PROPOSAL RESPONSE TO:

Municipality of North Middlesex

2025 Water Meter Replacement Program
RFP IO-02-2025
TECHNICAL Proposal

June 26, 2025

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7275 West Credit Avenue
Mississauga, ON L5N 5M9
1-800-363-7886 | neptunetg.com

June 26, 2025

The Municipality of North Middlesex
229 Parkhill Main Street
Parkhill, ON N0M 2K0

Attention: Samuel Shannon, Director of Infrastructure and Operations
Re: **2025 Water Meter Replacement Program - RFP IO-02-2025**

Dear Samuel,

I appreciate the opportunity to submit a proposal to **The Municipality of North Middlesex** on behalf of Neptune Technology Group Canada Co. (Neptune). With similar work already underway in the neighboring community of Lambton Shores, we are well equipped to bring the same proven approach and methodology to ensure the successful delivery of this project in North Middlesex.

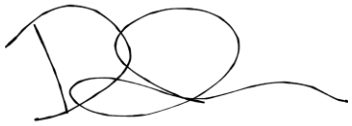
Neptune has a history of over 130 years in manufacturing water meters and over 35 years in providing service solutions. Neptune is an industry leader in innovative meter design, cutting-edge AMI and AMR systems, and a comprehensive management portfolio for operations, maintenance, and administration.

With our turnkey project solution that includes supply, installation, and connectivity services, we offer single-source responsibility for enhancing your existing asset investments, lowering operating costs, and increasing revenue while helping you deliver safe, clean water to your customers. We have a wealth of experience in conducting large scale meter installation projects and metering system implementations for water utilities and municipalities across Canada.

Neptune's hands-on unique approach helps our customers navigate this change management process. We partner with our customers to work collaboratively to achieve shared goals.

We hope to have the opportunity to meet with you to discuss this proposal more thoroughly. If you have any questions, please do not hesitate to contact me at (226) 218-1013 or at diacocca@neptunetg.com.

Respectfully,
NEPTUNE TECHNOLOGY GROUP CANADA CO.



David Iacocca
Territory Manager - Southwestern Ontario

Technical Proposal Submittal Form

Request for Proposal: IO-02-2025
Closing Deadline: Thursday, ~~June 19th, 2025 @ 2:00:00 PM~~ June 26, 2025 @ 2:00:00 PM
Project Description: Supply and Installation of Water Meters and Associated Assembly Components
For: The Municipality of North Middlesex

I/WE, THE

Submitted By: Neptune Technology Group Canada Co. (Company Name)

David Iacocca, Territory Manager (Contact Name)

UNDERSIGNED, HEREBY SUBMIT THIS PROPOSAL FOR THE PROVISION OF THE GOODS AND/OR SERVICES ARE DESCRIBED WITHIN THE REQUEST FOR PROPOSAL DOCUMENT FOR THE ABOVE NAMED PROJECT.

I/WE HAVE CAREFULLY EXAMINED THE DOCUMENTS AND HAVE A CLEAR AND COMPREHENSIVE KNOWLEDGE OF THE REQUIREMENTS AND HAVE SUBMITTED ALL RELEVANT DATA. I/WE AGREE, IF SELECTED, TO PROVIDE THOSE GOODS AND/OR SERVICES TO THE MUNICIPALITY IN ACCORDANCE WITH THE TERMS, CONDITIONS, AND SPECIFICATIONS CONTAINED IN THE PROPOSAL DOCUMENT AND OUR SUBMISSION.

Proposal Submission

Proposal submission shall be irrevocable and open for acceptance for the Bid Acceptance Period, a period of 120 days following the date of the closing.

The Proponent submits that they have thoroughly reviewed this document together with the following Addenda and hereby accepts and agrees to all provisions and conditions stated herein and has included fully for all requirements in the Pricing.

Addendum Acknowledgement

Addendum No. 1 Dated: June 3, 2025
Addendum No. 2 Dated: June 9, 2025
Addendum No. _____ Dated: _____
Addendum No. _____ Dated: _____
Addendum No. _____ Dated: _____
Addendum No. _____ Dated: _____

List of Suppliers and Sub-Contractors

The Proponent also agrees that the following is a complete list of suppliers and sub-contractors that will be required in the performance of the Work and that no additions, deletions, or changes to this list will be permitted without the approval of the Municipality.

Supplier and/or Sub-Contractor	Address	Product/Service
Neptune is the sole supplier and manufacturer of material and will not use any subcontractors.		

Harmonized Sales (H.S.T.) Tax Information

Please provide in the space below your H.S.T. Registration Number. Please note that all invoices provided to the Municipality must show the H.S.T. Registration Number and show this tax on a separate line.

H.S.T. Registration Number: 87551 7914 RT0001

Pricing

This Proponent's Submission is made entirely in accordance with the Document. By your signature hereunder, it is deemed that you have read and agreed to all terms and conditions in the same manner as had such terms and conditions above your signature, and that you have the authority to bind the Proponent.

Company Name and Address:

Neptune Technology Group Canada Co.

7275 West Credit Avenue, Mississauga, ON L5N 5M9

Telephone Number: (905) 858-4211 Fax Number: N/A

Dated at Mississauga, ON this 24 day of June, 2025.

Name/Title: Jeff Carter, VP & General Manager Signature:

Witness: Sandra Pimentel, Executive Assistant Signature:

Note

If the Proposal is submitted by or on behalf of any Corporation, it must be signed in the name of such Corporation by someone who has the authority to bind the Corporation.

If the Proposal is submitted by or on behalf of any Partnership, it must be signed in the name by

someone who has authority to bind the partnership and witnessed.

If the Proposal is not being submitted on behalf of a Corporation, the Bidder's signature must be witnessed.

Municipality of North Middlesex

BID DOCUMENT ADDENDUM

ADDENDUM NUMBER: #1

2025 Water Meter Replacement Program

Bid Number: IO-02-2025

Closing Date: 06/26/2025 14:00:00 ET

229 Parkhill Main St.
Parkhill, Ontario, N0M2K0
Telephone: 519-294-6244 ext. 223

IMPORTANT PROCUREMENT NOTICE

Announcement Number	#1
Announcement Name	Revised Closing Date / Page Limit
Publish Date(MM/DD/YYYY)	06/03/2025
Announcement Status	Revised Date New Closing Date : 06/26/2025 14:00:00 ET
Announcement Details	1. Will North Middlesex grant an extension to June 26th or July 3rd? The closing date is being extended to June 26th. 2. Will North Middlesex accept 30 pages, excluding appendices, cover page, tab pages, and table of contents. We have responded to this type of RFP in the past and know it will be very difficult to include all the information in a 20 page format. Yes, the page limit can be extended from 20 to 30 pages.

This notice contains the following information:

ADDENDUM NUMBER: #1

Municipality of North Middlesex

BID DOCUMENT ADDENDUM

ADDENDUM NUMBER: #2

2025 Water Meter Replacement Program

Bid Number: IO-02-2025

Closing Date: 06/26/2025 14:00:00 ET

229 Parkhill Main St.
Parkhill, Ontario, N0M2K0
Telephone: 519-294-6244 ext. 223

IMPORTANT PROCUREMENT NOTICE

Announcement Number	#2
Announcement Name	Question Response
Publish Date(MM/DD/YYYY)	06/10/2025
Announcement Details	

- **Will the Municipality allow cast iron frost plates for sizes ¾" and up?**

Yes, cast iron frost plates for sizes 3/4" and up would be acceptable.

- **Will the Municipality allow the successful proponent to use regular mail instead of registered mail? Registered mail is expensive and will add significant costs.**

Yes, regular mail could be utilized. The Proponent is responsible however for ensuring and providing proof that any project mail was sent, delivered, etc.

- **Could you please confirm if the verbiage for plumbing line items A 4.1 to A 7.5 are correct? Specifically: Minor Plumbing (1-3 fittings) appears to be for only sizes up to 25mm.Normal Plumbing (4-7 fittings) appears to be for only sizes up to 50mm.Large Plumbing (4-7 fittings) appears to be for only size 64mm.**

Yes, the verbiage as stated is correct. These items are for unforeseen modifications that are considered outside of the standard meter configuration as outlined in the RFP. This is for modifications that are outside of just one part or component.

Additionally, there are line items from A 7.1 to A 7.5 that refer to individual Plumbing Fittings for the same sizes mentioned above. Could you please confirm:

- **When should Minor, Normal, and Large Plumbing be used versus when individual Plumbing Fittings line items should be used?**

This is for individual unforeseen modifications that are considered outside of the standard meter configuration as outlined in the RFP and are individual parts.

This notice contains the following information:

ADDENDUM NUMBER: #2

TRAVELERS

BID BOND

Standard Construction Document

CCDC 220 - 2002

No. 6162025BB

Bond Amount 10% of Bid Amount

Neptune Technology Group Canada Co. as Principal, hereinafter called the Principal, and **TRAVELERS INSURANCE COMPANY OF CANADA** a corporation created and existing under the laws of **CANADA** and duly authorized to transact the business of Suretyship in **CANADA** as Surety, hereinafter called the Surety, are held and firmly bound unto Municipality of North Middlesex as Obligee, hereinafter called the Obligee, in the amount of Ten Percent of Amount Bid (10% of Bid Amount) lawful money of Canada, for the payment of which sum the Principal and the Surety bind themselves, their heirs, executors, administrators, successors and assigns, jointly and severally.

WHEREAS, the Principal has submitted a written bid to the Obligee, dated 16 day of June, in the year 2025 for Request for Proposal IO-02-2025, North Middlesex – 2025 Water Meter Replacement Program

The condition of this obligation is such that if the Principal shall have the bid accepted within the time period prescribed in the Obligee's bid documents, or, if no time period is specified in the Obligee's bid documents, within Ninety (90) days from the closing date as specified in the Obligee's bid documents, and the Principal enters into a formal contract and gives the specified security, then this obligation shall be void; otherwise, provided the Obligee takes all reasonable steps to mitigate the amount of such excess costs, the Principal and the Surety will pay to the Obligee the difference in money between the amount of the bid of the Principal and the amount for which the Obligee legally contracts with another party to perform the work if the latter amount be in excess of the former.

The Principal and Surety shall not be liable for a greater sum than the Bond Amount.

It is a condition of this bond that any suit or action must be commenced within seven (7) months of the date of this Bond.

No right of action shall accrue hereunder to or for the use of any person or corporation other than the Obligee named herein, or the heirs, executors, administrators or successors of the Obligee.

IN WITNESS WHEREOF, the Principal and the Surety have Signed and Sealed this Bond dated 16 day of June, in the year 2025.

SIGNED and SEALED

in the presence of

ATTORNEY IN FACT

Neptune Technology Group Canada Co.

Principal

Signature

Jeff Carter VP + GM

Name of person signing

TRAVELERS INSURANCE COMPANY OF CANADA

Surety

Signature

Chrissy Urzua , *Attorney-in-Fact*

Name of person signing

(CCDC 220 – 2002 has been approved by the Surety Association of Canada)

TRAVELERS

SURETY'S CONSENT

Date: June 15, 2025

Number: 6162025BB

WHEREAS Neptune Technology Group Canada Co., hereafter called the Principal, has submitted a written tender to Municipality of North Middlesex, hereafter called the Obligee, dated the 10 day of June, 2025, concerning:

Request for Proposal IO-02-2025, North Middlesex – 2025 Water Meter Replacement Program

therefore, the condition of this obligation is such that if the Principal shall have its tender accepted within Ninety (90) days from the closing date stipulated in Obligee's tender call,

we **TRAVELERS INSURANCE COMPANY OF CANADA**, a corporation created and existing under the laws of Canada and duly authorized to transact the business of Suretyship in the Province of Ontario as surety, hereafter called the Surety, agree to issue for the Principal if the Principal shall enter into a written contract with the Obligee, the following bond(s):

1. a contract performance bond with a penalty equal to (100 %) of the contract price ;

2. a labour and material payment bond with a penalty equal to (100 %) of the contract price.

Provided, however, this consent shall be null and void unless an application for such bond(s) is delivered to the Surety by the Principal within thirty (30) days following the date the contract is awarded to the Principal or executed by the Principal, whichever is earlier.

TRAVELERS INSURANCE COMPANY OF CANADA

Chrissy Urzua , Attorney-in-Fact

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TECHNICAL PROPOSAL

Section 1: Introduction

Proponents must provide a brief profile of the company, list the length of time in business, and the principals involved in the submission including any distributors. If any sub-contractors are included, similar information should be provided.

Neptune is recognized as the market leader and innovator in the field of water meters, Automatic Meter Reading (AMR), and Advanced Metering Infrastructure (AMI) systems for water utilities. Since 1892, Neptune has been committed to addressing the evolving needs of water utilities, focusing on revenue optimization, operational efficiencies, and enhanced customer service. Our mission is to be the most valued partner for our utility customers, assisting them in managing the world's scarce water resources. Our story is built on customer loyalty, our long-standing commitment to good stewardship, and a proven track record of delivering successful solutions to thousands of utilities. Neptune is owned by Roper Industries Inc., a diversified industrial growth company providing financial backing to ensure adequate bonding and insurance for large-scale projects.

Neptune's state-of-the-art, ISO9001-certified, 300,000-square-foot facility is located in Tallassee, Alabama, U.S, where it houses our integrated manufacturing, design, foundry, production, engineering, final assembly and support capabilities for all hardware, software, and support for mobile Advanced Meter Reading (AMR) and fixed-base Advanced Metering Infrastructure (AMI) systems. This means that Neptune can closely oversee processes in manufacturing. From bronze casting, plastic injection molding, product assembly, and quality assurance testing, ensuring that the standards that Neptune is known for are constantly met and exceeded. This level of control gives the customer extra confidence that the product they are buying meets correct AWWA standards and government regulations.

Neptune has been a pivotal player in Canada since 1919, being the sole manufacturer and provider of comprehensive turnkey service installations for water meters. With over 160 employees, local inventories, and extensive testing and repair facilities, Neptune is Canada's most experienced water meter service provider. Our exclusive factory-authorized installation team sets high standards across the nation. Our collaboration with thousands of utilities and municipalities showcases our expertise, especially in large-scale meter installations and AMI system implementations. Neptune's experience in gaining homeowner access, running public education campaigns, ensuring data quality, and adhering to strict project management makes us an ideal partner for The Municipality of North Middlesex.

Evans Supply Limited (ESL) located in London, Ontario. ESL is currently Neptune's distributor for Southwestern Ontario and has been since 1992. They have always offered exceptional local customer service and support. Mike Zeitler will be the point person for any product related inquires. Further to this, if The Municipality requires additional assistance David Iacocca, Territory Manager, is available to support as needed.

Neptune Technology Group Canada Co.
Neptune has been manufacturing water meters for over 130 years and providing service solutions across Canada for over ***35 years***, including a locally based territory manager and project management team.

Neptune Technology Group Canada Co, located in 7275 West Credit Ave. Mississauga, ON L5N 5M9 was incorporated on June 1, 2018, in Nova Scotia. Neptune is owned by Roper Industries Inc., a diversified industrial growth company providing financial backing to ensure adequate bonding and insurance for your project.

Neptune's ability to integrate water meter and systems products with our quality installation services, project management, public outreach program, data management and customer care services ensures a successful project with full accountability in all facets of product supply, installation, and system integration.

Neptune Canada's headquarters and 35,000^{ft2} warehouse facility is located in Mississauga, Ontario. Our substantial base of operations in Canada includes over 160 employees and local inventory to service the market with complete test and repair facilities. Our project offices are located across Canada and our permanently based field service centres are in St. Albert, AB, Burnaby, BC, Hamilton, and Markham, ON and Miramichi, NB offering a complete range of metering-related services including:

- All-In-One project management
- Installation services (inside and outside sets, residential, industrial, commercial, and institutional)
- Specializing in universal metering, replacement, and AMR/AMI projects
- Public education design, implementation, and evaluation
- Operation and maintenance, reading, and billing activities.
- Inventory management
- Data management
- Customer service, contact centre support and administrative functions to the Canadian market.

Neptune Technology Canada Group ***maintains in-house Project Management and Professional Services*** to ensure effective and autonomous management of day-to-day operations. Neptune's project management team has a combined experience of more than 150 years, and an excellent reputation for exceeding expectations. Our core team consists of exemplary engineering and technical professionals who are well trained in network modeling, RF propagation analysis, information technology, integration analysis, and are subject matter experts in security resources to support a scalable and secure environment. Neptune's team of supply chain professionals ensures a reliable supply of hardware and firmware for timely project completion.

Provide a primary contact including name, title, address, phone number, email, and any other details the Proponent may deem valuable.

David Iacocca, Territory Manager
Address: 7275 West Credit Avenue, Mississauga, ON L5N 5M9
Phone: (226) 218-1013 | Email: diacocca@neptunetg.com

The Proponent must identify those persons who are authorized to negotiate on their behalf with the Municipality of North Middlesex.

Tom Orpana, Regional Sales Manager
Address: 7275 West Credit Avenue, Mississauga, ON L5N 5M9
Phone: (905) 601-2859 | Email: torpana@neptunetg.com

Proponents shall disclose any sub-contractors that they propose to employ in this contract. Sub-contractors may not be changed after award of the Contract without written permissions from the Municipality.

Neptune will be prime and will not be sub-contracting the work.

Proponents are required to state any perceived or actual conflicts of interest that they might have with the Municipality or their staff.

To the best of our knowledge, Neptune does not have any perceived or actual conflicts of interest.

Section 2: Solution Overview

Proponents must provide a brief overview of their proposed solution outlining the companies involved and a high-level description of each company's responsibilities on the project.

Neptune will provide a turnkey installation program whereby we will supply the meters, associated components, labour, and project management to replace approximately 250 meters within the Municipality of North Middlesex. After the program is successfully completed, product supply will be coordinated through our distributor Evans Supply Ltd.

Proponents must also provide a brief summary of the main advantages of the proposed solution. Articulating how the goals and objectives set forth in this RFP will be met will be highly valued.

The key advantages to ensure we accomplish your goals and objectives are as follows:

Key Features of Neptune Technology Canada Group All-In-One Solution

- People – Water industry experts across the project team to assist with you and your customers inquiries.
- Onsite Project Team – Factory trained skilled in communication and problem solving.
- A proven track record of completing projects on time, including completing projects on time throughout the COVID pandemic.
- Fully synchronized data between the Contact Centre, online booking platform, field handheld devices and utility portal for timely and efficient communication with your constituents and the staff at North Middlesex.
- Industry-leading tools and practices for simple and easy installation booking and minimal resident disruption.
- Scalable installation processes for size and scope of work.
- Regular installation crew audits for safety and quality assurance.
- Products – Proven and enhanced products to provide our customers the confidence water is measured accurately. Details of our proposed products are noted below.

Neptune T-10® Residential Water Meters

The Neptune T-10® Meter is a reliable and versatile choice for residential and commercial & industrial applications. It has a wide effective flow range that captures more revenue. It has a lead free bronze maincase that lasts for the life of the meter, and a proprietary polymer measuring chamber that maintains long-term accuracy. The floating chamber design makes it easy to install and immune to meter position or in-line piping stresses.

The T-10 water meter is a magnetic-driven, positive displacement meter with a high-copper alloy, corrosion-resistant, lead free maincase that can handle rough treatment and severe service conditions. The floating chamber design allows easy installation and is not affected by meter position or in-line piping stresses.

Features	Benefits
Freedom to choose the best register	Supports registers that are backwards and forwards compatible
Fully submersible and sturdy construction	Can be installed in a wide range of service situations
Various fitting options and coupling configurations	Reduces the need for re-plumbing or infrastructure improvements
High-copper bronze alloy maincase	Corrosion-resistant and built to withstand demanding conditions

Eliminates the need for a ground clamp	Safer installation
Sturdy construction	Minimizes costly repair and replacements
Bottom cover for frost protection	Prevents damage to the meter and protects your investment
Proven technology with over 40 years of accuracy and reliability	Excellent low flow performance and accuracy guarantee
80% recyclable maincase	Less landfill waste at the end of meter life
Completely lead-free body	Eliminates any risk of lead exposure
Allows you to choose the most suitable register	For your metering and reading needs

E-CODER®)R900i™ Solid State Absolute Encoder

The Neptune® **E-CODER®)R900i ™** high-resolution 9-digit solid state absolute encoder register is designed as an all-in-one package – pairing absolute encoder technology with the reliable connectivity of any Neptune R900® System endpoint that provides two-way communications for advanced smart metering. The Neptune E-CODER®)R900i™ increases efficiency by pinpointing possible tamper or water theft. and provides detailed data to improve customer service outcomes. Migration from mobile to fixed network reading is possible without site visits or reprogramming with the E-CODER) R900i's simultaneous mobile and fixed reading capabilities improving operational efficiency and return on investment.

The E-CODER®)R900i™ technology provides hourly consumption profile information, along with alerts for leak or backflow through its robust fixed network messaging. Additionally, 96 days of hourly data and alerts are retrievable from the endpoint to ensure no data is lost. The E-CODER®)R900i™ operates within the 902-928 unlicensed RF band which eliminates the burden of obtaining FCC licenses to operate the AMI network.

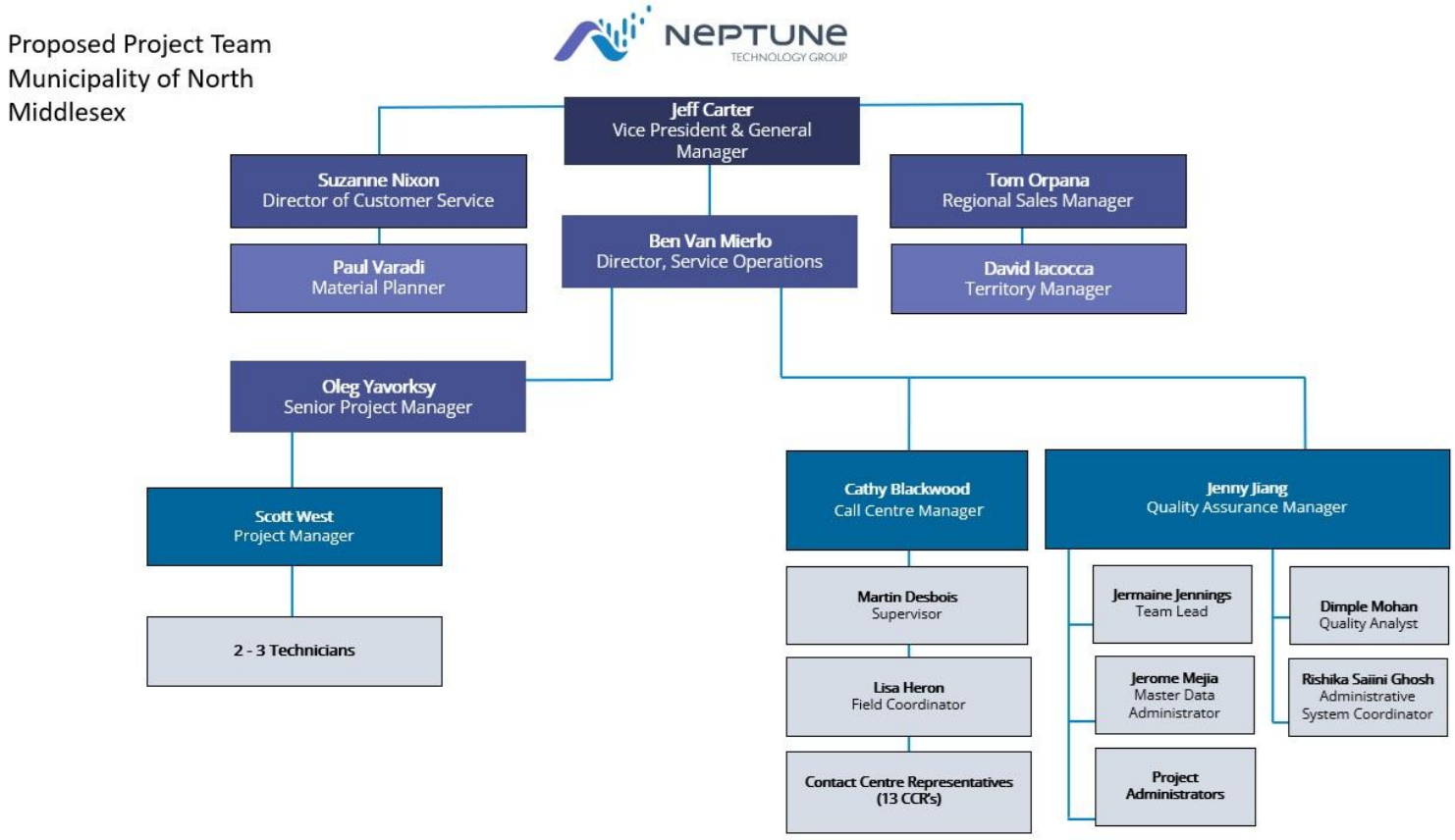
Key Features
• No programming required. • Improve quality of service and billing accuracy with detailed consumption data. • Reduce inventory with an all-in-one register and endpoint package. • Pinpoint trouble areas quickly with flags that identify leaks, reverse flow, and tampering. • Streamline testing and onsite troubleshooting with on-screen flow rate and flags. • Eliminate the hassle of endpoint programming and wiring. • Flexible meter reading options with simultaneous AMR/AMI capabilities. • Peace of mind with access to 96 days of stored history. • Prevent tampering and environmental damage with no external wires.

Section 3: Project Overview

Project Management

Proponents shall provide an organizational chart for the Project that details the personnel who are being assigned to the project and highlight the company each project team member is employed with, including what percentage of that individuals time will be directly allocated to this Project.

Please see the below org chart for North Middlesex. Further details on individuals' time can be provided after the project award/start.



The proposals should include brief descriptions of the Project Manager and key project team members stating their key responsibilities.

Neptune has successfully completed universal metering projects, replacement projects, AMR/AMI projects, meter testing, conservation initiatives, and public education programs for municipalities across Canada. Our approach to project management ensures we provide comprehensive services to our customers.

Leveraging these resources allows us to complete projects on time and within budget, while delivering unparalleled customer service. Our team excels in managerial expertise, support services, and project execution, ensuring careful allocation of budget and resources for every project.

Below are the key team members and their responsibilities. These individuals will engage directly with the Municipality of North Middlesex throughout the entire program.

Position	Responsibilities
Director, Service Operations	Oversees all aspects of service operations, ensuring contract specifications, legal requirements, and customer expectations are met. Manages field activity and administration in Canada, and handles strategic planning, budgeting, forecasting, and contract negotiations.

Senior Project Manager, Service Operations	Leads during start-up, supports the Project Manager, oversees project management operations, plans, training, and ensures successful project execution from start-up to completion.
Project Manager, Service Operations	On-site for the operational phase, responsible for project implementation, training, customer service assurance of field technicians, quality assurance, data management, and ensuring customer satisfaction.
Project Supervisor, AMI System Deployments	Supports the project manager in all aspects of AMI System installation, ongoing implementation, and end-to-end project planning and execution.
Water Meter Installers (Field Technician)	Install water meters, transmitters, and associated parts according to utility protocols. May involve sub-contractors for large installations.
Contact Centre Manager, Service Operations	Oversees the Contact Centre and staff, focusing on customer service and appointment scheduling, and supports service projects across Canada.
Quality Assurance Manager, Service Operations	Manages project administration and ensures data integrity. Develops quality assurance plans and corrective actions.
Director, Customer Service	Oversees customer service, handles warranty, tests, repairs, and provides reports on shipments or deliveries.
Client Support Supervisor, Customer Service	Manages client support, including order processing, warranty returns, and product delivery.
Territory Manager, Sales	Manages ongoing customer relationships and client needs.
Regional Director, Sales	Leads contract negotiations in conjunction with the Territory Manager.

Supporting Departments - Project Administration, IT, and Contact Centre Services: Neptune has dedicated teams for data management and reporting. A senior project administrator and a project administrator will be assigned to manage these tasks. The IT department ensures data security and backup. The Contact Centre manager oversees appointment scheduling and customer service, providing ongoing support for customer inquiries during the project.

Project Management Relationship: Neptune aims to maintain a strong, open relationship with Municipality of North Middlesex's project team while managing the project independently. We will ensure pertinent project details are communicated without overwhelming the team. Communication includes pre-construction meetings, formal and informal meetings, emails, and phone calls. Continuous support will be provided through regular updates, progress reports, and a dedicated contact to address any issues promptly.

Furthermore, Neptune is committed to additional endeavors such as providing training sessions for Municipality of North Middlesex's staff, offering advanced data analytics tools to enhance project outcomes, and ensuring a sustainable approach by incorporating eco-friendly practices and materials where possible. These efforts underscore our dedication to not only meeting but exceeding project expectations.

Neptune Key Project Team Members: Jeff Carter, Ben Van Mierlo, Oleg Yavorsky, Scott West, Cathy Blackwood, Jenny Jiang, Paul Varadi, Tom Orpana, and David Iacocca.

For details about roles and responsibilities of key project team members, with experience highlights, please see the Key Project Team Members document in the Additional Responses to Questions section in the Appendices in our response.

Curriculum vitae of all proposed team members must be included in the appendices, including applicable ongoing and completed reference projects.

Resumes of the proposed team members are included in the Neptune Project Team – Resumes section of the Appendices in our response.

Completion

Provide a list of a minimum two (2) projects and show the completion rate of each project. Details about each project should be provided such that the Municipality can understand how it relates to the program proposed as part of this RFP.

Neptune has a proven track record of completing large scale complex projects on time and at very high completion rates. To highlight three key projects as requested Neptune has chosen the following projects: The City of Niagara Falls, The City of Toronto, and The City of Ottawa. For more information/details, please see the Completion Project References document, in the Additional Responses to Questions section in the Appendices in our response.

Describe what the Proponent proposes to ensure full completion of this program.

In the interest of not duplicating information please see the section on "Project Management Approach and Methodology" for a description of how Neptune achieves project completion.

Project Plan

Proponents shall include a project plan that details all major critical path tasks and their proposed schedule assuming a Council award date of July 16th, 2025. The plan should clearly delineate Proponent and Municipality responsibilities.

Please see the attached files: North Middlesex Master Project Plan and North Middlesex Production Forecast in the Neptune Services Documentation section of the Appendices in our response.

Section 4: Water Meter Specifications

Water Meter Purchasing Experience

Proponents should detail their experience and ability to order the required water meter and associated parts based on previous experience. This should include context on the proposed approach of parts purchasing so as to ensure parts are always on-hand and there are no delays from not having the materials required.

Neptune has successfully completed ***over 700 metering projects in Canada*** ranging from hundreds of meters to thousands of meters. Neptune was responsible for one of the largest AMI projects in North America, The City of Toronto. This project involved 474,000 water meter installations including 395,000-meter replacements.

Neptune has executed ***over 3.5 million water metering installations in Canada***. We have extensive experience in working with many water utilities and municipalities across the country, deploying numerous AMR and AMI technology networks and specifically in Ontario. A unique understanding of how each of the components work together combined with working with third-party AMI/AMR systems greatly contributes to our successful outcomes and satisfied customers. AMI water module installation services are core to our Canadian operations.

Examples of our coast-to-coast installation experience are provided in the table below:

Sunshine Coast, BC	West St. Paul, MB	Toronto, ON
Kamloops, BC	Brandon, MB	Windsor, ON
Richmond, BC	Thompson, MB	Kingston, ON
Langley, BC	Dauphin, MB	Port Colborne, ON
Nelson, BC	RM Macdonald, MB	Hamilton, ON
Grand Forks, BC	Selkirk, MB	Durham, ON
Barriere, BC	RM Whitemouth, MB	Halton, ON
Enderby, BC	Lacombe, AB	Peel, ON
Lytton, BC	Peace River, AB	Ottawa, ON
Summerland, BC	Oyen, AB	Richmond Hill, ON
Westbank Irrigation, BC	Bonnyville, AB	Grimsby, ON
Peachland, BC	Fox Creek, AB	Cambridge, ON
Central Okanagan R.M., BC	Drumheller. AB	Markham, ON
Westbank First Nation, BC	Aquatera Utilities, AB	Dryden, ON
Lakeview Irrigation, BC	Lethbridge, AB	Minto, ON
Region of Oliver, BC	Spruce Grove, AB	Welland, ON
West Vancouver, BC	Spirit River, AB	Moosonee, ON
RD Central Okanagan, BC	Whitecourt, AB	Iroquois Falls, ON
RD, East Kootenay, BC	Vulcan, AB	Southgate, ON
Village of Chase, BC	High Level, AB	Pelham, ON
Region of Gibsons, BC	Eckville, AB	Arnprior, ON
Village of Lumby, BC	Mannville, AB	Fort Erie, ON
Region of Golden, BC	Athabasca, AB	Eganville, ON
Corporation of Delta, BC	Rimbey, AB	Red Lake, ON
Cape Breton, NS	Clive, AB	Nation, ON
Antigonish, NS	Yellowhead, AB	Manitouwadge, ON
Annapolis Country, NS	Rycroft, AB	Georgina, ON
	Millet, AB	Barry's Bay, ON

Material Planning and Forecasting Tool

Our internal material planning and forecasting tool helps us to ensure that we always have the right materials required to meet the needs of the project. It also allows us to quickly adjust to any unforeseen circumstances (such as lockdowns). Neptune is the only vendor that has a reputation for accelerating installation to achieve, and ultimately exceed, our forecasted plans.

Clear, consistent communication is a major determinant for achieving successful outcomes. Neptune tracks and reports all activities for every account across the project through its fully integrated meter information system. Neptune has completed and tracked over 380,000 activities for a single project, demonstrating our ability to track and deliver critical information regarding key project performance indicators.

Product Warranty

The Proponent shall detail all applicable warranties for the meter and all other associated parts as to what the warranty covers, what the terms are, what any return processes look like, etc.

Please see the attached warranty statements in the Warranty Sheets section in the Appendices, for all proposed meters, etc. for the Municipality of North Middlesex.

Product Training and Support

The Proponent shall detail the distributors for the products that are being proposed to be employed, where they are located, and any other information that may be deemed valuable.

Evans Supply Limited (ESL) is located in London, Ontario. ESL has been a level one Neptune distributor since 1992 for Neptune Technology Group Canada Co. and is currently providing local customer service and support for the Municipality of North Middlesex. Mike Zeitler will be the point person for any product related inquires. Further to this, if The Municipality requires additional assistance David Iacocca, Territory Manager, is available to support as required.

For further information on Evans Supply Limited, please see the Distributor ESL Information document in the Additional Responses to Questions section in the Appendices in our response.

The Proponent shall detail what support will be provided to the Municipality for warranty, problem investigating, etc.
During the operational phase, should any warranty issues arise and be brought to our attention, our protocol is to send a technician to the site to investigate and repair or replace the unit. This service call would be non-billable for the 1-year duration of the installation warranty. The installation warranty only applies to work performed by Neptune and includes leaks from fittings installed by Neptune. Neptune will be responsible for damage caused by our negligence. In the event damage is caused by age of plumbing (e.g., thin/aged copper service, faulty existing infrastructure, inoperable fitting, etc.) or a latent defect, Neptune will not be held responsible, and corrections will not be billable to Neptune.

The Proponent should detail expected level of service and product lead times, and detail how the Proponent will ensure that the program is completed on-time.
Neptune has always partnered with and has very good relationships with all its key suppliers so that most situations can be remedied in a reasonable time period. For many key components, more than one key supplier has been approved to help avoid any delays in providing good, reliable products for our customers. Situations have occurred for various reasons in the past, many beyond Neptune's control, but our ability to overcome these issues and support our customers without any significant delays reduces product supply risk to our customers.

During the project, Neptune will assign a project manager and our material planner who will work closely with The Municipality's project team to ensure the product is delivered as needed and to closely monitor and manage inventory levels. A production schedule will be developed as part of the project planning phase and product deliveries will be scheduled to match the production plan. This plan will be closely monitored by Neptune's project manager who will make adjustments as needed to minimize the risk of delays resulting from product availability. The Municipality of North Middlesex can be assured of product inventory throughout all project phases. During the project, the product will be shipped and stored in the local project office to meet project timelines. Neptune has an in-house material planner who works to ensure the consistent supply of products and is critical to the success of delivering projects on time.

Post project, Evans Supply Ltd. (current local distributor) will work with The Municipality to ensure product inventory is on hand at their warehouses as they have done for The Municipality for many years. Often deliveries are next day.

The Proponent shall detail all proposed training that will be provided to the Municipality.
Further review of the RFP documents, it did not appear The Municipality required training. However, if The Municipality should decide their staff requires training, Neptune and/or Evans Supply will be happy to review your needs and schedule training as applicable.

Section 5: Installation Services

Project/Installation Experience

The Proponent shall provide a list of installation projects in the last five (5) years where the proposed approach has been successfully employed, including details of water meters used, quantity, manufacturer, and distributor, etc.
Neptune has more than 45 installation projects as such please see our attached Neptune Experience List in the Additional Responses to Questions section in the Appendices of our response for our project/installation experience.

Field Personnel

The Proponent should describe their hiring, training, and certification processes and programs as required for properly maintaining a project team for this project. The Proponent should also provide the total number of supervisory staff, administrative personnel, and number of installers that will be dedicated to this project.

Neptune is committed to hiring the most qualified personnel to meet the requirements of any given job. We have implemented several controls to ensure that our hiring practices are objective, non-discriminatory, feasible, and directly correlated to successful job requirement performance.

The following is a list of hiring practices that are enforced to ensure that only the most qualified personnel are assigned to positions of employment:

1. A job analysis is conducted for Neptune's supervisory staff to determine the relevant skills, competencies, education, and past work experience required to successfully perform the duties of the position. This process involves a questionnaire sent out to 6 – 8 subject matter experts (SME's) specific to the position for which they are being considered. The questions are carefully crafted to determine the candidate's compatibility with the job structure, major tasks, and requirements.

2. During the interview process, the results of the questionnaire are used to construct a scaled interview guide used to rate the performance of each candidate. Each interview question is directly related to a specific competency, skill, or experience requirement as outlined in the job description. Only the most qualified candidates are considered for employment.

3. The hiring process for field supervisory positions involves a multi-stage interview procedure that includes an in-person meeting with a senior project manager and Neptune's director of service operations.

4. Several reference checks will be conducted as applicable with regards to relevant positions held in each candidate's past employment history prior to an employment offer.

5. All employees who have access to sensitive data, including (but not limited to) names, addresses, and/or dates of birth will be subject to a Canadian Criminal Record Check through appropriate channels prior to starting employment with the company. Neptune Technology Group reserves the right to deny employment if the result of the Criminal Record Check is not satisfactory given nature of the conviction and its relevance to the duties of the position.

6. Prior to employment, candidates will be asked to supply evidence of any educational qualifications labelled as requirements for the job.

7. Should a position require the operation of a motor vehicle, candidates are asked to provide a non-expired G-Class Driver's License and a clean 3-year uncertified driver's record prior to employment.

Sourcing Field Staff (Technicians)

Each candidate must undergo the screening process and those hired will attend Neptune's comprehensive training program. Using local resources is important to Neptune, and we believe that it is important to utilize the local labour force and local businesses whenever possible. Criminal background checks are also conducted.

Neptune has a dedicated in-house recruitment/sourcing program for sourcing experienced talent through job postings, open houses, job fairs, and referral programs. Many of our teams are a combination of experienced Neptune technicians from our network of installers and a core crew of local hires (when practical/possible).

Project Staff-Employee Backgrounds Checks and Bonding

Neptune Technology Group's employees may have access to customers' personal and sensitive data while performing their assigned work duties. Handling this information requires a high degree of discretion and sensitivity. Neptune Technology Group would be liable if sensitive data were misused for fraudulent purposes, necessitating us to determine if a candidate or existing employee had engaged in illegal fraudulent activity in the past. Therefore, a Canadian Criminal Record Check is an occupational requirement for employment in company departments that may be exposed to sensitive data. The company has subsequently done a company-wide investigation to determine which departments have access to such data.

Should a record check be a requirement for a position, Neptune Technology Group will explain to the applicant why a Canadian Criminal Record Check would be required. Neptune Technology Group will always request the consent of a candidate or existing worker prior to requesting a criminal record check.

Occasionally, Neptune Technology Group may request a criminal record check from an existing employee. This will only occur when the employer has not already made a previous request for a criminal record check from that employee during the hiring process. Employees who have consented to and have supplied a criminal record check upon being hired will not be asked for a subsequent criminal record check.

A previous conviction does not automatically disqualify an applicant or employee from new employment or further employment with Neptune Technology Group. Based on a variety of factors (e.g., the nature of the position, the nature of the conviction, when the conviction occurred), the candidate may retain eligibility for employment with Neptune Technology Group. Neptune Technology Group will review the results of the record check to determine the relevance to the job. In the event that the results of a record check are not satisfactory for the position, Neptune Technology Group will withdraw any conditional offers made to job candidates. If the results of an existing employee's record check are not satisfactory, Neptune will look at changing the circumstances of the worker's employment, which may include action such as transfer or in extreme cases, termination.

STAFF- INTERNAL TRAINING PROGRAMS

Neptune invests heavily in the training of all its employees and subcontractors. The success of Neptune's projects is based on a cohesive and coordinated project team approach. Many members of our team have cross-functional experience in various roles throughout the organization.

Project Manager and Supervisor Training Programs

Every project manager participates in a comprehensive program that includes a combination of four to eight weeks of in-field project training as well as four weeks in-class training.

On-Site Project Training:

- 4 weeks of field installation
- 4 weeks combined of supervisory work and installations (safety talks, resolving customer inquiries/field issues, field/office inspections, scheduling, review paperwork, interviewing, area assigned to manage)

Four weeks of In-class Training:

- manufacturer direct product training from marketing product managers on meters and AMR/AMI technology.
- purchasing (inventory management, purchasing related to project products requirements, vehicles, facilities).
- human resources (hiring, evaluating, people management).
- health and safety (Project Manager to learn Neptune's policies and guidelines regarding QHSE and their roles pertaining to such. The trainee is required to discuss each section of the manual as proof of completion).
- Instructions for the Project Managers Manual.

TRAINING AND CERTIFICATIONS

Neptune's technician training program was designed during The City of Toronto's 470,000-point program. This program has been formalized to include a project manager whose had the responsibility to administer the training on a national level to ensure quality and consistency. Since the program's formal inception in 2018, Neptune has trained over 530 new installers and formally retrained existing installers. This formalized training program has enhanced our ability to start projects up in a timely fashion and complete them on time like no other company in Canada.

Neptune understands the importance of representing The Municipality of North Middlesex to its' customers which is why our training programs are designed to produce qualified professional field service technicians who deliver the highest level of customer service. Our field technicians are trained to provide courteous, friendly service when they are in contact with your customers.

- All Neptune technicians receive training equivalent to that specified by The Ministry of Labour Modular Training program and administered by The Ministry of Advanced Education and Skill Development (WMI certification 800A) – which is a Province of Ontario requirement. We have standardized this level of training for all Neptune technicians nationwide.
- Extensive training programs for all personnel including training for technicians: in-class and in-field, special equipment training, customer service, quality assurance, data integrity, health and safety. Neptune exclusively factory trains all technicians in meter technology and installation.
- Technicians are trained to conduct themselves while performing their duties to observe and respect the customers' property and work in a safe and responsible manner.
- Our team is customer-focused and uses industry best practices and follows protocols in the field and in our Contact Centre to exceed customer expectations.
- Criminal background checks will also be conducted.
- Technicians must demonstrate that they have the skills to accurately and professionally complete the work and communicate knowledgeably with customers in order to be approved for field work by the project manager.

Neptune continuously monitors the performance of its field representatives.

If any sub-contractors are involved on the Proponents team, details on positions should be detailed.
Not applicable.

While it's understood that staffing changes are often out of Proponent's control, a plan to ensure the project is always properly staffed should be in-place and detailed.
Neptune's intent is to be as consistent as possible with our staff throughout the project. However, we recognize that staffing changes can sometimes be unavoidable. Should this occur, we will work to ensure a smooth transition between managers. Whenever possible, changes of key personnel will be implemented between phases to minimize disruption. Neptune project managers follow a standard project management methodology to preserve the integrity of the overall project plan in the event of a change in key resources. Changes or transitions will not occur until The Municipality of North Middlesex has been advised.

Neptune's extensive nationwide services resource eliminates the need to source new staff and enables us to quickly initiate large scope projects and avoid common delays.

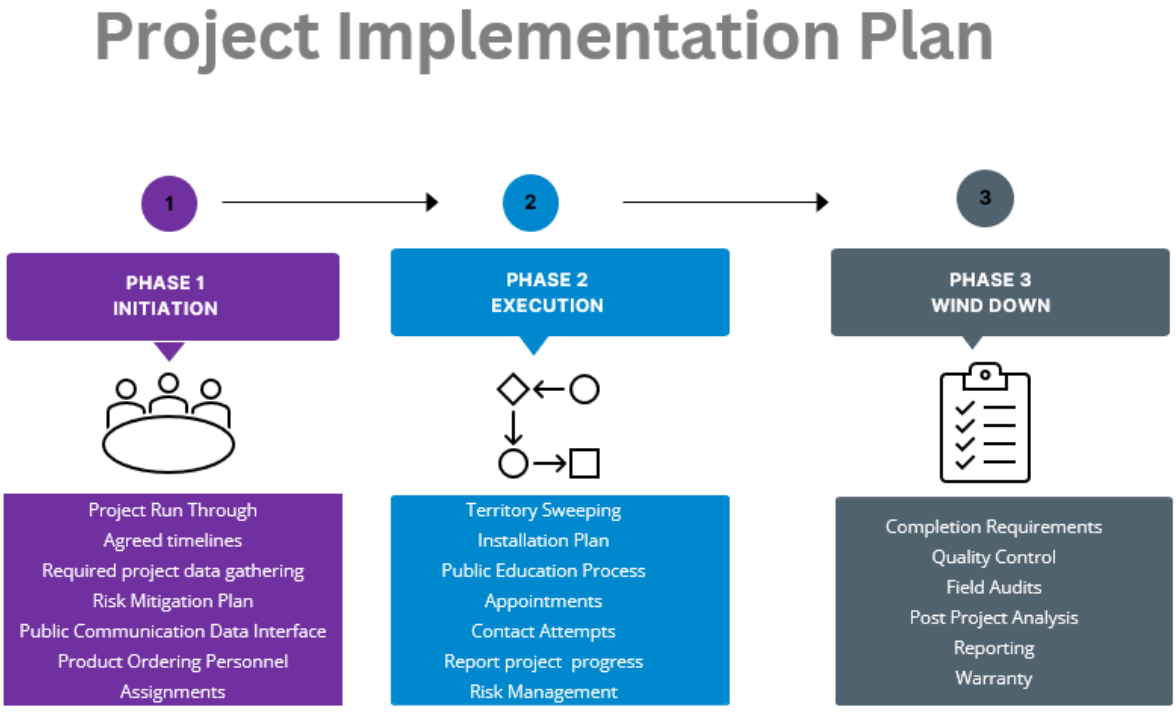
Work Requirements

The Proponent should fully detail all of their proposed methodologies that will be utilized to successfully implement this project.
Problem and conflict resolution procedures should be fully detailed that may come up within this project.
An overview of the installation/replacement procedures that will be followed should be detailed.
Neptune understands the objectives and requirements for the Municipality of North Middlesex project. The following is an outline of the proposed product and technology coupled with our installation and project management tools for a full turnkey solution.

Our approach to project management offers a comprehensive, single-turnkey service solution designed to enhance customer compliance and address obstacles to project completion, ensuring effective outcomes. This includes our full range of products and services such as meter installation, appointment scheduling, customer support, public information, products and tools, systems, software, and managed services.

Neptune will provide a comprehensive overall project management plan for the water meter replacement program project. Our goal is to deliver projects on time, within budget, and with the highest level of quality. Our holistic project management approach ensures adherence to agreed-upon processes effective execution of quality management activities. Experienced Neptune personnel ensure each program phase is conducted professionally, thoroughly, and in a timely manner.

Neptune's assigned project manager, customer service representatives and team will collaborate with Municipality of North Middlesex project team to monitor and manage inventory levels ensuring timely product delivery. The production schedule will be refined as part of the project planning phase with adjustments made to the risk of delays.



Neptune's Project Implementation Plan outlines our key phases, processes and deliverables required for a successful implementation.

Contracting Requirements

Once all contract requirements are agreed upon, exchanged, and signed by both parties, The Municipality of North Middlesex will provide customer information in an electronic format. At the start of the project, Neptune will create an accurate database and a detailed map of Municipality of North Middlesex territory, based on the project specifications. This will help us organize the installation sites throughout Municipality of North Middlesex territory. The installation areas will then be assigned to specific crews to enhance efficiency by reducing travel time between sites. These activities will be carried out alongside other startup tasks to ensure the project timeline is minimized.

PHASE 1 INITIATION

Pre-Construction Meeting – During this meeting, the project teams and managers will be introduced. Both teams will review the following project setup activities. The project manager will collaborate closely with Municipality of North Middlesex appointed contact throughout the project.

Key elements discussed during the pre-construction meeting include:

Item 1	Introduction and Responsibilities
Item 2	Project Methodology
	General Project Run Through

	By-law enforcement/dealing with non-compliance
	Agreed to Completion Date
Item 3	Customer Communication
	Initial Contact
	Pamphlets, Booklets and Contact Letters
	Door Hanger Appointment Center and Installation Bookings
Item 4	Project Setup
	Installer Training
	Crew Uniform and ID
	Storage & Office Space
	Area Management & Contact Management Plan
	Communications
	Reports – Requirements
	Field Communication with key City Staff
	Emergency Communication
	Progress Meetings
	Database Submission and/or Interface Requirements
Item 5	Installation Specifications
	Meter Specification – review
	Price Schedule
	Basic Installation
	Non-standard installations
	Curb Stop Operations, Locations and Repairs etc.
Item 6	Finance
	Invoicing
Item 7	Administration
	WSIB, Insurance Certificate
	Bonding (if applicable)
	Substantial Completion Requirements
Item 8	Open Discussion
	Field Issues/Barriers & Miscellaneous Items

Database Information & Setup – Municipality of North Middlesex provides high-quality and accurate data to enable Neptune to track all necessary account information, forming the basis of Municipality of North Middlesex's billing system. The Municipality of North Middlesex full electronic database is needed 4-6 weeks before the first meter installation to assist with data cleansing, loads and public education processes.

Data Interface Implementation – The implementation of data interface and integration takes approximately 12-14 weeks, starting from the completion of a signed contract and the electronic receipt of account information from Municipality of North Middlesex. This implementation should occur concurrently with other start-up activities to minimize the overall timeline.

Product Requirements & Order Delivery – Neptune's process for ordering products and materials begins upon received the signed contract from Municipality of North Middlesex.

Project team members will be designated, and detailed procedural overviews, meter installation training, and reviews of utility process requirements will be conducted. Field personnel will receive uniforms and photo identifications.

Personnel Requirements (Staffing) **–** Identification and assignment of project team members as outlined in the project team/ key staff section. Provide meter installation training and review utility process requirements. Examine internal documentation, policies, procedures, and safety manuals. Order field personnel uniforms and issue photo IDs.

Risk Management **–** Neptune creates a risk plan to minimize project variances, which is reviewed with the Municipality of North Middlesex at the project's start. Drawing from our extensive experience, we craft a risk management matrix that outlines potential risks, their probability, impact, and mitigation strategies. This matrix is reviewed and updated regularly during progress meetings to address any new risks. The management plan includes solutions for various scenarios.

Plan Creation	Existing Process Improvement	Review Resource Plan	Additional Reporting
Scope of work changes/approvals	Public education changes	Additional part/tool procurement	Business Partner Support

PHASE 2 EXECUTION

This phase includes a series of important on-going tasks that drive the program.

Territory Assignments and Area Management **–** This process uses an accurate account database, and a service area map divided into specific installation territories. This "sweeping" method ensures efficiency, motivates technicians, and reduces difficult installations at the project's end.

Customer Communication Plan and Appointment Management **–** Neptune's communication strategy includes multiple ways for customers to book appointments.

All Contacts Made and Returned to Municipality of North Middlesex **–** Neptune will identify unresponsive accounts after making all necessary contact attempts. These accounts will fulfill Neptune's contractual obligations. If the Municipality of North Middlesex can provide assistance with these accounts during the main installation phase, Neptune would be able to address them more effectively. Any remaining unresponsive accounts will ultimately become the responsibility of the Municipality of North Middlesex.

Appointments and Neptune's Contact Centre **–** Our customer communication material includes a toll-free number for booking appointments and inquiries. Calls are handled by customer service representatives during business hours and an automated system after hours, which prompts residents to enter their phone numbers for a callback the next business day. Additionally, customers can book appointments 24/7 using our online scheduling tool.

Progress Meetings – Bi-weekly progress meetings (or as requested) will streamline work and minimize disruptions. Topics include production and contact attempts. Accounts returned to Municipality of North Middlesex may be due to customer refusals or curb stop repairs. This format ensures adherence to all programs, processes, and timely resolution of service issues.

Our project team is budgeted to be on-site to execute the contract within the agreed timeframe. While Neptune manages day-to-day activities, support from the Municipality of North Middlesex is essential for success. The Municipality of North Middlesex is requested to provide timely responses to approvals and assist with difficult accounts to ensure the program's success.

PHASE 3 WIND DOWN

The completion ("wind down") phase is the final stage of the project. Completion of phase three does not end the relationship between Municipality of North Middlesex and our management personnel. An account is complete when a meter is installed, the required contact attempts are made, or the account is cancelled/returned to the Municipality of North Middlesex.

Preparation for Post-Construction Meeting – Neptune will have addressed every customer account. Our project team will conduct a final RSR analysis to ensure smooth completion and avoid inefficiencies.

Post-Construction Meeting – Municipality of North Middlesex and Neptune project teams and managers will review the results of Neptune's final RSR analysis.

Installation Warranty – Neptune provides a one-year installation warranty from the date of installation, covering work performed by Neptune and leaks from fittings installed by Neptune. Neptune is responsible for damage caused by negligence but not for damage due to aged plumbing or latent defects. Corrections for such issues will not be billable to Neptune.

Neptune's success in completing projects for municipalities across Canada over the past 35 years is due to our proven methodology and extensive experience in manufacturing and installation, territory assignments, area management strategies, customized Meter Information Systems, public education, and task management.

The following outlines our standard practices and deliverables to ensure that Neptune technicians consistently follow specific steps throughout the entire installation program. These practices have been invaluable in ensuring successful installation projects.

Customer Data: Municipality of North Middlesex must provide a complete database to Neptune 4-6 weeks before installations begin. Data should be in Excel format and include service address, account number, tenant and owner details, and existing meter information.

Service Personnel Identification: All field personnel will wear uniforms with a Neptune logo and proper ID cards, including name, picture, and ID number. This ensures a professional appearance and promotes community trust.

Procedure for Scheduled Appointments: Technicians will introduce themselves, display photo ID, and explain the work to be performed. They will be polite, efficient, and ensure the job site is left clean. Technicians will discuss the meter's operation and request customer signatures upon completion.

Preliminary Survey: The installer will assess the area for any issues that might hinder the installation, such as pre-existing leaks or compromised plumbing. Any problems will be discussed with the occupant and could delay the installations until resolved. The safety of both the installer and the customer is prioritized. Additional photos of concern or pre-existing conditions may be taken and shared with Municipality of North Middlesex Name via Neptune Connect for auditing purposes.

Water Supply Protection: Water lines will be thoroughly flushed after the new meter is installed to remove debris and air. Flushing will continue for 15-30 seconds to ensure a clean water supply.

Sealing the Meter: Registers are equipped with tamperproof seal pins. Technicians will install seal wire and locks to detect tampering.

Wire Run: Technicians will test installations for proper functioning and run new wire according to Municipality of North Middlesex specifications, ensuring clean and safe wiring.

Final Check: Installers are trained in RF technology for the R900® System endpoints. They use Neptune's EWO tool to capture RF endpoint readings for quality assurance.

Challenging Situations and Reluctant Customers: In cases of difficult installations, the Neptune team is well-prepared to manage any challenges that may arise during the project. Our technicians undergo extensive training, equipping them with the necessary skills to handle complex plumbing tasks, such as accessing hidden plumbing by removing drywall or fishing wire in finished basements. Additionally, if further expertise is needed, a Project Supervisor or Manager can be called upon to assist.

Should an installation prove particularly challenging and pose a risk of significant damage, Neptune will consult with the Municipality of North Middlesex for further assessment before proceeding. We will adhere to all project specifications unless there is written approval for any deviations from both Neptune and Municipality of North Middlesex.

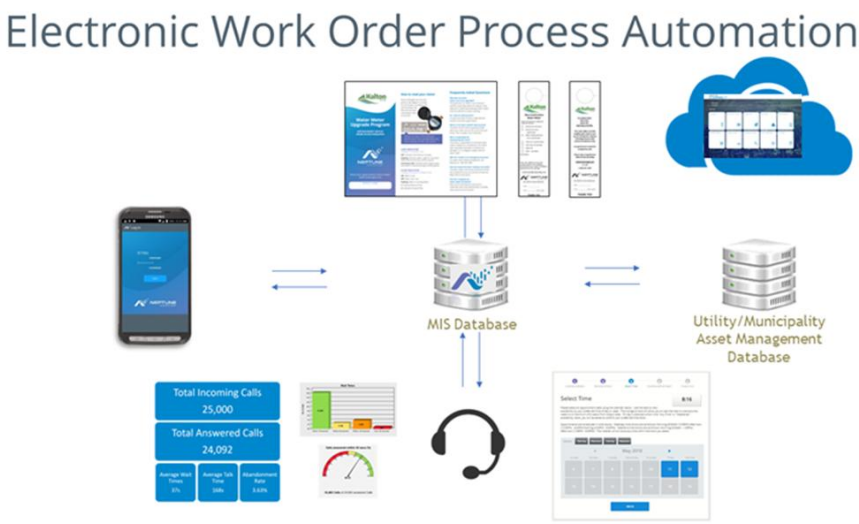
Additionally, Neptune's supporting documentation helps minimize the number of contact points needed to answer program questions. Automated communications stop once an appointment is booked, or installation is complete to prevent unnecessary messages. Specific issues or extra work requirements for account deviations are handled separately to ensure successful completion.

Neptune Installation Working Days/Hours		
Meter Type	**Days**	**Hours**
Residential	Monday to Friday	8:00 a.m. to 8:00 p.m.
	Saturdays	9:00 a.m. to 6:00 p.m.
Commercial & Industrial	Monday to Friday	8:00 a.m. to 5:00 p.m.

Data Management

The Proponent should detail the systems they already have in-place or will develop and put in-place to support the data management portion of this program, including what information is planned to be collected, frequency, etc.
The Proponent should detail what handheld digital technology they are proposing be utilized for this program.
The Proponent should detail how data integrity will be maintained throughout the program. It should also be explained what IT resources are available to support any issues that may arise.
Proponent's will be granted access to the Municipality CityWide system where all formal information and process will need to be saved and kept, done by the Proponent.

Neptune's customized **Meter Information System (MIS)** was specifically designed to exclusively manage water meter and AMI installation data. It is our system of record for each account while we are managing it on behalf of our customers. Our Meter Information System (MIS) receives synched metering data allowing for encrypted information to be securely uploaded in real-time to minimize quality issues and ensure reliability and safety. Two-way, encrypted. wireless communication is provided for transferring data seamlessly between field devices, utility portal platforms, and operations departments to ensure that all information is consistent and current.



Neptune's MIS includes queries, restrictions and validations to guarantee the accuracy of the data. Neptune's system is also designed to manage customer contacts, customer contact history, appointment scheduling, and area management. Activity data for events such as contact attempts and tasks like clearing an area or curb stop repair are recorded, categorized, and prioritized.

During the project initiation phase, Neptune will provide complete documentation of the requirements related to data collection, list of values and data exchange, along with a Statement of Work to outline the data exchange process. The frequency of data exchange will be determined on a mutually agreeable schedule.

Neptune's MIS is fully linked with all our apps and field tools. Our top-notch installation tools facilitate scheduling and project progress, often cutting down the timeline to ensure projects are completed on time and within budget.

Electronic Work Order (EWO)	Public Communication	Contact Centre Module	On-line Booking Application	Neptune Connect	Utility Database
Direct interface and real-time two-way updates	MIS Updates when materials are delivered or real-time with technical canvassing via EWO	Embedded directly in the MIS platform. Full access to all aspects with technician schedules to ensure availability	Direct interface into MIS to allow customers to book their appointments in real-time without any need of follow up or interaction	The utility's portal into MIS with direct integration to all current information, allowing transparency to utility staff with access to all account information	Direct integration of utility database with Neptune's MIS providing near real-time updates

Our industry leading installation tools help drive appointments and production progress on the project which optimizes and often reduces the overall timeline to deliver projects on time and within budget.

Electronic Work Order Tool – Neptune's **Electronic Work Order** (EWO) tool is a single platform electronic work order solution designed to capture all water meter data relevant to the installation. An integral component of our fully integrated approach to effective and efficient project management; it was designed and developed to allow all data management tools, resources, and departments to operate seamlessly and uniformly.

Each field technician will be equipped with a handheld device to be used at the time of installation. The Municipality of North Middlesex will be provided with account data that is electronically populated into the technician's handheld for each appointment. Neptune's electronic workflow systematically walks a technician through each order. The EWO tool captures the required in field data which is seamlessly transferred into Neptune's database system.

Neptune's EWO Mobile Application – provides direct communication via a secure end-to-end two-way wireless connection from the field. The EWO mobile app is downloaded to each Neptune technician's Android device. This application allows the technician to capture work order data that is synchronized to Neptune's MIS allowing encrypted information to be securely uploaded in real time to minimize quality issues and ensure reliability and data security. Two-way wireless communication transfers data seamlessly between field devices, utility portal platforms, and operations departments so that all information is consistent and current.

Dependable device syncing, mandatory data entry fields and barcode scan functionality also promote data quality ensuring that the completed orders received are uniform and complete.

Field device software is linked directly into Neptune's backend system to reduce administrative turnaround times and enhances task resolution. Technicians are provided with up-to-the-minute access to scheduled appointments changes, cancellations, and account information. Critical data is provided on Key Performance Indicators, specific account completion insight, and field contact attempts. All pertinent data regarding incomplete installations, including photos and comments, is captured, and immediately ported into Neptune's data warehouse for follow-up and task resolution.

Unique Benefits with Neptune's centralized service tool

- Electronic data entry
- Barcode scanning
- Real-time wireless connectivity
- Digital signature capture
- Automated in-field validations.
- Installation tracking
- Installation time logging
- GPS capture
- Electronic picture management
- Customized ICI survey tool

Customer Service

The Proponent shall detail all features related to the proposed customer service operations that will be utilized to support the project, including proposed hours of operation, technology to be used, etc.
The Proponent should also detail their proposed appointment booking process and methodologies including how customer contact and tracking will be completed.

Neptune understands that providing excellent customer service and building strong community relations is a top priority for utilities. We also recognize the importance of the role that we play by acting on your behalf for the duration of the project. Neptune's highly trained local contact center representatives use the latest state-of-the-art call center technology to provide exemplary support to deliver an outstanding customer experience and successful project completion.

Neptune's proprietary Contact Center provides exemplary support and an outstanding customer experience for all of our projects. All of our Contact Center Representatives ("CCR") are Neptune employees that are trained inhouse and have extensive experience in supporting water meter installations, as well as to adhere to our culture of accountability, transparency, and customer-centric focus.

Neptune's Contact Centre, headquartered in **Mississauga, Ontario** provides exemplary support and an outstanding customer experience for all of our projects from coast to coast.

Neptune's Contact Centre staff can take calls both in French and English to ensure that requests for appointments and questions that your customers are answered in either language.

Additionally, our online booking system includes a button to utilize the translation functionality, allowing the booking site to be translated into nearly any language.

Contact Center Features

- State-of-the-art call center technology designed to increase efficiency and improve issue resolution.
- Single Toll-free number available 24 hours per day (1-800-667-4387)
- Multi-line capacity (108 lines)
- Hours of operation- Monday-Thursday– 8:00am- 8:00pm ET- Fridays- 8:00am-6:00pm ET
- Real time call traffic monitoring to effectively control service levels and manage resources.
- Appointments offered in four-hour time blocks.
- Access to booking an appointment 24 hours a day / 7 days a week. Fully synchronized with our contact center booking system
- In the rare event that a customer is waiting in a queue, a call back feature which provides callers with the convenient option to be called back without losing their position in the queue.
- All incoming calls are recorded for quality assurance and training purposes.
- Advanced AI technology detects and evaluates every call for tone and content. Positive and negative values and key words are identified for optimal routing to promote one call resolution.
- Contact Centre Representatives (CCR) can promptly view all pertinent project information to provide consistency and reduce call talk times.
- Contact Centre Representatives are trained in first-call resolution, and our objective is to book an appointment during the first call.

Booking appointments- Customers can book appointments through either our call center or our online booking engine. Any contact with a customer, whether through the call center or through online booking, will be tracked in MIS. Pre-programmed typical project activities allow for ease of use and are easily accessed via Neptune Connect. Neptune will make multiple contact attempts with each customer (if necessary) to secure appointments. We employ a combination of our proven techniques for appointment bookings, which can include an informational trifold pamphlet, canvassing, door knockers, telemarketing, and a reminder or final notice letter.

Online Appointments- Neptune's online appointment website allows customers to book, cancel, or reschedule appointments 24/7 in real-time. The system is fully synchronized with our Meter Information System (MIS), giving customers instant access to available time slots. Upon booking, confirmation details and appointment specifics can be emailed. Customers can also leave special instructions for the technician (e.g., please use the side-door entrance). This attention to detail ensures the best overall customer care for all program participants.

Appointment Calendar- Customers can review and select from six weeks of available dates for their convenience. Our user-friendly calendar allows customers to view appointment time availability in multiple formats. The booking summary provides confirmation details including the appointment date, time, address, telephone number, and email (if provided by the customer). Additionally, the summary offers valuable reminder information about the scheduled appointment. Customers have the option to receive the email confirmation summary at their own email address and may also add other email addresses. The

confirmation can be printed and incorporated into the customer's personal calendar. SMS text message reminders are available as well to remind customers of their booked appointments.

The Proponent should detail their proposed approach to customer service issues/problems and how they propose to address them.

Customer Claims/Complaints - Resolution Approach

Neptune's proactive approach toward attaining complete and total customer satisfaction is the key to our success. Offering flexible hours of work, employing several methods of customer contact, well-trained crews, and following best customer relations practices for all customer contact helps to ensure customers' satisfaction.

Neptune measures customer satisfaction by recording and cataloguing complaints, customer satisfaction surveys, and comment cards to guarantee best practices that result in the highest standards.

In the event that a customer is not fully satisfied, their information and a description of the issue is documented and stored in the MIS. The project manager is responsible for the issue resolution which could include an on-site customer visit. The senior project manager introduces and implements preventative measures to eliminate the possibility of a reoccurrence of the situation.

The live agents in the Neptune Contact Centre are available 24 hours a day to respond to and resolve customer issues. Our Contact Centre technology allows Neptune representatives to quickly view all pertinent project information including project duration, by-law information, technician schedules and other project specific details. This results in faster resolution and reduced call time.

All interactions with a dissatisfied customer are tracked and resolved quickly and efficiently. Established escalation path training is provided to ensure that representatives are equipped to promptly address any emergency to ensure safety and avoid potential damage claims.

Proactive measures include:

- educating all crews through mandatory formal classroom customer relations training
- recording and storing all customer complaints/inquiries in the MIS
- providing customer surveys cards to receive feedback on our level of service
- conducting inspection programs designed to ensure delivery of the highest quality by
- preventing customer inconveniences from valves not fully opened, or debris in line
- flow testing the system after each time the water service is interrupted
- double-checking each installation for leaks
- the ability to ramp up and down as project volume varies to provide sufficient call coverage at all times

A comprehensive reporting mechanism closely monitors Key Performance Indicators (KPIs) to set a benchmark from which to continuously improve upon. Tracked KPI's include total incoming calls, total answered calls, total abandoned calls, call abandonment rate percentage, average wait time (in seconds), average to date wait times (monthly, yearly).

Our continuous, real-time contact centre visibility, combined with our proactive management strategies, expedites issue resolution to minimize caller frustration to ensure that homeowners receive the highest quality customer experience possible.

Public Outreach

The Proponent should fully detail their proposed communication plan, documents to be produced, samples of previously provided similar materials, and experience in developing and executing a public outreach program for this type of project.

Neptune Public Communication Program

Achieving public acceptance and generating appointments are vital for the smooth operation of our customers' projects. Often, public acceptance presents one of the biggest challenges. With over 35 years of experience, Neptune excels in designing, creating, and implementing effective appointment booking and customer communication strategies, specifically tailored for water meter programs.

Public Education and Communications Strategy

Neptune's strategy is designed to proactively provide customers with clear and detailed program information, enhancing booking completion rates. Our multi-step public education campaign increases awareness about the importance of customer compliance, explains how to schedule an appointment, and provides useful information about water consumption. We collaborate with you to develop all public education communications and materials, ensuring consistent and actionable messaging. Our materials include initial letters, reminder notices, final notices, and door hangers, all emphasizing time sensitivity and promoting appointment bookings to maintain the overall project timeline.

Integrated Materials

Our materials are integrated into our back-end system, allowing for transparency and tracking of every account-specific contact attempt. Automated mailer distribution ensures efficient deployment, with releases based on customized timelines, keeping active accounts engaged and leading to higher installation rates.

Experience

We have extensive experience producing public outreach programs for all sized metering projects, such as The City of Toronto, The City of Hamilton, EPCOR utilities, Plympton-Wyoming, the City of Niagara Falls, Chatham-Kent PUC, Town of Kingsville to name a few. All of these projects included public outreach material configured to their specific needs. With our on-boarding package, we provide our clients with templates that are designed to be configured to our clients' needs. This ensures all of our clients have an effective program.

Communication Strategy

Neptune's communication strategy is structured to maximize the effectiveness of each contact. By producing all professional public outreach materials in-house, we can tailor messaging based on your understanding of your customers. Our dedicated marketing team manages all aspects of creative content and design, giving you greater control over the tone and feel of the materials, which can be lost when outsourcing. Our approach also reduces the number of customer refusals.

Municipality of North Middlesex Public Education Program:

- Introduction contact letter template for Municipality of North Middlesex to issue to its customers.
- Initial Letter and Information Sheet
- Reminder Letter
- Door hangers
- Outbound phone attempt
- Real time online appointment website
- Customer comment card
- SMS Contacts

Introduction Contact Letter: Neptune suggests that the Municipality of North Middlesex send an introductory letter at the program's start to introduce Neptune and the project. Following this, Neptune assumes responsibility for all customer contact

and appointments, using a mix of techniques including initial letters, canvassing, door hangers, telemarketing, and reminder letters.

Initial Letter and Information Sheet: This document is essential for providing Municipality of North Middlesex customers with a comprehensive overview of the meter replacement program. It includes appointment scheduling, water conservation tips, meter reading instructions, and FAQs. This form is delivered before technicians arrive in a pre-selected area. The customizable pamphlet covers:

- Program introduction and explanation of the project's necessity
- Details of the work to be completed
- Instructions for meter reading and leak detection
- Water conservation information
- Frequently Asked Questions
- Toll-free contact number and online booking website QR code

Reminder Notice: Notification letters, which may include by-law information if applicable, help ensure appointment generation and provide all necessary details for homeowners to book appointments.

Door Hanger: Technicians leave door hangers with Municipality of North Middlesex's logo at residences where no face-to-face contact occurred, and an appointment was not scheduled. This serves as another prompt for homeowners to book an appointment, improving contact success rates by 10-20%.

Outbound Phone Attempt: Neptune's Contact Center representatives assist by making outbound calls to book appointments if homeowner phone numbers are provided.

Final/Notice Letter: Similar to the Reminder Notice, the Final Letter includes by-law information and details of previous unsuccessful contact attempts, instructing customers to book an appointment within a week. Samples are available upon request.

Customer Comment Card: After installation, technicians leave a comment card with a QR code for an online survey, seeking feedback on the Neptune experience. A phone number for water meter emergencies is also provided.

Unresolved Accounts: Neptune will notify Municipality of North Middlesex if an installation cannot be completed due to a lack of homeowner response within 10 days of final contact. The project manager and Municipality of North Middlesex will review these accounts at progress meetings. If Municipality of North Middlesex secures an appointment during the contract's operational phase, Neptune will fulfill the installation. All unresolved accounts will then be Municipality of North Middlesex's responsibility. All contact attempts will be electronically documented, and data will be provided to Municipality of North Middlesex in digital format.

Samples of Neptune's Public Communication Materials can be provided upon request.

Quality Control

The Proponent should detail their quality assurance plan that they are proposing to employ on this program to ensure works are being done as per industry standard and this RFP, at a minimum, and how they plan to take corrective measures to fix any issues that may arise.

Neptune's Quality Assurance programs and tools provide full transparency and accountability throughout the project's duration, covering workmanship, adherence to stringent safety practices, accuracy, data integrity security, network functionality, and excellence in customer service. Neptune has crafted and implemented a comprehensive quality assurance program, administering various tests at each project stage. These assessments are conducted during installation to evaluate all project staff. Neptune's quality assurance program ensures the highest standards of workmanship and customer service. Following each

installation, a leak test is performed, and inspections are conducted by a Neptune project manager or supervisor representative. We also offer 24-hour emergency services for the project.

We take immense pride in maintaining superior standards for workmanship and field quality, tracked continuously for improvement and alignment with specifications, ensuring customer satisfaction. Neptune enforces an internal Field Quality Audit requirement by volume on all projects, with regular field inspections to meet or surpass quality and safety benchmarks. We proactively identify project challenges, logging all non-emergency issues for quality control, follow-up, and ongoing enhancement.

Neptune's data entry systems and field collection devices are engineered to capture and relay information swiftly and precisely. A multi-tier validation process corrects critical account data errors. Required data fields prevent omissions, ensuring all necessary information is recorded. Our in-house software generates reports for issues like transmission failures due to disconnected wires during standard operations.

Electronic Work Order devices document photos of all data points, such as old and new meter reads, serial numbers, and transmitter ID details. Neptune's backend system audits ensure older meter configurations' accuracy, and that upgraded meter information is free from inconsistencies, duplications, or missing data. The MIS system flags any discrepancies for further review, intervention, and final correction before reporting.

Inspection Program - Neptune has a standardized inspection process to mitigate the possible risk associated with in-field errors. Our inspection program is structured to inspect 5% of all installations. This adds substantial value to Municipality of North Middlesex's project through our proactive approach of achieving quality work. Our standardized inspection and field quality audit program includes a tiered approach to quality management according to the type of work being completed:

Field Quality Audits

- Meter installations – with integrated transmitter or with external transmitter
- Meter replacements – stand alone, with integrated transmitter or with external transmitter.
- New home installations
- Register retrofits – stand alone, with integrated transmitter or with external transmitter
- Transmitter retrofits – external transmitter

Neptune Connect Picture Audits

- Line items review
- Installation specification checks
- Review of completed plumbing prior to backfill
- Review of landscape and restoration finishes

Crew Inspections- Safety Audit

- Mandatory safety orientation
- Monthly safety meetings
- Weekly toolbox chats
- Risk Identification Program
- First aid kit in vehicle

All audits and inspections are recorded in Neptune's health and safety **eCompliance** safety management software and linked to the account in our MIS. Detailed information including photos are captured and can be extracted for reference. Neptune's standard quality program exceeds the Municipality of North Middlesex's inspections expectation and is designed to ensure all installations are completed as expected.

Section 8: References

It is anticipated that the Municipality should be contacting references. It is the responsibility of the Proponent to ensure that the references provided are aware and available to answer questions during this period.
Proponents are encouraged to provide more references than the minimum so the team has additional opportunities to evaluate references should some be unavailable or non-responsive.
Proponents must provide a minimum of two (2) references (water utilities) where the program and technology were of similar size and scope.

Utility Name	City of Welland
Project Name	Water Meter Replacement Project
Contact Information	Mark Jamieson, Water Meter Compliance / Backflow Prevention Supervisor, Public Works Phone: (905) 735-1700 ext.3041 Email: mark.jamieson@welland.ca
Project Start/End Date	2023-2024
Project Duration	8 Months
Project Value	Confidential.
Number Services/Connections	10,000
Project Description	The City of Welland has been a customer of Neptune for over 20 years.

Utility Name	The Town of Plympton-Wyoming
Project Name	Water Meter Replacement Program
Contact Information	Josh Booth C.Tech.- Engineering Coordinator Phone: (519) 845-3939 ext.114 Email: jbooth@plympton-wyoming.ca
Project Start/End Date	2023
Project Duration	8 Months
Project Value	Confidential.
Number Services/Connections	3,500
Project Description	Meter supply, retrofits & replacements for residential, intermediate and large meters. Included both inside set and pit applications.

Section 9: Value Added Solutions

The Municipality encourages Proponents to propose innovative solutions to complete all aspects of the project. Proponents may provide other value-added items at their discretion.

Neptune's water meter lineup now includes the Ultrasonic C&I MACH 10 ranging in size from 3” to 12”. If North Middlesex is looking to the future, you need not look any further than Neptune’s versatile and reliable C&I MACH 10. One of the major benefits of the C&I MACH 10 is its size. The meter’s design allows for a significant reduction in size and weight compared to its

compound predecessors. With no moving parts, there is no need to protect meters with oversized and expensive strainers. The smaller size also simplifies the installation design, which can often be challenging with oversized meters. With its smaller footprint, the C&I MACH 10 can save on installation costs related to rental equipment, vaults, hot boxes, or other plumbing needs.

In addition, unlike traditional mechanical meters, ultrasonic meters have an open flow chamber and zero moving parts. The meters use fixed transducers to produce ultrasonic sound waves that travel through the flow which is translated to consumption. With no parts to wear and tear, the ultrasonic meter maintains the same level of accuracy from its first day to its last, whereas a mechanical meter can suffer loss in accuracy if not maintained properly. Routine maintenance of a mechanical meter increases the total cost of ownership due to the need for labor and replacement parts. A loss in profit is experienced due to added maintenance costs or Non-Revenue Water because of the potential loss of accuracy. A lack of moving parts means sustained accuracy, lower operational expenses, and more time dedicated to customer-related issues.

Key Features
• No moving parts to replace means you are guaranteed accuracy for the life of the meter. • Designed to capture low flow rates while eliminating the presence of the crossover range (regarding compound lengths). • Detect leaks more easily with extended low flow. • The open flow path design means the MACH 10 is unaffected by debris which is normally a cause of maintenance in mechanical meters. • Continual monitoring and maintenance are not needed due to no moving parts and a single measuring element. • Durable and built to withstand demanding service conditions with a high-copper bronze alloy maincase. • Does not require a strainer eliminating the need for recurring maintenance. • A lighter meter that is faster and safer to install compared to compound meters which minimizes the time, planning, and equipment needed for meter installation. • Can be mounted both horizontally and vertically without impacting accuracy. • Available in standard turbine and compound lay lengths for easy replacement of mechanical meters without modifying existing piping configurations. • The factory-calibrated UME (C&I models) is easily replaced at the end of battery life, eliminating the need to remove the meter maincase from service when upgrading the meter. • Standard UL Listing/FM Approval for C&I sizes, optional UL Approval for ¾" to 2" for fire service applications. • Compatible with Neptune R900® System endpoints. Also available as MACH 10)R900i for an integrated radio solution.

Section 10: Compliance and Alternatives

The Proponent must confirm compliance with the outlined specifications contained herein or in any addendum. Where exceptions to the specifications are proposed, the Proponent must clearly state in this section what exceptions or changes are being proposed, the reason for the exception, and the alternative solution(s) being proposed.

Exception: Page 20 Item 5.4 Work Orders. Neptune has detailed our data management methodology in our response under the section "Data Management". The Municipality has stated the vendor input the data directly into the City/Wide Solution. To ensure your data is accurate as possible we are proposing we introduce a data management integration between our two MIS systems as opposed to Neptune directly updating your system. Although we take the utmost care in data entry there is always a chance of making mistakes. Our solution has built in audits to ensure data accuracy as such our proven processes will ensure we minimize any of these potential data issues. If successful, we recommend we arrange for a meeting to provide a demonstration of our solution and discuss the feasibility of developing an EDI (electronic data integration) whereby our system and yours are in sync with minimal manual intervention.

Clarification: Page 23 Item 5.9 - Warranty "The Proponent shall provide the Municipality with a water meter and register head warranty (for both horizontal and vertical installations)."

Neptune will warranty for defects as noted in our warranty statement however Neptune does need to inform The Municipality that the radio transmissions perform optimally when the meter is placed in a horizontal position. Neptune uses an omni directional antenna. If the E-CODER)R900i meter is placed in a vertical position it could impact performance. Should we encounter a reading issue Neptune proposes to either install the meter horizontally or install a stand-alone meter with an R900 Wall Endpoint mounted externally of the building (extra costs may apply).

Appendices

Additional Responses to Questions

- Distributor ESL Information
- Key Project Team Members
- Completion Project References
- Neptune Experience List

Description of Service Sheets

- AMI Services

Product Sheets

- T-10 Water Meters (Small and Intermediate)
- E-CODER)R900*i*

Warranty Sheets

- T-10 Water Meters (Small and Intermediate)
- E-CODER)R900*i*
- Installation Services

Neptune Services Documentation

- Master Project Plan for North Middlesex
- Production Forecast for North Middlesex

Neptune Project Team – Resumes

- Jeff Carter
- Ben Van Mierlo
- Oleg Yavorsky
- Scott West
- Cathy Blackwood
- Jenny Jiang
- Paul Varadi
- Tom Orpana
- David Iacocca

IO-02-2025 - 2025 Water Meter Replacement Program RFP (North Middlesex original RFP)

Product Training and Support

The Proponent shall detail the distributors for the products that are being proposed to be employed, where they are located, and any other information that may be deemed valuable.

Evans Supply Limited (ESL) is located in London, Ontario. ESL has been a level one Neptune distributor since 1992 for Neptune Technology Group Canada Co. and is currently providing local customer service and support for the Municipality of North Middlesex. Mike Zeitler will be the point person for any product related inquires. Further to this, if The Municipality requires additional assistance David Iacocca, Territory Manager, is available to support as required.

Evans Supply Limited (ESL) Profile and Support	
Company Profile	• 31st year in business • Our focus is on the municipal market versus competitors that focus on the construction/contractor market. Our main products and services are related to water metering and meter reading systems. • Servicing approximately 250 Municipal customers • ESL has sold and supports 75 Neptune Meter Reading Systems for municipal customers in Southwestern, Central and Eastern Ontario • Privately held company - We determine things like inventory requirements based on servicing our customers, not what a corporate head office dictates. • Anyone at municipality has direct access to owners of ESL, Ed, and Linda Bertolo • Member in good standing of the OWWA and AWWA • Representative on the Ontario Cross Connection Control Committee for over 16 years, and on OWWA Board of Directors for 4 years.
Product Representative *Contact & Support*	• Your current ESL Territory Manager, Mike Zeitler, will continue to be your main point of contact. Mike has 14 years of experience with ESL and Neptune. Mike will be available during normal business hours (8:30am to 4:30pm local time) and will return calls or emails within 24 hours. As always, there is a full team of people at ESL to support our representatives. • ESL has a dedicated person on the road solely for tech support – Dave Allen who has over 30 years of experience with Neptune and ESL. • ESL has experienced inside customer service personnel – Shaun Kavanagh and Tim Lane both have been in the water industry for over 20 years. • ESL owner, Ed Bertolo, can come on sight to assist as well if needed. Ed has over 25 years of experience with ESL and Neptune. • Neptune Territory Manager, David Iacocca, is also available if required.
Product Ordering/Delivery Process *(Sample use accordingly based on RFP or Scope)*	• Upon receipt of The Municipality's purchase order, ESL will e-mail confirmation within 48 hours with the promised delivery date. The purchase order number will appear on the invoice. • ESL will commit to stocking the minimum required levels of products deemed for emergencies and deliver within 5 business days from order date: - Radio Transmitter – 200 - Radio Transmitter Pit – 10

Evans Supply Limited (ESL) Profile and Support	
	- 5/8" water meter – 200 - 3/4" water meter – 25 - 1" water meter – 5 - 1.5" water meter - 2 - 2" water meter – 2
Product Delivery	• ESL will deliver product to the addresses provided by The Municipality. ESL prefers to use its own truck and driver for deliveries and will always email or call before delivering. Currently, ESL does not have a truck with a power lift to drop product to ground level. If this becomes a "must have" requirement, ESL will arrange to have this type of vehicle.
Partial Shipments	• ESL will not make any partial shipments unless approved by The Municipality and will only invoice for the for the products delivered and accepted by The Municipality.
Late Shipment - Damages	• ESL will endeavor to deliver all products on time. ESL would like to discuss what actual and/or reasonable costs associated with shipment delays would entail, prior to agreeing to cover any or all of these potential costs.
Digital Meter File	• With every product delivery, ESL currently provides a digital meter file that includes the product type, meter size, delivery date, and meter serial number. We will continue to provide this information. • If The Municipality is looking to add items such as the individual meter test results, we will need to rely on Neptune to provide this information to us. As long as we can get this information from Neptune, ESL will be able to provide it to The Municipality.
Product Investigation and Testing	• ESL will provide samples of all products that will be installed during the project. ESL will test products with selected AMI technology. ESL will be on-site to determine any potential issues with compatibility between products supplied and AMI technology.
Returns *Return Merchandise Authorization (RMA)*	• Since our customers may have already had to perform a service call to retrieve a defective meter, ESL is committed to making the return process as simple as possible. • Defective product is picked up by the ESL territory manager (or our delivery truck) on a regular basis (frequency to be determined), but bi-weekly or monthly seems to work with most of our customers. A brief verbal or handwritten description of the issue is always helpful. • ESL staff will examine the meters and separate warranty issues from non-warranty issues. We will complete the manufacturer's paperwork and submit it for warranty. • If the product being returned is determined to be a warranty issue, and if the warranty process exceeds the eight-week period, ESL will replace from our local stock at the London warehouse. • Non-warranty issues are typically the responsibility of the customer, but we will fix these meters in our shop if the quantities are reasonable. Generally, there is no additional cost for this, but we will advise our customer if the repair requires chargeable parts.

Evans Supply Limited (ESL) Profile and Support	
	• Meters are returned to the customer by the territory manager (or our truck), at no charge. • ESL has an electronic RMA process, but currently ESL does not have an online portal for customers to track the RMA progress.
Post Project Support	• ESL would be pleased to negotiate a Product Support Service Level Agreement (SLA) with The Municipality when requested.
Training for The Municipality Staff	• ESL will provide training services to The Municipality's staff. A minimum of two full days of training will be provided until Completion Milestone 5 is achieved. Training shall be conducted onsite at The Municipality facilities. Refresher training will be provided if requested by The Municipality.
Software Training	• ESL will provide training on AMI software as requested, provided that the AMI software chosen is a Neptune product.
Product Training	• ESL will provide hands-on hardware training based on The Municipality's requirements. Training programs can include: - Principle of operation by meter type – "metering 101" - Product features and benefits - Right sizing and right applying by meter type. - Product disassembly and reassembly - Importance of maintaining large meter population - Troubleshooting and repair • Training is customizable – by location (onsite), group size, product topic(s) • D. Allen/E. Bertolo – have been conducting product training courses for over 25 years from coast to coast. • No extra charge above and beyond the product cost for customer training programs delivered by ESL.

Project Management

The proposals should include brief descriptions of the Project Manager and key project team members stating their key responsibilities.

The following table provides details about roles and responsibilities of key project team members, with experience highlights.

Name/Role	Experience
Jeff Carter **General Manager, VP**	• Jeff has over 15 years with Neptune performing a wide range of roles within the company. • Responsible for managing Neptune's business operations for Canada, including strategic planning, and investments in technology to allow for business growth. • Executive level sponsor for project charter and expenditures. *Neptune Project Experience* • Project Expert for 1 ERP implementations to allow for business growth. • Project support for Electronic Work Order system, online booking system, project portal, and numerous other system updates for service business growth. • Project Manager for The City of Toronto, ON- Universal Water Meter program • Oversaw over 100 municipal projects across Canada. • Responsible for over 1.5 million water meter installations.
Ben Van Mierlo **Director of Services**	• Ben has over eleven (11) years with Neptune with experience in various roles within the company by developing and executing go-to-market strategies of Neptune's solutions. • Responsible for managing services operations for Canada, including all installation, AMI and AMR implementations, collector deployment, network optimization, contact center, administration, and other related services. • Oversaw large scale municipal projects across Canada. • Directly responsible for over 1 million water meter installations.
Oleg Yavorsky **Senior Project Manager**	• Oleg has been with Neptune since 2008 as a project manager. • Reporting/Revenue Forecasting of biweekly updates, monthly reports, rolling forecasts, reporting continuous improvement, process flow analysis, ensure project measurement points are in line with business goals. • Support contractors/PMs recommending new processes where needed to improve quality or on-time delivery. • Provide Technical administrative, supplier payment support. • Source, hire and train new/transferred employees. Using goals and objectives work with direct staff to ensure career and skill development. • Cost and prepare budgets for tenders and request for proposals while ensuring a project plan is created for awarded opportunities. • Effectively apply the businesses methodologies and enforce project standards. Control risk, program development and implementation.

	• Deal with client requests/concerns and their customers' requests/concerns. • Review, interpret and ensure proper execution of all existing project contracts and agreements, upholding contract specifications. • Enforce project standards through site inspections, quality control, and incident investigation. • Directly responsible for over 300,000 plus water meter installations.
Scott West **Project Manager**	• Over 10 years Neptune experience in multiple management roles. • Oversees Neptune installer training program. • Recruits, trains, and certifies water meter installers country wide. • Performed water meter installation to the Region of Peel water meter program. *Neptune Project Experience* • *City of Morden, MB- Meter Replacement & AMI project* • *Town of Inverness, NS- Meter and AMI Installation Project* • *Town of Truro, NS – Meter Replacement Project (AMR)* • *Town of Quinte West, ON – Meter Replacement Project* • *Municipality of Plympton-Wyoming, ON – Meter Upgrade Program (AMR)*
Cathy Blackwood **Contact Centre Manager**	• Cathy has over 20 years of contact centre experience • Managing team of twenty-three contact centre agents and field support staff. • Managing team which manages over 130,000 incoming calls annually. • Monitors adherence to key performance indicators (KPI's) to ensure high customer satisfaction.
Jenny Jiang **Quality Assurance Manager**	• Jenny has over 6 years with Neptune leading and managing a team of seven administrators, analysts, and system coordinators. • Oversees the end-to-end User Acceptance Testing experience for all projects. • Oversees Neptune's Electronic Work Order, Online Booking solution, Neptune Connect and EDI integration. • Develop quality assurance plans by identifying critical control points and preventative measures, establishing critical limits, and monitoring procedures and corrective actions.
Paul Varadi **Material Planner**	• Paul has over 3 years with Neptune developing forecast and order schedules for project materials. • Ensures optimal inventory levels on all Neptune projects.
Tom Orpana **Regional Sales Manager-Ontario & Atlantic Canada**	Tom has over 29 years of experience with Neptune managing sales activities for Canada service operations for Ontario and Eastern Canada. • Manages, trains, and supports distribution channels and local territory managers. • Provides input and feedback to Neptune's senior management team, including the VP of Marketing and Product Development, regarding customer requirements, industry trends, and new product ideas or enhancements. • Develops sales and account strategies for assigned areas.
David Iacocca **Territory Manager**	With 10 plus years at Neptune, Dave is currently responsible for account management for small to large sized municipalities and utilities for Southwestern Ontario.

	• Manages distribution channel relationship. • Ensures the delivery of superior customer service. • Maintains a complete understanding and in-depth knowledge of Neptune's products and services and provides information to water utilities. • Provides input and feedback from water utilities to regional managers and marketing regarding industry trends, requirements to foster the development of new product and service offerings.

Completion

Provide a list of a minimum of two (2) projects and show the completion rate of each project. Details about each project should be provided such that the Municipality can understand how it relates to the program proposed as part of this RFP.

Neptune has a proven track record of completing large scale complex projects on time and at very high completion rates. To highlight three key projects as requested Neptune has chosen the following projects: The City of Niagara Falls, The City of Toronto, and The City of Ottawa.

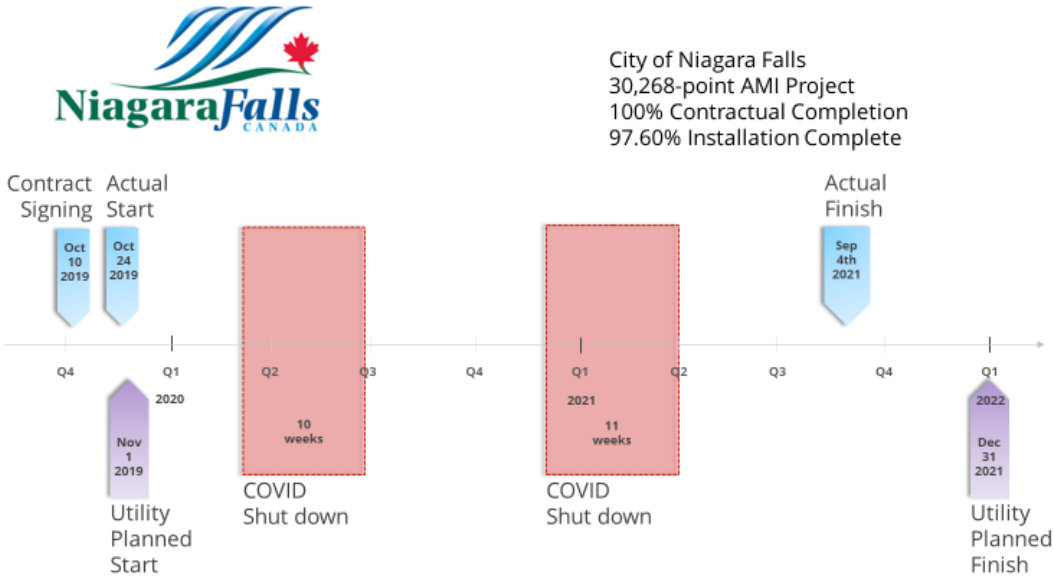
The City of Niagara Falls

The project that Neptune completed for The City of Niagara Falls, primarily during the middle of the COVID-19 pandemic, *is exemplary of the dedication and expertise that Neptune brings to every undertaking*.

Neptune's track record for performance without incident allowed the project to perform well above expectations, as evidenced by the production rates over the course of the project.

The project for the City of Niagara Falls demonstrates that we finished 4256 installations ahead of plan as we closed out the project.

Neptune's ability to re-group, re-plan, and re-organize during the pandemic highlighted our ability to overcome obstacles in even the most challenging scenarios.



Not only did this project have to work through two different government mandated shutdowns, but also the immediate and complex change in safety and public education. Not only did Neptune work through this to achieve a suitable project delivery, but we were also still able to have the project finished prior to its original (pre-covid) timeline.

The City of Toronto

Neptune successfully executed the City of Toronto metering project, marking the largest undertaking in Canadian metering history. Despite the initial six-year timeline, Neptune demonstrated exceptional efficiency by completing the project in just five and a half years. Managing the intricacies of a project involving 465,000 installations was a formidable task. Notably, this initiative represented the City's first major metering project post-amalgamation.

The scope of work encompassed diverse challenges, including **75,000 cut-in installations** addressing a wide range of plumbing scenarios along with the public outreach campaign with messaging for end users who have never had a meter before. This comprehensive approach covered large meter installations, cut-in installations, change-outs, AMI installations, and public education efforts. The Toronto project showcased Neptune's unparalleled expertise in project delivery, underscoring the company's commitment to maintaining a 99.7% installed rate upon project completion.

Neptune's success in the City of Toronto metering project is a testament to its consistent application of fundamental project management principles across all endeavors. This invaluable experience positions Neptune as a reliable and capable partner for your project.

The City of Ottawa

Neptune has partnered with the City on two separate projects with the City of Ottawa. The first entailed the completion of approximately 15,000 accounts rescuing a situation where a previous vendor had been unable to complete the task. The second, which is, at the time of writing, an ongoing multi-year meter replacement project of 80,000 accounts is not only progressing smoothly but is also on track to conclude ahead of the initially established schedule by 7 months. Given the nature of the accounts involved, this endeavor presents unique challenges both in terms of geography and area management logistics. Neptune’s adept project management and unparalleled commitment to overcoming these complexities underscore the company's capability to navigate challenging projects successfully.

Neptune Technology Group - 5 Year Project Experience List

Customer/Utility	Province	Project Term	Project Type*	Description	Approximate Quantity
City of Ottawa	ON	2021-2024	AMI	Water Meter Replacement with Itron ERT	86,845
Town of Truro	NS	2020-2021	AMR	Water Meter Replacement and RF Upgrade Program	200
City of Hamilton	ON	2019-2025	AMR	Large Meter Testing and Repair	varies per year
Calgary	AB	2019-2023	AMR	Annual Installation of Water Meters and Transmitters	1,400
The Resort Municipality of Whistler	BC	2019-2020	AMI	Water Meter Replacement	177
City of Niagara Falls	ON	2019-2020	AMI	Water Meter Replacement and AMI Installation Project	29,000
Town of Gananoque	ON	2019-2020	AMR	Supply and Install Water Meters, Water Meter Replacement	1597
County of Brant	ON	2019-2020	AMR	Supply and Install Water Meters	7,350
City of Langley	BC	2018-2021, 2002-2015	AMR	Operations & Maintenance, Water Meter Reading	varies per year
Town of Whitchurch Stouffville	ON	2018-2020	AMI	Operations and Maintenance, New Home Installations, Supply and AMI Maintenance	varies per year
Town of Whitchurch Stouffville	ON	2018-2020	AMI	Water Meter Replacement, Upgrade Program and AMI Installation	12,857
Town of Whitchurch Stouffville	ON	2018-2020	AMR	Meter Reading Services	varies per year
Chatham-Kent	ON	2018-2019	AMR/AMI	Water Meter Installation Program with 100% RF	36,800
Kitchener Utilities	ON	2018, 2020	AMR	Water Meter Replacements (2,600), Unbundled Call Centre Services (400 per month)	8,200
Welland	ON	2018 - 2020	AMR	ICI Replacements, Small Meter Replacements and Retrofits with 100% RF	3,181
Region of Halton	ON	2017-2021	AMR	Small Water Meter Supply and Program Management - New Homes and Replacements	23,500
Region of Halton	ON	2017-2021	AMR	ICI Large Water Meter Supply and Program Management	varies per year
St. Albert	AB	2017-2020	AMI	Water Meter Replacement and Upgrade Program with 100% RF	21,000
Dawson Creek	BC	2017-2020	AMR	Water Meter Replacement Program	2,500
Aquatera Utilities Inc.	AB	2017-2019	AMR	Annual Water Meter Replacement with 100% RF	7,159
City of Toronto	ON	2017-2018	AMI	Commercial Water Meter Testing and Replacement Program with 100% RF	111
Cambridge	ON	2017-2018	AMR	Operations & Maintenance	varies per year
City of Halifax	NS	2017-2018	AMI	Water Meter Replacement Project	80,000
Lloydminster	AB	2017-2018	AMI	Supply and Install AMI Network with R900 MIU	10,000
Delta	BC	2017-2018	AMR	Water Meter Pit Installation and Replacement Program with 100% RF	2,700
Lakefront Utilities	ON	2017, 2020	AMR	Water Meter Replacement and RF Ugrade Program	3,855
District of West Vancouver	BC	2015-2021, 2004-2014	AMR	Operations and Maintenance, Meter Reading - 100% RF	varies per year
EnWin	ON	2015-2019	AMR	Water Meter Replacement Program with 100% RF	53,000
City of Hamilton	ON	2015, 2017, 2018, 2020-2025	AMR	Water Meter Replacement Program	23,500
Spruce Grove	AB	2014-2019	AMR	Small Meter Replacement Program 100% RF	9,160
City of Hamilton	ON	2013-2025	AMR	Operations & Maintenance, New Housing	varies per year
City of Markham	ON	2013-2021	AMR	New Housing, O&M, ICI & Residential Replacements	8,500
Town of Richmond Hill	ON	2013-2021	AMR	Annual New Housing, Operations & Maintenance, ICI, Reading & Residential Replacements RF	70,000
Region of Peel	ON	2012-2021	AMR	Installation and Replacement Services - Annual projects with 100%RF	117,500
Town of Georgina	ON	2012-2020	AMR	New Housing, Operations and Maintenance, ICI with 100% RF	6,650
Town of Fort Erie	ON	2010-2019	AMR	Water Meter Replacement Program with 100% RF	9,600
Town of Orangeville	ON	2002-2020	AMR	Operations & Maintenance	varies per year
City of Miramichi	NB	1999-2025	AMI	Operations & Maintenance with 100% RF, Billing Services, New Homes and Proactive Meter Replacements	varies per year
Kitchener Utilities	ON	2020	AMR	Supply of Water Meters, Call Centre & Installation Services	6,100

Town of Rocky Mountain House	AB	2021	AMR	Water Meter Replacement Program	1,287
City of Quinte West	ON	2020	AMR	Meter Services, Inspections, Installation of City Supplied Meters	3,100
Town of Unity	SK	2020	AMR	Water Meter Replacement and Upgrade Program	1,160
Village of Buena Vista	SK	2020	AMR	Water Meter Replacement	350
City of Morden	MB	2020	AMI	Water Meter Replacement and AMI Upgrade Project	1,810
Marmora & Lake	ON	2020	AMR	Water Meter Replacement Program	700
District of Summerland	BC	2020	AMR	Water Meter Replacement Program	375
District of Squamish	BC	2020	AMR	Installation of District Supplied Meters	160
City of Markham	ON	2020	AMR	Water Meter Replacement Program	3,500
Elk Point	AB	2020	AMR	Water Meter Replacement Project	700
City of Nelson	BC	2020	AMR	Commercial Water Meter Installation Program	187
Madawaska Valley (Barry's Bay)	BC	2019	AMR	Supply and Install Water Meters	600
Sylvan Lake	AB	2019	AMR	Supply and Install Water Meters	300
Hwy 14	BC	2019	AMR	Water Meter Upgrade Program	276
City of West Kelowna	BC	2019	AMR	Water Meter Upgrade Program	1,000
Town of Athabasca	AB	2019	AMR	Supply and Install Water Meters	1,000
Town of Lincoln	ON	2019	AMI	Water Meter and AMI Installation	6300
Inverness	NS	2019	AMI	Water Meter and AMI Installation	2,051
City of Moncton	NB	2019	AMI	Water Meter Replacement Project with Aclara MIU	4,000
Sturgeon County	AB	2019	AMI	Water Meter Replacement	2,450

Note: Where Project Type is AMI and/or AMR, it means the Project is RF.

Neptune® AMI Services

Neptune's AMI Services product is a fully managed R900® AMI network service provided to water utilities in the deployment and ongoing management of AMI systems. Neptune AMI Services provides the utility with the installation, project management, and ongoing monitoring, operation, upkeep, and maintenance of a utility-owned fixed network. Neptune AMI Services allows a utility to maintain system integrity without adding staff/support as well as removes the uncertainty of the network lifecycle.

Description of Services

During the term of the AMI Services contract, the following will be provided.

- Project management including network design, site surveys, installation, and ongoing support.
- All ongoing network operational expenses related to any network elements including data backhaul.
- Proactive 24 x 7 x 365 network monitoring via Network Operations Center (NOC).
- Repair and/or replacement of network infrastructure and other network components as needed to maintain the Service Level Objective.
- Regular upgrades of network gateways if needed.
- Regular software updates of all network elements including the network server and gateway firmware.

The utility will own the AMI network equipment and is responsible for the site conditions. The installation and maintenance of the meter devices is the responsibility of the Customer and/or their subcontractor.

Service Level Objectives

- Neptune will use commercially reasonable efforts to ensure that the gateways and network equipment are operating and collecting available readings throughout the duration of the contract. If the gateways or system are not operational, Neptune will take all necessary actions to respond within the outlined Network Response Time Objectives.
- In the event that system-wide service is disrupted or unavailable for an extended period of time as a result of Neptune's actions or inactions, and the network is unable to be restored in a timely manner, Neptune can provide alternate means to capture readings.

Network Response Time Objectives

a) Response Time Objective: The following table outlines the estimated initial response time objectives for support requests.

Severity	Description	Response Time
Critical	Gateway(s) have not synchronized within past 72 hours.	Within four (4) hours following reported issue
Major	Gateway(s) have not synchronized within past 48 hours.	Within 12 hours following reported issue

b) Field Response Time Objective: In the event that a gateway goes down, our field response team is typically onsite within two business days of the "critical event" and service is typically restored (including the replacement of the gateways within five business days of the critical event. In the event that the outage is related to force majeure, response and resolution times will be dependent on the ability to safely deploy the field operations team.

Neptune will provide the final resolution as promptly as reasonably possible, depending upon the severity of the issue and resources involved, consistent with its obligation to provide substantial up-time for this project.

Data Ownership and Confidentiality

The utility customer grants Neptune the right and license to access meter location data solely for the purposes of network design and providing the Network Service. Any asset and meter location data provided to Neptune by the customer remains the property of the customer. Data will not be shared by Neptune with other parties without permission, and shall be treated as confidential by Neptune.

Customer Site Use

In the event customer-owned site locations are used for network infrastructure placement, the customer will provide 24x7 access to these assets for Neptune to install, maintain, operate, service, replace, reconfigure, or relocate the AMI network infrastructure as required for the contract Term (including renewal periods) to support Neptune AMI Services.

Disclaimer of Warranties

OTHER THAN THE SERVICE LEVELS LISTED ABOVE, NEPTUNE DOES NOT MAKE ANY WARRANTY, EXPRESS OR IMPLIED, WITH RESPECT TO THE SERVICES RENDERED HEREUNDER, AND HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, WITH RESPECT TO SUCH SERVICES, INCLUDING, BUT NOT LIMITED TO, ANY IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTIBILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND NEPTUNE EXPRESSLY DISCLAIMS SUCH WARRANTIES AND CONDITIONS.

Neptune Technology Group
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A PRODUCT SHEET OF NEPTUNE TECHNOLOGY GROUP

T-10 Meter

SIZES ⅝", ¾", AND 1"

Every T-10® water meter meets or exceeds the latest AWWA C700 Standard. Its nutating disc, positive displacement principle has been time-proven for accuracy and dependability since 1892, ensuring maximum utility revenue.

The T-10 water meter consists of three major assemblies: a register, a lead free, high-copper alloy maincase, and a nutating disc measuring chamber.

The T-10 meter is available with a variety of register types. For reading convenience, the register can be mounted in one of four positions on the meter.

The corrosion-resistant maincase will withstand harsh service conditions; internal water pressure, rough handling, and in-line piping stress.

The innovative floating chamber design of the nutating disc measuring element is unaffected by meter position of in-line piping stresses while the unique chamber seal extends the low-flow accuracy by sealing the chamber outlet port to the maincase outlet port. The nutating disc measuring element utilizes corrosion-resistant materials throughout and a thrust roller to minimize wear.

KEY FEATURES

REGISTER

- Magnetic-driven, low-torque registration ensures accuracy
- Impact-resistant register
- High-resolution, low-flow leak detection
- Bayonet-style register mount allows in-line serviceability
- Tamperproof seal pin deters theft
- Date of manufacture, size, and model stamped on dial face

LEAD FREE MAINCASE

- NSF/ANSI 372, NSF/ANSI 61
- Lifetime guarantee
- Resists internal pressure stresses and external damage
- Handles in-line piping variations and stresses
- Provides residual value vs. plastic or composite
- Electrical grounding continuity

NUTATING DISC MEASURING CHAMBER

- Positive displacement
- Widest effective flow range for maximum revenue
- Proprietary polymer materials maximize long-term accuracy
- Floating chamber design is unaffected by in-line piping stresses

Specifications

- NSF/ANSI 372, NSF/ANSI 61
- National Type Evaluation Program (NTEP) certification

Application

- Cold water measurement of flow in one direction in residential service applications

Maximum Operating Water Pressure

- 150 psi (1034 kPa)

Maximum Operating Water Temperature

- 80°F

Measuring Chamber

- Nutating disc technology design made from proprietary synthetic polymer

Options

Sizes

- ⅝", ⅝" x ¾"
- ¾", ¾" SL, ¾" x 1"
- 1", 1" x 1¼"

Units of Measure:

- U.S. gallons, imperial gallons, cubic feet, cubic metres

Register Types

- Direct reading: bronze box and cover (standard)

Remote Reading:

- ProCoder™, E-CODER®, E-CODER®)R900*i*™, ProCoder™)R900*i*™

Bottom Caps

- Synthetic polymer (⅝" only)
- Cast iron
- Lead free, high-copper alloy

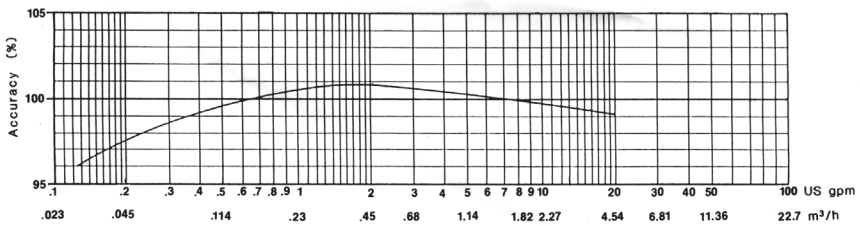
Connections

- Lead free, high-copper alloy, straight or bent

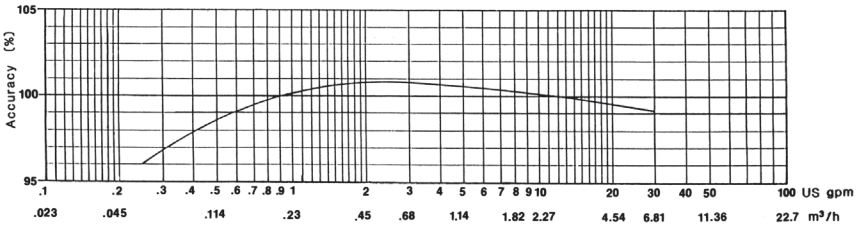
Environmental Conditions

- Operating temperature: +33° F to +149° F (0° C to +65° C)
- Storage temperature: +33° F to +158° F (0° C to +70° C)

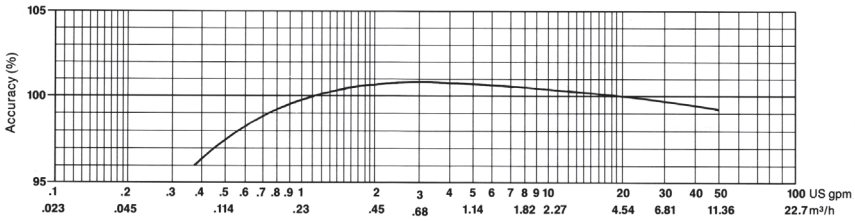
⅝" ACCURACY



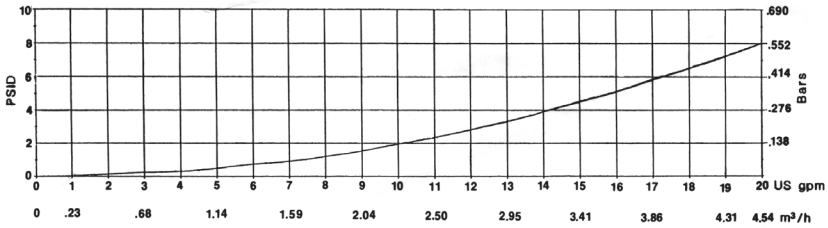
¾" ACCURACY



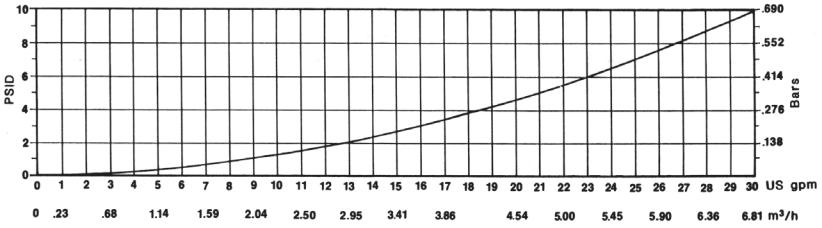
1" ACCURACY



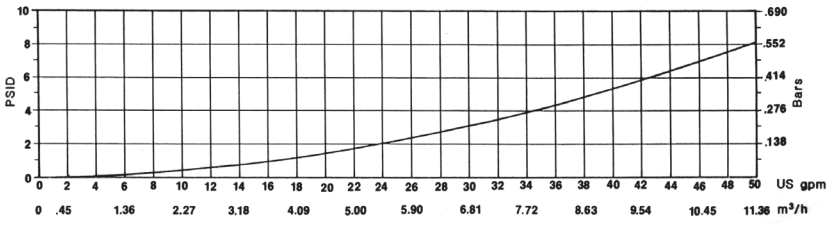
⅝" PRESSURE LOSS



¾" PRESSURE LOSS



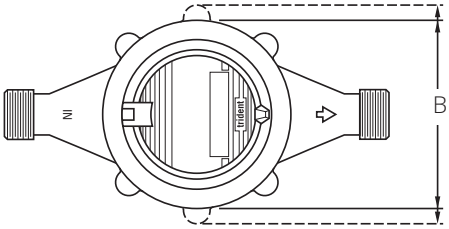
1" PRESSURE LOSS

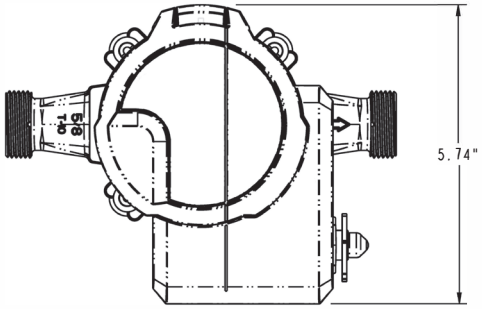


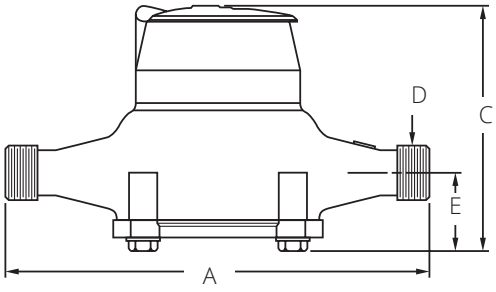
These charts show typical meter performance. Individual results may vary.

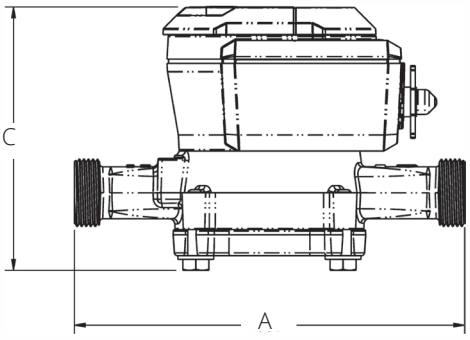
Dimensions

Meter Size	A	B	C					D-	E-	Weight lbs/kg
	in/ mm	in/ mm	Std. in/mm	ARB in/mm	ProCoder™ or E-CODER®	ProCoder™) R900*i*™ or ProCoder™) R450*i*™	E-CODER®) R900*i*™or E-CODER®) R450*i*™	NPSM Thread	in/ mm	
⅝"	7½ 191	3⅜ 92	4⅜ 111	5¼ 133	5¼ 133	5¼ 133	5¼ 133	¾" - 14"	1½ 38	3¼ 1.4
⅝" x ¾"	7½ 191	3⅜ 92	4⅜ 111	5¼ 133	5¼ 133	5¼ 133	5¼ 133	1" - 11½"	1½ 38	3⅜ 1.5
Pre 2011 ⅝"	7½ 191	3⅜ 92	4⅞ 124	5½ 146	5½ 139	5½ 139	5½ 139	¾" - 14"	1⅝ 41	3¾ 1.7
Pre 2011 ⅝" x ¾"	7½ 191	3⅜ 92	4⅞ 124	5½ 146	5½ 139	5½ 139	5½ 139	1" - 11½"	1⅝ 41	4 1.8
¾"	9 229	4⅜ 111	5½ 140	6¼ 159	6¼ 159	6¼ 159	6¼ 159	1" - 11½"	1⅞ 48	6 2.7
¾" SL	7½ 191	4⅜ 111	5½ 140	6¼ 159	6¼ 159	6¼ 159	6¼ 159	1" - 11½"	1⅞ 48	5½ 2.5
¾" x 1"	9 229	4⅜ 111	5½ 140	6¼ 159	6¼ 159	6¼ 159	6¼ 159	1¼" - 11½"	1⅞ 48	6½ 2.9
1"	10¾ 273	6½ 165	6⅜ 162	7 178	7 178	7 178	7 178	1¼" - 11½"	2⅛ 54	9¾ 4.4
1" x 1¼"	10¾ 273	6½ 165	6⅜ 162	7 178	7 178	7 178	7 178	1½" - 11½"	2⅛ 54	10¼ 4.6









Operating Characteristics

Meter Size	Normal Operating Range @ 100% Accuracy (+/- 1.5%)	AWWA Standard	Low Flow @ 95% Accuracy
5/8"	1/2 to 20 US gpm 0.11 to 4.55 m³/h	1 to 20 US gpm 0.23 to 4.5 m³/h	1/8 US gpm 0.03 m³/h
3/4"	3/4 to 30 US gpm 0.17 to 6.82 m³/h	2 to 30 US gpm 0.45 to 6.8 m³/h	1/4 US gpm 0.06 m³/h
1"	1 to 50 US gpm 0.23 to 11.36 m³/h	3 to 50 US gpm 0.68 to 11.4 m³/h	3/8 US gpm 0.09 m³/h

Registration

ProRead Registration (per sweep hand revolution)		5/8"	3/4" & 1"
10	US Gallons	√	√
10	Imperial Gallons	√	√
1	Cubic Foot	√	√
0.1	Cubic Metre	√	√
Register Capacity ProRead, ProCoder, and E-CODER		**5/8"**	**3/4" & 1"**
10,000,000	US Gallons	√	√
10,000,000	Imperial Gallons	√	√
1,000,000	Cubic Feet	√	√
100,000	Cubic Metres	√	√
ProCoder and E-CODER High Resolution (8-digit reading)		**5/8"**	**3/4" & 1"**
0.1	US Gallons	√	√
0.1	Imperial Gallons	√	√
0.01	Cubic Feet	√	√
0.001	Cubic Metres	√	√

Warranty

Neptune® provides a limited warranty for performance, materials, and workmanship. See warranty statement for details.

Guaranteed Compatibility

All T-10 water meters are guaranteed adaptable to our ProRead™, AutoDetect, ProCoder™, E-CODER®, E-CODER®)R900*i*™, E-CODER®)R450*i*™, ProCoder™)R900*i*™, TRICON®/S, TRICON/E®3, and Neptune meter reading systems without removing the meter from service.

NEPTUNE TECHNOLOGY GROUP

#winyourday
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A PRODUCT SHEET OF NEPTUNE TECHNOLOGY GROUP

T-10® METER

SIZES: 1 ½" and 2"

Every Neptune® T-10® water meter meets or exceeds the latest AWWA C700 Standard. Its nutating disc, positive displacement principle has been time-proven for accuracy and dependability since 1892, ensuring maximum utility revenue.

The T-10 water meter consists of three major assemblies: a register, a lead free, high-copper alloy maincase, and a nutating disc measuring chamber.

The T-10 meter is available with a variety of register types. For reading convenience, the register can be mounted in one of four positions on the meter.

The corrosion-resistant maincase will withstand harsh service conditions: internal water pressure, rough handling, and in-line piping stress.

The innovative floating chamber design of the nutating disc measuring element protects the chamber from frost damage while the unique chamber seal extends the low-flow accuracy by sealing the chamber outlet port to the maincase outlet port. The nutating disc measuring element utilizes corrosion-resistant materials throughout and a thrust roller to minimize wear.

KEY FEATURES

Register

- Magnetic-driven, low-torque registration ensures accuracy
- Impact-resistant register
- High-resolution, low-flow leak detection
- Bayonet-style register mount allows in-line serviceability
- Tamperproof seal pin deters theft
- Date of manufacture, size, and model stamped on dial face

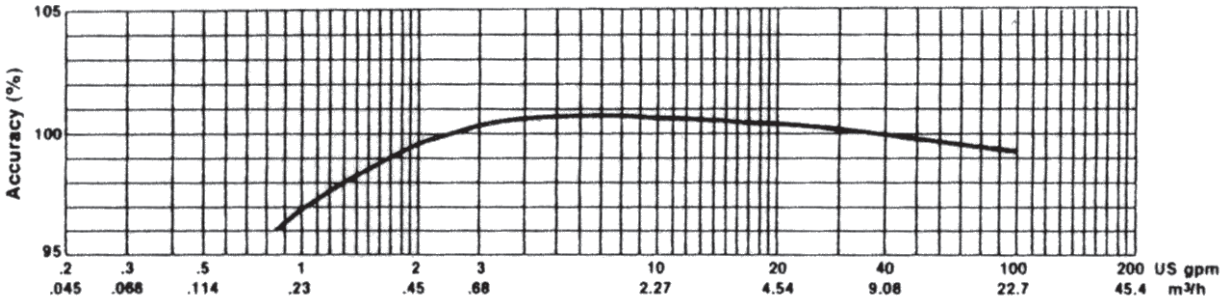
Lead Free Maincase

- Made from lead free, high-copper alloy
- NSF/ANSI 61 Certified
- NSF/ANSI 372 Certified
- Lifetime guarantee
- Resists internal pressure stresses and external damage
- Handles in-line piping variations and stresses
- Provides residual value vs. plastic
- Electrical grounding continuity

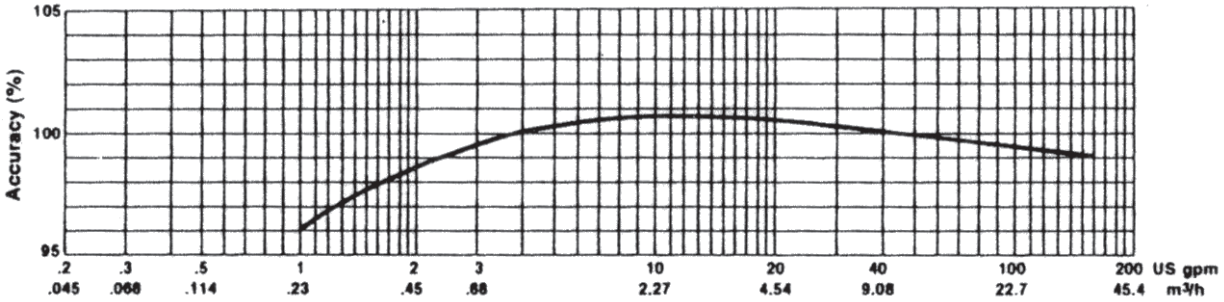
Nutating Disc Measuring Chamber

- Positive displacement
- Widest effective flow range for maximum revenue
- Proprietary polymer materials maximize long-term accuracy
- Floating chamber design is unaffected by in-line piping stresses

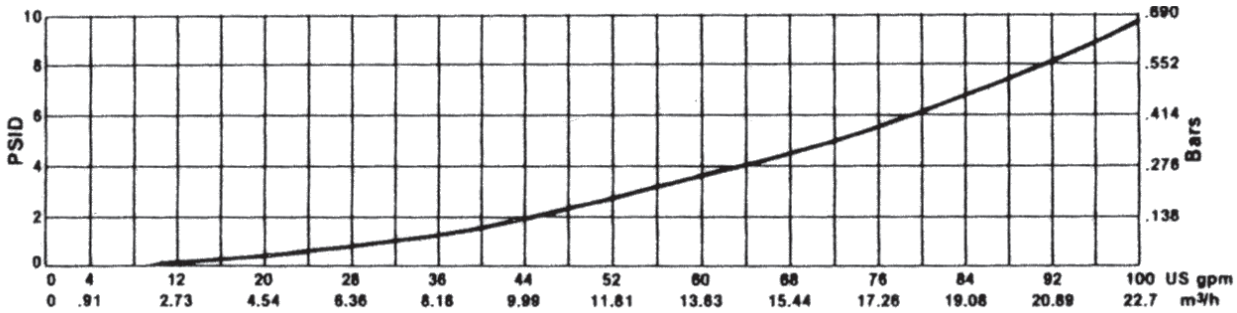
1 ½" Accuracy



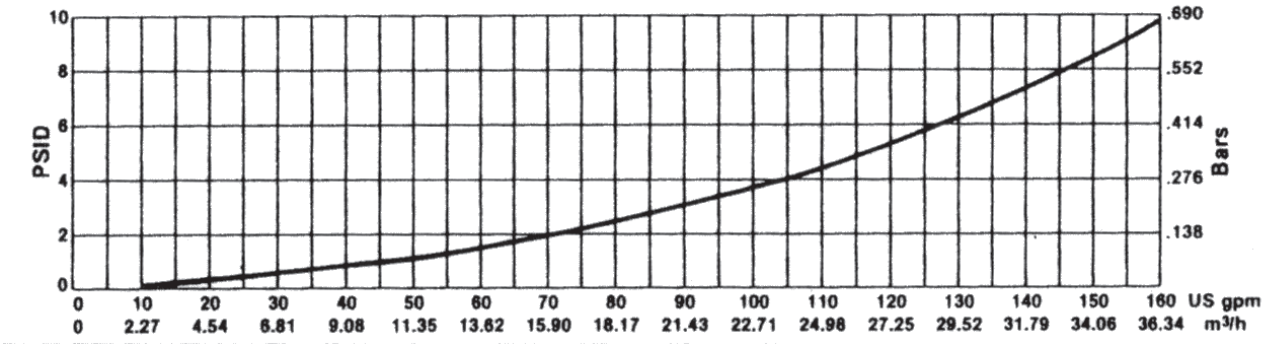
2" Accuracy



1 ½" Pressure Loss



2" Pressure Loss



These charts show typical meter performance. Individual results may vary.

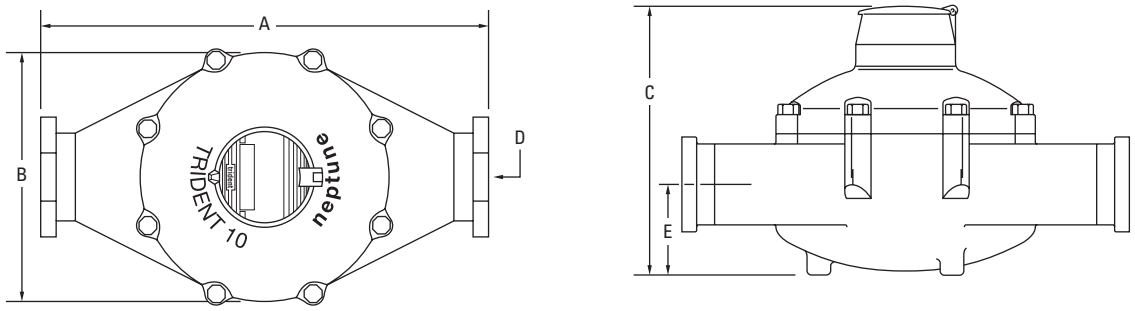
Operating Characteristics

Meter Size	Normal Operating Range @100% Accuracy (±1.5%)	AWWA Standard	Low Flow @ 95% Accuracy
1 ½″	2 to 100 US gpm 0.46 to 22.73 m³/h	5 to 100 US gpm 1.1 to 22.7 m³/h	¾ US gpm 0.17 m³/h
2″	2 ½ to 160 US gpm 0.57 to 36.36 m³/h	8 to 160 US gpm 1.8 to 36.3 m³/h	1 US gpm 0.23 m³/h

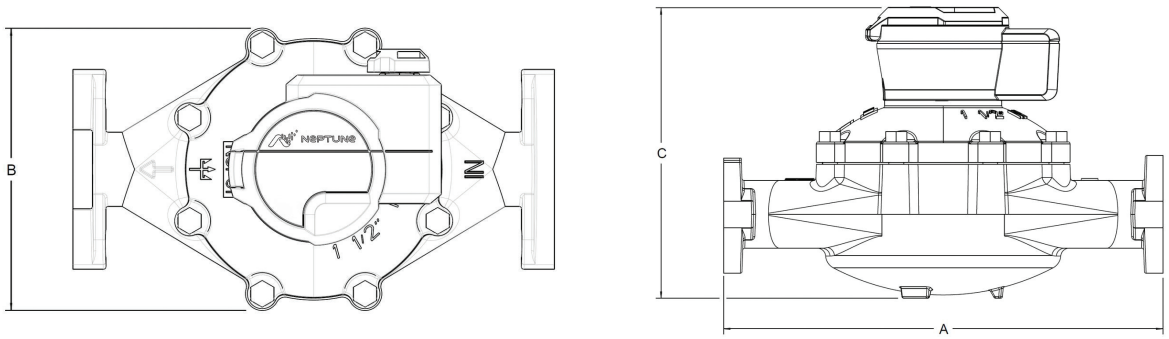
Dimensions

Meter Size	A in/mm	B in/mm	C-Std. in/mm	C-ARB in/mm	C- E-CODER®) R900*i*™ or ProCoder™) R900*i*™	D- Threads per inch	D- Thread Type	E in/mm	Weight lbs/kg
1 ½″ Screw End	12 5/8 321	8 1/16 205	8 1/8 206	8 13/16 220.3	8 3/8 213	11 ½	1 ½ NPT	2 9/16 65	31 14.1
1 ½″ Flanged End	13 330	8 1/16 205	8 1/8 206	8 13/16 220.3	8 3/8 213	—	—	2 9/16 65	35 15.9
2″ Screw End	15 ¼ 387	9 7/16 240	9 5/16 237	9 15/16 248.4	9 ½ 241	11 ½	2″ NPT	3 ⅛ 79	40 18.1
2″ Flanged End	17 432	9 7/16 240	9 5/16 237	9 15/16 248.4	9 ½ 241	—	—	3 ⅛ 79	44 20.0

T-10 With Standard Register



T-10 With E-CODER®)R900*i*™ or ProCoder™)R900*i*™ Pit Register



Guaranteed Compatibility

All T-10 meters are guaranteed adaptable to our ProRead™, ProCoder™, E-CODER®, E-CODER®)R900*i*™, E-CODER®)R450*i*™, ProCoder™)R900*i*™, TRICON®/S, TRICON/E®3, and Neptune Utility Systems™ without removing the meter from service.

Specifications

Certification

- NSF/ANSI 61, NSF/ANSI 372

Application

- Cold water measurement of flow in one direction

Maximum Operating Water Pressure

- 150 psi (1,034 kPa)

Maximum Operating Water Temperature

- 80°F

Measuring Chamber

- Nutating disc technology design made from proprietary synthetic polymer

Registration

ProRead Registration (per sweep hand revolution)		**1 ½"**	**2"**
100	US Gallons	✓	✓
100	Imperial Gallons	✓	✓
10	Cubic Feet	✓	✓
1	Cubic Metre		✓
.01	Cubic Metre	✓	
Register Capacity ProRead, ProCoder, and E-CODER		**1 ½"**	**2"**
100,000,000	US Gallons	✓	✓
100,000,000	Imperial Gallons	✓	✓
10,000,000	Cubic Feet	✓	✓
100,000	Cubic Metres	✓*	
1,000,000	Cubic Metres	✓**	✓
E-CODER High Resolution (8-digit reading)		**1 ½"**	**2"**
1	US Gallons	✓	✓
1	Imperial Gallons	✓	✓
0.1	Cubic Feet	✓	✓
0.01	Cubic Metres		✓
0.001	Cubic Metres	✓	
ProCoder High Resolution (8-digit reading)		**1 ½"**	**2"**
1	US Gallons	✓	✓
1	Imperial Gallons	✓	✓
0.1	Cubic Feet	✓	✓
0.01	Cubic Metres	✓	✓

**ProRead and E-CODER only **ProCoder only*

Options

Sizes

- 1 ½" flanged or threaded end
- 2" flanged or threaded end

Units of Measure

- U.S. gallons, imperial gallons, cubic feet, cubic metres

Register Types

- ProCoder, E-CODER, E-CODER)R900*i*, ProCoder)R900*i*

Measuring Chamber

- Synthetic polymer

Companion Flanges

- Lead free, high-copper alloy

Environmental Conditions

- Operating temperature: +33°F to +149°F (0°C to +65°C)
- Storage temperature:
- +33°F to +158°F (0°C to +70°C)

Test Ports

- 1" (optional)

Warranty

Neptune provides a limited warranty for performance, materials, and workmanship. See warranty statement for details.

NEPTUNE TECHNOLOGY GROUP

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1600 Alabama Highway 229
Tallassee, AL 36078
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Easy Installation, Seamless Integration

Neptune® E-CODER®)R900*i*™

The Neptune® E-CODER®)R900*i* ™ is designed as an all-in-one package – pairing absolute encoder technology with the reliable connectivity of any Neptune R900® System endpoint. The E-CODER register provides an easy-to-read LCD display combined with flexible AMR/AMI connectivity and is compatible with any Neptune mechanical meter. Integrated endpoints eliminate the hassle of wiring while delivering reliable and accurate data to optimize system performance, improve customer service, and support water conservation initiatives.

- Eliminate the hassle of endpoint programming and wiring
- Flexible meter reading options with AMR/AMI capabilities
  - R900 (AMR/AMI)
  - LoRaWAN® (AMI)
  - Cellular (AMI)
- Peace of mind with access to 96 days of historical consumption data
- Prevent tampering and environmental damage with no external wires
- Improve service quality and billing accuracy with detailed consumption data
- Reduce inventory with an all-in-one register and endpoint package
- Pinpoint trouble areas quickly with flags that identify leaks, reverse flow, and tampering
- Streamline testing and onsite troubleshooting with on-screen flow rate and flags

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Endpoint Specifications

Electrical Specifications

- Endpoint power: Lithium battery with capacitor

Transmitter Specifications:

- Two-way endpoint
- Meter Reading & Flag Interval:
  - Every 15 minutes
  - Leak, Backflow, Tamper
- Data Logging Interval:
  - 96 days of hourly data

Environmental Conditions

- Operating Temperature: -22ºF to +149ºF (-30ºC to +65ºC)
- Storage Temperature: -40°F to +158°F (-40°C to +70°C)
- Operating Humidity: 100% condensing, fully submersible (Pit Set version only)

Materials

- Register Housing:
  - Engineer polymer
  - Roll-sealed copper (Pit Set version only)
- Lens: Tempered Glass

Options

Compatibility

- Available for every size Neptune mechanical meter
- Handhelds/mobile devices with belt clip transceiver – mobile RF
- Mobile data collector RF
- R900® gateway – fixed network RF
- LoRaWAN gateway – fixed network RF

Resolution & Capacity

High Resolution (8-digit reading)

	Size	G	ft³	m³
T-10 (Includes disc side of TRU/FLO)	⅝", ¾", 1"	0.1	0.01	0.001
T-10 (Includes disc side of HPPIII)	1½", 2"	1	0.1	0.01
HP Turbine (Includes FS Turbine, HPPIII, Turbine Side of TRU/FLO)	1½", 2", 3", 4"	1	0.1	0.01
HP Turbine (Includes FS Turbine, HPPIII, Turbine Side of TRU/FLO)	6", 8", 10"	10	1	0.1

Register Capacity

	Size	G	ft³	m³
T-10®(Includes disc side of TRU/FLO®)	⅝ ", ¾", 1"	10,000,000	1,000,000	100,000
T-10 (Includes disc side of HPPIII)	1½", 2"	100,000,000	10,000,000	1,000,000
HP Turbine (Includes FS Turbine, HPPIII, Turbine Side of TRU/FLO)	1½", 2", 3", 4"	100,000,000	10,000,000	1,000,000
HP Turbine (Includes FS Turbine, HPPIII, Turbine Side of TRU/FLO)	6", 8", 10"	1,000,000,000	100,000,000	10,000,000

Units of Measure

- U.S. Gallons, Cubic Feet, Imperial Gallons, Cubic Metres

Antennas

- Internal antenna (not available on LoRaWAN or cellular)
- Optional through-the-lid antenna
- 18" coax
- 6' coax
- 20' coax

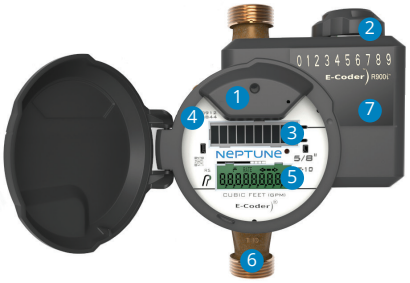
Warranty

- Neptune provides a limited warranty for performance, materials, and workmanship. See warranty statement for details.

LCD Display

- 9-digit display for extra resolution on manual reads.

1. Internal Antenna
2. External Antenna Port
3. Solar Panel
4. Date of Manufacture
5. LCD Display
6. T-10® Meter
7. R900® Endpoint Integrated



FLOW INDICATOR
Shows the direction of flow through the meter: ON Water in use. OFF Water not in use. Flashing Water is running slowly. (-) Reverse flow. (+) Forward flow.

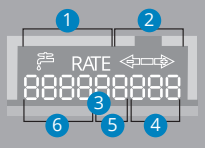
LEAK INDICATOR
Displays a possible leak: OFF No leak indicated. Flashing Intermittent leak indicates that water has been used for at least 50 of the 96 15-minute intervals during a 24-hour period. On Continuously Indicates water use for all 96 15-minute intervals during a 24-hour period.

RATE OF FLOW
Average flow rate is displayed every twelve seconds on LCD display.

RATE

LCD DISPLAY
Nine-digit LCD displays the meter reading in billing units of measure: U.S. gallons, cubic feet, Imperial gallons, or cubic metres.

1. E-CODER basic reading/customary 6-digit remote reading
2. Customary sweep hand digits
3. E-CoderPLUS reading (8-digit remote reading)
4. Testing units used for diagnostics
5. Extended reading units
6. Customary billing units



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Neptune Technology Group
1600 Alabama Highway 229
Tallassee, AL 36078
800-633-8754 f 334-283-7293

A NEPTUNE TECHNOLOGY GROUP WARRANTY STATEMENT

Neptune T-10®, HP Turbine, TRU/FLO® Compound Cold Water Meters

1. TERMS OF LIMITED WARRANTY

With respect to its Neptune T-10®, HP TURBINE, TRU/FLO® Compound Water Meters (collectively the "Water Meters"), Neptune Technology Group Inc. ("Neptune") warrants the following on meters sold on or after 11/1/92:

The Water Meters will be, at the later of (i) the date of original purchase from Neptune or (ii) the date of original shipment from Neptune-authorized distributor of Water Meters (that later date is referred to as "the Date of Shipment") and will remain for a period of eighteen (18) months from the Date of Shipment, or twelve (12) months from date of installation, whichever comes first, free from manufacturing defects in workmanship and material.

(a) Maincase. The no-lead high copper alloy or Brass maincase of the Water Meters will be at the Date of Shipment free from manufacturing defects in workmanship and material for the life of the Water Meter.

(b) Frost Protection. All Neptune T-10 Cold Water Meters shipped with a cast-iron bottom cap will, commencing upon the Date of Shipment, be warranted against chamber damage for a period of ten (10) years.

(c) Registers. Standard, roll sealed registers of the Water Meters will be at the Date of Shipment, and shall remain for the following periods, free from manufacturing defects in workmanship and material for a period of ten (10) years. The ARB®, ProRead™ (ARB VI), E-CODER® (ARB VII), and ProCoder™ system registers are warranted for ten (10) years from Date of Shipment. All ProRead encoder receptacles shipped after January 1, 2001, shall be warranted for five years from the Date of Shipment. All other components and parts are covered under Neptune's standard one-year material and workmanship guarantee.

(d) Meter Accuracy for Neptune T-10. Neptune T-10 Meters and Neptune T-10 nutating disc chambers in TRU/FLO Compound Water Meters are warranted to meet or exceed, as listed herein, accuracy standards of the AWWA Standard C700-95 for a period of: (i) five (5) years from Date of Shipment for 5/8", 3/4" and 1" meters; (ii) for a period of two (2) years from the Date of Shipment for 1 1/2" and 2" meters; or (iii) the applicable registration shown below, whichever occurs first. Neptune further guarantees that the Neptune T-10 and Neptune T-10 nutating disc chambers in TRU/FLO Compound Water Meters will perform to at least Repaired Meter Accuracy Standards, according to AWWA Manual M-6 Chapter 5 (1999) Table 5.3 for an additional ten (10) years or the registration shown below, whichever occurs first.

SIZE	EXTENDED LOW FLOW ACCURACY	NEW METER ACCURACY	REPAIRED METER ACCURACY
⅝ & ⅝" x ¾"	⅛ US gpm @ 95% 5 years or 500,000 gallons	500,000 gallons	1,500,000 gallons
¾"	¼ US gpm @ 95% 5 years or 750,000 gallons	750,000 gallons	2,250,000 gallons
1"	⅜ US gpm @ 95% 5 years or 1,000,000 gallons	1,000,000 gallons	3,000,000 gallons
1 ½"	¾ US gpm@ 95% 2 years or 1,600,000 gallons	1,600,000 gallons	5,000,000 gallons
2"	1 US gpm @ 95% 2 years or 2,700,000 gallons	2,700,000 gallons	8,000,000 gallons

(e) Meter Accuracy for HP Turbine and TRU/FLO. The HP Turbine and TRU/FLO Compound Cold Water Meters will perform, for a period of one (1) year from the Date of Shipment, to American Water Works Association ("AWWA") accuracy standards for new water meters.

2. WARRANTY RETURN

If a Neptune Water Meter fails an accuracy test during an applicable warranty period, it may be returned to Neptune for repair or replacement at Neptune's option. An accuracy test shall be conducted by the customer according to AWWA standards. Any meter being returned for repair to Neptune under this performance guarantee must be returned with a copy of the customer's test results. If the meter is returned to Neptune without a copy of the test results or if Neptune's factory test shows the meter to meet current AWWA standards, the customer will be charged a nominal testing fee by Neptune in such cases. Neptune will repair or replace the meter at Neptune's option after the meter has been tested by Neptune. Meters repaired or replaced under the performance guarantee will be guaranteed to perform to AWWA repaired meter accuracy standards.

3. WARRANTIES ARE EXCLUSIVE

The warranties set forth in this certificate of warranty are in lieu of any other warranty, guarantee, or representation, whether expressed or implied, including without limitation, the warranty of merchantability and the warranty of fitness for a particular purpose.

4. DAMAGES LIMITED TO COSTS OF REPLACEMENT AND REPAIR

If the Water Meter fails to meet the warranties set forth in Paragraph 1 of this Certificate of Warranty, Neptune, at its option shall, without charge of labor or materials, repair or replace the Water Meter or part thereof, provided that (a) the Water Meter is delivered to a Neptune representative, (b) the Water Meter is accompanied by a Return Material Authorization (RMA), and (c) all costs of delivery to Neptune are assumed by the purchaser of the Water Meter. Neptune's liability is limited to its costs of replacement and repair of the defective water meter. Damages resulting from miscalculation of water usage or lost revenue or profit are not recoverable from Neptune. It is the responsibility of the customer to periodically verify the operation and accuracy of its meters.

5. WARRANTIES ARE INAPPLICABLE UNDER CERTAIN CONDITIONS

The warranties set forth in this Certificate of Warranty do not apply to any Water Meter that has been damaged by, or subjected to, conditions which, in the opinion of Neptune, have affected the Water Meter's ability of performance, including but not limited to: misuse; improper handling, application or installation; excessive operating conditions; foreign materials in the water; aggressive water conditions; tampering or unauthorized repairs or modifications; accidental or intentional damage; acts of God. This Certificate of Warranty shall not apply if product is placed in non-recommended installation, is connected or altered by other than Neptune recommended procedures, is used with other than genuine Neptune meter registers and components, or read by equipment not approved or licensed by Neptune. Neptune makes no claims concerning operability and/or compatibility or third party reading systems. In addition, this Certificate of Warranty shall not apply if third party reading equipment is believed to have caused damage to the meter or register. In order to determine its liability, if any, under this Certificate of Warranty, Neptune shall have the right to inspect any Water Meter or part thereof that is claimed to be defective at Neptune or other location designated by Neptune.

NEPTUNE'S LIABILITY WITH RESPECT TO BREACHES OF THE FOREGOING LIMITED WARRANTY SHALL BE LIMITED AS STATED HEREIN. NEPTUNE'S LIABILITY SHALL IN NO EVENT EXCEED THE PURCHASE PRICE. NEPTUNE SHALL NOT BE SUBJECT TO AND DISCLAIMS THE FOLLOWING: (1) ANY OTHER OBLIGATIONS OR LIABILITIES ARISING OUT OF BREACH OF CONTRACT OR OF WARRANTY (2) ANY OBLIGATIONS WHATSOEVER ARISING FROM TORT CLAIMS (INCLUDING NEGLIGENCE AND STRICT LIABILITY) OR ARISING UNDER OTHER THEORIES OF LAW WITH RESPECT TO PRODUCTS SOLD OR SERVICES RENDERED BY NEPTUNE, OR ANY UNDERTAKINGS, ACT OR OMISSIONS RELATING THERETO, AND (3) ALL CONSEQUENTIAL, INCIDENTAL, SPECIAL, MULTIPLE, EXEMPLARY, AND PUNITIVE DAMAGES WHATSOEVER.

A NEPTUNE TECHNOLOGY GROUP WARRANTY STATEMENT

E-CODER®)R900*i*™

1. **WARRANTY EFFECTIVE DATE**
   This warranty will be effective for any E-CODER®)R900*i*™ that has shipped on or since August 1, 2021.

2. **E-CODER)R900*i***
   Neptune Technology Group Inc. warrants that the E-CODER)R900*i* (which includes a Neptune®-supplied battery that is not intended to be removable or replaceable) shall be free from defects in manufacture and design for a period of twenty (20) years from the "Date of Shipment" (such period being the "Warranty Period"). Neptune shall not be responsible for any defects in the E-CODER)R900*i* (whether due to design, materials, manufacture, or otherwise) which manifest themselves after the expiration of the Warranty Period. Neptune will repair or replace a non-performing E-CODER)R900*i* free of charge for the first ten (10) years and at a discount off of the then-current list price during the remaining ten (10) years according to the discount schedule at the right.

Year of Failure	E-CODER)R900*i*
	Replacement Price Discount*
1-10	Full replacement: 100%
11	70%
12	70%
13	60%
14	60%
15	50%
16	45%
17	40%
18	35%
19	30%
20	25%

** Replacement price discount percentages will be applied towards then-current contract prices in effect for the year product is accepted by Neptune under warranty conditions. Replacement E-CODER)R900i registers are warranted for one (1) year after date of shipment or balance of original E-CODER)R900i warranty, whichever is greater.*

3. **WARRANTIES ARE INAPPLICABLE UNDER CERTAIN CONDITIONS.**
   This warranty does not include field replacement labor or materials costs, which are the responsibility of the utility. This warranty does not apply if product is placed in non-recommended installations; may have been repaired with parts not recommended by Neptune; converted, altered, or connected by other than Neptune recommended procedures; is used with other than genuine Neptune meter registers and components or read by equipment not approved or licensed by Neptune; or damaged due to improper care or maintenance, or improper periodic testing (please refer to E-CODER)R900*i* Installation and Maintenance Guide). This warranty does not apply to any E-CODER)R900*i* that has been damaged by, or subjected to, conditions which, in the opinion of Neptune, have affected the ECODER)R900*i* register's ability of performance, including but not limited to: misuse; improper handling; application or installation; excessive operating conditions; tampering or unauthorized repairs and modifications; accidental or intentional damage; or acts of God. In no event shall Neptune be liable for special, incidental, indirect, or consequential damages, including, without limitation, lost revenue.

THE ABOVE WARRANTY FOR THE E-CODER)R900*i* IS THE SOLE AND EXCLUSIVE WARRANTY GIVEN BY NEPTUNE WITH RESPECT TO THE E-CODER)R900*i*. ALL OTHER WARRANTIES, CONDITIONS, TERMS, REPRESENTATIONS, OR OTHER LEGALLY OPERATIVE PROVISIONS CONCERNING THE E-CODER)R900*i* ARE HEREBY EXPRESSLY EXCLUDED, INCLUDING, WITHOUT LIMITATION, ANY WARRANTY, CONDITION, TERM, AND REPRESENTATION OR OTHER LEGALLY OPERATIVE PROVISION AS TO MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. THIS PARAGRAPH IS EXPRESSLY INTENDED TO EXCLUDE FROM THIS CONTRACT ALL STATUTORY AND COMMON LAW WARRANTIES TO THE MAXIMUM EXTENT PERMITTED BY LAW. TO AVOID ANY AMBIGUITY OR MISUNDERSTANDING, ALL PROBLEMS ARISING WITH AN E-CODER)R900*i* AFTER THIS POINT ARE BUYER'S RESPONSIBILITY. NEPTUNE'S LIABILITY SHALL IN NO EVENT EXCEED THE PURCHASE PRICE OF THE E-CODER) R900*i*. NEPTUNE SHALL NOT BE SUBJECT TO AND DISCLAIMS THE FOLLOWING: (1) ANY OTHER OBLIGATIONS OR LIABILITIES ARISING OUT OF BREACH OF CONTRACT OR OF WARRANTY, (2) ANY OBLIGATIONS WHATSOEVER ARISING FROM TORT CLAIMS (INCLUDING NEGLIGENCE AND STRICT LIABILITY) OR ARISING UNDER OTHER THEORIES OF LAW WITH RESPECT TO PRODUCTS SOLD OR SERVICES RENDERED BY NEPTUNE, OR ANY UNDERTAKINGS, ACTS, OR OMISSIONS RELATING THERETO, AND (3) ALL CONSEQUENTIAL, INCIDENTAL, SPECIAL, MULTIPLE, EXEMPLARY, AND PUNITIVE DAMAGES WHATSOEVER.

Installation Services

1. INSTALLATION WARRANTY

With respect to all Neptune Technology Group (Neptune) meters, radio transmitters and related equipment, Neptune warrants that any installation provided by Neptune's employees or authorized subcontractors will be free from defects ("Installation Warranty"). The Installation Warranty is subject to the following conditions:

(a) Neptune shall investigate the problem with a meter (e.g., leaking meter, noisy meter, etc.) and provide appropriate resolution for a period of one (1) year from the date of installation (the "Installation Warranty Period").

(b) The Installation Warranty Period shall begin at the completion of installation.

(c) Where the product is defective, Neptune shall be responsible for the cost to retrieve the meter from the field.

(d) Any products damaged as a result of the installation are the responsibility of Neptune during the Installation Warranty Period.

(e) All installation defects shall be reported to Neptune within the Installation Warranty Period.

The obligations contained in this section shall survive the termination or expiry of the Contract.

2. WARRANTIES ARE INAPPLICABLE UNDER CERTAIN CONDITIONS

The Installation Warranty shall only apply to work performed by Neptune or its authorized subcontractors. In the event that damage or defective installation was caused, in the sole opinion of Neptune, by the property owner's plumbing, including but not limited to, thin or aged copper service, faulty existing infrastructure, inoperable fitting, excessive or spiking water pressure, or latent defects, Neptune will not be held responsible, and corrections will not be billable to Neptune.

3. WARRANTIES ARE EXCLUSIVE

THE ABOVE WARRANTY IS THE SOLE AND EXCLUSIVE WARRANTY GIVEN BY NEPTUNE WITH RESPECT TO THE PRODUCT OR INSTALLATION. ALL OTHER WARRANTIES, CONDITIONS, TERMS, REPRESENTATIONS, OR OTHER LEGALLY OPERATIVE PROVISIONS CONCERNING THE PRODUCT OR INSTALLATION ARE HEREBY EXPRESSLY EXCLUDED. INCLUDING WITHOUT LIMITATION, ANY WARRANTY, CONDITION, TERM, AND REPRESENTATION OR OTHER LEGALLY OPERATIVE PROVISION AS TO MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. THIS PARAGRAPH IS EXPRESSLY INTENDED TO EXCLUDE FROM THIS CONTRACT ALL STATUTORY AND COMMON LAW WARRANTIES TO THE MAXIMUM EXTENT PERMITTED BY LAW. TO AVOID ANY AMBIGUITY OR MISUNDERSTANDING, ALL PROBLEMS ARISING FROM OR RELATED TO THE INSTALLATION AFTER THE END OF THE INSTALLATION WARRANTY PERIOD ARE CUSTOMER'S RESPONSIBILITY.

NEPTUNE'S LIABILITY WITH RESPECT TO BREACHES OF THE FOREGOING LIMITED WARRANTY SHALL BE LIMITED AS STATED HEREIN. NEPTUNE'S AGGREGATE LIABILITY SHALL IN NO EVENT EXCEED THE PURCHASE PRICE OF THE RELEVANT ORDER. TO THE EXTENT ALLOWABLE UNDER APPLICABLE LAW, NEPTUNE SHALL NOT BE SUBJECT TO AND DISCLAIMS THE FOLLOWING: (1) ANY OTHER OBLIGATIONS OR LIABILITIES ARISING OUT OF BREACH OF CONTRACT OR OF WARRANTY, (2) ANY OBLIGATIONS WHATSOEVER ARISING FROM TORT CLAIMS (INCLUDING NEGLIGENCE AND STRICT LIABILITY) OR ARISING UNDER OTHER THEORIES OF LAW WITH RESPECT TO PRODUCTS SOLD OR SERVICES RENDERED BY NEPTUNE, OR ANY UNDERTAKINGS, ACT OR OMISSIONS RELATING THERETO, AND (3) ALL CONSEQUENTIAL, INCIDENTAL, SPECIAL, MULTIPLE, EXEMPLARY, AND PUNITIVE DAMAGES WHATSOEVER.

North Middlesex 2025_Project Plan

ID	Task Mode	WBS	Task Name	Duration	Start	Finish	Predecessors	% Complete	Resource Names
0		**0**	**North Middlesex 2025_Project Plan**	**89 days**	**Wed 25-07-16**	**Mon 25-11-17**		**0%**	
1		1	Contract Award	0 days	Wed 25-07-16	Wed 25-07-16		0%	LS
2		2	Council Approval	0 days	Wed 25-07-16	Wed 25-07-16	1SS	0%	
3		3	Contract Execution	5 days	Wed 25-07-16	Tue 25-07-22	1	0%	LS,NTG
4		**4**	**Phase 1 - Project Set up**	**20 days**	**Mon 25-07-28**	**Fri 25-08-22**		**0%**	
5		**4.1**	**Start Up Planning Meeting**	**11 days**	**Mon 25-07-28**	**Mon 25-08-11**		**0%**	
6		4.1.1	Kick Off Meeting	1 day	Mon 25-07-28	Mon 25-07-28	3FS+3 days	0%	LS,NTG
7		4.1.2	Project Setup and Intitial Planning	10 days	Tue 25-07-29	Mon 25-08-11	6	0%	NTG
8		4.1.3	Hold Pre - Construction Meeting	1 day	Tue 25-08-05	Tue 25-08-05	6FS+5 days	0%	LS,NTG
9		**4.2**	**Public Education/Communication Program**	**19 days**	**Tue 25-07-29**	**Fri 25-08-22**		**0%**	
10		4.2.1	Review Bylaw	1 day	Tue 25-07-29	Tue 25-07-29	6	0%	LS
11		4.2.2	Utility to send Database to NTG	1 day	Thu 25-07-31	Thu 25-07-31	6FS+2 days	0%	LS
12		4.2.3	Draft and Edit Public Education Materials	4 days	Wed 25-07-30	Mon 25-08-04	10	0%	NTG
13		4.2.4	Utility Approval	2 days	Tue 25-08-05	Wed 25-08-06	12	0%	LS
14		4.2.5	Delivery of City's Introductory letter	5 days	Thu 25-08-07	Wed 25-08-13	13	0%	LS
15		4.2.6	Format and Print PE Materials	2 days	Thu 25-08-14	Fri 25-08-15	14	0%	NTG
16		4.2.7	Mail out Initial Territory Releases	5 days	Mon 25-08-18	Fri 25-08-22	15	0%	NTG
17		**4.3**	**Office/Warehouse Setup**	**3 days**	**Thu 25-08-07**	**Mon 25-08-11**		**0%**	
18		4.3.1	Warehouse Setup	3 days	Thu 25-08-07	Mon 25-08-11	13	0%	NTG
19		**4.4**	**Training Program**	**18 days**	**Tue 25-07-29**	**Thu 25-08-21**		**0%**	
20		4.4.1	Confirm Workforce	15 days	Tue 25-07-29	Mon 25-08-18	6	0%	NTG
21		4.4.2	Train Project Installers	3 days	Tue 25-08-19	Thu 25-08-21	20	0%	NTG
22		4.4.3	CityWide Software Training	1 day	Thu 25-08-07	Thu 25-08-07	13	0%	LS,NTG
23		**5**	**Phase 2 - Operations**	**42 days**	**Mon 25-08-25**	**Tue 25-10-21**		**0%**	
24		**5.1**	**Operations Phase**	**42 days**	**Mon 25-08-25**	**Tue 25-10-21**		**0%**	
25		5.1.1	Operational Installations	42 days	Mon 25-08-25	Tue 25-10-21	16,21,18	0%	NTG
26		5.1.2	Weekly Progress meeting	42 days	Mon 25-08-25	Tue 25-10-21	16,21,18	0%	NTG
27		5.1.3	B-Weekly Task Management	42 days	Mon 25-08-25	Tue 25-10-21	16,21,18	0%	NTG
28		5.1.4	Field Quality Program	42 days	Mon 25-08-25	Tue 25-10-21	16,21,18	0%	NTG
29		**6**	**Phase 3 - Wind Down**	**19 days**	**Wed 25-10-22**	**Mon 25-11-17**		**0%**	
30		**6.1**	**Wind Down Phase**	**8 days**	**Wed 25-10-22**	**Fri 25-10-31**		**0%**	
31		6.1.1	Wind Down Installations	7 days	Wed 25-10-22	Thu 25-10-30	25	0%	NTG
32		6.1.2	Last Day of Installions	1 day	Fri 25-10-31	Fri 25-10-31	31	0%	NTG
33		**6.2**	**Substantial Completion**	**11 days**	**Mon 25-11-03**	**Mon 25-11-17**		**0%**	
34		6.2.1	Submit Final Reports	10 days	Mon 25-11-03	Fri 25-11-14	32	0%	NTG
35		6.2.2	Project Close Out Meeting	1 day	Mon 25-11-17	Mon 25-11-17	34	0%	LS,NTG

Contract/Council Approval:	***16-Jul-25***
Receive Database:	***27-Jul-25***

North Middlesex - SMCO										
	250	***95%***								
		238	***SW***						***SW***	
Week Starting		***25-Aug-25***	***1-Sep-25***	***8-Sep-25***	***15-Sep-25***	***22-Sep-25***	***29-Sep-25***	***6-Oct-25***	***13-Oct-25***	***20-Oct-25***
Week Count		***1***	***2***	***3***	***4***	***5***	***6***	***7***	***8***	***9***
SM Total		**238**	**208**	**184**	**154**	**124**	**94**	**64**	**34**	**10**
CREWS		1	1	1	1	1	1	1	1	1
WEEKLY PRODUCTION PER CREW (Most Likely)		30	24	30	30	30	30	30	24	10
WEEKLY INSTALLS FORECASTED		30	24	30	30	30	30	30	24	10
YTD PRODUCTION FORECASTED		30	54	84	114	144	174	204	228	238
TOTAL REMAINING		**208**	**184**	**154**	**124**	**94**	**64**	**34**	**10**	**(1)**
Actual Production Per Week		-	-	-	-	-	-	-	-	-
Actuals		-	-	-	-	-	-	-	-	-
Actual Production Per Crew Per Week										
Total Installed Actual		-	-	-	-	-	-	-	-	-
Total Installed Plan		30	54	84	114	144	174	204	228	238
Total Ahead/Behind Plan		**(30)**	**(54)**	**(84)**	**(114)**	**(144)**	**(174)**	**(204)**	**(228)**	**(238)**
% Production Complete - Milestones		12.63%	22.74%	35.37%	48.00%	60.63%	73.26%	85.89%	96.00%	100.21%

Jeff Carter
VP, General Manager
Neptune Technology Group Canada Co.

PROFESSIONAL EXPERIENCE

Neptune Technology Group **2023 – Present**
VP, General Manager, Canada

- Over 13 years with Neptune performing a wide range of roles within the company.
- Responsible for managing Neptune's business operations for Canada, including strategic planning and investments in technology to allow for business growth.
- Executive level sponsor for project charter and expenditures.
- Responsible for all service and manufacturing operations activities in Canada.
- Responsible for strategic planning for Canada business operations.
- Executive level sponsor for project charter and expenditures
- Responsible for Canada sales teams

Neptune Technology Group, Mississauga, Ontario, Canada **2022 - 2023**
Director Services Operations

- Responsible for managing services operations for Canada including all installation, AMI and AMR implementations, collector deployment, network optimization, maintenance, meter reading, billing, collections, call center, administration, and other related services.

Neptune Technology Group, Mississauga, Ontario, Canada **2022 – 2022**
Program Manager

- Oversaw all large-scale project management operations throughout Canada.
- Oversaw all Large and Commercial meter work across Canada
- Oversaw all project management and installation training across Canada
- Service Bid and Budget Response management
- Supervised, designed, and developed plans for effective project execution.
- Oversaw Industrial, Commercial, and Institutional (ICI) meter testing, evaluation, calibration and repair.
- Managed training, planning, forecasting.
- Oversaw and managed office personnel.
- Liaised directly with customers to ensure public participation within programs.
- Provided guidance and set standards for the project management service group.

Neptune Technology Group, Mississauga, Ontario, Canada **2015 – Present**
Senior Project Manager

- Oversaw all project management operations throughout Canada.
- Supervised, designed, and developed plans for effective project execution.
- Oversaw Industrial, Commercial, and Institutional (ICI) meter testing, evaluation, calibration and repair.
- Managed training, planning, forecasting.
- Oversaw and manage office personnel.
- Implemented project plans from start-up to completion.
- Provided installation, safety, area management and customer service training to installers for

implementing Total Quality Management Program to guarantee superior customer satisfaction.
- Liaise directly with customers to ensure public participation within programs.
- Ensured projects are carried out safely, on-time, to the customer's satisfaction and within budget.
- Provided guidance and set standards for the project management service group.

Neptune Technology Group, Mississauga, Ontario, Canada **2013 - 2015**
Field Operations Manager
- Oversaw the day-to-day operation of key projects (Toronto Water Meter Program, Ottawa Incompatible Meter Program, First Call Center Services Project (Edson))
- Maximized project revenue and margin
- Sold additional Field services (billable items)
- Developed and trained internal resources
- Developed and maintained relationships with key project stakeholders
- Processed improvement resource
- Provided internal project support (EWO, ERP project implementation (SAP))

Neptune Technology Group, Toronto **2011 - 2013**
Project Manager
- Assembled a project team consisting of 140 members including sub-contractors, supervisors, project managers and project coordinators to ensure the project was completed on time (6 months ahead of schedule) and on budget (exceeded Neptune's margin expectation).
- Oversaw the installation of 450,000 small meters. This component of the program was completed 9 months ahead of schedule
- Provided additional field support to the Large Meter program which included the installation of over 16,000 meters. This component of the project was completed one year ahead of plan.
- Developed and maintained all project plans, which allowed for Neptune Technology Group to achieve various record years. (2012-2014)
- Documented lessons learned
- Developed and implemented new field processes to maximize efficiency
- Identified potential risks and put plans in place to mitigate them

Neptune Technology Group, Mississauga, Ontario, Canada **2010 - 2011**
Project Manager, Canada Services
- Successfully managed and completed multiple municipal projects across Canada.
- Developed and maintained all project plans and timelines
- Delivered ahead of schedule and budget
- Developed key customer relationships resulting in testimonial letters
- Hired and trained sub-contractors

Gator's Pita **2006 – 2010**
Owner/General Manager
- Developed business start up plan

- Managed all aspects of the business (financials, inventory, hiring, training, marketing)
- Grew annual business profits and margins
- Hiring and training
- Advertising campaigns
- Branding experience
- Public Relations

Neptune Project Experience

2022	**Municipality of Lakeshore** 3500 AMR change out project
2022 - Ongoing	**City of Moose Jaw** 12000 AMI change out project
2022 - Ongoing	**City of Regina AMI project** 75,000 AMI change out project
2022	**Town of Martinsville** 3300 AMI change project
2021 - 2022	**City of Yorkton** 6500 point AMI water meter replacement project
2021	**Town of Gananoque** 2500 point AMR water meter project
2020 - 2022	**City of Quinte West** 4500 Change outs and bonding strap inspections
2019 - 2022	**City of Niagara Falls** 30,000 point Change out project
2019-2020	**Brant County** 7000 point AMR project
2019-2021	**Town of Lincoln**

	7000 point AMI project
2020-2021	**Town of Unity** 1300 change outs
2021- Ongoing	**City of Ottawa** 85,000 Point Change out & Retrofit Project
2019 - Ongoing	**City of Calgary** 600 Annual Installs
2017-Ongoing	**Aquatera Utilities** 1500 Annual Change outs
2019 - Ongoing	**City of Sylvan Lake** 700 Annual Change outs
2018-2020	**Municipality of Chatham-Kent** 36,000 Point AMI Water Meter Project
2018 - 2022	**City of St Albert** 25,000 point AMI Water meter Project
2018 - 2023	**City of Guelph** 6000 annual Small Meter Change Outs
2017 - 2020	**Halifax Water** 40,000 Small Meter Change Outs 42,000 Small Meter Retrofits
2017 - 2021	**Lakefront Utilities** 1000 Small Meter Change Outs
2016 – Jul - Aug	**City of Dieppe** 150 Intermediate Change outs

2016 – Aug - Oct	**City of Spruce Grove** Small Meter Change outs
2016 – Oct-Nov	**Cape Breton Regional Municipality** 2200 Small Meter Change outs
2015 - 2022	**Kitchener Utilities** 18,000 Small Meter Change outs 7,000 Call Center Services
2015 - Ongoing	**Region of Peel** 100,000 Small Meter Change outs & Counting
2016 – Jun - Sept	**County of Antigonish** 1100 Universal Meter Installations (Installs)
2016 – On-going	**City of Port Colborne** 5500 Small Meter Change out
2015 – Oct - Dec	**City of Welland** 300 Large Meter replacements 300 Small Meter Change Outs
2015 – On-going	**Region of Durham** 27,000 Small Meter change Outs and Retrofits 600 ICI
2015 – Oct - Dec	**City of Cambridge** 4000 Small Meter Change Outs
2015 – 2017	**Utility Kingston** 13500 Small Meter Change Outs
2015 – 2019	**Enwin Utilities (City of Windsor)** 45,000 Small Meter Change Outs 300 LM Meter test

2015 – July	**Town of Edson** Call Center Services
2015 – 2016	**City of Ottawa** 17,000 Small Meter Change Outs 150 ICI
2010– 2015	**City of Toronto** 380,000 Small Meter Change Outs 70,000 Small Meter Cut-Ins 17,000 Intermediate and Large Meter Installations

EDUCATION/TRAINING

University of Windsor, Ontario **2001 - 2005**
Bachelor of Commerce (Honours Business Administration)
- Minors in Political Science and Sociology

Crestcom Leadership Training, Toronto, Ontario **2014 – 2015**
- Management/Leadership Training

Six Sigma White/Yellow Belt Training, Toronto, Ontario **2022**
- York University – Schulich School of Business

PMP Training, Toronto, Ontario **2016**
- York University – Schulich School of Business

Credit Union Director Achievement Program **2019 - 2021**
CUDA – Level A,B,C

Ben Van Mierlo
Director, Services Operations
Neptune Technology Group Canada Co.

PROFESSIONAL EXPERIENCE

Neptune Technology Group, Mississauga, Ontario, Canada **2023 - Present**
Director Services Operations

- Responsible for managing services operations for Canada including all installation, AMI and AMR implementations, collector deployment, network optimization, maintenance, meter reading, billing, collections, contact center, administration, and other related services.

Neptune Technology Group, Tallassee, Alabama **2019 - 2023**
Offer Management Architect

- Developed and executed go-to-market strategies to of Neptune's system product lines, to better assist Neptune customers in their understanding of the solutions Neptune provides.
- Worked with utility partners across North America to better understand the issues they face to allow Neptune to better solve their operational issues.

Neptune Technology Group, Mississauga, Ontario, Canada **2016 – 2019**
Territory Manager, Atlantic Canada, and Eastern Ontario

- Initiated, developed, and maintained positive customer relationships with water utilities.
- Maintained a complete understanding and knowledge of Neptune's products and services provide information about Neptune's products and services to water utilities.
- Ensured that superior Customer Service was maintained at all accounts.

Neptune Technology Group, Mississauga, Ontario, Canada **2014 – 2016**
Product Manager

- Managed the complete product portfolio of Neptune's meters and systems.
- Launched products into the Canadian market, including Neptune's R900 V4 system
- Oversaw the deployment of multiple AMI systems.
- Conducted training courses for customers across Canada.

Neptune Technology Group, Canada **2012 - 2014**
Project Manager

- Oversaw the administration of all Projects in utilities across Canada.
- Managed the training, planning, forecasting, and budgeting for multiple projects.
- Oversaw the installation of over 200,000 of a 465,000 total meters in the City of Toronto resulting in an on time and under budget project.
- Created new installer training program which lead to the addition of over 100 new WMI certified water meter installers.
- Ensured Customer Service/Quality Assurance issues are dealt with on a timely basis.

Neptune Project Experience

2021- Ongoing	**City of Ottawa** 85,000 Point Change out & Retrofit Project
2017 - 2020	**Halifax Water** 40,000 Small Meter Change Outs 42,000 Small Meter Retrofits
2017 - 2021	**Lakefront Utilities** 1000 Small Meter Change Outs
2018	**Municipality of East Hants, NS** 2,000 meter change outs and installations
2018	**Town of Stratford, PEI** 2,500 meter universal meter installations (installs)
2017	**County of Antigonish** 1,800 water meter installations
2017	**Cumberland County** 1,000 water meter installations
2016 – Jul - Aug	**City of Dieppe** 150 Intermediate Change outs
2016 – Oct-Nov	**Cape Breton Regional Municipality** 2200 Small Meter Change outs
2015 – 2017	**Utility Kingston** 13500 Small Meter Change Outs
2015 – 2016	**City of Ottawa** 17,000 Small Meter Change Outs 150 ICI

2010– 2015	**City of Toronto** 380,000 Small Meter Change Outs 70,000 Small Meter Cut-Ins 17,000 Intermediate and Large Meter Installations

EDUCATION/TRAINING

DeGroote School of Business, McMaster University, Hamilton, ON
Honours Bachelor of Commerce Degree, Minor in Economics

Crestcom Leadership Training, Toronto, Ontario
Management/Leadership Training

WMI
Ministry of Training Colleges and Universities (On)

WHMIS
Construction Safety Association of Ontario (CSAO)

First Aid
St. John's Ambulance (On)

Confined Space Hazard Awareness
Construction Safety Association of Ontario (CSAO)

Basics of Supervising
Construction Safety Association of Ontario (CSAO)

Oleg Yavorsky
Project Manager
Neptune Technology Group Canada Co.

PROFESSIONAL EXPERIENCE

Neptune Technology Group, Mississauga, Ontario, Canada **2023 – Present**
Senior Project Manager

- Reporting/Revenue Forecasting of biweekly updates, monthly reports, rolling forecasts, reporting continuous improvement, process flow analysis, ensure project measurement points are in line with business goals.
- Support contractors/PMs recommending new processes where needed to improve quality or on-time delivery.
- Provide Technical administrative, supplier payment support.
- Source, hire and train new/transferred employees. Using goals and objectives work with direct staff to ensure career and skill development.
- Cost and prepare budgets for tenders and request for proposals while ensuring a project plan is created for awarded opportunities.
- Effectively apply the businesses methodologies and enforce project standards. Control risk, program development and implementation.
- Deal with client requests/concerns and their customers' requests/concerns.
- Review, interpret and ensure proper execution of all existing project contracts and agreements, upholding contract specifications.
- Enforce project standards through site inspections, quality control, and incident investigation.

Neptune Technology Group, Mississauga, Ontario, Canada **2008 – 2023**
Project Manager

- Design and develop plans for effective project execution.
- Implementation of plans from project start-up to completion.
- Provide installation, safety, area management and customer service training to installers for implementing the Total Quality Management Program to guarantee superior customer satisfaction.
- Liaise directly with customers to ensure public participation within programs.
- Ensure projects are carried out safely, on time, to the customer's satisfaction and within budget.

Neptune Technology Group, Mississauga, Ontario, Canada **2006 - 2008**
Field Supervisor

- Managed specific metering and remote reading projects.
- Responsible for customer service inquiries and meter service calls.
- Experience with curb stop repairs and valve replacements.

Neptune Technology Group, Mississauga, Ontario, Canada **2003 – 2006**
Water Meter Installer/Subcontractor

- Experience installing and servicing commercial and residential meters for various projects in Ontario.

CERTIFICATIONS, TRAININGS, MEMBERSHIPS

Confined Spaced Hazard Awareness Construction Safety Association of Ontario (CSAO)	**Standard First Aid & Heart Saver** St. Johns Ambulance
Confined Space Entry Inward Safety	***WHIMIS Training*** ***AODA Training***

EDUCATION

Lviv National University, Ukraine **1995- 2000**
Law Degree

Neptune Project Experience

2012 – 2023	**City of Hamilton-**
	New Homes and O&M Project
2012 – 2014	**Town of Fort Erie**
	1100 residential meter replacement program
2012 – 2015	**Town of Orangeville**
	O&M Project
2010 – 2012	**City of Toronto**
	465,000 meters - Universal water metering and meter replacement Program
2009 – 2010	**British Columbia Interior**
	Multiple Water Metering Programs including the District of West Kelowna, the District of Summerland, Regional District of Central Okanagan, Lakeview Irrigation District, Westbank First Nation and the City of Kamloops
2009	**Town of Oliver**
	2,300 meter - Universal Water Metering Program
2008 – 2009	**Village of Lumby**
	800 meter - Universal Water Metering Program
2008	**Municipality of Red Lake**
	1,600 meter - Universal Water Metering Program
2006 – 2008	**Corporation of the City of Welland, Supervisor**
	13,000 meter - Universal Water Metering Program
2003 – 2006	**City of Hamilton, Installer**
	35,000 meter - Universal Water Metering Program
2005 – 2006	**Brantford, Pickering, Richmond Hill, Markham, etc., Installer**
	Several short term change out and universal metering projects

Scott West
Project Manager, Recruitment and Training
Neptune Technology Group Canada Co.

PROFESSIONAL EXPERIENCE

Neptune Technology Group, Mississauga, Ontario, Canada **2021 – Present**
Project Manager, Recruitment and Training

- Work closely with project managers to determine crew requirements for projects across Canada
- Identify and implement novel sources of recruitment
- Recruit, train, and certify water meter installers country wide
- Ensure installers are following installation best practices and are operating at the high expectations for safety.
- Bolstered training content and techniques to increase certification efficacy
  Deliver highly skilled Water Meter Installers capable of immediate project impact

Neptune Technology Group, Mississauga, Ontario, Canada **2017 – Present**
Project Manager, Field Services

- Design and develop plans for effective project execution.
- Implementation of plans from project start-up to completion.
- Provide installation, safety, area management and customer service training to installers for implementing Total Quality Management Program to guarantee superior customer satisfaction.
- Liaise directly with customers to promote public participation within programs.
- Ensure projects are carried out safely, on-time, to the customer's satisfaction and within budget.

Region of Peel **2016 – 2017**
Water Meter Installer

- Water Meter Program including the replacement of residential and commercial water meters.
- Installed MIUs (Water Meter Interface Unit).

City of Toronto **2013 – 2016**
Quality Assurance Technician/Water Meter Installer

- Executed water meter program scope of work including the installation, maintenance and repair of water meters and operational support.
- Installed water meters and MTU (Water Meter Transmission Unit) in Residential and Commercial buildings.
- Investigated and initiated appropriate action on water meter related issues, complaints, or concerns.

CERTIFICATIONS, TRAININGS, MEMBERSHIPS

WHMIS 2015 for Workers Certification	**Workers Health and Safety Awareness Certification**	**Water Meter Installer Certification (WMI)**

EDUCATION

Durham College, Sports Administration Diploma **1994**
Algonquin College, Business Marketing Diploma **1993**

Cathy Blackwood
Call Centre Manager
Neptune Technology Group Canada Co.

PROFESSIONAL EXPERIENCE

Neptune Technology Group, Mississauga, Ontario, Canada **2007 – Present**
Call Centre Manager

- Monitor and maintain call centre statistics.
- Track and maintain all quality assurance programs at both call centre and project levels.
- Track and maintain all required contacts on a project level.
- Train all new administrators and call centre representatives on the call centre administrative processes and procedures.
- Coordinate call centre representatives scheduling.
- Manage resources within the call centre.
- Enter and upload data into Neptune's ERP System, SAP All in One.

Neptune Technology Group, Mississauga, Ontario, Canada **2004 – 2007**
Senior Project Administrator

- Coordinated schedules for project administrators.
- Responsible for staff development through quarterly and annual reviews.
- Assisted in interviewing, hiring, and training new employees
- Assisted in work order distribution among project administrators
- Coordinated and generated reports required by our customers.
- Ensured the accuracy of customer invoices and sub-contractor payments.
- Assisted accounts payable in invoice verification for installer and subcontractor payables.
- Set up databases for central Canada projects being handled by the head office.
- Verified that logged information was accurate and reflective of the work completed.
- Assisted in documenting, tracking and verifying the accuracy of work orders, weekly reports,
- invoices and digital databases.
- Responsible for ensuring that internal and external reports were generated and delivered on
- time.
- Responsible for conducting weekly administration.
- Provided system testing and upgrade feedback as well as training staff on Neptune's Enterprise System.
- Assisted in entering the installation work orders in Neptune's ERP System, SAP Business One.

Neptune Technology Group, Mississauga, Ontario, Canada **2002 - 2004**
Customer Service Representative

- Scheduled water meter installation appointments.
- Maintained lines of communication between project managers, homeowners, and water meter technicians.
- Handled customer inquiries.
- Conducted customer satisfaction surveys.

EDUCATION

Humber College **2001**
Business Administration Diploma

The Contact Professional Alliance (CPA) **2010**
Certificate of Technical Expertise in Contact Centre Management

Neptune Project Experience

Oversight of call centre operations for all projects (found on Neptune's project experience list) since 2007.

Jenny Jiang
Quality Assurance Manager, Services Administration
Neptune Technology Group Canada Co.

PROFESSIONAL EXPERIENCE

Neptune Technology Group, Mississauga, Ontario, Canada **2018 – Present**
Quality Assurance Manager

- Oversee quality assurance/project administration team and provide leadership to support service projects operating across Canada.
- Develop business cases and lead the execution of projects and initiatives involving technology builds, integrations, and process re-engineering.
- Provide technical guidance, advice, coaching and development of a team of analysts, administrators, and systems coordinator.
- Lead and oversee execution of strategic opportunities that create process efficiencies and improve the overall customer experience.
- Conduct business process reviews to identify and support implementation of solutions, and the integration of process changes into operational practice.
- Develop quality assurance plans by identifying critical control points and preventative measures, establishing critical limits, and monitoring procedures and corrective actions.

Neptune Technology Group, Mississauga, Ontario, Canada **2016 – 2017**
Project Administration Team Lead

- Supervised a high-performance team of project administrators.
- Coordinated and implemented integrated network communication/phone system which resulted in 50% of cost saving and enhanced customer experience.
- Led end-to-end use case development and user acceptance testing (UAT).
- Collaborated with cross-functional team to improve project start-up process and reduce time required by 70% on database scrubbing through lean business process management including value stream mapping (VSM) and Kaizen events.
- Oversaw critical business activities including customer invoice, crew payment, database management, and customer communication material development.
- Implemented new processes and facilitated project team to adapt to EWO (electronic work order) environment.
- Validated customer bill of materials (BOM) price against contract/change order to provide approval and identify discrepancy.
- Coached and mentored field project managers and services team regarding business process and enterprise ERP system to ensure best practice.
- Presented and communicated recommendations and solutions to cross functional groups and senior leadership teams.

Neptune Technology Group, Mississauga, Ontario, Canada **2015 - 2016**
Project Administrator

- Developed strategies, established schedule, and created contingency plan to achieve milestones on the critical path and organizational objectives.
- Led data loading, database management, and invoice activities.
- Reported project progress and monitored performance to ensure project health.
- Demonstrated SAP software suit skills and liaised with project managers to provide project supports for service installation projects across Canada.

- Analyzed and compared data to discover discrepancy and investigate the root cause to resolve issues.
- Assessed and audited service information to ensure the quality of data processed into the enterprise system.

Neptune Project Experience
Neptune's administration department supports all projects listed on Neptune's Project Experience list. Ms. Jiang has overseen the administration department for all projects noted since 2018.

EDUCATION

Project Management Institute (PMI) **2015 -Present**
Project Management Professional Certificate (PMP)

Sheridan College, Mississauga, Ontario **2015**
Post-graduate Certificate in Project Management

Ming Chuan University, Taipei, Taiwan **2004**
Bachelor's Degree in Finance

Paul Varadi
Material Planner
Neptune Technology Group Canada Co.

PROFESSIONAL EXPERIENCE

Neptune Technology Group, Mississauga, Ontario, Canada **2019 – Present**
Material Planner

- Develop forecasts and order schedules for project materials.
- Coordinate inventory requirements between head-office warehouse and project sites.
- Monitor inventory levels as stock is issued and transferred within Neptune using appropriate tools and systems provided.
- Co-ordinate and monitor logistics of the movement of parts, supplies and materials within Neptune and ensure that supplies, materials, and products are shipped and received on schedule based on established company metrics.
- Analyze inventory level reports at all project sites to ensure adequate supply within inventory parameters.
- Prepare and review requisition orders for accuracy to replenish and/or depleted materials, and stock.
- Process purchases within purchasing authority.
- Liaison with suppliers to schedule deliveries and to resolve shortages, missed deliveries and other problems.
- Maintain stock rotation and dispose of and account for outdated stock.
- Support the reconciliation of physical inventories with annual and/or cycle counts.

CERTIFICATIONS, TRAININGS, MEMBERSHIPS

- Occupational Health and Safety
- Workplace Hazardous Materials Information System
- First Aid

EDUCATION

McMaster University **2012**
Business Administration Diploma, Marketing Concentration

McMaster University **2011**
Bachelor of Science Degree (Honours)

Tom Orpana
Regional Sales Manager – Ontario & Maritimes
Neptune Technology Group Canada Co.

PROFESSIONAL EXPERIENCE

Neptune Technology Group, Mississauga, Ontario, Canada **2009 – Present**
Regional Sales Manager – Ontario & Atlantic Canada

- Responsible for marketing and selling Neptune products to water and water/gas combination utilities within SW Ontario
- Manage, train, challenge, and support distribution channels and direct key accounts
- Provide input and feedback to VP and General Manager Neptune Canada regarding customer needs and wants, industry trends, and new product ideas
- Develop sales and account strategies for assigned area
- Provide ongoing forecast and long-term pipeline updates

Territory Manager & Senior Territory Manager- Southern Ontario, Sales **1996 – 2008**

- Responsible for marketing and selling Neptune products to water and water/gas combination utilities within SW Ontario
- Managed, trained, challenged, and supported distribution channels and direct key accounts
- Provided input and feedback to Regional Manager and Marketing regarding customer needs and wants, industry trends, and new product ideas
- Developed sales and account strategies for assigned area
- Provided ongoing forecast and long-term pipeline updates

Schlumberger - Resource Management Solutions **1995 – 1996**
Project Manager

- Management of the Service Hub responsible for the administration of all projects across Canada
- Management of various project managers and projects throughout Canada

CERTIFICATIONS, TRAININGS, MEMBERSHIPS

2019 – Present
Ontario Water Works Association
Manufacturers Advisor Council Director

2014
Certificate- TAS Management Course
The TAS Group, Toronto Ontario

2008 – 2010
President Ontario Water Works Association (OWWEA)

2008 – 2010
Director OWWA

2008
Certificate The Bullet Proof Management Course
Crestcom Organization, Toronto Ontario

2005 – 2008
Ontario Water Works Association Director

1995 - 2005
South Central Ontario Water Works Association Director

EDUCATION

Carleton University, Ottawa, ON **1989-1995**
Bachelor of Commerce – Management

David Iacocca
Territory Manager
Neptune Technology Group Canada Co.

PROFESSIONAL EXPERIENCE

Neptune Technology Group, Mississauga, Ontario, Canada **2009 – 2017**
Territory Manager, Southern Ontario **2023 - Present**

- Sales management position responsible for marketing and selling Neptune products to water and water/gas combination utilities within SW Ontario
- Manage, train, challenge, and support distribution channels and direct key accounts
- Provide input and feedback to Regional Manager and Marketing regarding customer needs and wants, industry trends, and new product ideas
- Develop sales and account strategies for assigned area
- Provide ongoing forecast and long-term pipeline updates

Neptune Project Experience

2023 - Present
City of Hamilton
Multi Year Program – 165,000 Residential and Commercial Replacement Program including new homes and operations and maintenance

2024-2025
City of Welland
Multi Year Program – 9,000 Replacement Program with 100% RF

2015-2019
EnWin Utilities
Multi Year Program - 42,000 Replacement Program with 100% RF

2013-2019
Halton Region
Multi Year Program - 6,000 Replacement Program

2010-Present
Fort Erie
Multi Year Program - 7,000 Replacement Program

2016-Present
Kitchener Utilities
Multi Year Program - 4,000 Replacement Program

2013-2018
City of Cambridge
Multi Year Program - 5,000 Replacement Program

2014-2015
Town of Grimsby
4,000 Replacement Program

2016
Port Colborne
5,000 Replacement Program

2014
Region of Waterloo
4,000 Replacement Program

CERTIFICATIONS, TRAININGS, MEMBERSHIPS

Certificate- TAS Management Course **2014**
The TAS Group, Toronto Ontario

Certificate- The Bullet Proof Management Course **2012 - 2013**
Crestcom Organization, Toronto Ontario

Certificate- Improving Presentation Effectiveness Course **2011**
York University- Shulich School of Business, Toronto Ontario

Certificate- Advanced Account Management Course **2010**
York University - Shulich School of Business, Toronto Ontario

EDUCATION

Bachelor of Arts- Business Administration and Labor Studies **2001-2005**
University of Guelph / University of Windsor, Ontario

Request for Proposal
IO-02-2025
North Middlesex – 2025 Water Meter Replacement Program

Proposal submissions shall be received by the Director of Infrastructure and Operations of the Municipality of North Middlesex in a PDF file and two (2) hard copies clearly marked with the name of the Proponent and file number.

Submissions should be received no later than the official closing date and time of:

2:00 p.m. LOCAL TIME, Thursday, June 19, 2025

Submissions received after closing time will not be accepted. Proponents are solely responsible for ensuring Proposal submissions are received prior to the closing date and time in the proper format. Complete submission of this Proposals is to be delivered to:

Samuel Shannon
Director of Infrastructure and Operations
Municipality of North Middlesex
229 Parkhill Main Street, ON N0M 2K0
SamuelS@northmiddlesex.on.ca

The Municipality will not accept responses to this Request for Proposal by facsimile.

The Municipality shall have the right to reject any or all Proposals.

INTRODUCTION

1.0 Request for Proposal Details

1.1 Purpose

The Municipality of North Middlesex ("the Municipality") is issuing this Request for Proposal ("RFP") to seek interested Proponents for the supply and installation of new water meters and associated assembly components, in addition to associated public consultation within the Municipality of North Middlesex. The scope of work is further detailed within this RFP document.

With this RFP, the Municipality is seeking proposals which provide the best value to the Municipality.

1.2 Background

The Municipality of North Middlesex has approximately 2,500 water customers; approximately 54% of the existing meters are approaching or beyond their useful life, with a percentage of meters not functioning properly.

The Project will be conducted throughout the remainder of 2025 and ideally be completed before Q2 of 2026, and will include replacement of water meters and associated hardware based on Municipality database indication of warranting replacement.

1.3 Named Parties

For the purposes of this RFP, the following parties are Identified

Owner:	The Corporation of the Municipality of North Middlesex
Contact for Inquiries:	Samuel Shannon, Director of Infrastructure and Operations
Telephone No.:	519-294-6244 ext. 3223
Email:	SamuelS@northmiddlesex.on.ca

All inquiries, clarifications, or questions shall be communicated through the above noted North Middlesex contact email address. Answers shall be addressed through addendum which will be provided to registered bidders and through the Municipality procurement platform – Biddingo.

1.4 Request for Proposal (RFP) Procedure

This RFP was released on May 29, 2025.The process regarding the submission of proposals and the RFP opening will be applicable for this RFP. Proponents must adhere strictly to the instructions concerning submissions. The Municipality

reserves the right to amend the schedule.

All submissions must be sealed and received by the Municipality before 2:00:00p.m. local time, June 19th, 2025, and be addressed as follows:

Request for Proposal: IO-02-2025
2025 Water Meter Replacement Program
Attention: Samuel Shannon, Director of Infrastructure and Operations
Municipality of North Middlesex
229 Parkhill Main Street
Parkhill, ON N0M 2K0

a. Proponents must identify the person(s) who are authorized to negotiate on its behalf with the Municipality of North Middlesex.
b. Proposals received later than the time specified will not be accepted or considered. Submissions must be plainly marked to reveal contents and the proponents name and address.
c. Proposals are to be open for acceptance for a period of 60 days beyond the closing date.
d. Cost Proposals shall be provided in Canadian dollars.
e. Proposals will be reviewed for compliance, and the opening will not be open to the public.

1.5 Question Period Cut-Off Date

During the RFP period, inquiries may only be in writing following the aforementioned directions until June 12th, 2025, after which time no further inquiries will be accepted. All other inquiries may not be considered or acknowledged.

Inquiries received after this date will only be answered if deemed by the Municipality to be fundamental to the integrity of the RFP. The Municipality may also issue an addendum for administrative corrections and clarifications at any time prior to the RFP's closing date.

1.6 Bonds

A "Surety Consent" Form must be completed by the Guarantee Surety Company satisfactory to the Municipality and included in the Envelope.

The successful Proponent, within ten (10) business days after receipt of notification of the acceptance of their Proposal, to furnish, at their own cost, a Performance Bond in the amount equal to One Hundred Percent (100%) of the Total Cost and a Labour and Material Bond in the amount equal to One Hundred Percent (100%) of the Total Cost. The Bond shall be taken with a Guarantee Surety Company authorized to carry out business in Canada, satisfactory to the Municipality and shall provide for the faithful performance of the Contract.

1.7 Proposal Copies

Proponents should affix the RFP cover page included in Appendix C to the envelope cover.

- Two (2) hardcopy (originals) and one (1) electronic PDF copy (USB).
- Proponents shall ensure the necessary forms are furnished with proper signature.
- Consent of Surety.
- Proposal submission.

In the event of any discrepancy between original and electronic copies, the paper copies shall be taken as authoritative.

1.8 Withdrawal of Submission

Proponents will be permitted to withdraw their Submission, unopened, after it has been deposited, if such a request is received by the Municipality of North Middlesex, in writing through email, prior to the time specified for the opening of Submissions.

1.9 Negotiations

The Municipality of North Middlesex reserves the right to enter into negotiations with the selected Proponent who is determined to offer services in the best interest of the Municipality of North Middlesex with the intent to arrive at a mutually satisfactory arrangement.

1.10 Sub-Contracts

Any Proponent intending to sub-contract for equipment, labour, services, or supplies must clearly identify all sub-consultants/sub-contractors in their submission. The Municipality of North Middlesex reserves the right to accept or reject any sub-contracts.

1.11 Incurred Costs

The Municipality of North Middlesex will not be liable nor reimburse any Proponents for costs incurred in the preparation of submissions, site inspections, demonstrations, or any other services that may be requested as part of the evaluation process.

1.12 RFP Award

Proponents may be required to make a presentation to the Municipality. The presentation may assist the Municipality in selecting a proponent and may alter

scoring. The award of this RFP is subject to Council's approval and will be subject to a review and evaluation of the proposal submissions. This RFP will not necessarily be awarded to any proponent. Work shall only commence following Council approval and subsequent Agreement execution.

1.13 Payment

Payment will be made monthly, after submission of a detailed invoice and associated reporting. Invoices will be accepted for payment following substantiation.

2.0 Submission Requirements

2.1 General Requirements

a) The Municipality is requesting responses from Proponents who are both interested and capable of undertaking the project.

b) The onus is on the Proponent to show their knowledge, understanding and capacity to conduct the work outlined in this RFP.

c) All information provided in response to this RFP must contain sufficient detail to support the services being proposed. Incomplete Responses will not be considered.

d) Proponents shall ensure they have carefully examined the provisions, plans, specifications, and conditions attached to this RFP and has carefully examined the site and location of the work to be done under this contract, and the Proponent understands and accepts the said provisions, plans, specifications and conditions and, for the prices set forth in this RFP, hereby offers to furnish all machinery, tools, apparatus' and other means of construction, furnish all materials, except as otherwise specified in the RFP, and to complete the work in strict accordance with the provisions, plans, specifications, and conditions attached to this RFP.

e) The Proponent shall attach a bid bond or certified cheque in the amount of 10% of the Total Contract Price (excluding HST) made payable to the Municipality of North Middlesex. The proceeds of this bid deposit shall, upon acceptance of this RFP, constitute a deposit, which will be retained by the Municipality until final acceptance of the work.

It is agreed that the bid deposit shall be forfeited to the Municipality of North Middlesex if the Proponent fails to file with the Municipality an executed Form of Agreement for the performance of the work prepared by the Municipality in accordance with this RFP and the provisions attached hereto within 15 days from the date of acceptance of this RFP.

The bid deposit for any unsuccessful Proponent will be returned within 10 days of the formal project award.

Submissions not accompanied by a bid deposit will not be considered.

f) It is agreed that any quantities noted within this RFP are estimates only and may increase or decrease slightly by the Municipality without alteration of the contract price.

g) The Proponent, by way of submission of an RFP, promise to commence work on an "as required basis" and to diligently perform the work continuously when

requested by the Municipality, upon acceptance of the RFP, without undue delay as specified and completes the work by Quarter Two (Q2) of 2026, or sooner.

If the Proponent fails or neglects to commence or to execute the work diligently, and at a rate of progress that will ensure the entire completion of the work within a reasonable time or fail to observe and perform any of the provisions of this RFP, the Municipality may notify the Proponent to discontinue all work under this RFP. The Municipality may then employ such means necessary to complete the work, and in such a case, the Proponent shall have no claim for further payment in respect of work performed.

All vehicles and equipment are to be in safe and effective operating condition, and properly licensed carriers/drivers must make all deliveries. All loads must be legal within the gross weight and axle weight laws of the Province of Ontario, and tickets must be provided to the Municipality for their records.

Work hours shall be 8:00:00 a.m. to 8:00:00 p.m. Monday to Friday and 9:00:00 a.m. to 5:00:00 p.m. on Saturday, or at the discretion of the Municipality.

The Proponent's customer service team shall be able to respond to appointment or other inquiries in a timely manner. At a minimum, the customer service team be available 8:00:00 a.m. to 6:00:00 p.m. Monday to Friday to provide a "live" response.

2.2 Specific Requirements

a) RFP submissions for the aforementioned scope will be received until 2:00:00 p.m., local time on June 19th, 2025, to:

Municipality of North Middlesex
229 Parkhill Main Street
Parkhill, ON N0M 2K0
SamuelS@northmiddlesex.on.ca
Attn: Samuel Shannon, Director of Infrastructure and Operations

b) Submissions shall be enclosed in sealed and marked envelope(s) and include the information noted at the front of this RFP. This RFP in its entirety must form part of the submission packages.

c) Submissions shall be witnessed and/or sealed.

d) Submissions must be fully legible. Submissions that are incomplete, unbalanced, conditional, or obscure, or which contain erasures or alterations not properly initialed, or irregularities of any kind, may be rejected as informal or void.

e) The Proponent shall take out and keep in force until the date of acceptance of the entire work by the Municipality of North Middlesex, a comprehensive policy of

public liability and property damage insurance acceptable to the Municipality providing insurance coverage in respect of any one accident to the limit of at least $5,000,000.00 exclusive of interest and cost against loss or damage resulting from bodily injury to, or death of, one or more persons and loss of or damage to property and such policy shall name the Municipality as an additional insured there under and shall protect the Municipality against all claims for all damage or injury including death to any person or persons and for damage to any property of the Municipality or any other public or private property resulting from or arising out of any act or omissions on the part of the Proponent or any of their employees or agents during the execution of the contract and the Proponent shall forward a certified copy of the policy or certificate to the Municipality before the work commences.

f) The Proponent shall provide a certificate of coverage from the Workplace Safety and Insurance Board (WSIB) prior to commencement of the work.

g) The Proponent is required to supply a detailed proposed schedule as part of their submission.

h) The Proponent will be required to provide bonds as per the aforementioned details prior to commencing construction.

i) The Proponent will be required to supply an Executed Agreement to the satisfaction of the Municipality prior to the work commencing.

j) The Proponent will be required to submit a list of subcontractors (including Health & Safety Acknowledgements) and a list of materials suppliers prior to the work commencing.

2.3 Instructions

Proposals should be organized generally in the following manner to help facilitate evaluation.

Evaluation of each proposal will be based on content provided within the body of the proposal itself and any supporting addenda provided. Solely providing product brochures and/or websites will not be considered an appropriate response.

The submitted proposals shall not exceed 20 pages, excluding appendices, cover page, tab pages, and table of contents.

Section 1: Introduction

Proponents must provide a brief profile of the company, list the length of time in business, and the principals involved in the submission including any distributors. If any sub-contractors are included, similar information should be provided.

Provide a primary contact including name, title, address, phone number, email, and any other details the Proponent may deem valuable.

The Proponent must identify those persons who are authorized to negotiate on their behalf with the Municipality of North Middlesex.

Proponents shall disclose any sub-contractors that they propose to employ in this contract. Sub-contractors may not be changed after award of the Contract without written permissions from the Municipality.

Proponents are required to state any perceived or actual conflicts of interest that they might have with the Municipality or their staff.

Section 2: Solution Overview

Proponents must provide a brief overview of their proposed solution outlining the companies involved and a high-level description of each company's responsibilities on the project.

Proponents must also provide a brief summary of the main advantages of the proposed solution. Articulating how the goals and objectives set forth in this RFP will be met will be highly valued.

Section 3: Project Overview

Project Management

Proponents shall provide an organizational chart for the Project that details the personnel who are being assigned to the project and highlight the company each project team member is employed with, including what percentage of that individuals time will be directly allocated to this Project.

The proposals should include brief descriptions of the Project Manager and key project team members stating their key responsibilities.

Curriculum vitae of all proposed team members must be included in the appendices, including applicable ongoing and completed reference projects.

Completion

Provide a list of a minimum two (2) projects and show the completion rate of each project. Details about each project should be provided such that the Municipality can understand how it relates to the program proposed as part of this RFP.

Describe what the Proponent proposes to ensure full completion of this program.

Project Plan

Proponents shall include a project plan that details all major critical path tasks and their proposed schedule assuming a Council award date of July 16th, 2025. The plan should clearly delineate Proponent and Municipality responsibilities.

Section 4: Water Meter Specifications

Water Meter Purchasing Experience

Proponents should detail their experience and ability to order the required water meter and associated parts based on previous experience. This should include context on the proposed approach of parts purchasing so as to ensure parts are always on-hand and there are no delays from not having the materials required.

Product Warranty

The Proponent shall detail all applicable warranties for the meter and all other associated parts as to what the warranty covers, what the terms are, what any return processes look like, etc.

Product Training and Support

The Proponent shall detail the distributors for the products that are being proposed to be employed, where they are located, and any other information that may be deemed valuable.

The Proponent shall detail what support will be provided to the Municipality for warranty, problem investigating, etc.

The Proponent should detail expected level of service and product lead times, and detail how the Proponent will ensure that the program is completed on-time.

The Proponent shall detail all proposed training that will be provided to the Municipality.

Section 5: Installation Services

Project/Installation Experience

The Proponent shall provide a list of installation projects in the last five (5) years where the proposed approach has been successfully employed, including details of water meters used, quantity, manufacturer, and distributor, etc.

Field Personnel

The Proponent should describe their hiring, training, and certification processes

and programs as required for properly maintaining a project team for this project. The Proponent should also provide the total number of supervisory staff, administrative personnel, and number of installers that will be dedicated to this project.

If any sub-contractors are involved on the Proponents team, details on positions should be detailed.

While it's understood that staffing changes are often out of Proponent's control, a plan to ensure the project is always properly staffed should be in-place and detailed.

Work Requirements

The Proponent should fully detail all of their proposed methodologies that will be utilized to successfully implement this project.

An overview of the installation/replacement procedures that will be followed should be detailed.

Problem and conflict resolution procedures should be fully detailed that may come up within this project.

Data Management

The Proponent should detail the systems they already have in-place or will develop and put in-place to support the data management portion of this program, including what information is planned to be collected, frequency, etc.

The Proponent should detail what handheld digital technology they are proposing be utilized for this program.

The Proponent should detail how data integrity will be maintained throughout the program. It should also be explained what IT resources are available to support any issues that may arise.

Proponent's will be granted access to the Municipality CityWide system where all formal information and process will need to be saved and kept, done by the Proponent.

Customer Service

The Proponent shall detail all features related to the proposed customer service operations that will be utilized to support the project, including proposed hours of operation, technology to be used, etc.

The Proponent should also detail their proposed appointment booking process

and methodologies including how customer contact and tracking will be completed.

The Proponent should detail their proposed approach to customer service issues/problems and how they propose to address them.

Public Outreach

The Proponent should fully detail their proposed communication plan, documents to be produced, samples of previously provided similar materials, and experience in developing and executing a public outreach program for this type of project.

Quality Control

The Proponent should detail their quality assurance plan that they are proposing to employ on this program to ensure works are being done as per industry standard and this RFP, at a minimum, and how they plan to take corrective measures to fix any issues that may arise.

Section 8: References

It is anticipated that the Municipality should be contacting references. It is the responsibility of the Proponent to ensure that the references provided are aware and available to answer questions during this period.

Proponents are encouraged to provide more references than the minimum so the team has additional opportunities to evaluate references should some be unavailable or non-responsive.

Proponents must provide a minimum of two (2) references (water utilities) where the program and technology were of similar size and scope.

Section 9: Value Added Solutions

The Municipality encourages Proponents to propose innovative solutions to complete all aspects of the project. Proponents may provide other value-added items at their discretion.

Section 10: Compliance and Alternatives

The Proponent must confirm compliance with the outlined specifications contained herein or in any addendum. Where exceptions to the specifications are proposed, the Proponent must clearly state in this section what exceptions or changes are being proposed, the reason for the exception, and the alternative solution(s) being proposed.

2.4 Evaluation Process

All accepted proposals will be reviewed by the Municipality. Any proposals not accepted will not be evaluated and Proponents will be informed as such.

2.5 Evaluation Criteria

Each proposal will be evaluated based on its technical and financial merits. All proposals will be reviewed to determine if they are responsive based on the specifications. The Municipality requires an innovative and cost-effective solution and will judge each proposal using the evaluation criteria detailed herein.

Proposals will be evaluated based on the categories and weighting detailed below.

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

The order of the items listed should not be taken as an indication of the relative importance of any particular criteria in the evaluation process.

Scoring will be based on the following scale. This scoring sheet will be utilized to score all subsections noted within this RFP that will form part of the Proponents overall score.

Evaluator Scoring	
0-1	Response was significantly lacking or missing
2-4	Met some expectations but not all
5-6	Met minimum expectations
7-8	Exceeded expectations
9-10	Greatly exceeded expectations

2.6 Proposal Envelope Cover

Proponents shall ensure they complete the Proposal Submission Cover included in Appendix C and affix it to the cover of the envelope(s) containing their submission(s).

3.0 Submission Information

3.1 Responses must be received in hard copy no later than the specified closing time and date, as per the above requirements.

3.2 Proponents may edit or withdraw a submitted Response at any time up to the official closing time. Respondents are solely responsible to:

- make any required adjustments to their Response;
- acknowledge the Addendum/Addenda; and
- ensure the re-submitted Response is **RECEIVED** no later than the closing time and date.

3.3 The Municipality reserves the right to accept or reject any and all responses.

3.4 Responses are to remain firm for acceptance for a period of **120** days from the closing time and date.

3.5 The acceptance and award of the Response, and any potential subsequent procurement processes, and/or execution of an agreement, contract or purchase order may be subject to approval by Council.

3.6 By submitting a response, the Respondent acknowledges and accepts all terms and conditions in this Response solicitation document and all policies and procedures as per the Municipality Procurement and Asset Disposal Policy.

4.0 Terms and Conditions

4.1 Questions/Addenda

a) All questions, inquiries and clarifications regarding this RFP are to be submitted through email to the aforementioned Municipality contact. Inquiries must not be directed to other employees or Elected Officials. Submitting inquiries outside of this framework may result in your Response being rejected.

b) The Municipality assumes no responsibility for any verbal (spoken) information from any Municipality staff or from any Consultant firms retained by the Municipality, or from any other person or persons who may have an interest in this Response.

c) Amendments or changes to this RFP prior to the closing date and time stated herein will only be in the form of written addenda issued by the Municipality and distributed through email to the registered plantakers. It is the Proponents sole responsibility to inform itself of any distributed addenda.

Proponents must acknowledge all addenda as part of their submission. Failure to do so may result in rejection.

d) The Municipality makes no promise or guarantee that addenda will be delivered by any means to any Respondent. By submitting a Response, the Respondent acknowledges and agrees that addenda shall only be emailed to registered plantakers and it is the sole responsibility of the Respondent to check for said addenda.

e) Where a request results in a change or a clarification to the RFP, the Municipality will prepare and issue an addendum. No addendum will be issued within the 48 hours prior to closing - not including Saturdays, Sundays and Statutory Holidays observed by the Municipality for regular business hours **with the exception of an addendum postponing the closing or cancelling of this RFP, or a piece of information may be critical to the results of the RFP.**

Respondents that have submitted Responses prior to the date and time cut-off for addenda issuance are solely responsible to monitor their email for further addendum and are therefore also solely responsible for submitting a completely new Response acknowledging any said addenda prior to the closing date and time of the RFP solicitation.

4.2 Cancellation

a) The Municipality reserves the right, at its absolute sole discretion, to cancel this contract with 30 days written notice, without cause and without penalty.

b) The Municipality reserves the right, at its absolute sole discretion, to cancel this

contract with seven (7) days written notice, with cause and without penalty.

4.3 Rights Reserved by the Municipality

a) The Municipality reserves the right to modify any and all requirements stated in the RFP at any time prior to the possible awarding of a contract.

b) The Municipality reserves the right to cancel this RFP at any time, without penalty or cost to the Municipality.

c) In the event of any disagreement between the Municipality and the Respondent regarding the interpretation of the provisions of the RFP, the Municipality shall make the final determination as to interpretation.

4.4 Verification of Information

The Respondent shall cooperate in the verification of information and is deemed to consent to the Municipality verifying such information.

The Municipality shall have the right to:

a) Verify any Respondent statement or claim by whatever means the Municipality deems appropriate, including contacting persons in addition to those offered as references.

b) Access the Respondent's premises where any part of the work is to be carried out to confirm Response information quality of processes and to obtain assurance of viability.

4.5 Contract Execution

When submissions have been checked, the Municipality will review the Proposals in order to recommend Award.

A Purchase Order shall be issued for execution of an Agreement. The RFP and RFP submission submitted becomes part of the Purchase Order and may be subject to Council approval.

The Form of Agreement for execution will follow the Form of Agreement detailed in Appendix A which may be subject to change.

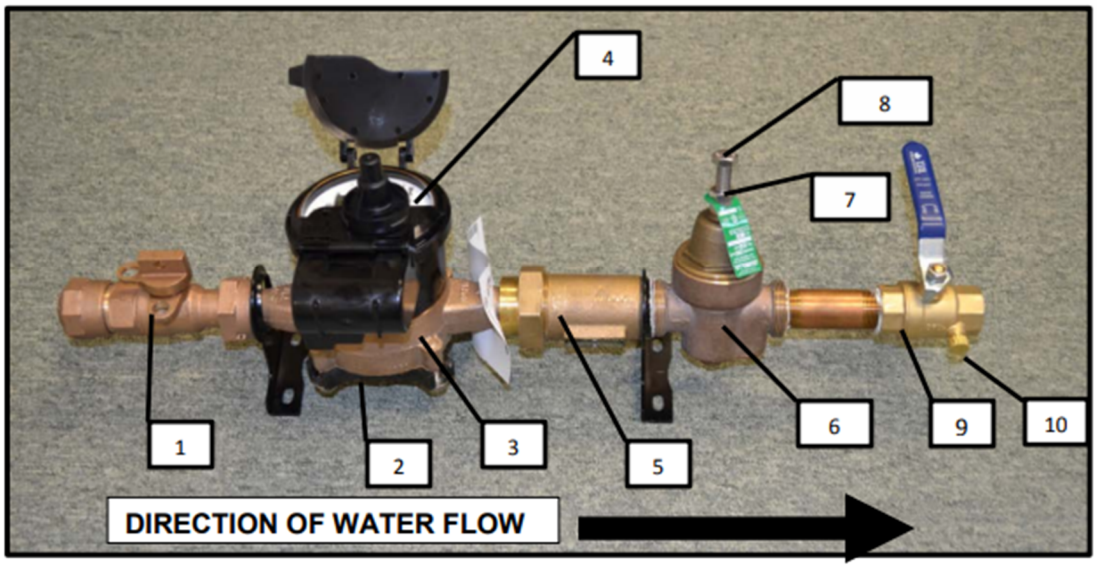
5.0 Project Specifications

For the purposes of this assignment and parts to be replaced and/or installed, the water meter assembly and associated components consists of the following parts, with direction of flow from left to right aligning with component numbers in an ascending order:

1. Isolation Valve (attached to the waterline from street).
2. Water Meter Frost Plate (sacrificial black steel, under meter, will break if frozen).
3. Water Meter Base.
4. Water Meter Encoder Register Head.
5. Dual Check Backflow Preventer (DuC).
6. Pressure Reducing Valve (PRV).
7. Pressure Reducing Valve Lock Nut (hexagonal nut).
8. Pressure Reducing Valve Operating Bolt (threaded bolt with hexagon head).
9. Isolation Valve (connects to structure plumbing). Shall be threaded IPS ball valve.
10. Drain Port (for winterizing plumbing – not included in a pit meter assembly).
11. Not Pictured in This Image – AMR/AMI Remote Meter Reader (wall mounted if not a combined meter).

As the Municipality could have some seasonal residence and/or cottages that may have water to the property turned off and on multiple times within a year, or due to proximity to entities that put out large amounts of pressure, the assembly includes components that ideally protects both Municipal and private systems. The following is a visual diagram of a typical assembly that may vary but is usually generic throughout the Municipality for any updated assemblies.

Diagram of Typical Meter Installation



The proposed assignment includes properties throughout the entirety of the

Municipality of North Middlesex.

This area includes a total of 250 projected meter replacements ranging in size from ¾" (19mm) to 2" (50mm) with an estimated breakdown as follows. This is subject to change by the Municipality.

- ¾" (19mm) – 230
- 1" (25mm) – 10
- 1 ½" (38mm) – 5
- 2" (50mm) – 5

The more common 5/8" x ¾" (15mmX19mm) size is what is to be utilized for the ¾" referenced meters.

If a 1 ½" size is not available, Proponents may assume a 2" meter can be utilized noting all associated works would need to be included for connection to the existing plumbing system that currently operates on a 1 ½" meter.

All registers are to be priced as pit capable submersible registers.

Based on budget availability, the Municipality wishes to replace other assembly components (meter not included) on previous meter installations. While exact quantity is unknown at this time, that will be negotiated with the successful proponent.

5.1 Project Manager

The Proponent will assign a dedicated Project Manager (PM) to oversee all aspects of this project. The PM will have the authority to make decisions on behalf of the Proponent. The PM will be the main point of contact for the Municipality. The PM will be available, as required, in-person to attend meetings with the Municipality or their customers. The PM will respond to all phone or email communication within 24 hours. Where an issue is deemed an emergency, the PM is expected to respond to phone calls or emails within an hour.

While the PM is unavailable (vacation or sick time) a suitable and competent backup will be assigned to fill the position. The Municipality will require a curriculum vitae submission of the replacement PM for approval.

5.2 Personnel Changes

The Municipality shall approve all field and management personnel that are working under this contract. Where personnel changes are required, the Proponent shall submit the curriculum vitae of the proposed replacement personnel to the Municipality for review and approval a minimum of four (4) weeks prior to the change. It is expected that the Proponent will replace personnel with candidates who have similar experience and expertise in

accordance with the Work. The Municipality reserves the right to remove any personnel at its discretion. The Proponent will bear all costs associated with the removal and replacement of the Proponent's personnel.

5.3 Project Office, Warehouse, and Meetings

Proponents are responsible for establishing any costs associated with a local office and warehouse for all project activities (if one is not already available). Local presence during this program is mandatory.

In cooperation with the Municipality, the Proponent will develop and distribute meeting agendas at least two (2) business days in advance of a meeting. The agenda will include the name of the meeting, date and time, location, requested attendees, topics to be discussed, and follow up actions from the previous meeting(s).

Proponents will record and distribute minutes of each meeting no more than five (5) business days after the meeting. The meeting minutes will address the agenda items, include the details of the topics discussed, record the agreed to actions with assignments, and expected completion dates.

Where a conference number or internet meeting is required, the Proponent will supply as required with the respective agenda.

Project team meetings expected as part of this project, at a minimum, are as follows:

- Startup meeting.
- Monthly progress meetings.
- Other meetings as requested or required.

5.4 Work Orders

For each individual meter to be replaced, a work order will be created and tracked using the Municipality's CityWide online software that defines a unique number which represents requested work, at a specific location, for the specific scope.

Each individual work order will track various states of the work, track who the work order is assigned to or waiting on for specific tasks or approvals, and track various customer status' that may include public outreach status, conversations had with the respective homeowner, refusal of work, pictures, etc.

The Proponent, in addition to CityWide, must also track all this information locally on Microsoft Excel or a similar format as backup.

5.5 Project Communications

The Proponent should be prepared to fully lead and participate in all communications related to this Work until project completion and is further detailed within this RFP, with the Municipality's support.

5.6 Water Meter Specifications

5.6.1 Mandatory Standards

Water meters and associated components shall meet or exceed the following applicable ANSI/AWWA standards, at a minimum, as a requirement of this RFP:

- C700-15 Cold-Water Meters – Displacement Type Metal Alloy Main Case.
- C701-15 Cold-Water Meters – Turbine Type, for Customer Service.
- C702-15 Cold-Water Meters – Compound Type.
- C707-10 (R16) Encoder-Type Cold-Water Meters.
- C715-18 Cold-Water Meters – Electromagnetic and Ultrasonic Type, for Revenue Applications.
- C710-15 Cold-Water Meters – Displacement Type, Plastic Main Case.

5.6.2 Meter Type

All positive displacement meters shall utilize an oscillating piston or nutating disk to measure the flow of water passing through the meter. The meters shall have integral strainers.

5.6.3 Water Meter Main Case

The water meter main case shall be constructed with materials that comply with NSF/ANSI 372 and NSF/ANSI 61 Annex G specifications.

The water meter main case shall be stamped with the meter size, meter type, direction of flow, and "NSF" on the exterior of the body. The serial number shall be stamped on the main case of the meter.

5.6.4 Water Meter Size and Length

The water meter size, capacity, and lengths shall conform to AWWA standards (latest revision).

5.6.5 Frost Plate and Bolts

All positive displacement meters, 15mm to 25mm, shall have a composite plastic material frost plate. The frost plate will provide protection for the meter main case and the meter chamber in the event of the meter freezing. The frost plate shall be connected to the meter body with corrosion resistant stainless-steel bolts and shall be sacrificial black steel.

5.6.6 Enhanced Water Meter Features

Where available, the water meter may provide enhanced meter functionality relating to temperature and pressure readings, empty pipe alarms or remote shut off capabilities, and the Proponent should ensure to highlight this.

5.7 Water Meter Encoder Specifications

5.7.1 Encoder Register

The Proponent shall supply an encoder water meter register that records consumption in cubic meters. Acceptable meter reading encoder protocols include Neptune and Sensus. The current technology the Municipality uses is Neptune E-CODER) R900i AMR/AMI, which is preferential. The E-CODER) R900i ARB combines the meter and AMR/AMI technology into one meter where an integrated meter is useable.

The register shall be capable of encoding the meter reading, the register head ID, and any other data provided from the manufacturer's features that are unique to their products. The register ID number shall be the same as the new water meter serial number. Where a dual register meter is being supplied, the meter serial number plus a high low indicator will differentiate the high and low side registers.

Proponents are required to supply and install all meter and configuration components, and the Municipality will not be procuring anything outside of this project.

5.7.2 Reading Resolution

The meter register head shall display a minimum of eight (8) digits (high resolution). The register shall be shipped factory programmed encoding all digits, a minimum of eight (8) digits.

5.7.3 Programmable Encoder

The meter encoder should be programmable so that Municipality personnel may alter the meter reading configuration. This includes, but is not limited to, the number of encoded digits in the reading.

5.7.4 Tamper Protection

The register head shall be attached to the meter body by a method that will prevent or discourage customers from tampering with the meter and register head. The register head terminal screw cap shall allow for the sealing of the terminal screws.

5.7.5 Labelling

The register head shall have permanently stamped on the face of the encoder the manufacturer, the meter size, the meter type, register type, and unit of measure.

5.7.6 Leak Indicator

The register head shall have a low flow indicator visible on the face of the meter that can be used by the customer to assist in the detection of a leak within the property.

5.7.7 Submersible

Water meter registers capable of being fully submerged in water for the duration of their life shall be available to the Municipality.

5.8 Water Pressure Reducing Valve

The water pressure reducing valve shall be a lead-free series LFX65B style, or approved equivalent, properly sized based on the overall meter assembly requirements. The lock nut and operating bolt are to both be hexagonal and threaded.

5.9 Warranty

The Proponent shall provide the Municipality with a water meter and register head warranty (for both horizontal and vertical installations). The Proponent shall provide the details of the warranty and the process for returning products during and after the completion of the contract. Product warranties shall apply starting from the date that each water meter and register is installed and in operation.

5.9.1 Water Meter Manufacturing Defects

The Proponent will ensure that water meters, register heads, and all other appurtenances are free from manufacturing defects, imperfections, and design deficiencies that may affect their operation, appearance, or serviceability. In all particulars not covered by this specification and or RFP document, manufacturing quality should be in accordance with best commercial practice. Materials not defined here shall be of the best commercial quality, suitable for their intended purposes and subject to the approval of the Municipality.

For all defective products supplied and installed under this contract, the Proponent is responsible for any and all field investigations and resolutions required during the warranty period. If anything falls outside the warranty period but is deemed to be fully and completely the responsibility of the Proponent, the Proponent will still be held accountable for any remediation required.

5.9.2 Water Meter Warranty

The main case shall have a manufacturer warranty of a minimum of 25 years.

Perform to AWWA new meter accuracy standards, as a minimum, for a period of one (1) year after being placed into service.

Perform to AWWA repaired meter accuracy standards, as a minimum, for the following time periods, under normal operating conditions:

- 16mm and 16x20mm – Ten (10) years from the date of purchase or the registration of 5,700 cubic metres, whichever occurs first.
- 20mm – Ten (10) years from the date of purchase of the registration of 8,500 cubic metres, whichever occurs first.
- 25mm – Ten (10) years from the date of purchase or the registration of 11,500 cubic metres, whichever occurs first.
- 37mm – One (1) year from the date of purchase or the registration of 3,000 cubic metres, whichever occurs first.
- 50mm – One (1) year from the date of purchase or the registration of 5,000 cubic metres, whichever occurs first.
- 64mm – One (1) year from the date of purchase or the registration of 7,000 cubic metres, whichever occurs first.

Where the water meter and associated appurtenances requires a batter to operate, the warranty should include at a minimum full replacement from year one (1) to 10 and prorated warranty from 11 to 20.

5.9.3 Encoder Warranty

The encoder meter register shall be guaranteed against defects in material and workmanship. Warranted for a minimum of 10 years from the date of installation. Where the register requires a battery to operate, the warranty shall include full replacement from year one (1) to 10 and a prorated warranty from 11 to 20.

5.9.4 Other Materials

All other materials supplied that are not detailed in this section shall have a warranty of one (1) year from the date of installation and operation.

5.9.5 Supply and Installation Warranty

The Proponent is responsible for investigating the problem (e.g. leaking meter, noisy meter, etc.) and providing resolution acceptable to the Municipality for a period of one (1) year from the date of installation. The date of the start of the warranty of all products installed by the Contractor will be the date of installation.

Products supplied and installed by the Proponent include all in-and-out costs

associated with defective products for the warranty period. Any products damaged as a result of the installation are the responsibility of the Proponent during the warranty period.

The Proponent shall investigate all reading issues with the water meter register and are responsible for all costs associated with this.

5.10 Product Support and Training

5.10.1 Support Requirements

The Proponent will have a distribution network able to provide a high level of post project support to the Municipality. This will include, but is not limited to, ordering support, product expertise, emergency supply, product training, warranty returns, on-time product shipment, on-site problem investigation (where required), and teleconference and on-site meeting attendance.

5.10.2 Product Distribution and Supply

The Proponent shall have an established distribution center that holds an adequate inventory of water meters and their associated parts to service the Municipality's needs. The Municipality requires an adequate supply of water meters in case of emergencies.

5.10.3 Product Representative

The Municipality requires the Proponent to provide a high level of customer service. The Proponent will assign a single product representative who will be the main point of contact for all product and order-related questions. This person shall be very knowledgeable about the products being delivered. This Product Representative will be available during normal business hours (8:00am to 4:00pm Eastern time). Calls or e-mails from the Municipality representative should be returned within 24-hours from receipt. The Proponent shall assign a backup person when their primary representative is not available.

5.10.4 Product Delivery

All products will be received within six (6) weeks of receipt of directions from the Municipality to order. Where a particular product requires a longer lead time, the Proponent should clearly indicate the proposed lead time for the products.

5.10.5 Partial Shipment

The Proponent will deliver all products and quantities detailed in order. No partial shipments will be allowed without prior written consent from the Municipality. Any partial shipment received without prior approval will be returned to the Proponent at their cost.

5.10.6 Acceptance of Materials

The Proponent is responsible for all materials and products until the Municipality accepts the products. An inspection will be completed after which the Municipality may deem a product defective and/or accurate. All costs associated with replacement will be borne by the Proponent.

5.10.7 Digital Meter File

With all product delivery, the Proponent shall provide an electronic file (in a format approved by the Municipality) that includes the following information:

- Water meter type;
- Water meter size;
- Water meter serial number;
- Water meter test results;
- Water meter register types; and
- Water meter register ID numbers.

6.0 Installation Specifications

The Proponent is responsible for water meter replacement services and associated appurtenance installations. Services include installation management and field supervision, installer training as required, customer service and call center services, material management, quality management, and data management.

6.1 Field Personnel

It is the Proponent's responsibility to ensure that all field personnel and installers are qualified, technically competent, and certified to perform the work they are undertaking before they are allowed to perform that work on their own. All field personnel shall be of an acceptable character to allow them to perform work in an unsupervised manner.

6.1.1 Certifications

All technicians performing work on meters 15mm to 25mm shall be certified through the Ontario Ministry of Training Colleges and Universities 800A WMI skill set. Each installer shall carry proof of certification with them when performing work. Where the work requires other trades (plumber, electrician, pipefitter), the Proponent will provide certified journeyman trades people. Proof of certification of technicians will be provided to the Municipality at the kickoff meeting and throughout the project as new technicians are added.

6.1.2 Training

The Proponent shall provide all field personnel with training in the different aspects of work expected during the program, as required. This training should include, at a minimum, the following:

- Customer service.
- Appointment management.
- Handheld and workflow operation.
- Data integrity and importance.
- Safe work practices and procedures.

The Proponent will reserve two (2) spots in each training session so that the Municipality or authorized representatives on their behalf can attend.

6.1.3 Uniform and Picture Identification

Field personnel shall wear Proponent supplied photo identification with the words "Under Contract to the Municipality of North Middlesex". The installer will ensure the identification is visible at all times when interacting with the property owner/resident. As soon as the installer is inactive, the Proponent shall destroy

the identification and confirm such to the Municipality.

6.1.4 Two-way Communication

The Proponent will ensure that each field representative has a two-way communication device that will allow them to be contacted as required.

6.1.5 Criminal Background Checks

All staff assigned to perform work at the Municipality's customers' premises shall submit to a Police Criminal Record Check (PCRC). Any members of the Proponent's staff entering water customer properties that fail to submit to, or pass, the PCRC will not be permitted to perform work under this contract. The Proponent will be required to submit proof, to the Municipality of a satisfactory PCRC, for each member of the Proponent's staff, prior to commencing work under this contract.

6.1.6 Competency

Any of the Proponent's staff found to be unacceptable by the Municipality due to incompetence, improper conduct or posing a security risk, shall be asked to leave the site of work and the Proponent will assign a suitable replacement.

6.2 Work Requirements

6.2.1 Plumbing

All plumbing work and materials shall conform to the current version of the Ontario Building Code and any other applicable requirements, regulations, and standards.

6.2.2 Performing Additional Work

For all items contained herein, the Proponent shall ensure that the installers are equipped to perform work on the first visit. Work that requires disturbing finished surface or spaces, must be approved by the property Owner and Municipality prior to commencing.

6.2.3 Approvals for Extra Work

Billing must be in accordance with the unit rates that have been stipulated in this RFP. Some items may require pre-approval prior to the work commencing which must be approved by the Municipality. In these instances, the Proponent will submit to the Municipality a request in writing (or over the phone in-case of an emergency). This request shall include a picture of the location, a description of the work required, and the specific line items that are being requested. If it is an hourly request, Proponent shall provide the maximum upset hours that will be

required to perform the work.

The Municipality will review the information and approve or deny specific requests. Where the Municipality deems the work as unnecessary or excessive, the Proponent shall return to the property and complete only the necessary work to install the meter as per the regular unit rates.

6.2.4 Building Control Valve Replacement

Where a valve does not exist, is inoperable, does not stop water, is leaking or will not open/close, the Proponent will use the curb stop to shut the water off to the property and replace the valve (billed in accordance with the unit rates set forth in this RFP).

6.2.5 Curb Stop Operation

Where curb stop operating is required to perform a water meter replacement, the Proponent will locate and operate the curb stop. The Municipality will allow the Proponent to operate the curb stop, as long as the Proponent has proper training. The cost of operating the curb stop is included within the items of this RFP. The Proponent will ensure that pin locators and curb stop keys are available to their water meter installers for this purpose.

The Proponent shall report daily to the Municipality on inoperable curb stops or curb stops that cannot be located. Issues will be resolved by the Municipality and work reissued to the Proponent once complete.

Should a curb stop be inoperable, the Proponent may opt in low-risk situations to freeze the line using a freeze kit (billed in accordance with the unit rates provided in this RFP). The Proponent is required to capture and report when freezing is taking place to allow the Municipality to plan for curb stop repair/replacement. The Proponent shall spend a minimum of 30 minutes attempting to locate the curb stop before creating a work order. The Municipality will share existing records of curb stop locations where available.

6.2.6 Installation Specifics

Meters shall be installed in the existing setting where available. The Proponent shall note all instances where meters are in a vertical setting or in a setting that doesn’t support proper installation of the full assembly and requires a larger scope of work to replace the meter assembly.

6.2.7 Adapting to Existing Plumbing

The Municipality anticipates that the Proponent could come across all types of water pipes during the course of the work. The Proponent is responsible for replacing water meters on properties where the plumbing consists of

manufactured copper, galvanized, iron and/or various types of plastic pipe. There will be no extra payment for work on different types of pipe.

6.2.8 Poor Existing Plumbing

The Proponent is responsible for the plumbing system for a period of ten (10) business days after the replacement of the water meter. It will be presumed that any leaks reported to the Proponent or the Municipality within this time is a result of work performed by the Proponent's installer and will necessitate, therefore, further investigation by the Proponent, followed by a report of findings to the Municipality. Having received and considered the Proponent's report, if the Municipality decides that a leak is likely the result of the meter installation process or materials installed, the Proponent shall make the required repairs, as necessary. Where the plumbing encountered is in poor condition, the Proponent shall make the property owner aware of its condition, and the conversation will be noted in the relevant work order. In this circumstance, the Proponent shall get authorization to proceed from the Municipality and property owner before any work commencing.

6.2.9 Replacement Criteria

For the purpose of this RFP, the Municipality has defined all work types as:

- Supply and installation of the water meter assembly which is defined within this RFP.

6.2.10 Electrical Ground

The Proponent shall not tamper with any existing electrical grounds connected to the water service. If the ground wire interferes with the installation, then it will be relocated by a qualified electrician in accordance with electrical regulations.

6.2.11 Temporary Electrical Ground

In all cases where existing grounding does not exist, the Proponent shall ensure a temporary electrical ground is used before and after the meter location to ensure that electrical continuity is not compromised.

6.2.12 Sealing the Water Meter

The Proponent will seal the water meter using copper wire, a Proponent-supplied seal and seal wire which shall ensure that the water meter's inlet meter nut and the register/terminal screws cannot be tampered with.

6.2.13 Worksite Cleanup

The Proponent will ensure the work site is free of debris and garbage prior to the

installer's departure from the site. Pictures shall be taken and uploaded onto CityWide to document pre and post work conditions.

6.2.14 Cover Box or Access Panel Installation

A cover box or access panel will be installed as required in finished basements. The cover box or access panels should be made of a suitable material that allows the property owner to paint or cover the box as necessary. The Proponent shall supply the following types and sizes of cover boxes (or as otherwise approved). The Proponent must provide pricing for all requested cover box and access panel types a follows:

- MDF box 400mm x 475mm x 150mm
- MDF box 400mm x 475mm x 100mm
- MDF box 400mm x 475mm x 50mm
- Plastic (spring release) flat panel 300mm x 300mm

6.2.15 Task Categories

Where Proponent personnel are not able to complete an installation for any reason, the Proponent shall keep the work order up-to-date including the reason why the work order could not be completed. The Proponent shall provide digital picture(s) and comments that can be used to review potential solutions. The following categories should be used for work orders to ensure consistency through the program:

- Curb Stop Locate – unable to locate curb stop.
- Curb Stop Repair – repair required on the existing curb stop including supporting information on why it's required.
- Hard Refusal – the property owner explicitly refuses to comply with the installation after which the Municipality will try and deal with the owner.
- Owner Not Prepared – the owner must prepare an adequate space for a proper inspection/installation to be completed.
- Missed Appointment – a customer misses a scheduled appointment which requires rescheduling.
- Multiple Missed Appointments – a customer misses multiple scheduled appointments.
- Poor Plumbing – where the Proponent feels that damage/leaks would be the inevitable result of any work conducted OR the scope of work is not simple and would require a large amount of work.
- Safety Hazard – where work conditions do not allow for the installation to be completed safely.
- Second Person Required – the work requires an additional person on-site to perform the work safely.
- Unable to Locate Meter – where the Proponent is unable to locate a meter.

- Unusual or Difficult Meter – where the existing meter requires additional support to swap out.
- Vacant Premise – where the property is abandoned and no longer occupied.
- Work Type Incorrect – where the Proponent feels that the work type provided conflicts with the work required on-site.

During the startup meeting, the task categories are to be finalized including team responsibility of who and how work orders are to be completed between the Proponent and Municipality.

6.2.16 Return Visits

The Proponent is responsible for all costs associated with return visits required to complete installations. Once a property has a documented Task requiring Municipality action or approval, the Proponent will not return to the property without authorization from the Municipality.

6.2.17 Other Work

The Proponent shall not perform any other work at any property except what is required to install the products directly associated with this Contract. Under no circumstances will the Proponent accept compensation of any kind for services performed relating to a water meter replacement. The Proponent shall not sell, promote, market, or communicate to the Municipality customers any services or products not related to this Contract. All communications to the customer shall be approved by the Municipality prior to distribution.

6.2.18 Meter Removal and Disposal

The Proponent shall store removed water meters and equipment for a period of 120 days following their removal, after which the Proponent will dispose of removed products. All meters are to be stored and labelled in a fashion that allows the Municipality to request a meter to be pulled at any time during this 120-day period for verification purposes. The Proponent is required to pull the requested meter within ten (10) days of the request. The Proponent should also ensure that all existing information related to the existing meter and encoder are documented and provided to the Municipality, including any other relevant information that would be of value for the Municipalities records such as final Reads.

6.2.19 Materials

The Proponent shall ensure all materials meet the following specifications, at a minimum:

- NSF/ANSI 372 and NSF 61 Annex G:

    - All material that may come into contact with potable water shall conform to these certifications, at a minimum. All materials that come into contact with potable water shall have the “NSF” permanently stamped on the body of the product.
- Meter flanges and tail pieces – 15mm to 25mm:
    - Male thread or MIP two-part meter couplings with a hole in the meter coupling nut that will allow the water meter to be sealed to the tailpiece.
- Meter flanges and fittings:
    - Water meter flanges 37mm to 64mm will be brass, water meter industry standard oval. The connection will be threaded, solder or compression fittings.
    - Water meter flanges 64mm and greater will be brass, water meter industry standard circle.
    - Water meter flanges will be brass with threaded, solder or uni-flange type connections.
- 12mm to 25mm Building Control Valves:
    - Ball valve type, two-piece, forged brass, quarter-turn, B43-xxxW-NL style, stop and waste level handle having a 1034kPa (150psig) / 600WOG Rating. Connections may be compression or solder. Where the plumbing will allow, preference will be given to an angle stop and waste valve into a meter tailpiece.
- 40mm to 50mm Valves:
    - Building control valves (40mm to 50mm): Ball valve type, two-piece, forged brass, full-port, quarter-turn, and lever handle having a 1034 kPa (150psig) / 600WOG Rating. The valve connection can either be solder, threaded, or compression.
- 64mm and Greater Valves:
    - All valves 64mm and greater: rising stem gate valve conforming to AWWA C515-15 and the connection can be threaded or flanged.
- Pipe, fittings and solder:
    - All copper pipe shall comply with the Ontario Building Code. Only lead-free solder shall be used.
    - All copper fittings shall be made of 99.9% copper or PEX. Plumbing fittings may include 90o, 45o, couplings, unions, and tees.
    - Brass adapters to iron or plastic pipe. Where an adapter has multiple parts to create a seal, all components of an adapter are considered a single fitting.
    - Flanges conform to AWWA C115/A2.15-11 American National Standard for flanges cast-iron and ductile-iron pipe with threaded flanges.
    - Installing fittings to PEX shall include a stiffener insert to ensure the pipe integrity is maintained. Inserts will not be considered a fitting.
- Compression fittings:
    - These are to be considered fittings.
- Washers and gaskets:
    - Neoprene or approved equivalent.
- Bolts, nuts, and washers:

  - All bolts, nuts, and washers shall conform to AWWA C111 and ASTM F-593 and ASTM F-594.
- Meter seals and sealing wire:
  - The Proponent shall submit for approval the proposed seals and sealing wire that will be used to seal the water meter.
- Staples:
  - “U” staples properly sized for any wire installation required.
- Wire clamps:
  - Plastic “b” shaped and attached to the wall with a screw that keeps all wires taunt. Cable ties may be used to secure wire to piping. No wire nail clips will be allowed.
- Cover box:
  - MDF manufactured unpainted cover box with dimensions of 5cm x 40cm x 60cm or 10cm x 40cm x 60cm, glued and stapled and include an easy to mount support.
- Plastic cover panel:
  - A white plastic 30cm x 30cm panel with a concealed mounting bar.
- Dual Check Valve
  - Series LF7R, lead free, size dependent on configuration.
- Nipple
  - Red brass, 3” length.

6.3 Data Management

The Proponent shall implement a meter installation system to support overall management of the program. The system shall track the various Proponent processes, document occurrence of activities and track all related program components including at a minimum: installation blackout periods, contact history with each customer, appointments, installations, surveys, tasks, inventory and record of follow up pertaining to complaints. As noted previously, the Proponent shall receive access for utilization of the Municipality utilized CityWide platform.

6.3.1 Initial Customer Information

The Municipality will provide in electronic format the following confidential customer information to the Proponent:

- Account Number
- Customer Number
- Owner
- Route
- Municipal Address
- Meter ID
- Meter Installation Date
- Meter Location
- Meter Manufacturer

- Meter Size
- Roll Number
- Owner Address
- Phone Number(s)

Should the Municipality's data be incomplete or inaccurate, then the Proponent is responsible for working with the data provided and for filling in any necessary gaps that may be missing and required included in the provided costs.

6.3.2 Installation Information

The Proponent and Municipality will define the type of data that is to be collected and the format in which it will be passed back to the Municipality. At a minimum, the Proponent will be required to collect and store the following information:

- Date and time of installation
- Account number
- Work order number
- Service address
- Customer contact information
- GPS latitude and longitude
- Provided work types
- Existing meter size
- Existing meter type
- Existing meter manufacturer
- Existing meter serial number
- Existing meter number of dials to the billable unit
- Existing meter reading
- Existing water service type
- Existing water service size
- New meter size
- New meter type
- New meter manufacturer
- New meter register model
- New meter serial number
- New meter register type
- New number of dials to the billable unit
- New number of dials encoded
- New water service type
- New water service size
- New meter location
- New meter seal number
- Billable work performed to install meter
- All materials used during installation
- Proponent name and employee number of installer(s) who completed the work

- Notes on any leaks and damage that was present prior to the work commencing
- Customer contact transcript
- Any additional information that may seem relevant

6.3.3 Handheld Digital Work Order Unit

The Proponent shall supply all installers with a digital handheld work order unit that is secure and provides installers with access to all required systems.

6.3.4 Reporting

The Proponent shall work with the Municipality to define the exact reports and associated submission frequencies. At a minimum, the Proponent will create and supply the following reports at the stated frequency that may be refined as the project progresses:

- Database Balance Report – shows the number of work orders and their respective status.
- Production Reports (monthly) – showing a summary of planned and actual production along with a detailed report that supports this summary.
- History of Contact (Monthly) – showing a list of customers the Proponent did and could not contact and history of any contact.
- Future Appointments (Bi-Weekly) – detailing a list of work orders that have secured future booked appointments.
- Invoice Summary Report (Monthly) – detailing what work was completed per location to support invoicing.

All reports should be created and provided in Excel and PDF formats where available.

Proponents should take ample digital colour images of high quality of both existing, progress, and completed conditions to form an accurate and thorough record which shall be made available to the Municipality within 15 days of installations.

6.3.5 Appointments

Proponents shall allow customers to book an appointment online or by calling the Proponent's call center within a four (4) hour appointment block. Customers should be communicated with a minimum of 30 minutes before an installer expects to arrive on-site.

Proponents will not enter or perform any work on a property without the permission and continued presence of a responsible adult (18 years of age or older). Proponents must verbally detail the proposed scope of work to a customer and receive verbal approval from an individual who is authorized to speak on behalf of any owner.

6.4 Public Outreach

A well-planned public outreach program is necessary to ensure that the project progresses smoothly and is completed in a timely documented manner. It is important that the program generates trust and goodwill, participation, maximizes satisfaction and minimizes complaints, and helps owners understand the importance of the program that generates successful completion.

The Municipality has existing branding that must be incorporated into the outreach and overall program. Proponents will be responsible for designing and executing the public outreach program and shall provide samples of all proposed material to the Municipality for review and approval.

It is the intent to use the Municipality's website and social media channels as part of the program.

6.4.1 Required Outreach

Proponents should complete the following contact attempts, at a minimum, and ensure that the Municipality has the opportunity to participate in as many installations as possible. Proponents are required to document each attempted contact (date and time) and utilize registered mail. All registered mail records shall be provided to the Municipality for their records.

a) Introductory Letter – (#1)

The Proponent will develop, print, and deliver via registered mail an introductory program letter to both the registered property owner and resident (if different). This letter will introduce the program, the Proponent, and describe the overall benefits and process. Proponents will be responsible for all costs associated with this letter (development, printing, envelopes, mailing costs, etc.). This letter is subject to review and approval by the Municipality.

b) Appointment Pamphlet – (#2)

The Proponent will develop a full trifold colour pamphlet that initiates property owners to book an appointment. Proponents will be responsible for all costs associated with this letter (development, printing, envelopes, mailing costs, etc.). This letter is subject to review and approval by the Municipality. The pamphlet will be delivered via registered mail, costs to be borne by the Proponent.

c) Reminder Letter – (#3)

The Proponent will develop a reminder letter that shall be sent approximately two (2) weeks from the Appointment Pamphlet and every two (2) weeks for three (3) reminders. Proponents will be responsible for all costs associated with this letter (development, printing, envelopes, mailing costs, etc.). This letter is subject to

review and approval by the Municipality. This letter will be delivered via registered mail, costs to be borne by the Proponent.

d) Door Tag – (#4)

The Proponent will develop, print, and deliver by hand door tags that can be left at the property during canvasing where there is no answer, or a resident does not show up for an appointment. Proponents will be responsible for all costs associated with this task (development, printing, envelopes, mailing costs, etc.). This tag is subject to review and approval by the Municipality.

e) Phone Attempts – (#5)

The Proponent will attempt to contact customers by phone a minimum of twice a week, with at least one attempt being after 5:00:00 p.m. Where a phone number is not available, the Proponent will attempt to obtain a number by using 411, reverse phone number lookup, or other similar methods. Proponents will be responsible for all costs associated with these calls.

f) Final Letter – (#6)

The Proponent will send out a final letter that gives customers one last opportunity to participate in the program and help them understand future cost implications for not participating. This will only be done once the Proponent has attempted all five (5) previous methods with no success deeming a refusal. Proponents will be responsible for all costs associated with this letter (development, printing, envelopes, mailing costs, etc.). This letter is subject to review and approval by the Municipality.

6.5 Quality Control

The Proponent shall undertake quality inspections on all works installed throughout this program to ensure all works are performed both to industry requirements and best practices, but also that all requirements set forth in this RFP are met.

Any deficiencies noted as part of the program are to be formally documented and rectified as part of this program.

7.0 Form of Proposal

The submittal forms included in Appendix B shall be included within their respective envelopes as part of the Proponents submission.

APPENDIX A
Sample Agreement

AGREEMENT

THIS AGREEMENT made as of _____ day of _____, 2025.

BETWEEN:

The Corporation of the Municipality of North Middlesex
(hereinafter called “the Municipality”)
-and-
_____
(hereinafter called “the Contractor”

WHEREAS the Corporation of the Municipality of North Middlesex is desirous that certain Works should be completed, viz. Request for Proposal IO-02-2025 – Supply and Installation of Water Meters and Associated Assembly Components and has accepted the Proposal by the Contractor for the completion of such Works,

NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:

1) In this Agreement, words and expressions shall have the same meaning as are respectively assigned to them in the Conditions of Contract hereinafter referred to.

2) The following documents shall be deemed to form and be read and construed as part of this Agreement, viz:

    a. Form of Agreement
    b. Addenda
    c. Standard Specifications
    d. Form of Proposal
    e. Supplemental General Conditions of Contract
    f. General Conditions of Contract
    g. Information to Bidders

3) In consideration of the payments to be made by the Municipality of North Middlesex to the Contractor, as hereinafter mentioned, the Contractor hereby covenants with the Municipality of North Middlesex to complete the works in conformity in all aspects with the provisions of the Contract.

4) The Municipality of North Middlesex hereby covenants to pay the Contractor in consideration of the completion of the Works at the Contract Price in the manner prescribed by the Contract. The issuance of the final estimate for payment by the Engineer, and the acceptance by the Contrator of the amount or amounts certified for payment there under, shall constitute a waiver and release by the Contractor of

all claims by the Contractor under this Contract, against the Municipality of North Middlesex or Engineer or his/her designate.

5) This Agreement shall be binding on the heirs, successors and assigns of the parties hereto.

IN WITNESS WHEREOF the parties hereto have hereunto set their hands and seals.

SIGNED, SEALED AND DELIVERED in the presence of

)
) _____
)
) I/We have the authority to bind the
) corporation
) Per:
)
) _____
)
) **Municipality of North Middlesex**
)
) I/We have the authority to bind the
) corporation
) Per:
)
) _____
) Brian Ropp, Mayor
)
) _____
) Ashley Cook, Clerk

APPENDIX B
Technical Proposal Submittal Form
Cost Proposal Submittal Form

Technical Proposal Submittal Form

Request for Proposal:	IO-02-2025
Closing Deadline:	Thursday, June 19th, 2025 @ 2:00:00 PM
Project Description:	Supply and Installation of Water Meters and Associated Assembly Components
For:	The Municipality of North Middlesex

Submitted By: _____ (Company Name)

_____ (Contact Name)

I/WE, THE UNDERSIGNED, HEREBY SUBMIT THIS PROPOSAL FOR THE PROVISION OF THE GOODS AND/OR SERVICES ARE DESCRIBED WITHIN THE REQUEST FOR PROPOSAL DOCUMENT FOR THE ABOVE NAMED PROJECT.

I/WE HAVE CAREFULLY EXAMINED THE DOCUMENTS AND HAVE A CLEAR AND COMPREHENSIVE KNOWLEDGE OF THE REQUIREMENTS AND HAVE SUBMITTED ALL RELEVANT DATA. I/WE AGREE, IF SELECTED, TO PROVIDE THOSE GOODS AND/OR SERVICES TO THE MUNICIPALITY IN ACCORDANCE WITH THE TERMS, CONDITIONS, AND SPECIFICATIONS CONTAINED IN THE PROPOSAL DOCUMENT AND OUR SUBMISSION.

Proposal Submission

Proposal submission shall be irrevocable and open for acceptance for the Bid Acceptance Period, a period of 120 days following the date of the closing.

The Proponent submits that they have thoroughly reviewed this document together with the following Addenda and hereby accepts and agrees to all provisions and conditions stated herein and has included fully for all requirements in the Pricing.

Addendum Acknowledgement

Addendum No. _____ Dated: _____
Addendum No. _____ Dated: _____
Addendum No. _____ Dated: _____
Addendum No. _____ Dated: _____
Addendum No. _____ Dated: _____
Addendum No. _____ Dated: _____

List of Suppliers and Sub-Contractors

The Proponent also agrees that the following is a complete list of suppliers and sub-contractors that will be required in the performance of the Work and that no additions, deletions, or changes to this list will be permitted without the approval of the Municipality.

Supplier and/or Sub-Contractor	Address	Product/Service

Harmonized Sales (H.S.T.) Tax Information

Please provide in the space below your H.S.T. Registration Number. Please note that all invoices provided to the Municipality must show the H.S.T. Registration Number and show this tax on a separate line.

H.S.T. Registration Number: _____

Pricing

This Proponent's Submission is made entirely in accordance with the Document. By your signature hereunder, it is deemed that you have read and agreed to all terms and conditions in the same manner as had such terms and conditions above your signature, and that you have the authority to bind the Proponent.

Company Name and Address:

_____

_____

Telephone Number: _____ Fax Number: _____

Dated at _____ this _____ day of _____, 2025.

Name/Title: _____ Signature: _____

Witness: _____ Signature: _____

Note

If the Proposal is submitted by or on behalf of any Corporation, it must be signed in the name of such Corporation by someone who has the authority to bind the Corporation.

If the Proposal is submitted by or on behalf of any Partnership, it must be signed in the name by

someone who has authority to bind the partnership and witnessed.

If the Proposal is not being submitted on behalf of a Corporation, the Bidder’s signature must be witnessed.

Cost Proposal Submittal Form

Request for Proposal:	IO-02-2025
Closing Deadline:	Thursday, June 19th, 2025 @ 2:00:00 PM
Project Description:	Supply and Installation of Water Meters and Associated Assembly Components
For:	The Municipality of North Middlesex
Submitted By:	_____ (Company Name)
	_____ (Contact Name)

Proposal Submittal Form

Schedule of Quantities and Unit Prices

Proponents shall Complete Cost Proposal Submittal Form, Schedule of Quantities and Unit Prices in the provided excel spreadsheet. Refer to Tab A1 for completion and inclusion as part of this Submittal Form.

Pricing shall only be submitted by way of the provided Schedule of Quantities and Unit Pricing form. Proponents who fail to provide pricing for all line items, provide pricing outside of the provided form, or opt to no bid specific items will render their bid as informal.

Proponents may only provide pricing assumptions if they feel it provides additional clarity. Assumptions included with a Proponent's submission that alter the intended pricing description, may be ruled as informal. To avoid this circumstance, Proponents must provide any proposed deviations in writing to the Municipality prior to the deadline for questions.

Pricing shall be submitted in Canadian dollars.

Company Name and Address:

_____

_____

Telephone Number: _____ Fax Number: _____

Dated at _____ this _____ day of _____, 2025.

Name/Title: _____ Signature: _____

Witness: _____ Signature: _____

Note

If the Proposal is submitted by or on behalf of any Corporation, it must be signed in the name of such Corporation by someone who has the authority to bind the Corporation.

If the Proposal is submitted by or on behalf of any Partnership, it must be signed in the name by someone who has authority to bind the partnership and witnessed.

If the Proposal is not being submitted on behalf of a Corporation, the Bidder’s signature must be witnessed.

APPENDIX C
Request for Proposal Envelope Submission Cover

REQUEST FOR PROPOSAL

CONTRACT NUMBER:

NAME OF RFP

SUBMITTED BY: