintenance, brush pick up, tree removals, storm damage, corrective treatment, and inspections
3. Performed snow fence checks and repaired as needed
4. Performed garage floor maintenance at Public Works Center
5. Performed inspections of building and vehicle first aid kits
6. Performed ground trimming and updated inventory in the Hunters Ridge subdivision
7. Continued updating tree inventory in western subdivisions
8. Compiled quotes for new equipment purchases
9. Prepared equipment for auction
10. Performed inlet cleaning
11. Participated with new employee orientation and training
12. Prepared for tree replacements along Hassell Rd.
13. Performed mowing site debris pick up on Routes 58 and 72
14. Reviewed 2009 landscaping maintenance service, general conditions, scope of services, and assembled mowing boundary packets and maps.
15. Toured mowing sites with contractors for pre-bid drive thru on state routes
16. Assisted Traffic Operations with cold patching and street light knockdown
17. Assisted with magic salt pilot program application and picked up tank of magic salt from distributor
18. Transported Village vehicles to Safety Lane for testing
19. Performed snow/ice control operations

WATER & SEWER

• STORM SEWER TEAM

1. Performed monthly lake/creek checks and maintenance
2. Performed weekly barricade checks
3. Performed routine garage maintenance at the Public Works Center
4. Performed vehicle equipment maintenance
5. Performed west site yard clean-up and maintenance
6. Removed beaver dams at Harmon Blvd
7. Participated in road reconstruction inlet inspections
8. Assisted with snow/ice truck inspections
9. Performed storm sewer manhole repair at 1255 Gannon Dr.
10. Performed water main repair at 1010 Mayfield Ln.
11. Performed snow/ice control operations

• OPERATIONS TEAM

1. Collected monthly: 60 water samples for bacteriological testing, 7 raw water well samples and 1 water quality complaint sample
2. Performed weekly well and lift station checks
3. Exercised wells discharged to waste; raw samples were taken for standard bacteria testing
4. Collected JAWA and Interzone pump readings
5. Performed monthly sump pump maintenance at all wells, lift stations, towers, and JAWA pits
6. Assembled monthly water usage and IEPA water report
7. Performed electrical work and trouble shooting at Fire Stations, Police Department, Village Hall, Fleet Services and Public Works Center
8. Performed routine vehicle, equipment and garage maintenance
9. Performed back-up generator maintenance at lift stations, pumping stations, radio system locations and Village buildings
10. Entered computer data for flow monitoring program
11. Monitored water construction and water operating permits including water pressure tests and bacteriological testing
12. Performed maintenance on WDA lift station up blast fan
13. Repaired and installed pump at Chippendale Lift Station
14. Performed snow/ice control operations

- CONSTRUCTION / MAINTENANCE TEAM

1. Performed water and sewer barricade checks at various locations throughout the Village
2. Repaired fire hydrants at 1986 Boardwalk Blvd., 973 Atlantic Ave., and along Volid Dr.
3. Performed clean-up of spoil bins at west site
4. Performed routine vehicle, equipment and garage maintenance
5. Repaired water mains at 1010, 1100 and 1105 Mayfield Ln., and at 280 Newark Ln.
6. Performed valve repair at c/o Legend Ln. and Volid Dr.
7. Assisted with fire hydrant snow removal
8. Fabricated fire hydrant flag rack at 95 Aster Ln.
9. Assisted with creek cleaning Hassell Rd. to Barrington Lakes
10. Assisted with storm inlet/catch basin cleaning
11. Performed snow/ice control operations

- SANITARY SEWER FLOW MANAGEMENT TEAM

1. Flushed 28,721 feet of sanitary sewer: 28,721 year-to-date
2. Updated maps of trouble lists, lamp hole locations, televising, flushing and root cutting
3. Performed garage floor and equipment maintenance
4. Performed manhole wash-downs on troubled spots
5. Performed maintenance on Unit #40, easement machine and Unit #67 flusher
6. Applied liquid and dry microbe formula for enhancement of wastewater treatment systems
7. Provided drawings and field direction to GIS Technician for sewer map corrections
8. Performed preventative flushing services for problem line at Highpoint Pond
9. Responded to and cleared sanitary blockage at Barrington Lakes Apartments
10. Assisted Storm Sewer Crew clear frozen drain tile lines at: Parkside Dr. and Suffolk Ln.
11. Performed flushing of quarterly trouble spots
12. Performed snow/ice control operations

- STORM SEWER CLEANING/UTILITY LOCATE TEAMS

1. Performed routine vehicle, equipment and garage maintenance
2. Performed weekly barricade checks at various locations throughout the Village
3. Performed water main repairs at 615 Lakeview Ln., and 1140 Shagbark Ct.
4. Performed sanitary sewer service inspections at 409 Butterfield Ct, and 3445 Treaty Ln.
5. Performed leak investigations at 380 Frederick Ln., 1265 Newcastle Ln., 4230 – 4270 Portage Ln., Ela Rd., Bayside Ct., and 4423 Crimson Dr.
6. Provided maps and field direction to GIS Technician for updating of water main maps
7. Assisted GIS Technician with utility map corrections
8. Updated fire hydrant database
9. Plan review for Bioassay, Beacon Pointe Rd., and Barrington and Hassell Rds (Heidner Development)
10. Repaired water main valve box at W. Berkley Ln. and Grand Canyon Blvd.
11. Vacuumed and flushed storm sewers at 973 Atlantic Ave, Castaway and Essington Lns., 3600 Winston Dr., and 315 Kingman Ln.
12. Jetted street excavations at 155 Carthage Ln., 770 Milton Ln., 615 Lakeview Ln., and Thornbark Ct and Palatine Rd.
13. Exercised water main valves in Parcel C
14. Vacuumed water main valve vaults at 505 Northview Ln., and at Thomas Engineering site
15. Assisted with miscellaneous FAST team activities
16. Vacuumed Kingsdale Lift Station wet well for valve replacement
17. Performed snow/ice control operations

- CUSTOMER SERVICE/METER TEAM

1. Completed 501 meter conversions to MIU's in the Highlands area and North of the Tollway
2. Performed 49 water billing customer service appointments at various locations throughout the Village
3. Performed 337 water meter readings related to actual/finals/investigatory concerns generated by the Water Billing Department
4. Addressed 11 requests for customer service
5. Responded to 140 water off/on for delinquent accounts
6. Repaired/adjusted 3 B-boxes at various locations in the Village
7. Repaired/replaced 19 residential water meters due to freezing
8. Performed 820 commercial water meter readings
9. Assisted Locate Crew with J.U.L.I.E. locates
10. Performed garage floor maintenance
11. Performed 2 sanitary sewer replacement inspections
12. Assisted Fleet Services with transporting Village vehicles, in need of repair, to outside vendor
13. Performed snow/ice control operations

Public Works Monthly Work Unit Report - February 2009

<i>DIVISION</i>	<i>ACTIVITIES</i>	<i>HOURS</i>
STREET		
	BENEFIT TIME USE	546.50
	ASPHALT REPAIRS	399.50
	CALL DUTY	84.00
	EQUIPMENT MAINT.	206.50
	GARAGE MAINT.	178.50
	HYDRANT MAINT.	15.00
	MISC. SITE MAINTENANCE	6.50
	MISC. STREET MAINT.	187.25
	NON-DIV. BLDG. MAINT.	8.00
	OTHER	22.50
	PORTABLE MESSAGE BOARD	3.00
	SNOW & ICE CONTROL	54.50
	SNOW & ICE MAINT.	510.00
	STORM SEWER CONST.	131.00
	STORM SEWER MAINT.	147.50
	STREET LIGHT MAINT.	249.00
	SUPERVISION	300.50
	TRAFFIC CONTROL	277.50
	TREE MAINTENANCE	630.50
	TURF MAINTENANCE	54.50
	VALVE MAINT.	2.00
	WATER MAIN MAINT.	16.00
	<i>Total Hours for Work Unit</i>	4030.25

<i>DIVISION</i>	<i>ACTIVITIES</i>	<i>HOURS</i>
WATER AND SEWER		
	BENEFIT TIME USE	321.00
	ARB METERS	265.50
	B-BOX MAINT.	27.00
	CALL DUTY	204.00
	CUSTOMER SERVICE	128.50
	DELIQUENT ACCOUNTS	55.00
	EQUIPMENT MAINT.	209.00
	GARAGE MAINT.	157.50
	GIS	41.00
	HYDRANT MAINT.	104.00
	INLET / CATCH BASIN CLEAN	2.25
	JETTING / WASHDOWN	37.00
	LIFT STATION MAINT.	351.00
	LIFT STATION REPAIR	180.75
	METER READING	21.00
	MISC. STREET MAINT.	130.50
	NEW CONSTRUCTION INSP.	8.50
	NON-DIV. BLDG. MAINT.	70.00
	OTHER	98.00
	PORTABLE MESSAGE BOARD	3.00
	SAN. SEWER MAINT.	193.00
	SEWER SERVICE INSP.	43.00
	SNOW & ICE CONTROL	41.25
	SNOW & ICE MAINT.	49.75
	STORM SEWER CLEANING	8.00
	STORM SEWER CONST.	215.50
	STORM SEWER MAINT.	160.50
	SUPERVISION	419.75
	UTILITY LOCATES	393.00
	VALVE MAINT.	73.50
	WATER DIST & REG COMPL	67.00
	WATER MAIN MAINT.	176.75
	WATER TURN OFF	2.50
	WELL MAINT.	89.00
	WELL REPAIRS	37.00

Total Hours for Work Unit

4384.00

Public Works Monthly Overtime Work Unit Report

February 2009

<i>WORK UNIT</i>	<i>ACTIVITIES</i>	<i>OVERTIME HOURS</i>
FACILITIES	BUILDING EQUIPMENT	2.00
	BUILDING MAINTENANCE	15.00
	SNOW & ICE CONTROL	27.00
	<i>Total Overtime Hours for Unit</i>	<i>44.00</i>
STREET	OTHER	3.50
	SAN. SEWER MAINT.	3.00
	SNOW & ICE CONTROL	500.50
	SNOW & ICE MAINT.	7.50
	SPECIAL EVENTS	1.00
	STORM SEWER CLEANING	2.00
	STREET LIGHT MAINT.	2.25
	WATER MAIN MAINT.	6.75
	<i>Total Overtime Hours for Unit</i>	<i>526.50</i>
WATER AND SEWER	BUILDING MAINTENANCE	2.00
	CUSTOMER SERVICE	2.50
	DELIQUENT ACCOUNTS	8.25
	EQUIPMENT MAINT.	1.00
	LIFT STATION MAINT.	7.00
	LIFT STATION REPAIR	4.00
	SAN. SEWER MAINT.	8.50
	SEWER SERVICE INSP.	0.50
	SNOW & ICE CONTROL	471.00
	STORM SEWER MAINT.	7.00
	UTILITY LOCATES	7.50
	WATER MAIN MAINT.	40.25
	WELL REPAIRS	0.50
<i>Total Overtime Hours for Unit</i>	<i>560.00</i>	

**TRANSPORTATION AND ENGINEERING DIVISION
DEPARTMENT OF DEVELOPMENT SERVICES
MARCH MONTHLY REPORT**

Attached is the Department of Development Services Monthly Report for Engineering for the period ending March 20, 2009.



Gary Salavitch, P.E.
Director of Engineering

MISCELLANEOUS

- Staff received 1 request for the flood plain status of property located in Hoffman Estates.
- In anticipation of a revision to the Development Requirements and Standards Manual, staff is now reviewing the 2005 edition for changes.

PROJECT STATUS

2009 Street Project – Project is 100% complete and is out for bid. A set of plans and specifications are available for review in the Trustees reading room. The bid opening is March 30, 2009. Verification of the depths and locations of all utilities are completed with no anticipated conflicts. All bidders' prequalifications are being checked to meet the Illinois Department of Transportation's requirements. Village Project Manager – Marty Salerno.

Alexian Brothers Behavioral Health Hospital Addition – Waiting for as-builts to be incorporated into total comprehensive plan for the entire St. Alexius site. Village Project Manager – Terry White.

Airdrie Estates – No change in the last month. No recent site work and there are no building permits for this 21 lot subdivision. All storm, water main and sanitary are complete along with the road to the binder asphalt. All lot grading design will be done by the Village to save the most trees for this proposed single-family subdivision near Rohrssen and McDonough Road. Village Project Manager – Terry White.

AMCOL – Building work and all site work including utilities are complete. Contractor working on punch list deficiencies. The landscaping is to be completed in spring. As-builts submitted for review. Village Project Manager – Terry White.

Autumn Woods – No change in the last month. Mass grading is on hold for the winter. Soil erosion control is ongoing. Storm sewer work is proposed to connect the two detention basins. House construction has not started. Village Project Manager – Terry White.

Beacon Pointe – No change in the last period. Beacon Road extension is complete to the binder level. House construction has stopped with about 15 vacant lots. All utilities are complete. Road construction is complete to the binder level. All signs installed. Village Project Manager – Terry White.

Big Kaiser – A proposed office/warehouse project, just north of Mori Seiki is preparing to start construction in March. Village Project Manager – Terry White.

Canterbury Fields – This subdivision is in the maintenance period until October 20, 2009. Village Project Manager – Gary Salavitch.

Devonshire Woods Estates – Street lighting is complete and waiting for ComEd to energize. House construction has stopped. Road construction is complete to the binder level for the north half and all utility installations are complete for the site. Essex Road at Shoe Factory Road is now complete. Village Project Manager – Terry White.

Haverford Place – This subdivision is in the maintenance period until February 2, 2010. Outstanding issues still must be resolved such as buried utility boxes and Shoe Factory Road landscaping. Village Project Manager – Gary Salavitch.

Mori Seiki – Building work is ongoing. All utilities are installed. Site work is on hold due to the weather. Village Project Manager – Terry White.

Poplar Creek Crossing – New traffic signals are completed. Additional storm sewer work near Detention Basin “B” has yet to be done, along with final as-builts of those changes. We anticipate this to be completed this summer. Village Project Manager – Terry White.

Prairie Pointe, Phase I and Ring Road – Both projects are on hold for the winter and nearing completion. Two left turn lanes to Prairie Pointe completed. Need as-builts for Prairie Pointe II. Ring Road work (Phase II) needs punch list walk. Village Project Manager – Terry White.

Prairie Stone Parcel 16 (Restaurant Mall) – Project is on hold. Erosion control in place, mass grading is complete. Twin storm lines completed and no other site utilities. Village Project Manager – Terry White.

St. Hubert Additions – Project complete except for landscaping in the spring. Village Project Manager – Terry White.

White Oak Unit 4 – This subdivision is in the maintenance period until September 8, 2009. Village Project Manager – Gary Salavitch.

White Oak Unit 5 – This subdivision is in the maintenance period until January 5, 2010. Village Project Manager – Gary Salavitch.

Yorkshire Woods One – No change in the last period and no house construction. Utilities are complete and streets to the binder level. The project is nearing completion and staff will consider acceptance this summer. Village Project Manager – Terry White.

Projects under review at this time.

- Barrington Square Mall Renovation
- Huntington West Detention
- JCL Bioassay in Prairie Stone