

VALLEY CLEAN ENERGY ALLIANCE**Staff Report - Item 10**

TO: Board of Directors

FROM: Mitch Sears, Chief Executive Officer
Edward Burnham, Chief Financial Officer
Rebecca Boyles, Chief Customer Officer

SUBJECT: Approve Amendment 3 to SMUD Agreement Task Order 8 (Consulting Services) for continued customer program support services

DATE: December 11, 2025

RECOMMENDATIONS

Approve Task Order Amendment (3) with Sacramento Municipal Utilities District (SMUD) for implementation and support of the customer program services in an amount not to exceed \$279,964.

BACKGROUND

On April 13, 2023, the VCE Board approved [Item 11](#) for the 5-year extension of VCE's Master Services Agreement with the Sacramento Municipal Utilities District (SMUD). On April 11, 2024, the Board approved Amendment One (1) for the implementation and support of the Concierge Service in an amount not to exceed \$184,234 via Resolution 2024-005. On February 13, 2025, the Board approved Amendment Two (2) to the Concierge Service in an amount not to exceed \$207,036 via Resolution 2025-003.

The support services provided by SMUD, including customer support and billing services, are extremely important for VCE's operations, customer retention, and receivables management. The partnership VCE has established with SMUD through the Master Services Agreement has been instrumental in VCE's current and future success. This amendment is to expand SMUD's scope of services using the customer relationship management (CRM) software (Salesforce) for an integrated platform to include support for VCE in implementing customer programs in areas such as program processes and documentation, third-party engagement, training personnel, reporting, customer marketing and outreach.

FISCAL IMPACT

The requested Customer Program Support services expenditures are accounted for in VCE's 2026 budget. Future VCE programs and program expansions that require these support services will be approved individually and include any required budget amendments.

ATTACHMENTS

1. Amendment 3 to SMUD Task Order 8
2. Resolution 2025-XXX

AMENDMENT 3 TO EXHIBIT A: SCOPE OF SERVICES Task Order 8 – Consulting Services

Concierge Service

The Sacramento Municipal Utility District (SMUD) and Valley Clean Energy (VCE) agree to the following services, terms and conditions described in this Amendment 3 to Task Order 8, the provisions of which are subject to the terms and conditions of the Master Service Agreement (MSA) between the Parties. If any specific provisions of this Amendment 3 to Task Order 8 conflict with any general provisions in the MSA, Task Order 8, or any preceding Amendments to Task Order 8, the provisions of this Amendment to Task Order 8 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 MSA.

The Effective Date of this Task Order 8 is the date of last signature below.

Section 1.1 in Section 1, SCOPE OF WORK is amended to include the following at the end of Section 1.1:

Scope of Work
Task Title
Manage concierge services
Prepare and send monthly reports
Prepare and send weekly surveys
Send emails
Take calls
Prepare electrification plans
Answer questions/provide ad hoc reporting
Other
Licenses
Contingency (10%)

Section 4.2, Optional Service Fees, is amended to include the following at the end of Section 4.2:

Scope of Work	Hours	Est. Rate	2026
Task Title			
Manage concierge services	325	\$ 189.78	\$ 61,678
Prepare and send monthly reports	48	\$ 189.78	\$ 9,109
Prepare and send weekly surveys	48	\$ 189.78	\$ 9,109
Send emails	48	\$ 189.78	\$ 9,109
Take calls	125	\$ 189.78	\$ 23,722
Prepare electrification plans	50	\$ 189.78	\$ 9,489
Answer questions/provide ad hoc reporting	6	\$ 189.78	\$ 1,139
Other			\$ 11,250
Licenses			\$ 6,250
Contingency (10%)			\$ 5,000
Total			\$ 72,928

[Signature Page follows]

SIGNATURES

The Parties have executed this Task Order 8 Amendment 3 as of the Effective Date.

Valley Clean Energy

By

Name

Mitch Sears

Title

Chief Executive Officer

Date

Approved As To Form

Sacramento Municipal Utility District

By

Name

Tracy Carlson

Title

Director Community Energy Services

Date

Approved As To Form

VALLEY CLEAN ENERGY ALLIANCE

RESOLUTION NO. 2025-__

**A RESOLUTION OF VALLEY CLEAN ENERGY ALLIANCE APPROVING AMENDMENT 3 TO
TASK ORDER 8 – CONSULTING SERVICES OF THE SACRAMENTO MUNICIPAL UTILITIES
DISTRICT PROFESSIONAL SERVICES AGREEMENT AND AUTHORIZING THE CHIEF
EXECUTIVE OFFICER IN CONSULTATION WITH LEGAL COUNSEL TO FINALIZE AND
EXECUTE AMENDMENT 3 TO TASK ORDER 8.**

WHEREAS, The Valley Clean Energy Alliance (“VCE”) was formed as a community choice aggregation agency (“CCA”) on November 16, 2016, Under the Joint Exercise of Power Act, California Government Code sections 6500 et seq., among the County of Yolo, and the Cities of Davis and Woodland, to reduce greenhouse gas emissions, provide electricity, carry out programs to reduce energy consumption, develop local jobs in renewable energy, and promote energy security and rate stability in all of the member jurisdictions. The City of Winters, located in Yolo County, was added as a member of VCE and a party to the JPA in December of 2019; and,

WHEREAS, on August 31, 2017, the VCE Board considered a proposal by the Sacramento Municipal Utilities District (“SMUD”) to provide program launch and operational services and subsequently directed VCE staff to negotiate a services agreement between VCEA and SMUD for consideration and action by the VCEA Board; and,

WHEREAS, on September 21, 2017, the SMUD Board of Directors authorized its CEO to enter into a contract with VCE to provide Community Choice Aggregate (CCA) support services; and,

WHEREAS, on April 13, 2023, via Resolution 2023-005, the VCE Board approved Amendment 1 to the Master Services Agreement (MSA) extending the term of the MSA through December 31, 2028; approved Amendment 32 to Task Order 3 (Wholesale Energy Services) reducing the scope of work; and, approved Task Order 7 (Data Management and Customer Call Center Services), Task Order 8 (Consulting Services); and Task Order 9 (Debt Collection Services) with an expiration date of December 31, 2028; and,

WHEREAS, on April 11, 2024, via Resolution 2024-005, the Board approved Amendment 1 to Task Order 8 (Consulting Services) providing Concierge Service to assist with enhanced customer service offerings for customer electrification support through December 31, 2025, with a not-to-exceed amount of \$184,234; and

WHEREAS, on February 13, 2025, via Resolution 2025-003, the Board approved Amendment 2 to Task Order 8 (Consulting Services) providing Concierge Service to assist with enhanced customer service offerings for customer electrification support through December 31, 2025, with a not-to-exceed amount of \$207,036; and

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WHEREAS, with the success of the Concierge Service and the need to continue providing this service to VCE's customers, the not-to-exceed amount is to be increased by \$72,928 and the term for this service is to be extended for one (1) year.

NOW, THEREFORE, the Board of Directors of the Valley Clean Energy Alliance resolves as follows:

1. Approve Amendment 3 to Task Order 8 (Consulting Services) to assist with enhanced customer service offerings for customer programs support service, with a not-to-exceed amount of \$279,964 and to extend the term for this service through December 31, 2026; and,
2. Authorize the Chief Executive Officer in consultation with legal counsel to finalize and execute Amendment 3 to Task Order 8 (Consulting Services) for customer program support service.

PASSED, APPROVED AND ADOPTED, at a regular meeting of the Valley Clean Energy Alliance, held on the _____ day of _____ 2025, by the following vote:

AYES:

NOES:

ABSENT:

ABSTAIN:

Bapu Vaitla, VCE Chair

Alisa M. Lembke, VCE Board Secretary

Attachment:

1. Amendment 3 to SMUD MSA Task Order 8 (Consulting Services) for customer program support service.