

VALLEY CLEAN ENERGY ALLIANCE

Staff Report – 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: December 12, 2019

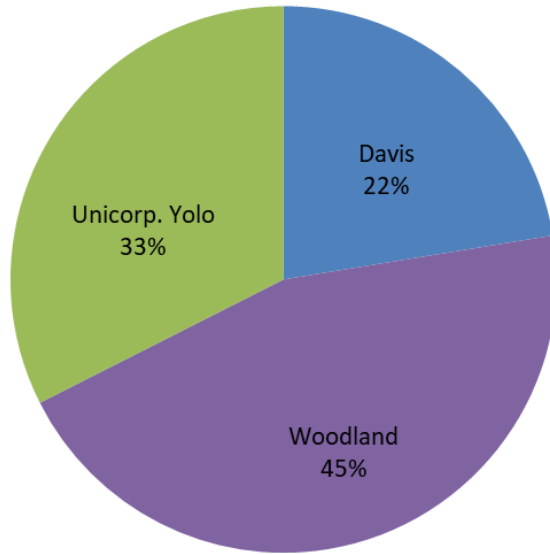
RECOMMENDATION

Receive and review the attached:

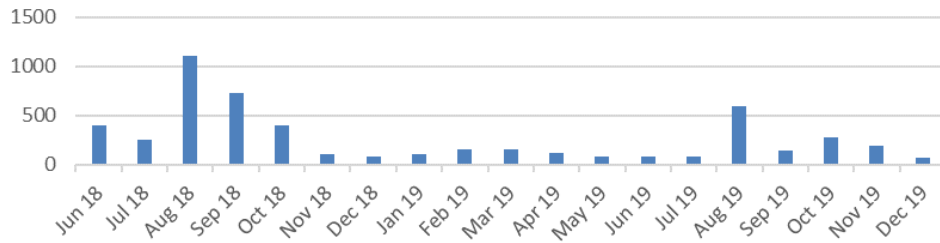
- 1) Customer Enrollment update as of December 5, 2019;
- 2) Opt Ups to UltraGreen update dated November 19, 2019; and,
- 3) Monthly Call Center report as of December 1, 2019.

Enrollment Update

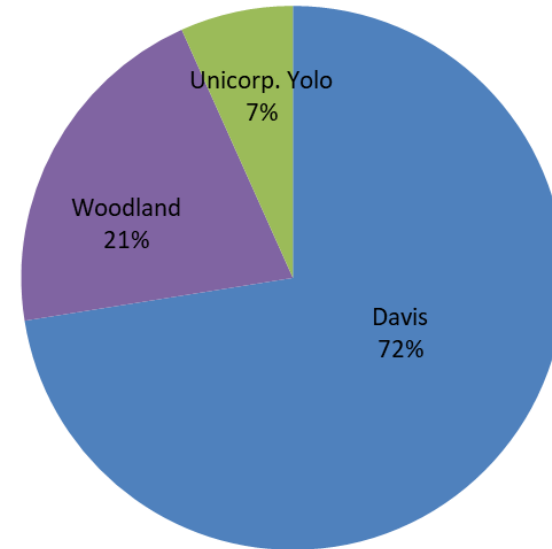
6,243 Opt Outs
9.6% of customers



Monthly Opt Outs



149 Opt Ups



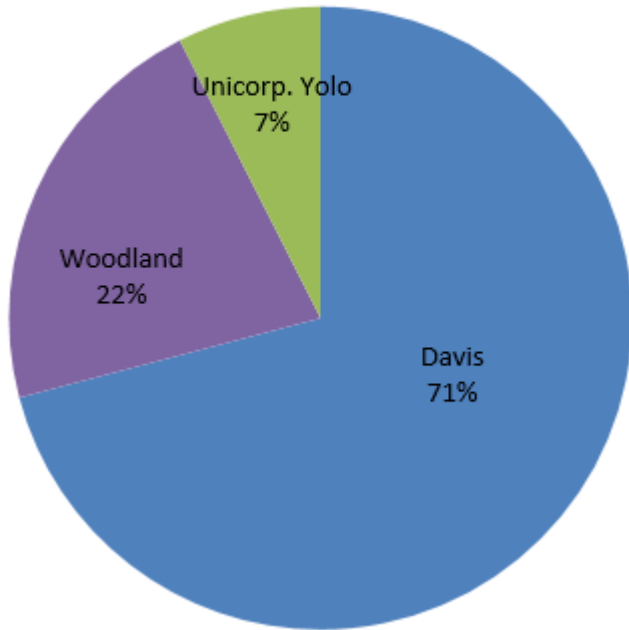
	Eligible	Opt-Out	% Opt Out
Residential	56,500	5,416	9.6%
Non-Residential	8,500	827	9.7%
Total	65,000	6,243	9.6%

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

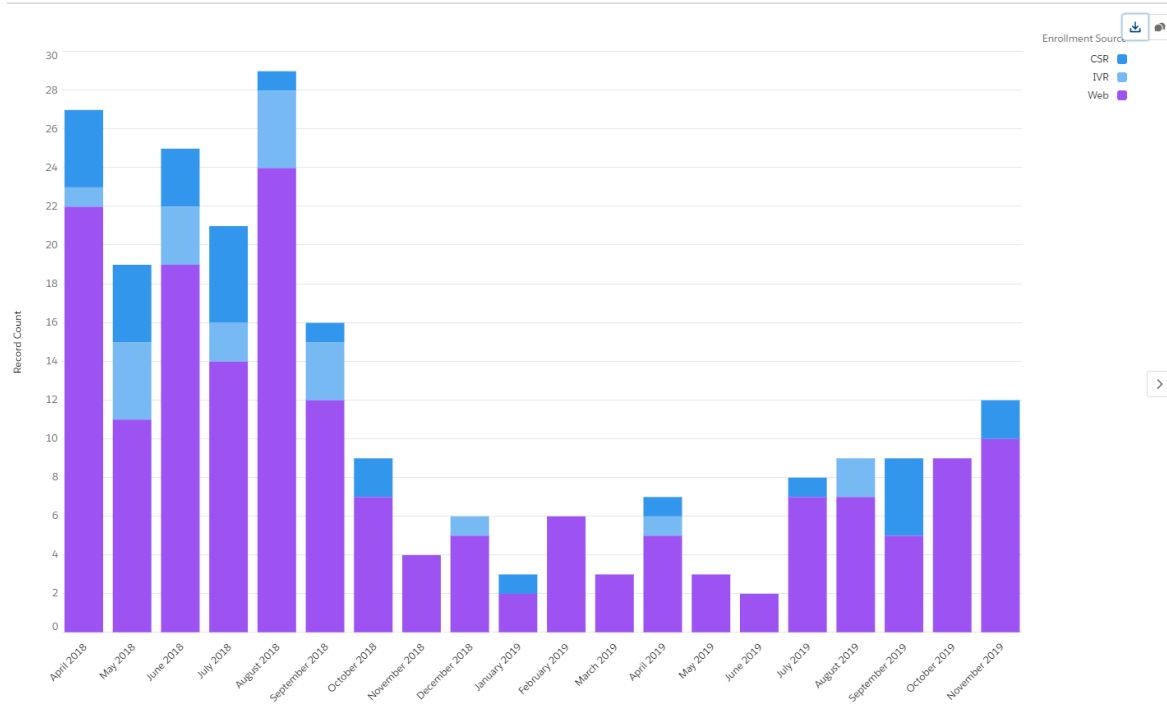


Enrollment Update: Opt Ups

**134
Opt Ups**



Monthly Opt Up Summary - VCEA



Monthly Call Center Report

Monthly VCE Volume & AHT
(Rolling 12 Months)

