



## Customer Participation Flume Water Product



I currently receive water service from the City of Leander and acknowledge and understand the following regarding the voluntary use of the Flume water product discussed below:

- I can purchase the Flume Smart Water System for the discounted price of \$99 plus tax and \$10 shipping fees. The retail price is \$249 plus tax and shipping. Upon installation of the Flume Smart Water System, Flume will refund \$25 to my original payment method, for a final total cost of \$74 plus tax and shipping.
- I will continue to be billed for water consumption by the City of Leander based only on measurements obtained directly from the City of Leander meter. Flume provides detailed information on **daily** water use, so Flume readings will not match the **total monthly** reads from the City of Leander meter, which are read in different units and do not coincide with the calendar month.
- I am the account holder for water service to the property where I will install the Flume Smart Water System.
- By accepting the offer from Flume Water, I will own the Flume Smart Water System.
- The City of Leander is **not** responsible for repair, maintenance, or performance of the Flume System.
- This offer is non-transferable and the Flume System must be installed at the property associated with the account holder that received the offer.
- Flume must be installed within 14 days of delivery, or it must be returned to Flume. Upon my request to Flume, Flume will send a mailing label to me for any return and will refund my payment.
- I am physically able to install the Flume Water Sensor on my water meter, which may require bending over my in-ground meter box and working with my home Wi-Fi system.
- My home has Wi-Fi and should for the next year.
- 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 installation of other smart home technology.
- I have a smartphone (iOS or Android) or other mobile device which can accept Flume notifications when sent through the mobile app. Feedback on the notifications is an important part of this program. I understand that if I disable these messages, I could miss key information such as increases in my water use or leak alerts.
- The Flume system presents no guarantee for reductions in water use.
- I allow Flume to share water-consumption data with the City of Leander and Lower Colorado River Authority (LCRA) in part to assist in determining potential water savings of this device.
- I acknowledge that as a part of this program keeping the Flume Smart Water System operable for one year is preferred.

- I will install Flume without tampering with the City of Leander's water meter in any way, other than to simply strap the Flume Water Sensor around the outside of the City of Leander meter in accordance with Flume installation instructions. I will not allow the Flume Water Sensor to block or restrict access for the City of Leander for the purposes of obtaining meter reads.
- The City of Leander's Rules and Regulations for Water Service continue to apply during use of the Flume System and if I damage the meter or customer shut-off valve the repair or replacement will be at my expense.
- To best analyze the effectiveness of the Flume System, my participation in at least one online follow-up survey conducted by the City of Leander is important.
- By signing this Participation Agreement, I, as well as my heirs, successors, and assigns will not hold the City of Leander, its respective officers, employees and agents responsible for any liabilities, claims, losses, arising from this Participation Agreement.