

AMENDMENT 4 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 4 to Exhibit A, Task Order No. 2 (Amendment 4), 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 4 conflict with any general provisions in the Agreement or Task Order 2, the provisions of this Amendment 4, shall take precedence.

The Effective Date of this Amendment 4 is the date of last signature below.

1. Section 1, SCOPE OF WORK, is amended to include Sections 1.8 below:

1.8 PROGRAM NAME CHANGE

SMUD will make all necessary changes to update the name of VCEA's base program from "LightGreen" to "Standard Green." The changes include:

- 1.8.1 Replace the current value of the program "LightGreen" to "Standard Green" at field level in CRM.
- 1.8.2 Update the web enrollment forms and web services with the appropriate program name.
- 1.8.3 Update the IVR call flow web services. Update IVR call scripts and recordings in both English and Spanish.
- 1.8.4 Perform regression testing across each DMS component after all changes are implemented.
- 1.8.5 Provide training to CSRs for updated program name change.

Deliverable(s): DMS updated with new program name "Standard Green".
CSR's trained on program name.

Timing: Available December 15, 2018– Program Operations

2. COMPENSATION FOR SERVICES

The fixed fee for the Program Name Change is \$30,000.

3. PAYMENT TERMS

SMUD will invoice the fixed fee upon completion, and payment will be subject to Section 8.8 of the Agreement.

[Signature Page follows]

SIGNATURES

The Parties have executed this Amendment 4, 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:

10/19/2018

Approved as
to Form:

Sacramento Municipal Utility District

By:



Name:

ARLEN ORCHARD

Title:

CHIEF EXECUTIVE OFFICER + GENERAL MANAGER

Date:

10/30/18

Approved as
to Form:



LEGAL