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: MICH 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