



## GOVERNMENT OF PUERTO RICO

Puerto Rico Electric Power Authority  
Governing Board

### RESOLUTION 4773 AMENDMENT- TRUENORTH CORPORATION

- WHEREAS: The Puerto Rico Electric Power Authority (PREPA) is a public corporation and an instrumentality of the Government of Puerto Rico created by Act 83 of May 2, 1941, as amended (Act 83). PREPA was created to provide electrical energy in a reliable way contributing to the general welfare and sustainable future of the people of Puerto Rico, maximizing benefits and minimizing social, environmental and economic impacts. In addition, PREPA provides a service based on affordable, fair, reasonable and non-discriminatory cost that is consistent with environmental protection, non-profit, focused on citizen participation and its clients.
- WHEREAS: Act 83 authorizes PREPA to grant contracts and formalize all the instruments that are necessary or convenient in the exercise of any of its powers.
- WHEREAS: On June 23, 2019, PREPA and Truenorth Corporation (the Contractor) executed Professional Services Contract 2019-P00015, to provide consulting services in project administration, management consulting in commercial services and collections operations. The Contract is effective until June 30, 2020.
- WHEREAS: On March 3, 2019, PREPA and the Contractor executed the First Amendment to Contract 2019-P00015, to increase its amount by one hundred and thirty thousand dollars (\$130,000) for a total Contract Amount of four hundred eighty thousand dollars (\$480,000).
- WHEREAS: As Mrs. Noriette Figueroa-Meléndez, Customer Service Director, indicated in her memorandum dated March 11, 2020, the Contractor has developed a virtual dashboard in Power BI Publisher that includes multiple Key Performance Indicators (KPI's) to measure the operational performance. This important tool provides an overview of the Customer Service Directorate's (CSD) operations on the following aspects: billing errors, meter reading efficiency, waiting times in district commercial offices and call centers, debt analysis, customer's quantity evolution, projections (including net metering), finances, among others.



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WHEREAS: These identified KPI's allow PREPA upper management to focus its efforts in areas that have a direct impact on PREPA's finances, such as: correcting billing errors, estimated billings and identifying pending field activities. The results of this effort are: an increase in collections, reduction in commercial offices visits, reduction in the waiting time in call centers, and improvement in customer satisfaction.

WHEREAS: Mrs. Figueroa-Meléndez indicates that the CSD requested three proposals for the services currently provided by the Contractor. After evaluating the proposals that were received, the CSD determined that Truenorth's proposal best suits PREPA's needs, in terms of costs and services.

WHEREAS: In order to continue receiving the abovementioned services from the Contractor, Mrs. Figueroa-Meléndez requests:

1. the extension of the Contract from July 1, 2020 to June 30, 2021, according Article 6 of the Contract.
2. to approve a budget of \$780,000 for the services to be rendered under the extension period, which will increase the Contract Amount to \$1,260,000, until June 30, 2021.

WHEREAS: On March 9, 2020, the Finance Directorate certified the availability of \$780,000 in the budget for Fiscal Year 2020-2021, for this Second Amendment to the Contract.

WHEREAS: PREPA's General Counsel evaluated the legal aspects of the request presented in Mrs. Figueroa-Meléndez's memorandum and concluded that the Second Amendment is subject to the approval of PREPA's Governing Board.

THEREFORE: In accordance with Act 83, PREPA's Governing Board resolves to:

1. Authorize the Second Amendment of the Contract 2020-P00015, to:
  - a. Extend the Contract from July 1, 2020 to June 30, 2021, according Article 6 of the Contract.
  - b. Approve a budget of \$780,000 for the services to be rendered under the extension period, which will increase the Contract Amount to \$1,260,000 until June 30, 2021.

2. Authorize the Chief Executive Officer to execute the Second Amendment to Contract 2020-P00015. All the remaining terms of the Contract shall remain in full force and effect.

Approved in San Juan, Puerto Rico, on the twenty-fifth day of March, two thousand twenty.



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Eduardo Arosemena-Muñoz  
Secretary of the Board