

# VALLEY CLEAN ENERGY ALLIANCE

## Staff Report – Item 10

---

**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:** September 12, 2019

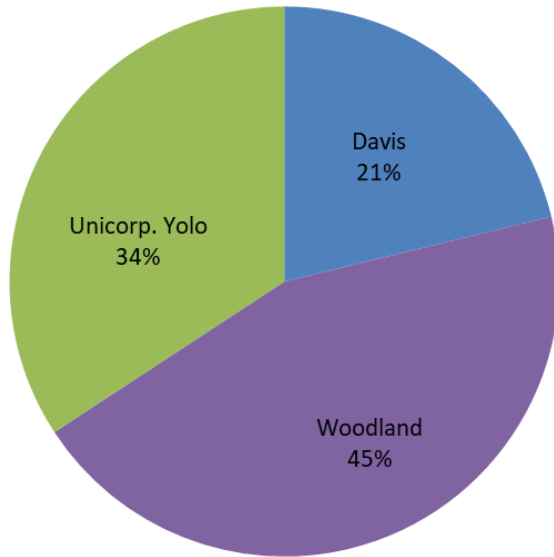
---

### RECOMMENDATION

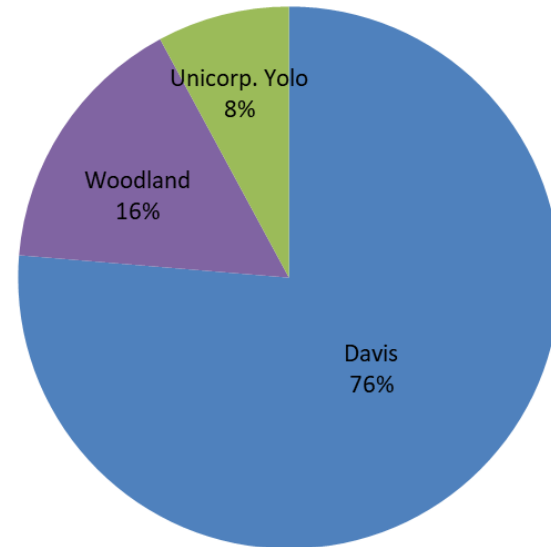
Receive and review the attached Customer Enrollment update as of August 29, 2019 and the monthly Call Center report as of August 18, 2019.

# Enrollment Update

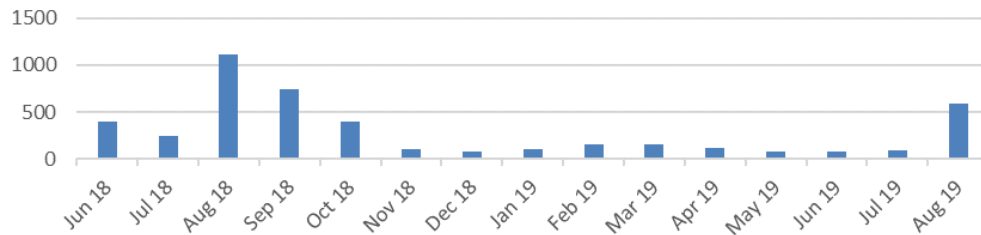
**5,537 Opt Outs**  
**8.5% of customers**



**114 Opt Ups**



**Monthly Opt Outs**



	Eligible	Opt-Out	% Opt Out
Residential	56,500	4,842	8.6%
Non-Residential	8,500	764	9.0%
<b>Total</b>	<b>65,000</b>	<b>5,606</b>	<b>8.6%</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)

