

STAFF REPORT

City of Lancaster

NB 4
10/14/14
MVB

DATE: October 14, 2014

TO: Mayor Parris and City Council Members

FROM: Jason Caudle, Deputy City Manager

SUBJECT: **Award of Contract – Data Manager Services for Community Choice Aggregation Program**

Recommendation:

Approve the Master Professional Services Agreement and Addendum for Data Manager Services with Noble Americas Energy Solutions LLC (Noble) for the Data Manager services for the Community Choice Aggregation (CCA), effective November 1, 2014 through December 31, 2019, for an amount not to exceed \$1,100,000 annually. Authorize the City Manager or his designee to execute and submit all related documents.

Fiscal Impact:

Data management services expenses were anticipated as part of the feasibility of the CCA. The annual contract amount is within estimates and will be covered by projected revenues and will be billed to the City on a per customer basis upon their enrollment. Payment of service contract will coincide with revenue generation from the CCA program; this agreement will not require the expenditure of general fund revenues.

Background:

On May 13, 2014 the City Council introduced Ordinance 997, which declared the City of Lancaster’s intent to establish Community Choice Aggregation (CCA), and approved the associated Implementation Plan.

On May 16, 2014 staff released a Request for Information and Qualifications (RFI) for Energy Supply and Data Management Services. On June 16, 2014, the City received 13 responses overall. There were six responses for Data Management and related services. An evaluation committee reviewed and ranked the RFI responses based on the criteria set forth in the RFI, and interviewed the top three finalists. The criteria included: startup support services, electronic data interchange services, customer support services, call center services, pricing, and experience with State of California regulatory agencies, CCAs and their customers.

Noble ranked the highest among all respondents. As the only Data Management services provider that has successfully served CCAs in the State of California to date, serving both Marin Clean Energy and Sonoma Clean Power, Noble is uniquely qualified to provide these services to Lancaster's own CCA. Noble currently provides data management services to over 265,000 meters in California, serves over 8,500 meters in the California retail energy market, and is a long-time participant in the California Independent System Operator. Noble regularly participates in regulatory forums and has an extensive relationship with the California Public Utilities Commission (CPUC) and other regulatory agencies.

Noble will provide the initial startup support services as requested in the RFI which will include preliminary meetings and testing with Southern California Edison (SCE) to confirm system compatibility related to CCA Service Requests, billing collections, meter reading, and electricity usage data. Startup support services shall also include the preliminary customer data download which will be necessary for electrical load forecasting and procurement strategy.

Noble will be the primary interface with SCE with regards to all electronic data interchange and billing administration, including customer status changes and customer bill calculation. Noble will also provide the initial customer service contact, for example, when a customer has questions regarding their bill; this will be accomplished through a customer service call center Noble will manage and staff in partnership with the City. Noble will provide a variety of regular reports so City staff may be able to actively monitor and quickly respond to any account or customer concerns that may arise. Additionally, Noble will provide an online data interface for certain, qualified staff to access in order to pull additional reports or resolve any elevated concerns.

As Lancaster Choice Energy grows, Noble will play a vital role as our partner in helping to design and implement new programs for residents and businesses, expanding their options and choices.

JC:hs

Attachments:

Master Professional Services Agreement
Addendum for Data Manager Services