

VALLEY CLEAN ENERGY ALLIANCE

Staff Report – Agenda Item 9

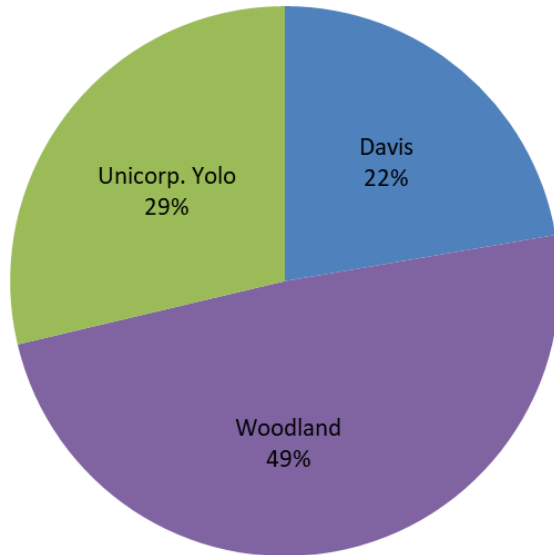
TO: Valley Clean Energy Alliance Board of Directors
FROM: Mitch Sears, Interim General Manager, VCEA
SUBJECT: Customer Enrollment Update and Call Center Report (Information)
DATE: January 23, 2019

RECOMMENDATION

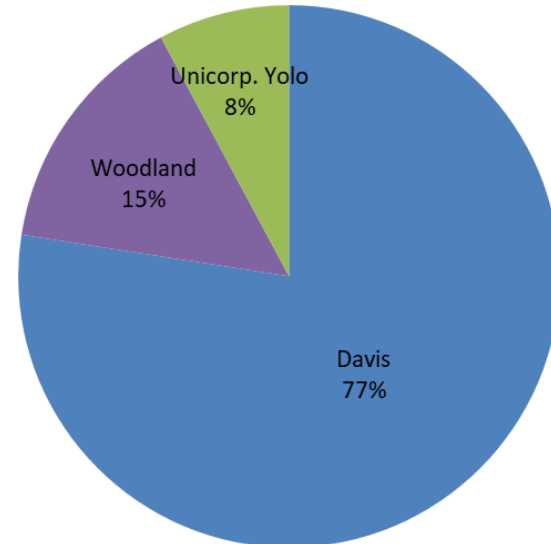
Receive and review the attached Customer Enrollment update as of January 14, 2019 and the monthly Call Center report as of January 9, 2019.

Enrollment Update

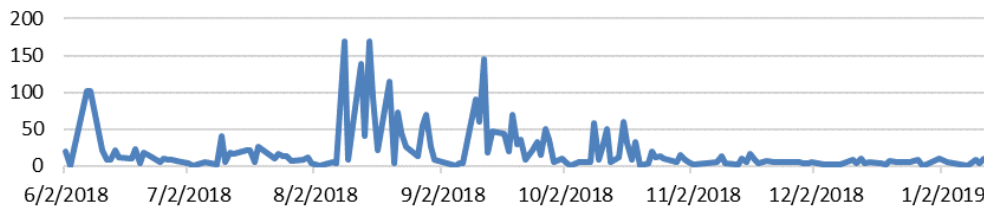
4,446 Opt Outs
6.8% of customers



102 Opt Ups



Daily Opt Outs

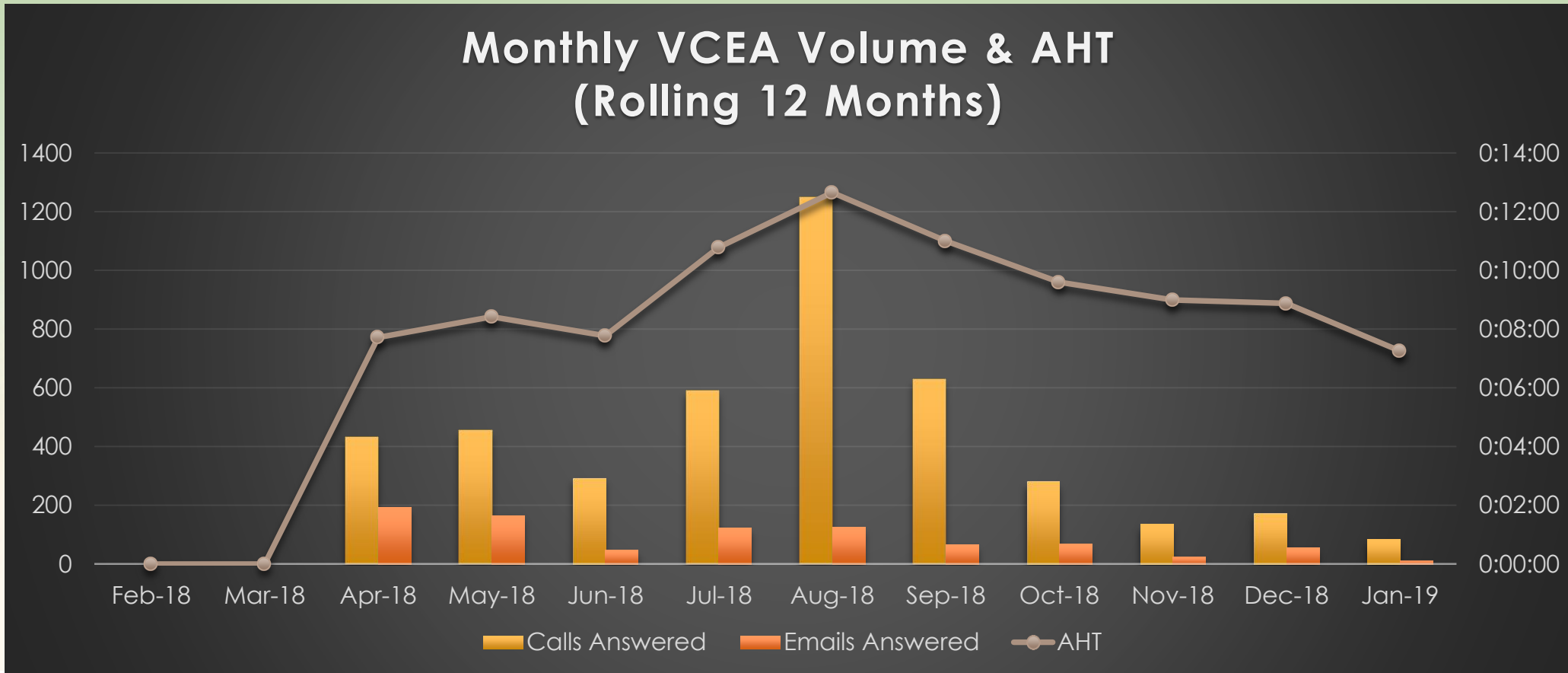


	Eligible	Opt-Out	% Opt Out
Residential	56,500	3,746	6.6%
Non-Residential	8,500	700	8.2%
Total	65,000	4,446	6.8%



Status Date: 1/14/19

VCE Monthly Call Center Report



BAY
COMMUNITY
BOY

