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Inflection Point Solutions, 8400 W. 110<sup>th</sup> Street, Suite 305, Overland Park, KS 66210  
Phone/Fax: 913-661-0539

February 24, 2011

City of Columbus  
Department of Public Utilities  
Attention: Mr. Joseph Lombardi  
Assistant Director, Fiscal Management  
910 Dublin Road  
Columbus, OH 43215

Dear Mr. Lombardi:

This letter is to confirm Inflection Point Solutions (IPS) as the exclusive support and maintenance provider of the Pretreatment Information Management System (PIMS) software product.

IPS personnel are the only professionals with knowledge of the software, its database structure, its specific installation for the City of Columbus (City), and its requirements for support and maintenance. Having proprietary access to the source code, IPS is the only firm legally authorized to make modifications requested by the City.

Should you have any questions, please contact me at 913-661-0539.

Best regards,

Inflection Point Solutions, LLC

A handwritten signature in blue ink that reads 'Corey T. Williams'.

Corey T. Williams  
Vice President

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