



ERIE COUNTY WATER AUTHORITY

INTEROFFICE MEMORANDUM

September 1st, 2026

To: Jennifer L. Hibit, Secretary to the Authority

From: Dave Aubertine, Director IT & Cybersecurity *DWA*

Subject: Spectrum Service Agreement

The Authority will require new services from Spectrum for telephony in support of the move from Ellicott Square to Appletree Mall.

The total monthly recurring charge for the new services is \$780.00 per month for the combined cost of the Service Center and Appletree phone lines. This is the same monthly cost incurred by the Authority for the combined Service Center and Ellicott Square phone lines, and the result is no overall increase in monthly cost to the Authority.

The pricing is covered under NYS OGS TCS Contract PS68706. The budget line is Unit 8525, line 23 (O&M). The contract information is included for your consideration, and we request execution from the Board. Please feel free to contact Dave Aubertine with any questions.

Budget Information:

Unit: 8525
O&M Budget Item 23 – Telephone

DWA:
cc:
C. Eaton
J. Tomaka
L Kowalski
L.Lester,

J. Hibit
M. Carney

**ERIE COUNTY WATER AUTHORITY
AUTHORIZATION FORM
For Approval/Execution of Board Meeting Documents**

Document Name: _____ **Project No.:** _____

Description: _____

Item Description:

Choose one: _____

Other: _____

Action Requested:

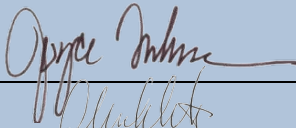
Choose one _____

Other: _____

Approvals Required:

APPROVED AS TO CONTENT:

Chief Financial Officer



Date: 9/4/2026

Chief Operating Officer



Date: 09/05/2026

Claims Rep. – Risk Manager



Date: 9/8/2026

Comptroller



Date: _____

Director of Administration



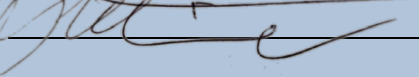
Date: 09.04.2026

Director of Distribution



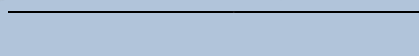
Date: _____

Director of Human Resources



Date: _____

Director of IT



Date: 9/8/26

Sr. Director of Operations & Infra



Date: _____

Director of Planning & Water Supply



Date: _____

Director of Production



Date: _____

Director of Water Quality



Date: _____

Executive Engineer



Date: _____

General Counsel (Legal)



Date: 9/4/2026

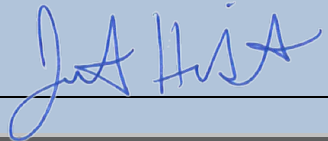
Other: _____



Date: _____

APPROVED FOR BOARD RESOLUTION:

Secretary to the Authority



Date: 09/08/2026

Remarks: _____

Resolution Date: _____ Item No: _____



CUSTOMER POINT OF CONTACT INFORMATION

Spectrum Business Point of Contact Information Sheet	What?: This sheet is to facilitate the expeditious fulfillment of your order with Spectrum Business. Why?: Completion of this form will assist with accurate and timely installation times and construction How?: Please provide a Local and/or Technical contact for your Service Location(s).			Is site specific contact info needed?		
Charter Contact (Sales)	John Taylor		Service Order Number:	06672601	Do all sites share one contact?	
Service Location	Local Site Contact Information: The Local contact at the Service Location must be available: • To provide access to the technician during the arrival window. • To be available throughout the installation to answer any questions the technician may have. • To confirm the service is operational. • Local Contact may be same as Technical, please indicate if so.			Technical Contact Information (ie. Phone/Data Vendor): The Technical contact at the Service Location must be able: • To coordinate with our Spectrum Project Manager • To work with our network design team • To rate your installation experience. • Technical Contact may be same as Local, please indicate if so.		
Street Address	Site Contact Name	Site Contact Phone Number	Site Contact Email	Technical Contact Name	Technical Contact Phone Number	Technical Contact Email
3030 Union Rd , Cheektowaga NY 14227						

Spectrum™ Voice Service E911 Acknowledgement

Customer Name: NYS TCS - Erie County Water Authority

Billing Address: 3030 Union Rd. Cheektowaga NY 14227

If Customer's order includes Voice Service, please confirm that you understand this important information regarding E911 access and Spectrum Voice Service.

Spectrum¹ Voice Service customer premise equipment ("CPE") is electrically powered and, in the event of a power outage or Spectrum network failure, E911 services may be unavailable.

When a user of Voice Service dials 911, the location of the CPE used to place the call is automatically provided to an emergency services provider. Spectrum Voice Service CPE must not be moved to a new location without first advising Spectrum of the new location. If Customer moves the Spectrum Voice Service CPE to a new location without authorization and a user of the service dials 911, the caller will need to provide his or her location, including any building, floor or room identifier, to the 911 operator, or the call may be misdirected to the wrong location or wrong emergency provider.

During the first 72 hours after initiating service or advising Spectrum of an address change, if a user dials 911, the caller must provide the location, including any building, floor or room identifier, to the emergency operator. This is necessary to ensure emergency services are dispatched to the new location because the emergency operator may not have the new service address in their records. In some locations, depending on the equipment used by local governments to provide 911 service, a caller will always need to convey the 911 service location information to the emergency operator.

Customer must ensure that all alarm, security, medical and/or other monitoring systems and services are tested to validate proper operation after Spectrum Voice Service is installed.

Customer must advise each potential user of Spectrum Voice Service of the foregoing characteristics of the service with respect to 911 service.

By signing below, I confirm that I am duly authorized to sign this Acknowledgement on behalf of Customer and that Customer agrees to the obligations described above.

(Authorized Customer Signature)

(Date Signed)

(Printed Name)

(Title)

¹ "Spectrum" refers to Charter Communications Operating, LLC and its subsidiaries providing the Services.



SERVICE AGREEMENT (SA)

Pursuant to NYS OGS TCS Contract PS68706

THIS SERVICE AGREEMENT ("Service Agreement"), is executed upon the date of the last signature set forth in the signature block below and is by and between **Time Warner Cable Northeast, LLC d/b/a Spectrum**, on behalf of those operating subsidiaries providing the Service(s) hereunder ("Spectrum") and Customer (as shown below) and is governed by and subject to the terms and conditions of **the New York State Office of General Services Telecommunications Connectivity Services Contract No. PS68706, as amended (the "NYS OGS TCS Contract")**. Except as specifically modified herein, all other terms and conditions of the NYS OGS TCS Contract shall remain unamended and in full force and effect. The effective date ("Effective Date") is the date Customer receives a completion notice from Spectrum.

Spectrum Contact Information

Contact: John Taylor
Telephone: 7165588031
Email: john.taylor@spectrum.com

Customer Information

Customer Name NYS TCS - Erie County Water Authority		Order # 15728889
Address 3030 Union Rd. Cheektowaga NY 14227		
Telephone (716) 685-8210		Email: daubertine@ecwa.org
Contact Name Dave Aubertine	Telephone (716) 685-8210	Email: daubertine@ecwa.org
Billing Address 3030 Union Road Cheektowaga 14227		
Billing Contact Name	Telephone	Email:

NEW AND REVISED SERVICES AT 3030 Union Rd , Cheektowaga NY 14227

Service Description	Order Term	Quantity	Monthly Recurring Charge(s)	Total Monthly Recurring Charge(s)
20,000 Minutes	36 Months	1	\$0.00	\$0.00
SIP Trunk 60-68 Call Paths	36 Months	60	\$13.00	\$780.00
DID Block 100 Numbers	36 Months	6	\$0.00	\$0.00
DID Block 20 Numbers	36 Months	4	\$0.00	\$0.00
TOTAL				\$780.00



ONE TIME CHARGE(S) AT 3030 Union Rd , Cheektowaga NY 14227			
Service Description	Quantity	One Time Charge(s)	Total One Time Charge(s)
SIP Install	1	\$0.00	\$0.00
<u>TOTAL</u>			\$0.00

VOICE SERVICE ORDER INFORMATION			
E-911 Location Address	Current LEC	Current IXC	LEC BTNs

1. TOTAL CHARGE(S). TOTAL MONTHLY RECURRING CHARGES AND TOTAL ONE-TIME CHARGES ARE DUE IN ACCORDANCE WITH THE NYS OGS TCS CONTRACT.

2. THE RATES AND CHARGES SET FORTH IN THIS SA DO NOT INCLUDE, BUT ARE SUBJECT TO TAXES, SURCHARGES AND FEE CHARGES AS SET FORTH IN THE NYS OGS TCS CONTRACT.

3. CUSTOMER WILL NOT BE ELIGIBLE TO RECEIVE ANY OTHER ADDITIONAL DISCOUNTS, PROMOTIONS AND/OR CREDITS.

4. SPECIAL TERMS

Enterprise Trunk Minutes.

Any additional Domestic and International long distance calls exceeding the minutes of use package will be charged at the rates listed at <https://enterprise.spectrum.com/products/voice-collaboration/trunking/enterprise-trunking/rates.html> (or successor URL). Toll Free calls exceeding the minutes of use package will be charged at the Toll Free rate plan associated with the Toll Free number.

By signing below, the signatory represents they are duly authorized to execute this Service Order

CUSTOMER	Time Warner Cable Northeast, LLC By: Charter Communications, Inc., its Manager
Signature: _____	Signature: _____
Printed Name: _____	Printed Name: _____
Title: _____	Title: _____
Date: _____	Date: _____