



**ALAMEDA
MUNICIPAL POWER**

The Flash

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Connect with us at www.alamedamp.com



Partnering with You During Challenging Times



ARE YOU FACING FINANCIAL CHALLENGES DUE TO THE COVID-19 PANDEMIC?

CONTACT AMP'S CUSTOMER SERVICE TEAM

To encourage social distancing and protect our customers and employees, we have closed our Service Center to the public. If you are having trouble paying your bill, we urge you to call our customer service team at (510) 748-3900 between 8 a.m. and 5 p.m., Mondays through Thursdays.

AMP PAYMENT PROGRAMS

You may also qualify for additional bill savings through Alameda Municipal Power's payment programs.

For more information on financial assistance programs, please contact our customer service team (510) 748-3900 www.alamedamp.com

BILL-SAVINGS PROGRAMS

Medical Discount Program

Reduces the impact of higher electricity costs resulting from operating critical health maintenance equipment. Provides a 10% discount on energy costs for qualifying customers.

Balanced Payment Program

Provides qualifying customers with a fixed monthly payment for their electric bill.

Third-Party Notification

Provides caregivers with the tools they need to pay AMP bills. If you care for a friend or relative who could overlook paying his or her AMP bill because of illness, financial difficulties, or other issues, this program can offer assistance.

INCOME-ELIGIBLE PROGRAMS

Energy Assistance Program

Offers qualified residential customers a 25% discount on their monthly energy costs.

Project EASE (Energy Assistance through Supportive Efforts)

Provides short-term emergency assistance to residential customers who are unable to pay their electric bill and at risk of having their power turned off.

HEAP (Home Energy Assistance Program)

This is a federally funded program helps income eligible households pay their energy bills. For more information, call (510) 881-0300.



LAST CHANCE!

Get your refrigerator rebate before it's gone!

To apply for rebates, visit: www.alamedamp.com/rebates

Rebate Ends May 29

\$50
REBATE

When you recycle your old refrigerator and replace it with an Energy-Star-certified model.

\$35
REBATE

When you recycle an old refrigerator without purchasing a new one.



American Public Power Association

AMP EARNS NATIONAL SAFETY AND RELIABILITY AWARD

WE'VE GONE PLATINUM!

AMP is one of 98 of the nation's more than 2,000 community-owned electric utilities to earn platinum Reliable Public Power Provider (RP3) recognition from the American Public Power Association (APPA) for providing customers with the highest degree of reliable and safe electric service. The designation runs for three years.

FOURTH CONSECUTIVE RP3 AWARD

We're proud to share that this is AMP's fourth consecutive RP3 designation. The award recognizes public power utilities that show excellence in four key areas: reliability, safety, workforce development and system improvement. Criteria within each category are based on sound business practices and represent a utility-wide commitment to safe and reliable delivery of electricity.

WORKING HARD TO KEEP THE LIGHTS ON

So, what does all this mean for our customers? It means that we're working hard to keep the lights on in Alameda. As a result of our efforts, Alameda residents and businesses experience fewer power outages than communities elsewhere.

IMPROVED BOND RATINGS

There are also financial benefits associated with the RP3 designation, such as improved bond ratings and cost savings from workers compensation and insurance. This contributes to the financial health of AMP as a locally owned municipal utility and provides community value with competitive electric rates.

CALL

811

BEFORE YOU

DIG



Buried electric, gas, water and cable utilities can exist just about anywhere on your property.

A few days before you start any digging project—big or small—call 811 or go online to www.call811.com

STAY SAFE AT HOME DURING NATIONAL ELECTRICAL SAFETY MONTH

With our community staying indoors during these difficult times, it's a good time to review electrical safety in your home. National Electrical Safety Month, which is recognized in May each year, serves as an important reminder to ensure your family is using electric cords and outlets safely.

The non-profit Electrical Safety Foundation International (ESFI) recognizes the month with the aim of informing the public how to avoid deaths, injuries, fires, and property damage related to electricity. In celebration of National Electrical Safety Month 2020, the organization is launching resources focused on electrical safety at home.

Using Outlets and Cords Safely

With so many adults telecommuting and children using computers at home for distance learning, it's helpful to keep cord safety tips in mind.

SAFETY TIPS

- Regularly inspect electrical cords and extension cords for damage.
- Never plug a space heater or fan into an extension cord or power strip.
- Never run cords under rugs/carpets, doors, or windows.
- Ensure that cords do not become tripping hazards.
- Avoid overloading electrical outlets.
- Unplug appliances when not in use to save energy and lower the risk of shock and fire.

Learn More:

Find free safety materials and information at www.esfi.org

CONTACT AMP

Customer Service	510-748-3900
After Hours/Emergency	510-748-3902
TDD (hearing impaired)	510-522-7538
Email	amp@alamedamp.com
Internet	www.alamedamp.com

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ALAMEDA MUNICIPAL POWER

Nicolas Procos, General Manager

The FLASH is published as a service to the customer-owners of Alameda Municipal Power. Readers are invited to submit ideas, suggestions, comments, or questions by writing to the editor at Alameda Municipal Power, P.O. Box H, Alameda, CA 94501-0263 or by email to haley@alamedamp.com