



Executive Committee Meeting
Wednesday, October 7, 2026
3:00 pm

In Person:

Altamont Conference Room
Ava Community Energy
1999 Harrison St, Suite 2300
Oakland, CA 94612

Or from the following locations:

- 24301 Southland Drive, Suite 101, Hayward, CA 94545
 - Hayward City Hall – 777 B St, Hayward, CA 94541
- Pleasanton City Hall – City Council Office, 123 Main St., Pleasanton, CA 94566
 - Larch Clover Community Center – 11157 West Larch Road, Tracy, CA 95376

Via Zoom:

<https://avaenergy-org.zoom.us/j/83436846600>

Or join by phone:

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Webinar ID: 834 3684 6600

Meetings are accessible to people with disabilities. Individuals who need special assistance or a disability-related modification or accommodation to participate in this meeting, or who have a disability and wish to request an alternative format for the meeting materials, should contact the Clerk of the Board at least 2 working days before the meeting at (510) 906-0491 or cob@avaenergy.org.

If you have anything that you wish to be distributed to the Executive Committee, please email it to the clerk by 5:00 pm the day prior to the meeting.

1. Welcome & Roll Call

2. Public Comment

This item is reserved for persons wishing to address the Executive Committee on any Ava Community Energy-related matters that are not otherwise on this meeting agenda. Public comments on matters listed on the agenda shall be heard at the time the matter is called. As with all public comment, members of the public who wish to address the Committee are customarily limited to three minutes per speaker and must complete an electronic [speaker](#)

[slip](#). *The Executive Committee Chair may increase or decrease the time allotted to each speaker.*

- 3. Approval of Minutes from September 2, 2026 and September 9, 2026**
- 4. Customer Programs Strategy Engagement Consultant (Informational Item)**
Staff Report on Customer Programs Strategy Engagement Consultant Selection
- 5. Renewable Energy Procurement and Power Content Reporting (Informational Item)**
Informational update on renewable procurement and upcoming changes to power content label reporting
- 6. Extension of agreement with SMUD for critical billing and customer services (Informational Item)**
Informational update on an extension of Ava's agreement with Sacramento Municipal Utility District for customer care and data management services
- 7. Committee Member and Staff Announcements including requests to place items on future Executive Committee Agendas**
- 8. Adjourn**

The next Executive Committee meeting will be held on Wednesday, November 4, 2026 at 3pm.

Board Meeting Access Instructions

If you need help finding or accessing the building, please call our Ava representative who is stationed in the building lobby: 510-393-0492.

Directions

Directions via BART

If you are taking BART: the 19th Street station is the closest stop to our office and is about a 5 minute walk away. Use the 20th St / Thomas L. Berkeley Way station exit.

Directions via Bike

Bike riders wanting to park their bike inside the parking garage can enter through the main building lobby. Bike parking is available on the parking garage first level right in front of the garage elevators.

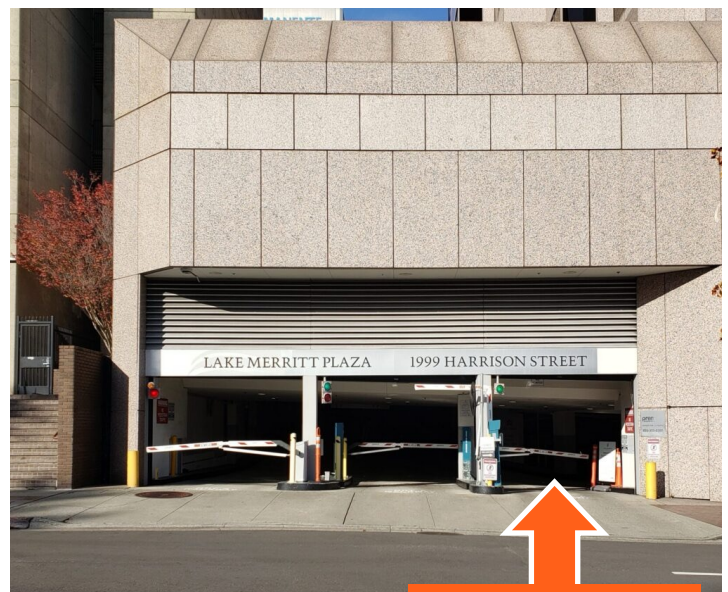
Directions to Parking Garage via Car

The entrance to the building's attached garage is located on Harrison Street. If you're driving northbound on Harrison Street, as soon as you cross 19th St. the garage entrance is 3/4 down on your left-hand side. If you're heading east on Thomas L Berkeley Way/20th St. Continue East then make a right turn on Harrison Street, and the garage entrance is a quarter block up on your right-hand side.

When you arrive, enter via the gate labeled "Public Parkers". There are four floors of the parking garage, and you will need to take the elevator in the parking garage to the first floor. The parking attendant or an Ava representative will provide access into the building lobby.

The parking garage entry gate will be open until 8pm for CAC and BOD meetings. Attendees can exit the parking garage until 11pm.

Note that the garage's parking fee is \$30 per use. Street parking is widely available near the building and free after 6pm.



Public Parkers entrance

Check-in at Security Desk

When you arrive at our building, please check in with the security desk in the lobby to get access to the elevators. If you have questions or need assistance, an Ava representative will be stationed and identifiable in the lobby. They can be reached at: 510-393-0492.



Draft Minutes
Executive Committee Meeting
Wednesday, September 2, 2026
3:00 pm

In Person:

Altamont Conference Room
Ava Community Energy
1999 Harrison St, Suite 2300
Oakland, CA 94612

Or from the following locations:

- Hayward City Hall - 777 B St, Conference Room 4A, Hayward, CA 94541
 - New City Hall – 501 W Weber Ave, Building 1, Stockton, CA 95203
- Pleasanton City Hall - City Council Office, 123 Main St., Pleasanton, CA 94566
- Larch Clover Community Center - 11157 West Larch Road, Tracy, CA 95376

Via Zoom:

<https://avaenergy-org.zoom.us/j/88267670367>

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Webinar ID: 882 676 70367

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1. (1:46) Welcome & Roll Call

Present: Members: Fugazi (Stockton), Balch (Pleasanton), Andersen (Piedmont), Rickman (San Joaquin County), Vice-Chair Roche (Hayward) and Chair González (San Leandro)

Not Present: Member Marquez (Alameda County)

Vice-Chair Roche joined the meeting while it was in closed session.

2. (2:35) Public Comment

This item is reserved for persons wishing to address the Executive Committee on any Ava Community Energy-related matters that are not otherwise on this meeting agenda. Public comments on matters listed on the agenda shall be heard at the time the matter is called. As with all public comment, members of the public who wish to address the Committee are customarily limited to three minutes per speaker and must complete an electronic [speaker slip](#). The Executive Committee Chair may increase or decrease the time allotted to each speaker.

There were no public comments.

3. (3:12) Approval of Minutes from July 1, 2026 and July 8, 2026

Member Fugazi motioned to approve the July 1, 2026 and July 8, 2026 minutes.

Board Chair Andersen seconded the motion, which was approved 5/0/0/0/2
(yes/no/abstain/recuse/not present)

Yes: Members: Fugazi, Balch, Andersen, Rickman and Chair González

No: none

Abstain: none

Recuse: none

Not Present: Member Marquez and Vice-Chair Roche

4. (4:05) Closed Session Public Comment

There were no public comments.

5. (4:35) Closed Session

- a. PUBLIC EMPLOYEE PERFORMANCE EVALUATION Pursuant to Government Code Section 54957. Title: Chief Executive Officer
- b. CONFERENCE WITH LABOR NEGOTIATORS Pursuant to Government Code Section 54957.6. Agency Representatives: Inder Khalsa, Jonathan Tedesco, Betsy Andersen, and Juan González. Unrepresented employee: Chief Executive Officer.

6. (1:31:12) Report Out of Closed Session

There were no items to report out of closed session.

7. (1:32:38) Ava Charge Update (Informational Item)

Update on Ava Charge Development

JP Ross, Vice President of Local Development, Electrification, and Innovation, presented the Ava Charge item and answered questions from the Executive Committee.

(1:50:58) Public Comment: Bradley Cleveland, an Oakland resident and consultant with IBEW Local 595, spoke in support of Ava evaluating direct ownership of the AvaCharge assets. Bradley Cleveland further noted that local ownership would ensure ratepayer funds are recycled into the local economy through the use of local contractors, skilled construction workers, and local apprentices.

(1:52:18) Public Comment: Jim Lutz, a former member of the Community Advisory Committee and an Ava customer, also expressed support for the direct asset ownership evaluation. Jim Lutz noted that under current forecasts the program is anticipated to operate at a loss, and suggested that additional features — such as financing programs for EV purchases targeted at residents in the served neighborhoods — could increase utilization and potentially generate additional cash flow for Ava while reducing customers' total energy costs.

8. Renewable Energy Procurement and Power Content Reporting (Informational Item)
Informational update on renewable procurement and upcoming changes to power content label reporting

This item was not reached due to the loss of quorum

9. Committee Member and Staff Announcements including requests to place items on future Executive Committee Agendas

This item was not reached due to the loss of quorum

10. (2:04:22) Adjourn

Quorum was lost during Item 7, at which point **Chair González** declared that the meeting adjourned at 5:04 PM.

The next Executive Committee meeting will be held on Wednesday, October 7, 2026 at 3pm.



Draft Minutes

Special Executive Committee Meeting Wednesday, September 9, 2026

4:00 pm

In Person:

The Bulb Conference Room
Ava Community Energy
1999 Harrison St, Suite 2300
Oakland, CA 94612

Or from the following locations:

- 24301 Southland Drive, Suite 101, Hayward, CA 94545
- New City Hall - 501 W. Weber Avenue, Building 1, Stockton, CA 95203
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1. (0:77) Welcome & Roll Call

Present: Members: Marquez (Alameda County), Balch (Pleasanton), Andersen (Piedmont), Rickman (San Joaquin County), Vice-Chair Roche (Hayward) and Chair González (San Leandro)

Not Present: Member Fugazi (Stockton)

2. (1:25) Closed Session

- a) PUBLIC EMPLOYEE PERFORMANCE EVALUATION Pursuant to Government Code Section 54957. Title: Chief Executive Officer
- b) CONFERENCE WITH LABOR NEGOTIATORS Pursuant to Government Code Section 54957.6. Agency Representatives: Inder Khalsa, Jonathan Tedesco, Betsy Andersen and Juan González. Unrepresented employee: Chief Executive Officer.

There were no public comments.

3. (52:37) Report Out of Closed Session

There were no items to report out of closed session.

4. (43:02) Adjourn

The meeting was adjourned at 4:57 PM.

The next Executive Committee meeting will be held on Wednesday, October 7, 2026 at 3pm.



Staff Report Item 4

To:	Ava Community Energy Authority
From:	Annie Henderson, Chief Customer Officer
Subject:	Receive Staff Report on Customer Programs Strategy Engagement Consultant Selection
Date:	October 7, 2026

Summary/Recommendation

Staff presents the Executive Committee with its recommendation to enter into a consulting services agreement with the Institute for Local Government (ILG), with CivicWell as its subconsultant, to facilitate external stakeholder engagement for Ava's Customer Programs Strategy. The recommended scope includes six targeted stakeholder discussions, five in-person public workshops, two virtual public workshops, and synthesis of feedback to inform Ava's strategy.

Financial Impact

This contract not-to-exceed (NTE) is \$242,365 for November 2026 through December 2027.

Analysis and Context

Ava is developing a Customer Programs Strategy to guide customer program decisions over the next five years. Staff will lead the strategy and internal engagement with Board and Community Advisory Committee ad hoc groups, municipal staff, and Ava subject matter experts. Ava will also engage through its regular public meetings and customer surveys. The engagement consultant will lead the separately scoped targeted

discussions and public workshops, then document and synthesize input for staff to consider in developing the strategy.

Request for Proposals and Evaluation

Ava issued the engagement consultant Request for Proposal (RFP) in July 2026 and received nine conforming proposals by the August 27 deadline. The RFP sought an approach to targeted stakeholder meetings and public workshops, accessible participation, project coordination, and concise synthesis of feedback. Bidders were asked to price two scopes. Option 1 included three targeted meetings, two in-person workshops, and one virtual workshop; Option 2 included six targeted meetings, five in-person workshops, and two virtual workshops. Staff recommended Option 2 at the September Community Advisory Committee and Board meetings, and both bodies supported the broader engagement scope.

Staff evaluated the proposals against the RFP criteria, including stakeholder engagement approach, project management and delivery, team qualifications and relevant experience, cost, and applicable procurement preferences. Four bidders advanced to interviews during the week of September 14. Staff considered the written proposals, interviews, and subsequent scope and pricing discussions in selecting ILG and CivicWell.

Selection of Institute for Local Government and CivicWell

The Institute for Local Government (ILG) is a nonprofit organization based in Sacramento and located in a disadvantaged community. ILG would serve as the contract lead, with CivicWell, another nonprofit organization, as a subconsultant. Together, the team brings extensive experience designing and facilitating inclusive stakeholder engagement processes for public agencies, with a focus on incorporating community input into decision-making, building long-term relationships, and engaging communities most impacted by climate and policy decisions.

The ILG and CivicWell team demonstrated strong experience facilitating discussions across climate, energy, transportation, and other public-sector topics with diverse stakeholder groups. ILG has applied its engagement approach through work with local governments, regional agencies, and state partners, including the San Joaquin Council of Governments, California Strategic Growth Council, and California Air Resources Board. CivicWell complements this experience with decades of climate and energy expertise and established relationships with local governments, Community Choice Aggregators, Regional Energy Networks, utilities, state agencies, and community-serving organizations. Through the California Climate and Energy Collaborative and other regional convenings, CivicWell has experience bringing together diverse stakeholders to identify priorities, needs, challenges, and opportunities for action.

Staff also valued ILG's existing relationships in San Joaquin County, where Ava is continuing to build connections with community organizations and stakeholders. While several proposers demonstrated strong relationships in Alameda County, ILG brought particularly relevant experience and connections in San Joaquin County and identified opportunities to help Ava expand its relationships in the region.

The team also presented a clear and well-organized approach in both its proposal and interview and demonstrated the communication and facilitation skills needed for this assignment. The combined ILG and CivicWell team has sufficient capacity to support multiple engagement activities concurrently, allowing planning, outreach, facilitation preparation, technical coordination, and documentation to advance in parallel.

ILG's proposed cost of approximately \$242,000 was below the average proposal received for the same scope and was considered reasonable relative to the team's proposed approach, qualifications, and level of effort. Overall, the team's engagement and facilitation expertise, relevant climate and energy experience, local relationships, project capacity, and proposed cost support staff's recommendation to select ILG and CivicWell for this work.

Next Steps

Contract negotiations are underway. Staff anticipates a kickoff in November 2026 and consultant-supported engagement to take place in January through June 2027. Under the Administrative Procurement Policy, the Chief Executive Officer has authority to sign agreements under \$250,000. Given the level of board and public interest in this work and for comprehensive disclosure and transparency, staff will report out on the status of this contract as part of the October Board of Directors meeting consent agenda.

Attachments

- A. Executive Committee Slide Deck

Receive Staff Report on Customer Programs Strategy Engagement Consultant Selection

Executive Committee

10/7/26



Agenda, Background, & Timeline



Agenda

- Project Background & Timeline
- Overview of Broad Engagement Plan
- Overview of Responses to External Engagement Request For Proposals (RFP)
- Recommended Bid Selection
 - Qualifications
 - Additional Rationale
 - Summary of Cost & Hours
 - Team: Key Personal & Program Managers
- Conclusion & Next Steps

Focus for today's agenda item:

Receive a report on staff's recommended Customer Programs Strategy engagement consultant selection and intended path to contract execution

Staff is working on a Customer Programs Strategy that will guide programmatic decisions for the next 5 years.

As a critical part of this effort, staff seeks to contract with an engagement consultant who can facilitate stakeholder discussion groups and public workshops, and summarize stakeholder and public responses to inform the Customer Programs Strategy.

Following our Administrative Procurement Policy, staff issued a Request for Proposals in July 2026, received 9 conforming bids in August 2026, and selected a respondent to perform the desired work. This presentation provides information on the selected party with whom we plan to execute a Consulting Services Agreement.

Timeline

Issuance of RFP	July 24, 2026
Deadline to submit proposals	August 27, 2026
Finalist interviews	Week of September 14, 2026
Presentation of RFP responses to the Board	September 16, 2026
Bidder Selection	Week of September 21, 2026
Final negotiations	Underway
Presentation of selected bidder to Executive Committee	October 7, 2026
Contract Approval by Board of Directors	October 21, 2026
<i>TENTATIVE TIMELINE FOR ENGAGEMENT ACTIVITIES</i>	
Kickoff meeting Ava and Consultant	November 2026
Consultant-Supported Engagement begins	January 2027
Consultant-Supported Engagement ends	June 2027

Engagement Plan and RFP Response Overview



Overview of Engagement

- Ava staff will facilitate all internal engagement with ad hoc groups and subject matter experts and external engagement through presentations at regular public meetings and customer surveys.
- The consultant will facilitate external engagement through focused group discussions and public workshops.

Internal
Ad Hoc Group of Board
Ad Hoc Group of CAC
Ad Hoc Group of Local Municipal Staff
Ava Staff Subject Matter Experts

External
Targeted Stakeholder Meetings <i>(still TBD, below are likely groups)</i> • Local Community Based Organizations • Labor • Industry • Agriculture Customers • Large Commercial Customers • Small & Medium Commercial Customers
General Public • Survey Data • Public Workshops
Regular Public Meetings of Board and CAC

Summary of Scope and Responses

Engagement Activity	Option 1	Option 2
Targeted Stakeholder Meetings	3	6
In-Person Public Workshops	2	5
Virtual Public Workshops	1	2
<i>Total Engagements</i>	6	13

Across 9 bids	Option 1	Option 2
Minimum Bid Response	\$74,000	\$124,000
Maximum Bid Response	\$364,000	\$507,000
Average	\$172,000	\$267,000

At the September CAC and Board meetings, staff recommended proceeding with Option 2 for the scope of external engagement activities.

This recommendation was supported by both CAC and the Board.

Staff Bid Selection



Selected Bidder

After conducting interviews with four bidders, staff has selected the **Institute for Local Government**, and their sub-consultant CivicWell.

Qualifications

Stakeholder Engagement Expertise - ILG has more than a decade of experience designing and implementing inclusive, equity-centered engagement processes.

ILG's engagement work focuses on the following elements:

- Meaningful engagement that incorporates community input into decisions and outcomes
- Consistent application of authentic engagement practices across programs and initiatives
- Focus on building trust and long-term relationships with communities and stakeholders
- Prioritization of communities most impacted by environmental and policy decisions

Facilitation Expertise - CivicWell has extensive experience facilitating regional convenings with diverse stakeholder groups. Two examples include Regional Energy and Climate Hubs (REACH) and Catalyst Convenings.

- As the administrator of the California Climate and Energy Collaborative (CCEC), CivicWell convenes and coordinates community-serving organizations and government agencies in regions across the state through REACH. These convenings provide an avenue for ongoing engagement with state agencies, share knowledge and best practices, and help stakeholders identify and document the region's priorities, needs, and challenges.
- CivicWell also collaborates with the California Governor's Office of Land Use and Climate Innovation (LCI) and the California Strategic Growth Council (SGC) to convene a series of regional Catalyst Convenings across the state to help each region advance community-driven climate and land use priorities.

Relevant Subject Matter Expertise - ILG has applied their approach across a range of climate, sustainability, and other planning efforts, including work with cities of San Diego, Maywood, and La Puente; the Strategic Growth Council; San Joaquin Council of Governments; California Air Resources Board; and voter engagement work with Orange County. CivicWell complements that experience with more than four decades of climate and energy work and established engagement with California local governments, Community Choice Aggregators, Regional Energy Networks, utilities, state agencies, and other energy-sector partners.

Project Management and Synthesis - The team has sufficient capacity to accommodate multiple engagement activities concurrently and adjust quickly as Ava needs or timing evolves. The integrated ILG-CivicWell team structure also provides flexibility to advance meeting planning, technical content development, outreach, facilitation preparation, and documentation concurrently during periods of concentrated engagement.

Selected Bidder - Institute for Local Government

Additional Rationale for Selection

Staff expertise and capacity: The combined ILG and CivicWell team brings extensive experience in facilitation and engagement with our target audience in the topic areas that we wish to discuss. They have committed the necessary time to deliver a high quality work product for our customers that will strengthen the strategy that comes out of the engagement efforts.

Local Relationships: While many bidders had examples of strong relationships in Alameda County, fewer had strong alliances in San Joaquin County. Ava Community Energy has, over the course of the last 8+ years of service, developed relationships with local groups and community-based organizations in Alameda County, and we are actively building those relationships in San Joaquin County. ILG had numerous examples of San Joaquin-based relationships and repeatedly noted their desire to help us expand our connections in this region, which is a clear value-add to this effort.

Clarity of proposal and interview: ILG submitted a strong proposal, with clear examples of relevant work and descriptions of the approach to the scope presented in the RFP. Their interview presentation exhibited their strong communication skills, an essential to the work of engaging with our stakeholders.

Pricing: ILG's hourly rates, distribution of staff hours, total hours, and direct costs are reasonable and meet our expectations. Their total bid of approximately \$242,000 fell in the middle of the range of responses received and below the average bid.

Additional considerations: ILG is a non-profit located in a disadvantaged community in Sacramento. CivicWell is also a non-profit.

Highlights of Their Work

Project: Stockton Mobility Collective: Sustainable Transportation and Equity Project Implementation Grant

- Client: San Joaquin Council of Governments
- Years: 2021-2024

The Stockton Mobility Collective is a multi-partner initiative designed to expand equitable access to clean transportation through electric bikeshare and carshare, EV charging infrastructure, mobile ticketing, financial incentives, and workforce development. ILG designed and implemented community engagement informing program siting, design, and implementation. **The engagement created a direct feedback loop between residents, community partners, and program implementers, allowing the project team to identify barriers, test assumptions, and refine decisions related to program design, siting, incentives, and implementation.**

As part of a larger scope, ILG coordinated a peer learning network connecting public agencies, community-based organizations, and teams responsible for related climate and community investments across the region. ILG also facilitated the bi-monthly STEP Steering Committee, bringing together resident advisors, CBOs, public agencies, and project partners to gather community input, identify implementation barriers, problem-solve emerging issues, and refine program offerings.

Project: State/Local Energy and Climate Coordination

- Client: California Climate and Energy Collaborative (a consortium of the Regional Energy Networks)
- Years: 2023-2026

The State/Local Energy and Climate Coordination (SLECC) initiative **brings state and local leaders together to identify barriers, priorities, and practical opportunities for accelerating California's energy and climate goals.** As administrator of the California Climate and Energy Collaborative (CCEC), CivicWell convenes SLECC in partnership with state-agency Steering Partners, including the California Strategic Growth Council.

CivicWell designs and coordinates recurring virtual and in-person convenings and maintains a Priorities and Solutions Dashboard documenting issues including building decarbonization, energy efficiency, transportation electrification, community resilience, climate action planning, meaningful engagement and access to funding.

Through these activities, CivicWell helps surface local implementation challenges and connect state and local perspectives on how energy and climate programs, resources and assistance can be delivered more effectively.

Summary of Cost & Hours

Bid Response for Option 2		Option 1 (for reference)
Labor (970 total hours)	\$169,865	\$109,465
Direct Expenses - Travel - Meeting facilities, refreshments, & supplies - Translation & interpretation costs - Stakeholder Stipends / CBO mini-grants	\$72,500	\$32,500
TOTAL	\$242,365	\$141,965

Staffing (Quantity of Dedicated Staff)	Percentage of Hours
CEO / Strategic Advisor (2)	12%
ILG Director/Project Lead (1)	18%
ILG Program Manager (2)	46%
ILG Administrative Manager (1)	1%
CW Senior Program Manager (1)	9%
CW Program Associate (1)	14%

Hours Across Tasks	Percentage of Hours
Task 1: Project Management & Coordination	19%
Task 2: Stakeholder Engagement	63%
Task 3: Stakeholder Feedback Synthesis	18%

Key Personnel



Melissa Kuehne
Director of Enterprise
Programs & Special Projects



Project Lead

Melissa Kuehne brings more than 15 years of experience leading public-sector projects involving community engagement, facilitation, technical assistance, training and multi-partner coordination. As ILG's Director of Enterprise Programs and Special Projects, she manages complex statewide and regional initiatives and works with public agencies, community-based organizations, residents and other partners to design engagement processes, facilitate stakeholder dialogue, manage project delivery, and translate stakeholder input into practical findings and next steps. Her experience includes clean transportation and mobility, climate and sustainability initiatives, statewide technical assistance, and public engagement training for California local agencies.



Erica L. Manuel
CEO & Executive Director



Strategic Advisor

Erica L. Manuel is CEO and Executive Director of ILG and brings more than 20 years of experience in public engagement, customer education, strategic communications, and stakeholder strategy. Her background includes nearly a decade in senior leadership at the Sacramento Municipal Utility District (SMUD), where she led customer and community outreach on rates, clean energy programs, emerging technologies, and other customer-facing initiatives. Across her utility and public-sector work, Erica specializes in translating complex information for diverse audiences, understanding customer and community priorities, and connecting stakeholder input to program and policy decisions.



Bernadette Austin
CEO



Strategic Advisor

Bernadette Austin has served as Chief Executive Officer of CivicWell since 2023, supporting local leaders transforming vision into action in their communities. She leads a nonprofit organization with a 40-year track record of inspiring, equipping, connecting, and cultivating leaders working toward a more sustainable and resilient future. Previously, she served as Executive Director of a research center where she co-led research projects with the world's top research universities including a study on pandemic-era regional migration and transportation decarbonizing for the California Environmental Protection Agency. Bernadette also spent a decade working in public finance and community development.

Program Managers (46% of hours)



Hanna Stelmakhovych



Hanna Stelmakhovych brings 11 years of experience advancing inclusive community engagement with underserved communities, local agencies, and multi-sector partners, designing participatory processes grounded in community priorities. At ILG, she leads projects that convene stakeholder groups, design bilingual outreach and workshops, and deliver trainings that have equipped over 600 local government staff statewide with the skills and tools to implement authentic community engagement. A collaborative, trilingual practitioner, Hanna provides coaching, facilitation, partnership development, grant writing, and technical assistance to local governments and partners on climate, air quality, land use, transportation, and environmental justice topics.



Nikita Sinha



Nikita Sinha brings more than seven years of experience supporting California local agencies and communities on climate, clean mobility, sustainability, and resilience initiatives. As a Program Manager with ILG, she provides technical assistance, leads community engagement, and builds partnerships to help local agencies move climate and sustainability priorities toward implementation. Her experience includes clean mobility and transportation electrification initiatives, climate action and resilience planning, statewide sustainability programs, and capacity building for underserved jurisdictions.

Conclusion & Next Steps



Staff recommends negotiating and executing a consulting services agreement with the **Institute for Local Government** for approximately \$242,000 for a scope of work that materially aligns with what was outlined in the RFP and necessary to execute and report on 6 stakeholder discussions, 5 in-person public workshops, and 2 virtual workshops.

Under the Administrative Procurement Policy, the Chief Executive Officer has authority to sign agreements under \$250,000. Given the level of board and public interest in this work and for comprehensive disclosure and transparency, staff will report out on the status of this contract as part of the **October Board of Directors meeting consent agenda**.



Renewable Energy Procurement and Power Content Reporting

10/07/2026



Introduction & Overview of Topics

The purpose of this review is to provide background information to the Executive Committee regarding renewable procurement and upcoming changes to power content reporting.

Topics:

- Compliance Landscape
- What is a Renewable Energy Certificate?
- Types of Renewable Energy Procurement
- Power Content Label Reporting
- Changes to Power Content Label
 - Emissions accounting
 - Line losses

Regulatory Landscape

Filing		Reporting Body	Est.	Data Reported					
PSD, PCL	Power Source Disclosure, Power Content Label	Energy Commission	1997	Load	RE	Hydro	Nuke	Unsp.	
RPS	Renewable Portfolio Standard	Public Utilities Commission	2020	Load	RE				
RCPPP	Reliable and Clean Power Procurement Program	Public Utilities Commission	Under review	Load	RE	Hydro	Nuke	Unsp.	RA

- **Electricity Load** by plan (Bright Choice and Renewable 100).
 - **Renewable** generation attributes from solar, wind, small hydroelectric, biomass, etc.
 - **Large Hydroelectric** carbon-free generation attributes.
 - **Nuclear** carbon-free generation attributes.
 - **Unspecified** generation attributes reflecting mix of resources from grid electricity.
-
- **Resource Adequacy** for back-up power; compliance requirement for the grid's worst days.

What is a Renewable Energy Certificate?

An accounting tool for renewable attributes to fulfill the CPUC's RPS Program as defined under CPUC D.08-08-028 and implemented through multiple Senate Bills.

The program defines three Portfolio Content Categories (PCCs), or “buckets.”

PCC	Physical Renewable Energy	Renewable Energy Certificate
1	Generated in or delivered into a California Balancing Authority.	Certificate from same resource as energy.
2	Delivered to a non-California Balancing Authority; substituted with grid energy.	Certificate is not from same resource as energy.
3	Not paired or substituted with energy; AKA “Unbundled.”	Certificate is not from same resource as energy.

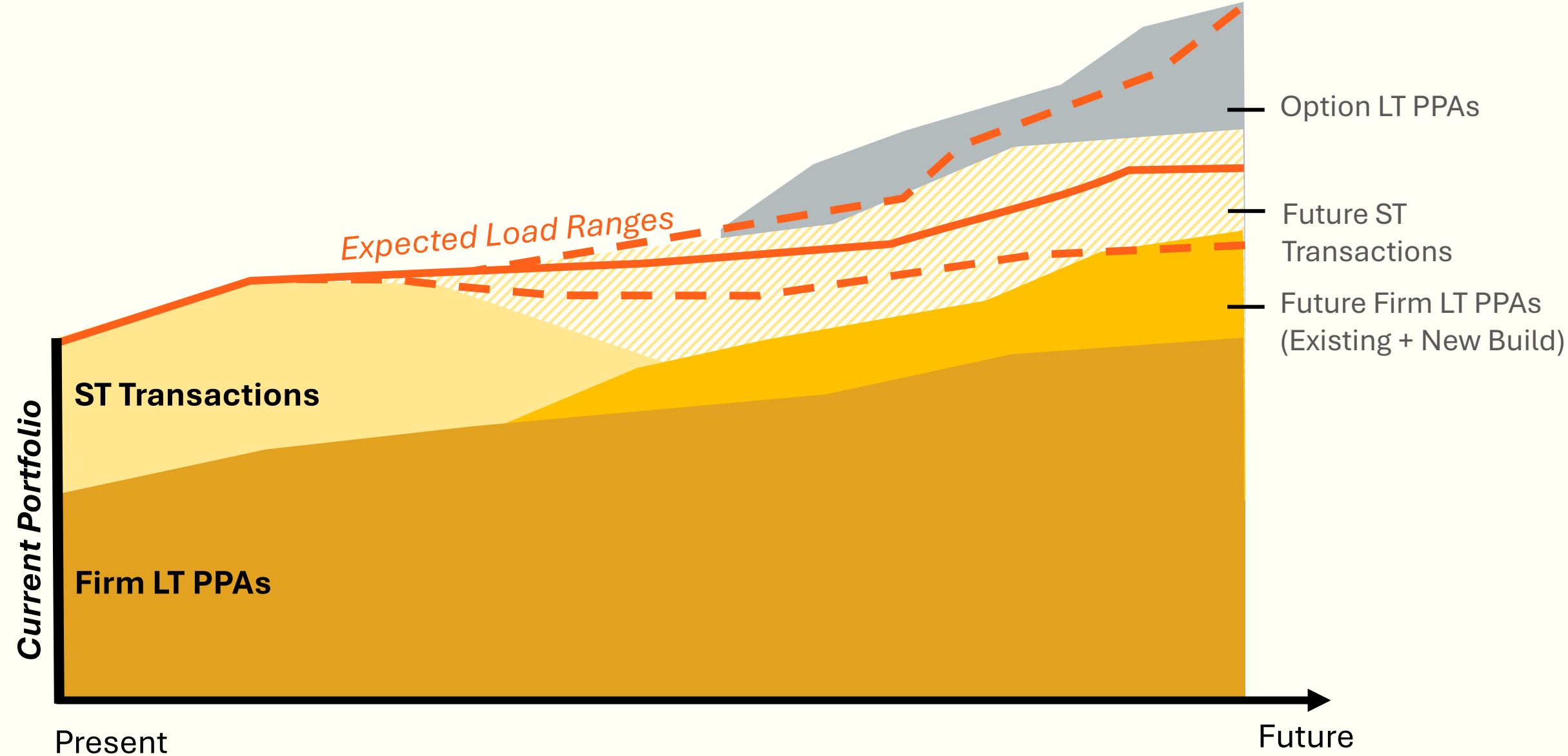


*RPS-compliant portfolio: $\geq 75\%$ PCC1s, $\leq 25\%$ PCC2s, and $\leq 5\%$ PCC3s.
Ava no longer procures PCC3s and will phase out PCC2s by 2030.*

Types of Renewable Energy Procurement

	Contract	Facility	Products	Benefits	Costs
Short-Term	Indexed	Existing	RECs	+ Portfolio Flexibility - Counterparty Credit Risk	+ Price Volatility Exposure - Portfolio Certainty
	Bundled	Existing	RECs RA Energy		
Long-Term	Fixed Power Purchase Agreement (PPA)	Existing	RECs RA Energy BESS	- Price Volatility Exposure + Portfolio Certainty - Development Risks	- Portfolio Flexibility + Counterparty Credit Risk + Operational Risks
		New-Build	RECs RA Energy BESS	- Price Volatility Exposure + Portfolio Certainty + Renewable Additionality	- Portfolio Flexibility + Counterparty Credit Risk + Development Risks + Operational Risks
	Option Power Purchase Agreement (PPA)	New-Build	RECs RA Energy BESS	- Price Volatility Exposure + Portfolio Flexibility + Renewable Additionality - Development Risks	+ Cost Premium + Portfolio Complexity + Operational Risks

Timeline of Renewable Energy Procurement

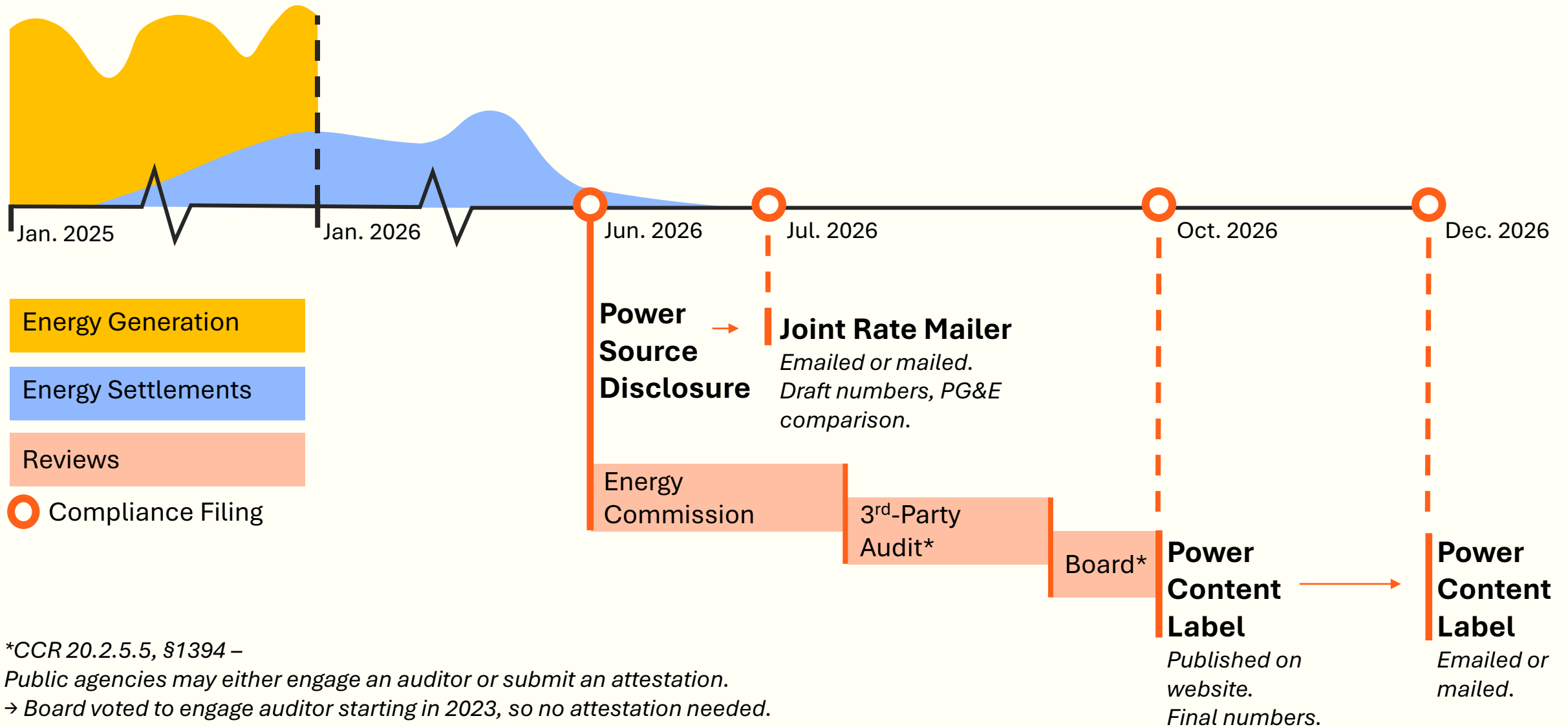


What is the Power Content Label?

- Published annually, based on the Power Source Disclosure Report for the prior calendar year's electricity generation from owned or contracted-for resources.
- Detailed breakdown of the sources of energy used to provide electricity.
- Submission is reviewed and approved by the California Energy Commission.

2024 POWER CONTENT LABEL			
Ava Community Energy			
	Bright Choice	Renewable 100	CA Utility Average
Greenhouse Gas Emissions Intensity (lbs of CO ₂ e emitted per megawatt hour)	221	0	359
Electricity Sources ■ Renewables and Zero-Carbon Resources ■ Fossil Fuels and Unspecified Power			
RPS Eligible Renewables	62%	100%	45%
Biomass & Biogas	10%	0%	2%
Geothermal	1%	0%	5%
Eligible Hydroelectric	2%	0%	2%
Solar	18%	77%	23%
Wind	31%	23%	14%
Large Hydroelectric	34%	0%	10%
Nuclear	0%	0%	11%
Emerging Technologies	0%	0%	0%
Other	0%	0%	0%
Natural Gas	0%	0%	10%
Coal & Petroleum	0%	0%	2%
Unspecified Power (primarily fossil fuels)	4%	0%	22%
Total	100%	100%	100%

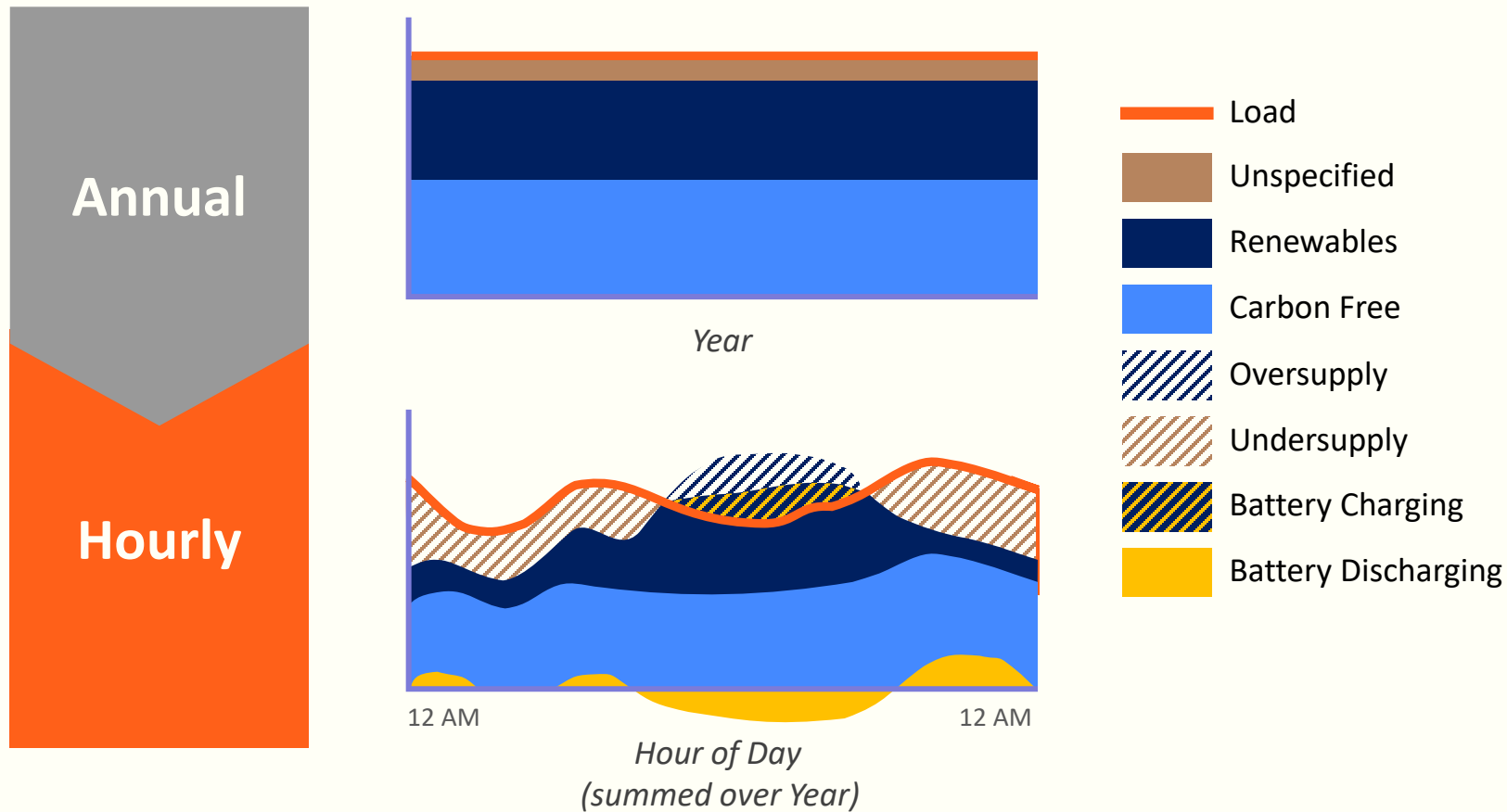
What is the Power Content Label?



Load Matching Interval

2028 Upcoming Changes to Power Source Disclosure

→ Increased accounting granularity.



Load Matching Interval

2028 Upcoming Changes to Power Source Disclosure

- Introducing hourly load accounting in addition to existing annual load accounting.
- Sums hourly generation over reporting year to each hour-of-day.

Loss-Adjusted Load Analysis			
Hour of Year	Load	Battery Charge	Battery Discharge
12:00 AM	200	-	-
...			
12:00 PM	450	100	-
...			
11:00 PM	520	-	20

Resource-Specific Power Procurement		
Little Bit O' Wind	Always Sunny	Massive Hydro
100	-	100
90	300	120
70	-	110

- Captures hourly undersupply, oversupply, and battery storage charge-discharge.
- Effective for 2028 submission for **Calendar Year 2027** Power Source Disclosure.
- Hourly load accounting will **not** affect emissions accounting methodology.

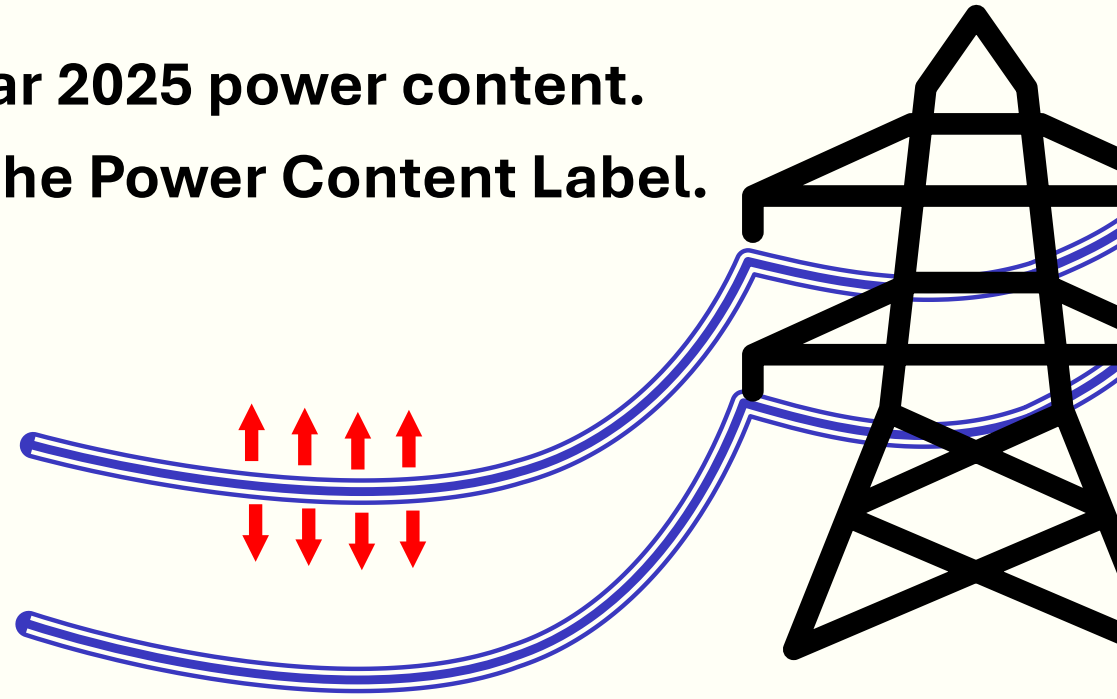
What are Line Losses?

- Line losses account for energy dissipating over transmission and distribution lines.
- Compliance reporting change will capture the emissions associated with the fraction of electrons that escapes as heat into the environment as they travel across power lines, from a power plant to the customer.
- **Effective for 2026 submission for Calendar Year 2025 power content.**
- **Line losses reporting is a new requirement in the Power Content Label.**

California Code of Regulations, 20.2.5.5 (July 2025)

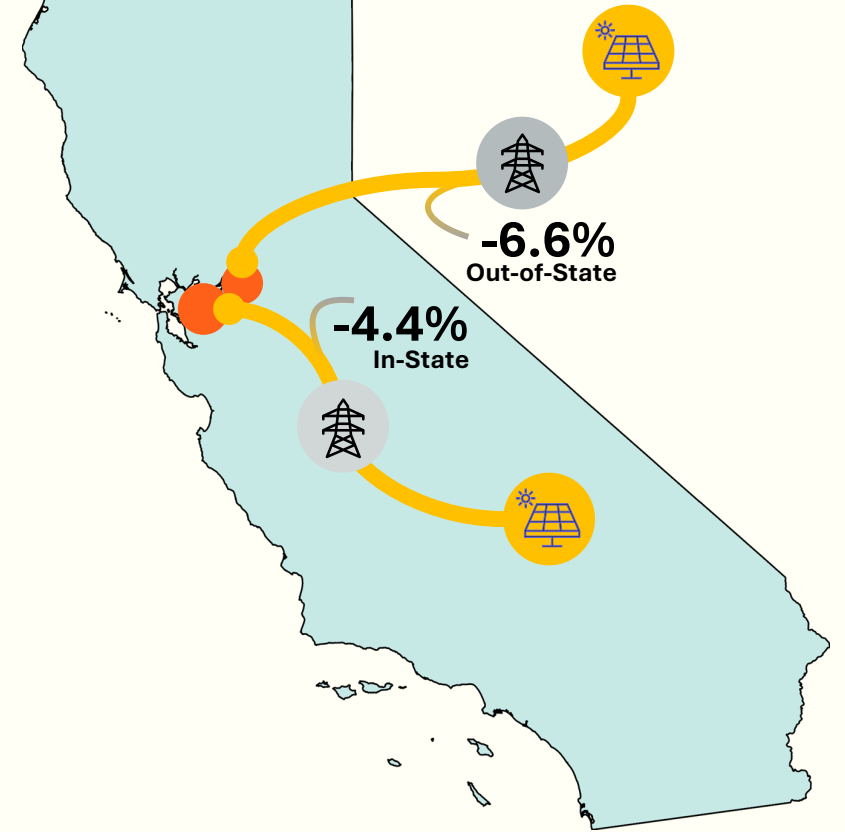
§1392 (a.8.A) – “A retail supplier’s transmission and distribution losses shall be determined by applying a loss factor to each specified resource and to unspecified power.”

§1393 (b.2.B) – “retail suppliers shall report transmission and distribution losses associated with each procurement.”



How much are Line Losses?

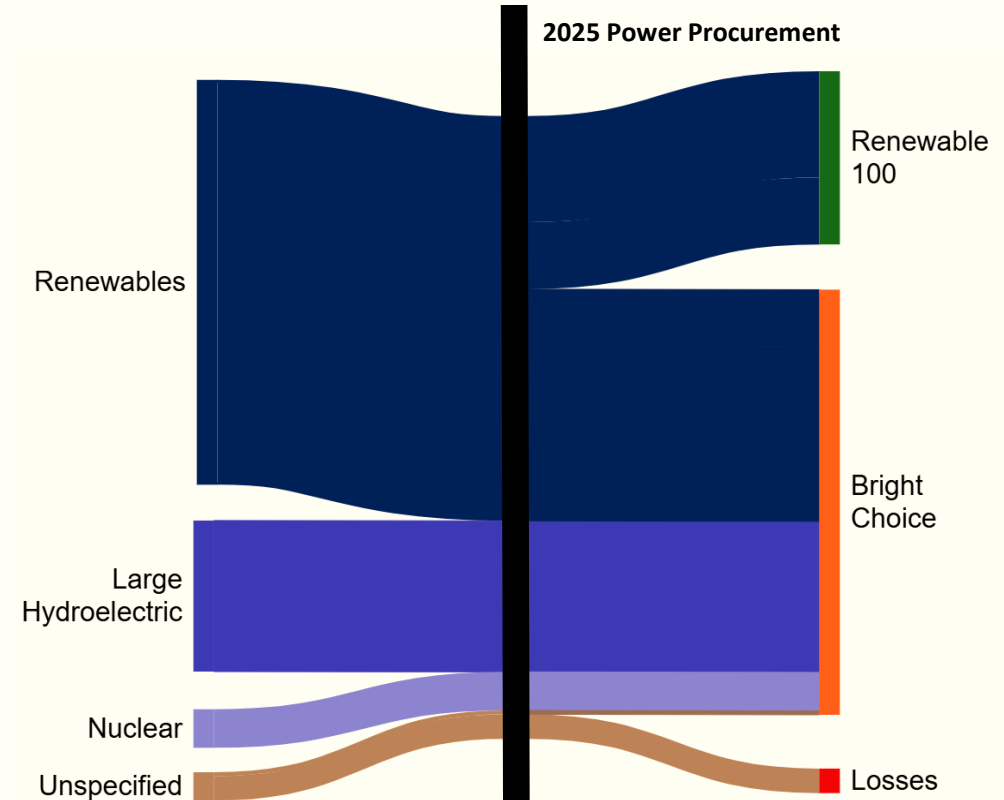
- Losses are assigned to each specified resource by location (in-state or out-of-state.)
- Additional specified procurement can cover some losses...
 - ...but said procurement is also subject to line losses.



Line Losses

→ Increased ‘Unspecified Power’ and reduced RE/CF in total loss-adjusted load.

2025 Summary Power Content Label	Bright Choice	Renewable 100	Total Retail Sales	Total Loss- Adjusted Load
GHG Emissions Intensity	194	0	134	169
<i>Biomass & Biogas</i>	12%	0%	9%	8%
<i>Geothermal</i>	1%	0%	1%	1%
<i>Eligible Hydroelectric</i>	1%	0%	1%	1%
<i>Solar</i>	26%	61%	36%	34%
<i>Wind</i>	15%	39%	21%	20%
Total Renewables	55%	100%	68%	64%
Large Hydroelectric	36%	0%	25%	24%
Nuclear	9%	0%	6%	7%
Unspecified Power	1%	0%	1%	4%



Conclusion

- This presentation was an informational review and no feedback is required at this time.
- The required regulatory changes relation to the Power Content Label will be implemented for upcoming and future filings.
- The emission reporting changes may be an important consideration for future procurement decisions.
- Staff will continue to evaluate the potential impacts to portfolio management and consider bringing forth future items to the board related to Ava's power procurement targets.



Staff Report Item 6

To:	Ava Community Energy Authority Executive Committee
From:	Kelly Brezovec, Sr. Director, Account Services
Subject:	Seeking feedback from the Executive Committee on a recommended extension of Ava's agreement with Sacramento Municipal Utility District for Call Center and Data Management Services, starting at the end of the current agreement, January 1, 2027, concluding on December 31, 2029.
Date:	October 7, 2026

Summary/Recommendation

Sacramento Municipal Utility District (SMUD) provides critical Customer Care and Data Management Services (CCDMS) to Ava via a contract priced at a per-meter monthly service fee. The current two-year contract started on January 1, 2025, and ends on December 31, 2026.

The proposed agreement was discussed at the [January 2026 Executive Committee](#) meeting in connection with Ava's [updated procurement policy](#). The Board-adopted policy classifies Customer Care and Data Management Services as a "Mission Critical Service," which does not require a public Request for Proposals when three criteria are met.

These services meet all three criteria: they are essential to issuing more than 8 million bills annually and receiving customer payments; alternatives are limited, and transitioning providers would be complex and disruptive; and any service interruption could cause significant financial and reputational harm by affecting billing, payments, and customer interactions. SMUD is meeting Ava's needs, and the Executive Committee recommended continuing the partnership.

The proposed new contract sees a price increase from \$1.10 to \$1.13 per meter with an annual escalation tied to inflation. Staff has negotiated elements of the agreement, such as lower fixed fees for customer credits, included twice-annual updates of customer-facing web, phone, and email templates, and tighter schedule controls for billing system enhancements.

Staff seeks feedback from the Executive Committee on a recommended contract extension with SMUD for Call Center and Data Management Services for a three-year term, from January 1, 2027, through December 31, 2029.

Financial Impact

Ava has worked with SMUD since 2018, when Ava first started serving customers. The contract has been priced at a monthly, per meter rate with additional fees for new programs or enhancements.

	Per Meter Price	% Annual Increase	Estimated Annual
2018-2021	\$1.05		\$7 MM - \$8.8 MM
2022-2024	\$1.00	-4.7%	\$8.5 MM (including Share My Data fee)
2025-2026	\$1.10	10%	\$10.9 MM
2027	\$1.13	2.7%	\$11.1 MM
2028	\$1.15 - \$1.17	2-3.5%	\$11.5 MM
2029	\$1.19 - \$1.20	2-3.5% (based on \$1.16 in 2028)	\$12.1 MM

Table 1: Historical and proposed future pricing of Ava’s contract with SMUD for CCDMS services

The annual cost, based on meters served, is expected at \$11.1 million in 2027, increasing in 2028 and 2029 due to both an increase in per meter fee and growth, to \$11.5 to \$12.1 million per year. The growth figure was aligned with California’s Housing Element Law.

Term

In January 2026, staff brought an [item to the Executive Committee](#) to identify that this set of services would be exempt from a Request for Proposal (RFP), due to changes to the Procurement Policy. The Executive Committee agreed that no RFP was needed, agreeing that SMUD provides mission-critical products and services, which is exempt from the RFP requirement, even though the last RFP was more than five years prior. The Policy referenced in that memo was amended by a [new adopted policy in April 2026](#); this new policy does not change the RFP requirements for "mission-critical products and services."

Analysis and Context

Service and history

CCAs contract with third parties for data management services, and often, call center services (Call Center and Data Management Services, or CCDMS). SMUD, as Ava's CCDMS provider, is responsible for critical operational services, including:

- Billing operations
- Data management
- Call center/customer service representatives

Sample activities:

Service	Activities
Billing operations	Ingest billing determinants from PG&E Send bill-ready billing information to PG&E Apply payments to customer accounts
Data management	Data feed conduit between PG&E and Ava Develop and share customer characteristic reports Ingest and share interval data feeds
Call center	Respond to customer inquiries via chat, email, and phone Manage customer enrollment via web forms and IVR service Continue to update knowledge base with information about Ava programs

Table 2: Sample Activities of a CCDMS provider

Select updates to the new agreement

While the bulk of the services SMUD provides are standard, such as providing the billing information to PG&E, there are some opportunities for negotiation and inclusion of updated pricing and services. Table 3 highlights some of these differences.

Item	2025-2026	2027-2029
Per meter fee	\$1.10	\$1.13
Common enhancements and updates	Scheduled pricing, set at current rates	Scheduled pricing, increased due to inflation. Lower prices for customer on-bill credits.
Updates to customer-facing phone, webform, email	\$50k spent in 2026	Twice annual updates included
Returning client credit	n/a	\$1 million credit available as part of a 3-year term
Project management standards	n/a	Both parties to agree to deadlines for planned enhancement projects

Table 3: Agreement updates

Special consideration: alternative providers

Staff regularly monitors the energy services market and engages with potential providers and peer agencies to assess available alternatives. Based on this ongoing market review, staff has not identified another provider that currently offers the combination of customer call center capabilities, service customization, and utility operations expertise Ava receives from SMUD. CCAs in California work with either SMUD or Calpine Energy Solutions for data management requirements. Staff's evaluation indicates that Calpine, acquired by energy provider Constellation in 2025, does not fully meet Ava's customized operational and customer service needs. Staff will continue to monitor the market and evaluate emerging alternatives and intends to conduct a formal competitive process when market conditions and Ava's needs make doing so appropriate.

Next Steps

Staff will bring the recommendation and feedback from the Executive Committee to the Board of Directors on Wednesday, October 21, 2026 as an item on the consent agenda.

Attachment

- A. PowerPoint



SMUD Agreement Extension for Customer Care and Data Management Services

Kelly Birdwell Brezovec | October 7, 2026



Agenda

- Background
- Summary
- Pricing
- Alternatives
- Next steps

Background

- Sacramento Municipal Utility District (SMUD) provides critical Customer Care and Data Management Services (CCDMS) to Ava via a contract priced at a per-meter monthly service fee
- SMUD has provided these critical services since the start of service in 2018
- The current two-year contract started on January 1, 2025, and ends on December 31, 2026
- Services qualify as "mission critical," under Ava's 2025 and new 2026 procurement policy, which removes the requirement for an RFP
 - Essential operations are dependent upon product or service
 - Difficulty of finding and transitioning to an alternative supplier
 - Degree of financial and/or reputational harm due to an outage in this service
- Staff proposes entering into a three-year agreement starting January 1, 2027

Summary: New Agreement

- The proposed new contract sees a price increase from \$1.10 to \$1.13 per meter with an annual escalation tied to inflation.
- Staff has updated and negotiated elements of the agreement, including
 - Lower fixed fees for customer credits
 - Included twice-annual updates of customer-facing web, phone, and email templates
 - Tighter schedule controls for billing system enhancements

Pricing Detail

	Per Meter Price	% Annual Increase	Estimated Annual
2018-2021	\$1.05		\$7 MM - \$8.8 MM
2022-2024	\$1.00	-4.7%	\$8.5 MM (including Share My Data fee)
2025-2026	\$1.10	10%	\$10.9 MM
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2029	\$1.19 - \$1.20	2-3.5% (based on \$1.16 in 2028)	\$12.1 MM

2028-2029 are forecast, based on expected inflation and growth

Alternatives

- Staff regularly monitors the market and engages with potential providers and peer agencies
- Current options for California CCAs are limited to SMUD and Calpine Energy Solutions
 - Calpine does not fully meet Ava's customized operational and customer service needs
- Staff will continue evaluating alternatives and conduct a formal competitive process when appropriate

Next Steps

- Staff seeks feedback from the Executive Committee on a contract extension with SMUD for Call Center and Data Management Services for a three-year term, from January 1, 2027, through December 31, 2029.
- Ava legal team finalizes the agreement
- Staff to bring the item to the October Board meeting on the Consent Agenda



Community Energy