

# VALLEY CLEAN ENERGY ALLIANCE

## Staff Report – Item 10

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**TO:** Valley Clean Energy Alliance Board of Directors  
**FROM:** Mitch Sears, Interim General Manager, VCEA  
**SUBJECT:** Customer Enrollment Update and Call Center Report (Information)  
**DATE:** July 11, 2019

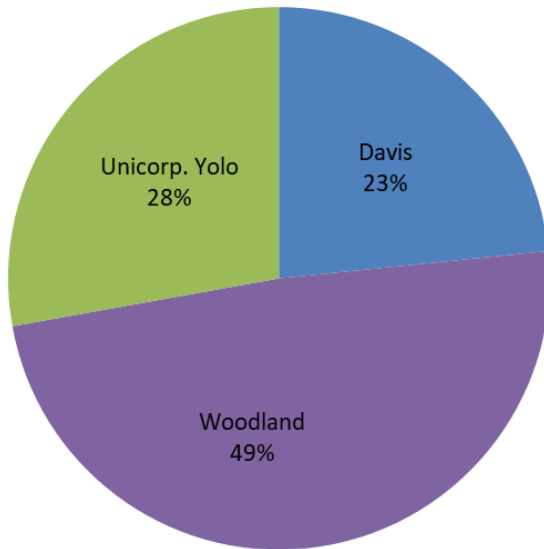
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### RECOMMENDATION

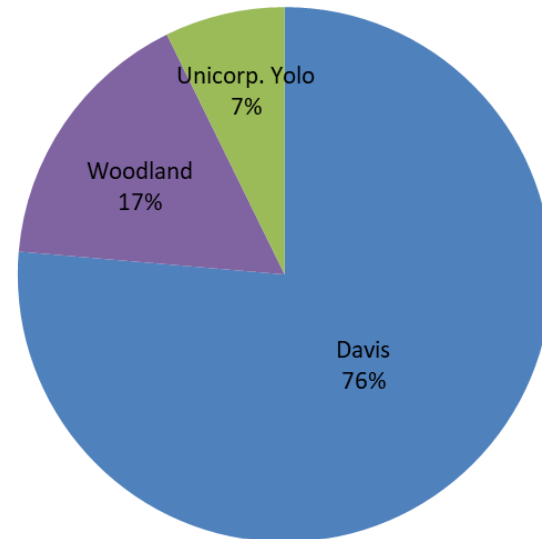
Receive and review the attached Customer Enrollment update as of July 2, 2019 and the monthly Call Center report as of June 23, 2019.

# Enrollment Update

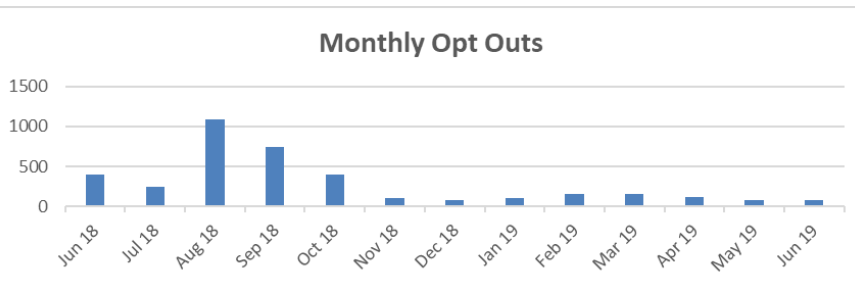
**4,921 Opt Outs**  
7.6% of customers



**110 Opt Ups**



Monthly Opt Outs



	Eligible	Opt-Out	% Opt Out
Residential	56,500	4,178	7.4%
Non-Residential	8,500	743	8.7%
<b>Total</b>	<b>65,000</b>	<b>4,921</b>	<b>7.6%</b>

Approximately 7,000 NEM customers are pending enrollment with VCE and are included in the eligible total



# Monthly Call Center Report

Monthly VCE Volume & AHT  
(Rolling 12 Months)

