

# **PUBLIC UTILITIES COMMISSION**

City and County of San Francisco

RESOLUTION NO. 24-0112

WHEREAS, On August 11, 2015, per Resolution No. 15-0175, this Commission awarded Contract No. CS-247(R), Customer and Administrative Services for Community Choice Aggregation Program, to Noble Americas Energy Solutions, LLC, and authorized the General Manager of the San Francisco Public Utilities Commission (SFPUC) to negotiate and execute a professional services contract in the amount of \$5,600,000 and with a term of three years, to provide meter data management, billing, and customer care services for CleanPowerSF, a community choice aggregation program; and

WHEREAS, On January 24, 2017, by Resolution No. 17-0013, this Commission approved the assignment and assumption of Contract No. CS-247[R] from Noble Americas Energy Solutions, LLC to Calpine Energy Solutions, LLC (hereinafter “Calpine”); and

WHEREAS, On May 22, 2018, by Resolution No. 18-0090, this Commission approved Amendment No. 1, increasing the contract amount by \$14,030,000 for a total not-to-exceed amount of \$19,630,000, and extending the term of the contract by three years for a total contract duration of six years; and

WHEREAS, On July 17, 2018, by its Resolution No. 249-18, the San Francisco Board of Supervisors approved Amendment No. 1, increasing the contract amount by \$13,169,225 for a total not-to-exceed amount of \$18,769,225, and extending the term of the contract by three years for a total contract duration of six years. The reason the dollar amount approved by the Board of Supervisors for Amendment No. 1 was less than the amount approved by the Commission was due to an accounting change allowing for carryover of funds from the first term; and

WHEREAS, On August 1, 2019, under the delegated authority of Resolution No.09-0017, the General Manager executed Amendment No. 2 to the Contract to provide the SFPUC the use of ClickDimensions’ email marketing and campaign automation services on a trial basis, with no change to the contract amount or duration; and

WHEREAS, On June 8, 2021, by Resolution No. 21-0092, this Commission approved Amendment No. 3, increasing the contract by \$13,876,200 and extending the duration by three years, and modifying the modified the scope of work to add automated email marketing capabilities to the customer relationship management system provided by Calpine, for a total not-to-exceed contract amount of \$32,645,425 and a total contract duration of nine years; and

WHEREAS, On July 30, 2021, by Resolution 362-21, the Board of Supervisors approved Amendment 3 to increase the contract amount by \$13,876,200, extend the term

of the contract by three years for continued support of the CleanPowerSF program, and expand the use of ClickDimensions' services at no additional markup up to the CleanPowerSF program; and

WHEREAS, Calpine is currently performing services that are critical and specialized services needed to continue providing meter data management, billing, and customer care services to CleanPowerSF customers; and

WHEREAS, Staff recommends this Commission approve Amendment No. 4, increasing the contract amount by \$2,500,000 and extending the duration by six months, to ensure the continuity of these essential business services as Staff complete a new competitive solicitation for meter data management, billing and customer care services, which is expected to result in a new three-year contract by October 2024. This Amendment is intended to cover the time required for a possible transition of these services to another provider, should it be necessary, and expand the use of ClickDimensions' services at no additional markup to the CleanPowerSF program, for a total not-to-exceed contract amount of \$35,145,425, and a total contract duration of nine years and six months; and

WHEREAS, Funds for this contract are available from the CleanPowerSF Operating Fund; now, therefore, be it

RESOLVED, That this Commission hereby approves Amendment No. 4 to Contract No. CS-247(R), Customer and Administrative Services for Community Choice Aggregation Program, with Calpine Energy Solutions, LLC, for continued meter data management, billing, and customer care support of the CleanPowerSF program, increasing the contract amount by \$2,500,000 and extending the contract duration by six months, for a total not-to-exceed contract amount of \$35,145,425, and a total contract duration of nine years and six months, subject to approval by the Board of Supervisors under Charter Section 9.118.

*I hereby certify that the foregoing resolution was adopted by the Public Utilities Commission at its meeting of May 14, 2024.*

*Cirilo Espinoza*  
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*Acting Commission Secretary, Public Utilities Commission*