



**ALAMEDA
MUNICIPAL POWER**

The Flash

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AMP CUSTOMERS SUPPORT STUDENTS' TECH NEEDS

We would like to say THANK YOU to the AMP customers who donated nearly \$12,000 to support Alameda students in the past fiscal year.

Donations to Power Up for Learning, a joint program of AMP and the Alameda Education Foundation, helped meet students' needs during distance learning, including the purchase of headsets for 2,000 income-eligible students.

Let's Do Even Better

For as little as \$5 per month, you can help ensure that all Alameda Unified School District students have the technology they need to succeed in school. It's easy to participate: simply designate an amount to be added to your monthly power bill.

How to Donate

Find the donation form at www.alamedaeducation.org.



Members of the Public Utilities Board, AMP and AEF recognize Alamedans who donated to the program. L to R: Public Utilities Board President Jerry Serventi, AMP General Manager Nicolas Procos, AEF board member Nuala Creedon, AEF Executive Director Vicki Sedlack, AEF board member Steve Mack, AEF board member Bill Sonneman

AMP EARNS TWO NATIONAL "TOP 10" RANKINGS FOR ALAMEDA GREEN

For the sixth year in a row, the "Top 10" honor goes to...AMP customers! Alamedans helped AMP earn two separate Top 10 rankings from the National Renewable Energy Laboratory (NREL) for its Alameda Green program. NREL is the U.S. Department of Energy's primary national laboratory for renewable energy and energy efficiency research.

AMP's Alameda Green program gives residents and businesses the option to support renewable energy beyond Alameda's borders. By avoiding greenhouse gas emissions, this renewable energy contributes to cleaner, greener communities in our region. To date, the program includes more than 3100 residents and 57 businesses.

How to Donate

Alamedans' commitment to the environment helped AMP earn a top ranking for high participation rate in Alameda Green in 2020. With more than 10% of AMP's customers participating in the program in 2020, AMP earned a 4th place ranking on NREL's list of national utilities with the highest green power program participation rate.

AMP's second ranking from NREL showcases AMP's megawatt-hour (MWh) sales from Alameda Green in comparison with total utility MWh sales. In this category, AMP earned 7th place.

Get ready to
Shop Green
at our new online
marketplace!



www.ampmarketplace.com



DON'T GET SCAMMED!

It's easier than you may think to outsmart utility bill payment scammers. To mark Utilities United Against Scams Day on November 20, read on for tips to fight scams.

Be Suspicious

If you receive a call, an in-person visit or an email from anyone demanding immediate payment on your AMP electric account, be more than suspicious. AMP will never ask for credit card or debit card numbers and only provides courtesy calls to accounts that are already delinquent. If you have any doubts, don't give out any information. Please hang up and call AMP's customer service team at (510) 748-3900.

Sign of a Scam

Common scams involve someone impersonating a utility representative (either on the phone or in person) claiming that an electric account is past due and will be disconnected. The individual goes on to provide payment instructions via Green Dot MoneyPaks or NetSpend prepaid debit cards. These cards, and others like them, are a good signal that a scam is underway.

Be aware that scammers may use fear tactics and say that you must pay immediately or lose power at your home.

If you suspect you have become a victim of a scam, AMP recommends that you immediately call the Alameda Police Department at (510) 337-8340 to file a report

PLAN AHEAD FOR POWER OUTAGES

Are you prepared for power outages caused by weather-related conditions? Use our handy checklist to create your plan:



Plan for medical needs like medications that need to be refrigerated or devices that require power.



Pack your emergency kit with flashlights, fresh batteries, first aid supplies, cash, and food that will last up to five days. Don't forget to add items for your pets!



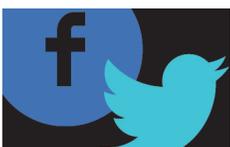
Identify backup charging methods for phones and other electronic devices.



Keep a hard copy of important phone numbers.



Sign up for text or email updates from AMP at www.alamedamp.com.



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HOLIDAY HOURS FOR NOVEMBER

AMP's customer service team will be unavailable on Veteran's Day, Nov. 11, and for Thanksgiving Nov. 25-26. You can use our automated phone service 24.7 at (510) 748-3900 to access your account information, pay your bill, or report emergencies.

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

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