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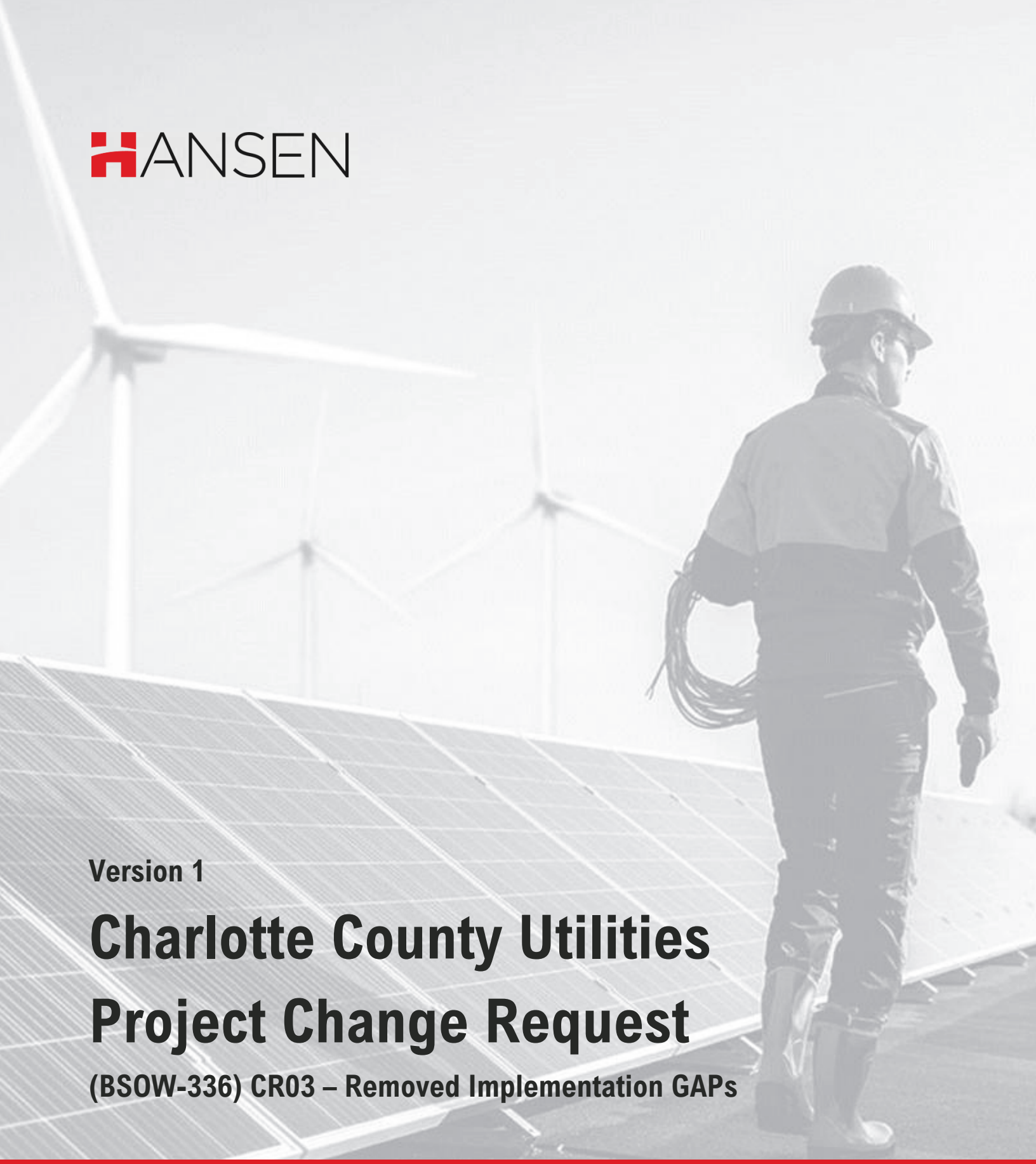

Version 1

Charlotte County Utilities Project Change Request

(BSOW-336) CR03 – Removed Implementation GAPs

February 2026

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Contents

Change Request Title 2

Part I - Change Request Information 2

Part II – Approvals 4

Part III – Impact Analysis 4

Document Change Log 5

Change Request Title

Part I - Change Request Information		
Project Name: BSOW-336 – Charlotte County Utilities - Hansen CIS / HIT / HSSP Implementation (BSOW-336)		Change Request #: CR03
Change Request Name: CR03 – Removed Implementation GAPs		Client #: Charlotte County Utilities
Date Requested: December 15, 2025	Austin Gault	☒ Custom ☐ Base
Project Phase / Reference Document #: ☒ Scope _____ ☐ Project Definition _____ ☐ Functional Design _____ ☐ Technical Design _____ ☐ Construction _____ ☐ Testing/QA _____ ☐ Other		Basis for Change: ☒ Scope ☐ Resource Allocation ☐ System Environment ☐ Subsystem Interface ☐ Procedure/Policy ☐ Resolution of Issues ☐ Project Assumptions ☐ Regulatory Requirements
Description/ Justification: This is a Project Change Request (CR) to the Charlotte County Utilities Statement of Work (BSOW-336) Hansen CIS / HIT / HSSP Implementation that was effective July 1, 2025 between Hansen Banner, LLC, a Delaware limited liability company with a place of business at 700 Gervais Street, Suite 100, Columbia, SC 29210 ("Hansen") and the Charlotte County Board of County Commissioners (“Charlotte County Utilities” or “Client”) whose registered office is at 18500 Murdock Circle, Port Charlotte, Florida, 33948		

("Client "). In the event of any conflict in terms between this CR and the SOW, the terms of this CR shall prevail. All capitalized terms not otherwise defined in this CR shall have the same meaning as in the SOW.

Charotte County Utilities has requested that the following six SOW GAP items be removed from the contract as another means has been found to accomplish the functionality without this GAP implementation. See Comments/Approach below for reason on each item.

Work Designation	CCU ID	Comments/Approach
BAS06_Collection_Agency	CCU GAP – 75, SaaS Standard - 2	>CCU plans to continue using the internal lien approach. There are discussions around changing things for tenants. If that business process changes we will revisit this integration. For now, this integration is considered removed. For Future if needed: >If desired later, Hansen CIS has standard outbound and inbound flat files (Assignment-UAPAGAS, Inbound-UAPCAIB) that can be used with internal or external collection agencies to send customer account information and receive payment information. This would work in SaaS as other file based integrations. >Hansen CIS has also added in a recent release another collection agency option called OIS.
INT06_Memo_Payment_ Mass_Import	CCU GAP - 67	>With planned Paymentus as real-time, this can go away. >This will be marked as Removed as a GAP item not requiring specific work.
INT07_Note_Mass_Import	CCU GAP - 68	>This change is no longer needed as the Hansen CIS Note Maintenance can be accessed to input this information. >This will be marked as Removed as a GAP item not requiring specific work.
INT09_Barcode_Scanners	SaaS Standard - 9	>CCU only has a scanner for meters which uploads to syntrex for AMI and those are later uploaded to CIS. No integration into CIS. >This will be marked as Removed as a GAP item not requiring specific work.
LSF01_Meter_Upload	SaaS Standard - 6	>Plan to use Baseline processes below. >This will be marked as Removed as a GAP item not requiring specific work. >>>Meter Management Processes (Download-URPMMDL, Upload-URPMMUP) >>>Communication Device (Upload-UIPCDUP)
SCR02_Meter_Shop_View	CCU GAP - 72	>Initially proposed creation of two new screens to replicate the current Daily Service Orders & Missed Service Orders views, but based on the review of the current CIS screens, it was decided to use existing Hansen CIS baseline screens as it gave the functionality needed. These users will be given focused access to the screens they need. This will be accomplished through the security setup process of implementation. >This will be marked as Removed as a GAP item not requiring specific work.

Part II – Approvals	
☒ Approve ☐ Cancel ☐ Defer	
Hansen Technologies Marguerite Calabrese	Date 2/12/2026

Part III – Impact Analysis	
Total Hours (Time and Materials):	Reduction of 110 hours
Rate:	$115.00 / Hour– Travel Time $200.00 / Hour– Other = Developer, Technical, Functional, QA Consultants $225.00 / Hour– Project Manager, Trainer
Total Charges (Time and Materials): The number of hours of effort represents an estimate only. Actual fees for services will vary according to the number of person-hours of services rendered. All services are provided on a time and materials basis. The rates for Time and Materials outlined in this CR are valid for the Services listed herein the rates may change. Such change must be reflected in a new CR.	

Roles	Rate (USD)	Estimated Hours	Estimated Cost
Other	$200.00	-110	-$22,000.00
Trainer/Preparation	$225.00	--	$0.00
Travel Time	$115.00	--	$0.00
Project Manager	$225.00	--	$0.00
Travel Expenses	--	--	$0.00
Totals		**-110**	**-$22.000.00**

Total -**$22,000.00**

- $22,000.00 to be removed from payment milestone – V ISC08 Integration Workshops and Development Complete

Impact if Change Request is Denied: The original SOW approach would proceed as contracted.

Document Change Log				
Document	**Assigned To**	**Date Due**	**Completion**	**Comments**
Technical Spec				N/A
Functional Spec				N/A
Proj Definition				N/A
Release Notes				N/A
User Doc				N/A