



CITY OF ORLAND STAFF REPORT

MEETING DATE: June 17, 2025

TO: Mayor and Council members

FROM: Zach Barber, Public Works Director

SUBJECT: Tyler/Neptune Software Update

BACKGROUND:

As part of the City's initiative to modernize and improve utility infrastructure, a transition to Neptune meters has begun. Using this brand of meters offers greater efficiency, accuracy and integration capabilities but the Sensus software the city uses for meter reading has become outdated and increasingly unreliable.

To fully utilize the Neptune meters and streamline the water meter reading process, it is necessary to discontinue using Sensus and upgrade to the current Tyler utility billing software with the appropriate Neptune compatible module.

ANALYSIS:

Upgrading the Tyler software to accommodate Neptune meters will provide several benefits:

- **Improved efficiency** – automated data collection reduces manual input and errors;
- **Enhanced accuracy** – real-time, reliable meter reads improve billing precision;
- **Operational streamlining** – eliminates the need for outdated handheld readers and redundant processes;
- **Future-Readiness** – positions the city to adopt additional smart infrastructure technologies; and
- **Customer service** – faster, more accurate billing and usage data benefits residents and staff alike.

This software upgrade aligns with the City's broader goals to modernize infrastructure, reduce operational costs and increase service reliability.

RECOMMENDATION:

Authorize the purchase and implementation of the Neptune-compatible software module for the Tyler utility billing system. This will support the City's transition to Neptune meters and ensure continued modernization of our water utility infrastructure.

FISCAL IMPACT OF RECOMMENDATION:

The cost for the Tyler/Neptune software module is \$6,890 and is included in the 25/26 water and sewer enterprise budget under capital outlay. There will be an annual recurring fee of \$1,929 that will be divided between water and sewer enterprise funds.