

VALLEY CLEAN ENERGY ALLIANCE

Staff Report – Item 11

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: November 14, 2019

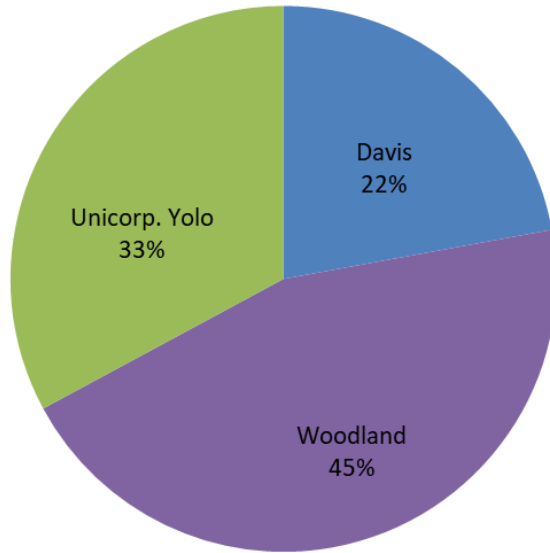
RECOMMENDATION

Receive and review the attached Customer Enrollment update as of November 4, 2019 and the monthly Call Center report as of October 27, 2019.

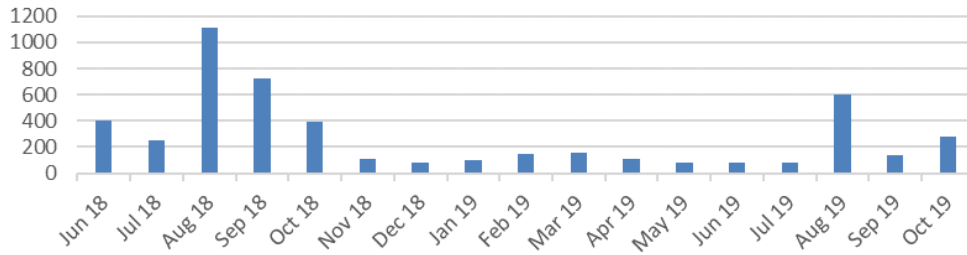
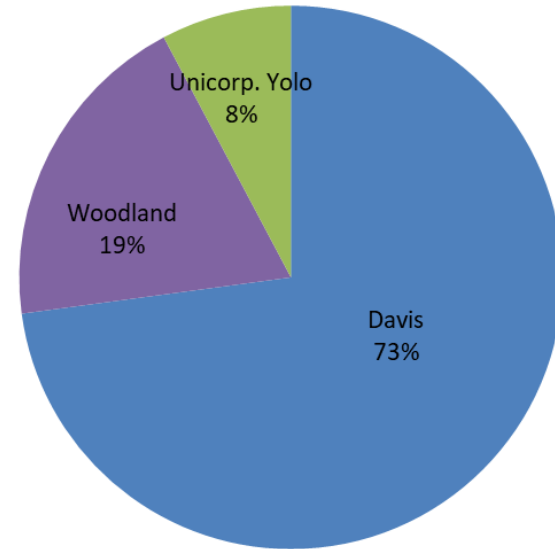
Attachments: November 4, 2019 Enrollment Update
October 27, 2019 Monthly Call Center Report

Enrollment Update

6,014 Opt Outs
9.3% of customers



129 Opt Ups



	Eligible	Opt-Out	% Opt Out
Residential	56,500	5,210	9.2%
Non-Residential	8,500	804	9.5%
Total	65,000	6,014	9.3%

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)

