

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 (Information)

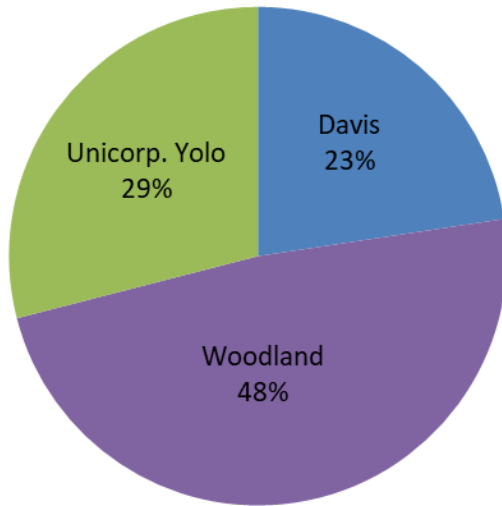
DATE: September 13, 2018

RECOMMENDATION

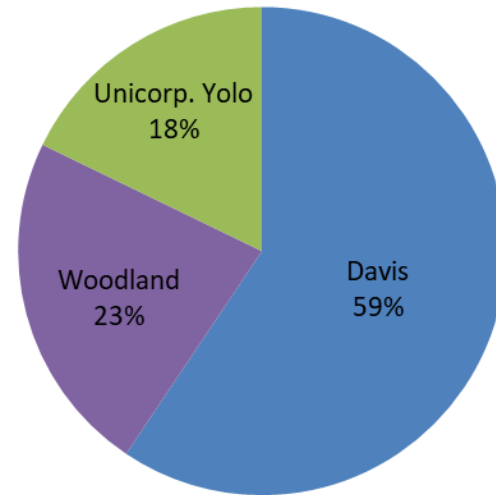
Receive and review the attached Customer Enrollment update provided by SMUD.

Enrollment Update

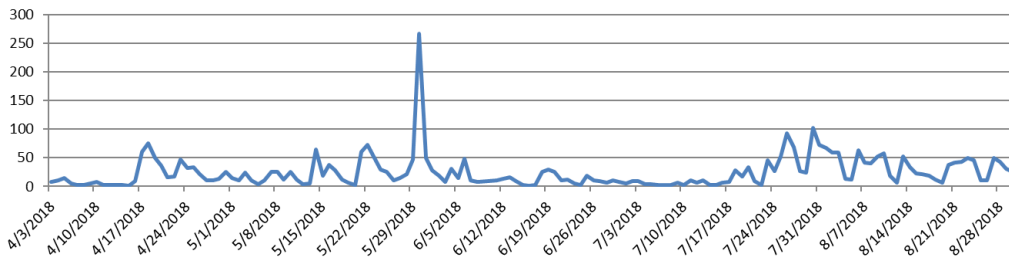
3,423 Opt Outs
5.3% of customers



101 Opt Ups



Daily Opt Outs



Opt Out Channel

CSR	35%
IVR	32%
Web	33%

	Eligible	Opt-Out	% Opt Out
Residential	56,500	2,833	5.0%
Non-Residential	8,500	590	6.9%
Total	65,000	3,423	5.3%

