



United Systems & Software, Inc. | [www.united-systems.com](http://www.united-systems.com)  
Corporate: P.O. Box 547 | 91 Southwest One Blvd. | Benton, KY 42025  
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## PRICING MODEL - SCHEDULE

Date Issued: **10.31.2024**

Valid 60 Days

The quotation outlined below details the startup AND ongoing costs associated with **Utility Process Management (UPM)**. The UPM ecosystem is designed to help your office operate substantially more efficiently and effectively by eliminating the need to prepare billing and delinquent statements, increasing automated customer payments and billing processes, encouraging customer self-service, automating field communications, and much more.

With UPM, you can access the ALLIANCE™ cloud application from any internet-equipped computer.<sup>1</sup> This eliminates the need for an on-premise application server and other associated costs such as separate software support charges.

In return for a monthly service fee, USS agrees to provide UPM services for thirty-six (36) months:

**\*Estimated\* Recurring Utility Billing Monthly Fees:**

Estimated UPM with TPM Monthly Fee	\$ 2,500.00
Monthly Charges Estimated at \$1.69/ Billed Account for ~1,000 Billed Accounts	
*or \$2,500 monthly whichever is greater	
Includes 2 Named Network & Software User Licenses & 2 GB Storage	
(Additional Software Licenses Add: \$99 ea. per month)	
(Additional Network Users Add: \$200 ea. per month)	

**Additional Recuring Monthly Application Fees:**

General Ledger, Accounts Payable w/ ACH, Purchase Orders, Asset Management	\$ 350.00
& Commercial Accounts Recievable	
Payroll with Direct Deposit	\$ 150.00
Property Tax Management	\$ 300.00

**Total Monthly Application and Service Charges:** **\$ 3,300.00**

**Initial Fees:**

Initial UPM Setup Fee	\$ 1,500.00
ALLIANCE™ Remote & Onsite Setup and Technical Services <sup>2</sup> (UPM)	\$ 13,575.00
Setup, application configuration, and training (estimated 48 hours) <sup>3</sup>	
Hourly rate of \$250/hr (48); travel \$750/trip (1); daily per diem \$275/day (3).	
Services will be billed as they are rendered. <sup>5</sup>	
<i>Should additional services be required, travel and daily per diem charges will apply.</i>	
Networking Remote & Onsite Setup and Technical Services <sup>2</sup> (Managed IT-N)	\$ 11,300.00
Setup, application configuration, and training (estimated 32 hours) <sup>3</sup>	
Hourly rate of \$250/hr (40); travel \$750/trip (1); daily per diem \$275/day (2).	
Services will be billed as they are rendered. <sup>5</sup>	
<i>If additional services are required, hourly rate, travel and daily per diem charges will apply.</i>	
Utility Data Conversion with (~1,000 accounts) <sup>6</sup>	\$ 5,500.00
Counter Receipt Conversion	\$ 400.00
Service Order Conversion	\$ 600.00
Web Portal Conversion	\$ 325.00

**Total Initial Fees:** **\$ 33,200.00**



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Included at no additional charge:

- Utility CIS, utility billing, and delinquent fulfillment including statements, envelopes, return envelopes, and postage
- Counter Receipts
- Utility website
- Annual software support and maintenance
- Credit card processing, credit card fees (passed to the consumer as a service fee), and ACH bank drafts
- Meter Reading System interface
- Mobile Field Service (MFS)
- Customer Web Portal with self-serve account setup and controls
- IVR allowing inbound phone payments and account information<sup>7</sup>
- TPM by United Systems network management services, including automated offsite backups
- Microsoft 365, email, and phone service
- Dedicated UPM Customer Manager
- United Systems Provided Marketing Campaigns
- Ongoing UPM Metric Tracking & Quarterly Benchmark Updates

Not included:

- ACH fees charged by the bank
- MFS phones or tablets (iOS, Android, and Windows devices)
- Counter Receipts hardware: printer (\$1,200 each) and barcode scanner (\$325 each)
- Credit card terminals (\$475 each) – 1 Included with Efexsys.

**Quotation Footnotes and Considerations:**

<sup>1</sup> Cloud services require the utility to facilitate adequate Internet access/bandwidth for optimal performance.

<sup>2</sup> ALLIANCE™ technical services are **estimates** and actual services may vary. This “estimate” is based on the anticipated complexity of the project, and service times may vary depending upon the number of trainees, training pace of the trainees, etc. USS will bill for the actual services rendered. All services are to be delivered during USS’ standard service window (8AM-4:30PM, Monday - Friday, excluding USS holidays).

- Standard USS service rates as listed above will apply.
- These services do not include premise wiring considerations. Should premise wiring be required for network installation, quotations will be quoted once a site walkthrough is performed as they are quoted on a case-by-case basis.

<sup>3</sup> REMOTE training and technical services. One- or two-hour training session blocks are recommended. All training sessions are to be scheduled in advance of calling and delivered within USS’ standard service. If an onsite visit is required, standard USS service rates as listed above will apply.

<sup>4</sup> **Network service estimates are based on typical project complexity. Following an onsite audit, necessary modifications to customer network to ensure network security and functionality may be required - additional hardware and services may be required.**

<sup>5</sup> 3<sup>rd</sup> party solutions (such as bank draft/ACH, credit card integration, meter reading systems, mapping systems, IVR) may require additional services that include technical dialogue with the 3<sup>rd</sup> party vendor, process testing, data verification, and end-user training. Required technical services for deployment will be established hourly rates and conditions.

<sup>6</sup> Initiation of services as outlined above requires execution of UPM contract with agreeance between USS and the utility.

<sup>7</sup> IVR allowing outbound notifications for delinquent accounts or boil water notifications by phone are an extended service and not included. UPM customers will be billed once a 20% aggregate customer count threshold is exceeded within a given month. The rate for exceeding the 20% aggregate customer count threshold is \$.19/minute per outgoing call.