

lisa.kelly@cityofhogansville.org

From: Rick Grant <RICK@municode.com>
Sent: Monday, May 14, 2018 3:39 PM
To: lisa.kelly@cityofhogansville.org
Cc: Shann Edmonds; James Gager; Lafaye Kiely
Subject: RE: Prices

Miss Lisa, the postage deposit is 2600 (number of statements plus lates) X \$.391 (postage per statement) X 2 months = \$2033.20.

I will send a contract for signature soon and I will get with James about the deployment date.

Best regards,

Rick Grant

C.O.O. Municode Billing & Advertising Services
Phone 800.262.2633 x 1278
Direct: 850-701-0708
Email rick@municode.com

— Current price is .68¢ per piece
— Proposed w/ postage is .52¢ per piece

municode

[Web](#) | [Legal](#) | [Pay](#)

From: lisa.kelly@cityofhogansville.org [mailto:lisa.kelly@cityofhogansville.org]
Sent: Monday, May 14, 2018 3:24 PM
To: Rick Grant <RICK@municode.com>
Subject: RE: Prices

Thanks for the information.

Would we initially need to set up an escrow account for the postage? And can you tell me what the postage amount is? I need to be able to put together a "big picture" scenario for Council compared to current totals.

And, yes, please forward over a contract. If all moves forward, what will be a first mailing date? Could we have it set up for our next billing cycle on June 25?

Thank you,

Lisa E. Kelly, CMC
City Clerk
City of Hogansville



Lisa E. Kelly, City Clerk
City of Hogansville
400 East Main Street
Hogansville, Georgia 30230
ph 706-637-8629 fax 706-637-4813

From: Rick Grant <RICK@municode.com>
Sent: Monday, May 14, 2018 2:05 PM
To: lisa.kelly@cityofhogansville.org
Cc: Shann Edmonds <SEdmonds@municode.com>; Lafaye Kiely <lkiely@municode.com>; James Gager



UTILITIES STATEMENT

Office Location: 400 East Main Street Hogansville, GA 30230 • Office Hours: 8 am - 5 pm, Mon - Fri (Except Holidays)
 Phone: 706-637-8629 • Email: angelita.lynn@cityofhogansville.org • After Hour Emergencies: 706-637-6648

ACCOUNT SUMMARY

CUSTOMER NAME:	JOE SAMPLE
ACCOUNT NUMBER:	12-34567-89
SERVICE ADDRESS:	1234 MAIN STREET
SERVICE PERIOD:	10/01/17 - 10/31/17
BILLING DATE:	11/03/2017
PAST DUE BALANCE	\$97.64
CURRENT CHARGES	\$82.06
TOTAL AMOUNT DUE	\$133.91
DUE DATE	11/10/2017
AMOUNT DUE IF PAID AFTER 2:00 PM 11/10/2017	\$244.94

YOUR ACCOUNT IS PAST DUE

All bills are due by 5:00 PM on the 10th of the month in which they are issued. If the bill is not paid by this date, a 10% Late Charge will be added to the past due balance.
 Past Due balances are subject to disconnect prior to due date printed on this statement.

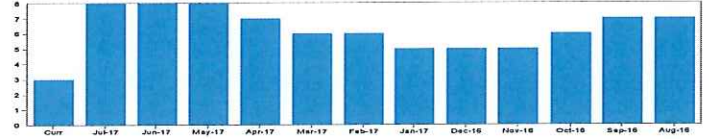
See Reverse Side for Payment Options

NEWS AND NOTES FROM THE CITY

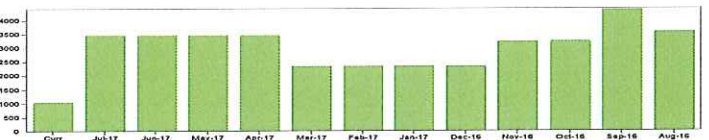
New Online Payments: Online payments are now available. To pay by phone please call (855) 907-3377. Note: you will need to provide your customer number, and the number portion of your street address.

We are pleased to present this year's **Annual Water Quality Report** (Consumer Confidence Report) as required by the Safe Drinking Water Act (SDWA). This report is designed to provide details about where your water comes from, what it contains, and how it compares to standards set by regulatory agencies. This report is a snapshot of last year's water quality. We are committed to providing you with information because informed customers are our best allies. View the report at www.cityofhogansville.org.

WATER SERVICES	CURRENT	PRIOR	USAGE	CHARGE
WATER RES	23	21	3 Kgal	\$40.40
SEWER RES	23	21	3 Kgal	\$6.04
FRANCHISE FEE				\$10.00



GAS SERVICES	CURRENT	PRIOR	USAGE	CHARGE
GAS CONSUMPTION	203	1234	1031 cuft	\$13.12
SALES TAX				\$5.50
FRANCHISE FEE				\$10.00



ELECTRIC SERVICES	CURRENT	PRIOR	USAGE	CHARGE
ELECTRIC CONSUMPTION	654	660	6 Kwh	\$13.12
SALES TAX				\$5.50
FRANCHISE FEE				\$10.00
ECCR @ 0.0109				\$3.23



OTHER SERVICES	CHARGE
SANITATION	\$12.00
UNITED WAY	\$5.00

TOTAL CURRENT CHARGES \$133.91

PAYMENT COUPON: Please detach and return bottom portion if paying by mail.



UTILITIES STATEMENT

City of Hogansville Georgia
 400 East Main Street Hogansville GA 30230

RETURN SERVICE REQUESTED



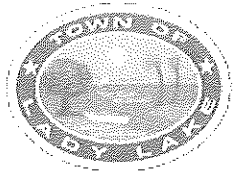
JOE SAMPLE
 1234 MAIN STREET
 HOGANSVILLE GA 30230

ACCOUNT NUMBER:	12-134567-89
BILLING DATE:	11/03/2017
TOTAL AMOUNT DUE:	\$231.55
DUE DATE:	11/10/2017
AMOUNT DUE IF PAID AFTER 2:00 PM 11/10/2017	\$244.94

Please do not send cash. We are not responsible for lost cash sent through the mail or left in the drop box. Make Checks payable to: City of Hogansville.

CITY OF HOGANSVILLE
 400 EAST MAIN STREET
 HOGANSVILLE GA 30230





TOWN OF LADY LAKE UTILITIES

Visit our website at www.ladylake.org

HOW TO CONTACT US



Customer Service Office Location: 409 Fennell Boulevard Lady Lake, Florida 32159

Office Hours: 7:30 am – 6:00 pm, Monday - Thursday (Excluding holidays)

Phone: (352) 751-1525 or (352) 751-1528 or Email: customer_service@ladylake.org

For emergency after-hour's service, including past due reconnection (reconnect fee is \$50) call the Police Department at (352) 751-1565.

Immediately report suspicious persons or activity around well sites to the Police Department at (352) 751-1565.

PAYMENT AND DISCONNECTION POLICY:



- Payments received after 6 pm are posted the next business day.
- A late fee of \$10.00 will be assessed if your payment is not received by 6 pm on the due date.
- If the past due balance is not received by 6 pm in the Utilities Office prior to disconnect day, a reconnect fee of \$25 will be assessed (\$50 after hours) even if service is not interrupted.
- A dishonored check fee is assessed on any returned check or automatic bank draft in accordance with State Statute and Town Ordinance.

FOUR CONVENIENT PAYMENT OPTIONS

Pay by ACH (Automatic Bank Draft): Sign up for Automatic Payment from your checking or savings account and your bill will always be paid on time! This convenient option saves you time and money and conserves natural resources. You can complete the form below or download the Direct Debit Authorization Form from the town website.

Pay by Mail, Using the enclosed return envelope and payment coupon. Make checks payable to Town of Lady Lake. Please do not send cash. We are not responsible for lost cash sent through the mail: TOWN OF LADY LAKE UTILITY BILLING
409 FENNEL BLVD, LADY LAKE, FLORIDA 32159-3158

Pay in Person Payments may be made in-person during normal business hours at 409 Fennell Blvd. We accept cash, money orders, or checks during office hours of 7:30 am to 6 pm Monday - Thursday (Excluding holidays).

Pay by Drop Box: Two convenient locations: The Town Hall at 409 Fennell Blvd. or The Library at 225 W Guava St.

** SAMPLE BACK PAGE **

YES, I HAVE ACCOUNT INFORMATION CHANGES: Please indicate any changes in your account information below.

ADDRESS _____ CITY _____ STATE _____ ZIP CODE _____

(____) _____ (____) _____ EMAIL _____

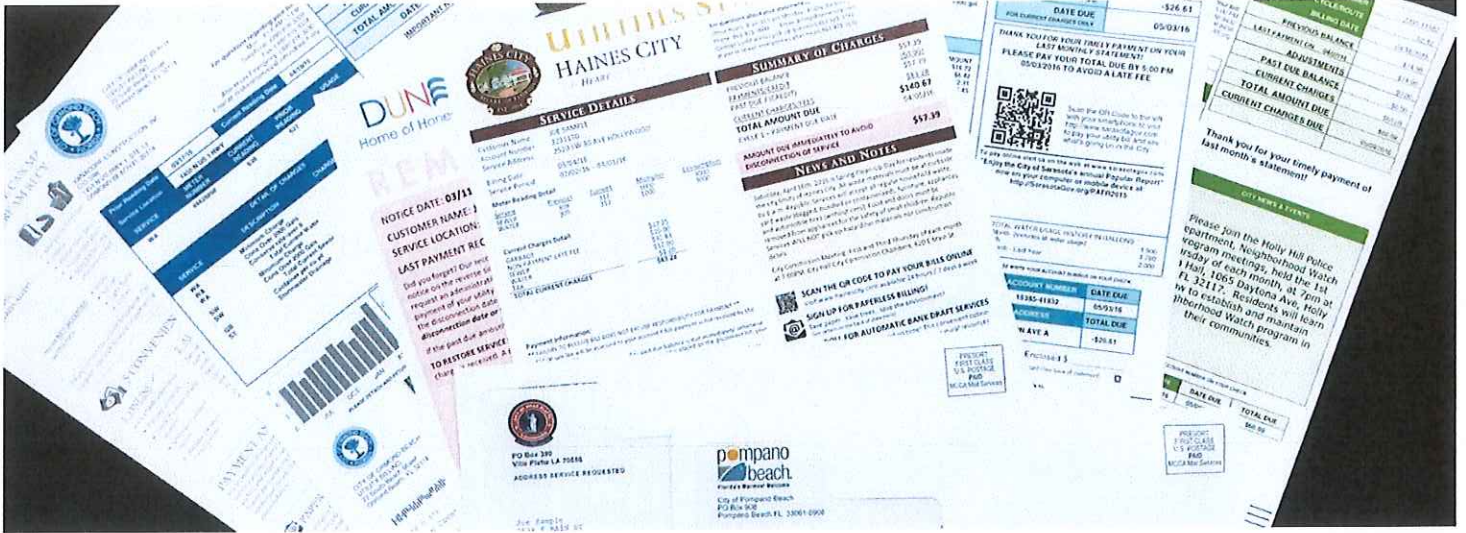
HOME PHONE NUMBER WORK PHONE NUMBER

YES, ENROLL ME FOR AUTOMATIC BANK DRAFT: Type of account: Checking Savings

I authorize Town of Lady Lake to automatically debit my bank account on the due date each month for the total balance due as indicated on my monthly statement. *** Please include a voided check ***

BANK INSTITUTION _____ BANK ROUTING # _____ BANK ACCOUNT # _____

PRINT NAME _____ SIGNATURE _____ DATE _____



UTILITY BILLING SERVICES

Proposal for HOGANVILLE, GA

municode
CONNECTING YOU & YOUR COMMUNITY

Website Design
Codification Services
Online Payments



Rick Grant

1700 Capital Circle SW,
Tallahassee, FL 32310
800-262-2633 X 1278 Rick@municode.com

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COVER LETTER

Tuesday, May 15, 2018

Dear Hogansville, Georgia,

Thank you for the opportunity to present our utility billing services proposal. We are excited to help you connect with your community. Our relationship and exceptional service sets us apart within the industry. We are not a large commercial printer with the lowest pricing, but we are your long-term partner. Our innovative technology allows you to connect to your community through your codes and ordinances and now with your utility bill printing and mailing and electronic payment collection.

Why Choose Municode?

Reputation: We are proud to serve numerous cities in the Southeast.

Focus: We are solely dedicated to helping cities, such as yours, provide unparalleled services to their communities.

Experience: We offer industry-leading utility bill presentment services exclusively for the local government. We do not print for healthcare, financial institutions, or retail clients. Currently, we process, print, insert, and mail over 10 million statements for over ninety-three municipalities.

Quality: Our clients trust that we mail their statements in a timely manner and with the correct data. Our Quality Control (QC) process includes equipment such as scanners, optical readers, and manual checks to ensure that statements are accurate.

24-Hour Statement Turnaround: Your revenue stream is important to us, so your statements reach the USPS within 24 hours or the next USPS business day.

Superior Customer Service and Relationships: We believe customer service is not a department, but an experience. We listen carefully to your concerns and current efforts to provide you with custom tailored solutions. We pride ourselves in our quick response time which is normally a few minutes for inquiries via e-mail or within the half-hour for phone calls.

Tomorrows Technology, Today: We offer an EBPP Platform with mobile applications such as *Pay-by-Text*, *text statement notifications*, *voice reminders*, *Pay-by-phone options*, and *customer self-management*. We can add these services as your municipality grows.

Custom Developed Solutions: The strength of our offering is not only the product itself, but also our ability to help you meet your goals. We help you design the right bill statement to cut staff calls, to provide conservation messaging, to create efficient payment processing, and to increase adoption rates for paperless billing or electronic payments. Also, we offer additional services like a mobile-optimized electronic payment platform or an industry-leading municipal website design with full content management features.

I will serve as the primary contact regarding your response. Please let me know if you have any additional questions, comments, or concerns. Thank you again for your consideration.

Sincerely,



Rick Grant

Bill Presentment & Mailing Services
850-701-0708
rick@municode.com

QUALIFICATIONS

COMPANY HISTORY

Municode's mission is to connect public sector organizations to their communities. Whether it's through custom website design, our online payment portal, the legal codification process, or our robust suite of online legislative search tools, our goal is to provide local government agencies products and solutions that promote transparency and efficiency. Our services enable organizations to more effectively serve their staff and their communities.

Municode has been in business for over sixty-five years and partners with more than 4,500 government agencies across all fifty states. Municode is a privately-owned corporation and is financially sound with no debt. Our leadership is focused on improving Municode through investments in people and technology. Our culture is conducive to long-term employees. This makes for an experienced and stable workforce, so our clients can establish a long-term partnership.

Headquartered in Tallahassee, Florida, our facility includes three buildings, totaling 46,000 square feet, and employs approximately 171 employees. We have regional offices in Loveland, Colorado; Blaine, Minnesota; Chapel Hill, North Carolina; Fort Worth and Edinburg, Texas; Charlottesville, Virginia, and Seattle, Washington.

Corporation Name: The Municipal Code Corporation

of employees: 176

Incorporation Date: March 1951, In the state of Florida

FEI/EIN Number: 59-0649026

Headquartered: 1700 Capital Circle SW
Tallahassee, FL 32310

Mailing Address: PO Box 2235
Tallahassee, FL 32316

Phone: 800-262-2633 or 850-576-3171

Email: info@municode.com

4,500

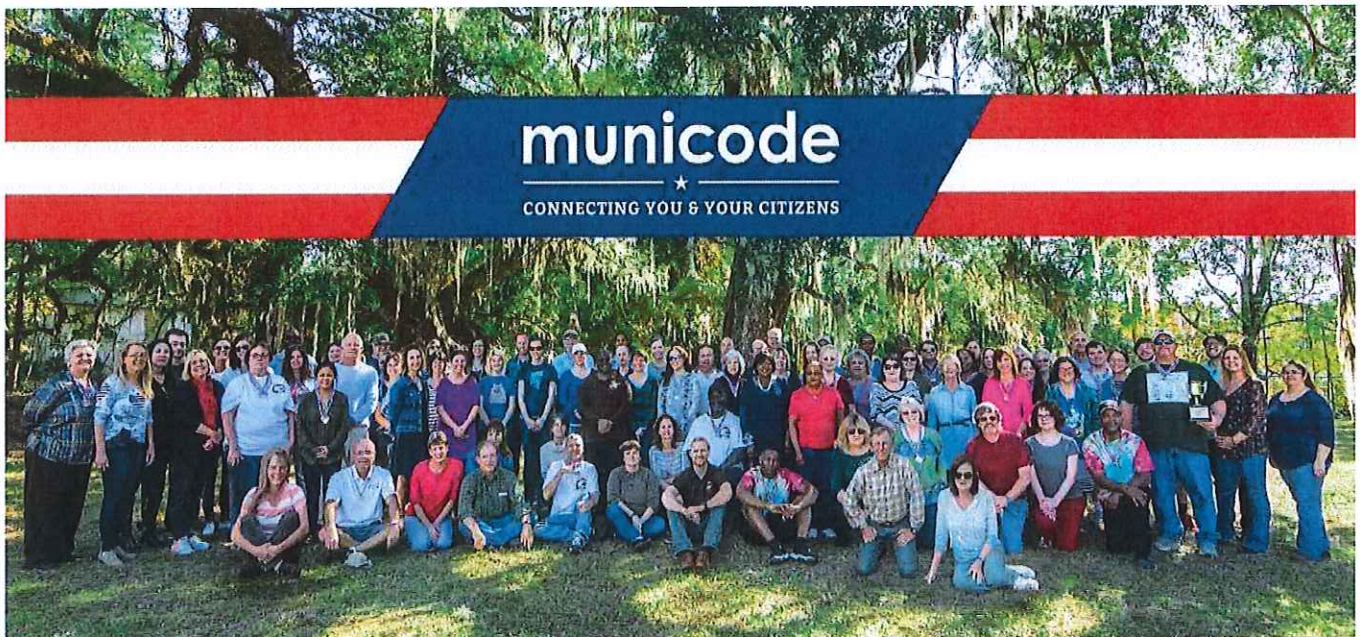
Municipal Clients

66 Years

Serving Municipalities

180 Million

Citizens using our solutions



BUSINESS STRUCTURE AND LIST OF PRINCIPALS

In 2007, Municode began providing bill presentment and payment solutions exclusively for local governments upon our cities' or county's requests. Currently, we present over 10 million statements annually for over one hundred different local municipalities. Municode utilizes high-speed digital press technology by printing industry leaders Océ/Konica and high-speed inserters by Pitney Bowes. All data processing, postal sortation, inventory management, printing, inserting, and related support services in the rendering of bill statements, invoices, and notices is performed at our headquarter facility located in the City of Tallahassee. This enables us to control each project from beginning to end with all key staff. We are available to answer questions during any phase of the project to assure quality control.

Municode is a family owned, medium-sized business. Our clients receive a level of personal service unparalleled in the industry. We believe customer service is not a department, but an experience. We carefully listen to your concerns and provide custom-tailored solutions for your organization. Also, our size allows us to provide technological resources smaller firms cannot offer and larger firms do not offer. We do not work with healthcare, financial institutions, or retail clients. We have earned our reputation because we offer helpful suggestions and solutions for your unique situation based on our experience. We are available by email and phone during normal business hours of 7 am to 6 pm EST. All voicemail and email is forwarded to a mobile phone for extended emergency after-hour service. We can provide any initial or ongoing training in person or by webinar. He can help your municipality with any future needs with any of the Municode family of products and services.



Rick Grant: COO, B.S. from US Naval Academy, JD from FSU College of Law. Twenty years as Exec. V.P. & COO of Municode. Ten years creating, developing and leading customer service, client account management, sales and operation departments in the billing industry.



Shann Edmonds: Director of Client Services, USPS Certified Mail Specialist, has over 23 years of bill presentment and mailing services including experience in accounting, finance, purchasing, customer service, printing, mailing, quality control, inserter operations, and proof reading. She has been with Municode for over 8 years.



James Gager: Lead Developer, 12 years of experience in data programming / developing. He has lead the deployment and implementation of over 50 municipalities' utility bill presentment projects for Municode. He has been with Municode for 9 years.



Philip Woeckener: Data Processor Specialist, B.S. in Communications from Florida International University. 20 years of experience working in all aspects of the direct mail industry, including management, data processing, and as a liaison to the US Postal Service. He has been with Municode for 6 years.



Kevin Ash: Production Floor Supervisor, 25 years in the electronic print industry, and 9 years of specialized utility bill statement fulfillment. He has been with Municode for 31 years.

REFERENCES

Providing Utility Bill Presentment Services Since 2007

We believe customer service is not a department, but an experience. Our focus on service begins with you. We carefully listen to your current concerns to provide custom-tailored solutions to your organization.

We only work with municipalities and utilities. *But don't just take our word for it. Talk to some of our clients:*



Miramar FL – Since 2013
2300 Civic Place, Miramar, FL 33025
Paul Samuels: (954) 602-3053 psamuels@miramarfl.gov
38500 bills, **Tyler Tech- Encode**



Margate, FL – Since 2015
5790 Margate Blvd. Margate, FL. 33063
Jackie Earl: (954)972-6454 ext 310
18,000 bills, SunGard, multi-line fixed file



Pompano Beach, FL – Since 2013
100 W. Atlantic Blvd. Pompano Beach, FL 33060
Kyle McPhail: (954) 786-4637 kyle.mcphail@copbfl.com
16900 bills, SunGard software multi-line fixed file



Oakland Park, FL – Since-2007
3650 NE 12th Ave. Oakland Park, FL. 33334
Robin Butler: (954)630-4283 robinb@oaklandparkfl.gov
9700 bills, **Tyler Tech**-Munis, multi-line XML



Seacoast Utility Authority – Since 2012
4200 Hood Rd. Palm Gardens, FL. 33410
Bonnie Evans: (561) 627-2900 ext 331 bevans@sua.com
32000 bills, Harris software, multi-line fixed file



Coconut Creek FL – Since-2007
4800 W. Copans Rd. Coconut Creek, FL. 33063
Patricia Bryan: (954)973-6770 pbryan@coconutcreek.net
12600 bills, SunGard HTE, Single line, fixed



Hialeah Gardens, FL – Since 2015
10001 NW. 87th Ave. Hialeah Gardens, FL. 33016
Michelle Mavila (305) 558-3017
mmavila@cityofhialeahgardens.com
3500 bills **Tyler Tech** - Fund Balance single delimited file



Palm Springs, FL – Since 2011
226 Cypress Ln. Palm Springs, FL. 33461
Sandy Delaney: (561)965-5770 sdelaney@vpsfl.org
12600 Bills **Tyler Tech**, single fixed



Delray Beach, FL – Since 2012
100 NW 1st Avenue, Delray Beach, FL 33444
Lisa Hartman – 561-243-7119 – hartman@mydelraybeach.com
22,200 bills - multi-line delimited file



Deland FL – Since 2008
120 South Florida Ave. Deland, FL. 32720
Kevin Lewis: (386) 626-7000 lewis@deland.org
14200 Bills, Springbrook, multi-line



Broward County, FL – Since March 2016
2555 Copans Rd., Pompano Beach, FL 33069
Jonathan Allen: 954-831-0747 jkallen@broward.org
72,000 bills



Opa-locka, FL – Since 2009
780 Fisherman St. Opa-locka, FL. 33054
Gladys Elliot: (305) 953-2868 gelliott@opalockecl.gov
5000 bills, SunGard, multi-line



Surfside, FL – Since 2011
9293 Harding Ave. Surfside, FL. 33154
Mayte Gamiotea:(305) 861-4863 mgamiotea@townofsurfsidefl.gov
1,700 Bills



Ormond Beach, FL – Since 2015
22 South Beach St. Ormond Beach, FL. 32174
Dan Stauffer: (386) 676-0311 dan.stauffer@ormondbeach.org
23000 bills, SunGard HTE, Multi-line fixed



Sarasota, FL – Since 2011
1761 12th St. (Utility Billing Office), Sarasota FL 34236
20,250 bills – SunGard HTE multi-line delimited text file
Mike Healy – 941-329-6120 – michael.healy@sarasotagov.com



Bradenton, FL – Since 2008
1411 9th ST. West, Bradenton, FL. 34205
Lance Williams: (941) 932-9433
lance.williams@cityofbradenton.com
14800 bills, **Tyler Tech**-Eden, multi-line XML



Edgewater, FL – Since 2015
104 N. Riverside Drive Edgewater, FL. 32132
John McKinney:(386) 424-2400, jmcinney@cityofedgewater.org
10,000 bills – SunGard Software, multi-line fixed file



Zephyrhills, FL – Since 2008
5335 8th St. Zephyrhills, FL. 33542
John Bostic: (813)780-0008 jbostic@ci.zephyrhills.fl.us
9500 bills, Springbrook, multi-line



Fort Meade, FL – Since 2007
8 West Broadway ST. Fort Meade, FL. 32550
Mel Parker:(863) 285-1100 jmparker@cityoffortmeade.com
3000 bills, ADG, Single stacked



Okeechobee Utility Authority – Since 2007
100SW 5th Ave, Okeechobee, FL. 34974
Lyn Lowe: (863)763-9460 ext 217 lynlowe@ouaf.com
9300 bills, Springbrook, multi-line



Haines City, FL – Since 2012
620 Eats main St. Haines City, FL. 33844
Kari Giddens:(863) 421-3600 kgiddens@hainescity.com
9400 Bills, ADG, Multi-line delimit



Plant City, FL – Since 2008
302 W. Reynolds ST. Plant City, FL. 33564
Denise McDaniel: (813) 659-4204 dmcdaniel@plantcitygov.com
10600 bills, ADG, Multi-line delimit



Dunedin, FL – Since May 2016
750 Milwaukee Ave. Dunedin, FL. 34698
Paul Stanek- 727-298-3256 pstanek@dunedinfl.net



Lantana, FL – Since April 2016
500 Greynolds Circle Lantana, FL. 33462
Stephen Kaplan- 561-540-5035 skaplan@lantana.org

SCOPE OF SERVICES

Currently, we print and mail over 10 million statements annually for over seventy-five local government utilities. Municode utilizes high-speed digital press technology by printing industry leaders Océ/Konica and Pitney Bowes inserters. All data processing, postal sortation, inventory management, printing, inserting, and related support services in the rendering of bill statements, invoices, and notices is performed at our headquarters in the City of Tallahassee. We control each project from beginning to end. We are available to answer questions during any phase of the project to assure QC.

STATEMENT DESIGN

Municode's leadership has over thirty years of combined experience in providing statement-processing services and they understand the importance of statement design and accuracy. We can reproduce your exact current bill or help you redesign a completely new statement.

Municode works with your staff to identify areas of your billing statement that can be clarified to minimize inquiries to save you money on customer service costs. You can keep the features you liked about your old statement and add new features like a bar chart for historical usage, customized message areas, different sized fonts to enhance readability, bar coding for cost-efficient payment processing, or QR scan codes to direct customers to an online payment site. Then, we design a two-sided billing statement with an appropriate scan line for remittance processing, message areas, a usage bar chart, or graph (if requested by client), and the client's logo. Also, our technology can print multiple meter accounts on one page.

Statements are laser printed in full color on a blank form. Our forms are an 8 1/2" x 11" 24lb bond, 92 Bright White paper with a perforated tear off return stub located at the bottom or the top. Our 24lb bond paper stock forms are specially manufactured to process through printing, folding, and inserting without issue to the integrity of the form, but still separates easily for the customer. The back of the statement can be designed to include grey scaled messaging anywhere both above and below the perforated return stub.

The return stub can include the customer's account number, name, mailing address, bill date, amount due by due date, amount due after due date, amount paid, and an Optical Character Recognition (OCR) scan line that conforms to the client's and USPS lockbox specifications. The scan line can be automatically programmed to include the customer account number, dollar amount owed, applicable check digits, and payment restriction indicator. The brightness of the paper form allows for a superior contrast ratio of paper to print to ensure reliable OCR scanning.

Municode can accept automated messaging from the utility billing data extract file that has been pre-mapped to a pre-determined messaging area of the utility bill statement during the design and implementation phase of the project or can be emailed directly to us prior to the processing of the cycle. The message is then placed in the pre-determined messaging area of the statement.

ADDITIONAL PROGRAMMING OR DESIGN CHANGES

When requesting additional programming or design changes, we operate as if we were in an office down the hall. After assessing the scope of the requested changes, we communicate with you any charge associated with reprogramming requests before starting any work. We take immense pride in not nickel and diming our customers, but only charging for services when necessary. All changes are initiated, tracked, and managed through your direct point of contact, your assigned account manager. They manage the project and organize the appropriate staff to complete the project and keep your statements on schedule. All modifications to production processes, programs, files, resources, etc. are controlled by the change management process and tracked via our CRM system. External changes will require the client's approval prior to implementation.

Hendersonville Water & Sewer UTILITY BILLING STATEMENT
 Office: 143 5th Avenue East Hendersonville, NC 27032 Hours: 8 AM - 5 PM, Mon-Fri (Except Holiday)
 Phone: (828) 697-2032, for after-hour emergencies please call (828) 891-7779
 Email: customer.service@hvc.gov

SERVICE DETAILS			
CUSTOMER NAME: JOE SAMPLE			
CUSTOMER NUMBER: 37469			
ACCOUNT NUMBER: 37355			
SERVICE ADDRESS: 1234 MAIN STREET			
BILL NUMBER: 71655			
CYCLE: 03			
BILLING DATE: 06/28/2017			
SERVICE PERIOD: 05/30/2017 - 06/26/2017			
SERVICE	PREVIOUS READ	CURRENT READ	USAGE
WATER	918800	943200	16600

ACCOUNT BALANCE SUMMARY	
LAST PAYMENT:	\$182.92 05/30/2017
PRIOR BALANCE:	\$0.00
CURRENT CHARGES:	\$207.67
ADJUSTMENTS:	\$0.00
TOTAL AMOUNT DUE:	\$207.67
CURRENT CHARGES DUE BY:	07/17/2017
CURRENT CHARGES LATE ON:	08/01/2017

NOTICE: IF YOU HAVE A PRIOR BALANCE DUE
 Payments not received on account by the due date will be subject to a \$15.00 past due fee when account is 15 days past due. All unpaid accounts are subject to disconnection.
 See reverse side of statement for convenient payment options.

CITY NEWS AND NOTES
 Do you want to manage your water usage and lower your water bills? Aqueduct Alerting is a FREE service for City of Hendersonville water customers that will assist you in efficiently managing your water usage and lowering your water bill. It's easy to register. Visit www.hendersonvillewater.com/aqueduct - see the back of statement for more information.
 The City's Annual Water Quality and Consumer Confidence Report for 2017 is now available on the City's website www.hvc.gov. In the report, residents will be able to review information about the city's drinking water. You can receive a copy by visiting our website or calling customer service.

22 MONTH WATER USAGE (LISTED IN THE HUNDREDS OF GALLONS)

Month	Usage (Hundreds of Gallons)
05/16	120
06/16	130
07/16	140
08/16	150
09/16	160
10/16	170
11/16	180
12/16	190
01/17	200
02/17	210
03/17	220
04/17	230
05/17	240
CURR	250

PAYMENT COUPON

ACCOUNT NO: 37355
 CUSTOMER NO: 37469
 BILL NO: 71655

PRIOR BALANCE: \$0.00
 CHARGES: TOTAL AMOUNT \$207.67
 DUE: CURRENT CHARGES \$207.67
 DUE BY: 07/17/2017
 TOTAL AMOUNT ENCLOSED: _____

CHECKABLE H2O DONATIONS (Voluntary): _____ to my monthly bill.
 Please attach the tax stub over the amount of your monthly bill.

Check box for change of address (use reverse side of return stub to indicate):

1 3 3P 1.400
 Joe Sample
 1234 Main Street
 Hendersonville, NC 27032

84906042017200736643100000207670



DATA FILE TRANSFER

We make the process of sending us the files as easy and secure as possible. Municode can receive billing files 24 hours a day, seven days a week, and multiple files can be sent daily. All data files are transferred using our secure cloud-based transfer site. This data/file sharing service offers top-level, end-to-end encryption with military grade 256-bit encryption during transfer and at rest. Users can connect and transfer files and folders securely using SFTP, FTPS, and FTPES. Other security features include password authentication, application firewalls, secure FTP connections, and custom file and folder access permissions. We send email notifications confirming that verify the successful data upload and good data which is then sent to the appropriate client's staff. We will set up the FTP site and train you to use it in person or via web conference, whichever you prefer. This same FTP site can be used to track the progress of your job and to approve proofs.

DATA PROCESSING

We integrate with over forty different billing platforms including Tyler Tech, Harris, SunGard Software, Cogsdale, Springbrook, New World, Black Mountain, Diversified Billing, Advanced Utility, Caselle, BS&A, ADG, CSI, QS1, ATS, TBS, and several proprietary built billing platforms. We can accommodate any raw data formats such as field delimited, comma delimited, XML, XSL:FO, AFP, PCL, and PDF. We can handle your data.

E-BILLING SERVICES

We work with your municipality to provide to best solution that fits within your municipality's goals and existing platform. We can provide a bounce back report after every e-billing cycle.

There are two main types of e-billing solutions:

- 1) The e-billing enrollment process and delivery is managed through our Orbipay platform. The customer is emailed a custom message with a link to click on and view an exact copy of the printed bill.
- 2) The e-billing enrollment process is handled by the municipality and from the data each cycle we send a custom email message with an attached exact copy of the printed bill and any insert that was included with the paper statement.

OUTBOUND NOTIFICATIONS SERVICES

Our notifications can be sent via Email, text message, or automated outbound IVR and relieve you of the time-consuming and often stressful task of reaching everyone on your list individually.

First, you specify the type of notification. For example, if the customer has an email address, then you may want to send the notification by email. If they only have a cell phone number, then you may want to send a text message. If they have a landline, then a IVR notification.

Next, set the notifications schedule. This might be once each month, or at each billing cycle. You set the frequency based on your needs.

Finally, submit your notification list to us with a special file name. The file name starts the process. We send the notices out based on your requirements within 24 hours.

Examples of the notification types are as follows:

- Email:** This is Broward County with a reminder. Your water bill must be paid by 6PM on Monday July 31st to avoid additional fees and possible service interruption. To pay your bill online visit our website at http://www._____.org and click on "Pay My Bill" at the bottom of the home page.
- Text:** This is Broward County with a reminder. Your water bill must be paid by 6PM July 31st to avoid additional fees & possible service interruption. Reply STOP to opt out.
- IVR:** This is Broward County with a reminder. Your water bill must be paid by 6 P M on July thirty first to avoid additional fees and possible service interruption.

MAILING SERVICES

The Municode postage reduction strategy can reduce your undeliverable mail and postal costs by as much as 30% each year. We provide you with tools that ensure every piece of mail is postal-qualified. This keeps you on top of ever-changing Postal Service technology. Municode is a manifest mailer, so every piece of mail receives a unique piece ID ensuring we account for and deliver every statement to the USPS. Also, we are certified by the USPS for optional procedures. All mail pieces are sent at the lowest possible postage first-class qualifying rate taking full advantage of automated USPS discounts. Municode processes all mail through a certified USPS presort software routine utilizing P.A.V.E. (Presort. Accuracy. Validation. Evaluation.). This procedure determines sorting accuracy to group and sort multiple plans based on similar mailing instructions which improves the accuracy of carrier route, five-digit zip, zip plus four and delivery point codes, and CASS (Coding. Accuracy. Support. System.). This attaches and interfaces with the barcode and zip +4 extension to get the USPS discount for automation. For additional postage cost savings, Municode performs "House holding" grouping and a National Change of Address (NCOA) updating service.

House holding is the process of grouping multiple account statements that are intended for the same customer and bundling them into one envelope. This ensures the owner receives all the documents required, but with the convenience of only one envelope and one postage cost included.

National Change of Address (NCOA) updating service compares your billing addresses against the USPS NCOA database. Statements that would otherwise be returned or rerouted due to a change in address are identified and corrected saving you on both postage and labor. NCOA services are available for an additional fee.

Mail Delivery

The completed billing statements are delivered to the USPS Tallahassee Sectional Center Facility at 2800 S. Adams Street located approximately 4.72 miles away from our production facility. The USPS First Class Mail Service Standard is delivery to the address within 2-3 days. We have a large group of your neighbors that we provide mailing services for and have no issues with the timing of the bill arrival. Please feel free to contact any of them.

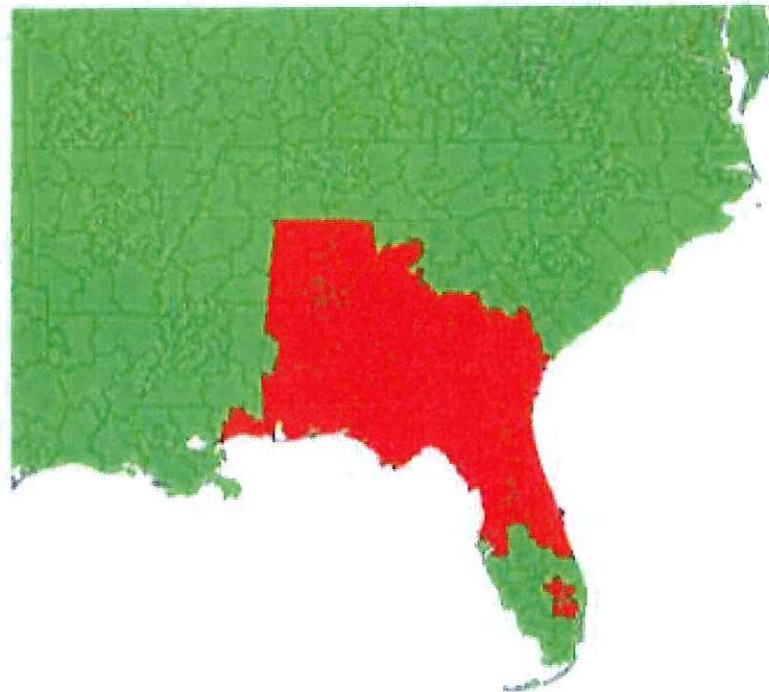
CLIENT POSTAGE DEPOSIT ACCOUNT

All pieces are sent out using the Municode indicia (USPS mail permit). Municode requires that the client maintains a permanent postage deposit in connection with this agreement. The amount of this deposit is based on expected volumes and postage rates and is subject to change based on changes to the volume and prices defined in the Municode Pricing Schedule or customer payment history. The client will be notified in writing in advance if a change in the amount of the deposit is necessary. Upon termination of the Agreement, Municode shall return the deposit amounts to the client after payment of all services and postage.

Originating Service Standards First-Class for SCF 323



UNITED STATES
POSTAL SERVICE



SUPPLIES AND INVENTORY MANAGEMENT

We are selective in choosing our business partners. All paper suppliers are “Tri-certified” in support of sustainability. This is a Chain-of-Custody certification, which is a commitment to responsible forest management practices and environmental stewardship in all levels of production. This is good for you, your customers, and the environment. We utilize a green process that is more environmentally friendly than post-consumer recycled materials. We will maintain a sufficient supply of paper and envelopes to ensure an uninterrupted supply for printing requirements. These materials are included in the cost of bill printing. To achieve volume discounts on paper, envelopes, and pre-printed materials that are produced for the client, we will purchase or produce up to a three-month supply of these items in advance. There is no additional charge for inventory management of these materials or inserts dropped shipped to our facility for inserting.

Paper

Our 24lb paper is specially manufactured to process through printing, folding, and inserting without issue. Specifications: 8 ½” x 11”, 24 lb., 92 White Xerographic quality paper with built-in curl control, .0046 Thickness, 140+/40 Smoothness, long grain, and 30 TPI horizontal micro perforation 3 ½” from bottom of page.

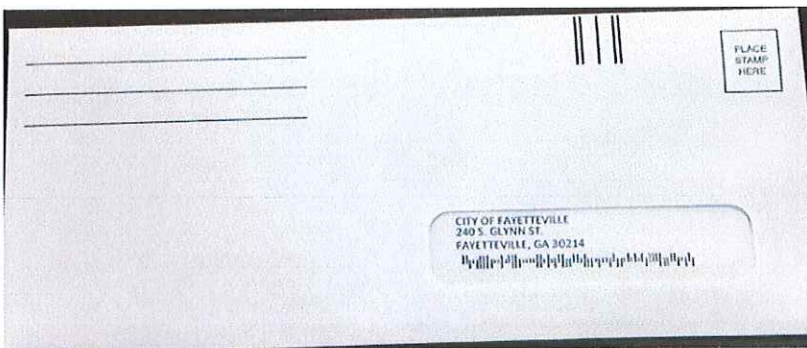
Billing Statement Outgoing Envelope

Municode utilizes a large single (pistol style) window #10 security tinted envelope to allow for maximum customer flexibility. The client’s logo, return address, outgoing address, bar coding or special messaging such as “Statement Enclosed” can be printed on the statement and viewed through the window envelopes. These #10 envelopes can accommodate up to five pages without exceeding the 2oz first class postage.



Return Envelope

Municode utilizes a standard #9 envelope with security tint. The envelope features a window that allows the return portion of your statement to show through with your information and pre-printed 12-digit barcode, so you get your payment back faster. This return envelope meets all USPS requirements and is compatible with the bulk letter opening machines used by your remittance-processing department or lockbox vendor. Municode can suppress the insertion of a #9 reply payment envelope based on the client’s selection and logical indicators in the billing data file. Custom envelopes are available for an additional cost.



INSERTING CAPABILITIES

Municode utilizes high-speed industry leading Pitney Bowes inserter equipment and can accommodate paper sizes ranging from 8 ½ x 3 to 4-page newsletter. Our infrastructure allows us to manage which cycles and customers receive a specific insert (selective inserting) whether by account type, geographical location, zip code, etc.

The client has the option of either providing the inserts or contracting with Municode Creative Services to provide inserts. Inserts provided by the client are required to meet Municode's inserting equipment specifications (please verify with us ahead of time on the specifications of the insert). Municode customers enjoy a convenient, competitively-priced, and full-service in-house graphic design and printing service. We can help the design of any other municipal special mailer, invoice, rebate check, insert, or notice that needs to be printed and mailed.

INVOICING PROCEDURES

Within five days of each cycle production run, the client will receive an itemized invoice by services utilized accompanied by a Mail Sort Summary Report detailing the number of statements mailed with the amount of postage paid. Invoices can be sent by mail, email, or both.

- Statements processed with #9
- Statements processed without #9
- Any additional Inserts Inserted
- Outsorts
- Heavies
- House holding Mailings
- Late notices
- NCOA
- E-Bills Processed

PRINTING FACILITY DATA SECURITY, STORAGE, AND DISASTER PLANNING

Municode shall not use computer billing data for any purpose other than the work agreed upon and shall destroy all computer billing data upon the termination of the contract either at the end of its natural term or if cancelled. Access controls are in place that require individual's authentication with unique credentials. We use enterprise grade security devices/practices/positioning:

- We use Palo Alto next-generation firewalls to protect the perimeter of our network
- Symantec Enterprise Anti-Virus is deployed to all our desktops and servers
- We utilize Mimecast for hosted anti-spam and email continuity
- All web-facing sites or solutions are hosted in a secure, PCI compliant datacenter
- Users are required to change their passwords once every six months
- All employees have access only to the systems they need to fulfill their role
- We perform full background, credit, and drug checks/tests on all our employees
- We use a secure shred vendor to ensure that excess hard copy materials are disposed of properly.

Municode has a 90-day retention policy of keeping clients' data. We take nightly snapshots of all data on every server and replicate it between our two data centers. After the 90-day retention period, the data is moved to our hardened back-up site for a period of no less than 3 (three) years.

Any disruption in service can have major balance sheet ramifications. While Municode has never had to implement a disaster recovery plan in a live environment, we place immense importance on maintaining and testing a successful strategy every year. We are confident that we have the necessary measures in place to recover from a range of small to large-scale operational disruptions. Municode maintains a comprehensive Disaster Recovery Plan, which includes a designated recovery team, and a process that aims to restore all business-critical IT and printing functions within 48 hours of a disaster declaration. Safeguards include:

- Emergency gas generator
- Data replication and backup
- Redundant equipment
- Remote access
- Emergency backup inventory stored in secure ocean going shipping containers for protection
- A backup printing facility for full geographic redundancy should our main site become inaccessible.

OVERVIEW OF DEPLOYMENT PROCESS

One of the biggest benefits of choosing Municode is the transition. We do all the heavy lifting. Municode will provide personal training in your office or via webinar per your choosing. Training on our systems is minimal because we do all the processing and production work every billing cycle. All you must do is send us the raw data and approve the proof each cycle. It is that easy. Once the contract is finalized, we will schedule an initial project meeting to review the timeline and process.

The deployment process typically takes 30 days to complete with minimal resources or requirements from the client. The client's responsibility and the key to a smooth on-time deployment is to provide the initial information and to approve proofs quickly. This timeline can be adjusted to shorten or lengthen the deployment process to accommodate any exceptional circumstances the client may need. A typical project consists of a team including a Project Manager, Lead Developer, and Production Lead. The Project Manager is the single point of-contact responsible for integrating all services and material through project completion. The Lead Developer is assigned to understand the aesthetic and technical details and requirements. They work closely with both the client and the Project Manager.

The deployment process consists of 6 steps:

1. Pre-Development Information Gathering

1. Client Deployment Questionnaire: helps determine what you, the client, are looking for in a bill statement
 - If you were going to utilize your existing design, email pdfs of the front, back, and detail any new features or changes you would like to implement. (This includes the backside of statements, the layout of late or delinquent notices etc.)
 - If you would like to explore a new design or changes, let us know and we will contact you to start the design process by sending samples of some our existing designs. Determine the right set of bill features (Payment processing barcoding, QR scan code for online electronic portal, usage graphs for conservation, etc.) that will help you achieve your goals.
2. High Resolution copy of the client's logo (minimum 300 dpi)
3. Sample of billing software data file (i.e. field delimited, comma delimited, XML, AFP, and PCL)
4. Data map from your billing software

2. Deployment meeting:

Our deployment process begins with a meeting, either in person, webinar, or conference call. We will discuss the time frame that you are looking to meet and the specifics of your billing process such as how we should handle client accounts, credit finals, large commercial accounts, adjustments, unique service codes, and other specific features we will need to look for in your data Also, we will discuss general formatting desires for the utility and final bills and auto-payment options offered (direct deposit and bank draft based on RFP).

3. Statement Design and Approval:

Once we have completed initial development, we will send you PDF proofs along with a list of questions/concerns we might have regarding your bills. We will implement changes based on your feedback and provide new proofs as needed until the statements are set up exactly how the client would like them.

4. Billing Data Integration/Mapping:

This is an internal process where we take a data extract and map on the designed statement where the billing data should appear on the statement. After this has been completed, we will send sample proofs to your staff for review and approval. We recommend and coordinate testing on payment remittance processing and barcoding. In addition, all USPS barcoding is tested and validated in this step.

5. Testing (Parallel Processing) and cycle processing training:

Once the statements are in a semi-final state, we will ask that you send complete, live cycle files that we can process along with your live statements so that you can compare them and make sure that everything is processing correctly. For cycle processing, training can be provided in person or online in a matter minutes. It really is that easy. We want you to feel completely comfortable before we "Go Live".

6. "Go Live" Deployment:

The last step should be the easiest: you'll send your first live cycle file to us, we'll process it, provide you with proofs, and make any last-minute changes required. Once everything is correct, we will print and mail your billing statements.

OVERVIEW OF DAY-TO-DAY PRODUCTION PROCESS

We know how important your revenue stream is. We understand that you place your trust with us to ensure your statements go out in a timely manner and are always correct. Statements reach the USPS within 24 hours, or the next available day the USPS is open for business, of our receipt of your data file and approval of statement proofs. If incorrect data is received, data will be processed within 24 hours of the resubmitted correct data. Some companies force their customers to log on to their system to check status of their statements. At Municode, we proactively notify you and your staff as your bill cycles move through the process through email alerts. You can login at any time to our FTTP site to check the status and review your files for approval. Overview of daily production process:

Step 1 Client Uploads data files to Municode and sends email that the files are ready for processing and the anticipated volume.

Step 2 Client receives automatic email confirmation from Municode that the files were received and processing has begun.

Step 3 Client approves posted proofs. Once statements have completed processing, you will receive another email from our Operations Department notifying you that your statements are available for download at our transfer site. Statement printing will be held in Operations until a notification of release is provided. At that time, statements are released to Production for printing and inserting. Included in the zip file will be your statements, any out sorted statements, and USPS paperwork (Form 3600-R) indicating the number of statements electronically for printing, as well postage breakdown, the CASS/PAVE address error report, and the NCOA processing summary report detailing all address changes. Any statements that have been flagged for issues will be available here for review.

Step 4 Client receives email that processing is complete and awaiting approval. Client downloads bill statement PDF proofs and USPS mail reports from our FTP site. After reviewing, client sends email approving release for printing and mailing.

Step 5 Once we receive your approval email, bill files are released for printing and inserting. Municode emails the client that production is completed and the statements have been delivered to the USPS. Attached to the email notification is your Municode job ticket, which provides details of completed billing statements processed.

Step 6 The completed billing statements are delivered to the USPS Tallahassee Sectional Center Facility at 2800 S. Adams Street located approximately 4.72 miles away. Mail is picked up and delivered daily according to the USPS holiday schedule.

QUALITY CONTROL

At Municode, the statements we send are of the highest quality and accuracy. You place your trust in us to ensure your statements are on-time and accurate. Our QC process includes both high-tech equipment such as scanners and optical readers in addition to manual checklists to ensure accuracy. Also, we reward our employees for catching quality issues. Sampling and quality control checks are performed:

- During pre-and post-processing: Verify uploaded data files for correct volumes, data integrity, and read errors. If any errors are detected, the client is notified immediately and establish retransmission of the data.
- During production: Verify statement integrity, print quality, inserts, USPS standards, messages, and correct setup.
- Post production: Verify statement volumes, print quality, statement integrity, USPS standards including computerized, and staff verification of volumes processed, printed, inserted and mailed. We cross check all amounts and mail pieces.

If a quality error is detected during pre-production processing or print production, the workflow is immediately stopped. First, the scale of the issue is determined. Second, the client is notified of the issue and the resolution. After, the appropriate corrections are made the cycle is reprinted. If the issue received is data related, we work with the client to help find the quickest resolution to complete the statements in the shortest timeframe possible.

CLIENT RESPONSIBILITY

- Ensure postage funds are available per recommended postage deposit listed above.
- Provide an explanation of billing record layout or mapping document to Municode.
- Review and approve design of billing statements. Client must approve billing statement layout at least 3 (three) weeks prior to deployment date. If not, an additional surcharge on the initial order of preprinted forms may apply.
- Approve parallel testing once completed to ensure statements meet expectations.
- Transmit data files to Municode's cloud-based data site
- Approval and quality check on processed billing statements ready for printing and mailing.
- Meet USPS "NCOA" and "Move Update" requirements (unless done through Municode). If done through Municode, client agrees to update their records to match per USPS requirements.
- Provide Municode insert specifications to client's insert vendors (if other than Municode).
- Pay for any unused forms of because of a format change or contract modification.

MUNICODE PRICING SCHEDULE

INITIAL PROGRAMMING AND SET-UP ONE-TIME FEE

\$800 / one time

- Initial Statement design
- Initial data mapping
- Data transfer site set up and training

Waived for existing client

MANUALLY MESSAGE CHANGE

\$25 / change

ADDITIONAL OR RE-PROGRAMMING CHANGES

\$150/ Hour after first 10 hours

STATEMENTS, LATE NOTICES, LETTERS ETC.

\$.135 / statement

- Simplex black ink jet printing of variable data
- Grey scaled ink jet printing of stagnant messaging on back of bill
- 8½x11 white 24lb. pre-printed color form with 3½" perforated return stub
- Standard Municode #10 White single pistol window with security tint 20lb envelope.
- Standard Municode #9 White single window with security tint 20lb reply envelope
- All required data processing including CASS/PAVE certification
- Generation of online proofs for approval prior to production
- Folding, inserting and delivery of statements to USPS

Reduction in cost for suppression of #9 Return Envelope

-.01 / statement

Additional special handling charge for householding, outsorts, or pulled statements

.04 / statement

Additional Statement pages

.04 / additional pages

Inserting fees for additional advertising fliers/buck slips/newsletters/notices/etc. (This is the cost of inserting the flier. The cost for production of the flier itself will vary with the number and quality.)

.01 / insert

Minimum Charge: This charge is not in addition to regular statement pricing. It means that if the total statement cost is less than \$50, we will charge a \$50 flat rate to fixed costs.

\$50.00

OPTIONAL: NCOA (NATIONAL CHANGE OF ADDRESS)

.005 / statement

OPTIONAL: EBILLING

.10 / statement

Custom email message with an attached exact copy of the printed bill and any insert that was included with the paper statement

SUGGESTED POSTAGE DEPOSIT

Municode will require that the client maintains a permanent postage deposit in connection with this agreement. Upon termination of the Agreement, Municode shall return the deposit amounts to client after payment of all services.

Required postage deposit = Estimated statements/notices @ \$.391 (estimated pre-sorted USPS rate) X 2 months = .391 x 2,600 x 2 = \$2,033.20.

MUNICODE AGREEMENT, TERMS & CONDITIONS

MUNICIPAL CODE CORPORATION, a corporation duly organized and existing under the laws of the State of Florida, herein referred to as Municode, hereby offers billing services for Hogansville, Georgia, herein referred to as Client.

Municode, agrees to provide Client services defined in this proposal herein and at pricing contained in the Municode Pricing Schedule. The Client agrees that Municode shall be its exclusive provider of these goods and services during the term of this agreement. Any of the services or goods listed in the Additional Services Section may be obtained by your municipality with this purchasing vehicle.

1. **INTEREST** - Municode presently has no interest, and shall not acquire any interest, direct or indirect, financial or otherwise, which would conflict in any manner or degree with the performance of the services hereunder. In the performance of this contract, no subcontractor or person having such an interest shall be employed. To the best of our knowledge, no one who has or will have any financial interest under this contract is an officer or employee of the Client. It is expressly agreed that in the performance of the services required under this contract, Municode, and any of its subcontractors or employees, shall at all times be considered independent contractors and not agents of the Client.
2. **E-VERIFY** – Municipal Code uses the U.S. Department of Homeland Security’s E-Verify system to verify the employment eligibility of all employees. We will not be subcontracting any of this work; all work will be performed by Municipal Code employees. Municipal Code’s E-Verify Number is 42302.
3. **COMPENSATION** – In full and complete compensation for all goods and services provided by Municode according to the Pricing Schedule, Client agrees to pay Municode according to the rates set forth in the Municode Pricing Schedule. Prices quoted in the Pricing Schedule are based upon specifications provided by the Client. If there is a change in specifications or instructions to the original quotation, the work performed will be billed at an adjusted rate agreed to by Client. Municode will provide to Client an invoice after each production run consisting of all fees, as outlined in the Municode Pricing Schedule, including a summary of postage used. A monthly late payment charge may be assessed on statements not paid within thirty (30) days.
4. **FORCE MAJEURE** – Neither party shall be responsible for delays or failures in performance resulting from acts or occurrences beyond reasonable control of such party, including, without limitation: fire, explosion, power failure, flood, earthquake, hurricane or other act of God, civil commotion, terrorism, or acts of public enemies; any law, order, regulation, ordinance, or requirement of any government or legal body or any representative of any such government or legal body; or labor unrest, including without limitation, strikes, slowdowns, picketing or boycotts. In such event, the party affected shall be excused from such performance (other than any obligation to pay money) on a day-to-day basis to the extent of such interference. The other party shall, likewise, be excused from performance of its obligations on a day- to-day basis to the extent such party’s obligations relate to the performance so interfered.
5. **CONFIDENTIALITY** – Municode agrees that any and all data, reports and documentation supplied by Client or its affiliates or third parties on Client’s behalf, which are confidential and which are clearly designated as confidential, shall be subject only to the disclosure requirement for the performance of Municode’s obligations hereunder, and will be held in strict confidence and shall not be disclosed or otherwise disseminated by Municode without the written consent of Client.
6. **INTELLECTUAL PROPERTY OWNERSHIP** – **(A)** Each party acknowledges that all trademarks, patents, copyrights, designs, licenses, know how, proprietary information and other intellectual property, including all documentation relating thereto, in any format or medium (“Intellectual Property”) belonging to the other (“Owner”), which may be disclosed or used for the purposes of this Agreement at all times belongs to the Owner. To the extent that one party is required to use the Intellectual Property of the Owner for the purposes of this Agreement, the Owner hereby grants a non-exclusive, non-transferable license to the other party to use the same, for the purposes of this Agreement, for so long as this Agreement remains in force and the user thereof shall not acquire any other rights whatsoever to the Owner’s Intellectual Property. All rights not expressly granted to Client hereunder are reserved by Municode. **(B)** Client shall not, and shall not permit any other third party, to disassemble, decompile, reverse engineer, or create derivative works from the Software. **(C)** Client warrants to Municode that it has obtained all right and authority to use any and all trademarks, service marks, trade names, domain names, slogans, logos, designs or other marks provided by Client to Municode for use in connection with the Service. **(D)** Municode shall be entitled to injunctive relief for any breach or threatened breach of this paragraph, without the necessity of Municode showing actual money damages. Such injunctive relief shall not preclude Municode from pursuing any other remedies available to it, including the recovery for damages sustained if it is able to prove or for the cost of the action, including reasonable attorneys’ fees.

7. **LIMITATION OF LIABILITY** – The parties hereto agree that this agreement is only for the production of goods and services. Municode shall be liable only to the extent of re-mailing a correction or corrected job as soon as possible to rectify the mistake. Breach of contract damages shall be limited to the value of the work performed. In the event of a breach of the terms of this agreement, Municode shall not be liable for loss of business, incidental or consequential damages, or costs in excess of billing for services related to the specific job. Municode is not liable for incidental or consequential damages, including revenue, even if Municode has been advised of the possibility of such loss or damage.
8. **NO AGENCY** - Nothing in this Agreement is intended, or shall be construed, to constitute or establish a joint venture, partnership or fiduciary relationship between the parties, and no party shall have the right or authority to act for or on behalf of any other party, except as otherwise expressly provided herein. Each party is acting as an independent contractor in the performance of its obligations under this Agreement.
9. **TERM OF AGREEMENT** – the Agreement is effective as of the Effective Date and will continue for an initial term of one three (3) year period (“Initial Term”). Thereafter, this Agreement will automatically renew for two successive one (1) year periods unless terminated by either party by written notice to the other party not less than one hundred twenty (120) calendar days prior to the expiration of the term then in effect (The Initial Term and any renewal terms hereinafter collectively referred to as the “Term”).

IN WITNESS WHEREOF, the parties have caused this Agreement to be executed by their duly authorized representatives.

MUNICIPAL CODE CORPORATION INC. (dba Municode)

_____ (CLIENT)

By: _____

By: _____

Name: _____

Name: _____

Title: _____

Title: _____

Witness: _____

Witness: _____

Date Signed: _____

Date Signed: _____

Effective Date: _____

