

# CUSTOMER PARTICIPATION AND DEFAULT RATES

CPA continued to have high participation rates in 2021, with over 95% of eligible customers choosing to remain with CPA. This level of customer belief in the CPA value proposition was maintained in the three cities – Agoura Hills, Calabasas, and Manhattan Beach – who changed their default rate to CPA’s 100% Green Power product, thus choosing to power their communities with 100% renewable energy. The success of these transitions, the desire of our local governments to take action to combat climate change, and the reduction in renewable energy costs inspired six more communities to choose to move to 100% Green Power in 2022.

<b>PARTICIPATION RATE BY PRODUCT</b>			
<b>Product</b>	<b>Active</b>	<b>Eligible</b>	<b>Participation Rate</b>
100% Green Power Default	338,157	357,415	94.61%
Clean Power Default	507,160	527,164	96.21%
Lean Power Default	154,396	160,622	96.12%
<b>Grand Total</b>	<b>999,713</b>	<b>1,045,201</b>	<b>95.65%</b>