

December 17, 2018



Dear MCCA Customers:

Subject: Transition and Assignment

We want to thank Municode for this opportunity and for their ongoing support. We have had a relationship with Municode for several years and as such we provide some services to current customers of Municode, so some of you are already familiar with us.

We at ENCO are pleased to have the opportunity to serve you and welcome you to the ENCO family. *ENCO as the Successor in Interest will provide you with the same services you currently receive from Municode, and ENCO will honor all the existing pricing and terms and conditions.* We will go forward in the same tradition and at the same level of service as provided by Municode.

There are some options for transitioning your existing Municode contract to ENCO:

**Assignment to Successor in Interest:** Attached is the Assignment document that provides that ENCO has acquired from Municode the contracts for billing services and ENCO will honor all pricing, terms and conditions of these contracts. If you accept this assignment, then the contract can be assigned to ENCO as the Successor in Interest.

**Piggyback on Florida Compleitive Bid:** Last summer, ENCO participated in a competitive bid offered by Florida Municipal Power Agency (FMPA) for call center and other billing services. ENCO was the successful bidder and was awarded the contract. The pricing for billing services is the same as the pricing from Municode. The services under this award are for call center, billing services, lockbox, and courtesy calls. You can piggyback on this contract if desired.

**ENCO Florida Office:** As many of you know, we have been providing services to several other agencies in Florida since 2004. We are establishing a new office in Tallahassee (572-E Appleyard Rd) that is currently being built out. All the current Municode billing services personnel, equipment, software and hardware will still continue to deliver the same services, but from our new offices in Tallahassee a short distance from the Municode operations center. This new office will house the billing services operations, call center and lockbox operations.

**Who is ENCO?** In 1997, Edison International formed a new affiliate called Edison Utility Services. This affiliate was formed to provide electric distribution and customer services to municipal and other small and medium sized electric utilities. In 2001, Edison Utility Services was acquired by SRM-ENCO LLC and subsequently changed its name to ENCO Utility Services. In 2004, we formed ENCO Utility Services Florida LLC to better service our Florida customers.

ENCO electric utility services include electric distribution system design, engineering, construction, operations, maintenance. In addition to these base services, ENCO also has experience in utility renewable energy power plant financing, siting, energy contract negotiation and construction. For all our utility clients, we offer a full range of billing and other customer support services.

ENCO currently has offices in Anaheim CA (headquarters), Hemet CA (call center and customer services), Moreno Valley CA (customer) and Chattanooga TN (customer). We are opening a new office in Florida this summer. We are unaware of any conflict of interest in performing the proposed work.

**What other services does ENCO Provide?** ENCO provides **billing services including bill design, bill print and mailing** in California, Arizona, Tennessee, and Georgia. In addition, ENCO has deep experience in providing **24/7 utility call center services** for both emergency and routine calls including call out support and dispatch. We can provide **afterhours call center** and / or **overflow call center** as you desire. We handle calls for client utilities that deliver water, waste water, refuse, electric and telecommunications services.

We specialize in the utility services space. In addition to call center services, we provide **bill calculation services, rebill corrected bill preparation, documentation and mailing, process rebate incentive applications** for electric and gas utilities and governmental entities. We **explain complicated time-of-use billings and Net Energy Metering**. We **manage public service programs** such as the Energy Assistance (Low Income) Program and the Level Payment Plans. In addition, we provide mailed in **lockbox remittance processing** with remote Check 21 deposits daily to your utility bank account, **outbound courtesy notifications, back office support** such as processing of service orders like move ins, move outs, meter change outs and address changes in your CRM software.

**References on Attachment:** Please contact our references. I believe you will find that we have the same dedication to service and quality work that you currently experience from Municode.

**Security:** Data security is very important to you and to us. ENCO is SOC2 Type2 certified.

We believe that you, your staff and most particularly your customers will be very pleased with our services and we look forward to the opportunity to demonstrate that to you.

Respectfully,



Ruby M. Irigoyen  
Senior Vice President, Customer Services  
ENCO Utility Services LLC and ENCO Utility Services Florida LLC  
Office: (951) 925-8092 - Cell: (951) 236-1571  
Email: [irigoyen@encous.com](mailto:irigoyen@encous.com)

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## ENCO CONTACT INFO

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SVP Customer Services  
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office: (951) 925-8092  
cell: (951) 236-1571  
fax: (951) 257-0316

- ✓ HQ and Accounts Payable: 8141 E. Kaiser Blvd., Suite 212, Anaheim, CA 92808
- ✓ Hemet Customer Service Center, 380 N. San Jacinto St., Hemet, CA 92543
- ✓ Tallahassee Billing Services Center, 572-E Appleyard Rd., Tallahassee, FL 32304
- ✓ Website: [www.encous.com](http://www.encous.com)

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## REFERENCES

### **CITY OF WINTER PARK, FLORIDA**

Dan D'Alessandro, Director of Electric Utility Division  
(407) 643-1664  
[ddalessandro@cityofwinterpark.org](mailto:ddalessandro@cityofwinterpark.org)

Delsia Margraf, Utility Customer Service Manager  
(407) 599-3371  
[dmargraf@cityofwinterpark.org](mailto:dmargraf@cityofwinterpark.org)  
401 Park Avenue South  
Winter Park, FL 32789

ENCO provides after hours call center services for water, sewer and trash and provides 24/7 electrical emergency call center services including dispatch of crews. The City of Winter Park, Florida went "live" in March 2005 and currently serves about 14,700 electrical, utility customers.

### **CITY OF HOMESTEAD, FLORIDA**

Barbara Quiñones  
Director - Homestead Energy Services  
(305) 224-4704  
[bquinones@Cityofhomestead.com](mailto:bquinones@Cityofhomestead.com)

Katherine L. Demeritte  
Director of Customer Service  
(305) 224-4803  
[kdemeritte@cityofhomestead.com](mailto:kdemeritte@cityofhomestead.com)

ENCO provides overflow and after hours call center services for electric and water and provides 24/7 electrical emergency call center services. This service includes the use of ENCO's OMS by Homestead

dispatcher to dispatch Homestead crews. Homestead, Florida went “live” in April 2014 and currently serves about 22,500 electric utility customers.

**CITY OF NEWBERRY, FLORIDA**

Dallas Lee  
Director of Finance & Administration City of Homestead  
(352) 472-2161  
[Dallas.Lee@ci.newberry.fl.us](mailto:Dallas.Lee@ci.newberry.fl.us)

ENCO provides overflow and after hours call center services for electric 24/7 electrical emergency call center services. This service includes the use of ENCO’s OMS by Newberry management staff as needed during storm conditions. ENCO dispatches orders from the ENCO OMS to City crews. Newberry, Florida went “live” in January 2016 and currently serves about 4,000 electric utility customers.

**CITY OF CANTON, GA**

110 Academy St  
Canton, GA 30114  
Nathan Ingram, Chief Financial Officer  
Phone: 770.704.1523  
[nathan.ingram@cantonga.gov](mailto:nathan.ingram@cantonga.gov)

ENCO provides lockbox payment processing with remote Check 21 deposits under contract with Municode.

**CITY OF CHATTANOOGA, TN**

Ed Wellmann, PE, CGFM, CMFO (TN)  
Utility Financial Services Manager  
Waste Resources Division  
(423) 643-7400

ENCO provides data quality control services that include receipt of all water meter read data from Tennessee American Water and water account update data. This data is processed to deliver billing data files for the City to upload to its billing software to generate sewer bills weekly. Monthly average billings are 65,000 accounts.

**Hamilton County Water & Wastewater Treatment Authority, TN**

1250 Market Street, Suite 3050  
Chattanooga, TN 37402  
Mark Harrison, Director  
(423) 209-7835  
[MarkH@hamiltontn.gov](mailto:MarkH@hamiltontn.gov)

Natasha E. Long, WWTa Administrative Coordinator  
(423) 209-7842  
[NLong@HamiltonTn.gov](mailto:NLong@HamiltonTn.gov)

ENCO provides full service billing including water meter data quality control services, maintenance of sewer rates in ENCO billing software, bill calculation, bill printing and mailing, remittance processing for mailed in payments, online payments and pay by phone, management of local payment processors through Fiserv, disconnection and reconnection processing, credit and collections processing and reporting.

**City of Rossville**

400 McFarland Ave

Rossville, GA 30741

Sherry Foster, Director of Finance

(706) 866-1325

[sfoster@rossville-ga.com](mailto:sfoster@rossville-ga.com)

ENCO provides full service billing including water meter data quality control services, maintenance of sewer rates in ENCO billing software, bill calculation, bill printing and mailing, remittance processing for mailed in payments, online payments and pay by phone, management of local payment processors through Fiserv, disconnection and reconnection processing, credit, and collections processing, reporting and 24/7 call center support.