

Calpine Community Energy Services for OCPA

September 8th, 2025

Who We Are



PARTNERSHIP

- ✓ Fully engaged industry leader
- ✓ From implementation to operations
- ✓ Reliability & flexibility you can count on

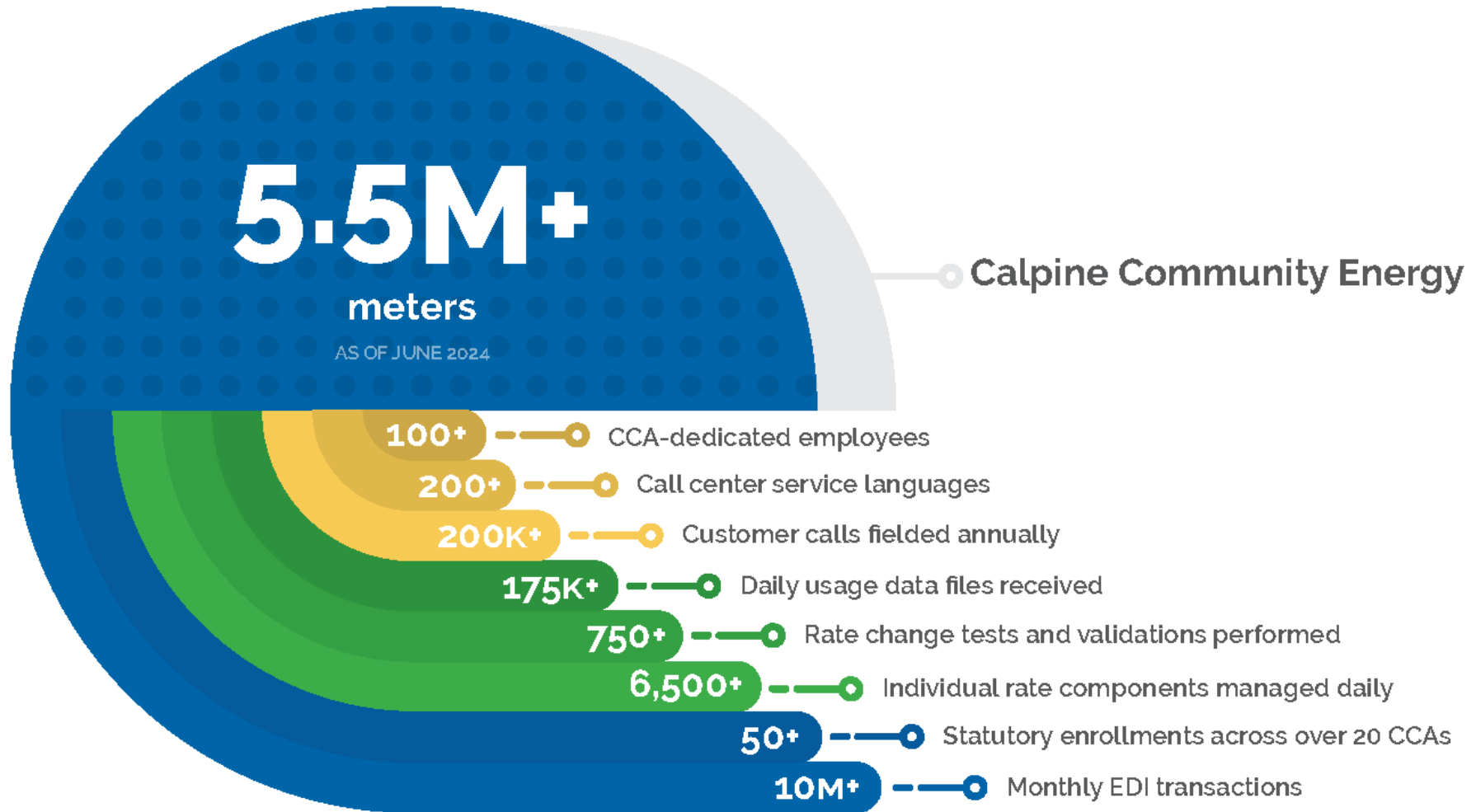
EXPERTISE

- ✓ 99.99% billing accuracy
- ✓ 99.98% billing timeliness
- ✓ 160+ phases and 400+ mailings

INNOVATION

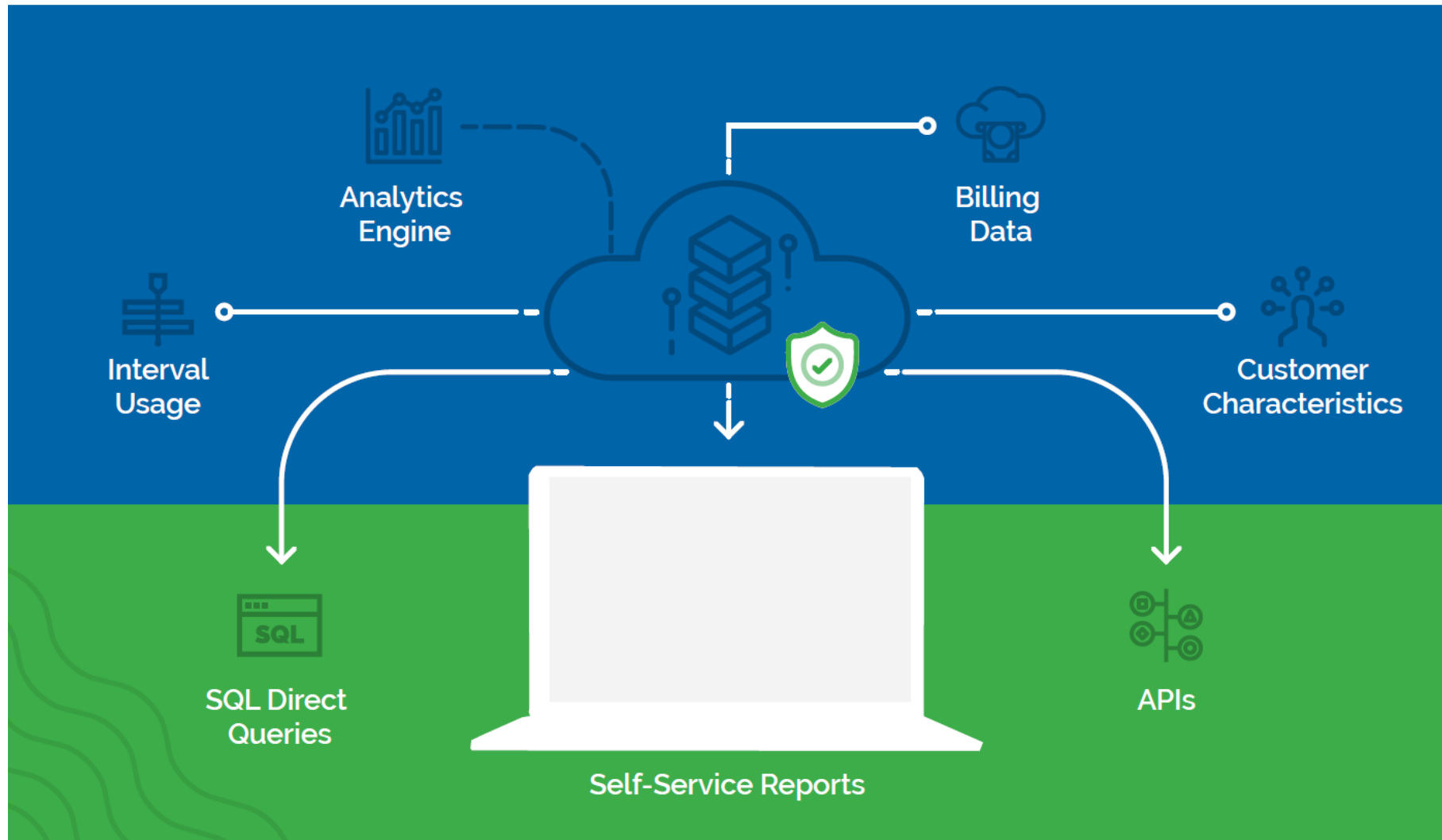
- ✓ CCA-specific data solutions
- ✓ Flexible billing engine
- ✓ Comprehensive technology ecosystem

Industry-leading Capacity & Volume



Calpine's Online Data Platform

Better data from us. Better insights for you.



What We Do For OCPA

BILLING

ACCURACY
99.99%

TIMELINESS
99.99%

EDI

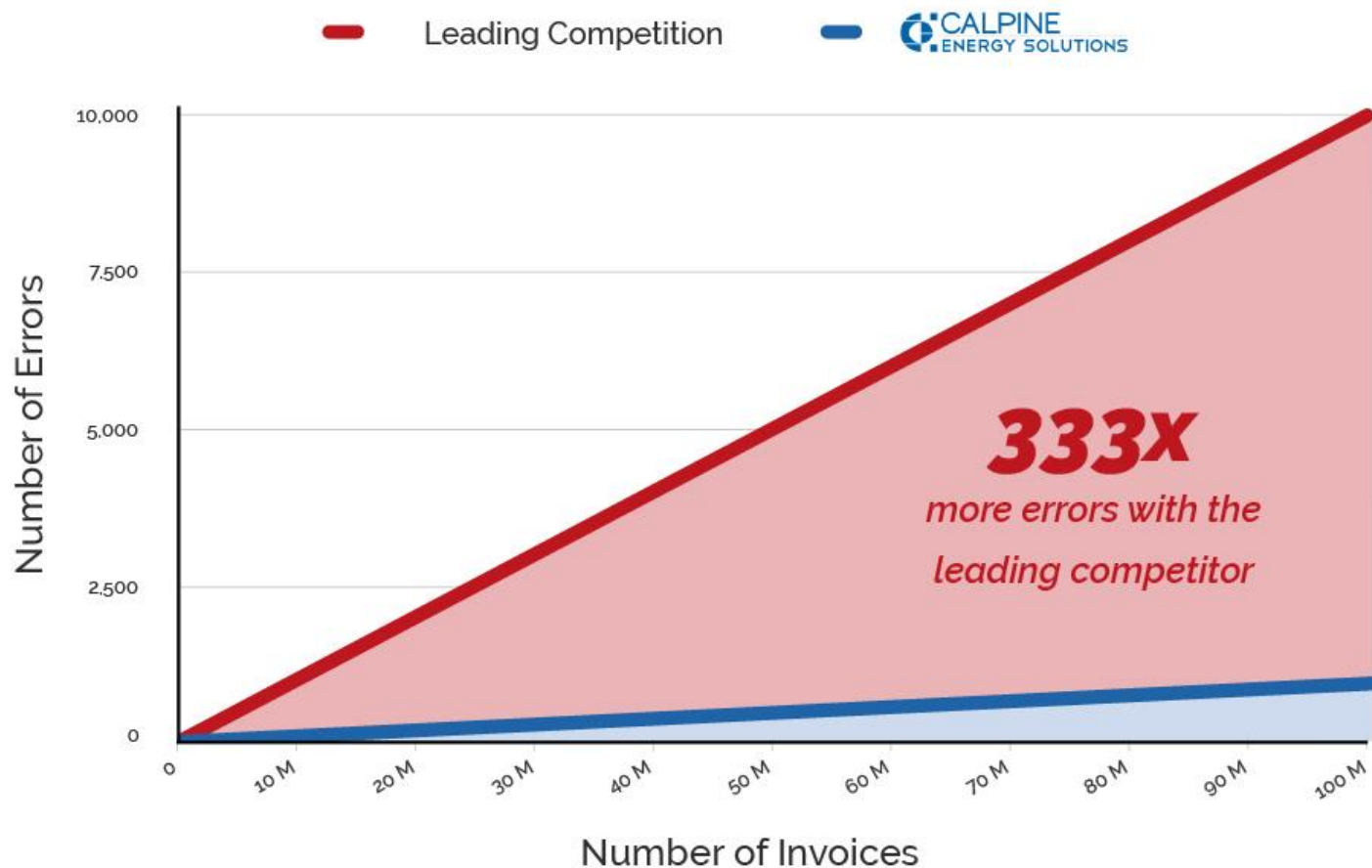
QRE SERVICES

**CUSTOMER INFORMATION
SYSTEM**

SQMD

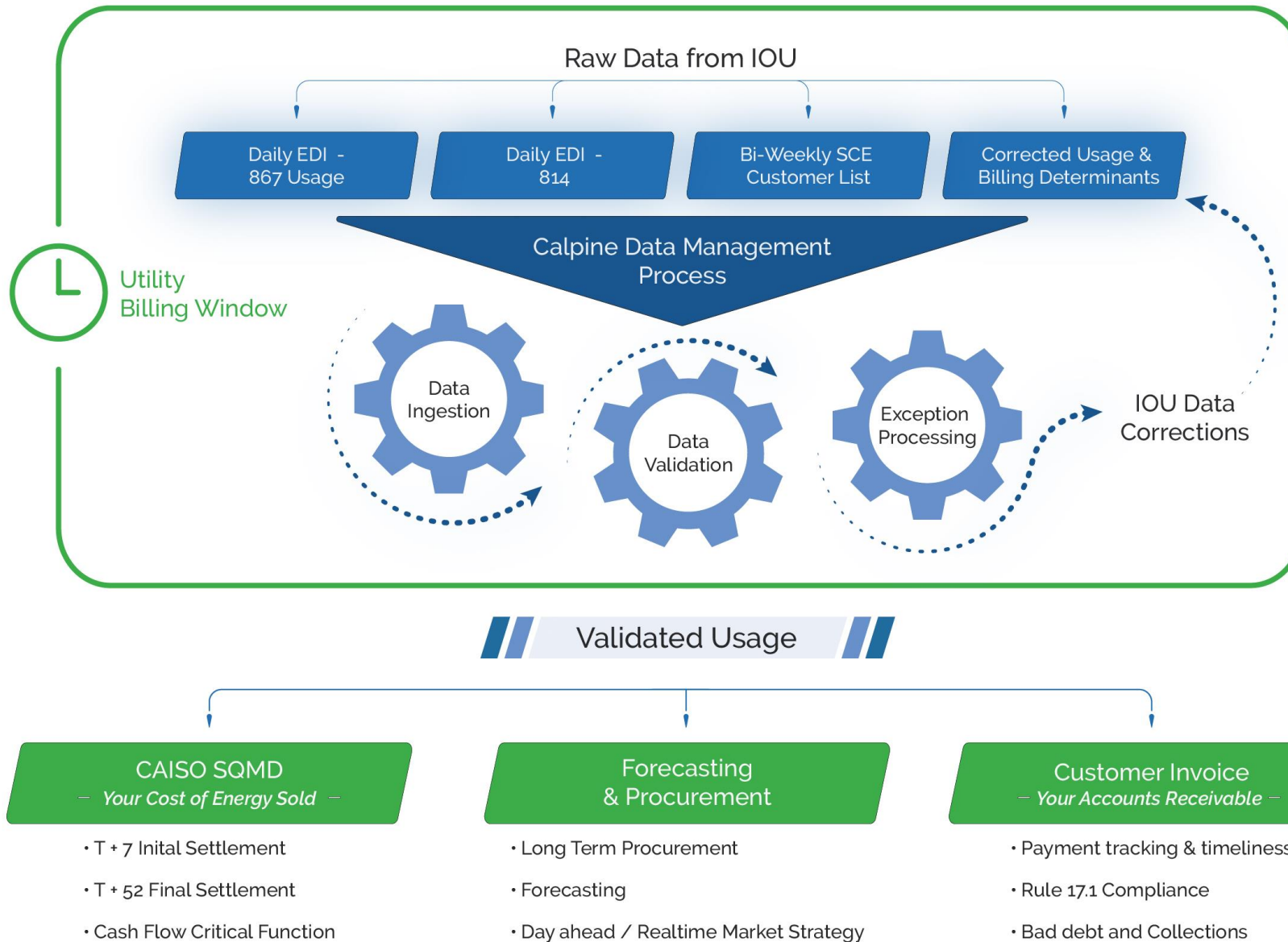
Why Accuracy Matters

Number of Errors vs. Number of Invoices



Why Billing Accuracy Matters

Usage data to revenue, expenses & procurement rely on accurate data



Calpine Contact Center

Your Customers. Our Priority.

Calpine Contact Center Overview

**CALIFORNIA
BASED**

50+ AGENTS

**4 GEO-REDUNDANT
LOCATIONS**

CCA EXPERIENCED

FLEXIBLE

DIVERSE

LEADING TECHNOLOGY

Capabilities at a Glance

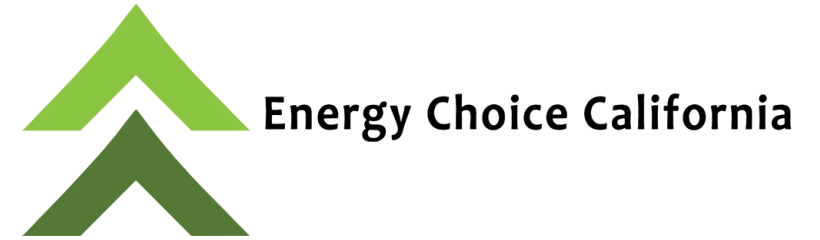
- ✓ over 150K calls answered annually
- ✓ over 50 CCA programs supported
- ✓ key word trending & analysis
- ✓ robust quality monitoring
- ✓ industry-leading forecasting tools



Energy Choice California

OCPA's contact center is supported by a specialized vendor created exclusively to serve CCAs, managed by Calpine.

Contact Center Partnership



Energy Choice California (ECC) partners with IBEW across California since 2018

- Expanded to **Local 47** in Southern California in 2021
- Commitment to **competitive wages, healthcare, retirement, and job protection**



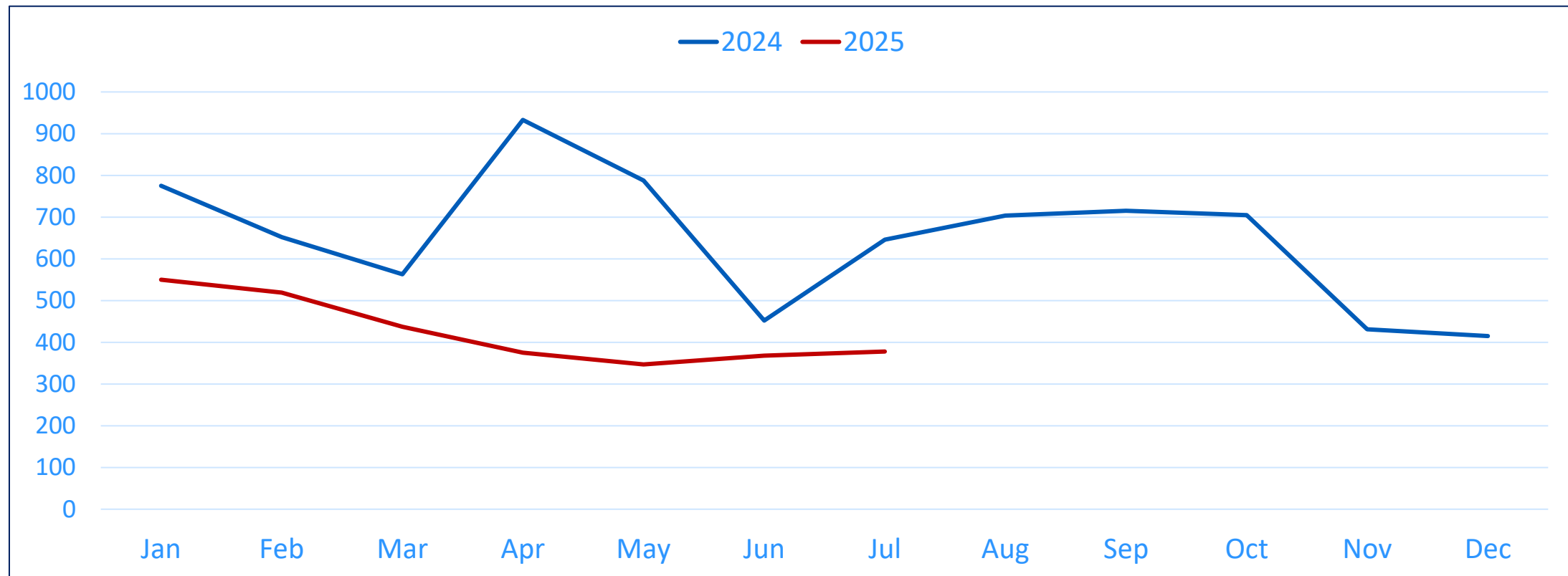
OCPA Customer Support Resources

- 4 **union-represented agents** serving OCPA customers
- Pool of 4 **supervisors** providing oversight and accountability



OCPA Call Volumes 2024 & 2025

- 2024: 7,779 calls; 2025 YTD: 2,974 calls (trending lower)
- 2024 peaks due to annual true-ups & Huntington Beach reversions



OCPA Customer Satisfaction Survey

- ✓ customer satisfaction **above 90%**
- ✓ temporary dip due to technical issue, **quickly resolved**
- ✓ weekly review of feedback drives **continuous improvement**

Quality Assurance

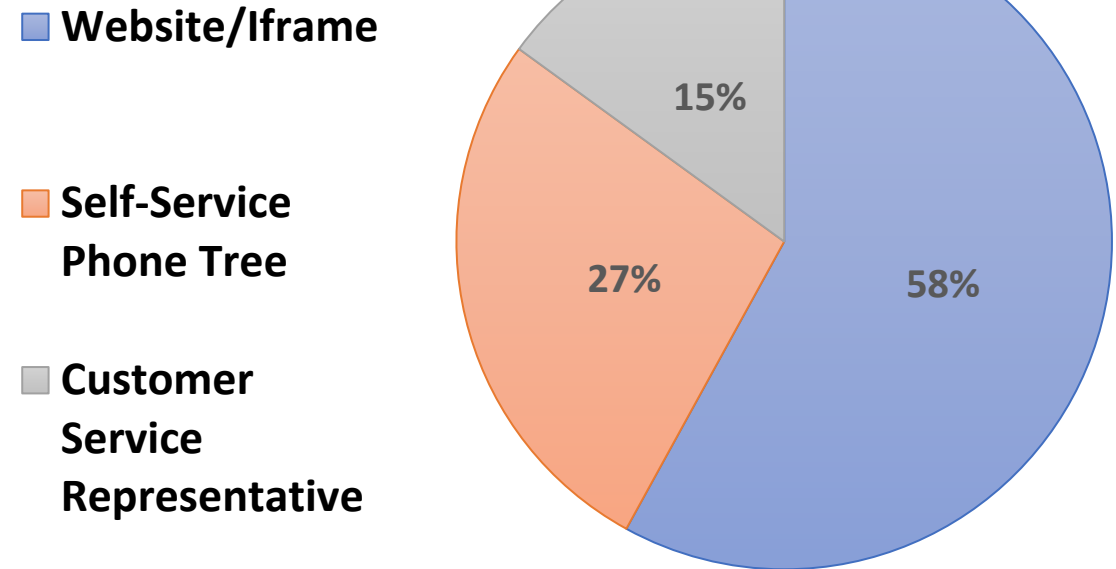
- ✓ agent performance analytics
- ✓ ongoing quality monitoring
- ✓ personalized coaching

Month	Satisfied w/Service	% of Total Callers Who Completed Survey
January	96.59%	16.00%
February	96.04%	19.46%
March	98.80%	18.99%
April	82.98%	12.53%
May	92.31%	7.49%
June	79.07%	11.68%
July	95.83%	12.77%

Customer Opt-Out Channels

- Three opt out channels, most opt out online
- Multiple channels provide flexibility
- Digital channels highlight customer preference for self-service

Percent of Opt Out by Channel



Reasons for Opt Outs by Channel

- *Rate or Cost Concerns (37%)* → **largest driver** of opt-outs
- *Automatic Enrollment (28%)* → second most common reason
- Together, these two account for **nearly two-thirds (65%)** of all opt-outs

Other Reasons

- **Agents** capture “Other” reasons and richer customer feedback
- Most common: *“Customer wants to remain with SCE”*

Opt Out Reason	Channel			Total
	Web	Phone Tree	Call	
Concerns about Government-Run Power Agency	5	11		16
Decline To Provide	117	13	6	136
Dislike Being Automatically Enrolled	133	111	14	258
Have Renewable Energy Reliability Concerns		2		2
Other	6	29	89	124
Rate or Cost Concerns	273	49	14	336
Service or Billing Concerns	20	1	19	40
Total	554	216	142	912

OCPA Customer Retention

Proactive agent engagement helps retain customers and address opt-out reasons.

- Calpine monitors **opt outs and underlying reasons** to inform retention efforts
- Agents engage in **customer-focused retention efforts**:
 - **Highlight the benefits** of OCPA participation and programs
 - Provide **rate comparisons** and bill insights
 - Guide customers to **opt-down** rather than opt-out
- **Large commercial customer calls** are escalated to OCPA staff for personalized support



Enhancing Customer Retention

Recently added new **commercial** pop-up message that highlights **OCPA's 3% lower rates compared to utility.**

Next step: continuing to leverage digital tools to **improve retention and enhance the customer experience**

Are you sure you want to opt out of OCPA service?

OCPA's Basic Choice plan costs 3% less than SCE's equivalent generation rate, providing customers with bill savings. Explore all the OCPA renewable energy plans to find the option that best meets your needs [here](#).

If you decide to opt out:

- You will be switched to utility-run services.
- You may incur transitional rate fees.
- You'll need to wait before returning to OCPA service.

OPT OUT

CANCEL

*Calpine and OCPA: working together to ensure
reliable, high-quality customer support.*

Please let us know if you have any questions.