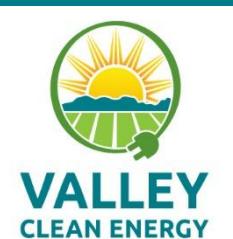




yvonnehunterphotography.com

VCE Community Advisory Committee Meeting – Thursday, January 22, 2026

Item 8 – Power Portfolio Update



Public Comments

To Provide Public Comment on any agenda item please:

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OR

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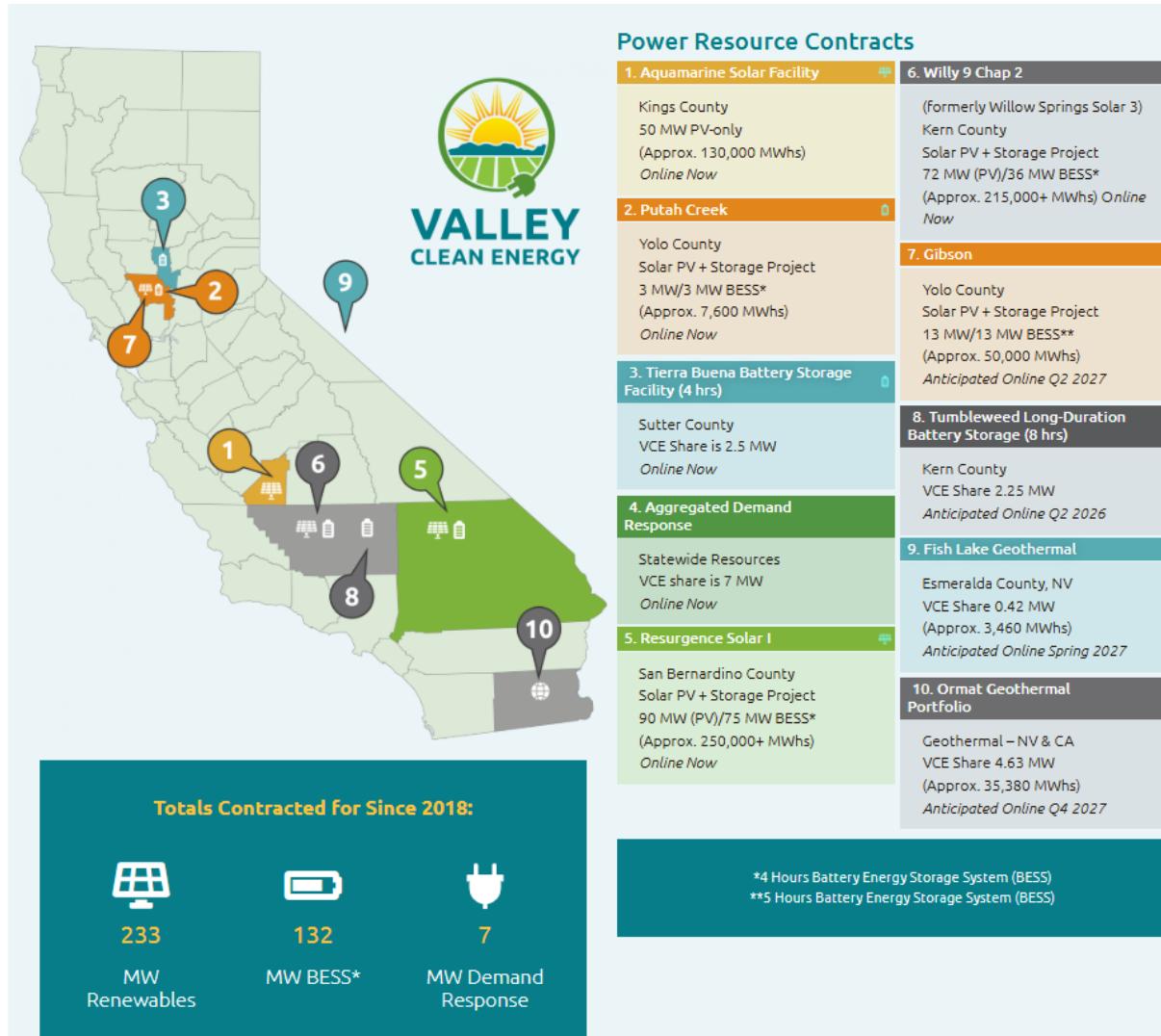
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Item 8 – Power Portfolio Update

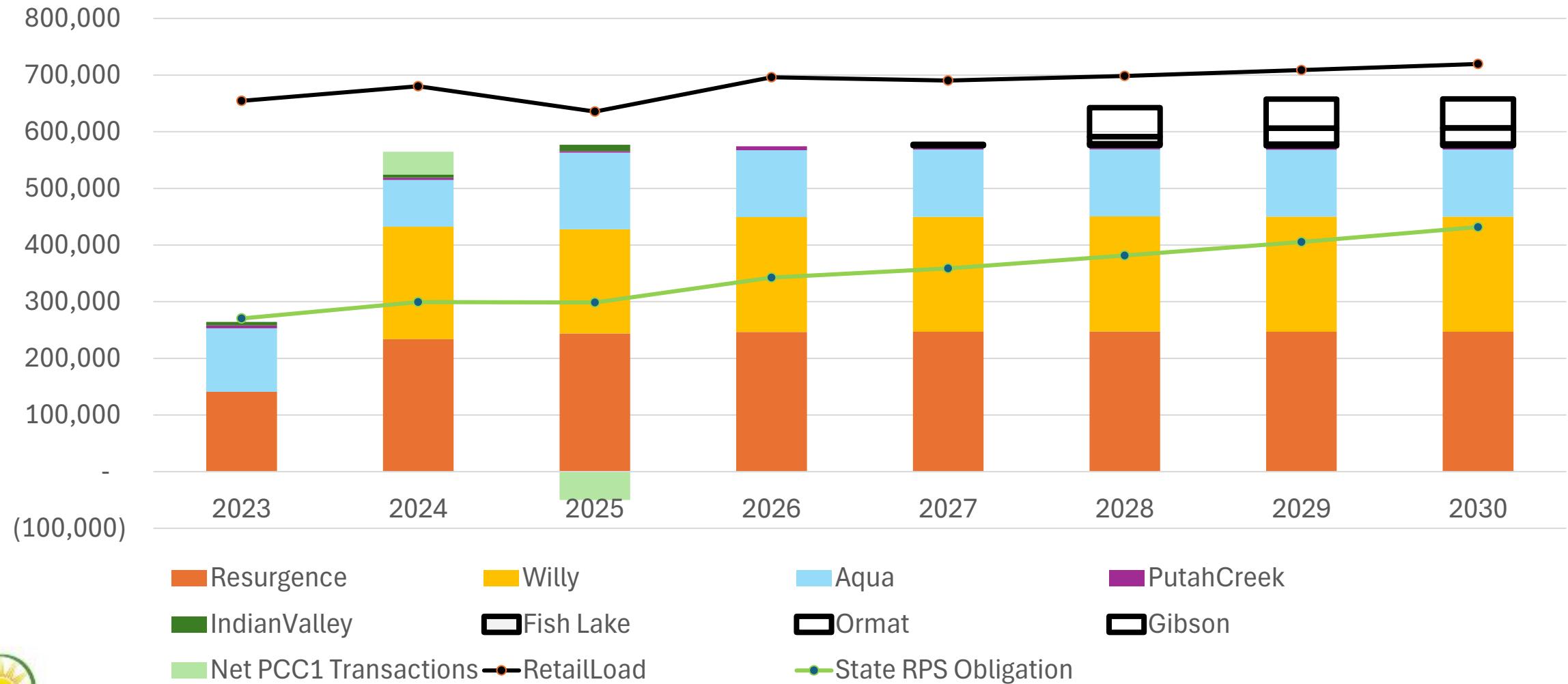
Agenda:

- Performance against renewable and carbon free energy targets
- Potential drivers of future procurement
- Performance of projects in portfolio

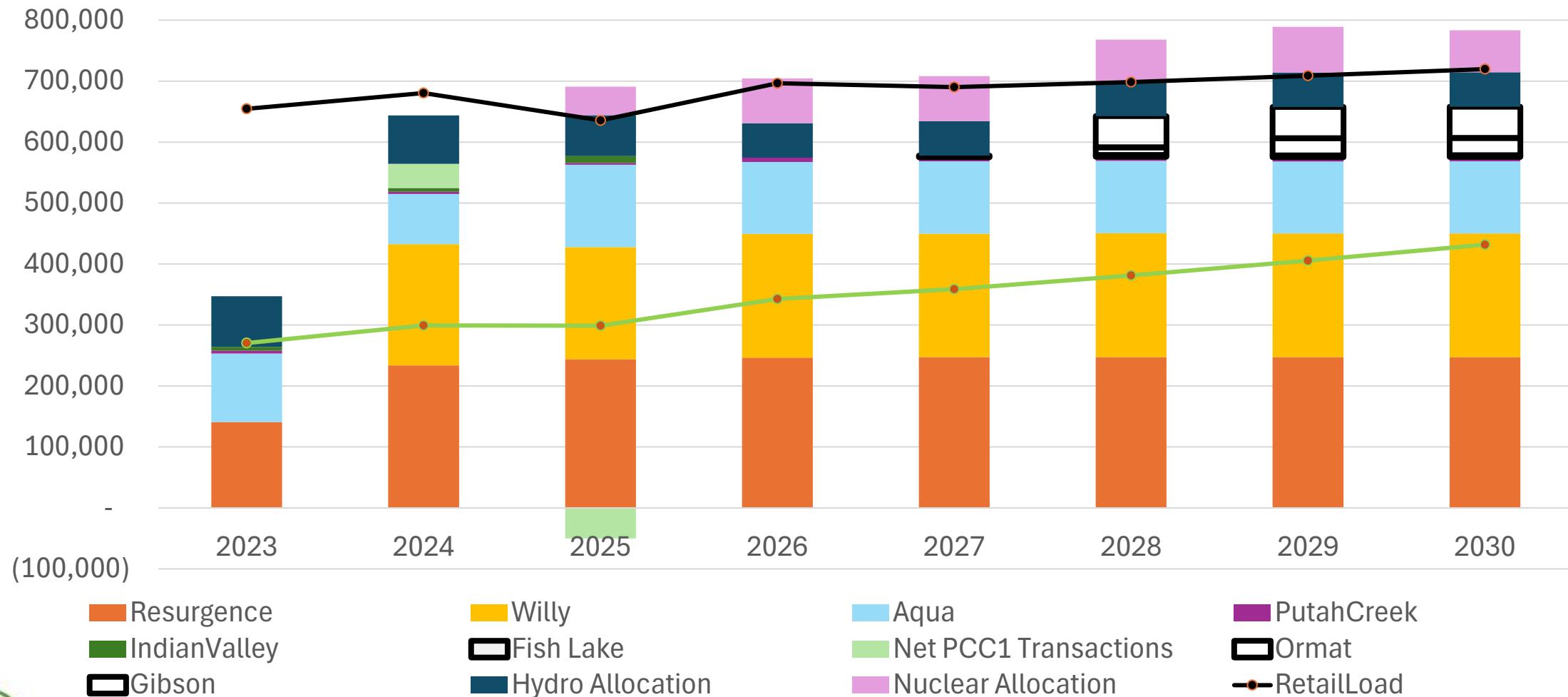
Item 8 – Power Portfolio Update: Long-term Power Contracts



Item 8 – Power Portfolio Update: Renewable Supply



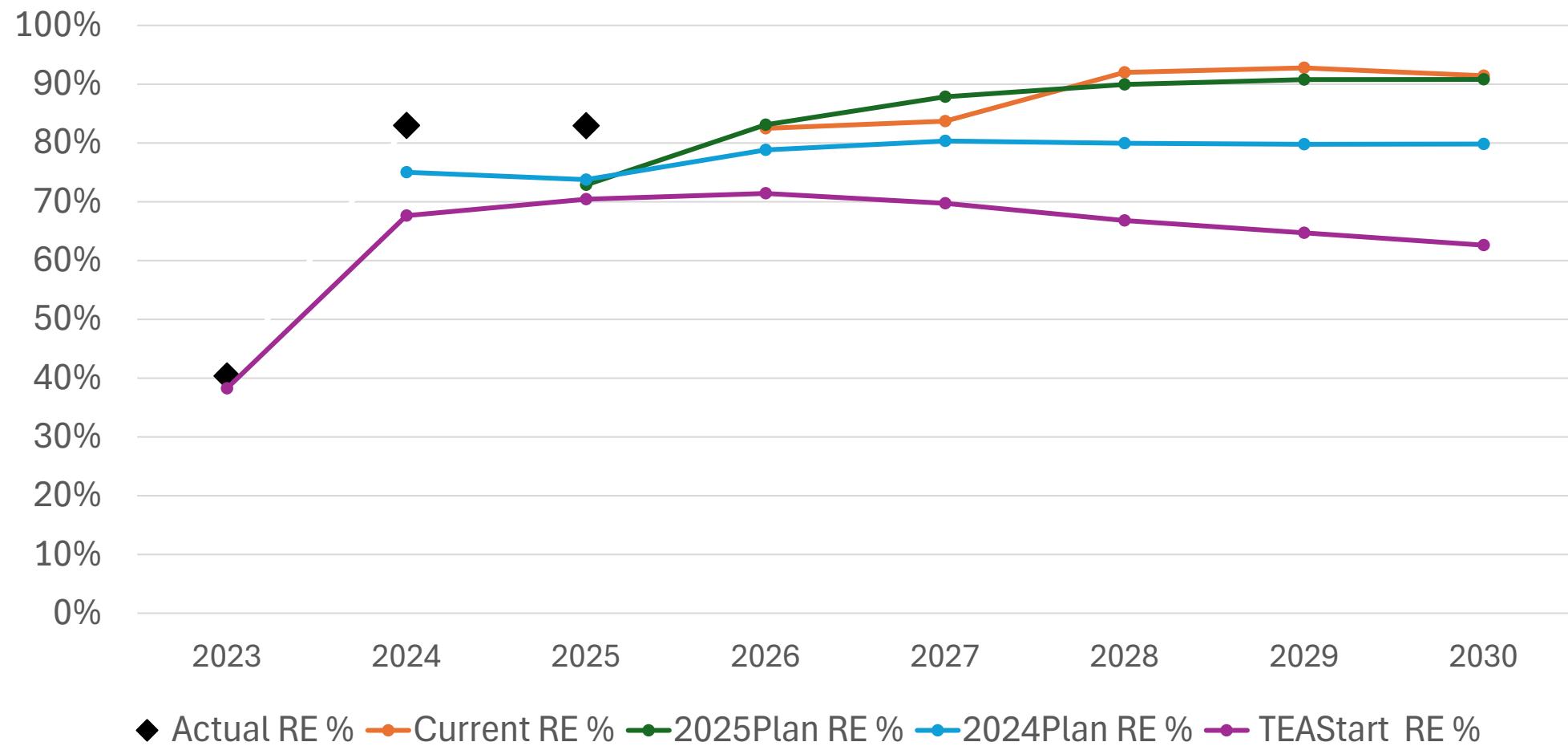
Item 8 – Power Portfolio Update: Carbon Free Supply



Item 8 – Power Portfolio Update: Projected Performance Against Targets

- Under current assumptions, VCE is expected to meet state RPS requirements and VCE strategic goals through 2030 and beyond
- Events that could change this projection:
 - Major regulatory changes
 - Significant additions of new customers
 - Addition of large load customers
 - Weather and climate
 - Performance of operating contracts
 - Delays in projects in development

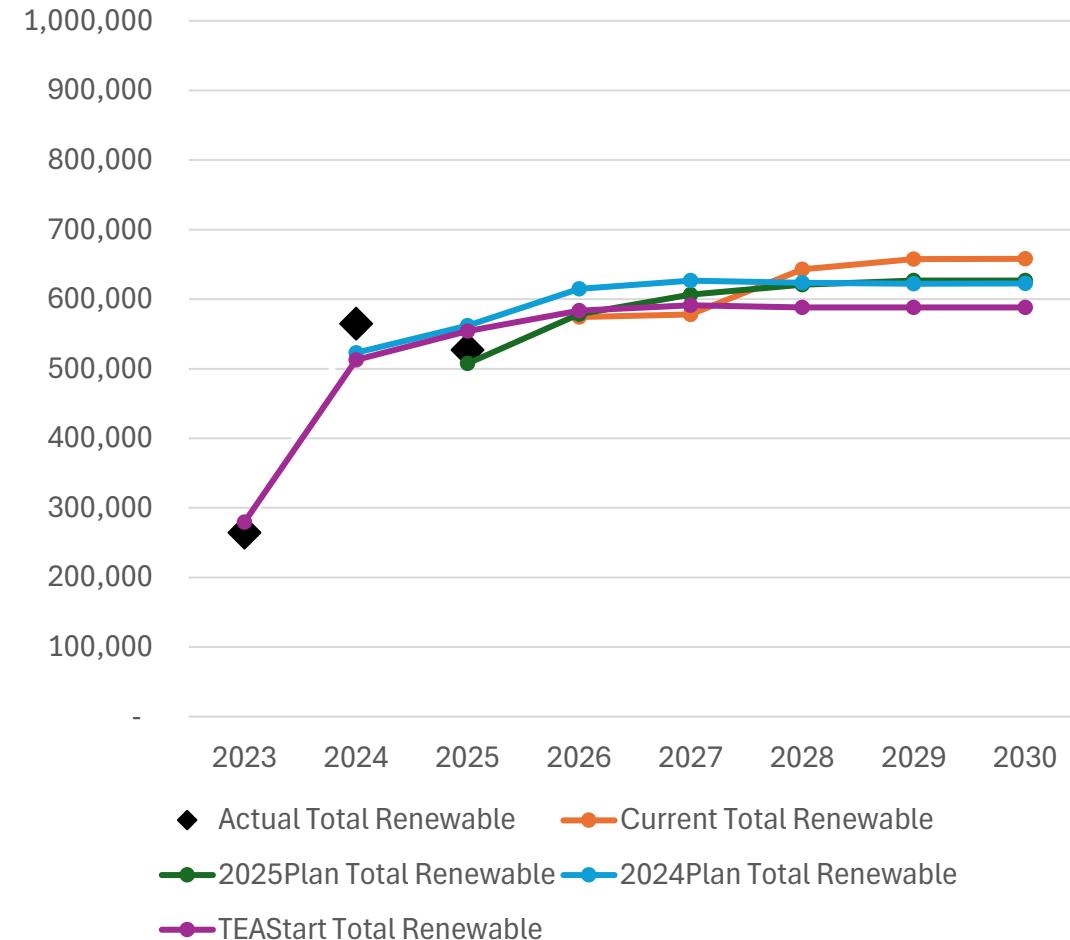
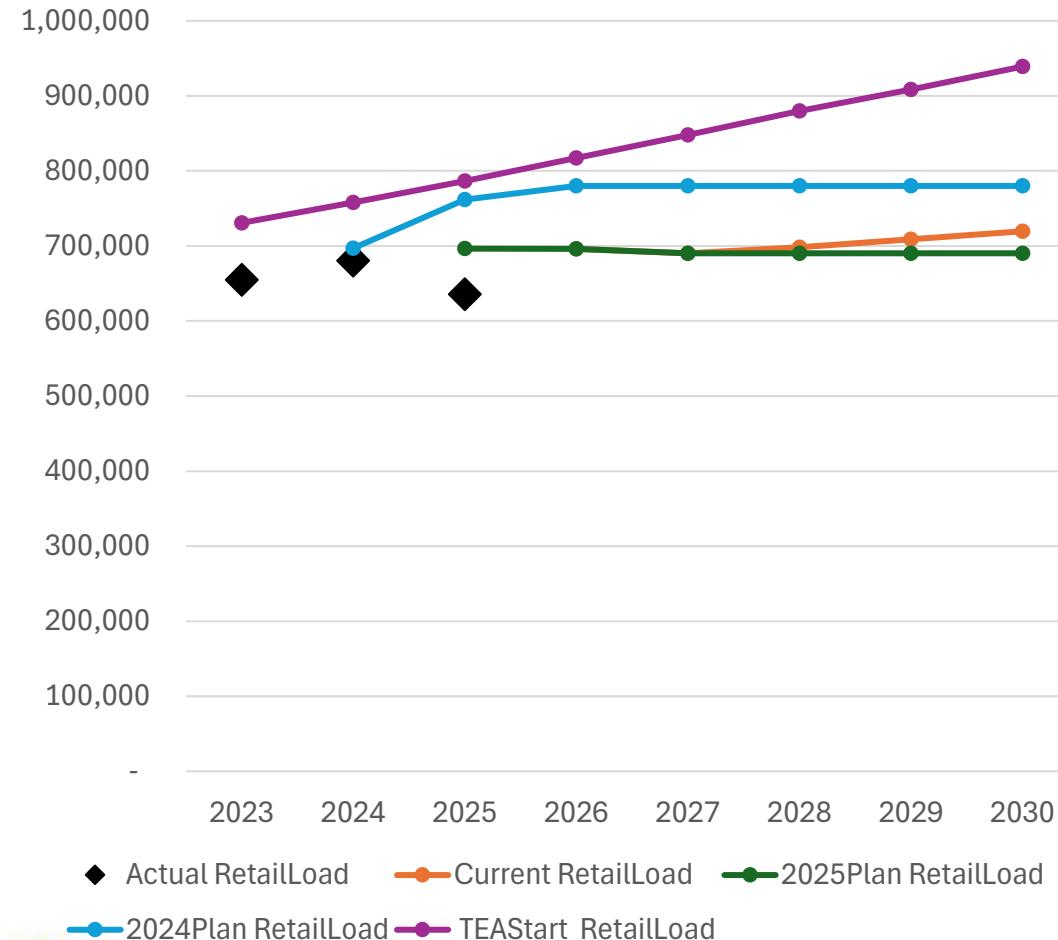
Item 8 – Power Portfolio Update: Projections of Renewable % Over Time



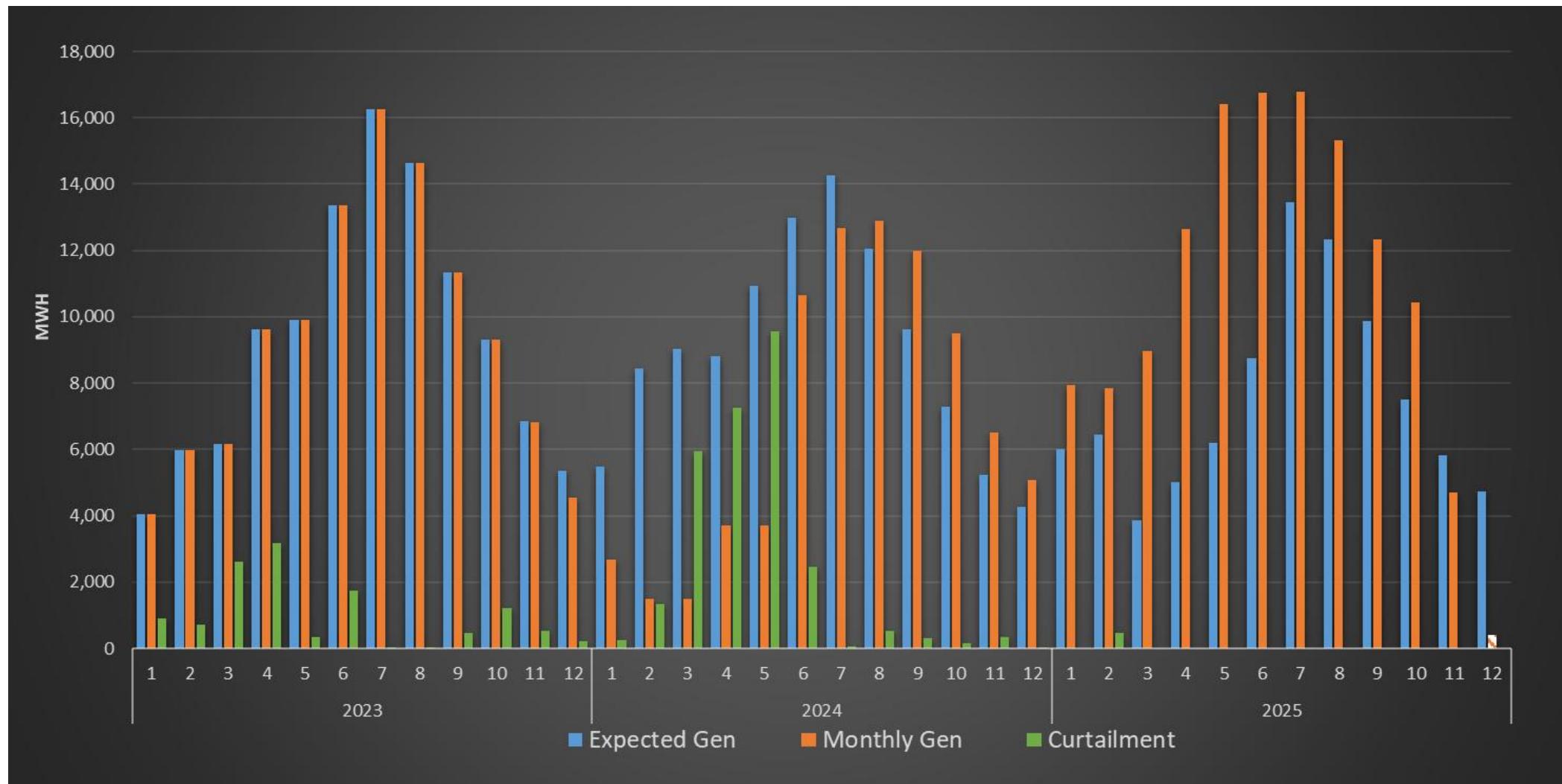
Item 8 – Power Portfolio Update: Projections of Renewable % Over Time

- Projections of renewable % have improved over time
- Renewable % is a function of power procurement and load
- Drivers to changes in projections:
 - Resurgence and W9C2 generation significantly higher than modeled
 - VCE's annual load lower than the highs seen in 2021 & 2022
 - VCE engaged in short-term REC transactions to manage risk in the portfolio and generate additional revenue
 - CODs delayed for Gibson, Fish Lake, and Ormat
 - Putah Creek generation significantly lower than modeled

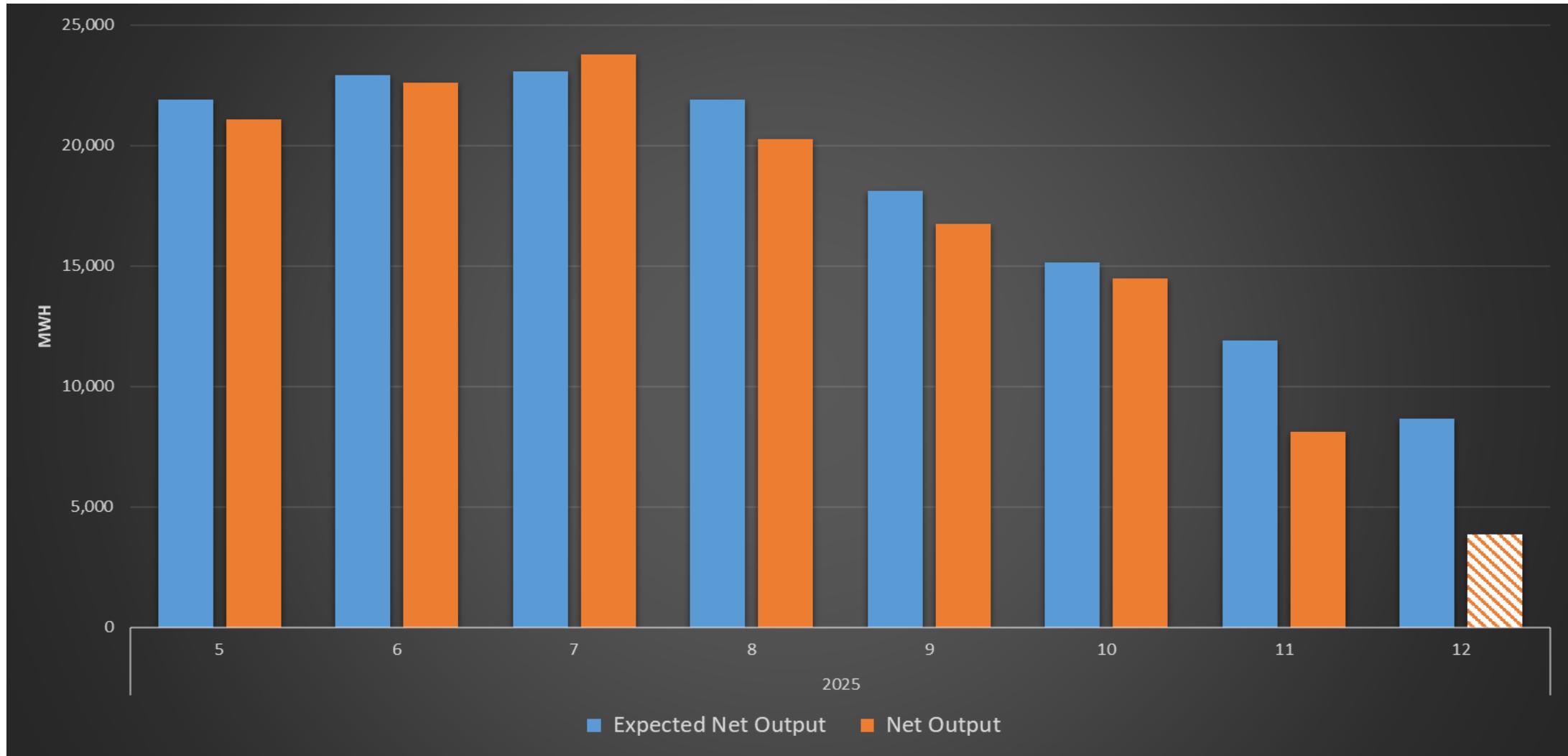
Item 8 – Power Portfolio Update: Projections of Load and Gen Over Time



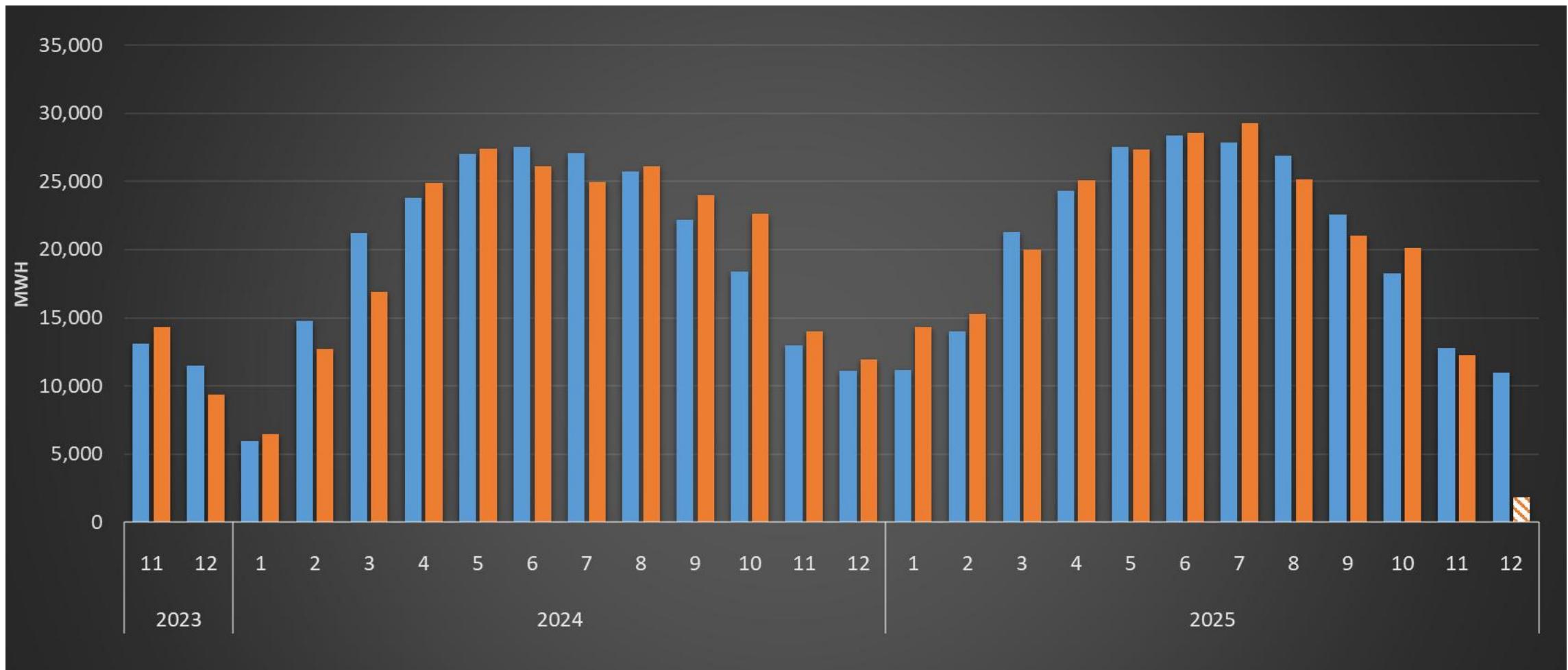
Item 8 – Power Portfolio Update: Aquamarine



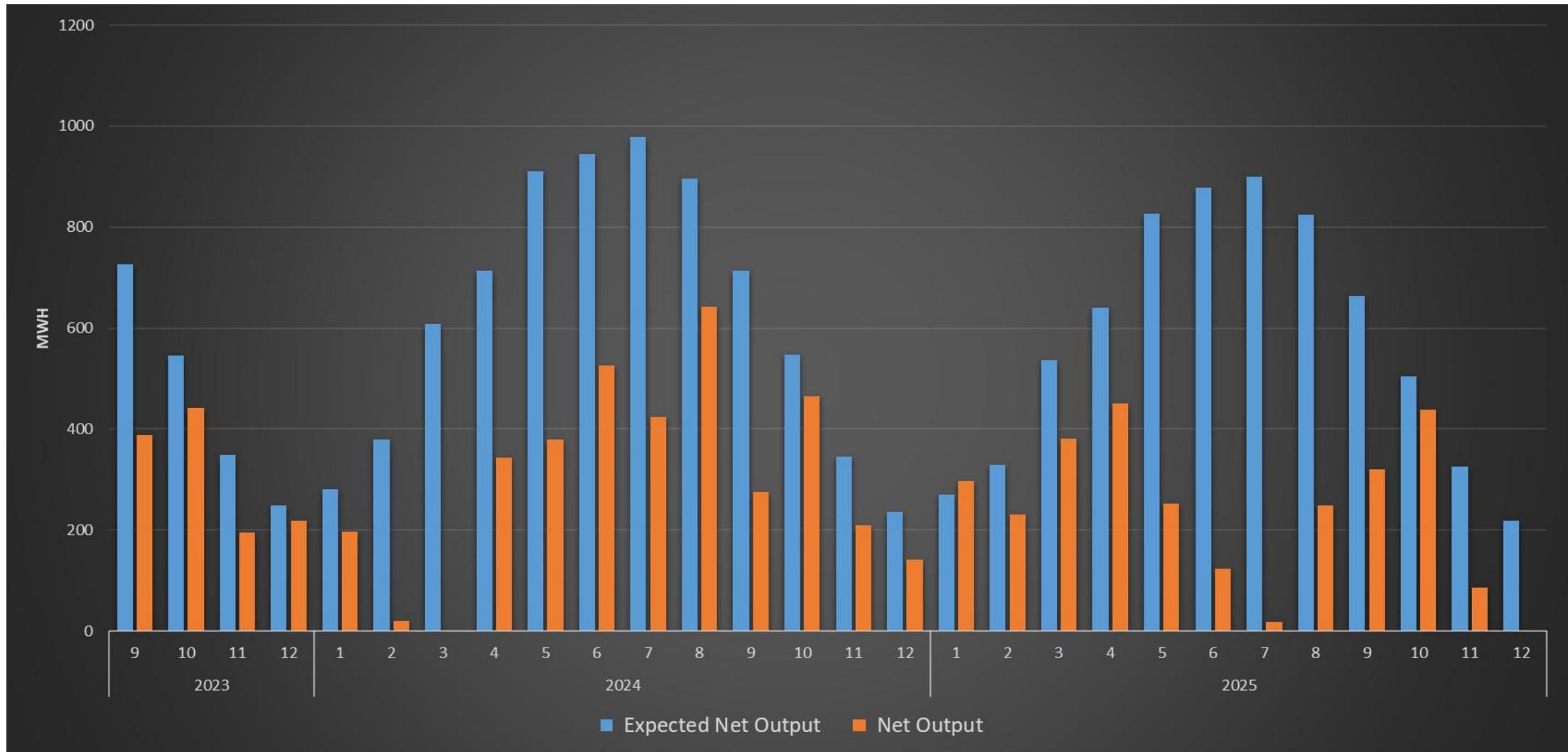
Item 8 – Power Portfolio Update: Willy 9 Chap 2



Item 8 – Power Portfolio Update: Resurgence



Item 8 – Power Portfolio Update: Putah Creek



Item 8 – Power Portfolio Update: Takeaways

- Generally, VCE's PPAs are performing as expected
 - Largest contracts are performing well
 - PPA milestones for Gibson solar and BESS project have passed.
 - Putah Creek has experienced lower production
 - Indian Valley small hydro PPA expired in August 2025
- VCE is on track to meet goals for renewable and carbon free energy
- Additional procurement could be needed if significant changes to load and/or portfolio
- VCE's utility-scale procurement needs for the near future consist of stand-alone storage, and baseload (geothermal) to meet state procurement requirements
 - VCE's membership in CC Power is critical to contracting some of these resource types.
 - CC Power is evaluating responses to geothermal and long duration storage RFIs.



VCE Community Advisory Committee Meeting – January 22, 2026

Item 9 – 2025 Year in Review: Customer Care and Marketing



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ITEM 9 – 2025 YEAR IN REVIEW: CUSTOMER CARE AND MARKETING

2025 Year in Review: Impact



Estimated \$12M savings by the end of 2026



New Tagline

A Growing Team

Press Events and Publicity

2025 Year in Review: Marketing & Outreach



Item 9 – 2025 Year in Review: Customer Care and Marketing

Outreach: Meeting Our Customers Where They Are



Photos:
YvonneHunterPhotography.com



Events: 10 events; 50,000+ people reached (including media, in-person)



Media: 4 press releases, 4 press placements, 200 + media contacts



Customer inquiries: rapid, tailored responses with emphasis on authenticity and engagement

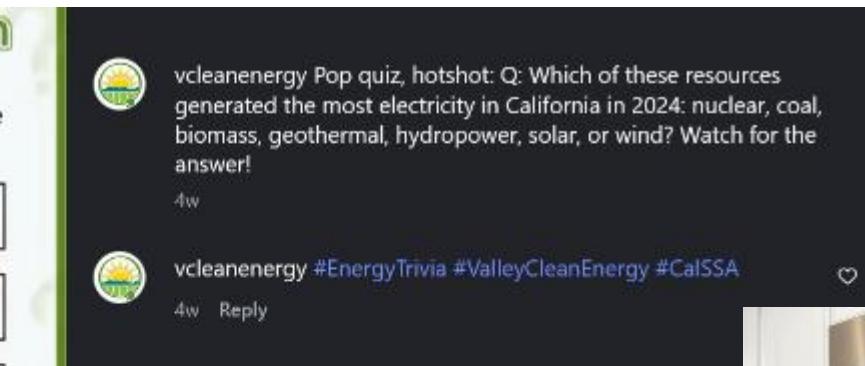
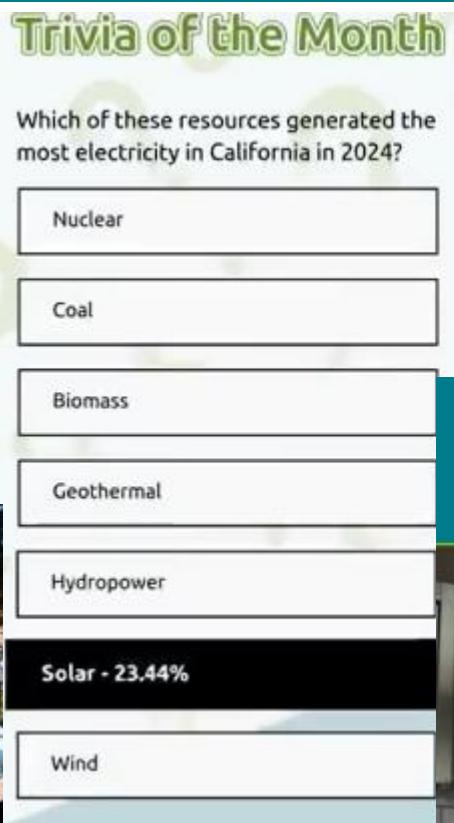
ITEM 9 – 2025 YEAR IN REVIEW: CUSTOMER CARE AND MARKETING

Outreach Highlight: Strategic Plan Workshops



ITEM 9 – 2025 YEAR IN REVIEW: CUSTOMER CARE AND MARKETING

Marketing Highlight: Social Media



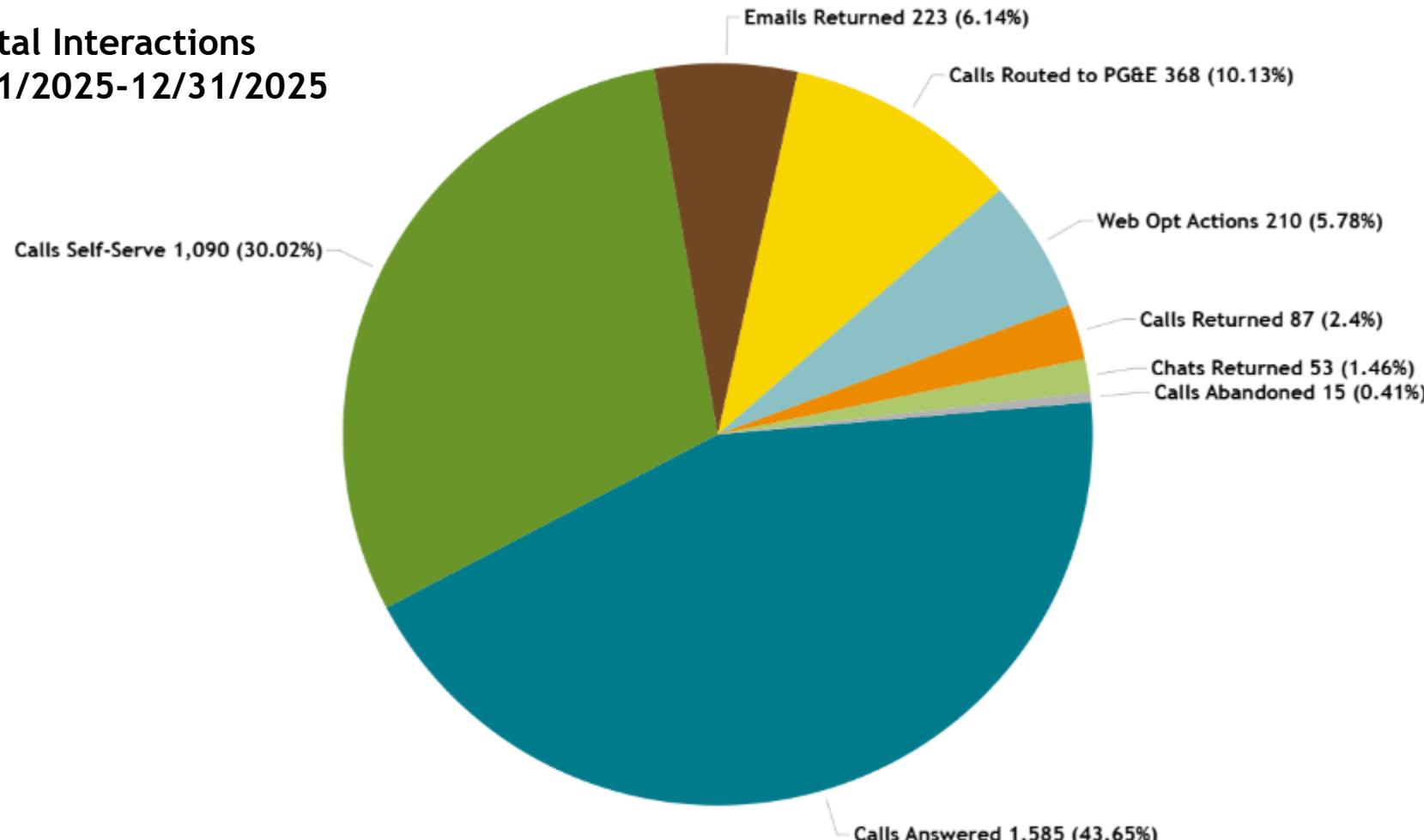
2025 Year in Review: Customer Care



ITEM 9 – 2025 YEAR IN REVIEW: CUSTOMER CARE AND MARKETING

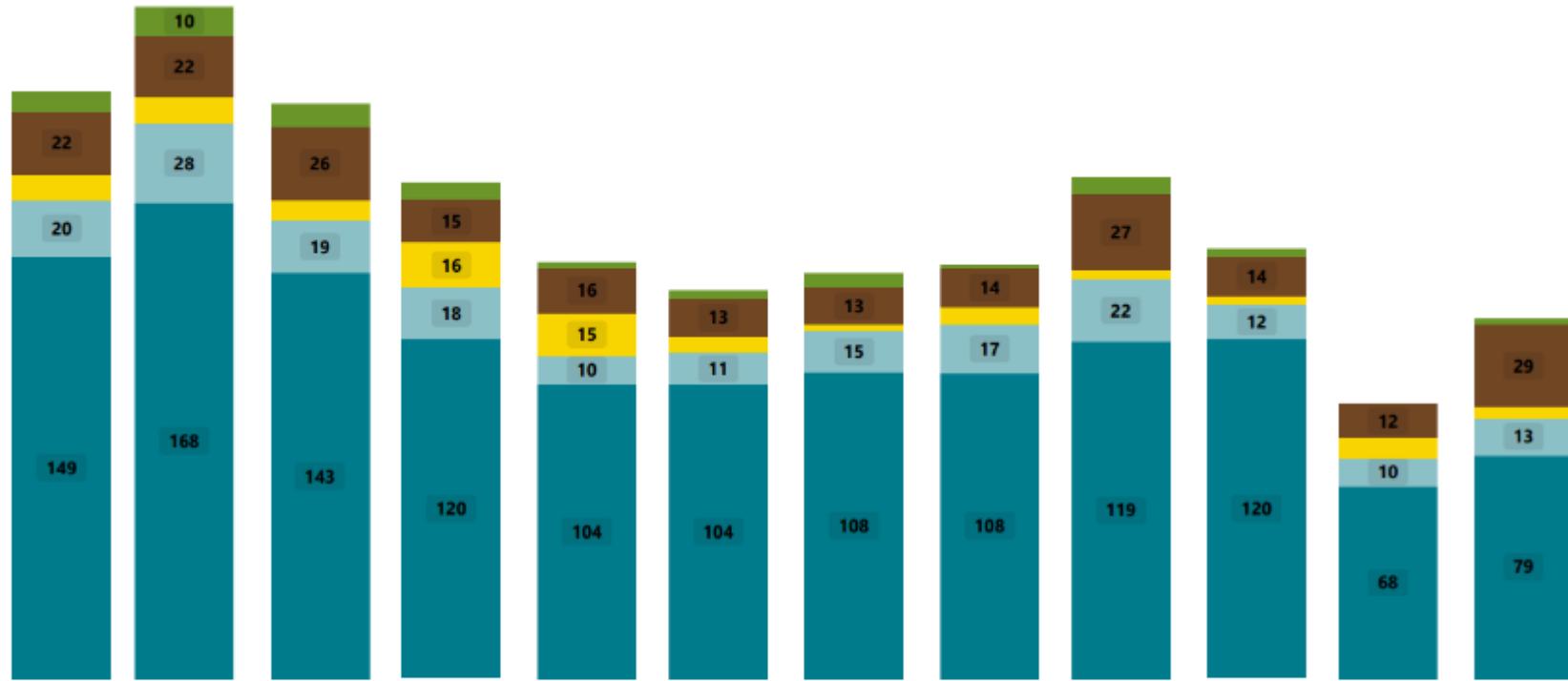
Customer Service Representative (CSR) Interactions

Total Interactions
1/1/2025-12/31/2025



ITEM 9 – 2025 YEAR IN REVIEW: CUSTOMER CARE AND MARKETING

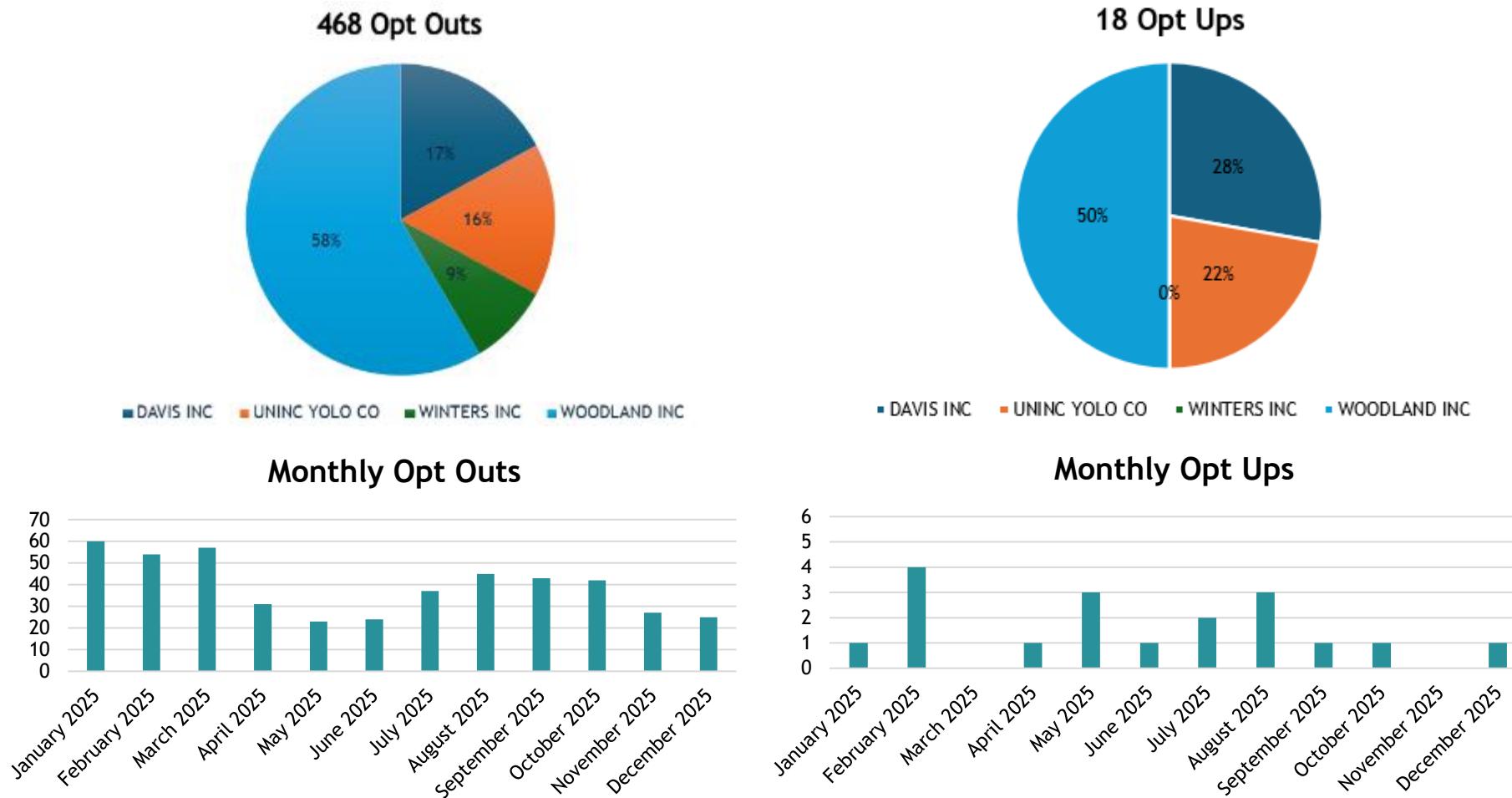
Customer Service Representative (CSR) Interactions



	Jan 2025	Feb 2025	Mar 2025	Apr 2025	May 2025	Jun 2025	Jul 2025	Aug 2025	Sep 2025	Oct 2025	Nov 2025	Dec 2025	Total
Calls Answered Total	169	196	162	138	114	115	123	125	141	132	78	92	1,585
Calls Answered English	149	168	143	120	104	104	108	108	119	120	68	79	1,390
Calls Answered Spanish	20	28	19	18	10	11	15	17	22	12	10	13	195
Calls Answered Other	0	0	0	0	0	0	0	0	0	0	0	0	0
Calls Returned	9	9	7	16	15	16	6	2	3	3	7	4	87
Emails Returned	22	22	26	15	16	13	13	14	27	14	12	29	223
Chats Returned	7	10	8	6	2	3	5	1	6	3	2	53	
Calls ASA (mm:ss)	00:13	00:28	00:50	00:18	00:30	00:35	00:53	00:50	01:16	00:24	00:11	00:11	
Calls AHT (mm:ss)	09:60	11:09	11:30	08:51	11:26	08:33	10:32	10:59	10:52	11:13	09:36	09:19	
Chats AHT (mm:ss)	13:42	15:49	24:03	11:59	26:42	10:07	07:53	11:37	07:20	04:33	40:50		

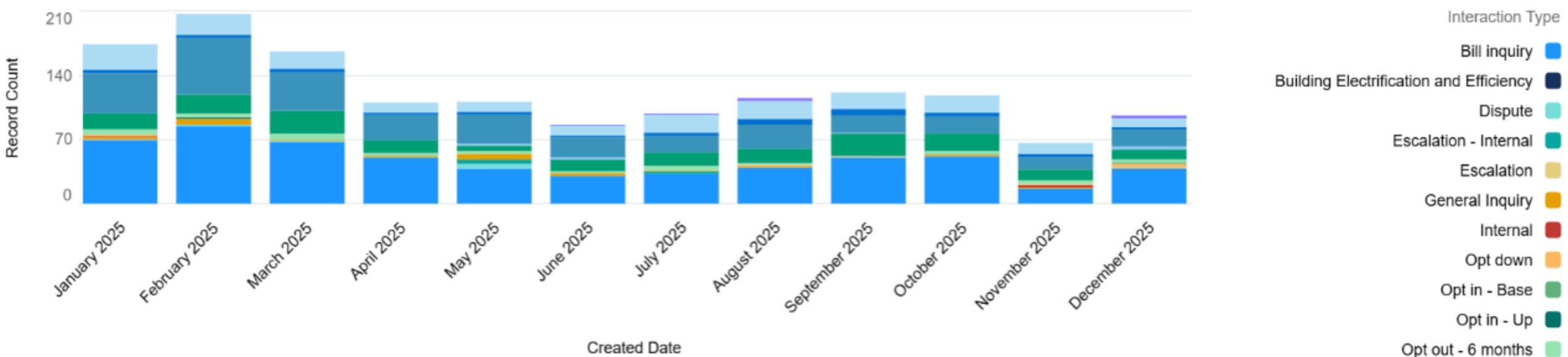
Item 9 – 2025 Year in Review: Customer Care and Marketing

Opt-outs & Opt-ups, 2025



Item 9 – 2025 Year in Review: Customer Care and Marketing

Monthly Interaction Type



ITEM 9 – 2025 YEAR IN REVIEW: CUSTOMER CARE AND MARKETING

Website Analytics: Page Views & Engagement

Page title and screen class	↓ Views	Active users	Views per active user	Average engagement time per active user
Total	89,209 100% of total	22,339 100% of total	3.99 Avg 0%	1m 23s Avg 0%
1 (not set) VCE Home	32,286	824	39.18	11m 29s
2 Home - Valley Clean Energy	12,317	7,749	1.59	27s
3 Credits & Rebates - Valley Clean Energy	3,757	2,623	1.43	32s
4 2024 Almond Festival - Valley Clean Energy	2,293	1,912	1.20	11s
5 Residential - Valley Clean Energy	2,114	1,355	1.56	32s
6 Board Meetings and Agendas - Valley Clean Energy	1,357	512	2.65	1m 38s
7 Opt out - Valley Clean Energy	1,306	969	1.35	34s
8 A Flexible Irrigation Pilot Program for Agriculture - Valley Clean Energy	1,197	703	1.70	23s
9 Solar Customers / Net Energy Metering (NEM) - Valley Clean Energy	1,188	889	1.34	1m 35s
10 Staff - Valley Clean Energy	1,156	836	1.38	48s

Average Time Spent on Websites
Across Industries: 53 seconds
(VCE: 1 minute 23 seconds)

2025 Year in Review: Programs



Photo: YvonneHunterPhotography.com

ITEM 9 – 2025 YEAR IN REVIEW: CUSTOMER CARE AND MARKETING

Program Highlights



Smart Home Energy and Load Flexibility (SHELF) –
Approved. Funded by Panasonic.



Microgrid Incentive Program (MIP) – Application Submitted. Funded through Public Purpose Charge, Administered by PG&E.



Rural Electrification and Charging Technology (REACT) – Continued. Funded by California Energy Commission.



VCE Invited to Join Yolo Energy Partnership (YEP). Energy Advisor (main offering in YEP) funded by VCE Programs Fund.



Electric Advisor –
Continued. Funded by VCE Programs Fund.



Charge Your Ride (CYR) –
Approved. Funded by VCE Programs Fund.



Hourly Flex Pricing (HFP) –
Continued. Funded by California Public Utilities Commission.



VCE May Join Northern Rural Energy Network (NREN) in 2028 (invited by Yolo County). Funded by Public Purpose Charge, Administered by Redwood Coast Energy Authority.

ITEM 9 – 2025 YEAR IN REVIEW: CUSTOMER CARE AND MARKETING

Program Spotlight: Electric Advisor



ITEM 9 – 2025 YEAR IN REVIEW: CUSTOMER CARE AND MARKETING

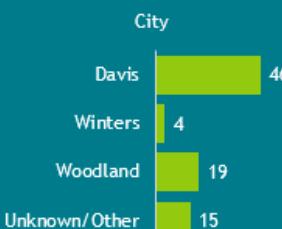
Program Spotlight: Electric Advisor



Electric Advisor Dashboard (November 12, 2024 - Present)



Cases



■ Closed ■ In Progress



Interactions

