

Staff Report Item 14

TO: East Bay Community Energy Board of Directors

FROM: Nick Chaset, Chief Executive Officer

SUBJECT: CEO Report (Informational Item)

DATE: June 19, 2019

Recommendation

Accept Chief Executive Officer (CEO) report on update items below.

Executive Committee Meeting

East Bay Community Energy did not hold an executive committee meeting in March.

New Staff

Mike Susko

Alex DiGiorgio

Marketing and Outreach Update

Attached to this report is a presentation outlining key marketing and outreach activities.

Regulatory and Legislative Update

Attached to this report is a presentation outlining key regulatory and legislative activities.



Enrollment

Enrollment Stats as of June 12, 2019				
Accounts Enrolled	~544,000			
Actual Total Cost Savings to Date	\$5.762M			
Estimated Cost Savings for 2019	\$7.670M			
	By Sector Count	By Overall Count	By Sector Load	By Overall Load
Overall Opt Out Rate	-	3.65%	-	3.49%
Residential Opt Out Rate	3.78%	3.41%	4.15%	1.60%
Commercial Opt Out Rate	2.40%	0.24%	3.08%	1.89%



Account Services

- NEM Customers
 - Enrolling second group of NEM customers in June
 - Completing first "Annual Cash-Out"; processed checks and credits for annual surplus payments totaling ~\$20,000 for 2,500 customers
- Special Note: The Joint Rate Mailer is typically required to be mailed by July 1 each year. CPUC has approved an extension due to lack of certainty around rates. EBCE hopes to send out the Joint Rate Mailer in September or October.



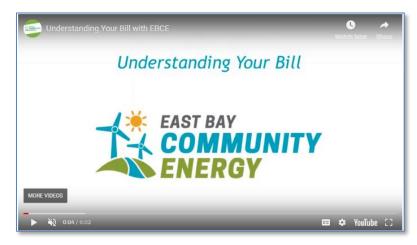
Marketing

- RFP for Graphic and Web Design Services
 - Received ten (10) responses
 - Have selected a local firm and will bring the contract to the board in July
- Second Round of Market Research Started

Conducting another 200 intercept surveys, plus 50 phone surveys of

customers who opted out

 Posted Understanding Your Bill video to website





Outreach

Alameda County Fair

Summer Events calendar

First customer newsletter going

out in June

 Collaborating on Public Safety Power Shutoff (PSPS) with County services and PG&E



