



Certificate of Registration

This certifies that the IT Service Management System of

Eastern Research Group, Inc.

561 Virginia Road
Building 4, Suite 300
Concord, Massachusetts, 01742, United States

has been assessed by NSF-ISR and found to be in conformance to the following standard(s):

ISO/IEC 20000-1:2018

Scope of Certification:

ERG's service management system applies to the management of website and IT application help desk services for contracted customers. Currently includes CAPD, DERA, ECHO and WaterSense helpdesks.

A handwritten signature in blue ink, appearing to read 'SV' or 'Sameer Vachani'.

Sameer Vachani
Senior Director, NSF-ISR

Certificate Number:	C0581966-ST5
Certificate Decision Date:	26-SEP-2025
Certificate Issue Date:	29-SEP-2025
Cycle Effective Date:	10-FEB-2024
Certificate Expiration Date*:	09-FEB-2027

Issued by:

NSF International Strategic Registrations (NSF-ISR)
789 N. Dixboro Road, Ann Arbor, MI 48105 USA

Authorized Certification and/or Accreditation Marks. This certificate is property of NSF-ISR and must be returned upon request.

*Company is audited for conformance at regular intervals. To verify certification call (888) NSF-9000 or visit our web site at www.nsf-isr.org





Certificate of Registration

ANNEX PAGE FOR CERTIFICATE NUMBER: C0581966-ST5

This Annex is only Valid in connection with the above-mentioned certificate issued by NSF-ISR

CERTIFICATE ISSUE DATE:

29-SEP-2025

CERTIFICATE EXPIRATION DATE:

09-FEB-2027

Eastern Research Group, Inc.

561 Virginia Road
Building 4, Suite 300
Concord, Massachusetts, 01742, United
States

Location:

Eastern Research Group, Inc.-
C0581967
2677 Prosperity Ave
Suite 450
Fairfax, Virginia, 22031, United
States

Scope:

This location is part of site
C0581966. Supporting
processes include:
Quality, Program Management

Issued by:

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