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

Status Date: 10/3/19

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

<table>
<thead>
<tr>
<th></th>
<th>Eligible</th>
<th>Opt-Out</th>
<th>% Opt Out</th>
</tr>
</thead>
<tbody>
<tr>
<td>Residential</td>
<td>56,500</td>
<td>4,989</td>
<td>8.8%</td>
</tr>
<tr>
<td>Non-Residential</td>
<td>8,500</td>
<td>793</td>
<td>9.3%</td>
</tr>
<tr>
<td>Total</td>
<td>65,000</td>
<td>5,782</td>
<td>8.9%</td>
</tr>
</tbody>
</table>
Monthly Call Center Report

Monthly VCE Volume & AHT
(Rolling 12 Months)

Calls Answered
Emails Answered
AHT

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0        | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      
0        | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      
0        | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      