



COUNCIL REPORT

Report Date: August 15, 2025
Contact: Alexander Ralph
Contact No.: 604.829.2092
RTS No.: 18122
VanRIMS No.: 08-2000-20
Meeting Date: September 17, 2025
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TO: Standing Committee on Policy and Strategic Priorities
FROM: General Manager of Engineering Services and Chief Procurement Officer
SUBJECT: Contract Award for The Accelerated Water Meter Installation Program (Supply, Delivery & Installation of Water Meters & Boxes–Phase 1)

Recommendations

THAT Council authorize City staff to negotiate an agreement for Supply, Delivery & Installation of Water Meters & Boxes–Phase 1, with Neptune Technology Group Canada Co. for an estimated total contract value of \$14,428,545.00 over the initial 2-year term (the “Agreement”), which will be funded by Multiyear Capital Budget from the 2023-2026 Capital Plan;

FURTHER THAT Council delegate its authority to execute the Agreement to the City's Director of Legal Services, Chief Procurement Officer, and General Manager of Engineering Services;

AND FURTHER THAT no legal rights or obligations will be created by Council's approval of the above Recommendation unless and until the City executes and delivers the Agreement.

Purpose and Executive Summary

The City requires a qualified vendor for supplying and installing water meters at single house and duplex properties. This to accelerate the large-scale supply and installation water meters compatible with the City's current Automatic Meter Reading (AMR) system and designed to support future integration with Advanced Metering Infrastructure (AMI) with the goal to achieve meter coverage for all properties by 2040.

The City issued a Request for Proposal (RFP) No. PS20251213-ENG-RFP on 05 May 2025 the first phase of the program. The City advertised the RFP on the City of Vancouver e-sourcing website and BC Bid in accordance with the City's Procurement Policy (ADMIN-008). City staff on the RFP evaluation committee and the Bid Committee have considered the responses

received and recommended that the City negotiate an agreement with Neptune Technology Group Canada Co.

Council Authority/Previous Decisions

The City's Procurement Policy (ADMIN-008) requires Council approve contracts with a total value greater \$3,000,000 following review and recommendations by the City's Bid Committee. The Bid Committee has considered the proposals and recommends Neptune Technology Group Canada Co. as the successful proponent.

There is no applicable Council authority or previous decisions related to this report.

City Manager's Comments

The City Manager concurs with the foregoing recommendations.

Context and Background

The City of Vancouver purchases bulk water from Metro Vancouver to provide drinking water to customers across the City. Drinking water is distributed through approximately 100,000 service connections. All industrial, commercial, institutional, mixed-use and multi-family properties have meters, as metering has been required for these properties since 1970s. However, only 17% of single detached house and duplex properties are metered. As of 2025, the City's existing 27,000 meters capture approximately 57% of the water use in Vancouver.

With around 43% of Vancouver's bulk water purchases unmetered, the Accelerated Water Meter Installation Program's primary objective is to increase resilience, sustainability and equity by installing water meters on unmetered water connections, so all customers are accountable for their water consumption.

The City's goal is to achieve meter coverage for all properties by 2040. The objective of the Request for Proposal (RFP) was to identify a qualified proponent capable of supplying and installing water meters at single house and duplex properties on a large scale, while ensuring competitive pricing and a high standard of service delivery.

The RFP outlined specific technical and service requirements, including delivery lead times, meter size and type, material specifications, and compliance with American Water Works Association (AWWA) and drinking water industry standards. The proposed water meters must be fully compatible with the City's current Automatic Meter Reading (AMR) system and designed to support future integration with Advanced Metering Infrastructure (AMI), ensuring long-term scalability and operational efficiency.

Discussion

The RFP was issued in accordance with the City's Procurement Policy (ADMIN-008). The City received responses from following three contractors:

Proponent
Complete Utility Contractors Ltd.
KTI Ltd.
Neptune Technology Group Canada Co.

The responses were evaluated, using both quantitative and qualitative factors, by an evaluation team comprised of representatives from Engineering Services, under the stewardship of Supply Chain Management, to assess each response's overall value.

To support a thorough evaluation, the RFP required proponents to submit the following:

- A comprehensive methodology and detailed project schedule
- An assessment of anticipated project challenges and proposed mitigation strategies
- Demonstrated capacity to supply complete meter assemblies
- Innovative approaches to reduce overall project costs.

The evaluation team concluded that the proposal submitted by Neptune Technology Group., best met the City's requirements and provided the best overall value to the City.

Financial Implications

Finance has reviewed and confirmed that funding is available from the Approved Multiyear Capital Budget of the Residential Metering Acceleration project.

Legal Implications

The City's Procurement Policy (ADMIN-008) requires the Director of Legal Services to execute all contracts that have been awarded by the Bid Committee and Council.

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