

VALLEY CLEAN ENERGY ALLIANCE

Staff Report – Item 12

To: Board of Directors

From: Mitch Sears, Interim General Manager
Rebecca Boyles, Director of Customer Care and Marketing

Subject: Amendment 24 (Call Center Hours) to Task Order 2 of the SMUD Professional Services Agreement

Date: July 8, 2021

RECOMMENDATION

Ratify via resolution approval of Amendment 24 to Task Order 2 of the Sacramento Municipal Utilities District (SMUD) Professional Service Agreement authorizing the reduction in Call Center hours.

BACKGROUND

On October 12, 2017 the VCE Board approved a Professional Services Agreement with the Sacramento Municipal Utility District (SMUD) and Task Orders 1 and 2 to provide program launch and operational services. Soon thereafter, a series of additional Task Orders were implemented to the Agreement, including Task Order 3 to provide Wholesale Energy Services; Task Order 4 to provide Operational Staff Services to VCE; and Task Orders 5 (Long Term Renewable Procurement Services) and 6 (Expansion of VCE Service to Winters, CA).

Because of low call volume (less than 9%) between the hours of 7am-9am and 5pm and 7pm, staff requested a change in contact center hours starting July 1, 2021. Customers will be able to reach a customer service representative directly through phone or chat from 9am-5pm (changed from 7am-7pm). After business hours, customers may self-serve on a variety of options including opting up or opting out through the website, the phone Interactive Voice Response system, or leave a message. The customer care team normally returns customer calls the next business day. The change will result in a modest savings for VCE. If staff encounters negative feedback from the change, the change in hours will be re-evaluated.

Financial Impact: The cost reduction associated with the hours change results in a savings of about \$14,000-\$15,000 per year.

CONCLUSION

Staff is requesting the VCE Board to ratify via resolution Amendment 24 to Task Order 2 (Data Management and Customer Call Center Services).

Attachments:

1. Signed Amendment 24 to Task Order 2 (Data Management and Customer Call Center Services)
2. Resolution ratifying approval of Amendment 24 (Call Center hours) to Task Order 2 to the VCE-SMUD Professional Services Agreement

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

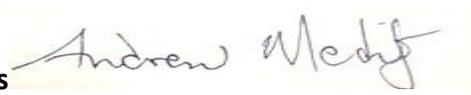
Sacramento Municipal Utility District

By:  _____

Name: Brandy Bolden

Title: Chief Customer Officer

Date: June 28, 2021

Approved as to Form: 

VALLEY CLEAN ENERGY ALLIANCE

RESOLUTION NO. 2021 - ____

**A RESOLUTION OF THE VALLEY CLEAN ENERGY ALLIANCE RATIFYING THE INTERIM
GENERAL MANAGER'S APPROVAL AND EXECUTION OF AMENDMENT 24 TO TASK
ORDER 2 (CALL CENTER HOURS) TO THE SACRAMENTO MUNICIPAL UTILITIES DISTRICT
PROFESSIONAL SERVICES AGREEMENT**

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;

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;

WHEREAS, On October 12, 2017 the VCE Board approved the Master Professional Services Agreement and Task Order 1 (technical and analytical services) and Task Order 2 (Data Management and Call Center Services) to provide program launch and operational services consistent with the SMUD proposal and VCE Board direction;

WHEREAS, in October 2018, Amendment 4 to Task Order 2 updating VCE's base program from "LightGreen" to "Standard Green" was approved;

WHEREAS, in April 2019, Amendment 10 to Task Order 2 adding detail to SMUD's invoicing methodologies in the Compensation for Services section updating was approved;

WHEREAS, in June 2019, Amendments 11 and 12 to Task Order 2 implementing the Annual Dividend program and second Net Energy Metering (NEM) True-Up Policy was approved;

WHEREAS, in August 2019, Amendment 13 to Task Order 2 updating data management and customer call center service rate was approved;

WHEREAS, in May 2020, Amendment 16 to Task Order 2 authorizing the configuration of VCE's billing system to enable vintage year specific rates was approved;

WHEREAS, in July 2020, the Board received a signed copy by VCE's Interim General Manager of Amendment 18 to Task Orders 2, 3 and 4 increasing the billable hourly rates by 2.0% effective July 1, 2020;

WHEREAS, in October 2020, the Board approved Amendment 20 to Task Order authorizing SMUD to implement the 2019 California Energy Commission Power Content Label email scope of work;

WHEREAS, on May 13, 2021 the Board ratified signed Amendment 23 to Task Order 2 which implemented an outbound call campaign to customers in billing arrears;

WHEREAS, on June 10, 2021 the Board ratified Amendment 22 to Task Order 2 which implemented a way for Net Energy Metering customers to donate their credit online.

WHEREAS, after implementing the online customer service assistant option and assessing hourly call volumes, the Call Center hours can be reduced for Staff to be available between the hours of 9:00 a.m. to 5:00 p.m., Monday through Friday, excluding VCE and PG&E holidays at a monthly \$.02 cost deduction per customer.

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

1. ratify the Interim General Manager's approval and execution of Amendment 24 to Task Order 2 (Data Management and Call Center Services) reducing the Call Center hours.

PASSED, APPROVED AND ADOPTED, at a regular meeting of the Valley Clean Energy Alliance, held on the ____ day of _____, 2021, by the following vote:

AYES:

NOES:

ABSENT:

ABSTAIN:

Dan Carson, VCE Chair

Alisa M. Lembke, VCE Board Secretary

EXHIBIT A: Amendment 24 to Master Professional Services Agreement Task Order 2

EXHIBIT A

AMENDMENT 24 TO TASK ORDER 2 (DATA MANAGEMENT AND CALL CENTER SERVICES)