

Exhibit to Agenda Item #1

Discuss authorization of the Chief Executive Officer and General Manager to enter into (1) a contract with **Sonoma Clean Power (SCP)** to provide **Community Choice Aggregation (CCA)** data management and related services and (2) vendor contracts (except technology platform subscription service contracts which are addressed through the annual budget process) to facilitate the ongoing operations of **SCP** provided that no individual contract shall exceed \$1 million.

Board Energy Resources & Customer Services Committee and Special SMUD Board of Directors Meeting

Tuesday, October 15, 2024, Immediately following the Finance & Audit Committee and Special SMUD Board of Directors Meeting scheduled to begin at 6:00 p.m.

SMUD Headquarters Building, Auditorium

Community Energy Services

Formed in 2017, CES provides operational support & consulting services to other utilities.

7
utility clients

100%
client satisfaction
ratings

2.7 million +
total customers
served

1.6 million + meters
billed monthly

11 cross-functional services offered

Customer Care and Operations

1. Contact Center
2. Billing
3. Debt Collections
4. CRM Systems

Data and Insights

5. Data Management
6. Market Research
7. Data Analytics
8. Custom Reporting

Engagement and Marketing

9. Customer Programs
10. Electrification Concierge
11. Marketing

Sonoma Clean Power Opportunity

About SCP

- Services Sonoma and Mendocino Counties
- 230,000 customers
- Mission: turning the tide on the climate crisis through bold ideas and practical programs

SMUD Services

- Data Management
- Billing
- Contact Center
- CRM Systems
- Custom Reporting

Contract

- Five-year term
- 2025 through 2029
- Auto renewal unless notice by either party
- Launch May 1st, 2025

Requested Action

Authorize the Chief Executive Officer to:

- 1) Enter into a contract with Sonoma Clean Power to provide data management and other services
- 2) Enter into vendor contracts (except technology platform subscription service contracts which are addressed through the budget process) to facilitate the ongoing operations of SCP provided that no individual contract shall exceed \$1 million