



May 26, 2020

Mr. Chris Collier
City of Cocoa
Utilities Department
351 Shearer Blvd.
Cocoa, Fl. 32922

Dear Chris,

The purpose of this letter is to inform you of the proprietary nature of Neptune's meter reading products. The R900 transmits in the 910-920 unlicensed frequency band via a proprietary protocol. This protocol is unique to Neptune and can only be interpreted and read by the receiver technology utilized in the Neptune Ranger handheld, Belt ClipTransceiver, MRX920 mobile data collector, and R900 Gateway fixed network data collector. Only products purchased from Neptune are compatible with the water R900 transmitters deployed throughout your system.

Maintaining proprietary communications between the R900 and our data collection devices allows us to (1) ensure that the system performs to your expectations, (2) ensure that your utility can utilize new features rolled out in our software which are hardware dependent, and (3) ensure that we can provide your utility with prompt and knowledgeable customer support.

I hope that this answers all of your questions. I want to thank you for being a valued Neptune customer. If you have any additional questions then please do not hesitate to let me know.

Sincerely,

Terry D. Gullett

Terry D. Gullett
Senior Territory Manager



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