

**REPORT TO:** Mayor and Members of Council

**PREPARED BY:** Sam Shannon, Director of Infrastructure and Operations

**DEPARTMENT:** Infrastructure & Operations

**DIVISION:** Public Works

**MEETING DATE:** July 16, 2025

**SUBJECT:** Report DIO-44-2025 – 2025 Water Meter Program  
– Contract Award

---

**PROPOSED MOTION**

THAT Council receives Report DIO-44-2025 regarding the “2025 Water Meter Replacement Program – Contract Award” for information;

AND THAT Council directs Staff to award the Proposal Contract IO-02-2025 for the 2025 Water Meter Replacement Program to Neptune Technology Group, in the amount of \$450,735.93 (including HST);

AND THAT the Mayor and Clerk be authorized to sign all necessary documentation.

**STAFF RECOMMENDATION.**

THAT Council receives Report DIO-44-2025 regarding the “2025 Water Meter Replacement Program – Contract Award” for information;

AND THAT Council directs Staff to award the Proposal Contract IO-02-2025 for the 2025 Water Meter Replacement Program to Neptune Technology Group, in the amount of \$450,735.93 (including HST);

AND THAT the Mayor and Clerk be authorized to sign all necessary documentation.

**EXECUTIVE SUMMARY**

This report recommends the award of Proposal Contract IO-02-2025 for the 2025 Water Meter Replacement Program to Neptune Technology Group, in the amount of \$450,735.93 including HST. The Request for Proposal was issued to support the

Municipality of North Middlesex's ongoing efforts to modernize water infrastructure and enhance billing accuracy through the phased replacement of aging water meters. The 2025 program includes the supply and installation of approximately 250 new residential meters equipped with advanced metering technology.

The RFP closed on June 26, 2025, with one submission received. After evaluation, Neptune Technology Group was identified as the preferred proponent based on a comprehensive review of technical and cost criteria. Their proposal includes all required components such as dedicated project management, customer communications, real-time data integration with the Municipality's existing systems, and both product and installation warranties. Neptune Technology Group has extensive experience delivering similar programs across Canada, including recent work in Lambton Shores. Their proposal is supported locally through Evans Supply Limited.

The project is scheduled to begin following contract execution and will be completed within the 2025 calendar year. It will be funded entirely through the approved 2025 Capital Budget. The submitted cost includes a 5% contingency and is not expected to exceed the allocated budget.

## **LINK TO STRATEGIC PRIORITIES**

**Staff, Culture, Work Environment** By providing high-quality public services

**Fiscal Responsibility** By seeking fiscal sustainability by balancing service needs, demands, and growth

## **BACKGROUND**

### **Previous Reports Related to this Matter**

Regular Meeting of Council, April 17, 2025, Agenda Item 5.2, 2024 Water Meter Replacement Project: <https://pub-northmiddlesex.escribemeetings.com/filestream.ashx?DocumentId=11610>

### **Background**

In 2024, the Municipality initiated a water meter replacement program to address aging infrastructure, improve billing accuracy, and begin transitioning toward a proactive lifecycle management strategy for water assets. The initial phase, awarded to Evans Supply Limited, targeted approximately 200-meter replacements, prioritizing units with zero reads or known inaccuracies.

Building upon this foundational work, Staff issued RFP IO-02-2025 to expand the program and implement a comprehensive water meter replacement strategy in 2025. The objective

is to replace an additional 250 water meters, enhance operational efficiency, and ensure reliable data collection through advanced metering technology.

The RFP sought a turnkey solution that included project management, supply, installation data integration, customer communications, and reporting.

## **DISCUSSION**

The Request for Proposal was utilized to procure professional services for this project, which enables proponents to propose different methodologies and innovations for achieving the objective of the project while ensuring other factors including cost, experience, and schedule are all given consideration. The RFP document was published on Biddingo in May of 2025 and closed on June 26, 2025, having 10 registered plan takers, with one (1) submission received.

For this RFP, to ensure that the Municipality was receiving best value for the provided services, the following weighted criteria was utilized:

**Table 1 – RFP Criteria**

<b>Technical Proposal</b>	
Letter of Introduction	
Solution Overview	7
Project Overview	13
Water Meter Details	20
Installation Services	20
References	5
Value Added	5
<b>Sub-Total</b>	<b>70</b>
<b>Cost Proposal</b>	
Cost and Fees	30
<b>Total</b>	<b>100</b>

Staff reviewed the submitted proposal with the following results based on the weighted scoring:

**Table 2 – Weighted Summary**

<b>Proponents Name</b>	<b>Weighted Scoring</b>	<b>Cost Submission (Excluding HST)</b>
Neptune Technology Group	111%	\$398,881.35

Staff reviewed the proposal closely with regards to the level of detail required to achieve desired outcomes of this project and found no irregularities. Based on this, Staff are recommending that Neptune Technology Group be awarded the 2025 Water Meter Replacement Program based on their respective proposal submission. Neptune Technology Group is a well-known Consultant capable of undertaking these types of projects and successfully does so for many other similar Municipal entities.

Neptune Technology Group has significant experience in delivering large-scale AMI/AMR meter replacement projects across Canada, including nearby Lambton Shores. Their team's expertise, in conjunction with the partnership with Evans Supply Limited, minimize project risk and ensure timely delivery. The submitted proposal includes:

- Supply and installation of approximately 250 Neptune T-10 and E-CODER R900i absolute encoders.
- Dedicated project management, scheduling, customer outreach, and quality assurance.
- Real-time data integration with Neptune 360 and compatibility with the Municipality's CityWide system.
- Appropriate warranties on both installation and product support through the applicable parties.

The 2025 program builds on lessons learned in 2024 and is aligned with the Asset Management Plan, which noted that the average water meter in North Middlesex is 16 years old — beyond its optimal service life. The replacements this year will capture all problem meters found through the water billing improvement process over the past year.

## **FINANCIAL**

The 2025 Water Meter Replacement Program was approved as part of the 2025 Capital Budget with an assigned value of \$450,000.00. The submitted value of \$450,735.93 (including HST) includes a 5% contingency of \$18,994.35, in addition to extra hourly rates and per unit costs that are not anticipated to be spent in their entirety but carried as project insurance. The project will be managed such that the contingency amount, if required, will be spent less \$735.93 such that the project finishes within the allocated and approved budget.

This will be included as part of future budget variance reporting.

## **ATTACHMENT**

- Proposal Document: IO-02-2025
- Neptune Technology Group Technical Submission

- Neptune Technology Group Cost Submission

Prepared By: **Sam Shannon, Director of Infrastructure and Operations**

Reviewed By: **Ralph D'Alessandro, Director of Finance/Treasurer**

Approved By: Carolyn Tripp, Chief Administrative Officer