

AMENDMENT 24 TO EXHIBIT A: Scope of Services**A.4 Task Order 2 – Data Management and Customer Call Center Services**

SMUD and VCEA agree to the following services, terms, and conditions described in this Amendment 24 to Exhibit A, Task Order No. 2 (Amendment 24), the provisions of which are subject to the terms and conditions of the Master Professional Services Agreement (Agreement) between the Parties. If any specific provisions of this Amendment 24 conflict with any general provisions in the Agreement or Task Order 2, the provisions of this Amendment 24, shall take precedence. Capitalized terms used in this Amendment which are not defined in this Amendment will have the respective meanings ascribed to them in the Agreement or a previous Amendment thereof.

The Effective Date of this Amendment 24 is the date of last signature below.

- 1. Section 1, SCOPE OF WORK, is amended to replace Section 1.3.4. with the sections below:**

“1.3.4. Call Center Staffing hours of Operation”**1.3.4. Scope of Work**

Provide sufficient Customer Call Center staff during the non-enrollment period to process Program service enrollment and answer questions related to Program services, generation-related billing and other Program-related inquiries via phone or email. SMUD will provide "Silver" service level as defined below.

1.3.4.1. Call Center Staff will be available between the hours of 9:00AM to 5:00PM Pacific Standard Time, Monday through Friday, excluding VCEA and PG&E holidays. The Parties may mutually agree to modify call center staffing hours based on an assessment of hourly call volumes.

1.3.4.3. Data manager experts will be available to manage escalated calls between the hours of 9:00AM to 5:00PM Pacific Standard Time, Monday through Friday, excluding VCEA and PG&E holidays.

1.3.4.4. Bi-lingual staff will be available to help Spanish-speaking customers. SMUD will provide staff, and a third-party contractor (a subcontractor to this Agreement), to support translation services on an as-needed basis. The translation services will include Spanish, as well as many other different languages, and will be available during SMUD business hours of 9:00 A.M to 5:00 P.M. Pacific Standard Time, Monday through Friday (excluding holidays). 100% of voicemail messages answered within one (1) business day.

1.11.2 Deliverables and Due Dates

The schedule for the implementation of reduced call center hours will be based on VCEA Board approval tentatively scheduled on July 1, 2021.

	Milestone	Responsible Party	Due Date
1	Task Order Amendment executed	VCE	June 30, 2021
2	Configuration complete	SMUD	July 1, 2021
3	Go-live date	SMUD	July 1, 2021

1.11.3 Schedule

It is estimated that the Scope of Services in this task will be completed in one (1) day from the Amendment execution due date of this Amendment 24, and SMUD will implement the technical solution by July 1, 2021.”

Section 4, COMPENSATION FOR SERVICES is amended to add Section 4.1

“Effective (the implementation date), there will be a monthly \$.02 cost deduction per customer.”

Section 5, PAYMENT TERMS, is amended to add the following:


“Beginning on (the implementation date), SMUD will provide monthly invoices with the \$.02 cost deduction per customer fixed fee for the implementation of reduced call center hours (9am-5pm Monday-Friday Pacific Standard Time), and payment will be due net thirty (30) days from date of the invoice.”

[Signature Page follows]

SIGNATURES

The Parties have executed this Amendment 24, and it is effective as of the date of last signature below.

Valley Clean Energy Alliance

By:  _____

Name: Mitch Sears

Title: Interim General Manager

Date: June 28, 2021

Approved as to Form: N/A

Sacramento Municipal Utility District

By:  _____

Name: Brandy Bolden

Title: Chief Customer Officer

Date: June 28, 2021

Approved as to Form: 