

**AMENDMENT 20 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 20 to Exhibit A, Task Order No. 2 (Amendment 20), 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 20 conflict with any general provisions in the Agreement or Task Order 2, the provisions of this Amendment 20, 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 20 is the date of last signature below.

**1. Section 1, SCOPE OF WORK, is amended to add Section 1.11 below:****“1.11 POWER CONTENT LABEL EMAIL FUNCTIONALITY****1.11.1 Scope of Work**

VCE is required to send the 2019 Power Content Label (PCL) to all enrolled customers by December 31, 2020. In an effort to reduce paper consumption, VCE intends to email the PCL to customers where email addresses are available in CRM. The CRM email functionality enabled through this technology enhancement will also support future email campaigns.

To implement the power content label email scope, SMUD will:

- Enable functionality to send emails to customers from an @valleycleanenergy.org email address.
- Work with VCE to create an email template including embedded graphics and text.
- Test PCL email with VCE staff prior to distribution to customers.
- Develop a list of customers with email addresses stored in CRM.
- Send emails to customers in increments of 5,000 per day on a schedule to be agreed upon with VCE and coordinated with the standard PCL mailer timeline.

**1.11.2 Deliverables and Due Dates**

The schedule for the power content label email is estimated to be four (4) weeks, and includes the following milestones and due dates:

	<b>Milestone</b>	<b>Responsible Party</b>	<b>Due Date</b>
1	Task Order Amendment executed	VCE	October 28, 2020
2	Configuration and testing complete	SMUD	November 18, 2020
3	Customer list developed, ready to begin email distribution at VCE request	SMUD	November 25, 2020

SMUD is prepared to maintain schedule flexibility, as the email graphics are dependent on the California Energy Commission making the PCL template available to Load Serving Entities.

### **1.11.3 Schedule**

It is estimated that the Scope of Services in this task will be completed in four (4) weeks from the Amendment execution due date of this Amendment 20, and SMUD will implement the technical solution by the end of November 2020.”

**Section 4, COMPENSATION FOR SERVICES is amended to add Section 4.7, *Power Content Label Email Functionality*, as follows:**

“The fixed fee for the Implementation of the 2019 power content label email is \$3,500.”

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

“SMUD will invoice the fixed fee for the Implementation of the 2019 power content label email upon completion, and payment will be due net thirty (30) days from date of the invoice.”

[Signature Page follows]

**SIGNATURES**

The Parties have executed this Amendment 20, 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:** October 12, 2020

**Approved as to Form:** N/A

**Sacramento Municipal Utility District**

**By:** 

**Name:** Paul Lau

**Title:** Chief Executive Officer & General Manager

**Date:** October 19, 2020

**Approved as to Form:** 