

1 [Professional Services Agreement - Calpine Energy Solutions LLC - Community Choice
2 Aggregation Program - Meter Data Management, Billing, and Customer Care Services - Not to
3 Exceed \$17,000,000]

4 **Resolution approving and authorizing the General Manager of the San Francisco Public**
5 **Utilities Commission (SFPUC) to execute Contract No. PRO.0297, SFPUC Customer**
6 **Administrative Services Community Choice Aggregation Program, with Calpine**
7 **Community Energy, a Division of Calpine Energy Solutions, LLC, in the amount not to**
8 **exceed \$17,000,000 for a duration of three years, commencing on April 30, 2025,**
9 **through April 30, 2028, to provide meter data management, billing, and customer care**
10 **services; and to authorize the SFPUC General Manager to enter into any amendments**
11 **or modifications to the Agreement that the General Manager determines, in**
12 **consultation with the City Attorney, are in the best interests of the City, do not**
13 **materially increase the obligations or liabilities of the City, and are necessary or**
14 **advisable to effectuate the purposes and intent of the Resolution, pursuant to Charter,**
15 **Section 9.118.**

16
17 WHEREAS, CleanPowerSF is the City and County of San Francisco's Community
18 Choice Aggregation Program (CCA), offering cost-effective, cleaner energy to homes and
19 business within the City; and

20 WHEREAS, The San Francisco Public Utilities Commission (SFPUC) requires critical
21 back-office services to support the operations of CleanPowerSF; and

22 WHEREAS, On August 11, 2015, by Resolution No. 15-0175, the SFPUC Commission
23 awarded Agreement No. CS-247[R], Customer and Administrative Services for Community
24 Choice Aggregation Program, to Noble Americas Energy Solutions LLC, in the amount of
25

1 \$5,600,000 and with a term of three years, concluding on October 31, 2018, to provide meter
2 data management, billing, and customer care services for CleanPowerSF; and

3 WHEREAS, On January 24, 2017, by Resolution No. 17-0013, the SFPUC approved
4 the assignment and assumption of Agreement No. CS-247[R] from Noble Americas Energy
5 Solutions LLC to Calpine Energy Solutions LLC (herein after "Calpine"); and

6 WHEREAS, CS-247[R] was amended four times to extend the term and amount; the
7 most recent modification increased the agreement amount by \$2,500,000 for a total not to
8 exceed agreement amount of \$34,745,425.00 and extended the term until April 30, 2025; and

9 WHEREAS, PRO.0297 replaces CS-247[R] and is necessary to ensure the continuity
10 of essential business services to CleanPowerSF; and

11 WHEREAS, The contract work consists of 1) management of CleanPowerSF customer
12 accounts and bill calculation; 2) exchange and tracking of customer usage, billing and
13 payment data with Pacific Gas & Electric Co; 3) provision of a customer relationship
14 management system that is integrated with the billing system; and; 3) preparation of
15 settlement quality meter data for submission to the California Independent System Operator;
16 and

17 WHEREAS, On June 12, 2024, the SFPUC advertised a Request for Proposals for this
18 work; and

19 WHEREAS, The SFPUC and Contract Monitoring Division staff, upon review of the
20 proposal scores, determined that Calpine is the highest ranked firm based on the established
21 scoring criteria; and

22 WHEREAS, Contract Monitoring Division waived the Local Business Enterprise
23 subconsultant participation requirement for this contract; and

1 WHEREAS, Funds for Contract No. PRO.0297, SFPUC Customer Administrative
2 Services Community Choice Aggregation Program, are available from the Hetch Hetchy
3 CleanPowerSF Operations Fund; and

4 WHEREAS, On March 25, 2025 by Resolution No.25-0054 the SFPUC Commission
5 authorized the General Manager to execute Contract No. PRO.0297 SFPUC Customer
6 Administrative Services Community Choice Aggregation Program, with Calpine in the amount
7 not to exceed \$17,000,000 for a duration of three years, commencing on April 30, 2025,
8 through April 30, 2028, to provide meter data management, billing, and customer care
9 services, pursuant to Charter, Section 9.118; and

10 WHEREAS, While Calpine submitted a bid not to exceed \$12,623,526 the authorized
11 Contract amount is not to exceed \$17,000,000 to account for tasks in the Contract for which
12 the scope of services is not defined and will be determined later, and for which SFPUC
13 estimates costs of \$75,000/year for email marketing; \$100,000/year for Load Management
14 Standard (LMS) support and \$3,800,000 for ramp up costs associated with the potential
15 introduction of regulatory billing changes; and

16 WHEREAS, The Agreement includes a limited City indemnity clause for damage
17 caused to Calpine's systems; now, therefore be it

18 RESOLVED, That this Board of Supervisors hereby authorizes the General Manager of
19 the SFPUC to execute Contract No. PRO.0297, SFPUC Customer Administrative Services
20 Community Choice Aggregation Program, with Calpine in the amount not to exceed
21 \$17,000,000, and with a duration of three years, starting April 30, 2025 through April 30, 2028,
22 to provide meter data management, billing, and customer care services, and to enter into any
23 amendments or modifications to the Contract that the General Manager determines, in
24 consultation with the City Attorney, are in the best interest of the City; do not materially
25 increase the obligations or liabilities of the City or materially diminish the benefits to the City;

1 are necessary or advisable to effectuate the purposes and intent of the Resolution; and are in
2 compliance with all applicable laws, including the City Charter; and, be it

3 FURTHER RESOLVED, That within 30 days of the Agreement being fully executed by
4 all parties to this contract, the SFPUC shall provide signed copies of the contract amendment
5 to the Clerk of the Board for inclusion in the official file.