



IT'S TIME TO GET SOME SUN

New federal tax credits, combined with Alameda Municipal Power's Solar Rebate Program, mean that you now can install a home solar system and save OVER HALF THE COST!

At AMP, we're solar advocates. Solar photovoltaics are clean and renewable – just like virtually all of our community's other power resources. That's why we began offering rebates on home solar systems last year. During 2009, our rebate could save you over 30% on a typical solar installation.

We also want you to know that there is now a federal tax credit of 30% available, as well. This adds up to big savings on solar installations, your taxes, and your electric bills.

To learn more, please log on to www.alamedamp.com/electricity/solar_pv_info.html or call us on 748-3945 today!

A typical solar system rated at 3 kilowatts or (3,000 watts)	
Would cost approximately \$8.10 per watt	\$24,300
And the AMP rebate is \$2.60 per watt	7,800
The net cost would be	16,500
The estimated federal tax credit is 30% of the net cost	4,950
The cost to the homeowner after all rebates and credits would be	\$11,550

YOU SAVE OVER HALF THE COST!!!

Celebrate Earth Day 2009

We've come a long way since 1970 and the inception of Earth Day. Back then, we were using leaded gasoline, there were few government air-quality standards, and the word "environment" was found mostly in spelling bees.



Our community, though, has a long history of leadership in the environmental arena. Over the past 3 decades, Alameda Municipal Power has built a power resource portfolio that is now over 80% clean and renewable.

Alameda's Earth Day Festival, held in

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POWER CONTENT LABEL		
ENERGY RESOURCES	ALAMEDA SYSTEM AVERAGE (2008 projected)	2007 CA POWER MIX** (for comparison)
Eligible Renewable	63%	10%
-Biomass & waste	17%	<1%
-Geothermal	37%	2%
-Small Hydroelectric	2%	61%
-Solar	<1%	<1%
-Wind	7%	2%
Coal	6%	32%
Large Hydroelectric	24%	24%
Natural Gas	6%	31%
Nuclear	1%	3%
Other	<1%	0%
TOTAL	100%	100%

* 81.4% of Alameda System Average is specifically purchased from individual suppliers.
 ** Percentages are estimated annually by the California Energy Commission based on the electricity sold to California consumers during the previous year.

For specific information about this electricity product, contact Alameda Municipal Power. For general information about the Power Content Label, contact the California Energy Commission at 1-800-555-7794 or www.energy.ca.gov/consumer.

Explanation of the First Quarter 2009 Power Content Label

As shown on the label, 87% of the power you receive from Alameda Municipal Power is generated using carbon-free, renewable resources, including hydroelectric. This percentage is a projection for calendar year 2009, and actual percentages will vary depending on weather conditions, hydrology, power plant availability, and energy usage patterns.

The label shows that 63% of Alameda's power mix is expected to be sourced from green eligible renewable resources. This percentage estimate for 2009 is higher than the 55% estimate for 2008. This mainly is due to two new landfill-gas-to-energy projects expected to be online within the second quarter of 2009, the Ox Mountain facility in Half Moon Bay and the Keller Canyon project in Pittsburg.

While 81% of the Alameda System Mix is specifically purchased from individual suppliers, the remaining 19% of energy is purchased from the CA Power Mix, and therefore, includes biomass and waste, coal, and nuclear-fueled resources, as well as additional renewable resources.

Help Your Budget with the Balanced Payment Program

Your life can be a bit easier by using the Alameda Municipal Power Balanced Payment Program.

Customers can sign up now for this convenient – and free – service. The Balanced Payment Program makes budgeting easier for customers whose energy costs vary from season to season. With the Balanced Payment Program, your bill will be predictable each month, summer or winter.

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New Services to Better Serve You

Another great new service soon will be available to Alameda Municipal Power customers. Our new "Interactive Voice Response" (IVR) system allows you to conduct business with us at any time – day or night – every day of the week – by telephone, and there's no waiting!



We know your time is valuable. And realize that, in some cases, you would like to access your account or get information from us when it is convenient for you.

You can use the IVR system to:

- Obtain account information.
- Make payments.
- Request applications and program information.

The new IVR system also promises to help keep costs low by streamlining some transactions.

The City's Public Utilities Board and Alameda Municipal Power staff have placed Customer and Community Value and Satisfaction at the very core of our planning and operations. The IVR system directly supports this central goal.

We cordially invite you to try this secure, reliable, quick, and convenient IVR service. Just give us a call! 💡

Balanced Payment from page 1

Under the Program, we calculate your average energy payment every 4 months by averaging the total payments out over the past 12 months. Rather than paying larger bills in the winter and smaller bills in the summer, your electricity bills will be consistent throughout the year.

You may notice a small variation three times per year because of balance averaging.

The service is best for two types of customers. The first are those with electric heaters in their homes.

The second are those on fixed incomes who may want to pay the same amount every month. The typical residential bill goes down in summer and up in the winter. For some, the difference can be from a low of \$25 in the summer to \$45 during the winter.



For others, particularly those with electric heating, bills can go to \$100 in the winter and drop to \$30 in the summer.

To enroll, you must have been at your current address for at least 12 months and your account must be current. To sign up, just call a Customer Service Representative at 748-3900.

Your Balanced Payment Program will begin with your next monthly bill. 💡

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Washington Park at Central Avenue and 8th Street, is intended both as a celebration and an opportunity to learn more about

For more on the 2009 Earth Day Celebration, please log onto www.alamedamp.com!

alternative transportation, healthy products, and ideas for sustainable living while enjoying musical entertainment, a variety of food, and a chance to win prizes. Local business associations and other groups line the park in festive fashion with a variety of booths, both informational and interactive.

These displays create awareness of the need to follow basic principles to create a healthy, sustainable environment.

Bike Alameda provides free, safe, and secure valet service for bikes and strollers. Bike Alameda is encouraging bicycling as a convenient and safe form of transportation in and around the City. Washington Park also is accessible by AC Transit, and free parking will be available at Robert Crown Memorial parking lot.

For more information, call the Alameda Recreation and Parks Office, (510) 747-7529, or check these City websites, www.ci.alameda.ca.us and www.planetalameda.com. 💡

Residential Customers Score AMP High

Alameda Municipal Power strives for high customer satisfaction and involves the community to provide input about AMP planning and performance. AMP recently conducted a telephone survey to its residential customers to poll customer sentiment on specific performance measures ranging from electricity service and satisfaction, to energy issues such as energy efficiency, global warming, and use of renewable resources.

The survey results were benchmarked against other state municipalities and neighboring power agencies in California. Generally, AMP scored comparable to or better than other utilities in California. Customers deem AMP's reliability, overall customer satisfaction, and pricing as very good and provided high ratings in these areas.

The survey findings also identified "needs improvement" in the area of communications, customer awareness of AMP's efforts to keep prices low, leadership in renewable power, and efforts to help the environment.

AMP will be working on these challenges to improve its overall customer satisfaction rating in all areas.

For more information, please log on to our web site, www.alamedamp.com. 💡

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
 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 mccabe@alamedamp.com.

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