Bryant - Public Works
Watermeter/Register/Customer Portal Evaluation

Item No.	Parameter	Description	Rating System Description
1	Initial Meter Cost	Meter Cost of standard 5/8" Meter	10-8 = Lowest Cost, 7-4 Medium Cost, 3-0 Highest Cost
2	Initial Meter Cost	Meter Cost of standard 3/4" Meter	10-8 = Lowest Cost, 7-4 Medium Cost, 3-0 Highest Cost
3	Initial Meter Cost	Meter Cost of standard 1" Meter	10-8 = Lowest Cost, 7-4 Medium Cost, 3-0 Highest Cost
4	Initial Meter Cost	Meter Cost of standard 2" Meter	10-8 = Lowest Cost, 7-4 Medium Cost, 3-0 Highest Cost
5	Replacement Meter Cost	Meter Cost of standard 5/8" Meter	10-8 = Lowest Cost, 7-4 Medium Cost, 3-0 Highest Cost
6	Replacement Meter Cost	Meter Cost of standard 3/4" Meter	10-8 = Lowest Cost, 7-4 Medium Cost, 3-0 Highest Cost
7	Replacement Meter Cost	Meter Cost of standard 1" Meter	10-8 = Lowest Cost, 7-4 Medium Cost, 3-0 Highest Cost
8	Replacement Meter Cost	Meter Cost of standard 2" Meter	10-8 = Lowest Cost, 7-4 Medium Cost, 3-0 Highest Cost
9	Availability of Meter	Standard 5/8" Meter (Where, How many, and How Long?)	10-8 < 3-4 weeks, 7-5 < 6-8 weeks, 4-2 < 12-16 weeks, 1-0 > 120 days
10	Availability of Meter	Standard 3/4" Meter (Where, How many, and How Long?)	10-8 < 3-4 weeks, 7-5 < 6-8 weeks, 4-2 < 12-16 weeks, 1-0 > 120 days
11	Availability of Meter	Standard 1" Meter (Where, How many, and How Long?)	10-8 < 3-4 weeks, 7-5 < 6-8 weeks, 4-2 < 12-16 weeks, 1-0 > 120 days
12	Availability of Meter	Standard 2" Meter (Where, How many, and How Long?)	10-8 < 3-4 weeks, 7-5 < 6-8 weeks, 4-2 < 12-16 weeks, 1-0 > 120 days
13	Accuracy of Meter	Standard 5/8" Meter (% after 5 years)	10-8 > 98%, 7-5 > 95%, 4-2 > 90%, 1-0 < 90%
14	Initial Register Cost	Standard Register	10-8 = Low Cost, 7-4 = Medium Cost, 3-0 =High Cost
15	Replacement Register Cost	Standard Register	10-8 = Low Cost, 7-4 = Medium Cost, 3-0 =High Cost
16	Anticipated Battery Life	(Years)	10-8 => 20 years, 7-5 =>15 years, 4-2> 10 years, 1-0 < 10 year or NA
17	Access/Antenna Replacement Cost	(What costs are associated with finishing out the install?)	10-6 = Included with Meter/Register, 5-0 = Some cost associated with retrofitting.
18	Pit Requirements	(Can use existing? Or will require new?)	10-7 = Potential to reuse existing, 6-4 = May require some modifications, 3-0 = Requires complete replacment
19	Estimate of Total Meter/Reg Installation	One Time Cost	**100-80 = Lowest Cost, 79-40 = Medium Cost, 39-0 = High Cost or no data**
20	Anticipated Total Meter/Reg Schedule	Length of Time to Install	10-8 =< 3 months, 7-5 =< 6 months, 4-2 = > 6 months, 1-0 > 1 year
21	Techinical Support Location	Where will service techs come from?	10-8 = locally, 7-3 = regional office nearby, 2-0 = regional office not nearby
22	Techinical Support Availability	How many techs serve this area?	10-8 = 5 to 10 staff locally, 7-4 =< 5 staff locally, 3-0 = little to no staff locally
23	Online Support	What is available through online support?	10-8 = 24 hour with remote login available, 7-4 = Business hours with remote login, 3-0 = Limited support with no login
24	Read System	AMI, AMR, Cellular?	10-8 = AMI & Cellular, 7-5 = Cellular Only, 4-2= AMI & AMR, 1-0=AMI Only
25	Cellular Availability	Is there an option for Cellular	10-5 = YES, 4-0 = NO (with description as to when)
26	Anticipated Repeaters Required for City	How Many? Estimate	10-5 = NO, 4-0 = YES (with description why)
27	Repeater Cost per Quantity		10-8 =$0, 7-4 = Nominal Cost, 3-0 = High Cost
28	Anticipated Repeater life	Years	10 = Not Needed, 9-7 = 10+ Years, 6-4 > 5 Years, 3-0< 5 Years
29	Repeater Special Requirements	Towers? Available power supply?	10 = Not Needed, 9-7 = Easily Installed at accessible areas, 6-4 = Requires tower structure, 3-0 = Requires continuous power supply
30	Hosting Fee per meter	Annual Cost for hosting of each meter	10 = $0 Cost, 9-6 Low Cost, 5-3 = Medium Cost, 2-0 = High Cost
31	Limitation on Upload information	(How many, how often under the base hosting fee)	10 = $0 Cost and no limit, 9-6 Low Cost and no limit, 5-0 High Cost and Limited
32	Format of Data	(Number of reads per hour)	10-8 = Multiple per hour reads and uploadable, 7-4 = Multiple per day and uploadable, 3-0 = Minimum per day and manually uploaded
33	Additional Data access available	What data is available outside of base hosting and cost	10-8 = Multiple Data available, 7-4 = Reads only, 3-0 = Little to no available data
34	Additional Data Available	Pressure? Temperature? Under base hosting or additional	10-8 = Multiple Data available, 7-4 = Reads only, 3-0 = Little to no available data
35	Upload of Data Format	List available export file data for upload to Billing	10-8 = Multiple including Excel & Tyler Readable File, 7-4 = Readable file with 3rd party conversion, 3-0 = Little to no readable file
36	Compatibility to Billing Software	Compatible with Tyler Encode?	10 = YES, 9-4 = With 3rd party conversion, 3-0 = No and why
37	Customer Portal availability	Online? Free or cost Application?	10-8 = Currently Free, 7-5 = Future Fees may Apply, 4-2 = Low Cost, 1-0 = NA
38	Mobile Version availabiltiy	Yes or no	10-8 = Yes with multiple Platforms, 7-4 = Yes with limited platforms, 3-0 = No Platforms
39	Available Data on Customer Portal	Reads? Number & How Often? Other Data?	10-8 = Multiple parameters available with Tracking & alarms, 7-5 = Simple Consumption with Tracking, 4-1 = Simple Read no tracking, 0 = NA
40	Customer Portal Data Format	Visual Graphs, Trending	10-7 = Easy to check usage, 6-3 = Few keystrokes to check usage, 2-0 = complex or NA
41	Ease of Use - Customer Portal	Rating by consumers	10-7 = Good consumer reports, 6-3 = medium customer reports, 2-0 = little customer reports or NA
42	Tech Support for Customer Portal	Describe Help Desk	10-7 = Readily Available Customer support, 6-3 = Counts on 3rd Party Support, 2-0 = Little to no support
43	Any Hosting fees for Customer	Any annual cost and how much?	10-6 = No Customer Cost, 5-3 = Minor Customer Cost, 2-0 = High Customer Cost or NA
44	Can Customer Portal be customized	If so, what can be added/detracted from portal?	10-7 = Yes with Autobill pay available, 6-4 = Some customization with notifications, 3-0 = Little to no customization
45	Third Party Software available	Any third party software available and what is format?	10-7 = Yes but unneeded, 6-4 = Yes but with cost, 3-0 =Little to none available
46	Customer REFERAL	SEE ADDITIONAL REFERAL INTERVIEWS	**100-67 = Great Referal Customer Review, 66-33 Mediocre Customer Review, 32-0 Poor Customer Reviews**

Rating System

Bryant - Public Works
Watermeter/Register/Customer Portal Evaluation

Summary of Ratings

METER Manufacturer	TOTALED RATING
Badger	416
Master Meter	375
Metron	449
Neptune	359

Badger Meter Rating

Bryant - Public Works
Watermeter/Register/Customer Portal Evaluation

Item No.	Parameter	Description	Manufacturer/Provider: Badger — Provided by Manfacturer/Rep	Comment on Comparision	Adjusted Comparison	Rating
1	Initial Meter Cost	Meter Cost of standard 5/8" Meter	[redacted]			6
2	Initial Meter Cost	Meter Cost of standard 3/4" Meter				6
3	Initial Meter Cost	Meter Cost of standard 1" Meter				7
4	Initial Meter Cost	Meter Cost of standard 2" Meter				3
5	Replacement Meter Cost	Meter Cost of standard 5/8" Meter	Normally in line with PPI	Production Price Index - can change with inflation		6
6	Replacement Meter Cost	Meter Cost of standard 3/4" Meter	Normally in line with PPI	Production Price Index - can change with inflation		6
7	Replacement Meter Cost	Meter Cost of standard 1" Meter	Normally in line with PPI	Production Price Index - can change with inflation		7
8	Replacement Meter Cost	Meter Cost of standard 2" Meter	Normally in line with PPI	Production Price Index - can change with inflation		3
9	Availability of Meter	Standard 5/8" Meter (Where, How many, and How Long?)	Currently 120 Working Days			2
10	Availability of Meter	Standard 3/4" Meter (Where, How many, and How Long?)	Currently 120 Working Days			2
11	Availability of Meter	Standard 1" Meter (Where, How many, and How Long?)	Currently 120 Working Days			2
12	Availability of Meter	Standard 2" Meter (Where, How many, and How Long?)	Currently 120 Working Days			2
13	Accuracy of Meter	Standard 5/8" Meter (% after 5 years)	AWWA Standard of 90%	No manufacturer's data provided		2
14	Initial Register Cost	Standard Register	Included in price of meter above			5
15	Replacement Register Cost	Standard Register	Normally in line with PPI			5
16	Anticipated Battery Life	(Years)	HR-E Encoder has no battery			0
17	Access/Antenna Replacement Cost	(What costs are associated with finishing out the install?)	Included in price of meter above			5
18	Pit Requirements	(Can use existing? Or will require new?)	Requires Non Metalic Lid			6
19	Estimate of Total Meter/Reg Installation	One Time Cost	[redacted]			**70**
20	Anticipated Total Meter/Reg Schedule	Length of Time to Install	Dependant on contractor			3
21	Techinical Support Location	Where will service techs come from?	Local Henard Utility and Badger			8
22	Techinical Support Availability	How many techs serve this area?	5			5
23	Online Support	What is available through online support?	Remote In	Can dial into meters directly		6
24	Read System	AMI, AMR, Cellular?	AMI - Cellular			10
25	Cellular Availability	Is there an option for Cellular	Yes			10
26	Anticipated Repeaters Required for City	How Many? Estimate	Not Needed			10
27	Repeater Cost per Quantity		Not Needed			10
28	Anticipated Repeater life	Years	N/A			10
29	Repeater Special Requirements	Towers? Available power supply?	N/A			10
30	Hosting Fee per meter	Annual Cost for hosting of each meter	[redacted]			1
31	Limitation on Upload Information	(How many, how often under the base hosting fee)	Unlimited			10
32	Format of Data	(Number of reads per hour)	15 Min Increments 4 Times per Day			7
33	Additional Data access available	What data is available outside of base hosting and cost	All available @ base cost			7
34	Additional Data Available	Pressure? Temperature? Under base hosting or additional	3"-8" Ultra-Sonic Pressure and Temp	Residential meter pressure and temp coming soon		5
35	Upload of Data Format	List available export file data for upload to Billing	CSV	Comma delimited file uploadable to Excel		10
36	Compatibility to Billing Software	Compatible with Tyler Encode?	Yes	Verified with Tyler by Vendor		10
37	Customer Portal availability	Online? Free or cost Application?	No additional charge			10
38	Mobile Version availabiltiy	Yes or no	Yes			8
39	Available Data on Customer Portal	Reads? Number & How Often? Other Data?	Hourly reads, uploads 1 time daily			6
40	Customer Portal Data Format	Visual Graphs, Trending	Water usage graph			7
41	Ease of Use - Customer Portal	Rating by consumers	Not availible			
42	Tech Support for Customer Portal	Describe Help Desk	Justin Turner in house - Badger Corp			9
43	Any Hosting fees for Customer	Any annual cost and how much?	No, not for cellular			9
44	Can Customer Portal be customized	If so, what can be added/detracted from portal?	Yes - URL, Rebranded, auto-payment			10
45	Third Party Software available	Any third party software available and what is format?	None availible			5
46	Customer REFERAL	SEE ADDITIONAL REFERAL INTERVIEWS		**Generally Good**		**75**

METER: Badger - Current Rating Total = 416

Badger Meter Rating

Bryant - Public Works
Watermeter/Register/Customer Portal Evaluation

Item No.	Parameter	Description	Manufacturer/Provider: Master — Provided by Manfacturer/Rep		Rating
1	Initial Meter Cost	Meter Cost of standard 5/8" Meter	[redacted]		9
2	Initial Meter Cost	Meter Cost of standard 3/4" Meter			9
3	Initial Meter Cost	Meter Cost of standard 1" Meter			9
4	Initial Meter Cost	Meter Cost of standard 2" Meter			9
5	Replacement Meter Cost	Meter Cost of standard 5/8" Meter		Body only	9
6	Replacement Meter Cost	Meter Cost of standard 3/4" Meter		Body only	9
7	Replacement Meter Cost	Meter Cost of standard 1" Meter		Body only	9
8	Replacement Meter Cost	Meter Cost of standard 2" Meter		Body only	7
9	Availability of Meter	Standard 5/8" Meter (Where, How many, and How Long?)	Jan-23	Based on immediate order as of 9/2022	2
10	Availability of Meter	Standard 3/4" Meter (Where, How many, and How Long?)	Jan-23	Based on immediate order as of 9/2022	2
11	Availability of Meter	Standard 1" Meter (Where, How many, and How Long?)	Jan-23	Based on immediate order as of 9/2022	2
12	Availability of Meter	Standard 2" Meter (Where, How many, and How Long?)	Jan-23	Based on immediate order as of 9/2022	2
13	Accuracy of Meter	Standard 5/8" Meter (% after 5 years)	98.50%		9
14	Initial Register Cost	Standard Register	included in item1		8
15	Replacement Register Cost	Standard Register	[redacted]		6
16	Anticipated Battery Life	(Years)	12-14 years		7
17	Access/Antenna Replacement Cost	(What costs are associated with finishing out the install?)	no antenna on meter or register		5
18	Pit Requirements	(Can use existing? Or will require new?)	yes, may plan on 10% of boxes to be replaced or modified		7
19	Estimate of Total Meter/Reg Installation	One Time Cost	[redacted]	Accumulated + Hosting+ Base+Repeaters+Mob App [redacted]	50
20	Anticipated Total Meter/Reg Schedule	Length of Time to Install	180 days	Anticipated by Rep	3
21	Techinical Support Location	Where will service techs come from?	Little Rock,AR		8
22	Techinical Support Availability	How many techs serve this area?	5		5
23	Online Support	What is available through online support?	updates, online help, programming help, billing interface help		7
24	Read System	AMI, AMR, Cellular?	**AMI**	**Cellular not currently available**	1
25	Cellular Availability	Is there an option for Cellular	**YES**	**(Not Currently Available)**	0
26	Anticipated Repeaters Required for City	How Many? Estimate	1 Base Station- 2 Repeaters- Base Station already installed on Hwy 5 tank		4
27	Repeater Cost per Quantity		[redacted]	Must be added to total cost	2
28	Anticipated Repeater life	Years	5-7 years		4
29	Repeater Special Requirements	Towers? Available power supply?	Repeaters need to be at a minimun of 60', must have A/C POWER, City responsible for tower and power at sites.		1
30	Hosting Fee per meter	Annual Cost for hosting of each meter	[redacted]	Hosting fee is an annual cost	7
31	Limitation on Upload Information	(How many, how often under the base hosting fee)	unlimitted		10
32	Format of Data	(Number of reads per hour)	2 reads per day- in those 2 reads you have 12 hourly readings.		7
33	Additional Data access available	What data is available outside of base hosting and cost	you get any data that come into harmony, either through ami or api devices		7
34	Additional Data Available	Pressure? Temperature? Under base hosting or additional	Harmony Encore has the avaliablty for outside API		5
35	Upload of Data Format	List available export file data for upload to Billing	will use import and export files to transfer data from Harmony to Tyler Encode		10
36	Compatibility to Billing Software	Compatible with Tyler Encode?	yes	Verified with Tyler by Vendor	10
37	Customer Portal availability	Online? Free or cost Application?	[redacted]		4
38	Mobile Version availabiltiy	Yes or no	YES		8
39	Available Data on Customer Portal	Reads? Number & How Often? Other Data?	current reads,monthly reads, daily and hourly reads,set alerts and thresholds for customer consumption		7
40	Customer Portal Data Format	Visual Graphs, Trending	see brouchure already sent (my water advisor II)		7
41	Ease of Use - Customer Portal	Rating by consumers			
42	Tech Support for Customer Portal	Describe Help Desk	Master Meter STS is avalaible as well as any CPS Staff 24/7		10
43	Any Hosting fees for Customer	Any annual cost and how much?	no		10
44	Can Customer Portal be customized	If so, what can be added/detracted from portal?	if any additions are made to the customer portal those additions will be avalaible to Bryant at no charge		9
45	Third Party Software available	Any third party software available and what is format?	Harmony Encore can handle third party API (Leak sensor,pressure monitoring, GIS overlay, etc.)		9
46	Customer REFERAL	SEE ADDITIONAL REFERAL INTERVIEWS		**Generally Good but no Cellular**	50

METER: Master - Current Rating Total = 375

Master Meter Rating

Bryant - Public Works
Watermeter/Register/Customer Portal Evaluation

Item No.	Parameter	Description	Manufacturer/Provider: Metron — Provided by Manfacturer/Rep	Comment on Comparision	Adjusted Comparison	Rating
1	Initial Meter Cost	Meter Cost of standard 5/8" Meter	[redacted]			3
2	Initial Meter Cost	Meter Cost of standard 3/4" Meter				3
3	Initial Meter Cost	Meter Cost of standard 1" Meter				3
4	Initial Meter Cost	Meter Cost of standard 2" Meter				5
5	Replacement Meter Cost	Meter Cost of standard 5/8" Meter				7
6	Replacement Meter Cost	Meter Cost of standard 3/4" Meter				7
7	Replacement Meter Cost	Meter Cost of standard 1" Meter				3
8	Replacement Meter Cost	Meter Cost of standard 2" Meter				2
9	Availability of Meter	Standard 5/8" Meter (Where, How many, and How Long?)	Boulder, CO <1000 - 3-4 weeks..1001-5000 4-8...>5000 - 8-12 ALL in WEEKS	After receipt of order		8
10	Availability of Meter	Standard 3/4" Meter (Where, How many, and How Long?)	Boulder, CO <1000 - 3-4 weeks..1001-5000 4-8...>5000 - 8-12 ALL in WEEKS	After receipt of order		8
11	Availability of Meter	Standard 1" Meter (Where, How many, and How Long?)	Boulder, CO <1000 - 3-4 weeks..1001-5000 4-8...>5000 - 8-12 ALL in WEEKS	After receipt of order		8
12	Availability of Meter	Standard 2" Meter (Where, How many, and How Long?)	Boulder, CO <1000 - 3-4 weeks..1001-5000 4-8...>5000 - 8-12 ALL in WEEKS	After receipt of order		8
13	Accuracy of Meter	Standard 5/8" Meter (% after 5 years)	98.5-101.5 %			10
14	Initial Register Cost	Standard Register	[redacted]			5
15	Replacement Register Cost	Standard Register				5
16	Anticipated Battery Life	(Years)	**22 years**			**10**
17	Access/Antenna Replacement Cost	(What costs are associated with finishing out the install?)	Included with meters			5
18	Pit Requirements	(Can use existing? Or will require new?)	Composite is recommended, can try existing then replace as needed			7
19	Estimate of Total Meter/Reg Installation	One Time Cost	[redacted]	Accumulate Costs Based on 2021 Meter Counts	[redacted]	**40**
20	Anticipated Total Meter/Reg Schedule	Length of Time to Install	<10 minutes for install, no on site programming required	Accumulated for 9000 Meters - 1500 Hours - 2 Man Team Est 20 weeks		7
21	Techinical Support Location	Where will service techs come from?	Boulder, CO	Provide Continuous Online Support		2
22	Techinical Support Availability	How many techs serve this area?	5			5
23	Online Support	What is available through online support?	All applicable online applications and some field support			8
24	Read System	AMI, AMR, Cellular?	Cellular			7
25	Cellular Availability	Is there an option for Cellular	Yes			10
26	Anticipated Repeaters Required for City	How Many? Estimate	None			10
27	Repeater Cost per Quantity		$0			10
28	Anticipated Repeater life	Years	N/A			10
29	Repeater Special Requirements	Towers? Available power supply?	N/A			10
30	Hosting Fee per meter	Annual Cost for hosting of each meter	$0	Currently no annual hosting fee required		10
31	Limitation on Upload Information	(How many, how often under the base hosting fee)	No limit			10
32	Format of Data	(Number of reads per hour)	1440 daily, 60 per hour, 1 per minute			10
33	Additional Data access available	What data is available outside of base hosting and cost	All is included at no additional cost	**Includes Algorithim that can estimate leak issues**		8
34	Additional Data Available	Pressure? Temperature? Under base hosting or additional	Ambient temperature availble (max and min)	**Includes Algorithim that can estimate leak issues**		7
35	Upload of Data Format	List available export file data for upload to Billing	Text, delimited, API			10
36	Compatibility to Billing Software	Compatible with Tyler Encode?	Yes, references available upon request	Verified with Tyler by Vendor		10
37	Customer Portal availability	Online? Free or cost Application?	Yes, currently free	For 10 years		10
38	Mobile Version availabiltiy	Yes or no	Yes, apple and adroid app			10
39	Available Data on Customer Portal	Reads? Number & How Often? Other Data?	Current read, consumption history, alarms, etc	Includes Algorithim that can estimate leak issues		10
40	Customer Portal Data Format	Visual Graphs, Trending	Yes			10
41	Ease of Use - Customer Portal	Rating by consumers	Very good feedback - updated web app to be released soon (Q3)			
42	Tech Support for Customer Portal	Describe Help Desk	Currently supported by utility, may look at call center at a future point	Includes Algorithim that can estimate leak issues		8
43	Any Hosting fees for Customer	Any annual cost and how much?	None			10
44	Can Customer Portal be customized	If so, what can be added/detracted from portal?	Yes, utility has full control of end user access			10
45	Third Party Software available	Any third party software available and what is format?	We can API to 3rd party if necessary			10
46	Customer REFERAL	SEE ADDITIONAL REFERAL INTERVIEWS		**Great Customer Referal**		**80**

METER: Metron - Current Rating Total = 449

Metron Meter Rating

Neptune Meter Rating

Bryant - Public Works
Watermeter/Register/Customer Portal Evaluation

Item No.	Parameter	Description	Manufacturer/Provider: Neptune — Provided by Manfacturer/Rep	Comment on Comparision	Adjusted Comparison	Rating
1	Initial Meter Cost	Meter Cost of standard 5/8" Meter	[redacted]		[redacted]	7
2	Initial Meter Cost	Meter Cost of standard 3/4" Meter				7
3	Initial Meter Cost	Meter Cost of standard 1" Meter				6
4	Initial Meter Cost	Meter Cost of standard 2" Meter				6
5	Replacement Meter Cost	Meter Cost of standard 5/8" Meter				3
6	Replacement Meter Cost	Meter Cost of standard 3/4" Meter				3
7	Replacement Meter Cost	Meter Cost of standard 1" Meter				7
8	Replacement Meter Cost	Meter Cost of standard 2" Meter				9
9	Availability of Meter	Standard 5/8" Meter (Where, How many, and How Long?)	90 DAY LEAD TIME	After receipt of order		6
10	Availability of Meter	Standard 3/4" Meter (Where, How many, and How Long?)	90 DAY LEAD TIME	After receipt of order		6
11	Availability of Meter	Standard 1" Meter (Where, How many, and How Long?)	90 DAY LEAD TIME	After receipt of order		6
12	Availability of Meter	Standard 2" Meter (Where, How many, and How Long?)	120 DAY LEAD TIME	After receipt of order		2
13	Accuracy of Meter	Standard 5/8" Meter (% after 5 years)	98.35%			8
14	Initial Register Cost	Standard Register	[redacted]			9
15	Replacement Register Cost	Standard Register				9
16	Anticipated Battery Life	(Years)	No battery in meter			0
17	Access/Antenna Replacement Cost	(What costs are associated with finishing out the install?)	?			5
18	Pit Requirements	(Can use existing? Or will require new?)	Existing			8
19	Estimate of Total Meter/Reg Installation	One Time Cost	?	Accum + Hosting	[redacted]	70
20	Anticipated Total Meter/Reg Schedule	Length of Time to Install	12 months	Anticipated by Rep		2
21	Techinical Support Location	Where will service techs come from?	Remote	Can dial into meters directly		3
22	Techinical Support Availability	How many techs serve this area?	8 Associates Nationally			5
23	Online Support	What is available through online support?	Full Support	Online		7
24	Read System	AMI, AMR, Cellular?	Cellular			7
25	Cellular Availability	Is there an option for Cellular	[redacted]			5
26	Anticipated Repeaters Required for City	How Many? Estimate	Yes and deployed			4
27	Repeater Cost per Quantity		n/a			10
28	Anticipated Repeater life	Years	n/a			10
29	Repeater Special Requirements	Towers? Available power supply?	n/a			10
30	Hosting Fee per meter	Annual Cost for hosting of each meter	[redacted]	per meter per year	[redacted]	1
31	Limitation on Upload Information	(How many, how often under the base hosting fee)	unlimited			5
32	Format of Data	(Number of reads per hour)	n/a			5
33	Additional Data access available	What data is available outside of base hosting and cost	n/a			5
34	Additional Data Available	Pressure? Temperature? Under base hosting or additional	n/a			5
35	Upload of Data Format	List available export file data for upload to Billing	V4 File Format	Fully and Proven		10
36	Compatibility to Billing Software	Compatible with Tyler Encode?	Yes	Verified with Tyler by Vendor		10
37	Customer Portal availability	Online? Free or cost Application?				0
38	Mobile Version availabiltiy	Yes or no	Yes			4
39	Available Data on Customer Portal	Reads? Number & How Often? Other Data?	Everything			7
40	Customer Portal Data Format	Visual Graphs, Trending	Everything			7
41	Ease of Use - Customer Portal	Rating by consumers	TBD			
42	Tech Support for Customer Portal	Describe Help Desk	Remote			3
43	Any Hosting fees for Customer	Any annual cost and how much?	Yes, Estimated $35k per year			1
44	Can Customer Portal be customized	If so, what can be added/detracted from portal?	Yes			3
45	Third Party Software available	Any third party software available and what is format?	Yes (WaterSmart)			3
46	Customer REFERAL	SEE ADDITIONAL REFERAL INTERVIEWS		**Medium to Good**		50

METER: Neptune - Current Rating Total = 359

Neptune Meter Rating