

**RESOLUTION NO. 64-22**

**A RESOLUTION APPROVING A PROFESSIONAL SERVICES PROPOSAL  
SUBMITTED BY UTILITY SERVICES OF VERMONT LLC PERTAINING TO NERC  
RELIABILITY COMPLIANCE SUPPORT SERVICES**

**WHEREAS**, the Village of Chatham (“Village”) is an Illinois Municipal Corporation existing and operating under the Illinois Municipal Code and the laws of the State of Illinois; and

**WHEREAS**, the Village requested proposals from professional service companies to provide North American Electric Reliability Corporation (“NERC”) Reliability Compliance Support Services to the Village;

**WHEREAS**, United Services of Vermont LLC (“United Services”) presented a Technical Services Proposal to the Village to provide the Village with the requested services as outlined in the Technical Services Proposal attached hereto as **Exhibit A**;

**WHEREAS**, the scope of work in the Technical Services Proposal is divided into Section 1 and Section 2;

**WHEREAS**, the scope of work in Section 1 of United Services Technical Services Proposal provides for a Bulk Electric Systems Assessment and the development of an Operations and Planning and Critical Infrastructure Protections compliance program;

**WHEREAS**, at the completion of the scope of work detailed in Section 1 of United Services Technical Services Proposal, United Services proposes to provide ongoing support services to maintain and navigate the Village’s NERC obligations as detailed in Section 2 of United Services Technical Services Proposal; and

**WHEREAS**, the Board of Trustees of the Village believe it is in the best interest of the Village engage United Services to provide NERC Reliability Compliance Support Services to the Village as outlined in the Technical Services Proposal.

**NOW THEREFORE, BE IT RESOLVED** by the President and Board of Trustees of the Village of Chatham, Sangamon County, Illinois, as follows:

**Section 1.** Recitals. The foregoing recitals shall be and are hereby incorporated into and made a part of this Resolution as if fully set forth in this Section 1.

**Section 2.** Acceptance of Proposal. The Village hereby approves the Technical Services Proposal from United Services as attached hereto as **Exhibit A** and authorizes the Village to spend an amount not to exceed \$24,000.00 plus any normal and reasonable travel expenses for the technical services detailed in in Section 1 of United Services Technical Services Proposal. The Village hereby approves the expenditure of \$3,000.00 per month for the technical services detailed in Section 2 of United Services Technical Services Proposal which shall begin at the completion of the scope of work in Section 1 of United Services Technical Services Proposal and end on December 31, 2025. The Village authorizes the Village Manager and/or Village President, or designee of either, to execute any documents necessary to complete the transaction contemplated herein.

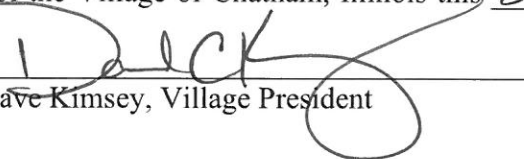
**Section 3.** Severability. In the event a court of competent jurisdiction finds this ordinance or any provision hereof to be invalid or unenforceable as applied, such finding shall not affect the validity of the remaining provisions of this Resolution and the application thereof to the greatest extent permitted by law.

**Section 4.** Repeal and Savings Clause. All resolutions or parts of resolutions in conflict herewith are hereby repealed; provided, however, that nothing herein contained shall affect any rights, actions, or causes of action which shall have accrued to the Village of Chatham prior to the effective date of this Resolution.

**Section 5.** Effective Date. This Resolution shall be in full force and effect from and after its passage and approval.

|                   | AYE | NAY | ABSTAIN | ABSENT |
|-------------------|-----|-----|---------|--------|
| KRISTEN CHIARO    | ✓   |     |         |        |
| MEREDITH FERGUSON | ✓   |     |         |        |
| JOHN FLETCHER     | ✓   |     |         |        |
| BRETT GERGER      | ✓   |     |         |        |
| TIM NICE          | ✓   |     |         |        |
| CARL TRY          | ✓   |     |         |        |
|                   |     |     |         |        |
| DAVE KIMSEY       |     |     |         |        |
|                   |     |     |         |        |
| TOTAL             | 6   | —   | —       | —      |

**APPROVED** by the President of the Village of Chatham, Illinois this 8 day of November, 2022.

  
 Dave Kimsey, Village President

Attest:  
  
 Dan Holden, Village Clerk

**EXHIBIT A**  
**PROFESSIONAL SERVICES PROPOSAL**

October 2022

# NERC RELIABILITY COMPLIANCE SUPPORT SERVICES

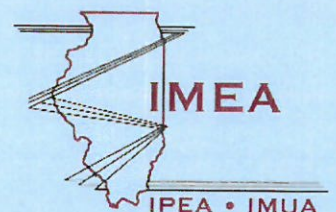


Prepared by:  
**Utility Services**  
Maria Roman  
Business Office Coordinator

Prepared for:  
**Village of Chatham**  
Illinois Municipal Electric Agency

**UTILITY SERVICES**  
YOU CAN RELY ON US!

Phone Number: 802-241-1400  
Address: 93 Pilgrim Park Rd Suite A,  
Waterbury, VT 05675  
Email: maria.roman@utilitysvcs.com  
Website: utilitysvcs.com





## EXECUTIVE SUMMARY

Utility Services of Vermont LLC (USV) provides regulatory support services within the Electric Reliability Organization (ERO), to address regulatory requirements set by the North American Electric Reliability Corporation (NERC) and its Regions. This proposal will explain the services Utility Services can provide To accommodate the support requested in the RFP documentation provided by Village of Chatham, Illinois (VOC) as a partner to Illinois Municipal Electric Agency (IMEA). This proposal includes information about our organization along with the proposed solutions to the itemized requests for services made by VOC. Within the Technical Services sections of this proposal we will provide a brief overview of the rationale behind the proposed service and the Scope of Work document for each identified project. Within Section One of the Technical Services Proposal, VOC will find information regarding the initial two projects we believe will meet VOC's requests for identification, evaluation and registration preparation. Within section one we have included our proposal for USV to conduct a Bulk Electrical System Assessment to determine the applicability the VOC site will hold to becoming a NERC registered entity. In addition, we have included the next step project and support for USV to support through VOC NERC Registration process. This scope will include the pricing and project expectations for USV development of a comprehensive NERC compliance program to prepare for regulatory participation, at the point of registration.

In Section Two we will be proposing the ways USV will be able to provide routine maintenance and support services. These services are meant to guide VOC through their Operations and Planning and Critical Infrastructure Protection obligations post registration and provide ongoing support.

## COMPANY INFORMATION

Utility Services of Vermont LLC (USV) is a sole-proprietor Limited Liability Company based out of Waterbury, Vermont. Known in the industry as Utility Services, we have participated in providing premier NERC regulatory and support services within the ERO for 15 years. We are an affiliate of Energy New England as of January 2020. Our organization currently provides services throughout North America to entities of all registrations and designations. With a growing internal team of 17 full time employees and a network of subcontractors. We structure our organization in to 4 functional teams Operations and Planning, Cyber and Physical Security, Business Office, and Executive. This structure allows us to have team members with their own areas of expertise while having access to collaborative cross functional competencies to provide a comprehensive perspective and experience for our clients. Our network of subcontractors consists of highly experienced former regional auditors and other industry professionals included but not limited to Engineering Services.

## INDUSTRY ENGAGEMENT

Our organization actively supports entities in every region of the ERO Enterprise and we understand the nuances that each region brings to the enforcement of the NERC Reliability Standards. VOC will be under jurisdiction within the SERC Corporation(SERC) as their Regional Entity(RE) as delegated by NERC. The USV team has supported numerous entities within the SERC footprint including but not limited to organizations in Alabama, North Carolina, Florida, South Carolina, Kentucky and more. We have staff actively participating with in the SERC Engineering Committee and SERC Operating Committee. This allows USV to be well positioned to understand the perspectives of the RE, explain and adapt documentation to convey a well suited interpretation of enforceable standards. Along with a greater degree of understanding and preparation for future enforceable standards.

## REFERENCES

### MIDDLEBOROUGH GAS & ELECTRIC

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### TAUNTON MUNICIPAL LIGHT PLANT

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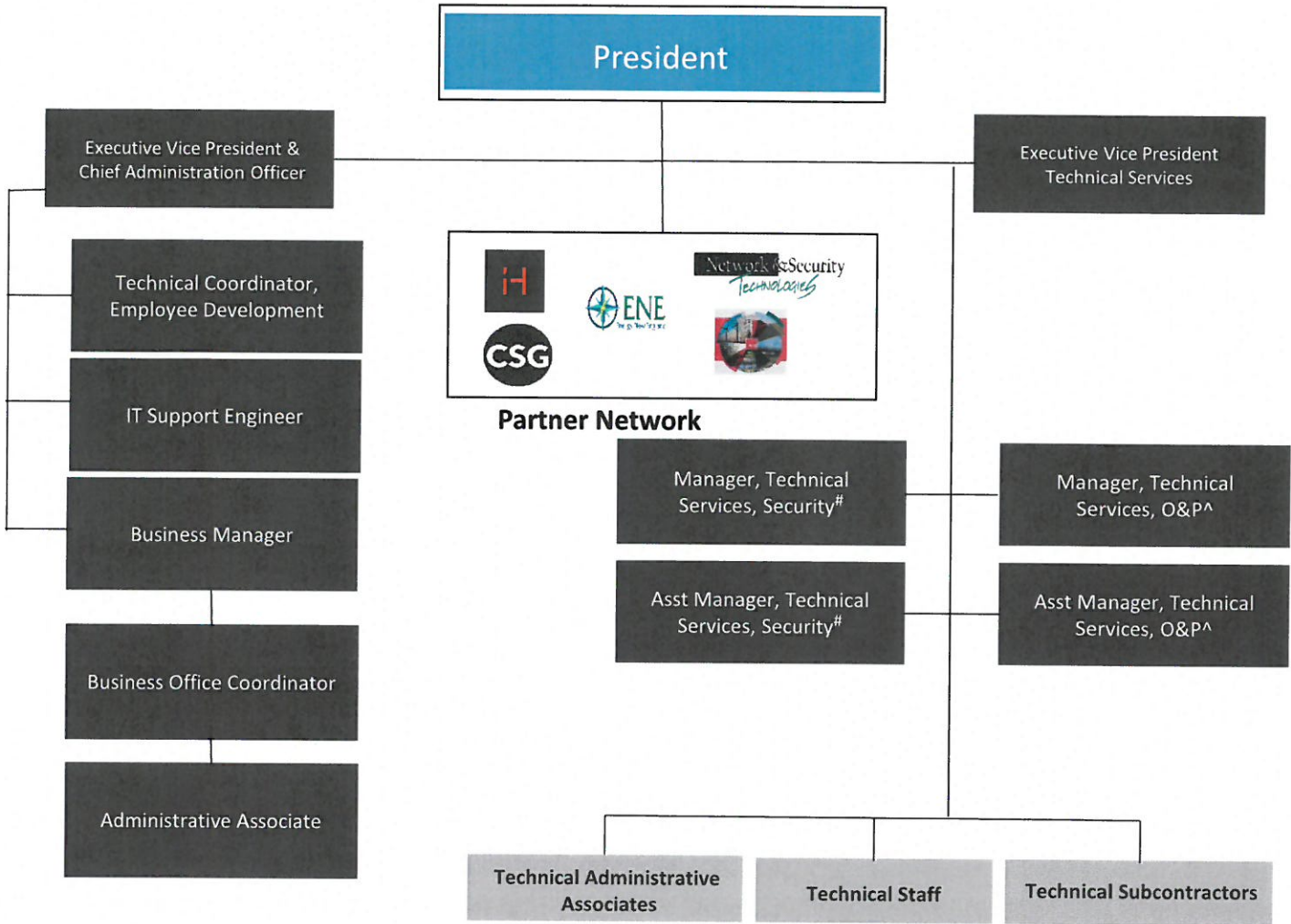
### LEEWARD ENERGY

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### CITY OF WADSWORTH

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# ORGANIZATION CHART



# Cyber & Security Group  
 ^ Op & Planning Group



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# TECHNICAL SERVICES PROPOSAL

## SECTION 1



**UTILITY SERVICES**  
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## BULK ELECTRIC SYSTEMS ASSESSMENT (BES ASSESSMENT)

As indicated in request items 1,2 and 5 of the Request for Proposals USV can provide VOC a Bulk Electric Systems Assessment. Our organization assisted many entities through determining if their Facilities meets the Bulk Electrical Systems thresholds which would require registration and participation with in NERC. USV proposes that our team conducts a full review of the documentation, data and planning associated with the VOC site to determine if VOC meets the requirements to become a registered entity. With in this assessment USV will provide VOC their assets would meet an inclusion for registration, as well as detailing the areas of exclusion. This will allow VOC to asses the path forward to registration.

Timeline Position: Project 1, Est. 16 hours to complete.

## PROGRAM BUILD & REGISTRATION SUPPORT

USV suspects that the findings of Project 1: BES Assessment will result in VOC meeting the requirements for NERC Registration as a Transmission Owner. It is with this initial understanding of scope and the request items 3,4 and 6 of the Request for Proposals USV can offer VOC the development of an Operations and Planning and Critical Infrastructure Protections compliance program. This program would allow for VOC to demonstrate to regulators that they are implementing the practices outlined and required within the applicable Reliability Standards. This project will also include support to VOC through the preparation of information and submission of VOC's NERC Registration.

Timeline Postilion: Project 2, Est. up to 3 months\*

\*Dependent on the time it takes for VOC to respond to request's for data, and information.





## Scope of Work for Village of Chatham

Please find below a Scope of Work (SOW) for The Village of Chatham ("VOC") for Bulk Electric System Assessment(BES). With the overall purpose is for Utility Services of Vermont LLC (USV) to help VOC determine the regulatory registration requirements assigned through the North American Electrical Reliability Corporation (NERC).

The scope will include services for the following site:

- Village of Chatham
1. USV will assess the documentation and asset information delivered by VOC to determine each sites relationship to the application of the BES Definition and advise VOC on NERC Registration requirements due to the findings of the assessment.
    - a. USV will facilitate a discussion with VOC to establish what documentation, data, and planning information VOC has access to which will be requested and used in the assessment.
    - b. USV will evaluate all requested data, documentation, and plans for each site against NERC's implementation guidelines and determine if each named site would at a high level be applicable to the NERC program.
    - c. USV will develop a report of these findings.
    - d. USV will present the findings of the BES assessment to VOC.
    - e. If USV determines VOC will be needed to participate in the NERC CMEP program USV will also provide a list of applicable standards VOC will need to address prior to NERC registration process.
  2. In order to assist VOC with the BES Assessment, VOC will provide USV with all requested materials in a timely manner.
    - a. VOC will be expected to provide the documentation, data and planning information that is agreed upon for USV to effectively perform the named services.
  3. USV will start work no later than November 1st, 2022.
    - a. USV will charge VOC a time and materials charge in accordance with the Normal column of our current Service Rate Sheet outlined in Appendix A. While we are not fully aware of the current documentation, USV expects that the project would take 16 hours to complete approximately \$3,600.00.
    - b. If desired or needed, our travel expenses would be in addition to this cost. We would seek approval for normal and reasonable travel expenses prior to making any arrangements, and all costs are passed through without mark-up (at cost).
    - c. This figure does not include any third-party engineering or other work deemed necessary for the demonstration of performance as required in the standards and or requirements.
  4. VOC may add additional resources to the Scope of Work; however, USV can adjust the deadline and pricing to reflect the incremental work effort. VOC shall be provided notice of the incremental pricing and shall have right to approve the increased price before work is started.

Scope of Work for The Village of Chatham

5. VOC acknowledges and accepts that USV is not recognized by NERC as a compliance enforcement entity and judges USV solely based on USV's knowledge and experience retained from other experiences. USV cannot determine compliance but can provide information relating to work observed and seen from similar efforts.
6. USV will retain the title to intellectual property rights for Core templates or form documents that were originated by USV for any USV customer used for the purposes of creating company specific manuals and documents prepared by in advance of the contract with VOC. VOC shall retain title to all intellectual property rights over Confidential Information shared with USV. VOC will have a license to utilize any templates, manuals, or other deliverables from USV for the purposes outlined in this Agreement.

If these terms are acceptable VOC, please have an authorized representative execute this form.

Utility Services

By:  
Name: Brian Evans-Mongeon  
Title: President

The Village of Chatham

By: *Patrick M. McCarthy*  
Name: *Patrick M. McCarthy*  
Title: *Village Manager*

Date: *11-8-2022*





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93 Pilgrim Park Rd, Suite A  
Waterbury, VT 05676

## Scope of Work for The Village of Chatham

Please find below a Scope of Work (SOW) for The Village of Chatham (“VOC”) for the Operations and Planning (O&P) and Critical Infrastructure Protection (CIP) NERC program build and NERC registration support. The overall purpose is for Utility Services of Vermont, LLC (USV) to help prepare VOC's Chatham substations site for participation as a Transmission Owner registered under North American Electric Reliability Corporation (NERC).

The scope will include the following services for site:

- Village of Chatham
1. USV will prepare for VOC’s consideration appropriate O&P and CIP program documentation to position the resource for NERC registration:
    - a. To the extent that documentation or other materials do not exist, or in the view of USV, don’t rise to the appropriate demonstration of performance, USV will work with VOC on the development, preparation and authorization of those materials.
    - b. USV will advise VOC throughout the development process on how best to address O&P and CIP issues, questions, and other regulatory matters that arise.
    - c. USV will provide support as desired by VOC regarding submission of registration materials to the Regional Entity.
  2. To assist VOC with the development of their NERC program, VOC will provide USV with all requested materials in a timely manner.
  3. USV will complete these actions no later than December 31, 2023.
    - a. For O&P program materials, USV would set a fixed charge of \$12,000.
    - b. For CIP program materials, USV would set a fixed charge of \$8,000.
    - c. If desired or needed, our travel expenses would be in addition to this cost. USV would seek approval travel prior to making any arrangements, and all costs are passed through without mark-up (at cost).
    - d. This scope of work does not include any third-party engineering or other work deemed necessary for the demonstration of performance as required in the standards and or requirements.
    - e. The version of the standards effective and enforceable at the time of this agreement will be utilized for scoping the program development (See Appendix B for current listing).
  4. VOC may add additional resources to the Scope of Work; however, USV can adjust the deadline and pricing to reflect the incremental work effort. VOC shall be provided notice of the incremental pricing and shall have right to approve the increased price before, the additional is started.
  5. VOC acknowledges and accepts that USV is not recognized by NERC as compliance enforcement entity and judges USV solely based on USV’s knowledge and experience retained from other program build experiences. USV cannot determine compliance but can provide information relating to work observed and seen from similar efforts.

If these terms are acceptable to VOC, please have an authorized representative execute this form.

Utility Services

By:

Name: Brian Evans-Mongeon

Title: President

The Village of Chatham

By: *Patrick M. McCarthy*

Name: *Patrick M. McCarthy*

Title: *Village Manager*

Date: *11-8-2022*

**TECHNICAL  
SERVICES  
PROPOSAL**

**SECTION 2**



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## ROUTINE SERVICES

To meet the request item in the *Request for Proposal*, Utility Services recommends that VOC consider engaging the USV team for Routine Services for Operations and Planning and CIP Maintenance Services.

Routine Services will provide VOC with monthly ongoing support services to maintain and navigate their obligations under the North American Electric Reliability Corporation ("NERC"). This offering provides services in both the Operations and Planning (O&P) and Critical Infrastructure Protection (CIP) standard areas. VOC will have access to our team of experts to guide VOC and conduct maintenance on VOC's O&P and CIP programs to ensure they meet the dynamic needs of NERC Reliability Standards. VOC will also be delivered awareness materials, content to ensure VOC is staying abreast of the rapidly changing regulatory environment while providing content to assist with implementing a culture to maintain reliability. When programs are managed and supported through Utility Services, entities are able to successfully and simply navigate the regulatory space with the backing and experience of 15 years' experience and integrity.

USV can offer VOC these services at a fixed rate of \$3,000.00 per month. (As Indicated In Appendix A)

Timeline Position: Project 3, this service provides for ongoing services and will last until the term desired by VOC set with in the contracting phase of the proposal period.

## SECURING THE GRID EXERCISE

The overall purpose is for USV to work with VOC to develop and implement a tabletop exercise as a part of VOC continued commitment to their security needs. USV will create a series of events to challenge the participants readiness in a variety of situations. The events are crafted in a manner to comprise on scenario which can be customized to focus on physical challenges, cyber and or electronic incidences, electrical device failures, fuel-related, natural disasters, or any other type of condition. VOC will provide input on the scenario to ensure a table-top exercise that challenges the participants and meets the goals of VOC.

USV can offer this service as a complementary engagement of Routine Services.





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Waterbury Vermont 05676

## Scope of Work for The Village of Chatham

Please find below a Scope of Work (SOW) for The Village of Chatham ("VOC") for Routine Operations and Planning Services. The overall purpose is for Utility Services of Vermont LLC (USV) to provide ongoing Operations and Planning Support services.

The scope will include the following VOC's functional registrations:

- Transmission Owner

The scope will include the following services for VOC's site:

- Village of Chatham
1. USV will provide ongoing Operations and Planning Support services.
    - a. Ongoing Compliance Enforcement Monitoring Program support for each named site.
    - b. Monitoring regulatory developments in NERC standards and make provision for periodic updates regarding such.
    - c. Communication and advisement including monthly calls.
    - d. Provide consultation as needed to support data collection, preparation of reports and monitoring facility adherence to NERC standards.
    - e. Industry engagement on behalf of VOC.
    - f. Data submissions for TADS, MIDAS and NERC Alerts.
    - g. Assist site personnel in maintaining compliance documentation including:
      - Procedures, records, and other information as required to respond to inquiries, audits, self-certifications, spot checks or investigations.
    - h. Access to industry awareness materials and publications such as, *US News and NERC Report, Brian's Blog*.
    - i. Access to educational and industry events hosted by USV.
  2. In order to assist VOC with the Routine Operations and Planning Services, VOC will provide USV with all requested materials in a timely manner.
  3. USV will provide Operations and Planning Services as outlined above, would set a fixed charge bundled with support for OP routine services for \$3,000.00 a month as set forth in Appendix A.
    - a. If desired or needed, our travel expenses would be in addition to this cost. USV would seek approval travel prior to making any arrangements, and all costs are passed through without mark-up (at cost).

- b. To the extent that VOC requests assistance with one-time items, such as an additional Readiness Review, audits, spot checks, Guided Self Certifications with Evidence Submittal, enforcement, and mitigation plans, and first-time or establishing initial compliance documents, and other one-time such needs, VOC shall be charged in accordance with USV's current Time and Material Rates and will require an additional Scope of Work.
- c. This figure does not include any third-party engineering or other work deemed necessary for the demonstration of performance as required in the standards and or requirements.
- 4. VOC acknowledges and accepts that USV is not recognized by NERC as a compliance enforcement entity and judges USV solely based on USV's knowledge and experience retained from other experiences. USV cannot determine compliance but can provide information relating to work observed and seen from similar efforts.
- 5. USV will retain the title to intellectual property rights for Core templates or form documents that were originated by USV for any USV customer used for the purposes of creating company specific manuals and documents prepared by in advance of the contract with VOC. VOC shall retain title to all intellectual property rights over Confidential Information shared with USV. VOC will have a license to utilize any templates, manuals, or other deliverables from USV for the purposes outlined in this Agreement.

If these terms are acceptable VOC, please have an authorized representative execute this form.

Utility Services

By:  
Name: Brian Evans-Mongeon  
Title: President

The Village of Chatham

By: *Patrick M. McCarthy*  
Name: *Patrick M. McCarthy*  
Title: *Village Manager*

Date: *11-8-2022*



**Low Impact CIP Maintenance  
Scope of Work  
for  
Village of Chatham**

Please find below a Scope of Work (SOW) for the Village of Chatham ("VOC") for a Low Impact BES Cyber Systems maintenance plan, as identified under NERC Reliability Standard CIP-002 and CIP-003. The overall purpose is for Utility Services of Vermont LLC (USV) to help VOC with maintaining their Cyber plans.

The scope will include the following VOC's functional registrations:

- Transmission Owner

The scope will include the following services for VOC's site:

- Village of Chatham
1. USV will provide VOC with support with CIP Maintenance:
    - a. VOC's documentation is complete and implemented, which indicates the Maintenance phase can begin. This phase includes providing support for several required actions that happen at regular intervals. These actions must be completed and documented address the regulatory requirement of with CIP-002 and CIP-003 for Low Impact BES Cyber Systems and to maintain the internal controls that are part of a comprehensive CIP compliance program. These actions are:

**Interval: At least once each 15 calendar months**

      - Reinforce cyber security practices per the Cyber Security Awareness Plan
      - Review of the CIP Senior Manager designation and delegations (if any)
      - Review of CIP-002 Assessment and Categorization
      - Review and obtain CIP Senior Manager approval of the CIP Master Policy which collectively address the following topics:
        1. Cyber Security Awareness;
        2. Physical Security Controls;
        3. Electronic Access Controls;
        4. Cyber Security Incident Response;
        5. Transient Cyber Asset and Removable Media Malicious Code Risk Mitigation;
      - Review the Cyber Security Awareness Plan
      - Review the Cyber Security Physical Security Control Plan
      - Review the Cyber Security Incident Response Plan
      - Review the Electronic Access Controls Plan

**Interval: At least once Triennially (every three years)**

      - Table-top exercise to test and review the Cyber Security Incident Response Plan



**Interval: As needed**

- Assistance with Cyber Security Incident Reporting
  - Assistance with CIP-related NERC Alerts
  - Ongoing CIP Standard Development Project monitoring and the implications to Low Impact entities
  - Assistance with responses to NERC, Regional or ISO data requests, or surveys
  - Security briefings from our Sentry Services cyber security group
- b. USV will advise VOC throughout the process on how best to address issues, questions, and any other matters that arise.
2. In order to assist VOC with the development of CIP, VOC will provide USV with all requested materials in a timely manner.
3. USV will complete these actions by October 3<sup>rd</sup>, 2025.
- a. USV would set a fixed charge bundled with support for OP routine services for \$3,000.00 a month as set forth in Appendix A.
  - b. If desired or needed, our travel expenses would be in addition to this cost. We would seek approval for normal and reasonable travel expenses prior to making any arrangements, and all costs are passed through without mark-up (at cost).
  - c. This figure does not include any third-party engineering or other work deemed necessary for the demonstration of performance as required in the standards and or requirements.
4. VOC may add additional resources to the Scope of Work; however, USV can adjust the deadline and pricing to reflect the incremental work effort. VOC shall be provided notice of the incremental pricing and shall have right to approve the increased price before work for those additional resources are started.
5. VOC acknowledges and accepts that USV is not recognized by NERC as compliance enforcement entity and judges USV solely based on USV's knowledge and experience retained from other experiences. USV cannot determine compliance but can provide information relating to work observed and seen from similar efforts.
6. USV will retain the title to intellectual property rights for Core templates or form documents that were originated by USV for USV by any USV customer used for the purposes of creating company specific manuals and documents prepared by in advance of the contract with VOC. VOC shall retain title to all intellectual property rights over Confidential Information shared with USV. VOC will have a license to utilize any templates, manuals, or other deliverables from USV for the purposes outlined in this Agreement.

If these terms are acceptable to VOC please have an authorized representative execute this form.

Utility Services

By:  
Name: Brian Evans-Mongeon  
Title: President

Village of Chatham

By: *Patrick M. McCarthy*  
Name: *Patrick M. McCarthy*  
Title: *Village Manager*

Date: October 3<sup>rd</sup>, 2022



# Project Timeline

## Stage 1-Contracting

- Selection Proposal Service Offerings
- Review and authorization of Master Service Agreement.
- Project Authorization provided & Kick off call



## Stage 2-Preparation for Participation

- BES Assessment
- Compliance Program Development
- NERC Registration Submission



## Stage 3- Ongoing Support

NCR Delivered by NERC



Monthly Calls

Program Document Maintenance

General Advisement

Data Submission Support



Maintained, comprehensive and adaptive compliance program that is audit ready.



# APPENDIX



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## Appendix A- Service Rate Schedule



### Fixed Service Rates for Routine Services

Based upon the information provided by VOC Utility Services can offer the following pricing for Operations and Planning Routine Services and CIP Maintenance Services:

- Site #1 \$3,000.00 Per Month

### Time and Materials Service Rate Schedule

Utility Services offers its customers pricing designed for their needs. Projects/Tasks/Scope of Work services can be structured on the following bases:

- Time & Materials
- Not to Exceed
- Fixed Pricing
- Other accommodations, if desired

When Utility Services uses an hourly billing rate structure for any work performed, the following table outlines the specific hourly rates for the different class of worker used.

| Hourly Rate Table            | Normal Hourly Rates | Discount Hourly Rates |
|------------------------------|---------------------|-----------------------|
| Executive                    | \$225.00            | \$210.00              |
| Technical/Compliance Analyst | \$225.00            | \$195.00              |
| Associate                    | \$170.00            | \$140.00              |

- In order to receive the discount hourly rate, it is recognized by the client that Utility Services attends and participates in various ERO functions, committees, and task forces and is essentially agreeing to paying a portion of such expenses incurred by Utility Services through the payment of the routine services provision in the Services Agreement with USV.
- For work periods less than an hour, it is the discretion of the Utility Services to determine what amount of time is appropriate.

### Other Pricing Provisions

- Clients are responsible for costs directly assignable to them for work performed.
- Travel related expenses directly attributable to the client/task project are billed at cost with no mark-up.
- Utility Services uses the maximum allowed IRS mileage reimbursement rate.
- Travel time for the Executives are not billed but it may be for other personnel.
- Company specific or confidential information is not shared without the permission of the respective organization.
- To the extent possible, Utility Services can and will combine meetings and expenses and may allocate a portion of such expenses to the clients involved during that time.
- Information obtained by Utility Services is available and routinely shared with clients for their performance with the ERO.
- Pricing set by our CIP Maintenance Program efforts are not subject to change per this announcement.
- Agreements already established with pricing specifically set through December 31, 2018 are set until that date. This does not include auto-renewing agreements.

Effective: July 1, 201



# KEY CONTACTS

At Utility Services we pride ourselves in bringing our clients a personalized and attentive team to care for your regulatory needs.

## Contracting & AR



**Samantha Noone**

Chief Administrative Officer

Samantha.Noone@utilitysvcs.com  
802-241-1482



**Maria Roman**

Business Office Coordinator

Maria.Roman@utilitysvcs.com  
802-241-1471

AR: [accounting@utilitysvcs.com](mailto:accounting@utilitysvcs.com)

## Technical Team Management



**Brian Evans-Mongeon**

President

brian.evans-mongeon@utilitysvcs.com  
802-241-1465



**Tracy MacNicoll**

Manager Technical Services

Tracy.MacNicoll@utilitysvcs.com  
802-241-1481



**John Helem**

Interim Manager Technical Services,  
Security

John.Helme@utilitysvcs.com  
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**Hans de Boer**

Assistant Manager Technical Services,  
Operations and Planning

Hans.deBoer@utilitysvcs.com  
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