

Customer Participation Agreement

I acknowledge and understand the following:

- I understand that as part of this pilot program, I will receive the Flume Smart Water System for the discounted price of \$39 plus tax and shipping. The retail price is \$199 plus tax and shipping.
- I understand that I am participating in a pilot project that is intended to assess how well the Flume device maintains connectivity to the app as well as measures and presents data.
- I will be billed for water consumption based only on measurements from the Monte Vista Water District meter, not the Flume device. Flume provides detailed information on daily water use. Its daily readings will not match the total monthly reads from the Monte Vista Water District meter because the District's meter takes readings in different measurement units and do not always coincide with the calendar month or billing cycle.
- This offer is non-transferable. Flume must be installed at the property associated with the account that received the offer.
- 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 and working with my home Wi-Fi system. If I need assistance, I will contact Monte Vista Water District who will provide reasonable assistance.
- The address associated with the Flume device currently has Wi-Fi and I intend to maintain a Wi-Fi connection 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 is a similar process to the installation of other smart home technology.
- I have a smartphone or other mobile device that is compatible for Flume and I agree and accept to have notification sent through the Flume app. Feedback on Flume notifications is an important component of this pilot project. I acknowledge that if I disable these messages, I may not receive timely information on potential leaks and water use on the property associated with the Flume account.
- This system presents no guarantee for reductions in water use.
- I allow Flume to share water use data with Monte Vista Water District. The Flume Water Sensor is not a water saving device, but it provides real-time water usage information through the Flume Bridge portal to make users more aware of their water use habits.
- I agree to install Flume without tampering with the meter in any other way.



- I agree to carefully open the meter box and close it fully and properly to avoid any potential danger to myself or to others.
- I am aware that the meter box is in the ground and that insects and spiders may be present. I will check for insects and spiders and avoid them to prevent harm to myself.
- As a part of this pilot program, I agree to keep the Flume device installed for one (1) year from purchase date.
- I agree to participate in at least one online follow-up survey conducted by Monte Vista Water District.
- 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 Monte Vista Water 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.