TO: Board of Directors

FROM: Rebecca Boyles, Director of Customer Care & Marketing

SUBJECT: Customer Enrollment Update (Information)

DATE: February 11, 2021

RECOMMENDATION

Receive and review the attached Customer Enrollment update as of February 3, 2021.
## Item 9 - 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>27,795</td>
<td>20,775</td>
<td>2,178</td>
<td>10,778</td>
<td>61,526</td>
<td>53,438</td>
<td>6,114</td>
<td>6</td>
<td>1,879</td>
<td>9,783</td>
<td>51,743</td>
</tr>
<tr>
<td><strong>Eligible customers</strong></td>
<td>29,088</td>
<td>23,657</td>
<td>2,351</td>
<td>12,284</td>
<td>67,380</td>
<td>58,478</td>
<td>6,660</td>
<td>6</td>
<td>2,132</td>
<td>10,562</td>
<td>56,818</td>
</tr>
<tr>
<td><strong>Participation Rate</strong></td>
<td>96%</td>
<td>88%</td>
<td>93%</td>
<td>88%</td>
<td>91%</td>
<td>91%</td>
<td>92%</td>
<td>100%</td>
<td>88%</td>
<td>93%</td>
<td>91%</td>
</tr>
</tbody>
</table>

There are currently 432 Winters customers not included in this table. NEM will enroll throughout 2021.

### % of Load Opted Out

<table>
<thead>
<tr>
<th></th>
<th>Residential</th>
<th>Commercial</th>
<th>Industrial</th>
<th>Ag</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>March 2020</td>
<td>9%</td>
<td>8%</td>
<td>0%</td>
<td>12%</td>
<td>9%</td>
</tr>
</tbody>
</table>

### Monthly Opt Outs

Status Date: 2/3/21
Item 9 - Enrollment Update

255 Opt Ups*

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

Monthly Opt Ups*

- March 2020: 12
- April 2020: 18
- May 2020: 4
- June 2020: 2
- July 2020: 10
- August 2020: 13
- September 2020: 16
- October 2020: 10
- November 2020: 6
- December 2020: 8
- January 2021: 9
- February 2021: 1

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

Status Date: 2/3/21
* These numbers represent all opt up or opt out actions ever taken regardless of current customer enrollment status.
Item 9 - Enrollment Update

398 Opt Ups*

- Davis: 65%
- Woodland: 23%
- Unincorp. Yolo: 11%
- Winters: 1%

9414 Opt Outs

- Davis: 22%
- Woodland: 48%
- Unincorp. Yolo: 28%
- Winters: 2%

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

Status Date: 2/3/21