



Approval of Contract Extension for National Information Solutions Cooperative (NISC)

JP Urban I Chief Administrative Officer

NISC: PEC's Enterprise Software Provider

- National Information Solutions Cooperative (NISC) is an information technology company that develops and supports software and hardware solutions for member-owners across the nation.
- NISC provides integrated IT solutions for consumer and subscriber billing, accounting, engineering and operations, as well as many other IT solutions.
- PEC currently utilizes NISC's Enterprise Resource Planning (ERP) Software and has done so for over a decade.

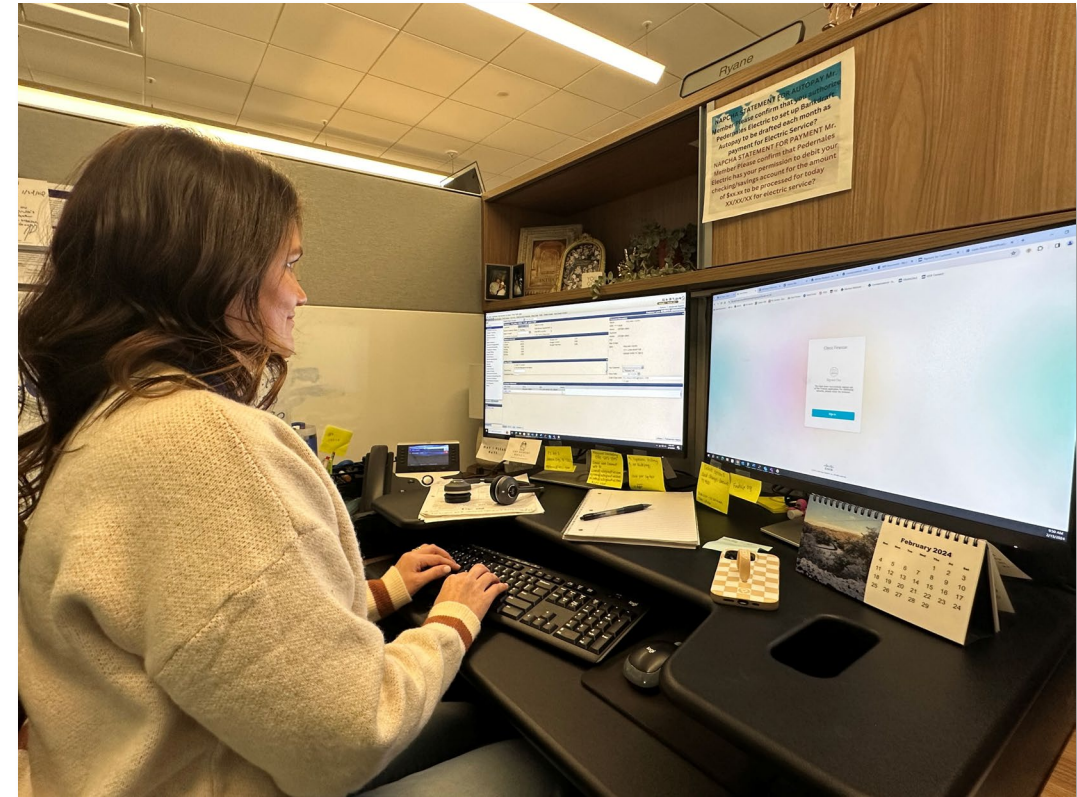


NISC Technology at PEC

Enterprise software and services

NISC's bundled solution includes multiple fixed and consumption-based services that form the backbone of PEC's business operations:

- Accounting, contract, and billing services, including bill printing and mailing through Automated Mailroom Services
- Member information database, Meter data management, Billing, Service orders, and Request for new service
- SmartHub online portal and mobile app: Member hub for bill payment, account self-service, and online applications
- Call Capture Suite: Payment IVR, and outbound calls
- Financials, Procurement and Payroll software



NISC Contract Extension

Request for Contract Renewal approval:

- The Cooperative approved execution of a five-year agreement with NISC in December 2013 (2013-96).
- The Board has since approved extensions to the term for enterprise software from NISC in 2017 and 2021.
- The Cooperative is requesting a three-year extension to its contract with NISC.



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