

**Alta Resources
Agreement No. C-3-1895 Fact Sheet**

1. January 27, 2014, Agreement No. C-3-1895, \$4,035,000, approved by the Board of Directors (Board).
 - Agreement to provide call center services.
 - Initial term of the agreement is effective July 1, 2014 through June 30, 2017, with two, two-year option terms.
2. November 17, 2016, Amendment No. 1 to Agreement No. C-3-1895, \$0.00, approved by Contracts Administration and Materials Management.
 - Amendment to add two new monthly call volume tiers to the rate schedule.
3. March 27, 2017, Amendment No. 2 to Agreement No. C-3-1895, \$2,113,600, pending approved by the Board.
 - Amendment to exercise the first option term and extend the agreement through June 30, 2019.
 - Develop an interactive voice response system to complement the Customer Information Center.
4. April 18, 2018, Amendment No. 3 to Agreement No. C-3-1895, \$2,094,074, pending approved by the Board.
 - Amendment to exercise the second option term and extend the agreement through June 30, 2021.
 - Add one new monthly call volume tier to the rate schedule.

Total committed to Alta Resources, Agreement No. C-3-1895, in the amount of \$8,242,674.