BEST Project / NISC Engagement Consideration

March 16, 2017
## In Scope

The master services agreement and statement of work for the NISC system suite for electric distribution cooperatives will include the following applications and interfaces:

<table>
<thead>
<tr>
<th>Customer Care &amp; Billing</th>
<th>CallCapture IVR</th>
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</thead>
<tbody>
<tr>
<td>Accounting &amp; Business Solutions</td>
<td>Integrated Credit Check</td>
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<tr>
<td>Timekeeping</td>
<td>Secure Pay IVR</td>
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<tr>
<td>Automated Mailroom Service</td>
<td>Payment Gateway</td>
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<tr>
<td>Messenger</td>
<td>MapWise Mapping &amp; Staking</td>
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<tr>
<td>iVue Connect – Service Module</td>
<td>Mobile Workforce, SmartTrack, AppSuite</td>
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<tr>
<td>SmartHub</td>
<td>Outage Management System</td>
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<tr>
<td>Document Vault</td>
<td>Third Party Vendor Interfaces</td>
</tr>
<tr>
<td>Meter Data Management (MDM)</td>
<td>TWACS Interface</td>
</tr>
<tr>
<td>MDM Distribution Analytics</td>
<td>SCADA Interface</td>
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</tbody>
</table>
## Governing Documents

<table>
<thead>
<tr>
<th>Master Software &amp; Services Terms and Conditions</th>
<th>Statement of Work</th>
<th>Letter of Intent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Member fairness</td>
<td>Defines software, services, and equipment to be used</td>
<td>MSA change proposals to be brought to NISC’s Board</td>
</tr>
<tr>
<td>Exceptions approved by the Board then made available to all</td>
<td>Member specific configuration</td>
<td></td>
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<tr>
<td>One-year term until either party provides 12 months’ notice</td>
<td>Defines enhancements and customizations</td>
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<tr>
<td>Pricing</td>
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</table>
Anticipated Customizations
All other functionality is expected to be implemented as offered by NISC.

Equity
- Final retirement after X years
- NISC standard = FIFO

Interruptible Service Rate
- Incorporate LCEC’s current credit calculation
- NISC Standard = TBD
Follow up to questions for NISC from February’s Board meeting

Business-Confidential Information
Price

Includes items in scope and actions related to the areas of consideration.

Business-Confidential Information
Return on Investment

Includes reduced cost of technology and associated upgrades, along with reduced licensing costs for software. Not included, but anticipated, are cost savings from increased efficiencies and labor decreases due to attrition.
High Level Timeline

1H17
- Contract
- SOW
- Project Plan & Timeline
- Site Visits
- Data Conversion
- Interface Requirements

2H17
- Change Control
- Data Conversion
- Interface Development
- Process Training
- System Acceptance Testing

1H18
- Interface Development
- Process Training
- System Acceptance Testing
- Implement

2H18
- Finalize Data Warehouse Retention Requirements
- Deploy Data Warehouse
- Retire Legacy Systems

Process Analysis
Communication
Change Management
Next Steps
March - April, 2017

- Request LCEC board approval in March
- Site visits to Pedernales, Guadalupe Valley, and Withlacoochee
- Complete ABS New Member Conversion Analysis Document for NISC
- NISC on site beginning March 27th to begin conversion work plan
- NISC to request approval of LCEC’s membership application April 12th
Board Action Requested

Requesting a motion to authorize the CEO to execute the Master Service Agreement and Statement of Work with National Information Solutions Cooperative (NISC), consistent with this presentation.