

VALLEY CLEAN ENERGY ALLIANCE

Staff Report – Item 10

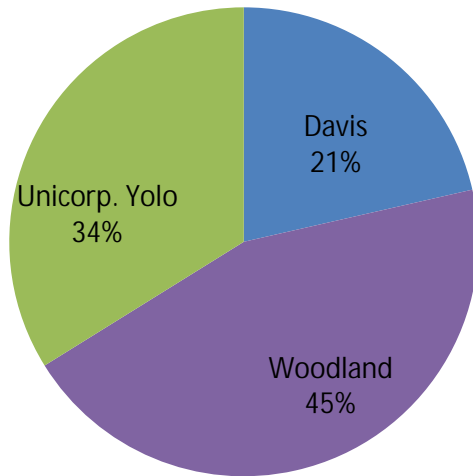
TO: Valley Clean Energy Alliance Board of Directors
FROM: Mitch Sears, Interim General Manager, VCEA
SUBJECT: Customer Enrollment Update and Call Center Report (Information)
DATE: October 10, 2019

RECOMMENDATION

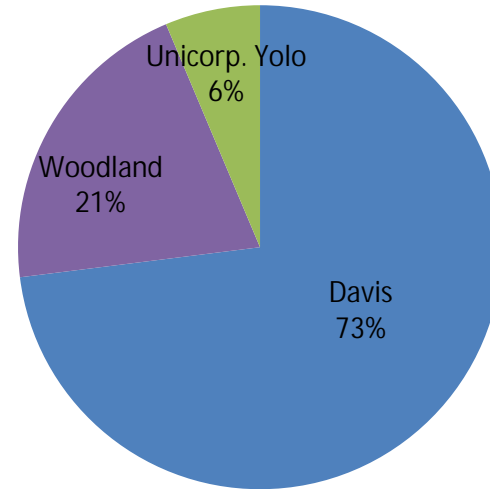
Receive and review the attached Customer Enrollment update as of October 3, 2019 and the monthly Call Center report as of September 22, 2019.

Enrollment Update

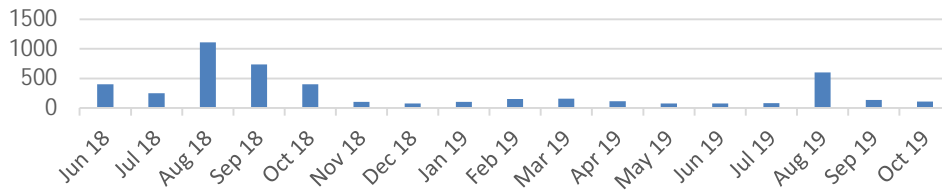
5,782 Opt Outs
8.9% of customers



126 Opt Ups



Monthly Opt Outs



	Eligible	Opt-Out	% Opt Out
Residential	56,500	4,989	8.8%
Non-Residential	8,500	793	9.3%
Total	65,000	5,782	8.9%

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)

