

VALLEY CLEAN ENERGY ALLIANCE

Staff Report – Item 9

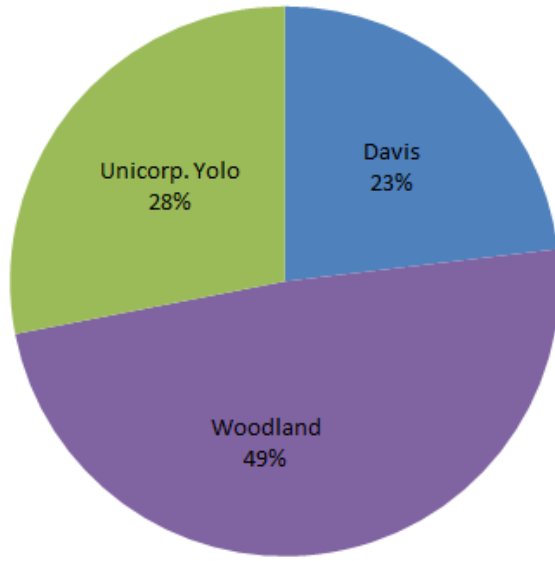
TO: Valley Clean Energy Alliance Board of Directors
FROM: Mitch Sears, Interim General Manager, VCEA
SUBJECT: Customer Enrollment Update and Call Center Report (Information)
DATE: April 11, 2019

RECOMMENDATION

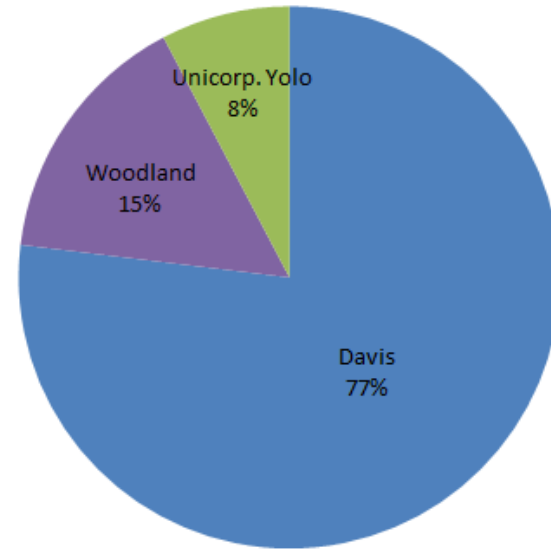
Receive and review the attached Customer Enrollment update as of April 4, 2019 and the monthly Call Center report as of March 24, 2019.

Enrollment Update

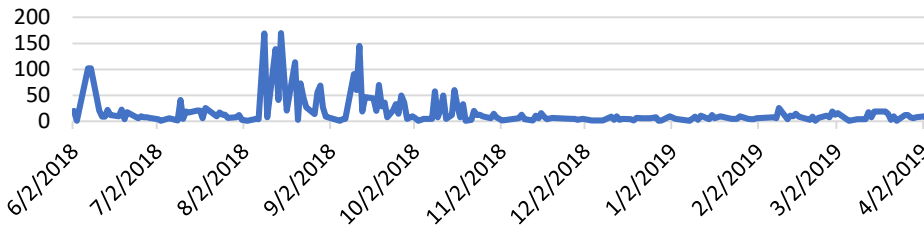
4,696 Opt Outs
7% of customers



104 Opt Ups



Daily Opt Outs

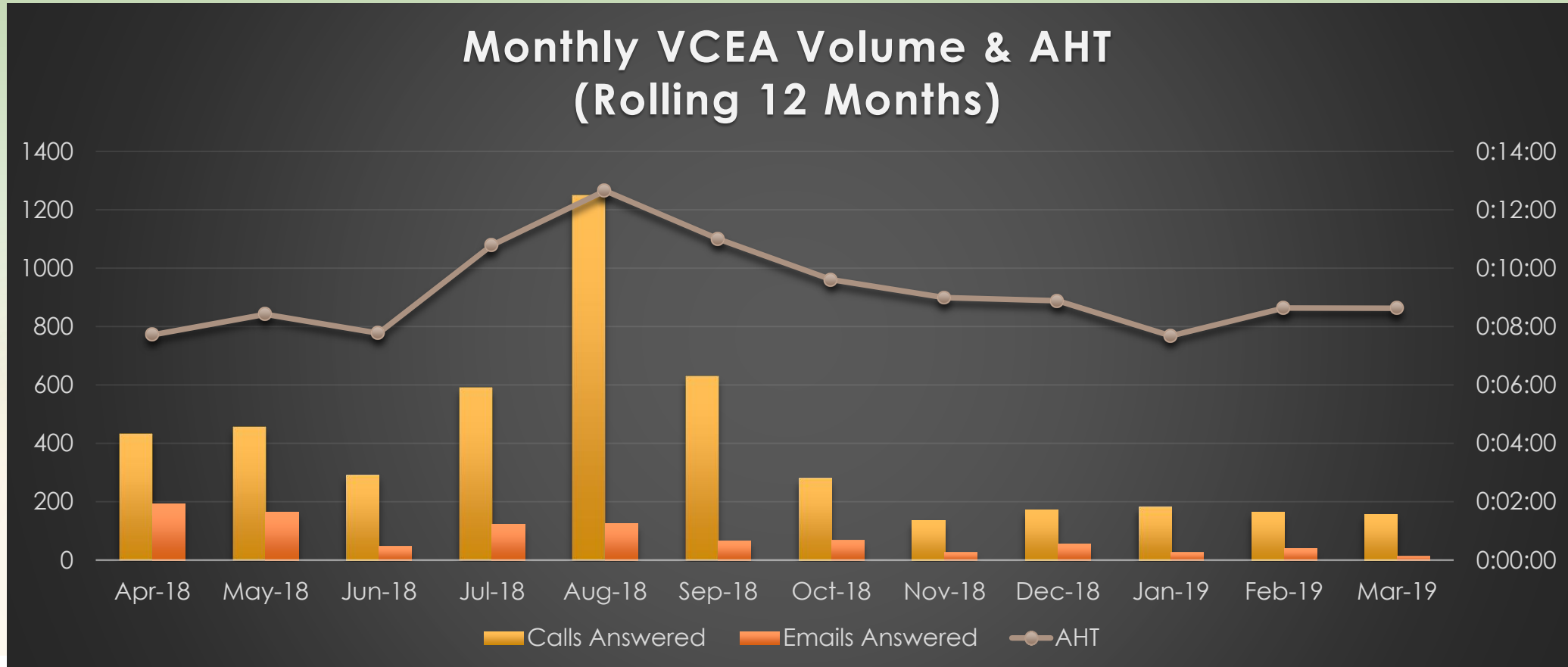


	Eligible	Opt-Out	% Opt Out
Residential	56,500	3,972	7.0%
Non-Residential	8,500	724	8.5%
Total	65,000	4,696	7.2%

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



VCE Monthly Call Center Report



BAY
COMMUNITY
BOY

