

Rating System

Bryant - Public Works Watermeter/Register/Customer Portal Evaluation

Item No.	Parameter	Description
1	Initial Meter Cost	Meter Cost of standard 5/8" Meter
2	Initial Meter Cost	Meter Cost of standard 3/4" Meter
3	Initial Meter Cost	Meter Cost of standard 1" Meter
4	Initial Meter Cost	Meter Cost of standard 2" Meter
5	Replacement Meter Cost	Meter Cost of standard 5/8" Meter
6	Replacement Meter Cost	Meter Cost of standard 3/4" Meter
7	Replacement Meter Cost	Meter Cost of standard 1" Meter
8	Replacement Meter Cost	Meter Cost of standard 2" Meter
9	Availability of Meter	Standard 5/8" Meter (Where, How many, and How Long?)
10	Availability of Meter	Standard 3/4" Meter (Where, How many, and How Long?)
11	Availability of Meter	Standard 1" Meter (Where, How many, and How Long?)
12	Availability of Meter	Standard 2" Meter (Where, How many, and How Long?)
13	Accuracy of Meter	Standard 5/8" Meter (% after 5 years)
14	Initial Register Cost	Standard Register
15	Replacement Register Cost	Standard Register
16	Anticipated Battery Life	(Years)
17	Access/Antenna Replacement Cost	(What costs are associated with finishing out the install?)
18	Pit Requirements	(Can use existing? Or will require new?)
19	Estimate of Total Meter/Reg Installation	One Time Cost
20	Anticipated Total Meter/Reg Schedule	Length of Time to Install
21	Technical Support Location	Where will service techs come from?
22	Technical Support Availability	How many techs serve this area?
23	Online Support	What is available through online support?
24	Read System	AMI, AMR, Cellular?
25	Cellular Availability	Is there an option for Cellular
26	Anticipated Repeaters Required for City	How Many? Estimate
27	Repeater Cost per Quantity	
28	Anticipated Repeater life	Years
29	Repeater Special Requirements	Towers? Available power supply?
30	Hosting Fee per meter	Annual Cost for hosting of each meter
31	Limitation on Upload Information	(How many, how often under the base hosting fee)
32	Format of Data	(Number of reads per hour)
33	Additional Data access available	What data is available outside of base hosting and cost
34	Additional Data Available	Pressure? Temperature? Under base hosting or additional
35	Upload of Data Format	List available export file data for upload to Billing
36	Compatibility to Billing Software	Compatible with Tyler Encode?
37	Customer Portal availability	Online? Free or cost Application?
38	Mobile Version availabilitiy	Yes or no
39	Available Data on Customer Portal	Reads? Number & How Often? Other Data?
40	Customer Portal Data Format	Visual Graphs, Trending
41	Ease of Use - Customer Portal	Rating by consumers
42	Tech Support for Customer Portal	Describe Help Desk
43	Any Hosting fees for Customer	Any annual cost and how much?
44	Can Customer Portal be customized	If so, what can be added/detracted from portal?
45	Third Party Software available	Any third party software available and what is format?
46	Customer REFERAL	SEE ADDITIONAL REFERAL INTERVIEWS

Rating System Description

10-8 = Lowest Cost, 7-4 Medium Cost, 3-0 Highest Cost
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 10-8 = Lowest Cost, 7-4 Medium Cost, 3-0 Highest Cost
 10-8 = Lowest Cost, 7-4 Medium Cost, 3-0 Highest Cost
 10-8 = Lowest Cost, 7-4 Medium Cost, 3-0 Highest Cost
 10-8 = Lowest Cost, 7-4 Medium Cost, 3-0 Highest Cost
 10-8 < 3-4 weeks, 7-5 < 6-8 weeks, 4-2 < 12-16 weeks, 1-0 > 120 days
 10-8 < 3-4 weeks, 7-5 < 6-8 weeks, 4-2 < 12-16 weeks, 1-0 > 120 days
 10-8 < 3-4 weeks, 7-5 < 6-8 weeks, 4-2 < 12-16 weeks, 1-0 > 120 days
 10-8 < 3-4 weeks, 7-5 < 6-8 weeks, 4-2 < 12-16 weeks, 1-0 > 120 days
 10-8 > 98%, 7-5 > 95%, 4-2 > 90%, 1-0 < 90%
 10-8 = Low Cost, 7-4 = Medium Cost, 3-0 = High Cost
 10-8 = Low Cost, 7-4 = Medium Cost, 3-0 = High Cost
 10-8 => 20 years, 7-5 => 15 years, 4-2 > 10 years, 1-0 < 10 year or NA
 10-6 = Included with Meter/Register, 5-0 = Some cost associated with retrofitting.
 10-7 = Potential to reuse existing, 6-4 = May require some modifications, 3-0 = Requires complete replacment
100-80 = Lowest Cost, 79-40 = Medium Cost, 39-0 = High Cost or no data
 10-8 =< 3 months, 7-5 =< 6 months, 4-2 = > 6 months, 1-0 > 1 year
 10-8 = locally, 7-3 = regional office nearby, 2-0 = regional office not nearby
 10-8 = 5 to 10 staff locally, 7-4 =< 5 staff locally, 3-0 = little to no staff locally
 10-8 = 24 hour with remote login available, 7-4 = Business hours with remote login, 3-0 = Limited support with no login

10-8 = AMI & Cellular, 7-5 = Cellular Only, 4-2= AMI & AMR, 1-0=AMI Only
 10-5 = YES, 4-0 = NO (with description as to when)
 10-5 = NO, 4-0 = YES (with description why)
 10-8 = \$0, 7-4 = Nominal Cost, 3-0 = High Cost
 10 = Not Needed, 9-7 = 10+ Years, 6-4 > 5 Years, 3-0 < 5 Years
 10 = Not Needed, 9-7 = Easily Installed at accessible areas, 6-4 = Requires tower structure, 3-0 = Requires continuous power supply

10 = \$0 Cost, 9-6 Low Cost, 5-3 = Medium Cost, 2-0 = High Cost
 10 = \$0 Cost and no limit, 9-6 Low Cost and no limit, 5-0 High Cost and Limited
 10-8 = Multiple per hour reads and uploadable, 7-4 = Multiple per day and uploadable, 3-0 = Minimum per day and manually uploaded
 10-8 = Multiple Data available, 7-4 = Reads only, 3-0 = Little to no available data
 10-8 = Multiple Data available, 7-4 = Reads only, 3-0 = Little to no available data
 10-8 = Multiple including Excel & Tyler Readable File, 7-4 = Readable file with 3rd party conversion, 3-0 = Little to no readable file
 10 = YES, 9-4 = With 3rd party conversion, 3-0 = No and why

10-8 = Currently Free, 7-5 = Future Fees may Apply, 4-2 = Low Cost, 1-0 = NA
 10-8 = Yes with multiple Platforms, 7-4 = Yes with limited platforms, 3-0 = No Platforms
 10-8 = Multiple parameters available with Tracking & alarms, 7-5 = Simple Consumption with Tracking, 4-1 = Simple Read no tracking, 0 = NA
 10-7 = Easy to check usage, 6-3 = Few keystrokes to check usage, 2-0 = complex or NA
 10-7 = Good consumer reports, 6-3 = medium customer reports, 2-0 = little customer reports or NA
 10-7 = Readily Available Customer support, 6-3 = Counts on 3rd Party Support, 2-0 = Little to no support
 10-6 = No Customer Cost, 5-3 = Minor Customer Cost, 2-0 = High Customer Cost or NA
 10-7 = Yes with Autobill pay available, 6-4 = Some customization with notifications, 3-0 = Little to no customization
 10-7 = Yes but unneeded, 6-4 = Yes but with cost, 3-0 = Little to none available

100-67 = Great Referal Customer Review, 66-33 Mediocre Customer Review, 32-0 Poor Customer Reviews

Rating System

**Bryant - Public Works
Watermeter/Register/Customer Portal Evaluation**

Summary of Ratings

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

Badger Meter Rating

Bryant - Public Works Watermeter/Register/Customer Portal Evaluation

			Manufacturer/Provider			
			Badger			
Item No.	Parameter	Description	Provided by Manufacturer/Rep	Comment on Comparison	Adjusted Comparison	Rating
1	Initial Meter Cost	Meter Cost of standard 5/8" Meter				6
2	Initial Meter Cost	Meter Cost of standard 3/4" Meter				6
3	Initial Meter Cost	Meter Cost of standard 1" Meter				7
4	Initial Meter Cost	Meter Cost of standard 2" Meter				3
5	Replacement Meter Cost	Meter Cost of standard 5/8" Meter	Normally in line with PPI	Production Price Index - can change with inflation		6
6	Replacement Meter Cost	Meter Cost of standard 3/4" Meter	Normally in line with PPI	Production Price Index - can change with inflation		6
7	Replacement Meter Cost	Meter Cost of standard 1" Meter	Normally in line with PPI	Production Price Index - can change with inflation		7
8	Replacement Meter Cost	Meter Cost of standard 2" Meter	Normally in line with PPI	Production Price Index - can change with inflation		3
9	Availability of Meter	Standard 5/8" Meter (Where, How many, and How Long?)	Currently 120 Working Days			2
10	Availability of Meter	Standard 3/4" Meter (Where, How many, and How Long?)	Currently 120 Working Days			2
11	Availability of Meter	Standard 1" Meter (Where, How many, and How Long?)	Currently 120 Working Days			2
12	Availability of Meter	Standard 2" Meter (Where, How many, and How Long?)	Currently 120 Working Days			2
13	Accuracy of Meter	Standard 5/8" Meter (% after 5 years)	AWWA Standard of 90%	No manufacturer's data provided		2
14	Initial Register Cost	Standard Register	Included in price of meter above			5
15	Replacement Register Cost	Standard Register	Normally in line with PPI			5
16	Anticipated Battery Life	(Years)	HR-E Encoder has no battery			0
17	Access/Antenna Replacement Cost	(What costs are associated with finishing out the install?)	Included in price of meter above			5
18	Pit Requirements	(Can use existing? Or will require new?)	Requires Non Metallic Lid			6
19	Estimate of Total Meter/Reg Installation	One Time Cost				70
20	Anticipated Total Meter/Reg Schedule	Length of Time to Install	Dependant on contractor			3
21	Technical Support Location	Where will service techs come from?	Local Henard Utility and Badger			8
22	Technical Support Availability	How many techs serve this area?	5			5
23	Online Support	What is available through online support?	Remote In	Can dial into meters directly		6
24	Read System	AMI, AMR, Cellular?	AMI - Cellular			10
25	Cellular Availability	Is there an option for Cellular	Yes			10
26	Anticipated Repeaters Required for City	How Many? Estimate	Not Needed			10
27	Repeater Cost per Quantity		Not Needed			10
28	Anticipated Repeater life	Years	N/A			10
29	Repeater Special Requirements	Towers? Available power supply?	N/A			10
30	Hosting Fee per meter	Annual Cost for hosting of each meter				1
31	Limitation on Upload Information	(How many, how often under the base hosting fee)	Unlimited			10
32	Format of Data	(Number of reads per hour)	15 Min Increments 4 Times per Day			7
33	Additional Data access available	What data is available outside of base hosting and cost	All available @ base cost			7
34	Additional Data Available	Pressure? Temperature? Under base hosting or additional	3"-8" Ultra-Sonic Pressure and Temp	Residential meter pressure and temp coming soon		5
35	Upload of Data Format	List available export file data for upload to Billing	CSV	Comma delimited file uploadable to Excel		10
36	Compatibility to Billing Software	Compatible with Tyler Encode?	Yes	Verified with Tyler by Vendor		10
37	Customer Portal availability	Online? Free or cost Application?	No additional charge			10
38	Mobile Version availabilitiy	Yes or no	Yes			8
39	Available Data on Customer Portal	Reads? Number & How Often? Other Data?	Hourly reads, uploads 1 time daily			6
40	Customer Portal Data Format	Visual Graphs, Trending	Water usage graph			7
41	Ease of Use - Customer Portal	Rating by consumers	Not available			
42	Tech Support for Customer Portal	Describe Help Desk	Justin Turner in house - Badger Corp			9
43	Any Hosting fees for Customer	Any annual cost and how much?	No, not for cellular			9
44	Can Customer Portal be customized	If so, what can be added/detracted from portal?	Yes - URL, Rebranded, auto-payment			10
45	Third Party Software available	Any third party software available and what is format?	None available			5
46	Customer REFERAL	SEE ADDITIONAL REFERAL INTERVIEWS		Generally Good		75
METER: Badger - Current Rating Total =						416

Badger Meter Rating

Master Meter Rating

Bryant - Public Works Watermeter/Register/Customer Portal Evaluation

			Manufacturer/Provider	
			Master	
Item No.	Parameter	Description	Provided by Manufacturer/Rep	Rating
1	Initial Meter Cost	Meter Cost of standard 5/8" Meter		9
2	Initial Meter Cost	Meter Cost of standard 3/4" Meter		9
3	Initial Meter Cost	Meter Cost of standard 1" Meter		9
4	Initial Meter Cost	Meter Cost of standard 2" Meter		9
5	Replacement Meter Cost	Meter Cost of standard 5/8" Meter		9
6	Replacement Meter Cost	Meter Cost of standard 3/4" Meter		9
7	Replacement Meter Cost	Meter Cost of standard 1" Meter		9
8	Replacement Meter Cost	Meter Cost of standard 2" Meter		7
9	Availability of Meter	Standard 5/8" Meter (Where, How many, and How Long?)	Jan-23	2
10	Availability of Meter	Standard 3/4" Meter (Where, How many, and How Long?)	Jan-23	2
11	Availability of Meter	Standard 1" Meter (Where, How many, and How Long?)	Jan-23	2
12	Availability of Meter	Standard 2" Meter (Where, How many, and How Long?)	Jan-23	2
13	Accuracy of Meter	Standard 5/8" Meter (% after 5 years)	98.50%	9
14	Initial Register Cost	Standard Register	included in item1	8
15	Replacement Register Cost	Standard Register		6
16	Anticipated Battery Life	(Years)	12-14 years	7
17	Access/Antenna Replacement Cost	(What costs are associated with finishing out the install?)	no antenna on meter or register	5
18	Pit Requirements	(Can use existing? Or will require new?)	yes, may plan on 10% of boxes to be replaced or modified	7
19	Estimate of Total Meter/Reg Installation	One Time Cost		50
20	Anticipated Total Meter/Reg Schedule	Length of Time to Install	180 days	3
21	Technical Support Location	Where will service techs come from?	Little Rock,AR	8
22	Technical Support Availability	How many techs serve this area?	5	5
23	Online Support	What is available through online support?	updates, online help, programming help, billing interface help	7
24	Read System	AMI, AMR, Cellular?	AMI	1
25	Cellular Availability	Is there an option for Cellular	YES	0
26	Anticipated Repeaters Required for City	How Many? Estimate	1 Base Station- 2 Repeaters- Base Station already installed on Hwy 5 tank	4
27	Repeater Cost per Quantity			2
28	Anticipated Repeater life	Years	5-7 years	4
29	Repeater Special Requirements	Towers? Available power supply?	Repeaters need to be at a minimum of 60', must have A/C POWER, City responsible for tower and power at sites.	1
30	Hosting Fee per meter	Annual Cost for hosting of each meter		7
31	Limitation on Upload Information	(How many, how often under the base hosting fee)	unlimited	10
32	Format of Data	(Number of reads per hour)	2 reads per day- in those 2 reads you have 12 hourly readings.	7
33	Additional Data access available	What data is available outside of base hosting and cost	you get any data that come into harmony, either through ami or api devices	7
34	Additional Data Available	Pressure? Temperature? Under base hosting or additional	Harmony Encore has the availability for outside API	5
35	Upload of Data Format	List available export file data for upload to Billing	will use import and export files to transfer data from Harmony to Tyler Encode	10
36	Compatibility to Billing Software	Compatible with Tyler Encode?	yes	10
37	Customer Portal availability	Online? Free or cost Application?		4
38	Mobile Version availability	Yes or no	YES	8
39	Available Data on Customer Portal	Reads? Number & How Often? Other Data?	current reads,monthly reads, daily and hourly reads,set alerts and thresholds for customer consumption	7
40	Customer Portal Data Format	Visual Graphs, Trending	see brochure already sent (my water advisor II)	7
41	Ease of Use - Customer Portal	Rating by consumers		
42	Tech Support for Customer Portal	Describe Help Desk	Master Meter STS is available as well as any CPS Staff 24/7	10
43	Any Hosting fees for Customer	Any annual cost and how much?	no	10
44	Can Customer Portal be customized	If so, what can be added/detracted from portal?	if any additions are made to the customer portal those additions will be available to Bryant at no charge	9
45	Third Party Software available	Any third party software available and what is format?	Harmony Encore can handle third party API (Leak sensor,pressure monitoring, GIS overlay, etc.)	9
46	Customer REFERRAL	SEE ADDITIONAL REFERRAL INTERVIEWS		50
METER: Master - Current Rating Total =				375

Master Meter Rating

Metron Meter Rating

Bryant - Public Works Watermeter/Register/Customer Portal Evaluation

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

METER: Metron - Current Rating Total = 449

Neptune Meter Rating

Bryant - Public Works

Watermeter/Register/Customer Portal Evaluation

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

METER: Neptune - Current Rating Total = 359