



To: Honorable President and
Members of the Public Utilities Board

From: Nicolas Procos, General Manager

Re: General Manager's Report – February, 2018

AMP'S STRATEGIC PLAN SCOREBOARD										
KEY										
		GREEN		Ahead of schedule or exceeding expectations						
		YELLOW		On schedule or meeting expectations						
		RED		Behind schedule or below expectations						
KRA	GOALS	MEASURES	FY	Responsible	REPORTING PERIODS					
					FY17Q1	FY17Q2	FY17Q3	FY17Q4	FY18Q1	FY18Q2
1	CUSTOMER PROGRAMS & EXPERIENCE									
	1.1	Ensure that customers have a positive experience	≥ 90% customer survey	Q4 2018	Irwin					
	1.2	Increase customer energy efficiency	≥ 5%	Q4 2020	Irwin					
	1.3	Provide programs that support green Alameda	Green Alameda programs in place	Q4 2020	Irwin					
	1.4	Provide programs that increase revenues	Revenue increase > 1%	Q4 2020	Irwin					
	1.5	Increase community engagement and good will	> 90% customer survey	Q4 2018	Irwin					
2	WORKFORCE									
	2.1	Achieve low OSHA incident rate	≤ 1	Q2 Annual	Procos					
	2.2	Maintain zero preventable vehicle accidents	0	Q2 Annual	Procos					
	2.3	Maintain low position vacancy rate	≤ 5%	2016-2020	Procos					
	2.4	Develop workforce skills for AMP opportunities	< 1% turnover rate	Q2 2016	Procos					
	2.5	Achieve high employee satisfaction	> 90% employee survey	Q4 Annual	Procos					
3	SYSTEM RESILIENCY									
	3.1	Maintain low customer outage frequency and duration	Top quartile SAIDI/SAIFI	Q4 Annual	TBD					
	3.2	Replace AMP infrastructure	15% of total value of the system	Q2 2020	TBD					
	3.3	Improve infrastructure project management workflow	100% of projects within budget and on schedule	Q4 2020	TBD					
	3.4	Complete infrastructure for Alameda Point	100% capacity and reliability	2030	TBD					
4	TECHNOLOGY									
	4.1	Achieve total AMI deployment	100 % deployment	Q1 2018	Procos					
	4.2	Implement automated distribution system	All circuits automated	2025	TBD					
	4.3	Establish systems inter-operability	Defined data is 100 % accessible	Q2 2020	Orbeta					
	4.4	Maintain sufficient level of cybersecurity	Zero penetration to IT system	Q2 2020	Orbeta					
5	ENERGY RESOURCES									
	5.1	Develop alternative energy opportunities	5% local sources	Q4 2017	Irwin					
	5.2	Define power procurement plan for 2025	Fully sourced to meet load reqmts	Q4 2018	Irwin					
	5.3	Achieve maximum utilization of REC funds	100%	Q4 2020	Irwin					
	5.4	Achieve sustainable level of carbon neutral	85%	Q4 2020	Irwin					
6	FINANCIAL & ORGANIZATIONAL STABILITY									
	6.1	Meet all bond covenants	Cash on hand = 145 days Bond ratio = 1.75	Q2 Annual	Orbeta					
	6.2	Ensure AMP's average rates are competitive	≥ 15% below PG&E	Q4 Annual	Orbeta					
	6.3	Ensure mutually-agreeable transfer to City	Adequate funding	Q3 Annual	Orbeta					
	6.4	Ensure balanced budget	Cash neutral	Q4 Annual	Orbeta					
	6.5	Ensure effective organizational management and a AA bond rating by 2017	AA - bond rating	Q4 2017	Orbeta					

**KRA 1:
CUSTOMER PROGRAMS & EXPERIENCE**

G 1.2 Increase customer energy efficiency	
	I 1.2.2 Implementation of REC Expenditures for Energy Efficiency
	<ul style="list-style-type: none">• <i>Residential Energy Audits</i> – Three residential energy audits were completed in February.• <i>Residential Rebate Platform</i> – The Presidents' Day appliance sales combined with a heavy advertising push on rebates brought more residents to AMP's rebate platform. Please note in the energy efficiency savings table below that the February savings do not include refrigeration due to a vendor delay. March will include savings for the units picked up for recycling in both February and March.• <i>Energy Plus</i> – AMP's non-residential direct-install program is back after a brief hiatus in January while the program was being renewed for two more years. Three proposals are in the works for customers and program documents and proposal forms are being refreshed. Planning is underway for a contractor training in March. Adding new contractors to the program will allow for quicker turnaround between proposal and installation. Staff has also approved new measures for Packaged Terminal Air Conditioners (PTAC) and Packaged Terminal Heat Pumps (PTHP) Split AC Controllers, which will be beneficial to hotels and motels.• <i>Non Residential Custom Lighting Rebates</i> – Staff increased the custom lighting rebate from \$.10/kWh to \$0.23/kWh. This rebate increase should bring in more lighting projects from customers who would like to use their own independent contractors instead of going through the Energy Plus program. This is good news for chain retailers that are required to use the contractors supplied by their organizations.• <i>Evaluation, Measurement & Verification (EM&V)</i> – AMP's biannual EM&V is underway. This study will focus on the lighting and refrigeration upgrades completed by the direct-install programs. The results of the EM&V will be shared with the Public Utilities Board later this year.

• *Summary of Energy Efficiency Programs as of February 28, 2018*

Sector / End Use	Annual Savings Target kWh/yr	Jan-18	Feb-18	1st Q	2nd Q	Cumulative Energy Savings kWh/yr	Percent of Annual Target
Residential Refrigeration	61,000	1,360	0	5,374	7,976	14,710	24%
Residential Lighting	244,000	1,956	1,737	705	5,472	9,870	4%
Residential Other		249	332	948	2,464	3,993	
Non-Residential Refrigeration, Direct Install	43,000	0	0	166,748	257,572	424,320	987%
Non-Residential Lighting, Direct Install	896,000	0	0	164,093	538,488	702,581	86%
Non-Residential Lighting, Self-Install		0	0	69,057	0	69,057	
Non-Residential Customized	10,000	0	0	0	0	0	0%
Non-Residential HVAC	24,000	0	0	0	0	0	0%
Non-Residential Comprehensive	181,000	0	0	0	0	0	0%
TOTAL	1,459,000	3,565	2,069	406,925	811,972	1,224,531	84%

G 1.3 Provide programs that support green Alameda

I 1.3.1 NREL Top 10 Award for Alameda Green

- The Alameda Green outreach campaign has focused on Central Alameda and the West End. The team is waiting for approvals from the various homeowner associations (HOAs) for permission to conduct outreach on Bay Farm Island. Total program participation is now greater than 3,000 customers, with nearly 950 of those coming from the door-to-door outreach and tabling at local events and businesses.
- Overall, there were 160 new enrollments during the month of February. 156 residential customers were added along with four commercial customers, bringing total enrollment to 3,243.

I 1.3.2 EV Promotion Program Defined

- *Electric Vehicle (EV) Forum* – In partnership with CASA (Community Action for a Sustainable Alameda), AMP will host its first public EV forum. The event is scheduled for Thursday, May 17 at the Elks Lodge. Drive Clean Marin will be on site to showcase electric vehicles at 5:30 p.m. At 6 p.m. Drive Clean Marin and AMP staff will educate participants on everything EV and charger-related.

- *EV Charger Rebates*—The new EV charger program for residential and non-residential customers went live on February 1. Staff has already approved 13 residential rebates, well ahead of the forecasted 10 rebates for the first six months of the program.
- *EV Discounts* – Staff processed 16 new discount applications in February, bringing the total number of EV discounts to 603.

Miscellaneous – Economic Development

- The Alameda Point Collaborative (APC) announced it has received conditional approval from the federal government for a no-fee conveyance to APC of 3.65-acres of surplus federal property on McKay Avenue, next to Crab Cove. APC is receiving the title to this surplus federal property to establish the Medical Respite & Wellness Center as a homeless accommodation project.

With the conveyance of this property, APC proposes to rehab existing facilities to create a multi-modal wellness center that will primarily serve adults experiencing homelessness, with a priority of serving seniors, persons with complex medical and persistent mental health conditions, high users of the health care system, and other vulnerable populations. In addition, a resource center located at the facility will serve Alamedans who are on the brink of homelessness or have recently become homeless, with the goal of helping them quickly navigate back into a stable living situation.

It is envisioned that it will take 3-5 years and cost \$35-40 million to rehab and develop the site, with funding coming from a variety of federal and state funds dedicated for medical and housing services for the homeless.

- As of late February, the USS Hornet Museum is closed to general admission visitors on Tuesdays. The museum is available for use on Tuesdays on a case-by-case basis for special events, certain education programs and advance-ticketed specialty tours.
- Alameda Point business, Astra Space, Inc. (Astra Space), an aerospace research and design firm, was recently the subject of a news story on KGO-7 TV. While ground-testing a rocket at Alameda Point, the KGO-TV Sky7 helicopter spotted the rocket on a former Naval Air Station runway and produced an informative and fun news story on the company and the test. Neighboring Alameda Point tenant, St. George Spirits, had numerous employees interviewed for the story, who successfully managed to promote the use of their beverage products during the KGO news story.

**KRA 2:
 WORKFORCE**

G 2.1 Achieve low OSHA incident rate	
<ul style="list-style-type: none"> • OSHA incident rate for 2018 calendar year to date 0.0 (no injuries). 	
I 2.1.1	Awareness Training On Use Injuries (2/year)
	<ul style="list-style-type: none"> • Complete and ongoing.
I 2.1.2	Safety Incentive Program
	<ul style="list-style-type: none"> • No safety incentive awards issued in February.
G 2.2 Maintain zero preventable vehicle accidents	
<ul style="list-style-type: none"> • Zero avoidable autos YTD in 2018. 	
G 2.3 Maintain low position vacancy rate	
I 2.3.2	Proactive Recruitment Program
	<ul style="list-style-type: none"> • E&O hired one Assistant General Manager, E&O.
G 2.4 Develop workforce skills for AMP opportunities	
I 2.4.1	Formal Cross-Training Program
	<ul style="list-style-type: none"> • E&O has initiated cross-training between two Operations Line Superintendents. The Line Superintendent who was Acting Electric Equipment Superintendent has returned to overseeing the Line Section. The Line Superintendent previously overseeing the Line Section is now Acting Electric Equipment Superintendent and is overseeing the Electric Equipment Section.

**KRA 3:
 SYSTEM RESILIENCY**

G 3.1 Maintain low customer outage frequency and duration	
<ul style="list-style-type: none"> • There were two reportable outages during the month of February. <ul style="list-style-type: none"> ○ An outage affecting 3 customers occurred on 2/2/18 and was caused by a sailboat mast making contact with tap line causes two fuses to blow. The location was Stanford and Clement and the duration was 194 minutes). ○ An outage affecting 12 customers occurred on 2/27/18 and was caused by a contractor dig up. The location was cable between LX160A and L159A and the duration was 52 minutes. 	
G 3.2 Replace AMP infrastructure	
I 3.2.1	UUD Shovel Ready
	<ul style="list-style-type: none"> • AMP conducted a UUD Town Hall Meeting on February 28th. AMP staff presented an update on the program, outlined the proposed districts recommended by the District Nomination Board and the Technical Advisory Committee, discussed next steps, and answered questions from community members.

**KRA 4:
 TECHNOLOGY**

G 4.1 Achieve total AMI deployment	
I 4.1.1 Pilot Analysis Report	
	<ul style="list-style-type: none"> Completed.
I 4.1.2 Business Case	
	<ul style="list-style-type: none"> Completed.
I 4.1.3 Deployment Implementation	
	<ul style="list-style-type: none"> Meter installation cleanup phase will resume 3/12 for approximate 2-3 weeks for the remaining meter upgrades. Meters Installed: 93% Customer Opt-Outs: 0.23% AMI Reading Service Levels: 99.6%
G 4.2 Implement automated distribution system	
I 4.2.1 GIS Implementation	
	<ul style="list-style-type: none"> Data migration engagement completed. AMP is continuing data quality assurance and network connectivity. Efforts to import the fiber network to GIS continuing.
G 4.3 Establish systems inter-operability	
I 4.3.5 VOIP Phones	
	<ul style="list-style-type: none"> Completed.
I 4.3.6 Northstar Upgrade	
	<ul style="list-style-type: none"> Completed.
I 4.3.7 Core Switch	
	<ul style="list-style-type: none"> Completed.
I 4.3.9 Single sign on for SCADA	
	<ul style="list-style-type: none"> Completed.
G 4.4 Maintain sufficient level of cybersecurity	
I 4.4.1 Cloud Disaster Recovery	
	<ul style="list-style-type: none"> Trial / Proof of concept in progress.
I 4.4.2 Core switch for MAN (Municipal Area Network)	
	<ul style="list-style-type: none"> Completed.
I 4.4.3 Security Assessment	
	<ul style="list-style-type: none"> Completed.
I 4.4.4 Security Plan Implementation	
	<ul style="list-style-type: none"> Security plan has been developed. Implementation is on-going.

**KRA 5:
 ENERGY RESOURCES**

G 5.1 Develop alternative energy opportunities	
	I 5.1.3 Local Generation Analysis
	<ul style="list-style-type: none"> • <i>Eligible Renewable Generation (ERG) Applications</i> – AMP received seven residential solar applications and two commercial applications under the ERG program in February. Two customers were interconnected during the month.
G 5.2 Define power procurement plan for 2025	
	I 5.2.2 Financial Stability Cost Model
	<ul style="list-style-type: none"> • February 2018 Cap-and-Trade (C&T) auction results follow: <ul style="list-style-type: none"> ○ All of the consigned vintage 2016 and 2018 allowances available for auction were sold, including the Canadian allowances. ○ The floor price for this auction is \$14.53. ○ The auction settlement price was \$14.61. ○ AMP sold all 15,712 of its available allowances at \$14.61 each, for a total of approximately \$229,500 and should expect to receive the proceeds around the middle of March. ○ Primarily due to the California Air Resources Board's decision to extend the C&T program past 2020, all of AMP's consigned allowances have been sold during each auction since May 2017. ○ Compliance entities purchased 92.1 percent of the available vintage 2016 & 2018 allowances. • The next C&T auction is scheduled for May15, 2018.
	I 5.2.3 Acquisition of Resources
	<ul style="list-style-type: none"> • Payment on future invoices for generation from the Republic-Richmond landfill will be reduced by 7.5 % due to received generation falling below the expected threshold. <p><u>At NCPA:</u></p> <ul style="list-style-type: none"> • January's congestion revenue rights of \$83.7k more than offset congestion costs of \$11.4k and February's revenues of \$22.1k offset congestion costs of \$17.7k. • As of February 28, 2018, the five-station index, which includes Calaveras Big Trees, Hetch Hetchy, Yosemite Headquarters, North Fork RS and Huntington Lake, had 38% of average precipitation. However, NCPA was also expecting an above average probability of precipitation over the next 8-14 days. • Preliminary February 2018 CVT precipitation is 0.68" compared to the February average of 8.93". • The NCPA Pool's actual share was 4.7 GWh compared to a forecast of 7.4 GWh due to persistently dry conditions thus far this winter. • Due to the upcoming forecast of storms, the snow survey was delayed by a week.

**KRA 6:
 FINANCIAL & ORGANIZATIONAL STABILITY**

G 6.1 Meet all bond covenants	
I 6.1.1 Long-Range Financial Forecast	
	• In progress.
I 6.1.2 AMP Financial Policy Review	
	• In progress.
I 6.1.3 5 Year Capital Requirements Analysis	
	• Completed.
G 6.2 Ensure AMP's average rates are competitive	
I 6.2.1 Comprehensive Rate Design Plan	
	• In progress.
G 6.3 Ensure mutually-agreeable transfer to City In progress.	
I 6.3.1 Long-Range Financial Forecast	
	• In progress.
I 6.3.2 Alameda Point Financial Plan	
	• Being reviewed.
G 6.4 Ensure balanced budget	
I 6.4.1 Long-Range Financial Forecast	
	• In progress.
I 6.4.2 5 Year Capital Requirements Analysis	
	• Completed.
G 6.5 Ensure Effective Organizational Management	
I 6.5.1 Create & Implement PUB Governance Workshops	
	• In progress.
I 6.5.2 Develop Business Model Reflecting 2020 Needs	
	• In progress.
I 6.5.3 Create Partnerships with City Depts	
	• Constant partnerships with various city departments.

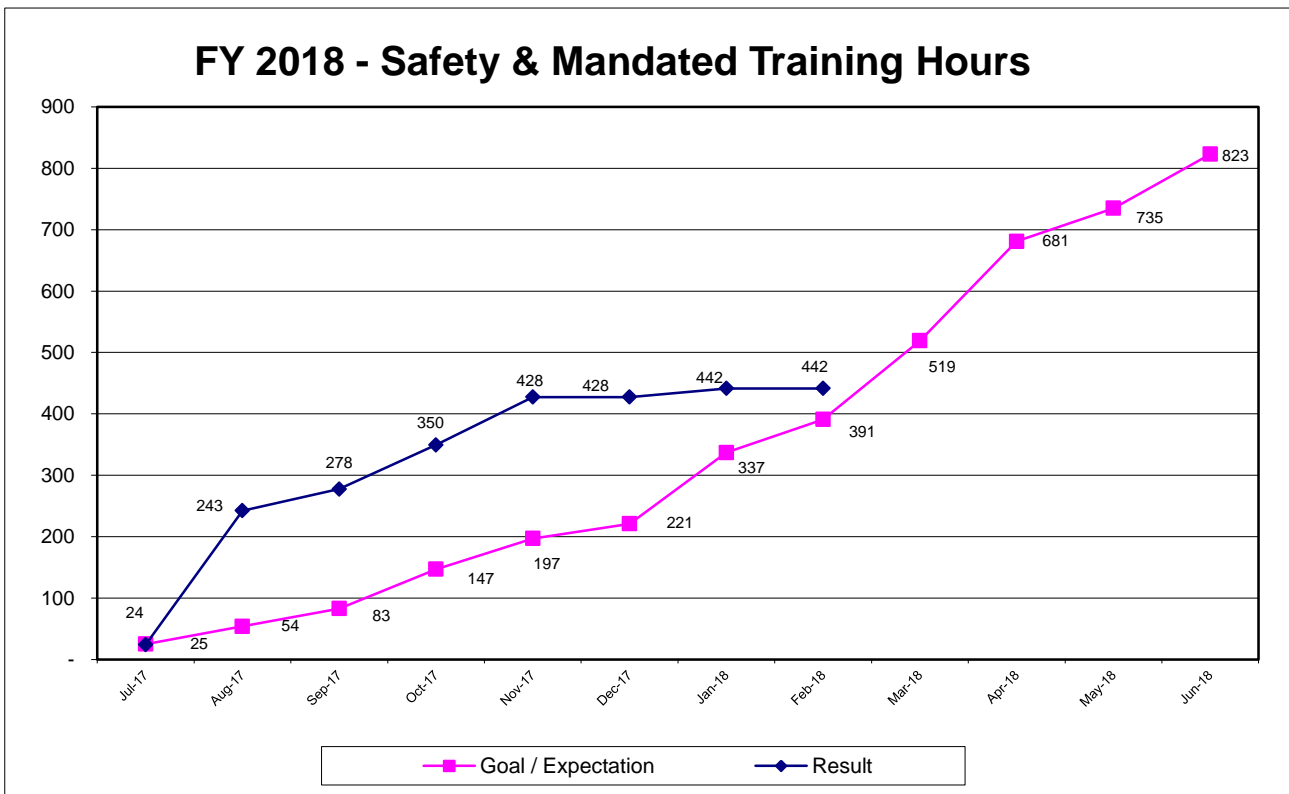
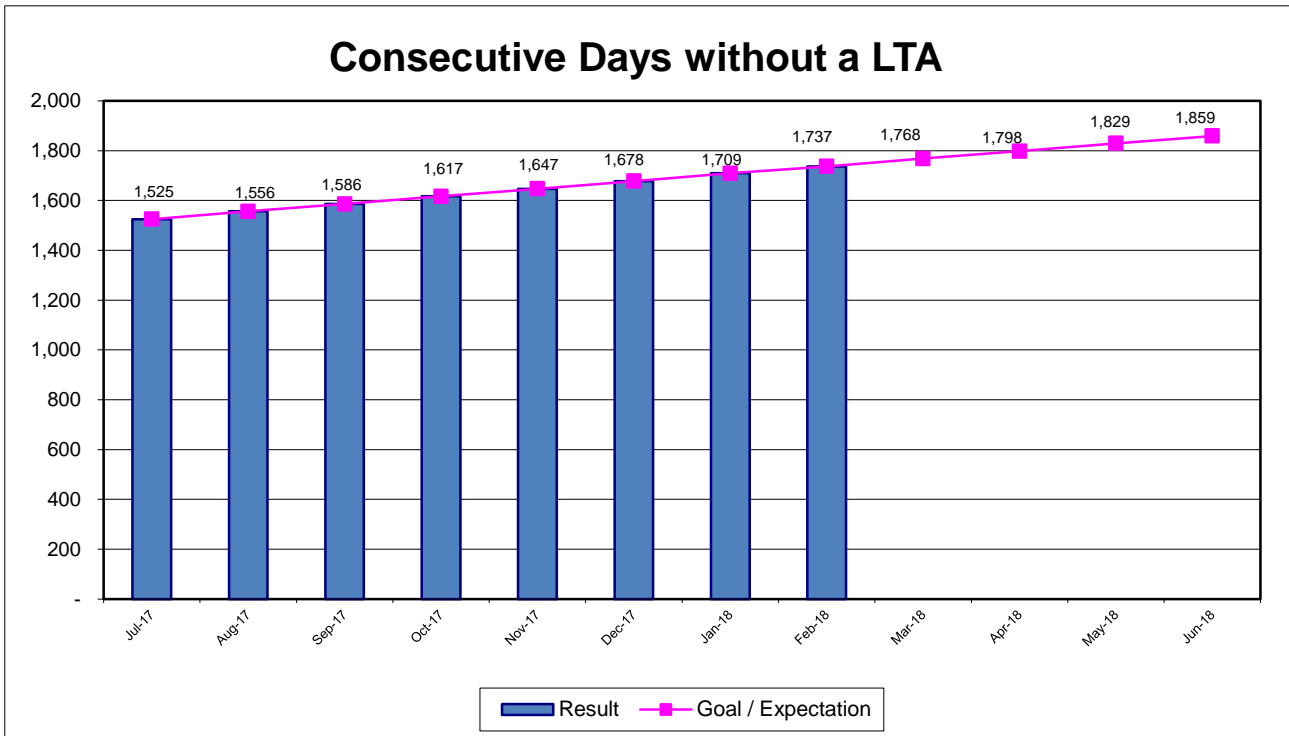
KEY PERFORMANCE MEASURES

AGENDA ITEM NO.: 6.A.09
MEETING DATE: 03/19/2018

Report Status as of:				
February 28, 2018	Monthly		Annual (FY) To Date	
	Goal	Result	Goal	Result
Consecutive Working Days Without a Lost Time Accident (LTA)	28	28	1,737	1,737
Safety and Mandated Training Hours	54	0	391	442
Average Speed of Answer (seconds)	40	42	40	34
Call Volume (# of calls)	5,500	4,747	44,000	41,582
Inspection Miles - Detailed & Visual	18	18	119	119
Outage Minutes/Customers SAIDI	2.00	0.03	27.00	39.10
Total Operating Revenue - Electric (January 2018)	5,867,328	5,646,398	36,778,970	37,802,432
Total Operating Expense - Electric (January 2018)	4,453,563	4,358,038	32,472,921	27,095,362
Note: Shaded areas indicate the data is displayed on the accompanying graphs				

KEY PERFORMANCE MEASURES

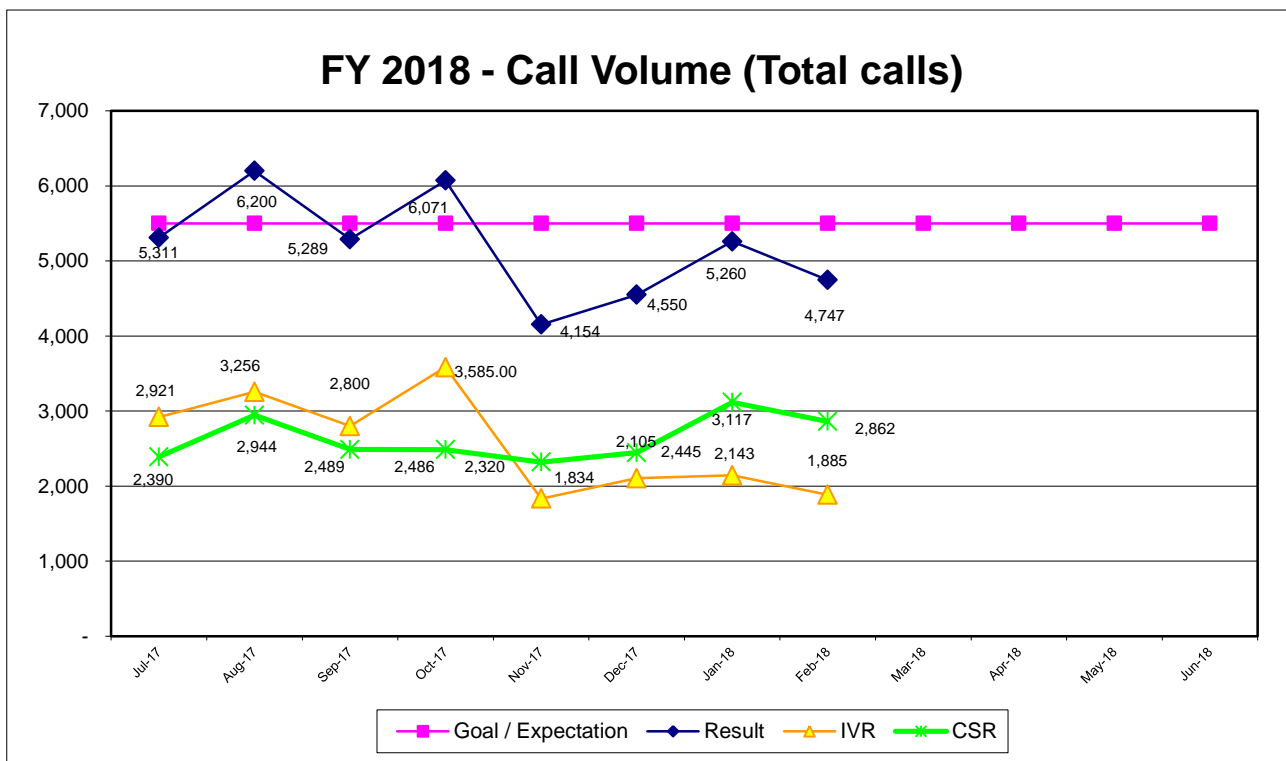
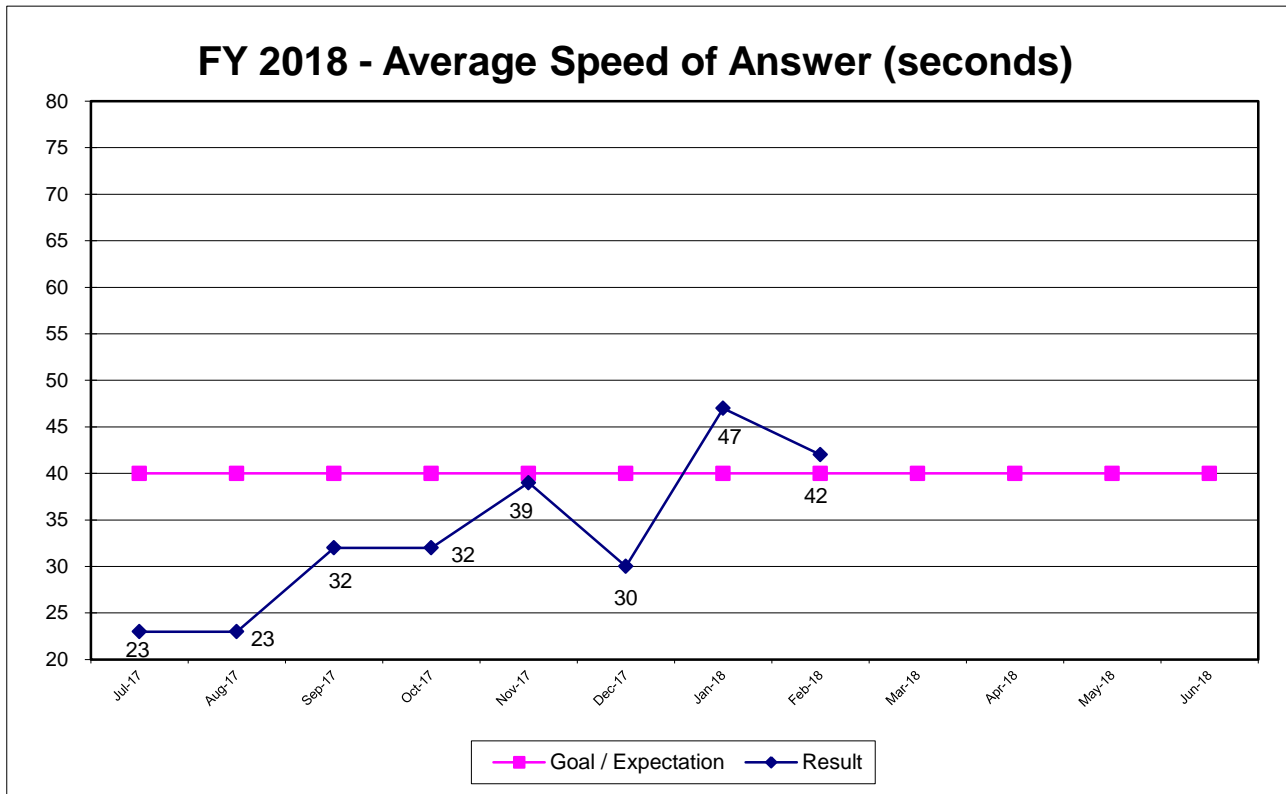
AGENDA ITEM NO.: 6.A.10
MEETING DATE: 03/19/2018



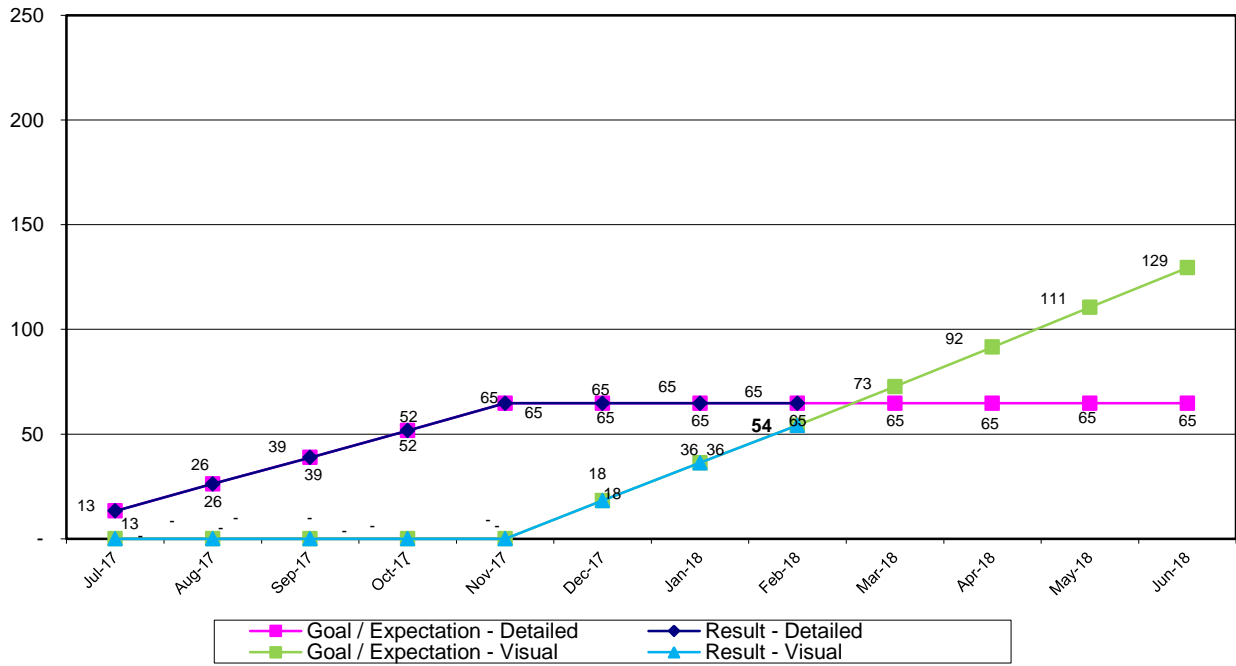
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AGENDA ITEM NO.: 6.A.11

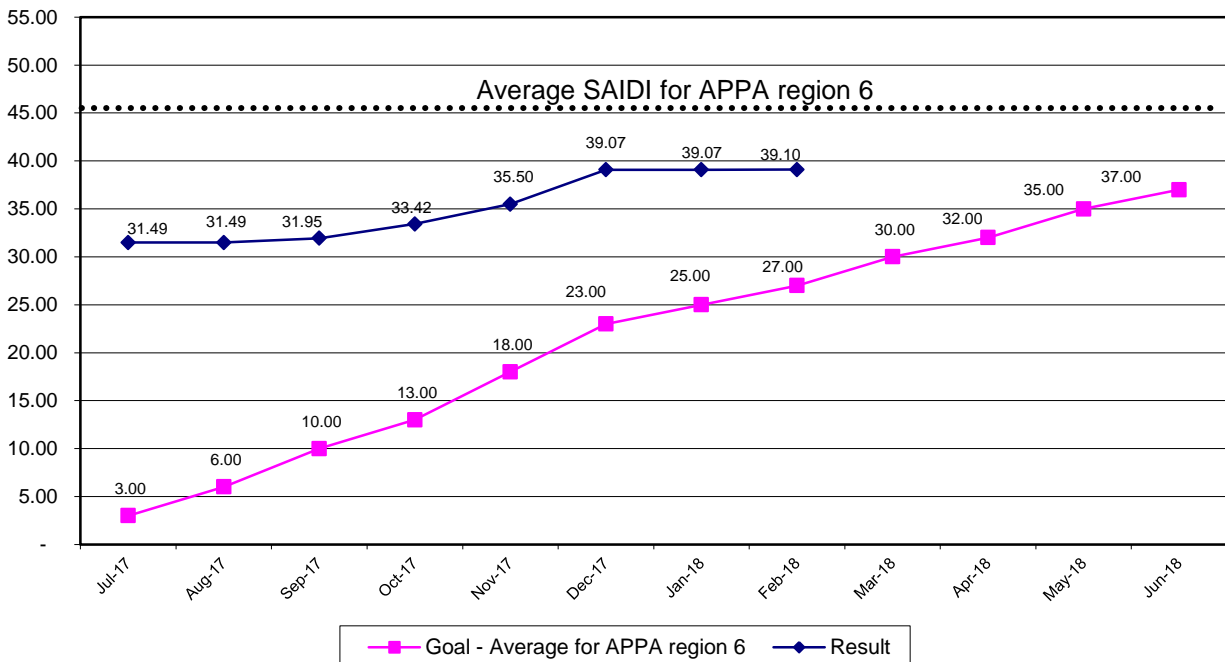
MEETING DATE: 03/19/2018



FY 2018 - Distribution Inspection Miles

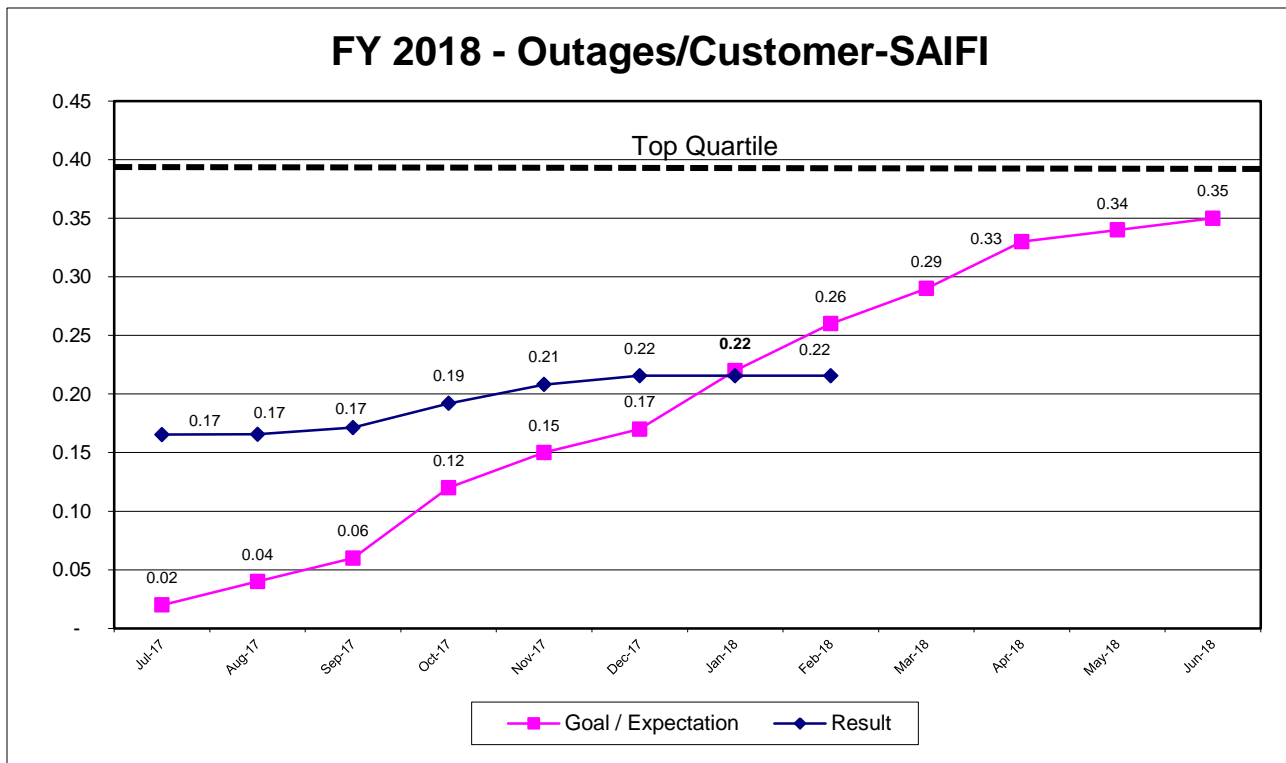
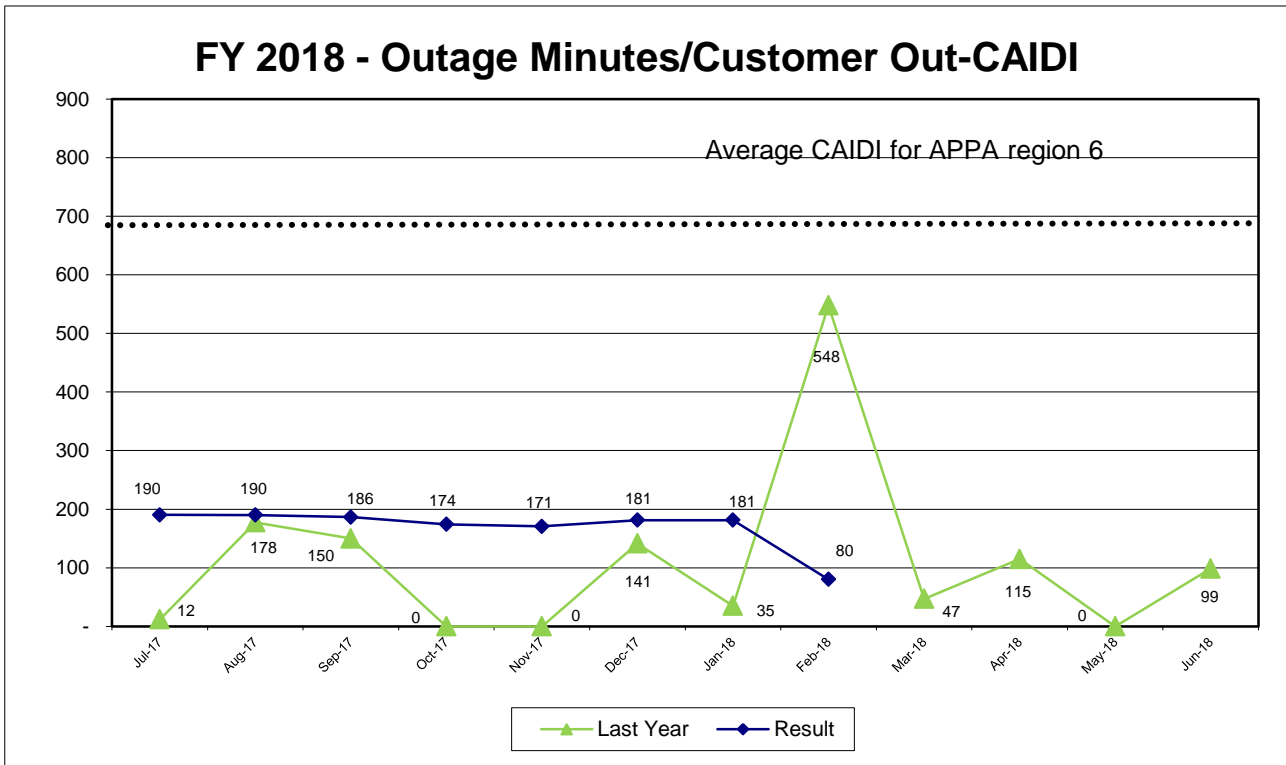


FY 2018 - Outage Minutes/Total Customers-SAIDI



KEY PERFORMANCE MEASURES

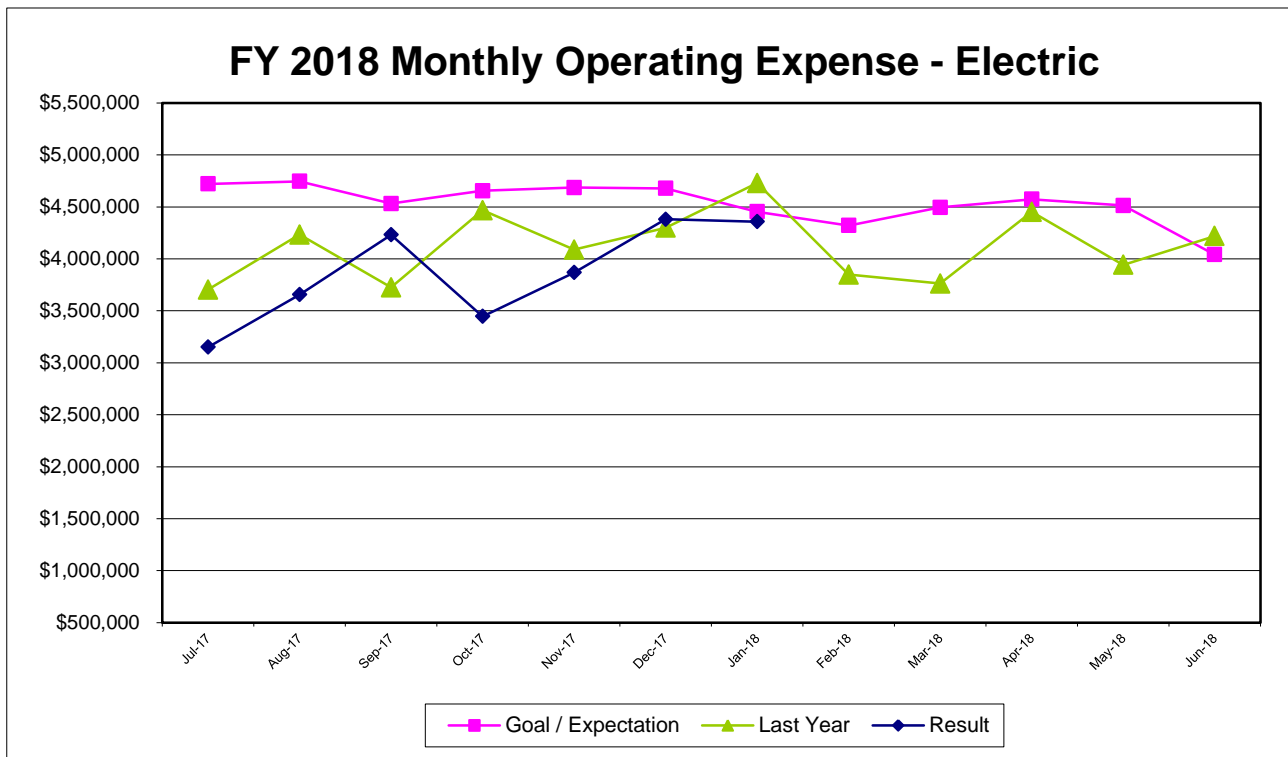
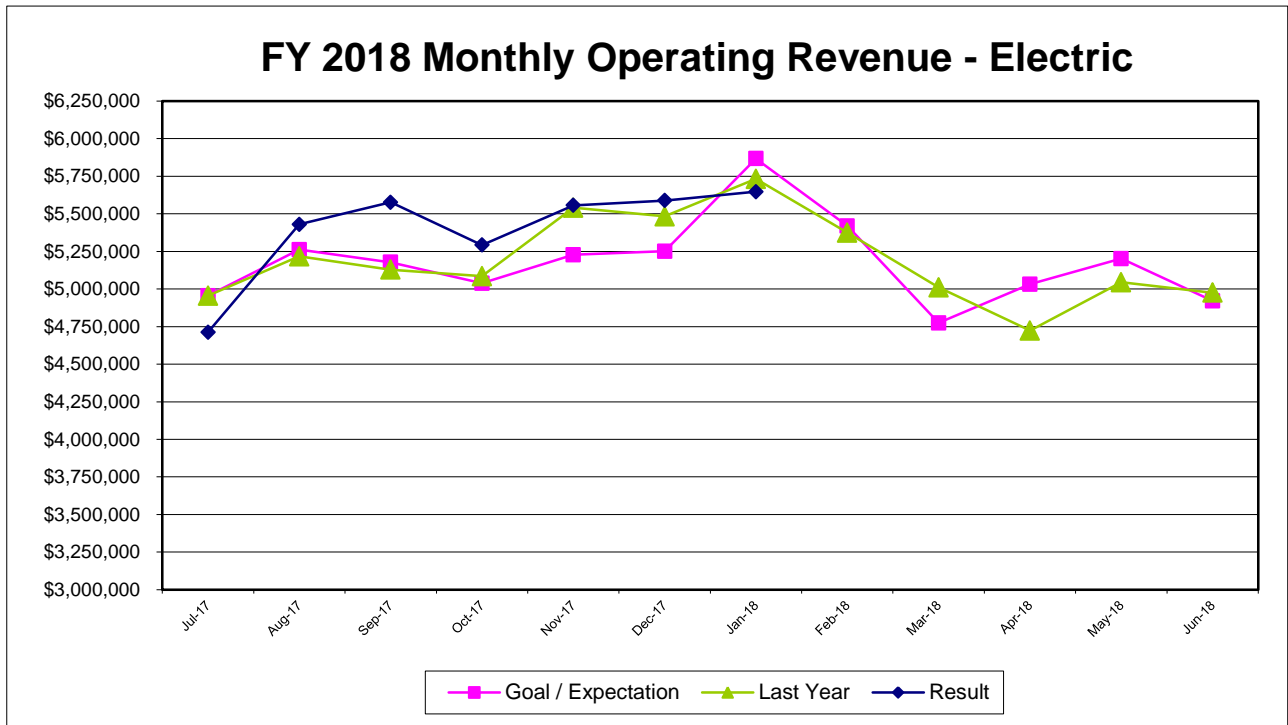
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MEETING DATE: 03/19/2018



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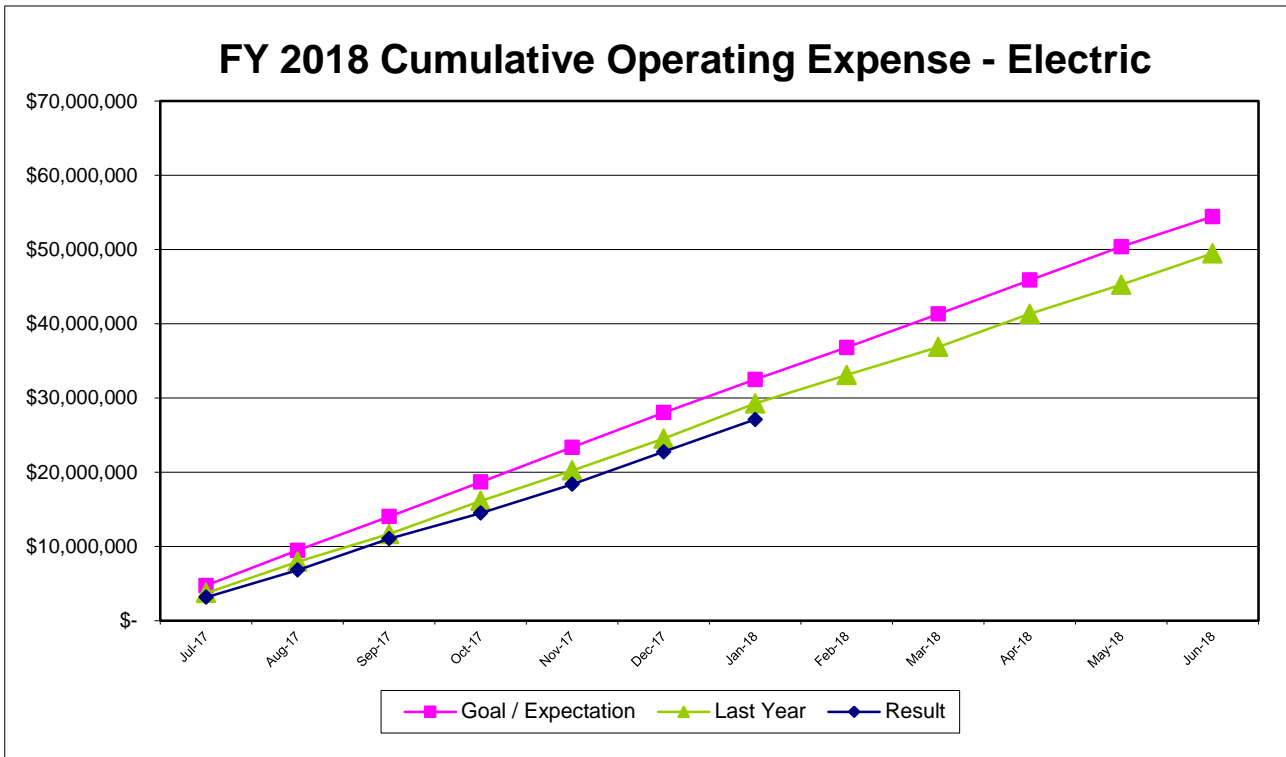
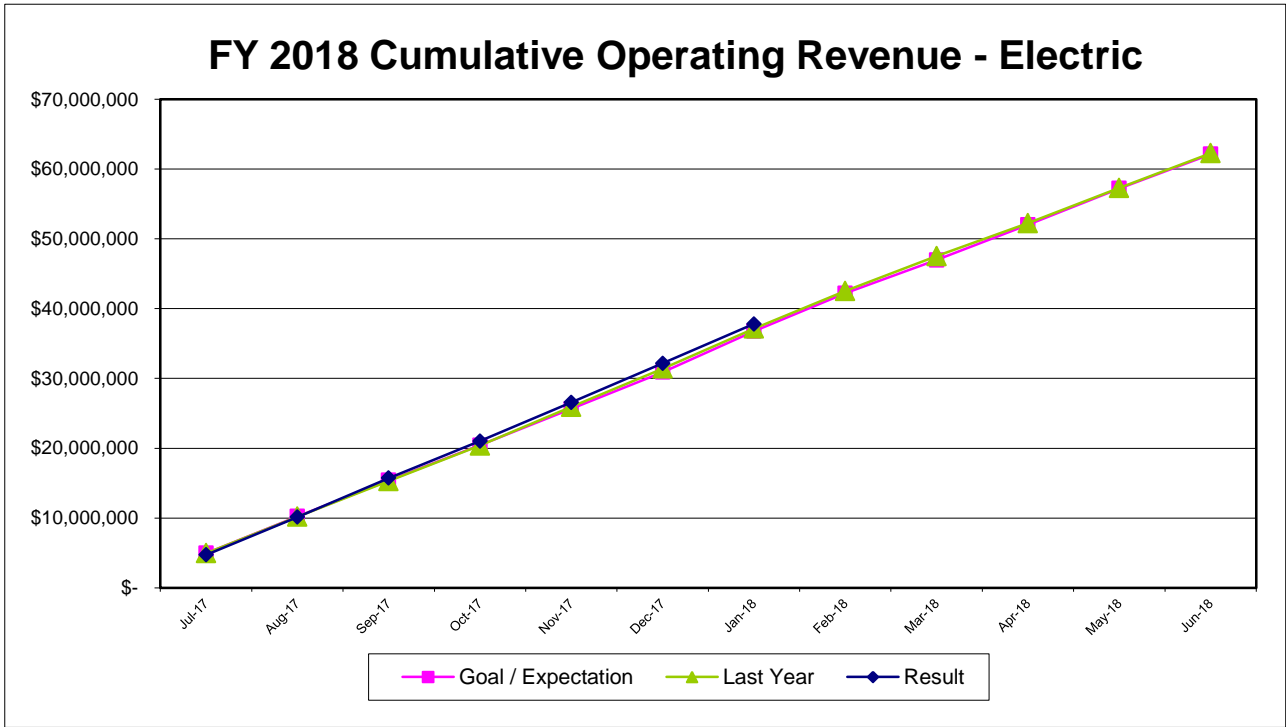
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MEETING DATE: 03/19/2018



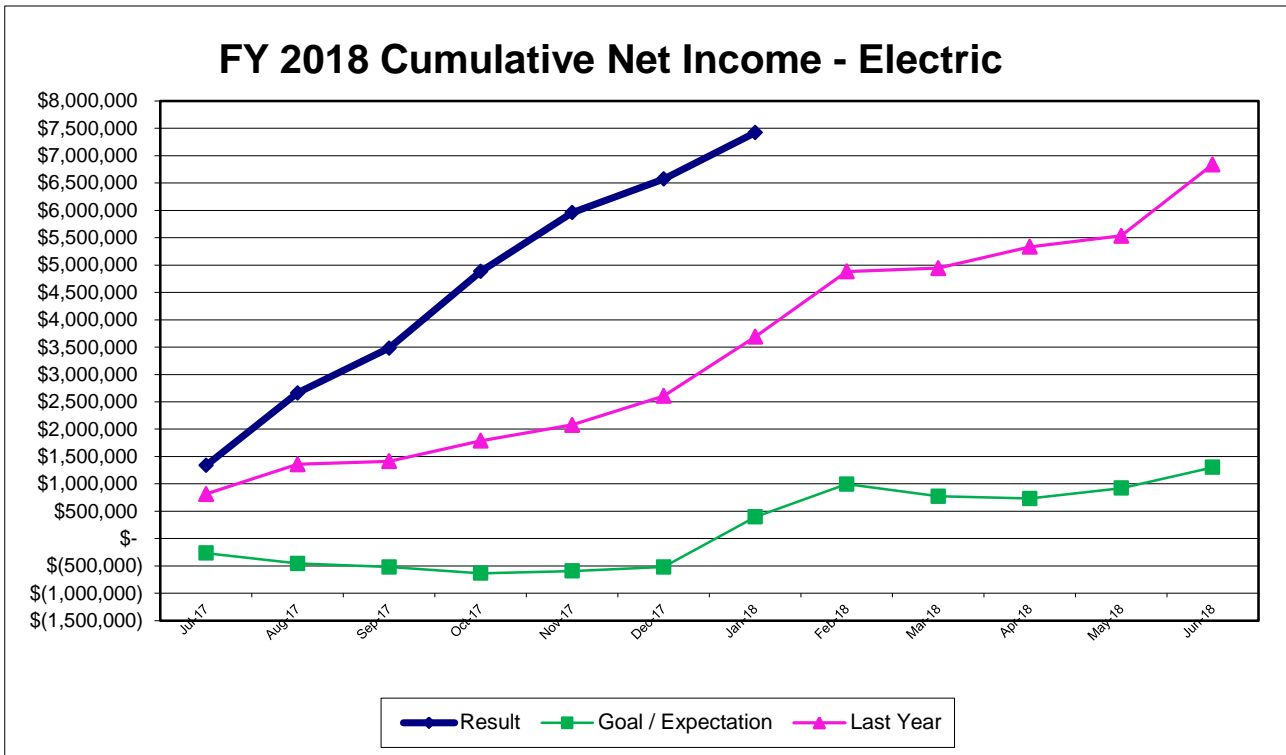
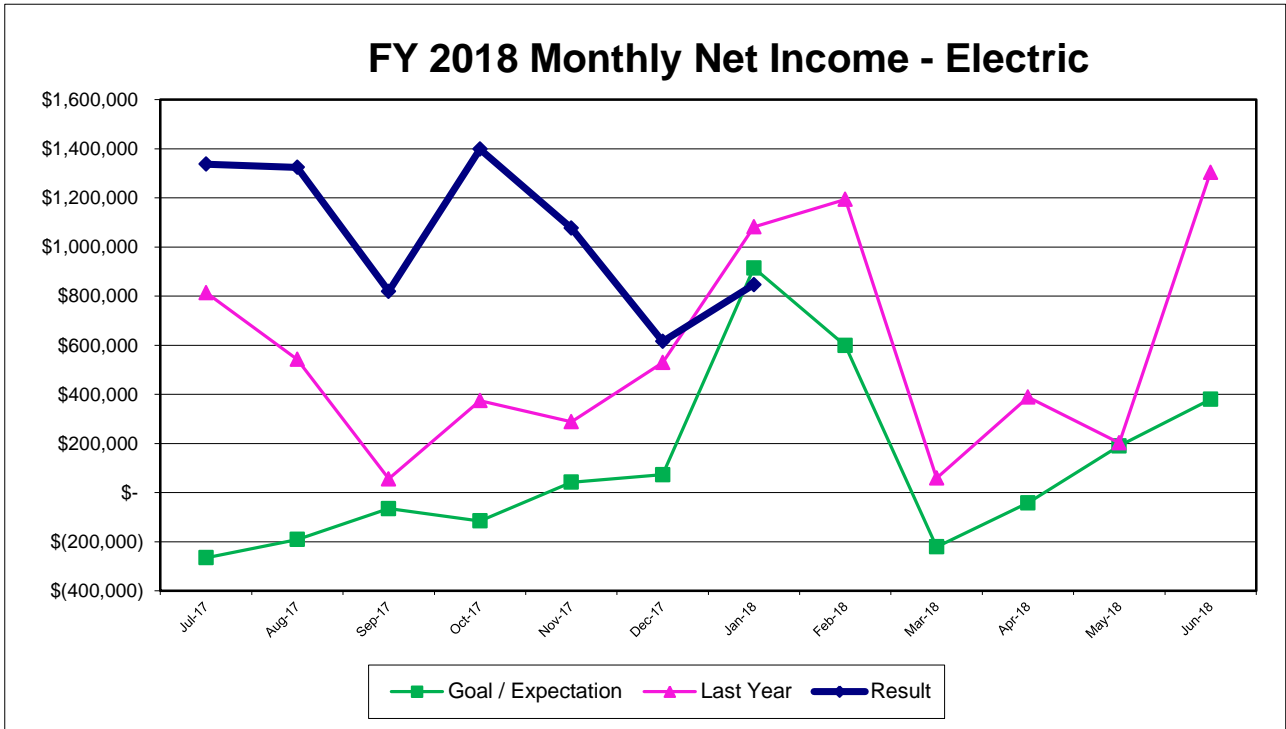
KEY PERFORMANCE MEASURES

AGENDA ITEM NO.: 6.A.15
MEETING DATE: 03/19/2018



KEY PERFORMANCE MEASURES

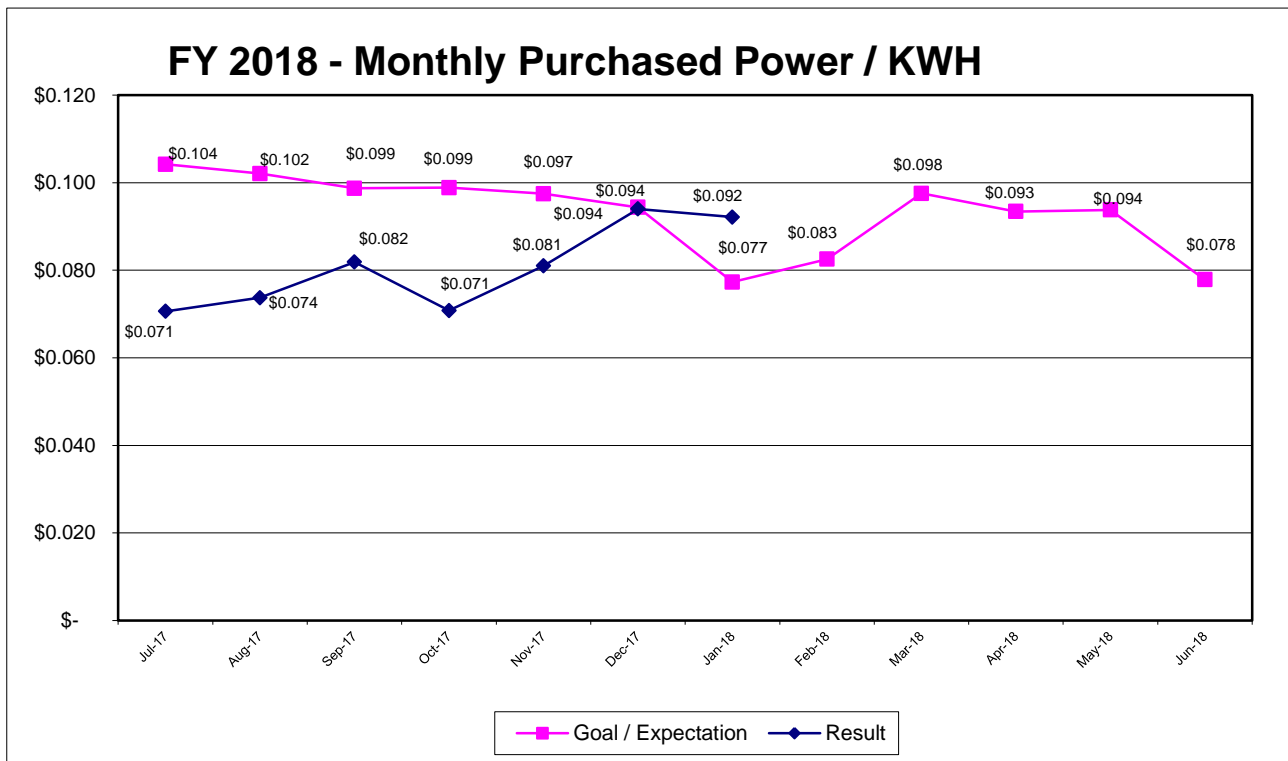
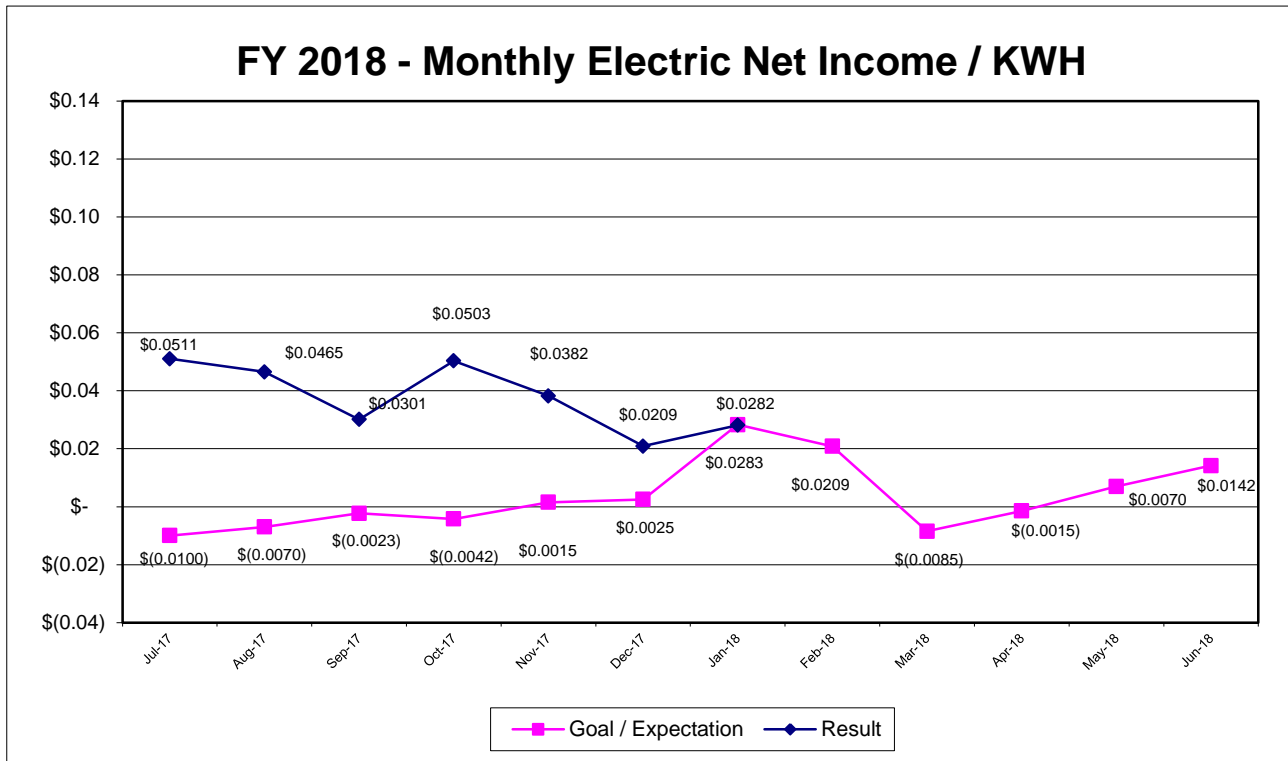
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MEETING DATE: 03/19/2018



KEY PERFORMANCE MEASURES

AGENDA ITEM NO.: 6.A.17

MEETING DATE: 03/19/2018



KEY PERFORMANCE MEASURES

AGENDA ITEM NO.: 6.A.18
MEETING DATE: 03/19/2018

