TO: Board of Directors
FROM: Rebecca Boyles, Director of Customer Care & Marketing
SUBJECT: Customer Enrollment Update (Information)
DATE: May 13, 2021

RECOMMENDATION

Receive and review the attached Customer Enrollment update as of May 5, 2021.
There are currently 301 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>9%</td>
<td>0%</td>
<td>12%</td>
<td>9%</td>
</tr>
</tbody>
</table>

### Monthly Opt Outs

![Monthly Opt Outs Chart]

Status Date: 5/5/21
Item 9 - Enrollment Update

Status Date: 5/5/21

* 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.
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: 5/5/21
Item 9 - Enrollment Update

Status Date: 5/5/21

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