



Exhibit A Statement of Work

Project Name: City of Hollywood (FL), (“System Owner”) Mobile Programmer Interactive Mode Implementation (“Project”).

This Statement of Work (“SOW”) and the terms and conditions of the Agreement for Software Deliverables and Services dated June 1, 2022 (“Agreement”) describes the Services to be provided to the System Owner in support of the Project as authorized by System Owner signing this Statement of Work. This SOW is governed by the Agreement terms and conditions. By signing this SOW, System Owner represents and affirms that it has reviewed and agrees to the terms and conditions as set forth in the Agreement, its Attachments and Exhibits. Additional terms contained on any purchase order are hereby rejected unless specifically agreed to in writing by the System Owner and Aclara.

Scope of Work

The project scope for the Mobile Programmer Implementation includes professional services (project management, coordination, AclaraONE® software solution, product training and software acceptance).

The new solution will support various uses of the components and applications defined in Attachment 1. More detailed requirements will be developed during the requirements task of the project but will remain consistent with Attachment 1 unless mutually agreed by the System Owner and Aclara.

This Statement of Work addresses the implementation services required by the Project. It is mutually understood that business requirements, resources and dates may change subject to the applicable terms of this SOW and that any such material change requested by the System Owner or as a result of the System Owner’s inability to provide agreed upon resources and perform its other responsibilities set forth herein or the result of System Owner errors or omissions may result in a Change Order.

It is understood by Aclara and the System Owner that any material changes to scope will be addressed through a formal change order process. Material changes are those which specifically will impact budget, scope, timeline and/or resources.

1.0 Project Approach

The Aclara Services Team (“Aclara Team”) assigned to this project will complete the Aclara tasks described herein and will perform work for the System Owner for the duration of the Project from remote locations.

The scope of the services engagement for this SOW is set forth in the attached Attachments 1 here to. Attachment 1 also includes certain Responsibilities and Assumptions that are the responsibility of the System Owner. In addition to the tasks specified in Attachments 1 here to, the System Owner will provide appropriate Project resources, including but not limited to data, information, and appropriate and cooperative personnel, to facilitate the performance of the Services. The System Owner shall designate a Project Manager to work with the Aclara Team to facilitate the provision of the Services. Once this SOW is executed, Aclara and the System Owner will assign resources to the Project. The Aclara Team will work on the Project and provide support as specified by the SOW.

2.0 Assumptions and Responsibilities

Project Assumptions and Responsibilities are set forth in Attachments 1. Should the System Owner fail to fulfill those that are applicable to the System Owner, the estimated level of effort, timeline and scope may be subject to change which may result in a Change Order.

3.0 Scope Estimates

Aclara will support the System Owner by providing a team to complete the scope of work defined in Attachment 1.

Aclara's estimate of the level of effort is based on the following:

- Information provided by the System Owner to Aclara
- Aclara's understanding of the project scope, based on System Owner information

Should the information provided by the System Owner be inaccurate or should Aclara gain additional information during the Project, the work required may be out of scope and the pricing and schedule may be impacted. If so, the additional work will be addressed as a change to the SOW (change order).

4.0 Software Licenses

The AclaraONE software components are licensed in accordance with the Aclara Software Agreement ("Licenses") executed between Aclara and the System Owner. The Licenses cover the integration with the System Owner's single production environment and within the System Owner's current service territory.

5.0 Changes

Any change to this SOW shall be subject to mutual written agreement of the parties. Aclara shall not commence work on any such change unless and until the change has been agreed to in writing by both parties.

IN WITNESS WHEREOF, the parties have so agreed as of the last date signed below.

Accepted By:

Accepted By:

**Aclara Technologies LLC
(Aclara)**

**City of Hollywood (FL)
(System Owner)**

DocuSigned by:
Kumi Premathilake
By: EDF890DBCCBF4DE...

By: _____

Print Name: Kumi Premathilake

Print Name: _____

Title: DVP AMI and Services

Title: _____

Date: 2/22/2024

Date: _____

- Attachment 1 = Mobile Programmer Interactive Mode Implementation SOW**
- Attachment 2 = Milestone Schedule**
- Attachment 3 = Change Order Procedure**

Attachment 1 To Statement of Work

Project Definition - Mobile Programmer Interactive Mode Implementation Project

1.0 Project Scope

Aclara's Mobile Programmer software application is used to program Aclara MTU's and is the sole interface to the MTU's. Aclara will assist System Owner in the setup of Aclara's Mobile Programmer software application for interactive mode. Aclara will provide documentation and support for the integration effort. The following sections provide details related to the scope of this project.

1.1 Documentation

Aclara will provide the Mobile Programmer User Guide

1.2 Software

Aclara will provide a working version of Aclara's Mobile Programmer interactive mode.

1.3 Integration Support

Aclara will provide integration support for the following activities:

- Requirements Confirmation – Confirmation of any new MTU or Meter types in scope.
- Create XML Files based on existing configuration and requirements document for any new MTU or Meter types.
- Setup OrgAdmins based on Requirements document.
- OrgAdmin Training - Aclara will provide two (2) hours of training to include an overview of the Mobile Programmer Application OrgAdmin user and license management.
- Aclara will assist the System Owner in downloading, integrating, configuring, and validating the Aclara Mobile Programmer application into the System Owner's iOS, Android, or Windows-based field programmers. The System Owner will be responsible for providing the chosen field programmers that meet Aclara's specifications to support the Aclara Mobile Programmer application.
- Deliver XML Files via SFTP: Alarm.xml, DemandConf.xml, Global.xml, meter.xml, MTU.xml.
- User Training - Aclara will provide two (2) hours of user training to include an overview of the Mobile Programmer Application interactive mode.
- End to End Test - Aclara will assist System Owner during the testing phase, specifically any assistance System Owner will need to test the activity log file to ensure that programming records are being loaded correctly for all the MTU programming/activation scenarios. System Owner will be responsible for creating test cases for all scenarios and executing the

tests. Aclara will be responsible for reviewing the test case documents and verifying test results in the Aclara head end system. Aclara will provide support over a 2-day period.

System Owner will perform the following activities:

- OrgAdmin user setup and license management.
- Download/Install the Mobile Programmer Application from App Store, GooglePlay, or Microsoft Store.
- Deliver XML files to individual devices via SFTP.
- Develop and Execute test cases.

1.4 Onboarding Aclara Support

Aclara will compile all open issues and review the status of these issues with Aclara's Technical Support team and System Owner's project team. Additionally, by this time the System Owner will be introduced to Aclara's Technical Support operations. All support operations will begin to be managed by this team. System Owner will be trained on Aclara's Support processes which includes opening support tickets for questions, issues, and product enhancements, managing and obtaining status of these tickets. The System Owner will be introduced to the AclaraConnect client portal. Aclara will respond in a timely manner per the agreed response times in the Maintenance and Support agreement.

2.0 Deliverables and Milestones by Step

The table below details the milestone deliverables for this project. Delivery dates for each milestone will be communicated at project launch.

Milestone	Deliverables	Payment Milestone Descriptions
1	Contract Execution	Contract Execution Complete. This milestone is complete after the contract documents are fully executed by both parties.
2	Project Kickoff	Project Kickoff Complete. This milestone is complete after the Project Kickoff meeting.
3	OrgAdmin Training	OrgAdmin Training Complete. This milestone is complete after Aclara provides OrgAdmin webinar training for system administrators.
4	User Training	User Training Complete. This milestone is complete after Aclara provides User webinar training for field personnel and System Owner service representatives.

3.0 Preliminary Project Schedule

Upon execution of this SOW, Aclara will work with System Owner to schedule the efforts listed above. The following draft schedule will be refined as part of the project kickoff phase and will be dependent on System Owner's ability to complete its deliverables within the required timeline.

	Duration (in Business Days)	Week 1	Week 2	Week 3	Week 4	Week 5	Week 6
Project Initiation & Kickoff	2 days						
Requirements Confirmation	3 days						
Configuration	12 days						
Training	10 days						
Testing	2 days						
Project Closeout	3 days						
Total # of Days	28 days						

*Start Date is typically 2 months from contract execution date.

4.0 Project Governance

System Owner agrees to provide appropriate Project resources including but not limited to, data, information, workspace and appropriate and cooperative personnel, all as necessary to facilitate Aclara's performance of the Services and the System Owner integration.

System Owner will allocate the following described personnel to the Project to provide appropriate knowledge of the indicated area and the skills to perform the System Owner tasks, and any additional personnel, including vendor resources, that may be necessary for System Owner to perform its obligations under the implementation work plan.

- Project Manager - Main point of contact for the Project. Is responsible for scheduling System Owner resources, managing the scope and the System Owner tasks of the Project schedule, facilitating document approvals, and escalating and resolving issues as required by the Aclara.

Aclara will allocate the following described personnel to the Project to provide appropriate knowledge of the indicated area and the skills to perform the Aclara tasks, and any additional personnel that may be necessary for Aclara to perform its obligations under the implementation work plan.

- Project Manager - Coordinates scheduling and work assignments, assists in requirements and detailed design, resolves issues and serves as daily interface with the System Owner Project Manager
- Technical resource(s) to complete the integration.
- Training resource(s)

5.0 Key Scoping Parameters and Assumptions

The scope detailed in the previous section is the basis for Aclara project costs and delivery schedule. Any deviation from these parameters and assumptions may impact project costs and milestone dates. The following assumptions apply to this engagement:

- Travel to System Owner facilities is not anticipated for this engagement and remote access based joint access will be available for issue resolution purposes. If travel is required, the direct costs of travel will be passed on to System Owner.
- Webinar based sessions for training included. If additional training is required, the request will be scoped out with a change order.

**Attachment 2
To
Statement of Work**

Implementation Payment Milestone Schedule

Implementation Fees (One-Time)

Project Milestones - Total Mobile Programmer Setup/Integrations fee - \$5,725.00

	Milestone	Item #	Milestone %	Payment \$
3	OrgAdmin Training Complete	NS-MSSW-W-RF	100%	\$5,725.00
	TOTAL		100%	\$5,725.00

Attachment 3 To Statement of Work

Change Order Procedure

Any change to a Statement of Work must be agreed upon in writing by both parties. The following procedure (whether requested by the System Owner or Aclara) will be used to control all changes. All Requests for Change ("RFC") to the applicable Statement of Work must be made in writing and shall be submitted by the appropriate Project Manager. Each request should contain the following information:

- The requested change
- The impact, if any, on the existing work product
- Estimated impact, if any, on Project schedule
- Estimated change, if any, in Services fee

The Project Manager shall review and accept or reject the RFC. If rejected, the RFC shall be returned to the submitting party with written reasons for rejection and, as appropriate, any alternatives. All approved RFC's will be incorporated into the Change Order to this Statement of Work. Aclara will not perform any Services outside of the Statement of Work until the RFC has been signed by both parties.

1. Describe the requested change:

2. Define the impact, if any, on existing work product:

3. Define additional work product required as a result of the requested change, if any:

4. Define the impact, if any, to the existing Project Schedule. Provide an updated Project Schedule, if appropriate:

5. Provide an updated work product and payment schedule, if appropriate:

Accepted By:

Aclara Technologies LLC (Aclara)

By: SAMPLE

Print Name: SAMPLE

Title: SAMPLE

Date: SAMPLE

Accepted By:

System Owner (System Owner)

By: SAMPLE

Print Name: SAMPLE

Title: SAMPLE

Date: SAMPLE