

VALLEY CLEAN ENERGY ALLIANCE

Staff Report – Item 10

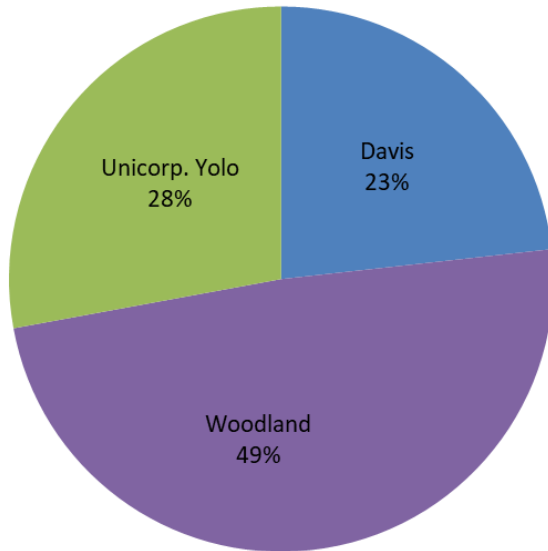
TO: Valley Clean Energy Alliance Board of Directors
FROM: Mitch Sears, Interim General Manager, VCEA
SUBJECT: Customer Enrollment Update and Call Center Report (Information)
DATE: June 17, 2019

RECOMMENDATION

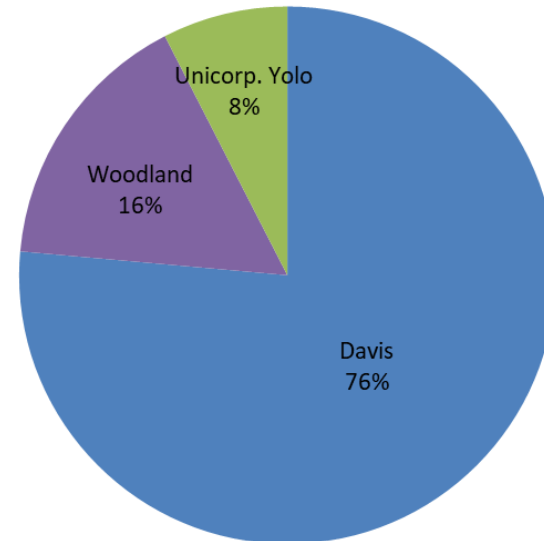
Receive and review the attached Customer Enrollment update as of June 6, 2019 and the monthly Call Center report as of May 26, 2019.

Enrollment Update

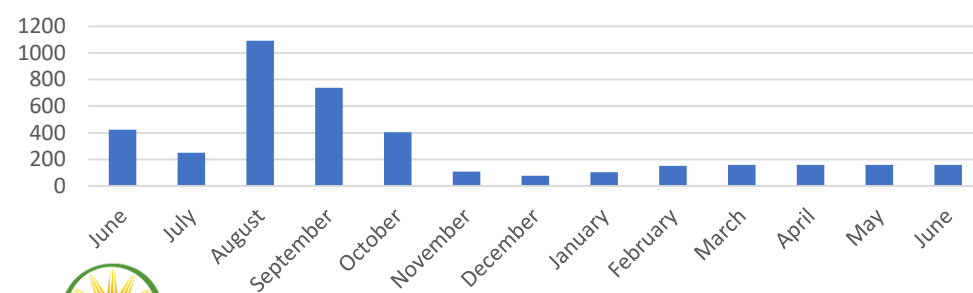
4,844 Opt Outs
7.5% of customers



106 Opt Ups



Monthly Opt Outs



	Eligible	Opt-Out	% Opt Out
Residential	56,500	4,117	7.3%
Non-Residential	8,500	727	8.6%
Total	65,000	4,844	7.5%

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



VCE Monthly Call Center Report

