TO: Board of Directors
FROM: Rebecca Boyles, Director of Customer Care & Marketing
SUBJECT: Customer Enrollment Update (Information)
DATE: April 8, 2021

RECOMMENDATION

Receive and review the attached Customer Enrollment update as of March 31, 2021.
There are currently 376 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></td>
<td>9%</td>
<td>8%</td>
<td>0%</td>
<td>12%</td>
<td>9%</td>
</tr>
</tbody>
</table>

### Monthly Opt Outs

- April 2020: 100
- May 2020: 50
- June 2020: 120
- July 2020: 140
- August 2020: 150
- September 2020: 150
- October 2020: 130
- November 2020: 120
- December 2020: 100
- January 2021: 180
- February 2021: 130
- March 2021: 140
Item 9 - Enrollment Update

The numbers in the pie chart represent opt ups for customers who are currently enrolled. The numbers in the bar graph represent opt up actions taken regardless of current enrollment status.

Status Date: 3/31/21
Item 9 - Enrollment Update

Monthly Opt Outs

Monthly Opt Ups*

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

Status Date: 3/31/21
**Item 9 - Enrollment Update**

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

**Status Date: 3/31/21**

**409 Opt Ups***
- Davis: 65%
- Woodland: 23%
- Unincorp. Yolo: 11%
- Winters: 1%

**9687 Opt Outs**
- Woodland: 48%
- Davis: 21%
- Unincorp. Yolo: 28%
- Winters: 3%