



**ALAMEDA
MUNICIPAL POWER**

A Department of the City of Alameda

The Flash

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130 YEARS OF PUBLIC POWER AND LOOKING AHEAD

by *Nicolas Procos - AMP General Manager*

Every October, Alameda Municipal Power joins with more than 2,000 other community-owned electric utilities in the U.S. to honor the contributions of public power. This year's celebration of Public Power Week (Oct. 1-7) resonates for me because I recently joined AMP as general manager during the utility's 130th year of providing electric service to Alamedans.

This is a pivotal time for AMP. As we recognize the contributions of AMP, one of the nation's oldest community-owned utilities, we are also forging a new path for energy in Alameda — one that will be very different from the utility's origins more than a century ago.

“ **AMP is known for its excellent reliability and customer service.** ”

STRONG FOUNDATIONS

I am incredibly thankful for AMP's strong foundations. The former leaders of AMP developed a thriving electric utility that is known for its reliability, excellent customer service, ownership of green energy resources, and low rates. Our customer service ranks among the top electric utilities in California.

To meet our customers' demand for clean energy, AMP began transitioning to greener energy in the 1980s, and the utility will be carbon-free by 2020.



Nicolas Procos is Alameda Municipal Power's 15th general manager since 1935.

In addition, AMP has long been committed to setting customer rates far below those of larger utilities owned by shareholders.

PLANNING FOR THE FUTURE

As I plan for AMP's future, I intend to continue our electric utility's commitment to reliability, green energy, local decision-making, excellent customer service and lower rates. My aim is to maintain these core values as we seize new opportunities.

AMP is also participating in a citywide effort to update the city's Local Action Plan for Climate Protection, which provides guidance and goals toward greenhouse-gas reduction strategies in our community.

In my role as general manager, I will work with the public to adopt new programs and technologies that will help AMP stay vital and provide enhanced service to our customers.

PARTICIPATE IN POWER

As I celebrate AMP's history this October, I will also seek your participation to help prepare for the next 130 years. I encourage you to participate in planning meetings that AMP will hold over the next few months as we develop a new, long-term strategic plan.

“ **AMP will need to be ready to adapt to new ways of providing power.** ”

With the energy industry seemingly changing at the speed of light, AMP will need to be ready to adapt to new ways of providing power to our community. By participating in decision-making at your community-owned utility, you can help AMP pave the way for an exciting future that maintains a strong connection to its history and values.

SAFETY: IDENTIFYING AMP REPRESENTATIVES



THERE ARE SOME BAD PEOPLE OUT THERE

AMP recently received reports that individuals are knocking on customers' doors and impersonating AMP employees.

These individuals are requesting bank information from customers, saying they need to make changes to electric meters and that they will be charged a \$120 fine for withholding financial information.

NOTE: AMP has contractors out in the community.



SMART METER INSTALLATION

- AMP contractors from Professional Meters, Inc. (PMI) are installing smart meters across the island.
- Installers wear PMI uniforms and carry AMP-issued ID badges.
- There is no additional charge to customers for smart meter installation.



ALAMDA GREEN

- Associates from Alameda Green are also in the community, encouraging customers to join AMP's voluntary renewable energy program.
- Alameda Green associates have AMP contractors' badges. They wear black shirts that display both AMP and Alameda Green logos.



ALWAYS CHECK THEIR BADGES

For verification that a visitor is an AMP representative, ask to see their ID badge, or call AMP at 510-748-3900.

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.

SMART METERS: NEW ITEMS ON YOUR AMP BILL

With the installation of smart meters across the island almost complete, you may notice a few new items toward the top of your electric bill.

ALAMEDA MUNICIPAL POWER Customer Name: [REDACTED] Page 2 of 2
 Service Address: [REDACTED] JUNE 2012
 Billing Cycle: [REDACTED] 150 MAR 17
 Billing Period: [REDACTED] 05/01/12 - 05/31/12

Account Details		Read Date	Reading	Rate	Usage	Amount	Usage History
Meter #	Type	From	To	Start	End	Previous	Current
00002777	E	05/01/12	05/01/12	01	00000	00000	0.00
00002777	E	05/01/12	05/01/12	01	00000	00000	0.00
00002777	E	05/01/12	05/01/12	01	00000	00000	0.00

Electric Charges	Rate	Usage	Amount
Electric Charge	0.108750	208	22.64
Tax 1	0.170250	90	15.32
Tax 2	0.366400	115	42.12
Subtotal			80.08

Other Charges/Discounts	Amount
Energy Adjustment Charge	463 0.00
State Renewable Solar Prog	463 0.78
Subtotal	463 0.78

Taxes and Fees	Amount
Electric Fuel Tax	0.00
State Energy Surcharge	463 0.13
Subtotal	463 0.13

Total Electric Charges: 87.39

Total Current Charges: 87.39

TOTAL AMOUNT DUE: 87.39

Other Convenient Payment Options:

- Easy Pay** - Automatic Bill Payment. Download form at www.alamedamp.com
- Online** - Sign up at www.alamedamp.com. Visa, MC and checks accepted at no extra fee
- Phone** - Call 510-748-3900 available 24/7. Visa, MC and checks accepted at no extra fee
- Mail** - To P.O. Box 511427 Los Angeles, CA 90051-7982
- In Person** - Alameda Municipal Power, 3000 Grand St. in Alameda
Mail Boxes Plus at 2532 Santa Clara Ave in Alameda for current payments only

OLD METER AND NEW METER

For the month in which your smart meter was installed, there might be two or more readings of your energy usage in kilowatt hours (kWh) - one from your old meter and one or more from your new smart meter.

DEMAND READING

Below your energy usage, you'll see a new line item noting your monthly demand, which is measured as kW (kilowatts). This is the maximum amount of power taken from the electric system within a given interval of time. This reading is NOT factored into residential bill charges.

For a complete understanding of your electric bill, go to www.alamedamp.com/home-bill.

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

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

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