



1041 East Butler Road  
Greenville, SC 29607  
864.676.5019

**Remit to:**  
Operations Management International (OMI)  
Department 1267  
Denver, CO 80291-1267

**Wiring Information:**  
Wells Fargo Bank  
ABA Number: (Domestic Wires) 121000248  
Swift Number: (International Wires) WFBUS6S  
Beneficiary Acct # 4159678291

Bill To: THE CITY OF PEMBROKE PINES  
ATTN: ACCOUNTS PAYABLE  
8300 S. Palm Dr.  
Pembroke Pines, FL 33025

|                              |                |
|------------------------------|----------------|
| Invoice                      |                |
| NUMBER<br>658035-0803-02     |                |
| DATE<br>18-May-21            | PAGE<br>1 of 1 |
| PURCHASE ORDER NUMBER        |                |
| OUR REFERENCE<br>PMBRK       |                |
| OUR PROJECT #<br>658035CH.08 |                |
| CUSTOMER NUMBER<br>021393    |                |

| TERMS               |                            | DUE DATE      |        |        |     |                   |          |            |
|---------------------|----------------------------|---------------|--------|--------|-----|-------------------|----------|------------|
| NET 30              |                            | 17-Jun-21     |        |        |     |                   |          |            |
| ITEM NO.            | INVOICE DESCRIPTION        | QTY           | CREDIT | RATE   | TAX | UNIT PRICE        | EXTENDED | AMOUNT     |
| 1                   | February CS Duties Neptune | 1             |        | 1      |     | \$ 2,627.24       |          | \$2,627.24 |
| 2                   | March CS Duties Neptune    | 1             |        | 1      |     | \$ 3,316.82       |          | \$3,316.82 |
| SPECIAL INSTRUCTION |                            | SUBTOTAL      |        | TAX    |     | SHIPPING HANDLING |          | TOTAL DUE  |
|                     |                            | \$5,944.06    |        | \$0.00 |     | \$0.00            |          | \$5,944.06 |
|                     |                            | CURRENCY: USD |        |        |     |                   |          |            |

RECEIVED BY  
PUBLIC SERVICES DEPT  
2021 JUN -9 PM 12: 41

## Thompson, Paul

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**From:** Abel, Ron/PEM <Ron.Abel@jacobs.com>  
**Sent:** Wednesday, May 19, 2021 5:35 PM  
**To:** Thompson, Paul  
**Cc:** Gayle, Allyson/PEM; Hymes, David/PEM; Hymes, David  
**Subject:** RE: Neptune 360 Implementation Issue - priority

**Importance:** High

This sender is trusted.

Good Evening Paul,

Here is the original email, after looking back at my notes the email was sent and we verbally discussed the amount which was estimated at \$7,259 per month to complete the data transferring since it had to be done on OT. As discussed as we went through the process David and his team were able to find ways to do at a more efficient way causing for less overtime than originally thought and with a considerable amount different. The verbal approval from you and Mr. Cooper was given due to the time frame being the process had a go live of Feb 1<sup>st</sup> to ensure we could read all meters within the allotted time frame of the 30 day calendar. Also just to confirm it was decided by the City and Jacobs to go with Option 1 to ensure the highest level of visibility and customer assurances incase of any billing discrepancies or disputes.

Please let me know what else you should need on this to process the invoice that was submitted.

Ronald Abel  
Project Director  
13975 Pembroke Rd  
Pembroke Pines FL, 33027  
321-288-0037  
[Ron.abel@Jacobs.com](mailto:Ron.abel@Jacobs.com)



**From:** Abel, Ron/PEM  
**Sent:** Thursday, January 21, 2021 2:08 PM  
**To:** Thompson, Paul <pthompson@ppines.com>  
**Cc:** Gayle, Allyson/PEM <Allyson.Gayle@jacobs.com>; Hymes, David/PEM <David.Hymes@jacobs.com>; David Hymes <dhymes@ppines.com>  
**Subject:** Neptune 360 Implementation Issue - priority  
**Importance:** High

Good afternoon Sir,

I am reaching out to you today to request some assistance with the recent process change to the meter reading effort that the City of Pembroke Pines recently purchased to replace the existing system that was having multiple system failures. As you may be aware City IT and Jacobs have been working diligently and expediently together for the implementation of Neptune 360 to ensure a quality and successful product in the end. Recently Neptune advised Jacobs that Neptune NSight and Neptune 360 do not share data history, because they work off two different data collecting systems. This means when transitioning from Neptune NSight to Neptune 360, there will be no previous read/consumption information for reporting, and validating purposes. Basically, starting Neptune 360 from scratch with no information available. This possess a problem because there will be no way of reporting high/ low consumption, hi/low fail or reverse flow as well as providing good customer service should a customer inquire as to why their bill is at the rate/consumption we couldn't troubleshoot to see, also would cause issues with any reads that may have to be estimated due to the zero consumption. There are two options outlined below that were discussed between Jacobs and Neptune that would work, as other Cities have experienced these same issues.

**Option #1:** With this option we make the switch and would start from zero and work our way forward, below are bullet points to think about.

- No extra manpower expense as there is no out of scope work to be done;
- No recorded consumption will be seen or on file;
- Loss of customer confidence;
- No justification of reads or billing;
- No h/low reports;
- Additional debited and credited charges and verifies – could increase workload for meter reading department which in turn may result in delayed billing, estimates, and numerous customer complaints.

**Option #2:** This option provides the City and the customer with historical data and helps keep the level of customer service the customers are used to. Below are bullets to think about for this option.

- Extra expense to the City; this would fall in line with contract section 8.4 and has been estimated to be an additional cost of **\$7,259** this is a lumpsum cost for the meter reading staff to do the necessary steps to transition the data in a one month period for the 7 readers to accomplish the task. The amount captures the overtime burden that Jacobs would have to endure to assist the City with the new process change for the data transitioning. There's potential this cost may have to reoccur in twice which was the recommendation from Neptune of two months of data transition after that the full transition to Neptune 360 would occur and no further cost should be provided to the city.
- Reads must be retrieved using tablets with 360 during the regular business hours and the reads must also be input in NSight on an overtime basis for the months of February and March;
- Keeps customer confidence and accuracy of data;
- Integrity of the reads;
- Less likely chance for the increase of verifies or debited/credited charges

At this time we support the City of Pembroke Pines in the direction they are going with the new meter reading process and will follow the City's recommendation for which option is seen to be in the best interest of the City and the residents. We are happy to meet to discuss this in more depth if you would like or answer any questions you may have on this request.

Thank you for your time and attention on this matter, we do hope to have this resolved if at all possible by end of next week so we can stay on track for the transition of everything.

Ronald Abel  
Project Director  
13975 Pembroke Rd

Pembroke Pines FL, 33027

321-288-0037

[Ron.abel@Jacobs.com](mailto:Ron.abel@Jacobs.com)



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