

# VALLEY CLEAN ENERGY ALLIANCE

## Staff Report – Item 9

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**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:** March 14, 2019

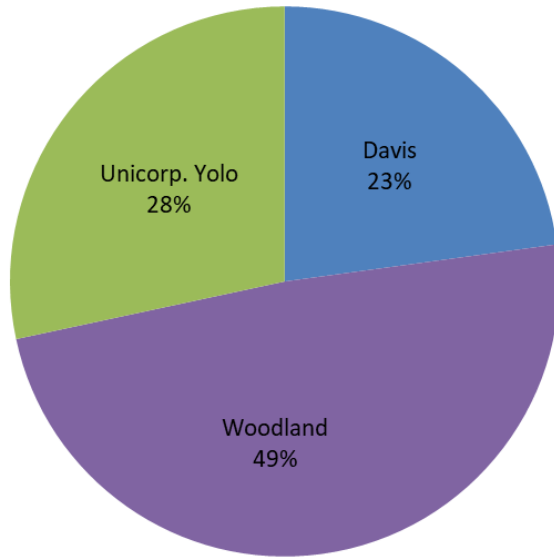
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### RECOMMENDATION

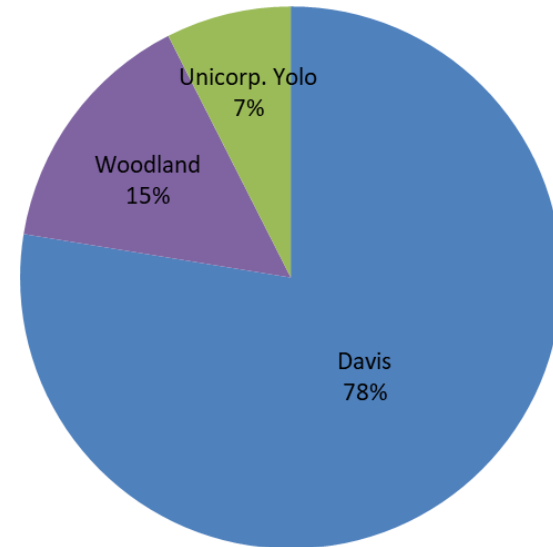
Receive and review the attached Customer Enrollment update as of March 6, 2019 and the monthly Call Center report as of February 24, 2019.

# Enrollment Update

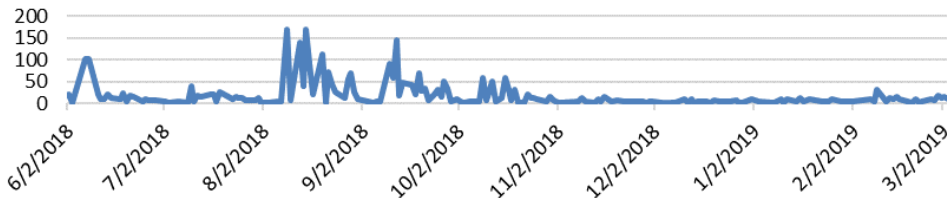
**4,552 Opt Outs**  
7% of customers



**107 Opt Ups**



**Daily Opt Outs**



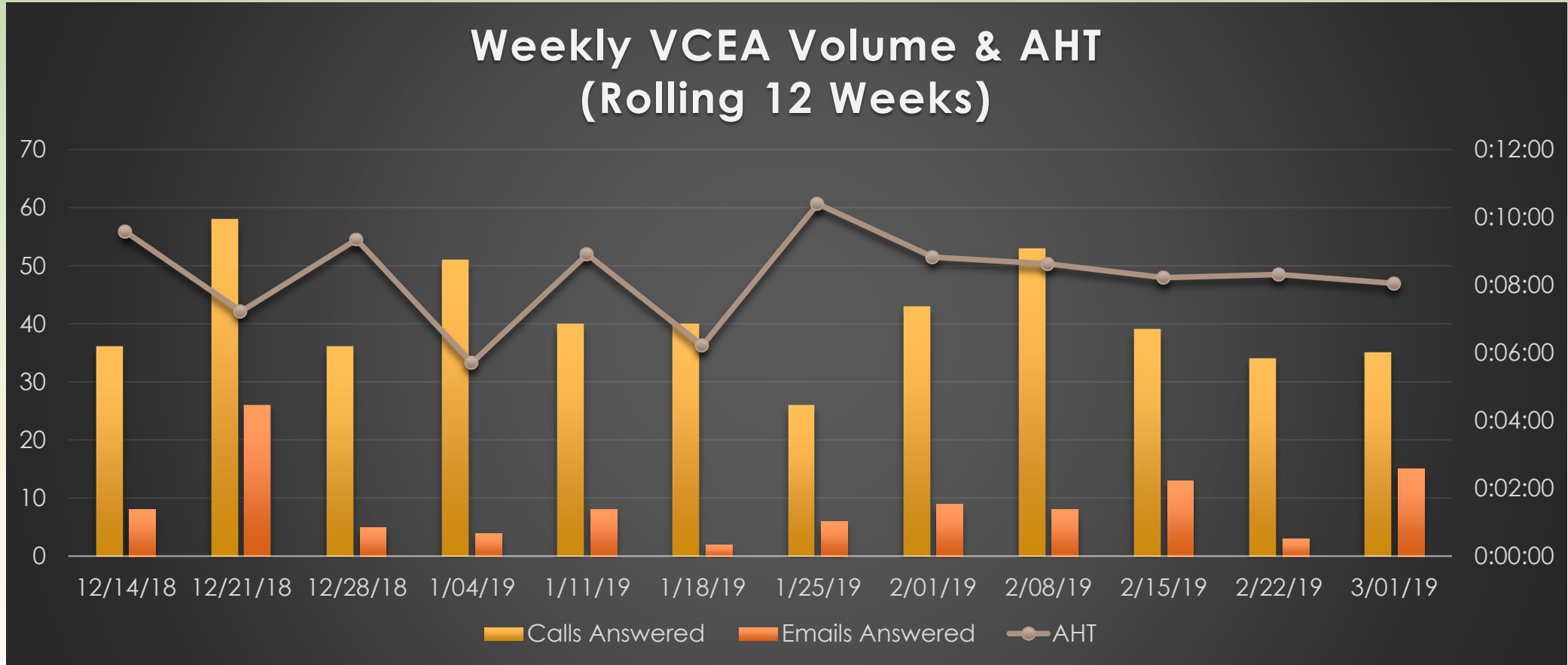
	Eligible	Opt-Out	% Opt Out
Residential	56,500	3,842	6.8%
Non-Residential	8,500	710	8.4%
<b>Total</b>	<b>65,000</b>	<b>4,552</b>	<b>7.0%</b>

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

Status Date: 3/6/19



# VCE Monthly Call Center Report



BAY  
COMMUNITY  
BOY

