TO: Board of Directors

FROM: Rebecca Boyles, Director of Customer Care & Marketing

SUBJECT: Customer Enrollment Update (Information)

DATE: March 11, 2021

RECOMMENDATION

Receive and review the attached Customer Enrollment update as of March 3, 2021.
## Item 8 - Enrollment Update

<table>
<thead>
<tr>
<th></th>
<th>Davis</th>
<th>Woodland</th>
<th>Winters</th>
<th>Yolo Co</th>
<th>Total</th>
<th>Residential</th>
<th>Commercial</th>
<th>Industrial</th>
<th>Ag</th>
<th>NEM</th>
<th>Non-NEM</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>VCEA customers</strong></td>
<td>27,803</td>
<td>20,734</td>
<td>2,212</td>
<td>10,749</td>
<td>61,498</td>
<td>53,413</td>
<td>6,117</td>
<td>6</td>
<td>1,874</td>
<td>9,857</td>
<td>51,641</td>
</tr>
<tr>
<td><strong>Eligible customers</strong></td>
<td>29,099</td>
<td>23,648</td>
<td>2,401</td>
<td>12,246</td>
<td>67,394</td>
<td>58,495</td>
<td>6,663</td>
<td>6</td>
<td>2,126</td>
<td>10,670</td>
<td>56,724</td>
</tr>
<tr>
<td><strong>Participation Rate</strong></td>
<td>96%</td>
<td>88%</td>
<td>92%</td>
<td>88%</td>
<td>91%</td>
<td>91%</td>
<td>92%</td>
<td>100%</td>
<td>88%</td>
<td>92%</td>
<td>91%</td>
</tr>
</tbody>
</table>

There are currently 376 Winters customers not included in this table. NEM will enroll throughout 2021.

### % of Load Opted Out

<table>
<thead>
<tr>
<th>Residential</th>
<th>Commercial</th>
<th>Industrial</th>
<th>Ag</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>9%</td>
<td>8%</td>
<td>0%</td>
<td>12%</td>
<td>9%</td>
</tr>
</tbody>
</table>

### Monthly Opt Outs

![Bar chart showing monthly opt outs from April 2020 to March 2021](chart.png)

Status Date: 3/3/21
Item 8 - Enrollment Update

260 Opt Ups*

- Davis: 77%
- Woodland: 16%
- Unincorp.: 6%
- Winters: 1%

Monthly Opt Ups*

* These numbers represent opt ups for customers who are currently enrolled.

Status Date: 3/3/21
Item 8 - Enrollment Update

Monthly Opt Outs

Monthly Opt Ups*

* These numbers represent all opt up or opt out actions ever taken regardless of current customer enrollment status.

Status Date: 3/3/21
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Status Date: 3/3/21

* These numbers represent all opt up or opt out actions ever taken regardless of current customer enrollment status.