



2090 Sugarloaf Parkway, Suite 135
Lawrenceville, Georgia 30045
770-979-6516 (Voice)
770-979-6954 (Fax)
www.crystalstream.com

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
 - Smaller footprint typically based on testing.
 - Shallower sump – typically 3-6’ shallower 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
 - CST can typically delivery in 1-2 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 the crane through the precaster or we make arrangements for the crane to be on site which is a cost added into the job. The contractors appreciate that we can do this for them and it takes extra work off of them as well.
 - If it has not been priced into the job, and we are approached after the bid, it can give us an extra “leg up” on the competition.

6. Local Product Rep

- 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 structure allows that structure 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 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, jurisdictional people who want to maintain the devices themselves. They are able to buy aluminum pieces or coconut fiber anywhere.

9. Engineer to Engineer design process

- Because we work with each engineer on each 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 mistakes in what they send to us and we catch the problem in the design phase before it ever makes it to the site where it could be embarrassing for the engineer.



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

- CST is able to treat whatever the local jurisdiction requires.

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 areas and we can design a new model “on the fly” as needed. We can move the entry and exit pipes to fit the specification 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 bust on the elevations. We were able to work with the precaster to change the location of the pipe holes in the unit for a very modest cost, 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.
- Polisher and Hybrid models can contain a multitude of 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. Since 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.



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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 communications

- When an order is placed for a CST device, a drawing is sent to the contractor (usually by email) and 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. 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 by-pass allows smaller units for high flow/low water quality flow situations

- Because we design each site specifically, we are able to use an internal by-pass 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 their 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.



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- From engineering to quotes, to orders, to deliveries, CST personnel are accessible by phone or email so that our clients get a rapid response to their needs.
- There is no need for our clients to be shipped from person to person for each individual need. We are all located in one office and can and do inter-relate over the jobs requirements. Engineers and contractors like having the ability to get things done with one phone call.

2. Ability to provide crane services

- In areas where we provide the crane, our contractors tell us how much they appreciate this service. When using our competitor's products the device is delivered to the site by a truck. The contractors must provide a crane to offload the product before it's even ready to go in the excavated hole. If there are any delays, than the contractor must foot the bill for however long it takes to get the product off the freight truck. Since CST units arrive at the site in working order, there are no costly delays while the contractor tries to read plans and assemble parts. He doesn't have to worry about if all the pieces are there or what he will do if he assembles the device incorrectly. CST units are offloaded directly into the excavated hole and in most cases we are off the job site in less than 2 hours.

3. 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 normal procedure is to promise delivery in 3 weeks time except in TN, where the norm is 4-5 weeks. Our competitors are often 3-8 weeks.

4. Maintenance History

- Because we provide maintenance for our devices, we know many of our owners on a personal basis. Storm System Services provides maintenance for GA, TN, AL, SC, NC and KY. We work with many national chains not only doing maintenance on our own devices but our competitors devices as



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well. We see first hand how their 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, we are 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.
- Maintenance also provides 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 his area.

5. Complete Site Specific Design Package

- Again, because we work closely with the engineers we are able to do a complete design package for them. We are also able to do submittals for the contractors, who then send 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 (Tech Report or Hydraulic Report) he will need when he takes his plans to the county for review. Each drawing and calculation is site specific.
- The Calculations tie in to the Field Testing and relates to the proper sizing of the units.
- CST is consistent in their sizing and does not undersize.
- We do not under size devices to get the job. We size to the appropriate water quality 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.

6. Professionalism

- This has been reflected with Engineers and Regulators alike. We sell against the competition based on facts, not slander. We understand the Hydraulic Loading Rate and can usually show how our competitor products are

undersized. 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.

7. Not using commission based Sales

- Our competitors are normally commission based which doesn't always give them the incentive to provide the best possible water quality product. They will literally sell anything to get the deal done.

8. Delivery Schedule

- Typically we have a 2 hour site delivery window which means less "down time" for the contractor. If a crane is provided, the crane is scheduled to be there 30-45 minutes before the concrete trucks arrive to allow for the crane to set-up and be ready to offload as soon as the trucks arrive. The delivery is coordinated so that we are on site the least amount of time possible. 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.

9. Delivery Inspections

- In most areas, a site inspection is done by CST, of the site the day before the delivery. This allows us to catch any problems that might occur during the delivery (example, excavation not ready or they didn't make the hole big enough, pipe problems, etc.).
- On the day of the delivery, a CST representative is on site to make sure everything goes smoothly and to answer any questions that might arise. While this may not seem like a big deal, the contractors do get to know our people and have confidence in our 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. By being on site we are able to take care of the problem when it happens and have first hand knowledge of what went wrong.



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10. 5 year parts warranty

- All CST devices have a 5 year parts warranty as long as the device has been properly maintained.

11. Nationwide Fabrication

- Because CST products are made from readily accessible products, the concrete and the internals can be manufactured in any State or County. This can allow us to control costs. Currently we are only producing the internals in Georgia, but this could change as it might help to reduce the internals costs and make us more price competitive.

12. Adaptability to last minute Engineer or contractor changes

- CST is able to work with the engineer through the whole design, order and delivery process. We are able to help the contractor or engineer after the delivery as well. Sometimes no matter how well planned things are, you get out on site and there is a problem. At this point, the engineer or contractor can talk with the CST rep on site to solve the problem. However, sometimes it takes an engineering solution to make things work properly. Our engineer is in the office and available to help our clients at all times, not just during the design phase.