



What does the transition look like?

Our focus will be on seamlessly integrating Water Dynamics into Tower Water while ensuring uninterrupted service.

Greg and Tom will continue to be involved with your account as you have come to expect. Over the next few months, you will have the opportunity to meet the larger staff of Tower Water who will assist them in supporting your business. As we continue to incorporate your business into the Tower Water structure, we will be collecting information about your site and its needs to better serve you. We welcome you to ask us any questions as they arise.

You'll start seeing Tower Water logos, emails, and more of our team getting familiar with your account. During our initial visits we will be discussing who we are, and asking how you like to be serviced. We will be gathering information about your account as well as providing you with additional information on our company. We will leave you everything in writing, so there will be no reason to take notes, so we can build the best relationship possible.

If we identify potential improvements for your water treatment system, equipment, or our services, we'll bring them to your attention. While some minor changes will occur, our commitment to personalized service, responsiveness, and reliability remain firm.

Feel free to reach out with any questions as we ensure a smooth, successful integration continuing the exceptional service you deserve.



Why Tower Water?

At Tower Water, we take immense pride in our personalized approach and genuine care for your facility's well-being. Our representatives are dedicated to listening to your concerns and acting with your best interests in mind. We're in this for the long haul, committed to building lasting relationships with open communication and a collaborative mindset.

Our team operates as a cohesive unit, leveraging our collective expertise to ensure you receive the best possible treatment. Should any of our consultants encounter a question or concern about your system, they won't hesitate to involve the entire Tower Water team. This approach allows us to comprehensively address all your water treatment needs, not just your cooling tower or HVAC systems. We are your one-stop solution.

While emergencies are rare, our consultants are available 24/7, providing you with a prompt response to any issues that may arise. We're also equipped to handle construction transitions, working with you at any stage of your building's life cycle.

At Tower Water, personalization is key. Our company owners continue to work in the field as consultants, ensuring they never lose touch with the needs of our clients and share their vast water treatment experience with our entire team. Our pricing reflects the thorough, committed service you expect from Tower Water.

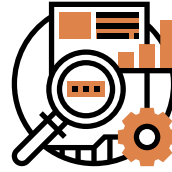
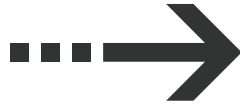
Complementing our personalized approach is our dedication to leveraging cutting-edge technologies and innovative equipment. Tower Water leads the water treatment industry, setting local standards for how water treatment should be performed. Our computerized control systems with internet and BMS connectivity offer numerous benefits, including:

- **Rapid Problem-Solving:** Our team and clients receive alerts before major issues occur, enabling swift resolutions.
- **Efficient Service:** We can diagnose and address concerns remotely, eliminating the need for on-site visits and adjusting chemical levels without additional charges.
- **Comprehensive Monitoring:** Our systems provide real-time data and historical insights into your system's operation, even when no one is on-site, helping us identify and address potential problems proactively.
- **Time-Saving:** Real-time testing capabilities eliminate the need for daily manual checks by your on-site personnel.

At Tower Water, we combine personalized care, industry-leading expertise, and innovative technologies to deliver unparalleled water treatment solutions tailored to your facility's unique needs. Choose Tower Water, and experience the difference of a partner truly invested in your success.



**BUILDING
RELATIONSHIPS**



UNCOVERING CLIENT'S NEEDS

1

RESPONSE

RESPONSE

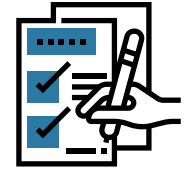


**DOCUMENT
& REPORT**

5



BUILD RELATIONSHIP



**EVALUATION
OF NEEDS**

2

BUILD RELATIONSHIP

THE
TOWER WATER
WAY



**IMPLEMENT
& EXECUTE**

4

RESPONSE



**COMBINE RESOURCES TO
SATISFY CLIENT NEEDS**

3



Key Tower Water Department Contacts

During this transition, we want to ensure you have all the right contacts at your fingertips. Your Technical Account Manager will remain your primary point of contact for all things related to your building or facility. Their information will be provided at your water treatment station as well as on every service report. We'll be making introductions to all Technical Account Managers and your facility's primary contacts during the first regular service visit with Tower Water. In addition to your designated TAM, please refer to the following contact card for other key department representatives:

	Name	Phone	Email
Service	Thomas Hardy	(732) 433-0675	thardy@towerwater.com
Service Sales	Daniel Fernandes	(732) 762-6758	dfernandes@towerwater.com
Specialty Cleaning	Mitchell Baskin	(732) 433-4272	mbaskin@towerwater.com
Construction & Estimating	Mitchell Baskin	(732) 433-4272	mbaskin@towerwater.com
Legionella Compliance	Andrew Ricks	(646) 821-1419	aricks@towerwater.com
Contracts & Renewals	Krystal Popiel	(732) 268-0372	kpopiel@towerwater.com
Accounts Payable	-	(732) 249-0990	accounting@towerwater.com
President & Owner	Russell Baskin	(732) 433-6244	rbaskin@towerwater.com
CEO & Owner	Noah Baskin	(732) 249-0304	nbaskin@towerwater.com



How Do I Pay my invoice?

Water Dynamics Invoices

If you have an invoice from Water Dynamics solely. Feel Free to send it to the old Water Dynamics address or the new Tower Water address.

Tower Water
Attn: Accounts Payable
5 Shirley Avenue
Somerset, NJ 08873

Water Dynamics
Attn: Kim Dwyer
9 Valley Forge Drive
Whippany, NJ 07981

If you are Billed by Tower Water/ Water Dynamics

Pay By Bank Transfer:

1. Click on the invoice link "Review and Pay"
2. Enter in account type, routing number, account number, and authorizers name on account
3. Click Pay.

Pay By Check send to:

Tower Water
Attn: Accounts Payable
5 Shirley Avenue
Somerset, NJ 08873

Pay BY ACH (Automatic Clearing House):

Please reach out to accounting@towerwater.com call us by phone and we will set you up.

For all accounting related questions, please reach out to accounting@towerwater.com or give us a call at 732-249-0990.



How do I get my new Certificate of Insurance (COI)?

Send an email to insurance@towerwater.com

- Include “COI Request – {Site Address}” in the subject line.
- Attach your company’s Sample COI and insurance requirements to the email.

Notes

- If you have any additional documents such as hold harmless, etc. that must be signed by Tower Water directly, please forward documents to serviceadmin@towerwater.com. We will respond and turn them around in a timely fashion.
- Our insurance email is forwarded to our General Liability broker (Pavese) and our Workers Comp broker (Insperity). Our brokers are two separate companies so you will be receiving certificates of insurance from two separate emails. All insurance requests will be processed in 3-5 business days.
- If you need certificates with quicker than a 3-day turnaround, feel free to contact us directly.

Insurance related contact: Krystal Popiel kpopiel@towerwater.com

For all other questions, please feel free to call our office at 732-249-0990.



What Other Services Are Now Available?

As a Tower Water customer, you now have access to a comprehensive suite of water treatment services and solutions. Our offerings are designed to effectively address your unique needs while providing exceptional value and convenience.

Sustainable Water Treatment

We offer sustainable, chemical-free water treatment options that utilize plant-based solutions and on-site oxidant generation using only air. This environmentally-friendly approach can be explored based on your facility's specific operations, incoming water quality, and ability to install specialized equipment. Monthly service is required.

Tower Cleaning & Disinfection

Proper cooling tower maintenance includes professional cleaning at least twice yearly to remove debris from basins, mist eliminators, nozzles, and fill. This best practice helps protect people from Legionella exposure and reduces operational costs. Our service includes a one-hour pre-disinfection, followed by post-cleaning disinfection per ASHRAE 12-2021 Section 7.6.3 (1) standards, satisfying NYCDOH, NYSDOH, and most ASHRAE 188 Plan requirements.

TWIFI Smart Controller with Remote Monitoring and Alerts

Our water quality monitoring device records and logs mandated parameters, enabling remote conductivity monitoring for efficient response times within 24 hours, as required by local and state regulations. This reduces emergency visits and excessive chemical usage.

New Construction and Specialty Cleaning

Our expertise includes new construction pipe cleaning to remove oils, grease, and contaminants after fabrication, welding, brazing, or soldering, preventing issues like bacteria growth, heat exchanger coating, and clogged strainers.

Compliance Services & Legionella Risk Management

Our compliance division provides comprehensive Legionella Risk Management Plans and updates tailored to your local government or health official requirements, meeting ASHRAE 188 standards. Our Field Compliance Auditor (FCA) serves as a check and balance for your designated risk management team.



Legionella Testing

Routine Legionella testing can be performed by an independent, ELAP-approved laboratory, with results provided to necessary parties. Additional tests required for corrective action will be invoiced separately.

Routine Glycol Full Independent Analysis and Report

Proactive glycol system evaluation at appropriate frequencies helps extend fluid and system life while providing early detection of potential issues through a 32-parameter test and comprehensive report.

Potable and Other Water Testing

Our trained and certified personnel can test various water sources, ensuring compliance and addressing your facility's specific needs, whether on-site or through laboratory analysis.

Installation/Insulation of Water Treatment Equipment

Our in-house plumbers/pipe fitters can provide turnkey installation and insulation services for water treatment equipment, or we can coordinate with your preferred contractors.

Filters and Filtration Equipment

We believe in the superiority of mechanical filtration solutions and offer a range of filter types, including sand, bag, cartridge, separators, and others, designed based on particle size, quantity, cost, maintenance, location, water pressure, and ROI.

Water Softeners and Boiler Treatment

We provide water softening solutions, essential for boiler treatment, based on thorough incoming water testing. Our services include design, installation, and maintenance of all water softener types.

Off-line System Lay-Up

This service protects idle systems during seasonal shutdowns, utilizing special inhibitors and biocides to protect metal surfaces and maintain near-zero bacteria levels during winter months.

Engineering and Design of Water Flow, Legionella, and Treatment

Our company specializes in designing systems that maintain proper water flow, prevent stagnation, and protect against Legionella, focusing on mechanical solutions over chemical treatments for maximum effectiveness.



Specification Writing & Estimating

We assist clients and engineering firms with specifications for treating individual systems, ensuring minimum service, cleaning requirements, and chemical concentrations for optimal performance.

Summertime Hyper-halogenation (NYC)

As mandated by New York City, we perform a one-time, higher-than-normal dosing of chlorine or bromine-based biocide between July 1 and August 31, maintaining a minimum 5 ppm free halogen residual for at least 6 hours. Documentation is provided to ensure compliance.

Corrosion Coupon Analysis

Corrosion coupons provide a simple and cost-effective method to track corrosion rates in liquid systems. We maintain, monitor, and report coupon results digitally at recommended frequencies based on the monitored system.

Facility Field Testing Equipment, Reagents, Dip Slides

For critical operations, we can provide necessary test kits to monitor treatment effectiveness throughout the month, ensuring comprehensive understanding of system performance.

CTI-148 6-Hour Disinfection

Some ASHRAE Cooling Tower Plans require a more involved 6-hour disinfection procedure per ASHRAE 12-2021 Section 7.6.3 (2) standards, which we can perform as needed, including system flushing if required. This service is invoiced separately.

Mobile Application, Digital Logs, Reports, and Documentation

All reports are generated electronically and provided via email, enhancing your facility's ability to maintain records and satisfy local city and state officials' requirements. These documents are also housed on a digital platform for easy access and review.

Cooling Tower and Compliance Inspection

Per ASHRAE Cooling Tower Standard 188, we provide inspection reports covering your cooling tower's overall appearance, make-up water feed system, and chemical water treatment control equipment, identifying biological concerns and providing corrective recommendations.



Annual Certification

We offer complete validation of plan requirements, reviewing documentation of services performed by our team or other water management plan members and relevant building vendors. An annual certification verifies your site's compliance status, noting any deviations and corrective actions taken throughout the year.

With Tower Water's comprehensive range of services, you can trust that your facility's water treatment needs will be met with excellence, expertise, and a commitment to exceptional service.



Will my chemical products be changing?

Tower Water and Water Dynamics source most of our products from the same vendors. We have no intention of changing your products unless it provides a demonstrable benefit to your operation, and any changes will be discussed with your team prior to implementation.

How do I order products?

You will continue to order products in the same manner you have always been. Our technical account managers have the ability to order chemicals on your behalf if you would prefer us to handle it. Note that we will be taking chemical inventory on every monthly service visit. Tower Water also utilizes our own internal delivery team for most deliveries.

Our goal is to ensure a smooth transition and continuity of service, with minimal disruptions to your operations. Your Technical Account Manager is your primary point of contact for all product-related inquiries and orders.

For all service related questions, please reach out to thardy@towerwater.com or 732-433-0675.



How is Legionella Compliance Handled?

At Tower Water, we take legionella compliance seriously, ensuring your facility meets all necessary regulations and safeguards. Our dedicated Legionella Compliance division provides comprehensive solutions, streamlining the process for your convenience.

Our Legionella Compliance services include:

- Developing and updating comprehensive ASHRAE 188 Water Management Plans tailored to your local requirements
- Conducting legionella training for your staff
- Reviewing on-site records and documentation
- Performing legionella sampling and testing through independent, certified laboratories
- Conducting thorough inspections
- Maintaining and updating your Risk Management Plan as needed

All Legionella Compliance work is overseen by an assigned Field Compliance Auditor (FCA) dedicated specifically to this critical area. Your FCA is a knowledgeable partner, focused on legionella risk and compliance, and is available to address any related questions or concerns.

With Tower Water's Legionella Compliance division working alongside your Technical Account Manager, your facility will be served by a unified team – a Water Treatment Expert safeguarding your systems and a Legionella Compliance Inspector ensuring Legionella risks are minimized.

For all Legionella Compliance related questions, please reach out to aricks@towerwater.com or call 646-821-1419.



Frequently Asked Questions

Why Is Water Treatment Necessary?

All water equipment systems are designed around the principles of water treatment and flow rates; your equipment was meant to work with treated, protected, and clean water. Clean water distribution lines are essential to achieve proper flow.

Proper water treatment is crucial to reduce corrosion, scale and fouling, and to maintain the designed longevity and efficiency of your system. These treatments will provide a direct return on investment in water, energy, and manpower costs, and will protect your system from expensive repairs and early replacement. Water treatment is also critical in protecting individuals from harmful waterborne disease. The Tower Water team is dedicated to first-rate treatment which provides safety, savings, and peace-of-mind.

What Determines Excellent Water Treatment Service?

There are several components to excellent water treatment service. Your Tower Water representative will:

- Explain your system and how it interfaces with the water treatment used
- Bring any concerns or upgrades to your attention before a problem arises
- Provide you with a complete list of service conducted over the course of the month, quarter and year
- Conduct on-site testing of all appropriate parameters — not just pH, conductivity and inhibitor
- Maintain a complete approach that takes your entire system into account, not just the water treatment itself
- Inspect and photograph open equipment.

Tower Water Representatives all have the training and experience to deliver great results by following these standards, standards that emphasize service, communication, and attention to the details.



How Do I Know That My Systems Are Properly Protected?

The most important method for determining system protection is regular inspection by Tower Water of the following components:

- Cooling Tower: examine the fill, distribution deck, suction discharge header, coatings and nozzles
- Heat Exchangers: check for changes in pressure and/or temperature
- Strainers: check for debris or dirt
- Boilers: examine the fire side and the water side
- Spool Samples: remove and analyze

Tower Water treatment consultants will also use regular water analysis to check for proper protection and monitor bacteria levels, along with corrosion coupon studies to further examine the system. Other tests they might recommend could include ultrasonic testing and destructive testing, all to ensure complete and effective monitoring of your system.