

Staff Presenting:

Zach Struyk, Deputy Director of Account Management and Marketing Lori Mitchell, Director



CURRENT AGREEMENT & SCOPE

- Signed in February 2018 after competitive solicitation
- Contract ends February 25, 2020
 - option to extend for two 1-year periods.
- Scope
 - ➤ Customer billing and data management functions
 - ➤ Data exchange with PG&E
 - ➤ Customer call center support
 - > Payment and settlement processing



CALPINE AGREEMENT AMENDMENT



- Amendment Term: 5 years
 - >option to terminate after 3 and 4 years, for a fee
- Price reduction of 15+% in exchange for longer term.
- Calpine has performed well under the current agreement
 Continues to serve most CCAs.
- Changing services providers requires significant technical effort and operational risk.



COST SUMMARY

Saves \$269,000 in FY 19-20 and more than \$800,000 annually.

.85
5,000
,444,000
39,200
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QUESTIONS?

SJCE staff

- Lori Mitchell, Director
- Zach Struyk, Deputy Director of Account Management and Marketing



 Approve a First Amendment to the Agreement for Data Management and Customer Call Center Services with Calpine, reducing rates and modifying service terms and increasing the maximum compensation from \$15,683,800 to \$22,000,000 through February 27, 2025, subject to the appropriation of funds.



