

## 1. Company Overview

Hydrosight Systems Inc. is a Canadian-based technology company specializing in smart infrastructure solutions for sustainable water management. Established in 2016, the company serves a diverse clientele including municipalities, commercial facilities, and large-scale residential developers. Hydrosight combines high-precision IoT sensors, AI-driven analytics, and intuitive dashboards to empower clients in reducing water waste, detecting leaks early, and ensuring compliance with regulatory requirements through actionable data insights.

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## 2. Flagship Product: FlowSense

The FlowSense platform represents Hydrosight's flagship solution, delivering real-time water usage monitoring, anomaly detection, and predictive maintenance capabilities. Leveraging ultrasonic flow sensors, FlowSense integrates seamlessly with existing building management systems (BMS), customer relationship management (CRM) tools, supervisory control and data acquisition (SCADA) systems, and utility platforms. The system features automated alerts, customizable performance dashboards, and supports multi-site monitoring via both web portals and mobile applications. The product includes long-life sensors with lifespans up to 10 years, cellular or Wi-Fi gateways, and built-in reporting tools to support environmental certifications and carbon offset estimations. Its primary applications span leak detection in commercial and residential high-rise buildings, consumption tracking in agricultural operations, infrastructure monitoring for municipal water utilities, and compliance reporting aligned with local water regulations.

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## 3. Project Methodology

Hydrosight's implementation approach is flexible and tailored to client governance structures, regulatory demands, and stakeholder environments. Two primary delivery models are supported. The Agile Iterative Delivery model is recommended for private sector engagements requiring rapid development and feedback cycles. In this approach, deliverables are divided into biweekly sprints such as initial dashboard setup, sensor deployment, and system integrations. Early-stage prototypes are launched incrementally to gather user input and validate assumptions. Validation is integrated continuously across functional, integration, and user testing within each sprint. Transparent communication is maintained through weekly stand-up meetings, sprint demos, and collaboration tools like Jira and Confluence. Modules or geographic zones

are rolled out progressively, allowing for performance evaluation and configuration adjustments before full deployment.

The Structured Waterfall Execution model is advised for public agencies or highly regulated clients needing formal documentation and stage-wise approvals. This model includes a sequential progression through phases: requirements and planning workshops, configuration and development of custom dashboards and reporting formats, validation and quality assurance with formal stakeholder approval, deployment and comprehensive training, and ongoing support with firmware updates and performance optimization. Each project features a dedicated Hydrosight project manager and technical engineer, supported post-deployment by a customer success representative who facilitates user adoption and continuous optimization.

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#### 4. Client Responsibilities

To ensure successful project delivery, the client is expected to provide timely access to mechanical rooms, metering infrastructure, and relevant utility data. Coordination with building engineers and IT staff is necessary to support sensor installation and system integration. For municipal clients, provision of GIS and infrastructure maps will aid system mapping and deployment accuracy.

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#### 5. Risk Mitigation

Hydrosight proactively addresses several key risks to maintain project integrity and performance. Integration challenges with legacy infrastructure are managed by employing specialized integration modules and middleware solutions. Connectivity gaps are mitigated through the deployment of cellular-enabled gateways to supplement or replace unreliable Wi-Fi connections. To combat internal resistance, Hydrosight implements a sustainability champion model alongside comprehensive user training programs. Alert fatigue is minimized by utilizing dynamic thresholding and intelligent alert grouping, ensuring that notifications are actionable and not overwhelming. Ongoing risk monitoring is embedded in the project lifecycle with regular checkpoints to adapt mitigation strategies as needed.

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#### 6. Value Proposition & Differentiators

FlowSense has demonstrated measurable impact in commercial pilot programs, achieving up to 25% water savings. Leak detection times have been reduced from several days to less than 30 minutes, enhancing responsiveness and reducing water

loss. The solution's long-life sensors and intuitive dashboards facilitate sustainable operations and built-in regulatory compliance. Hydrosight's deep domain expertise, derived from a multidisciplinary team of engineers, environmental experts, and data scientists, enables tailored deployments across various industry sectors. The company's strong post-implementation success model ensures clients receive ongoing support and optimization to maximize solution benefits.

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## 7. Communication and Governance

Transparent and consistent communication is foundational to Hydrosight's project delivery approach. At the center of this communication structure is the Project Manager, who provides overall coordination of the project, tracks deliverables and timelines, and serves as the primary liaison for the client regarding contract matters and project status updates. The Project Manager ensures that all technical and operational workstreams remain aligned and that stakeholder engagement is effectively managed throughout the project lifecycle.

Supporting the Project Manager is the Technical Lead, who is responsible for overseeing the technical architecture of the solution, planning sensor deployments, and managing the integration of FlowSense with existing systems. The Technical Lead ensures that all technical aspects meet design specifications, client requirements, and industry best practices, providing expert guidance to both the internal project team and the client.

The Data Analyst plays a critical role in configuring analytics capabilities, tracking key performance indicators (KPIs), and designing intuitive dashboards tailored to the client's operational and sustainability goals. By transforming collected data into actionable insights, the Data Analyst supports informed decision-making and continuous improvement of the water management system.

Quality assurance and testing are governed by the QA Manager, who develops and manages testing workflows, including unit testing, integration testing, and user acceptance testing (UAT). The QA Manager ensures that all deliverables meet rigorous quality standards and facilitates the validation process with client stakeholders to confirm acceptance at each milestone.

Communication throughout the project follows a structured cadence designed to maintain transparency and responsiveness. This includes a formal kickoff meeting at the project's initiation to establish expectations and roles, followed by weekly status calls to report progress, resolve blockers, and align on upcoming activities. Milestone review sessions are conducted at the completion of key phases such as design approval, sensor deployment, and system go-live, providing opportunities for validation and

stakeholder buy-in. Ad hoc meetings may also be scheduled as necessary to address specific technical issues or incorporate client feedback.

Clients are encouraged to assign dedicated internal stakeholders who can facilitate logistics, data sharing, and decision-making to ensure smooth collaboration. Project updates are regularly communicated through email summaries, shared documents, and live virtual meetings using collaboration platforms such as Microsoft Teams or Zoom. In addition to these formal communication channels, Hydrosight remains accessible for on-demand queries, troubleshooting, and consultation sessions, reinforcing a partnership approach focused on client success.

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## 8. Working Assumptions

Successful implementation relies on timely and responsive client collaboration, including granting access to relevant personnel, infrastructure, data sources, and internal systems necessary for design, deployment, and testing. It is assumed that all required technical and operational approvals will be completed within the agreed project schedule. The client is responsible for providing or licensing any third-party software, legacy metering systems, or platform dependencies needed for integration, including API keys or support documentation. All project activities are expected to comply with applicable data security and privacy regulations, such as GDPR or CCPA, with sensitive information anonymized or pseudonymized where possible. The client must provision adequate IT infrastructure to support cloud-hosted or on-premise deployment of FlowSense, including server capacity, bandwidth, and system resources aligned with Hydrosight's recommendations. On-premise deployment costs and maintenance are to be borne by the client. Key users are expected to participate in scheduled training sessions, pilot evaluations, and system tuning. Any requests for changes that materially impact scope or timeline will be subject to formal change control processes.

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## 9. Risk Management Summary

Several risks could affect delivery and system performance. Scope drift, caused by unplanned feature requests or design changes, is controlled through formal documentation and change request procedures. Availability of client-side personnel such as building engineers, IT administrators, or sustainability leads is a potential constraint, addressed by advanced scheduling and backup session planning. Integration complexity, especially involving aging infrastructure or siloed systems, is mitigated by upfront site assessments, comprehensive interface documentation, and pre-developed middleware modules. Data privacy and cybersecurity risks are managed through secure data transfer protocols, encryption, role-based access control, and

regular auditing of system logs. User adoption risks are alleviated by hands-on onboarding, usage monitoring, and iterative dashboard improvements based on user feedback. Infrastructure limitations such as low bandwidth, power outages, or restricted access are addressed via hybrid connectivity models, ruggedized sensor enclosures, and phased rollouts designed to minimize dependency on unstable conditions. Hydrosight maintains continuous risk monitoring throughout the project lifecycle, with regular checkpoints to reassess and adjust mitigation strategies, ensuring successful delivery and client satisfaction.