



450 N. Gallatin Avenue  
P.O. Box 487  
Uniontown, PA 15401  
1-800-METER-IT  
1-800-638-3748

#407

52-24-60-990

CUSTOMER ORDER # SUPPORT		SENSUS ORDER # 150398	INVOICE NUMBER ZA12000175	INVOICE DATE 4/06/11	PAGE PAGE 1
DATE SHIPPED 4/06/11		SHIPPED VIA			TERMS NET 30 DAYS
REGION 021	SALESPERSON WIEGERS DAVID B			SEND REMITTANCE TO: SENSUS USA PO BOX 371254 PITTSBURGH, PA 15251-7254	

BILL TO 639060

PALOS PARK VILLAGE OF -AM

8999 W 123RD ST  
PALOS PARK IL 60464

SHIP TO

PALOS PARK VILLAGE OF -AM  
8999 W 123RD ST

PALOS PARK IL 60464

FEDERAL TAX I.D. # 51-0338883

Seller hereby certifies that all goods covered by this invoice have been produced in compliance with all applicable requirements of Sections 6, 7 and 12(a) of the Fair Labor Standards Act of 1938, as amended, and the regulations and orders of the U.S. Department of Labor issued under Section 14 thereof.

LINE	WHSE	DESCRIPTION	ORDERED	SHIPPED	BACK ORDERED	UNIT PRICE	AMOUNT
1	92	5395483700005 SENSUS SYSTEM SUPPORT PROGRAM YEARLY RENEWAL WINDOWS VERSION	1	1		1452.0000	1,452.00
		AUTOREAD SOFTWARE SUPPORT FROM 6/1/11 to 6/1/22					
		US DOLLARS SUB-TOTAL					1,452.00

APR 11 2011

DUE DATE 7/05/11

*Scott Maloney*  
ORIGINAL INVOICE

PLEASE PAY  
THIS AMOUNT

1,452.00

# Customer Information Form

## Sensus Systems Support Program AutoRead

### INTRODUCTION

The following information describes the features of the Sensus Systems Support Program. The Sensus Systems Support Program was established to provide the customer with a comprehensive support program that insures that they will receive the best in service along with software and hardware support, including software updates, for all Sensus AMR products.

### PARTICIPATION AND COVERAGE

Participation in the Sensus Systems Support Program is strongly recommended, requisite in nature. This recommendation is made so that all customers will receive the same consistent product support and service benefits available in the program.

The fee for the first year of the Sensus Systems Support Program is included in the price of the AutoRead software. Initial program coverage begins on the ship date of the Sensus AutoRead System software to customer. Yearly renewal notices will be mailed to customers approximately 60 days prior to their first year expiration date. Customers who do not choose to renew during their renewal period can contact Sensus at any time in future years to enroll in the System Support Program.

### PROGRAM FEATURES

1. Unlimited and priority handling of telephone service support from the AMR Services Group located in Uniontown, PA.
2. Priority status for customers needing hardware support and loaner meter reading equipment.
3. Yearly software updates: These will include updates for the AutoRead System software and, if applicable, the VXU STRIPES/AutoVu operating software.
4. Preferred pricing on software upgrades to higher level AMR software modules.
5. Optional training at Sensus University. Customer can schedule additional training sessions at Sensus to be trained by Sensus AMR Services Group on the operation of the AutoRead system software.
6. Information pertaining to annual customer user conference.

Price: Annual Renewal Fee

– For Windows software system users \$1,452.00\*

### ALTERNATE PROGRAM

Because participation in the program is not compulsory, there is an alternate program for customers who choose not to participate. The customers will be charged for all additional services that are normally included in the program. Such charges are common in the system support industry for customers who do not participate in an annual support program. This includes charges for telephone support and on-site assistance.

Alternate Program Charges:

- Telephone Support Charges: \$30.00 per call\*  
\$3.00 per minute after the first 10 minutes\*
  - Loaner material based on availability.
  - Yearly Software Upgrade charge: \$2,000.00\* (net price)
- \* Prices subject to change without notice.

### FURTHER INFORMATION

If you wish further help or information concerning the Sensus System Support Program, please contact your local Sensus representative, authorized distributor, or call:

1-800-METER-IT (1-800-638-3748)



P.O. Box 487 | 450 North Gallatin Avenue  
Uniontown, PA 15401 USA  
T: 1-800-638-3748  
F: 1-800-888-2403  
www.sensus.com/water  
h2oinfo@sensus.com

AUTHORIZED SENSUS DISTRIBUTOR



450 North Gallatin Ave  
PO Box 487  
Uniontown, PA 15401

Sensus Systems Support Program  
Refusal Acknowledgement Form

We have reviewed the yearly Sensus Systems Support Program and have opted not to participate at this time. We agree to purchase any benefits of the support program at the time the costs are incurred, at the current support prices at the time of service.

Customer Name: \_\_\_\_\_

Address: \_\_\_\_\_

City, State, Zip: \_\_\_\_\_

Authorized Person: \_\_\_\_\_  
(Please Print)

Authorized Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Fax Number: \_\_\_\_\_