August 28th, 2025

To Whom It May Concern:

This letter is to confirm that Daupler's response management system, Daupler RMS is a sole source software product, designed, produced, sold, and hosted exclusively by Daupler, Inc. No division of Daupler, Inc., nor any other company, makes a similar or competing product. This product must be purchased directly by institutions from Daupler, Inc. There are no agents or dealers authorized to represent this product.

Daupler's software is the **only solution available that manages end-to-end real-time response**, including inputs, response, documentation, communication, and reporting. Other providers may manage a portion of this process, such as call center services, but Daupler is the only comprehensive response platform.

Daupler's unique software:
- Receives inputs from customers, staff, and infrastructure sensors
- Uses a proprietary algorithm to analyze those inputs
- Accurately categorizes and routes issues by department and severity

Daupler's proprietary algorithm has been trained on tens of thousands of records and millions of data points. Consequently, this algorithm cannot be easily replicated.

Daupler's technology is utilized by Daupler's dispatch staff to support managing water, wastewater, electric, gas, public works, and 311 calls to:
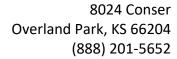- Route information to the appropriate response staff
- Dispatch critical incidents and document the rest for the next business day
- Minimize overtime costs by reducing or eliminating unnecessary dispatches

Daupler RMS reporting and analytics features include:
- Crew arrival and departure timestamps and location verification
- Documented crew phone calls with customers
- Response performance analysis, including overall baseline comparison, user-specific, and custom criteria
- Daily incident distribution and heatmaps by event characteristics

Daupler RMS also provides a customer interface to promote external engagement. Features include:
- Photograph(s) of response staff and description of vehicle(s)
- Response timeline detailing crew dispatch, arrival, and departure times
- Information provided to response organization by customer during initial call

- Ability for customer to upload photos, add notes, and provide special instructions

Daupler's platform drives efficiencies and cost savings for organizations of all sizes. If you would like additional information, please don't hesitate to contact me at (913) 717-8787 or visit our website at daupler.com. Thank you for your interest.

Sincerely,

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