



# Alameda Municipal Power Stands By You During Storm Season

As a customer of Alameda Municipal Power (AMP), you can rest assured that our commitment to providing safe and reliable power remains our number one goal, especially during the winter storm season. We are hard at work to constantly safeguard our electric system against outages and to keep your lights on. AMP is prepared for the challenges of winter storms and our employees are trained to respond safely and effectively. When there is a service interruption as a result

of winter weather, it is our priority to restore service safely and as quickly as possible. "Rain or shine, day in and day out, this is our service commitment to you," says Douglas Draeger, Assistant General Manager of Engineering and Operations. Read on for more information about how AMP restores your service, and what you can do if you are affected by an outage.



**REPORTING A POWER OUTAGE:  
24 HOUR EMERGENCY LINE  
(510) 748-3902**

## SAFETY AND RESTORATION

When an outage occurs, AMP's top priority is to safeguard

our customers and employees from hazardous situations. At this point, the problem can be as-

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## Be Prepared for Outages

Most households are prepared for a short power outage; you keep basic supplies on hand such as a flashlight in the bedroom, nonperishable foods stocked in the pantry and extra batteries in storage. Even with these preparations, sudden power outages are frustrating and troublesome, especially when they are not short. If a power

outage lasts less than 2 hours, you need not be concerned about perishable foods and medications spoiling. For prolonged outages over 2 hours, different precautions should be taken. Here are some tips that can help you prepare and keep you safe in the event of a longer power outage. 💡

Clip and Keep! ✂️



## Useful Safety and Outage Tips

**24-Hour Emergency Line (510) 748-3902**  
**Customer Service Assistance (510) 748-3900**

- Do not touch downed or hanging power lines or anything touching them. Call us at the number above immediately.
- Make sure there are flashlights, a battery-powered radio and fresh batteries in an easily accessible area. Monitor the status of power restoration on local radio stations.
- Periodically, check supplies of non-perishable foods, bottled water and medication. Try to keep a three-day supply on hand. Stock up if needed. Freeze plastic containers filled with water to make blocks of ice that can be placed in your refrigerator to preserve food longer.
- Check medications that require refrigeration to be sure you know if they will be affected by a prolonged interruption of power. Consult a doctor or pharmacist if you're not sure. You may want to keep a small cooler handy to preserve special medication.
- Always have a first-aid kit with current supplies in a convenient location.
- Remember that cordless phones won't work when the power goes out. Have a phone that does not rely on electricity, such as a cell phone, available for use during power outages.
- Know how to manually operate your garage door. If power is lost, your garage door opener will not work.
- Disconnect or turn off appliances that were on when the power outage occurred. Leave a light on so you will know when power is restored.
- Avoid opening the refrigerator or freezer. Food will stay frozen in a fully loaded freezer for 36 to 48 hours if the doors remain closed. If the freezer is half full, the food will generally keep 24 hours.
- Use space heaters only in well-ventilated areas.
- If you leave your home while the power is out, double-check that all heat producing appliances such as stoves, irons and curling irons are unplugged.
- Use surge suppressors to protect sensitive electronic equipment, such as computers. If you are home during an expected outage, you may want to unplug sensitive equipment.

**Alameda Municipal Power wishes you and your family a very joyous and safe holiday season. Our offices will be closed Monday, December 26 and Monday, January 2 in observance of the holidays.**



## **Put More Green in Your Pocket: Announcing AMP's New Commercial Lighting Program**

We want to help your business save money! AMP's new Commercial Lighting Program provides even higher rebates to help you offset costs. The program is designed with customer satisfaction in mind and includes a contractor incentive to help small commercial customers participate. The pilot program is open, with limited funding, to all commercial customers. The program aims to help businesses retrofit T12 fluorescent lamps which will no longer be manufactured come July, 2012. The rebates for lighting retrofits are higher than ever, making program participation even more attractive. The Commercial Lighting Program will run through May 31, 2012 and rebate funds are available on a first come, first served basis. Whole building lighting retrofits are preferred and AMP will be conducting pre and post installation inspections in order to make sure projects are on target and that customers are satisfied. For more information about participating and the rebate structure please go to [www.alamedamp.com](http://www.alamedamp.com) and click on Save Energy, Commercial Savings. 💡

## **How to Earn Money for Your School with Energy Upgrade CA**



Participating in the Energy Upgrade California home energy upgrade program just got even more attractive! In addition to homeowner rebates of up to \$6000 (through February 2012, \$4000 in rebates available thereafter), when a household signs up to participate the school of its choice will earn \$100. This incentive is available for a limited time only and the school that signs up the most households will earn an additional \$5000! For more information, please visit [energizeforthepize.org](http://energizeforthepize.org) and be on the lookout for upcoming workshops held by Community Action for a Sustainable Alameda (CASA). 💡

## **New Year, New *Flash***

Starting in January 2012, Alameda Municipal Power is pleased to present to you a new and improved *FLASH* layout. In your very next bill you will receive a better version of our longtime newsletter. Keep a lookout next month for the new *FLASH*!

### **CLIP and KEEP!**

Important AMP contact numbers:

Customer Service..... 748-3900  
 After Hours/Emergency ..... 748-3902  
 TDD (hearing impaired) ..... 522-7538  
 E-mail..... [info@alamedamp.com](mailto:info@alamedamp.com)  
 Internet ..... [www.alamedamp.com](http://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 [acord@alamedamp.com](mailto:acord@alamedamp.com)

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essed and we can begin restoration efforts. The first focus of restoration is directed towards critical facilities including hospitals, fire and police departments, and restoration to the largest number of affected customers. Because different parts of a neighborhood may be on different circuits, and not all circuits are restored at once, you might see your neighbor's lights come on while your power remains out. We know this can cause frustration, but we do appreciate your patience as our staff works towards a safe and timely restoration of power to all customers.

- Before calling AMP about a power outage, check to see if your neighbors are affected as well. This would confirm if an outage has occurred in just your residence or within the neighborhood area.
- If only your residence is without power, check circuit breakers and/or fuse boxes to see if the problem is limited to your home electric system.
- Outage information is updated frequently on our website at [www.alamedamp.com](http://www.alamedamp.com) throughout the outage, for those with mobile communication, and also via an automated message on our telephone system. 💡

## **125 Years of Fun Facts!**

On July 11, 2012, Alameda Municipal Power (AMP) will turn 125! As we approach the big day, we will be sharing fun facts from our many years of service.

Did you know... AMP has been a trendsetter since the very beginning? In 1912, shortly after gas vehicles were introduced in the United States, AMP purchased its very first motorized service vehicle. Moving away from the horse and cart era, the utility bought a White (brand) motor truck to better service the electric system.