



# Customer Participation Agreement

## I acknowledge and understand the following:

- I understand that as part of this program, I will receive the Flume Smart Water System for the discounted price of \$99 plus tax and shipping. The retail price is \$199 plus tax and shipping.
- I will be billed for water consumption based only on measurements from the LOCSD meter. Flume provides detailed information on daily water use. Its readings will not match the total monthly reads from the LOCSD meter, which are read in different units and do not always coincide with the calendar month.
- This offer is non-transferable. Flume must be installed at the property associated with the account that received the offer. The unit must remain installed at this property for a minimum of 12 months. I understand that LOCSD may charge \$100.00 on my water bill if Flume is installed at another location.
- If I purchase the Flume Smart Water System and fail to install it at the approved property LOCSD may charge \$100 on my water bill. Flume must be installed within 14 days of delivery or returned to Flume. Flume can send a mailing label for this purpose and will refund my payment.
- I am the account holder of the property where Flume will be installed and understand by accepting this offer, I own the device.
- I am physically able to install the Flume Water Sensor on my water meter, which may require bending over my in-ground meter box, working with my home Wi-Fi system and uploading software applications onto a computer, smartphone and/or other mobile device.
- My home has Wi-Fi and I have a smartphone (iOS or Android) or other mobile device
- I am able to plug the Flume Bridge into a power outlet inside my home and am able to connect it to my home's Wi-Fi. This process is similar to the installation of other smart home technology.
- This system presents no guarantee for reductions in water use.
- I allow Flume to share water use data with LOCSD in part to assist in determining potential water savings of this device. I allow LOCSD to use this information to track and communicate any abnormal water usage observed, via the online viewing portal. To allow 'Shared Access' of this information, I will add the LOCSD, or its representative, as an Authorized User on my Flume account for the duration of the agreed period of time.
- I agree to install Flume without tampering with the meter in any other way.
- I agree to participate in at least one online follow-up survey conducted by LOCSD.
- To the fullest extent permitted by law, by signing this Participation Agreement, I, as well as my heirs, successors, and assigns shall indemnify and hold harmless Los Osos Community Services District, and its respective officers, directors, employees and agents from and against any and all liabilities, claims, losses, obligations, damages, fines, civil penalties, judgments, costs, expenses of any kind or nature including, but not limited to, interest, court costs, and reasonable attorney fees, arising from this Participation Agreement ("Claim"), except to the extent such Claim arises from the sole negligence or willful misconduct of the District, its officers, directors, employees, or agents.