



P.O. Box 1627, Discovery Bay, CA 94505

Dear Customer,

Welcome! We are pleased to inform you that Storm Water Inspection & Maintenance Services, Inc. (S.W.I.M.S.) has acquired Stormwater Industries and will be your new storm water maintenance provider. We look forward to building a lasting relationship with you and wanted to take a moment to introduce ourselves.

S.W.I.M.S. has been a leader in the storm water compliance industry for the past 18 years, servicing the entire state of California. We pride ourselves on the quality of our work and doing business with honesty and integrity, centered around our customer relationships and excellent customer service.

What can you expect from S.W.I.M.S.?

In the month preceding your scheduled maintenance you will receive a courtesy email. If you need a specific schedule prior to our arrival, please reply to the courtesy email and we will be happy to accommodate your request. If keys or codes are needed for access, please provide.

Once we've completed your service, you will receive a detailed digital report with comments and photos and the invoice for the service shortly thereafter. (Please see the attached sample reports) Our reports provide a clear picture of services performed, the condition of your storm water treatment control devices and serve as evidence that you are using Best Management Practices for compliance purposes.

City notices and annual verifications will be completed as a courtesy. Please forward them to Socal@swimsclean.com. We will complete all forms and email them to the city inspector along with the most recent maintenance reports. You will be cc'd for your records.

Should an urgent matter arise, please call or email us at (949) 542-7234 or Socal@swimsclean.com and we will do whatever we can to resolve the situation.

Lastly, we would love to schedule a complimentary "Lunch and Learn" to provide you and your office storm water BMP education. This would be a great way to learn about our industry and meet our team. We look forward to working with you!