

CrystalStream Value Inherent Advantages

Values inherent in the CST designs and in the CST policies for providing service to contractors and owners:

1. Less depth of excavation

- A smaller footprint typically, based on testing.
- A shallow sump – typically 3'-6' more shallow than competitor units – very important in rocky areas or areas with high water tables.

2. CST devices arrive assembled and functional

- There are no other parts required.
- Contractor is not responsible for final product operation.

3. Faster turn time on ordered product delivery

- Our Precasters can typically deliver in 1-3 weeks on rush single job orders.
- Our competitors deliver in 3-8 weeks and some of them require an upfront deposit.

4. Grout in – grout out installation

- Installs like a standard product with no putting together unfamiliar parts.

5. Offer setting of the structure when possible

- In some markets we are able to provide crane service through the precaster. The contractors appreciate the precasters doing this for them because it takes work off them.

6. Local product representative

- Contractors are working with someone they are used to dealing with on a regular basis.
- Product carries the credibility of the local rep/manufacturer.

7. Vigorous encouragement to place units above detention

- Placing units above the detention ponds or underground structures allows the storage system to last far longer and need less maintenance than detention without our devices in front of them. For a pond that can mean years more of service before costly dredging and repairs must be made.

8. Ease of cleaning/maintenance

- Unlike some of our competitors, the CST device has been designed with maintenance as a priority. We provide easy access into the device by a grate and frame, ring and cover, or hatch lid. Because we design each device, we are able to move the location of the lids or parts to make certain that entry into the vault is not impeded.
- Because we use standard industry wide products, the devices can be maintained in any area by other maintenance companies or jurisdictional people who want to maintain the devices themselves. They are able to buy aluminum parts or coconut fiber anywhere.

9. Engineer to engineer design process

- Because we work with the engineer of record on each individual site design, we have built relationships with these engineers and have gained their trust in our design.
- Because of that same relationship, we do find engineering improvements in the plans that they send to us. We can often solve problems in the design phase before our product makes it to the site.

10. On-line treatment to 25-year storm or above

- CST is able to handle the full design storm or whatever storm that the local jurisdiction requires. In extreme cases, we can utilize our patented internal “periscope” bypass to expand the maximum flow capacity of our devices.

11. Versatile unit Configurations

- Often site constraints are a very real problem for not only the design engineer but also for the contractor out on site. Space is at a premium on any construction site. CST is able to configure the units to fit the tightest tolerances and we can design a new model “on the fly” as needed. We can move the entry and exit pipes to fit the specifications of that specific site. There have been occasions when what was designed would not fit the actual site because of underground pipes that no one knew about or a survey bust on the elevations. If the conflict is discovered in time, we are able to work with the precaster to change the location of the pipe openings in the unit saving both time and trouble for the contractor.

12. Filter adaptability for specific pollutant removal

- On our normal devices, we are able to modify the filter in the rear of the unit to treat very specific requests. Normally the filter is a coconut fiber, but we have used X-tex in there as well when needed.
- Our CrystalClear-Choice models can contain a multitude of media products targeting specific pollutants.

13. Engineering support during the review/approval process

- Help is just a phone call away for engineers who have questions or need help when going through the review process. Engineers can call us to ask specific questions and get real time answers while meeting with clients or jurisdictional people. Because we utilized their plans when we did the site design for them, we know the design intimately.
- CST provides the calculations package with a site-specific drawing at the time of design, and revises the drawing for final plans when requested.

14. Positive hydrocarbon removal/spill protection

- Every CST device contains spill protection and the amount of spill protection is called out in the calculation specifications sent to the engineer for use with the reviewing jurisdiction.

15. Design parameter confirmation to assure good coordination

- When an order is placed for a CST device, a drawing is sent to the contractor (usually by email) by the our local precaster. We request that the contractor check the invert in, invert out, pipe size and type, top of structure, brick up elevation (if required) and the way the pipes are configured to enter and exit the device. The contractor will then sign the drawing and return it to the precaster. This step allows all parties to be confident that the device they receive is configured exactly as it's needed to arrive on site in perfect working order.

16. Internal bypass allows smaller units for high flow/low water quality flow situations

- Because we design each site specifically, we are able to use an internal bypass feature for the high flow/low water quality situations. This is not appropriate for every site but on sites where it can help lower the size of the device, it is available.

Why CST should be selected over our competitors:

1. Agile and able to react faster

- CST provides design and review support to the engineers we service. They fill out the design information sheet and send it with a drawing (if available) so that we can complete the design quickly. In some cases, we are able to talk with them over the phone to produce an immediate design. In other cases, we have caught their errors and saved them embarrassment in front of their clients or reviewers. Having a peer-to-peer relationship (or engineer to engineer relationship as it is referred to above) gives us an edge with the engineers that they value. It goes beyond just picking a product from a disk or a table where no support is given and it takes weeks to get questions answered.
- CST personnel are accessible by phone or email so that our clients get a rapid response to their needs. We are in constant contact with our precasters so whether it involves tasks that we take care of such as design, engineering or warranty matters, or tasks that our manufacturers take care of such as

quotes, orders, or deliveries, we are always available to take your call and help you with your project.

2. Faster turn-around time on ordered product

- Depending on the state and the precaster being used, we can often times put a job on “rush” status and deliver in under 2 weeks if the job is local. In other states, we can have the parts to the precaster in less than 2 weeks to allow the precaster flexibility in his scheduling. Our precasters can normally provide delivery in 3 to 4 weeks time. Our competitors are often 6-8 weeks.

3. Maintenance history

- For over 20 years we provided maintenance for our own devices. We knew many of our owners on a personal basis. Our former subsidiary, Storm System Services (S3 Environmental) provides maintenance throughout the southeast, and affiliates with service providers all over. They work with many national chains, not only doing maintenance on CrystalStream devices, but our competitor’s devices and all types of land based stormwater control measures as well. They see first-hand how these devices work and more importantly why they don’t work as designed.
- Maintenance provides credibility with the owners we service and also with the jurisdictional people as well. When required, S3 Environmental is able to provide the owner with a manifest for each cleaning so that he has the appropriate paperwork on hand when county personnel show up on site to inspect or when they send them letters regarding maintenance.
- Our long-term commitment to maintenance has provided us the opportunity to learn more about our devices in “real time” situations.
- Maintenance has given us credibility that can’t be bought with testing. We can tell a given jurisdiction the pounds of pollutants that have been removed from their area.

4. Complete site-specific design package

- Again, because we work closely with engineers, we are able to do a complete design package for each site. We are also able to do submittals for the contractors once the job is awarded, who then sends them to the engineer to have him sign off on the project.
- CST provides the engineer with a PDF of the drawing (or if it is necessary, we can provide the actual AutoCAD drawing) we also provide the engineer

with the calculations (technical report or hydrology study) he will need when he takes his plans to the county for review. Each drawing and calculation is site-specific.

- The calculations tie into our field testing and relates to the proper sizing of the units.
- We do not under size devices to win a job. We size to the appropriate water quality flow and we prefer to stay on-line for the full flow.
- Sizing is consistent with our testing.
- CST has the ability to design new unit sizes as needed.

5. Professionalism

- We understand the hydraulic loading rate (HLR) for each product and can often show how our competitor products are undersized based on their testing. While we don't mind competing apples to apples, in most cases we are not dealing with the "or equal" product.
- Our clients are treated in a professional manner at all times.

6. Sizing based on testing drives our sales

- Some products are distributed through commission based sales, which doesn't always give them the incentive to provide the best possible water quality product.

7. Delivery schedule

- Typically, our precast partners will have a 2-hour site delivery window which means less "down time" for the contractor. Contractors really do appreciate the effort we make to interrupt their day as little as possible. With many of the competitor products all they know is what day the truck will arrive.

8. Post-construction inspections

- How many companies provide a post construction inspection? At the contractor's or engineer's request we can arrange a post-construction inspection prior to the site being turned over to the owner.

- If the device is inspected and it is clean and in proper working order, we provide the contractor with a certification letter. This letter makes it clear to the GC and the engineer that he has completed his work with regard to the water quality unit and the owner is getting a product that is clean and works properly.
- For the engineer and the owner, the certification letter is their guarantee that the contractor is not leaving them with a mess to clean up. The certification letter is the official turn over document. We encourage our engineers, contractors and owners to request a turnover inspection.
- Your CST product is delivered by our hand chosen precaster. The precaster knows our product intimately. While this may not seem like a big deal, the contractors do get to know the precasters and have confidence in their ability to get in and out quickly. Not all installations go off as planned and little things can go wrong no matter how well you plan. CST personnel are just a phone call away if there are any problems on site. We are always available to help the contractor or engineer find solutions to problems in the field.

9. 5-year parts warranty

- All CST devices have a 5-year parts warranty as long as the device has been installed correctly, inspected and then properly maintained.

10. Nationwide fabrication

- Because CST products are made from readily accessible products, the concrete and the aluminum internals can be manufactured in any State or County.

11. Adaptability to last minute engineer or contractor changes

- Sometimes no matter how well-planned things are, you get out on site and there is a problem. However, sometimes it takes an engineering solution to make things work properly. Our design engineers are in the office and available to help our clients at all times, not just during the design phase.