

PLANO CITY COUNCIL
COMMITTEE OF THE WHOLE
February 9, 2026

Immediately following the City Council Meeting

- ITEM 1:** Citizens' comments
- ITEM 2:** Presentation: Cost and capabilities of Neptune My360, a resident portal to provide customers the ability to create water usage alerts, set a water budget, and view their own water consumption 24/7
- ITEM 3:** Citizen's comments
- ITEM 4:** Aldermen comments

DATE: February 9, 2026
TO: Committee of the Whole
FROM: Martin J. Shanahan
SUBJECT: Presentation on the cost and capabilities of Neptune My360, a resident portal to provide customers the ability to create water usage alerts, set a water budget, and view their own water consumption 24/7

PURPOSE

Listen to a presentation on the cost and capabilities of Neptune My360, a resident portal to provide customers the ability to create water usage alerts, set a water budget, and view their own water consumption 24/7 and provide input regarding potential purchase of portal.

BACKGROUND

On January 8, 2026, the Streets and Utilities Committee met and discussed our smart meters and their capabilities. It was determined that we do not subscribe to Neptune My360, a resident portal to provide customers the ability to create water usage alerts, set a water budget, and view their own water consumption 24/7. Attached is a quote to utilize the My360 portal. The quote has 3 lines; the first line is the annual SaaS fee which is billed annually (\$11,052.50); line 2 is the one-time setup fee (\$3,650.00) and last is the remote training for City employees (\$1,802.50). A one-page brochure is also attached.

DISCUSSION

We have been corresponding with Anthony Gattuso, and followed up with some questions and his responses are below:

Is there an added cost for publicizing My360 to our residents

Neptune will provide an advertising packet which contains sample letters, social media post and water billing messages that can be added to the water bill. Neptune does not do any of the publicizing. We can discuss further in what other municipalities do to increase the onboarding of residents which has proven to work.

How long is the Agreement/Contract?

Contracts are typically for a 1-year period. I have seen Neptune also do up to a 3-year contract.

If we get My360: Confirm that if residents set up an alarm, they can get a text and/or email alert.

Currently they will receive an email alert, text alert is an enhancement coming soon.

Does any municipality who subscribes to My360 offer incentives for its residents to sign up?

I have not heard of any municipality offering incentives for signing up.

Approximately- what % of residents typically sign up?

We have seen it from 15% to 70%. The customers that are at the higher percentage will sign up customers if they are calling into discuss water billing issues before the discussion. ... These are the items we would discuss in the presentation.

RECOMMENDATION

It is recommended that the Committee of the Whole review the information and provide input on the My360 platform.

Respectfully submitted



Martin J. Shanahan Jr.
City Administrator



FERGUSON WATERWORKS #2791
1845 WESTERN DR
WEST CHICAGO, IL 60185-0000

Phone: 847-742-3400

Deliver To:
From: Antonio Gattuso
anthony.gattuso@ferguson.com
Comments:

12:29:55 JAN 11 2026

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FERGUSON WATERWORKS #2516

Price Quotation

Phone: 847-742-3400

Bid No: B214649
Bid Date: 01/11/26
Quoted By: AGA

Cust Phone: 630-552-7000
Terms: NET 30 DAYS

Customer: CITY OF PLANO
17 E MAIN ST
PLANO, IL 60545

Ship To: CITY OF PLANO
17 E MAIN ST
PLANO, IL 60545

Cust PO#: MY360

Job Name: MARTIN

| Item | Description | Quantity | Net Price | UM | Total |
|-----------|---------------------------|-------------------|-----------|------------|---------|
| N14099304 | MY360 ENDPOINTS 2501-5000 | 1 | 5600.000 | EA | 5600.00 |
| N14099203 | MY360 SET-UP FEE | 1 | 3650.000 | EA | 3650.00 |
| N14099201 | MY360 REMOTE TRN | 1 | 1802.500 | EA | 1802.50 |
| | | Net Total: | | \$11052.50 | |
| | | Tax: | | \$0.00 | |
| | | Freight: | | \$0.00 | |
| | | Total: | | \$11052.50 | |

Quoted prices are based upon receipt of the total quantity for immediate shipment (48 hours). SHIPMENTS BEYOND 48 HOURS SHALL BE AT THE PRICE IN EFFECT AT TIME OF SHIPMENT UNLESS NOTED OTHERWISE. QUOTES FOR PRODUCTS SHIPPED FOR RESALE ARE NOT FIRM UNLESS NOTED OTHERWISE.

Due to the uncertain impact of potential tariffs, Ferguson's quotation/proposal has not included any provision or contingency for future tariffs or increase of existing tariffs. Ferguson reserves the right to adjust prices to reflect the impact of any new or increased tariffs that affect our costs at the time of shipment. Ferguson will provide notice of any such adjustments along with documentation supporting the changes.

CONTRACTOR CUSTOMERS: IF YOU HAVE DBE/MBE/WBE/VBE/SDVBE/SBE GOOD FAITH EFFORTS DIVERSITY GOALS/ REQUIREMENTS ON A FEDERAL, STATE, LOCAL GOVERNMENT, PRIVATE SECTOR PROJECT, PLEASE CONTACT YOUR BRANCH SALES REPRESENTATIVE IMMEDIATELY PRIOR TO RECEIVING A QUOTE/ORDER.

Seller not responsible for delays, lack of product or increase of pricing due to causes beyond our control, and/or based upon Local, State and Federal laws governing type of products that can be sold or put into commerce. This Quote is offered contingent upon the Buyer's acceptance of Seller's terms and conditions, which are incorporated by reference and found either following this document, or on the web at <https://www.ferguson.com/content/website-info/terms-of-sale>

Govt Buyers: All items are open market unless noted otherwise.

LEAD LAW WARNING: It is illegal to install products that are not "lead free" in accordance with US Federal or other applicable law in potable water systems anticipated for human consumption. Products with "NP" in the description are NOT lead free and can only be installed in non-potable applications. Buyer is solely responsible for product selection.

HOW ARE WE DOING? WE WANT YOUR FEEDBACK!



Scan the QR code or use the link below to
complete a survey about your bids:

<https://survey.medallia.com/?bidsorder&fc=2791&on=28837>

Support Customer Service and Water Conservation Efforts

Neptune® My360™ Consumer Portal



Enhance utility customer service and operational efficiency by providing consumers with a convenient, proactive way to monitor their own water consumption 24/7. Users no longer have to wait for a bill to detect possible issues, which means less water lost and fewer high bill complaints.

Users can set water thresholds and out-of-town alerts for greater peace of mind. And water conservation is encouraged when consumers can see how much they actually use with easy-to-read charts and graphs.

Neptune My360 is web-based to work on all devices and is always up-to-date. Get up and running quickly without the need for complex integrations.

- Easily customize to utility branding
- Visibility into consumer portal usage and adoption
- Self-service access to consumer data reduces customer calls and high bill complaints
- Responsive design works on desktop, laptop, tablet, and mobile devices
- Intuitive dashboard that highlights potential issues faster

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