



## CEO Report Item 10

**TO:** East Bay Community Energy Board of Directors

**FROM:** Nick Chaset, Chief Executive Officer

**SUBJECT:** CEO Report (Informational Item)

**DATE:** April 21, 2021

---

### **Recommendation**

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

### **Executive Committee Meeting**

The Executive Committee Meeting was held on Friday, March 26, 2021. Members received an overview of the Medical Baseline Resilience program, an update on the Call Center and Data Management Services RFP, and a presentation on the impact of the ERCOT February Extreme Weather Event. The next Executive Committee meeting is scheduled for Friday, April 30, 2021.

### **Finance, Administration and Procurement Subcommittee Meeting**

The Finance, Administration and Procurement Subcommittee is scheduled to meet on the following dates: Friday, May 7, 2021, July 9 from 12-2, Friday, September 10 from 12-2, and Friday, November 12 from 12-2.

### **Marketing, Regulatory and Legislative Subcommittee Meeting**

The Marketing, Regulatory and Legislative Subcommittee meeting was held on April 1, 2021. Members received an update on legislative positions, and an overview of the Marketing and Account Services team and projects. The schedule for the year is currently being determined.

### **Special Board Retreats**

A Special Board Retreat was held on April 9, 2021. Members received an update regarding Technology and Analytics activities and initiatives. Topics included the integrated data platform, Customer Relationship Management System, and Data Management Services RFP and the Call Center and Data Management Services RFP.

The Power Procurement Special Board Retreat is scheduled for Wednesday, May 5, 2021 from 12-2.

June: The Regulatory/PCIA has been renamed the Public Policy Special Board Retreat.

July: Marketing

## Marketing and Account Services Update

### **New Communities Enrollment**

#### Statistics

The follow table represents enrollment statistics as of April 12, 2021.

	<b>Number of Opt Outs</b>	<b>Percentage of Jurisdiction Accounts</b>
Newark	367	2.03%
Pleasanton	974	2.89%
Tracy	1486	4.48%
<b>TOTAL</b>	<b>2827</b>	<b>3.33%</b>

#### Outreach

EBCE staff hosted five webinars for residential and solar customers in our new communities in March with nearly 150 members of the public participating in a webinar session.

#### Notification

The third required customer notification will be mailed or emailed throughout April. Copies of the hard copy notices can be found at <https://ebce.org/documents-and-resources/> under Customer Enrollment Notifications.

### **Time of Use Transition**

Commercial customers throughout the EBCE service territory and all of PG&E territory transitioned to new time of use “B” rates throughout March. Transition has gone as expected though other CCAs have seen issues with large percentages of their commercial customers not transitioning on the expected date.

Residential E1 customers in Alameda County will transition to the new Time of Use rate, TOU-C, in May. Three webinars were held in April in conjunction with PG&E. Webinars were in English, Cantonese, and Spanish and were held on April 15, April 16, and April 20.