



February 7, 2022

Village of Oak Park
Marcella Bondie Keenan
123 Madison St.
Oak Park, IL 60302

Dear Ms. Keenan,

The Smart Energy Design Assistance Center (SEDAC) is pleased to collaborate with the Village of Oak Park to provide support for its businesses around sustainability opportunities through SEDAC's call center.

Our goal is to provide support to businesses looking to switch to more sustainable operations or products. Additionally, we aim to direct businesses to available technical support and funding opportunities to accomplish sustainability projects. SEDAC will track all incoming calls, recording the name, phone and email address of the caller, along with call notes. SEDAC will also track the estimated time spent providing support for the business and outcomes of the engagement.

As common questions emerge, SEDAC will develop streamlined resources for Oak Park businesses to increase call center efficiency. As SEDAC connects with businesses, small projects or in-person inquiries may be requested. For any projects that may be beyond what the call center can provide, we will connect with the Village to discuss the potential project and a path forward to remit SEDAC's services.

SEDAC will check in monthly with the village regarding calls and common questions from businesses. We will share the call center tracking logs with the Village monthly. Ongoing check-ins will determine whether a contract for services is necessary.

It is a pleasure working with the Village of Oak Park on sustainable business initiatives, and we thank you for partnering with SEDAC.

Sincerely,

Cassie Carroll

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