

1 [Professional Services Agreement Amendment - Calpine Energy Solutions LLC - Community
2 Choice Aggregation Program - Not to Exceed \$34,975,340.40]

3 **Resolution authorizing the General Manager of the San Francisco Public Utilities**
4 **Commission to execute Amendment No. 4 to Agreement No. CS-247[R], Customer and**
5 **Administrative Services for Community Choice Aggregation Program with Calpine**
6 **Energy Solutions LLC, for continued meter data management, billing, and customer**
7 **care support for the CleanPowerSF Program, increasing the agreement amount by**
8 **\$2,500,000 for a total not to exceed agreement amount of \$34,975,340.40 and extending**
9 **the agreement duration by six months from November 1, 2024, for a total agreement**
10 **duration from November 20, 2015, through April 30, 2025.**

11
12 WHEREAS, CleanPowerSF is San Francisco’s Community Choice Aggregation
13 Program, offering cost-effective, cleaner energy to homes and business within the City; and

14 WHEREAS, On August 11, 2015, per Resolution No. 15-0175, the San Francisco
15 Public Utilities Commission awarded Agreement No. CS-247[R], Customer and Administrative
16 Services for Community Choice Aggregation Program, and authorized the General Manager
17 of the San Francisco Public Utilities Commission (SFPUC) to negotiate and execute a
18 professional services agreement in the amount of \$5,600,000 and with a term of three years,
19 concluding on October 31, 2018, with Noble Americas Energy Solution LLC, to provide meter
20 data management, billing, and customer care services for CleanPowerSF, a Community
21 Choice Aggregation program (CCA); and

22 WHEREAS, Agreement No. CS-247[R] provided the City up to two options to extend
23 the contract for three years, with the total duration of the agreement not to exceed nine years;
24 and

1 WHEREAS, The option to extend Agreement No. CS-247[R] is at the City's sole and
2 absolute discretion; 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 Solution LLC to Calpine Energy Solutions LLC (herein after "Calpine"); and

6 WHEREAS, On May 22, 2018, by Resolution No. 18-0090, the SFPUC approved
7 Amendment No. 1, increasing the agreement amount by \$14,030,000 for a total not to exceed
8 amount of \$19,630,000, and extending the term of the agreement by three years for a total
9 agreement duration of six years, for continued support of the CleanPowerSF program; and

10 WHEREAS, On July 17, 2018, by Resolution No. 249-18, this Board of Supervisors
11 approved Amendment No. 1, increasing the cost by \$13,169,225 for a total not to exceed
12 amount of \$18,769,225, and extending the term of the agreement by three years for a total
13 agreement duration of six years; and

14 WHEREAS, On August 1, 2019, the SFPUC entered into Amendment No. 2 to the
15 Agreement to provide the SFPUC the use of ClickDimensions' email marketing and campaign
16 automation services on a trial basis, with no change to the agreement amount or duration; and

17 WHEREAS, On June 8, 2021, by Resolution No. 21-0092, the SFPUC approved
18 Amendment No. 3, increasing the agreement amount by \$13,876,200 and extending its term
19 by three years; and

20 WHEREAS, On July 20, 2021, by Resolution No. 362-21, this Board of Supervisors
21 approved Amendment No.3, increasing the agreement amount by \$13,876,200 for a total not
22 to exceed agreement amount of \$32,645,425 and extending the term of the agreement by
23 three years, for a total agreement duration of nine years; and

1 WHEREAS, Calpine is currently performing services that are needed to continue
2 providing meter data management, billing, and customer care services for CleanPowerSF;
3 and

4 WHEREAS, The scope of this agreement consists of managing customers' enrollment
5 by providing all services necessary to administer the enrollment and departure of customers
6 from CleanPowerSF, including procedures for exchanging and processing of Community
7 Choice Aggregation Service Requests with Pacific Gas & Electric Company (PG&E); and

8 WHEREAS, The work of this agreement also consists of data and billing administration
9 by providing all services necessary to manage customer data, including issuing monthly bills
10 through the billing process of PG&E and tracking customer payments via Electronic Data
11 Interchange protocols with PG&E; and

12 WHEREAS, The contract outlines a requirement for Calpine to prepare and deliver a
13 six-month disentanglement plan to CleanPowerSF's alternate services provider, in the event
14 of 1) contract expiration or termination or 2) CleanPowerSF's election to obtain any part of the
15 contract from other third parties or itself; and

16 WHEREAS, The scope of services provided by Calpine also consists of delivering
17 transitional services by supporting CleanPowerSF's data management transition and includes
18 developing a transition plan by the effective date of the transition, meeting with
19 CleanPowerSF and the new provider to ensure a smooth and timely transition, delivering
20 historical PG&E and Electronic Data Interchange (EDI) files, delivering historical California
21 Independent System Operator SQMD submissions, and delivering historical usage and
22 invoices; and

23 WHEREAS, CleanPowerSF has conducted a new solicitation for these services, which
24 is expected to result in a new three-year contract by October 2024; and

25

1 WHEREAS, The SFPUC seeks Board of Supervisors approval of Amendment No. 4,
2 increasing the agreement amount by \$2,500,000 and extending the term of the agreement by
3 six months, to cover this transition period and ensure the continuity of essential business
4 services through CleanPowerSF's continued development of programs and services for its
5 approximately 380,000 customers; and

6 WHEREAS, This contract is entirely funded from the CleanPowerSF operating fund,
7 and its pricing is linked to active CleanPowerSF customer meters and is assessed on an
8 active meter per month basis; and

9 WHEREAS, On May 14, 2024, by Resolution No. 24-0112, the SFPUC approved
10 Amendment No. 4 to Agreement No. CS-247[R], Customer and Administrative Services for
11 Community Choice Aggregation Program with Calpine Energy Solutions LLC, for continued
12 meter data management, billing, and customer care support for the CleanPowerSF Program,
13 increasing the agreement amount by \$2,500,000 for a total not to exceed agreement amount
14 of \$34,975,340.40 and extending the agreement duration by six months, for a total duration of
15 nine years and six months, pursuant to Charter, Section 9.118; now, therefore, be it

16 RESOLVED, That this Board of Supervisors hereby approves and authorizes the
17 General Manager of the SFPUC to execute Amendment No. 4 to the Customer and
18 Administrative Services for Community Choice Aggregation Program Agreement No. CS-
19 247[R], increasing the agreement amount by \$2,500,000 for a total not to exceed agreement
20 amount of \$34,975,340.40 and to extend the term of the agreement by six months, for a total
21 agreement duration of nine years and six months; and, be it

22 FURTHER RESOLVED, That within thirty (30) days of Amendment No. 4 being fully
23 executed by all parties the SFPUC shall provide the final contract to the Clerk of the Board for
24 inclusion into the official file.