

# Exhibit to Agenda Item #4

Board Policy Committee and Special SMUD Board of Directors Meeting

Wednesday, January 17, 2018, scheduled to begin at 5:30 p.m.

Customer Service Center, Rubicon Room

# Requested Action

Authorize the Chief Executive Officer and General Manager to:

- 1) Enter into a contract with East Bay Community Energy Authority (EBCE) to provide Community Choice Aggregation support services
- 2) Enter into services and information technology contracts to facilitate the launch and ongoing operations of EBCE provided that no individual contract shall exceed \$5 million

# Community Choice Aggregation Refresh

**California Assembly Bill 117  
(2002) created Community  
Choice Aggregation**

**Local governments  
authorized to aggregate  
customer electric load and  
become the default provider**

**May form only in investor-  
owned utility territory**

# East Bay Community Energy

Formed December 2016

- Joint Power Agency consisting of Alameda County and the cities of Albany, Berkeley, Dublin, Emeryville, Fremont, Hayward, Livermore, Oakland, Piedmont, San Leandro, Union City
- 540,000 Customer Accounts launched in 2 phases

EBCE Mission

- Community-governed power supplier, committed to providing electricity generated from a high percentage of renewable sources such as solar, wind, and geothermal

# SMUD's Offering to EBCE

Contract to provide services until 2020 with option to extend

Call Center



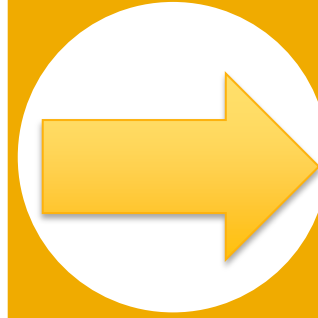
Customer Service Representatives  
Call Routing,  
Interactive Voice Response

Data Management



Billing Data,  
Customer Data

Transitional Services



Train EBCE in  
building and  
operating own  
call center

Advisory Services



Support analytical and  
operational  
needs

# Contracting and Delivery Milestones



**October 12, 2017**

**November 1, 2017**

**January 18, 2018**



**Q1, 2018**

**April 2, 2018**

**June 1, 2018**

**November 1, 2018**

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