



To: Honorable President and  
Members of the Public Utilities Board

From: Nicolas Procos, General Manager

Re: General Manager's Report – June, 2018

AMP'S STRATEGIC PLAN SCOREBOARD											
KEY											
		<b>GREEN</b>		Ahead of schedule or exceeding expectations							
		<b>YELLOW</b>		On schedule or meeting expectations							
		<b>RED</b>		Behind schedule or below expectations							
KRA	GOALS	MEASURES	FY	Responsible	REPORTING PERIODS						
					FY17Q3	FY17Q4	FY18Q1	FY18Q2	FY18Q3	FY18Q4	
<b>1</b>	<b>CUSTOMER PROGRAMS &amp; EXPERIENCE</b>										
	1.1	Ensure that customers have a positive experience	≥ 90% customer survey	Q4 2018	Irwin	RED	RED	RED	RED	RED	RED
	1.2	Increase customer energy efficiency	≥ 5%	Q4 2020	Irwin	GREEN	GREEN	GREEN	GREEN	GREEN	GREEN
	1.3	Provide programs that support green Alameda	Green Alameda programs in place	Q4 2020	Irwin	GREEN	GREEN	GREEN	GREEN	GREEN	GREEN
	1.4	Provide programs that increase revenues	Revenue increase > 1%	Q4 2020	Irwin	RED	RED	RED	RED	RED	RED
	1.5	Increase community engagement and good will	> 90% customer survey	Q4 2018	Irwin	RED	RED	RED	RED	RED	RED
<b>2</b>	<b>WORKFORCE</b>										
	2.1	Achieve low OSHA incident rate	≤ 1	Q2 Annual	Procos	GREEN	RED	RED	RED	YELLOW	YELLOW
	2.2	Maintain zero preventable vehicle accidents	0	Q2 Annual	Procos	RED	RED	RED	RED	RED	YELLOW
	2.3	Maintain low position vacancy rate	≤ 5%	2016-2020	Procos	RED	RED	RED	RED	RED	RED
	2.4	Develop workforce skills for AMP opportunities	< 1% turnover rate	Q2 2016	Procos	RED	RED	RED	RED	RED	RED
	2.5	Achieve high employee satisfaction	> 90% employee survey	Q4 Annual	Procos	RED	RED	RED	RED	RED	RED
<b>3</b>	<b>SYSTEM RESILIENCY</b>										
	3.1	Maintain low customer outage frequency and duration	Top quartile SAIDI/SAIFI	Q4 Annual	Basler	GREEN	GREEN	GREEN	YELLOW	YELLOW	YELLOW
	3.2	Replace AMP infrastructure	15% of total value of the system	Q2 2020	Basler	YELLOW	YELLOW	YELLOW	YELLOW	YELLOW	YELLOW
	3.3	Improve infrastructure project management workflow	100% of projects within budget and on schedule	Q4 2020	Basler	YELLOW	YELLOW	YELLOW	YELLOW	YELLOW	YELLOW
	3.4	Complete infrastructure for Alameda Point	100% capacity and reliability	2030	Basler	YELLOW	YELLOW	YELLOW	YELLOW	YELLOW	YELLOW
<b>4</b>	<b>TECHNOLOGY</b>										
	4.1	Achieve total AMI deployment	100 % deployment	Q1 2018	Procos	RED	RED	RED	RED	RED	RED
	4.2	Implement automated distribution system	All circuits automated	2025	Basler	GREEN	GREEN	GREEN	GREEN	GREEN	GREEN
	4.3	Establish systems inter-operability	Defined data is 100 % accessible	Q2 2020	Orbeta	YELLOW	YELLOW	YELLOW	YELLOW	YELLOW	YELLOW
	4.4	Maintain sufficient level of cybersecurity	Zero penetration to IT system	Q2 2020	Orbeta	GREEN	GREEN	GREEN	GREEN	GREEN	GREEN
<b>5</b>	<b>ENERGY RESOURCES</b>										
	5.1	Develop alternative energy opportunities	5% local sources	Q4 2017	Chawla	YELLOW	RED	RED	RED	RED	RED
	5.2	Define power procurement plan for 2025	Fully sourced to meet load rqmts	Q4 2018	Chawla	YELLOW	YELLOW	YELLOW	YELLOW	YELLOW	RED
	5.3	Achieve maximum utilization of REC funds	100%	Q4 2020	Chawla	YELLOW	YELLOW	YELLOW	YELLOW	YELLOW	YELLOW
	5.4	Achieve sustainable level of carbon neutral	85%	Q4 2020	Chawla	YELLOW	YELLOW	YELLOW	YELLOW	YELLOW	GREEN
<b>6</b>	<b>FINANCIAL &amp; ORGANIZATIONAL STABILITY</b>										
	6.1	Meet all bond covenants	Cash on hand = 145 days Bond ratio = 1.75	Q2 Annual	Orbeta	GREEN	GREEN	GREEN	GREEN	GREEN	GREEN
	6.2	Ensure AMP's average rates are competitive	≥ 15% below PG&E	Q4 Annual	Orbeta	GREEN	GREEN	GREEN	GREEN	GREEN	GREEN
	6.3	Ensure mutually-agreeable transfer to City	Adequate funding	Q3 Annual	Orbeta	YELLOW	YELLOW	YELLOW	YELLOW	YELLOW	YELLOW
	6.4	Ensure balanced budget	Cash neutral	Q4 Annual	Orbeta	YELLOW	RED	RED	RED	RED	RED
	6.5	Ensure effective organizational management and a AA bond rating by 2017	AA - bond rating	Q4 2017	Orbeta	RED	RED	RED	RED	YELLOW	YELLOW

**KRA 1:  
CUSTOMER PROGRAMS & EXPERIENCE**

<b>G 1.1 Ensure that customers have a positive experience</b>									
<b>I 1.1.9 AMI Deployment Communications Plan</b>									
<ul style="list-style-type: none"> <li>Staff has developed a communication plan and materials to promote the launch of the new AMI web portal and prepare for the sunset of the current online payment system. Due to implementation issues, the new portal is now expected to launch in late August or early September.</li> </ul>									
<b>G 1.2 Increase customer energy efficiency</b>									
<b>I 1.2.2 Implementation of REC Expenditures for Energy Efficiency</b>									
<ul style="list-style-type: none"> <li><i>Residential Energy Audits</i> – Two home energy audits were completed in June.</li> <li><i>Energy Plus</i> – AMP’s non-residential direct-install program is focused on auditing and selling new opportunities. There are approximately 700,000 kWh projects in the pipeline that are moving into the installation phase, which means there will be significant energy savings reported in the coming months.</li> <li><i>Summary of Energy Efficiency Programs as of June 30, 2018</i> – Staff has achieved 105% of its energy efficiency goal for FY 2018.</li> </ul>									
Sector / End Use	Annual Savings Target kWh/yr	Apr-18	May-18	Jun-18	1st Q	2nd Q	3rd Q	Cumulative Energy Savings kWh/yr	Percent of Annual Target
Residential Refrigeration	61,000	1,944	2,720	1,556	5,374	7,976	4,830	24,400	40%
Residential Lighting	244,000	992	380	2,298	705	5,472	7,297	17,144	7%
Residential Other		83	1,670	581	948	2,464	1,529	7,275	n/a
Non-Residential Refrigeration, Direct Install	43,000	0	0	0	166,748	257,572	0	424,320	987%
Non-Residential Lighting, Direct Install	896,000	38,262	9,140	16,278	164,093	538,488	0	766,261	93%
Non-Residential Lighting, Self-Install		0	0	0	69,057	0	0	69,057	
Non-Residential Customized	10,000	0	0	0	0	0	0	0	0%
Non-Residential HVAC	24,000	0	104,684	0	0	0	119,405	224,090	934%
Non-Residential Comprehensive	181,000	0	0	0	0	0	0	0	0%
<b>TOTAL</b>	<b>1,459,000</b>	<b>180,588</b>	<b>118,594</b>	<b>20,713</b>	<b>406,925</b>	<b>811,972</b>	<b>133,061</b>	<b>1,532,546</b>	<b>105%</b>

G	1.3 Provide programs that support green Alameda
I	1.3.1 NREL Top 10 Award for Alameda Green
	<ul style="list-style-type: none"> <li>• <i>Alameda Green</i> added 190 new customers in June, bringing the total number of customers enrolled in the program to 3,872. Of those, 75 are commercial and the rest are residential. Another way of looking at these numbers: one in ten AMP customers participates in Alameda Green. The program will highlight this new milestone in an upcoming newsletter to participants and on social media.</li> </ul>
I	1.3.2 EV Promotion Program Defined
	<ul style="list-style-type: none"> <li>• <i>EV Charger Rebate</i> – 81 Alamedans received a rebate for their electric vehicle charger between February 1 and June 20, 2018. Overall, the utility has provided more than \$40,000 in rebates.</li> <li>• <i>EV Discounts</i> – Staff processed 12 new discount applications in June, bringing the total number of EV discounts to 641.</li> </ul>
	Misc. – Economic Development
	<ul style="list-style-type: none"> <li>• Monkey Thai Restaurant recently opened a second location, this one in Alameda's South Shore Shopping Center, in the space formally occupied by China Gourmet restaurant. Monkey Thai has long been a fixture in Alameda's west end at the intersection of Ralph Apezato Parkway and Main Street.</li> <li>• West Marine formally opened its new store at South Shore Center on Saturday, June 9 with a grand opening party designed to highlight the new facility and engage the community. West Marine donated 10 percent of sales (up to \$5,000) from the grand opening to community causes including the Oakland Strokes rowing club, Blue Endeavors and the Alameda Community Sailing Center, as well as to West Marine's nonprofit Blue Future Fund.</li> <li>• Grocery Outlet, to be located in the former West Marine site at Buena Vista Avenue and Constitution Way, is currently undergoing a remodel and is scheduled to open mid-December. The bargain-oriented food chain provides shoppers with brand-name groceries and farm fresh produce at up to 40-70 percent off conventional retail prices.</li> </ul>

**KRA 2:  
 WORKFORCE**

G	2.3 Maintain low position vacancy rate
I	2.3.2 Proactive Recruitment Program

	<ul style="list-style-type: none"> <li>• E&amp;O hired on Electrical Distribution Technician.</li> <li>• E&amp;O welcomed two electrical engineering students as summer interns.</li> </ul>
G 2.4 Develop workforce skills for AMP opportunities	
I 2.4.3 Formal Professional Training Curriculum	
	<ul style="list-style-type: none"> <li>• Operations field staff completed Confined Space Refresher training.</li> </ul>

**KRA 3:**  
**SYSTEM RESILIENCY**

G 3.1 Maintain low customer outage frequency and duration	
	<ul style="list-style-type: none"> <li>• There were two reportable outages during the month of June. <ul style="list-style-type: none"> <li>○ An outage affecting 261 customers occurred on 6/3/18 and was caused by vandalism (attempted copper theft). The location was Barbers Point Road and Main Street and the duration was 433 minutes.</li> <li>○ An outage affecting 150 customers occurred on 6/25/18 and was caused by a truck towing a boat hitting communications cable which in turn caused the electric wires above on the same pole line to swing and touch. The location was 3031 Windsor Drive and the duration was 46 minutes.</li> </ul> </li> </ul>

**KRA 4:**  
**TECHNOLOGY**

G 4.1 Achieve total AMI deployment	
	I 4.1.1 Pilot Analysis Report
	<ul style="list-style-type: none"> <li>• Completed.</li> </ul>
	I 4.1.2 Business Case
	<ul style="list-style-type: none"> <li>• Completed.</li> </ul>
	I 4.1.3 Deployment Implementation
	<ul style="list-style-type: none"> <li>• Completed. Staff is working on the remaining ~2% meters that the meter installation contractor was unable to complete.</li> </ul>
G 4.2 Implement automated distribution system	
	I 4.2.1 GIS Implementation
	<ul style="list-style-type: none"> <li>• Data migration engagement completed. AMP is continuing data quality assurance and network connectivity. Efforts to import the fiber network to GIS continuing.</li> </ul>
G 4.3 Establish systems inter-operability	

I 4.3.1 IVR to Cloud	
	<ul style="list-style-type: none"> <li>Completed.</li> </ul>
I 4.3.3 Online Form Submission and Data Base	
	<ul style="list-style-type: none"> <li>N/A.</li> </ul>
I 4.3.4 Single Sign-On Between AMI Portal & Bill Pay	
	<ul style="list-style-type: none"> <li>N/A.</li> </ul>
I 4.3.5 VOIP Phones	
	<ul style="list-style-type: none"> <li>Completed.</li> </ul>
I 4.3.6 Northstar Upgrade	
	<ul style="list-style-type: none"> <li>Completed.</li> </ul>
I 4.3.7 Core Switch	
	<ul style="list-style-type: none"> <li>Completed.</li> </ul>
I 4.3.8 City WIFI	
	<ul style="list-style-type: none"> <li>N/A.</li> </ul>
I 4.3.9 Single sign on for SCADA	
	<ul style="list-style-type: none"> <li>Completed.</li> </ul>
G 4.4 Maintain sufficient level of cybersecurity	
I 4.4.1 Cloud Disaster Recovery	
	<ul style="list-style-type: none"> <li>Trial / Proof of concept in progress.</li> </ul>
I 4.4.2 Core switch for MAN (Municipal Area Network)	
	<ul style="list-style-type: none"> <li>Completed.</li> </ul>
I 4.4.3 Security Assessment	
	<ul style="list-style-type: none"> <li>Completed.</li> </ul>
I 4.4.4 Security Plan Implementation	
	<ul style="list-style-type: none"> <li>Security plan has been developed. Implementation is on-going.</li> </ul>
I 4.4.5 City Wi-Fi	
	<ul style="list-style-type: none"> <li>N/A.</li> </ul>

**KRA 5:  
 ENERGY RESOURCES**

G 5.1 Develop alternative energy opportunities	
I 5.1.3 Local Generation Analysis	
	<ul style="list-style-type: none"> <li><i>Eligible Renewable Generation (ERG) Applications</i> – AMP received ten residential solar applications in June under the ERG program. There are currently 24 customers interconnected under ERG and 49 pending interconnections.</li> <li><i>Is Solar Right for You?</i> – In partnership with CASA (Community Action for a Sustainable Alameda), AMP hosted its first public forum on solar on June 13 at the Elks Lodge. More than 60 participants learned how solar works, how to interconnect to the grid, financing options, incentives, and environmental</li> </ul>

	<p>benefits.</p> <ul style="list-style-type: none"> <li>• The CT1s are \$800k over maintenance budget but are running more with more revenue, so they are \$600k under overall budget.</li> <li>• The Alameda CT1, Unit 1 suffered blade damage on the stator turbine and is projected to be out of service thru the end of September.</li> </ul>
<p><b>G 5.2 Define power procurement plan for 2025</b></p>	
	<p><b>I 5.2.2 Financial Stability Cost Model</b></p>
	<ul style="list-style-type: none"> <li>• AMP's share of NCPA's FY 2018 Congestion Revenue Rights totaled \$203,275.</li> <li>• Western's Restoration Fund charges will cease effective July 1, 2018 and refunds of \$1.7 M, which represent a full year's refund for NCPA's members will be credited back to their June and July bills.</li> </ul>
	<p><b>I 5.2.3 Acquisition of Resources</b></p>
	<ul style="list-style-type: none"> <li>• Actual June generation for the Pool from Calaveras was 10.5 GWh versus a forecast of 10.3 GWh.</li> <li>• Spicer Reservoir storage peaked in May at 165k acre feet, or 87% of capacity. There are 85k discretionary acre feet that can generate 170 GWh (17 GWh for AMP).</li> <li>• At the end of June, Spicer's storage was 157.6k acre feet, whereas the average end of June storage since 1990 has been 147.1k acre feet.</li> <li>• Collierville, Unit 2 will be out of service for a full \$3.5M rewind starting in September through the end of the 2018. Unit 1 rewind is scheduled for fall of 2019.</li> <li>• NCPA is working with members to define the factors for a cost-benefit analysis for the 2025 Western Marketing Plan, for which discussions will begin in 2019. The Western agreement ends in 2024.</li> </ul>
<p><b>G 5.4 Achieve sustainable level of carbon neutral</b></p>	
	<p><b>I 5.4.1 Carbon Neutral Cost Model</b></p>
	<ul style="list-style-type: none"> <li>• The following 2017 compliance reports were filed with the California Energy Commission and the California Air Resources Board in June: Power Source Disclosure Report (PSDR), Renewable Portfolio Standard (RPS) Annual Report, Use of Allowance Value Report for Cap-and-Trade, and the quarterly Low Carbon Fuel Standard (LCFS) Report. Results and details from these reports will be provided via an administrative report to the Board for the September 2018 Board meeting.</li> </ul>

**KRA 6:  
 FINANCIAL & ORGANIZATIONAL STABILITY**

G 6.1 Meet all bond covenants	
I 6.1.1 Long-Range Financial Forecast	
	<ul style="list-style-type: none"> <li>• Ongoing.</li> </ul>
I 6.1.2 AMP Financial Policy Review	
	<ul style="list-style-type: none"> <li>• In Progress.</li> </ul>
I 6.1.3 5 Year Capital Requirements Analysis	
	<ul style="list-style-type: none"> <li>• Completed with FY2019 budgets.</li> </ul>
G 6.2 Ensure AMP's average rates are competitive	
I 6.2.1 Comprehensive Rate Design Plan	
	<ul style="list-style-type: none"> <li>• Completed.</li> </ul>
G 6.3 Ensure mutually-agreeable transfer to City	
I 6.3.1 Long-Range Financial Forecast	
	<ul style="list-style-type: none"> <li>• Ongoing.</li> </ul>
I 6.3.2 Alameda Point Financial Plan	
	<ul style="list-style-type: none"> <li>• To be determined.</li> </ul>
G 6.4 Ensure balanced budget	
I 6.4.1 Long-Range Financial Forecast	
	<ul style="list-style-type: none"> <li>• Ongoing.</li> </ul>
I 6.4.2 5 Year Capital Requirements Analysis	
	<ul style="list-style-type: none"> <li>• In Progress.</li> </ul>
G 6.5 Ensure Effective Organizational Management	
I 6.5.1 Create & Implement PUB Governance Workshops	
	<ul style="list-style-type: none"> <li>• Completed.</li> </ul>
I 6.5.2 Develop Business Model Reflecting 2020 Needs	
	<ul style="list-style-type: none"> <li>• In progress.</li> </ul>
I 6.5.3 Create Partnerships with City Depts	
	<ul style="list-style-type: none"> <li>• Ongoing.</li> </ul>

KEY PERFORMANCE MEASURES

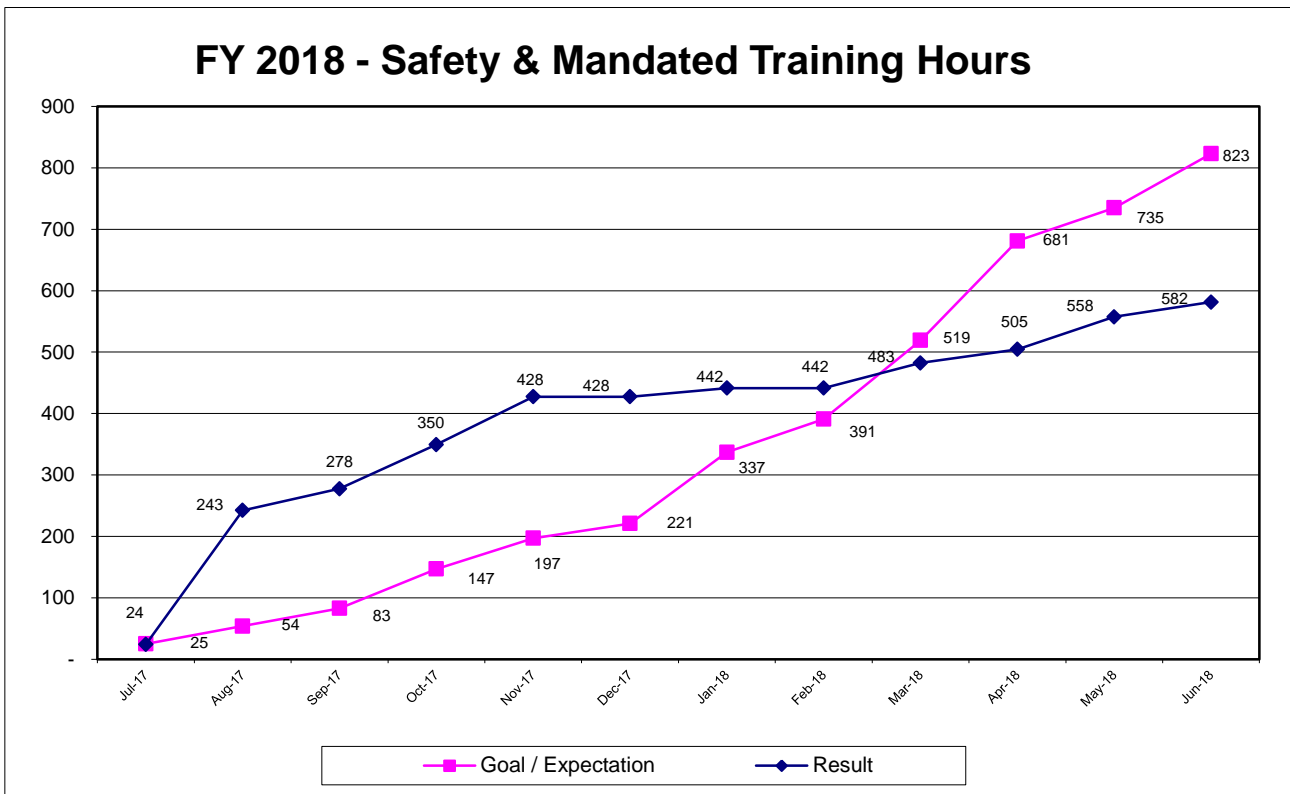
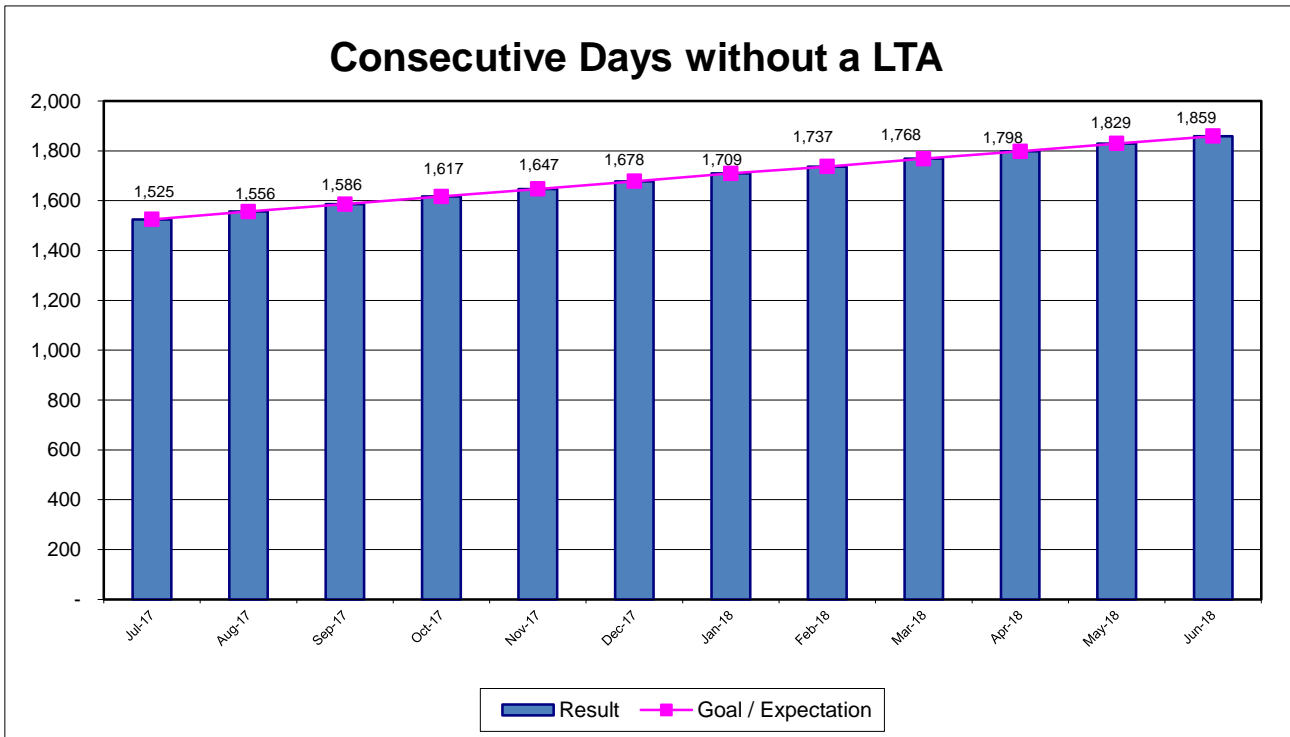
AGENDA ITEM NO.: 6.A.8  
MEETING DATE: 07/16/2018

<i>Report Status as of:</i>				
<b>June 30, 2018</b>	Monthly		Annual (FY) To Date	
	Goal	Result	Goal	Result
Consecutive Working Days Without a Lost Time Accident (LTA)	30	30	1,859	1,859
Safety and Mandated Training Hours	88	24	823	582
Average Speed of Answer (seconds)	40	30	40	32
Call Volume (# of calls)	5,500	4,753	66,000	60,612
Inspection Miles - Detailed & Visual	19	19	194	194
Outage Minutes/Customers SAIDI	2.00	3.43	37.00	44.99
Total Operating Revenue - Electric (May 2018)	5,202,075	5,723,897	57,205,413	59,347,740
Total Operating Expense - Electric (May 2018)	4,512,970	4,530,189	50,377,081	44,883,631
Note: Shaded areas indicate the data is displayed on the accompanying graphs				



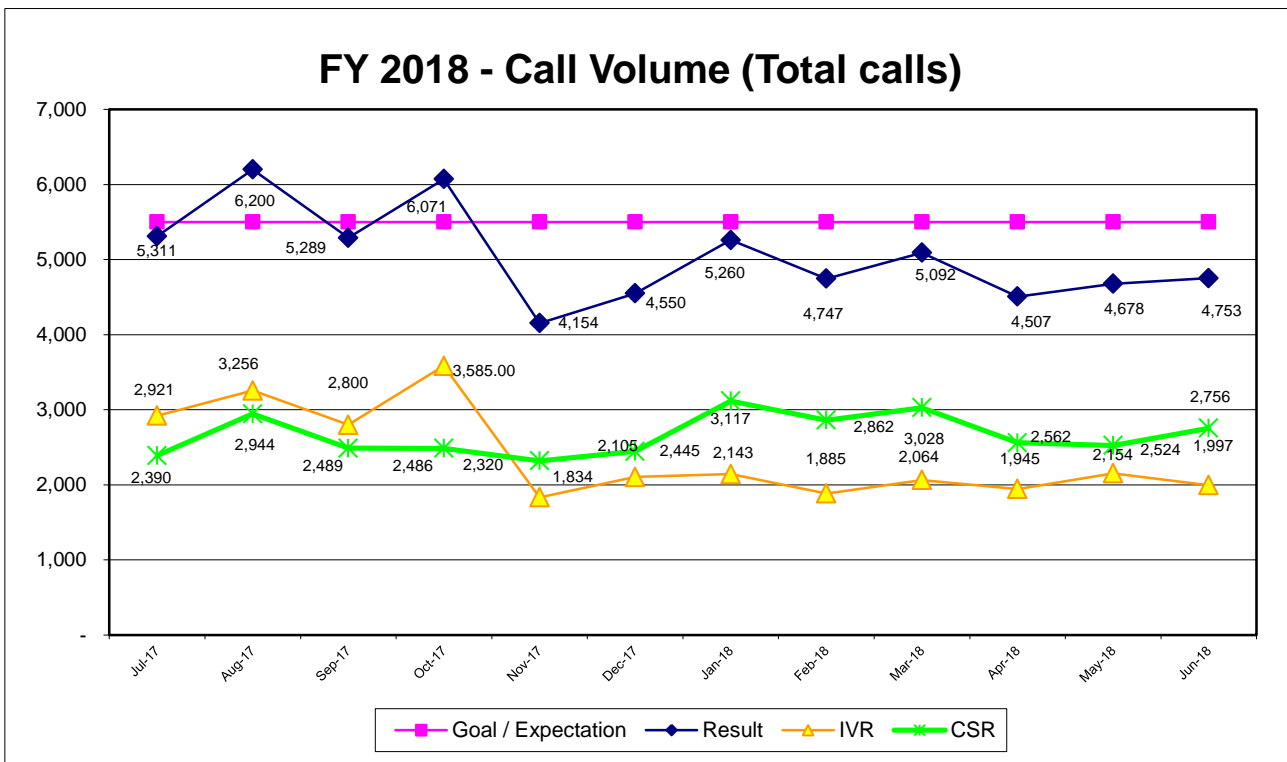
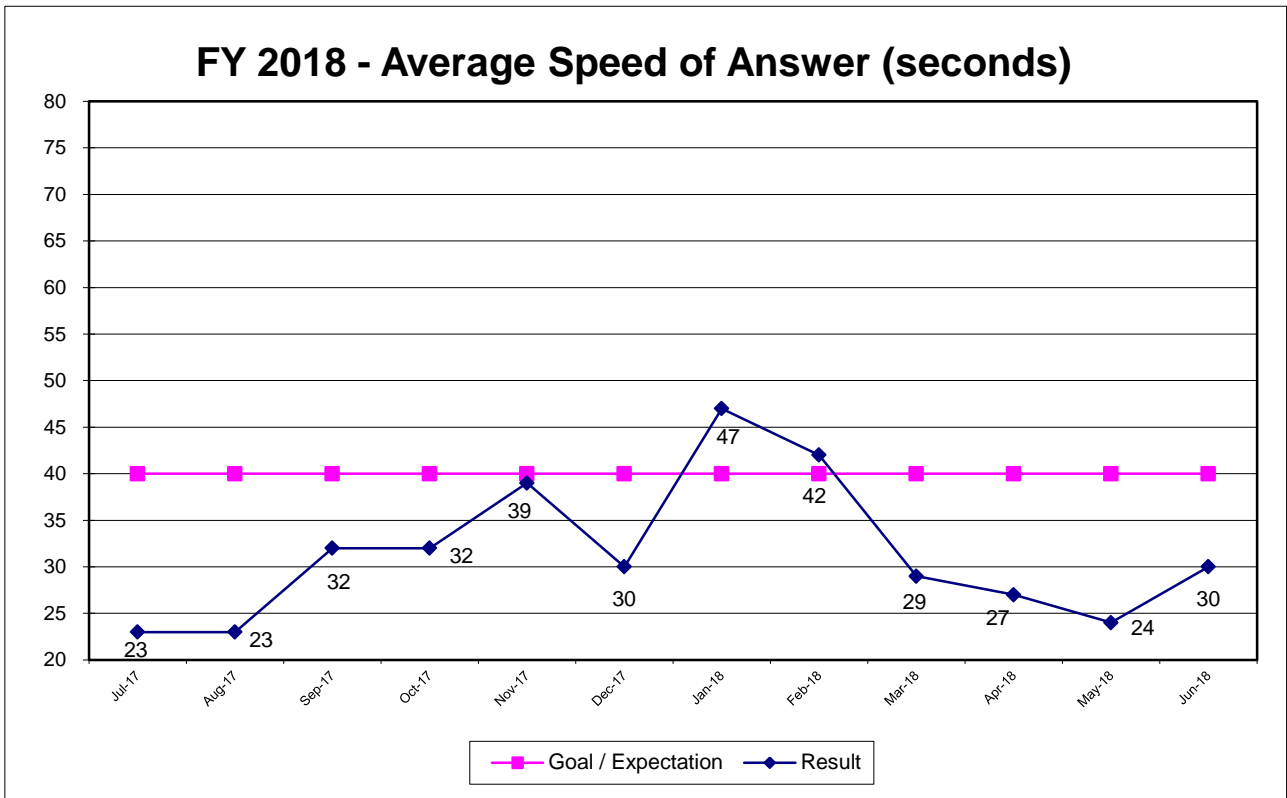
# KEY PERFORMANCE MEASURES

AGENDA ITEM NO.: 6.A.9  
MEETING DATE: 07/16/2018

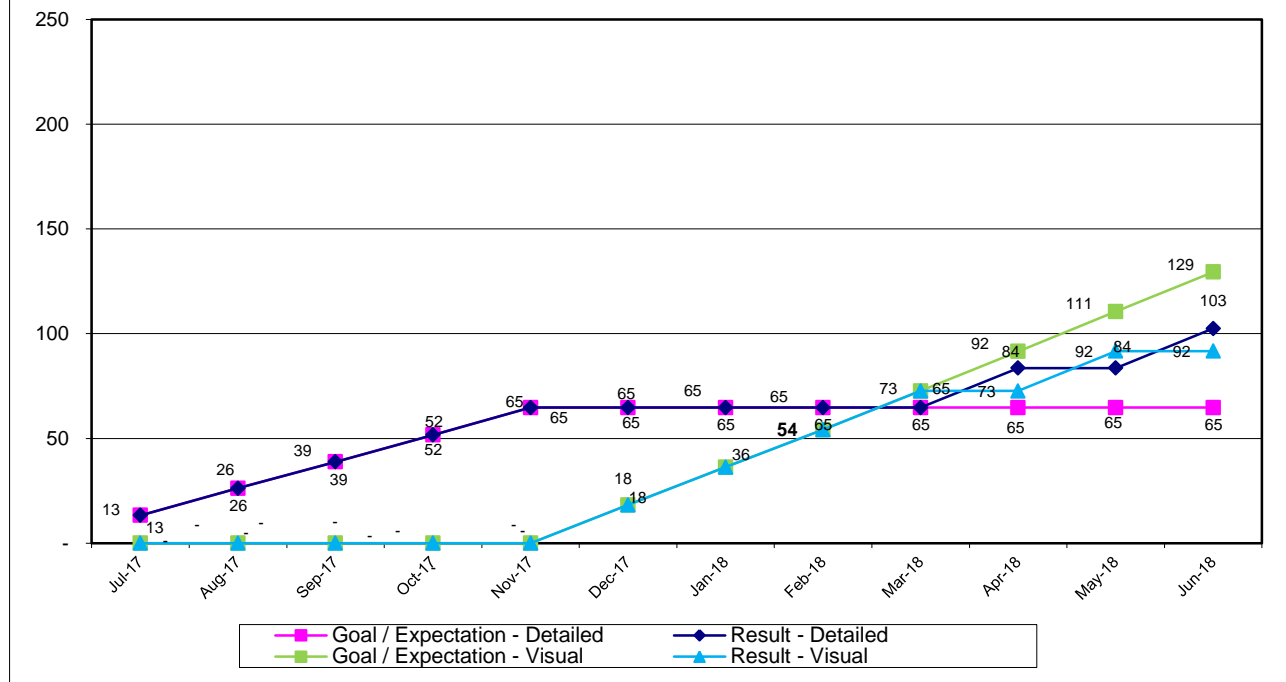


KEY PERFORMANCE MEASURES

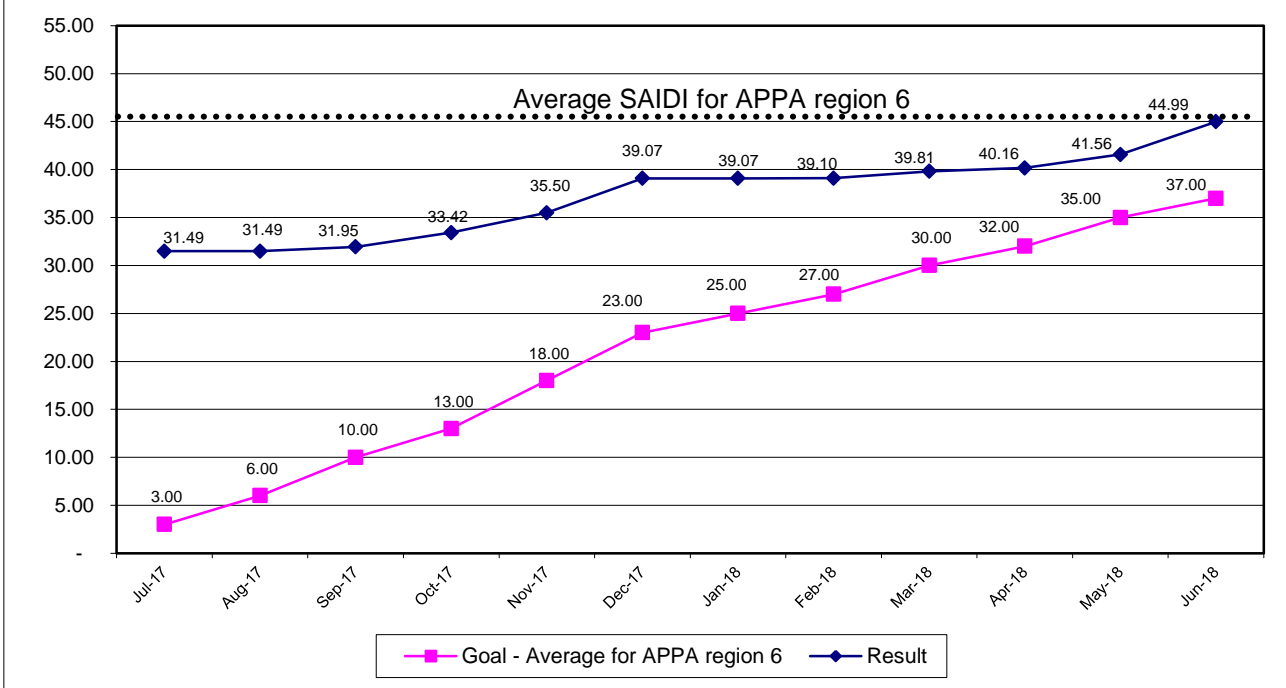
AGENDA ITEM NO.: 6.A.10  
MEETING DATE: 07/16/2018



### FY 2018 - Distribution Inspection Miles

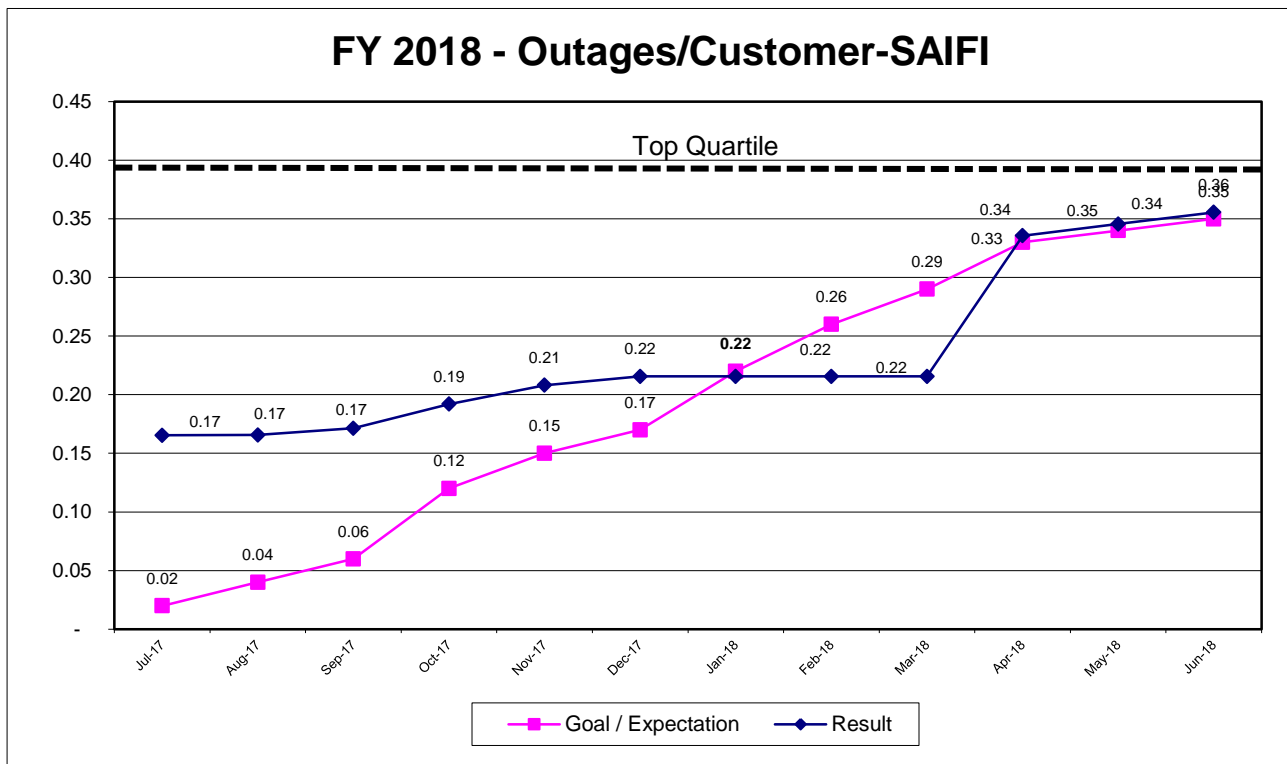
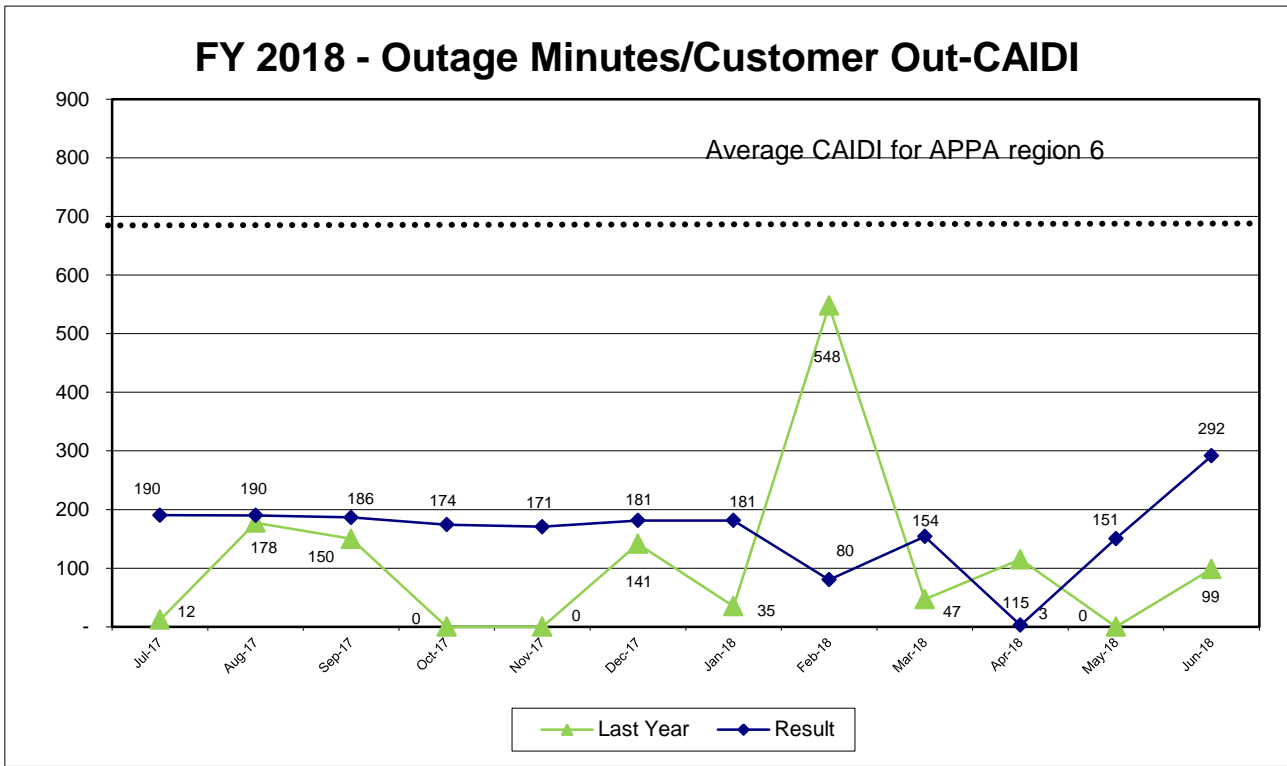


### FY 2018 - Outage Minutes/Total Customers-SAIDI



KEY PERFORMANCE MEASURES

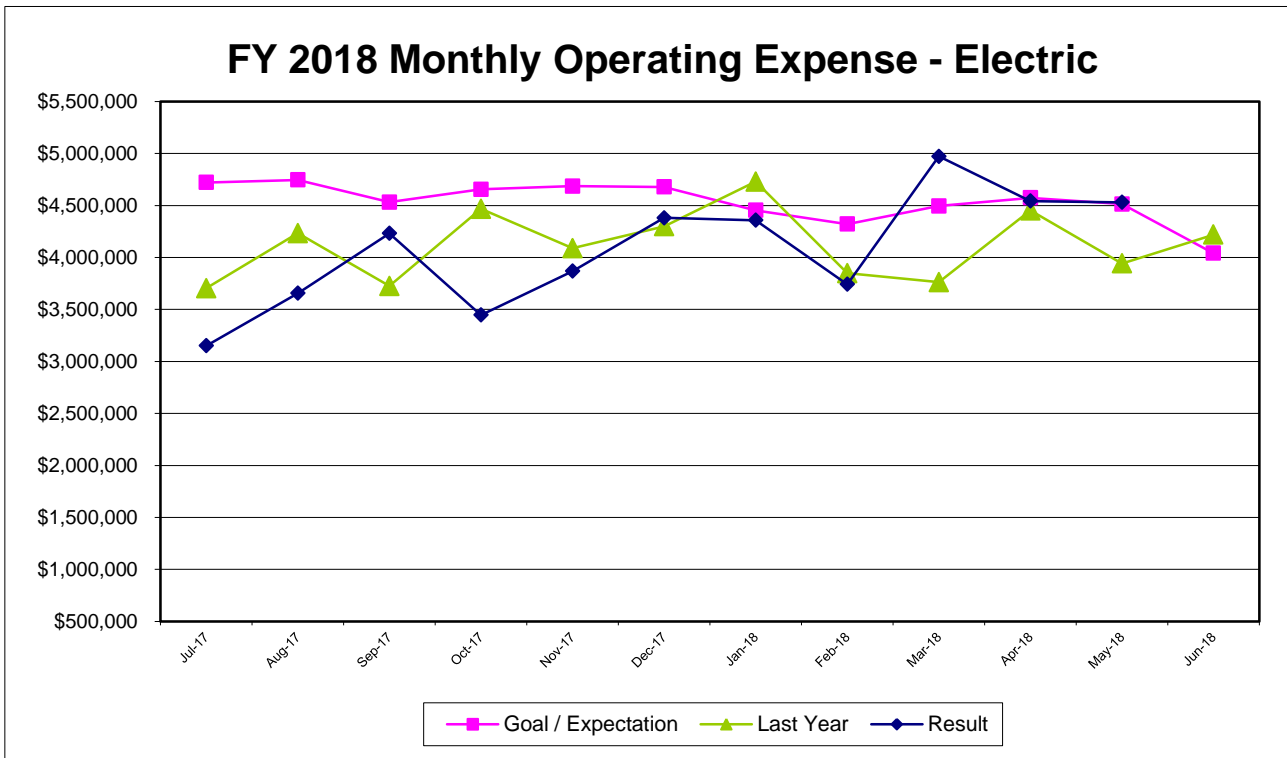
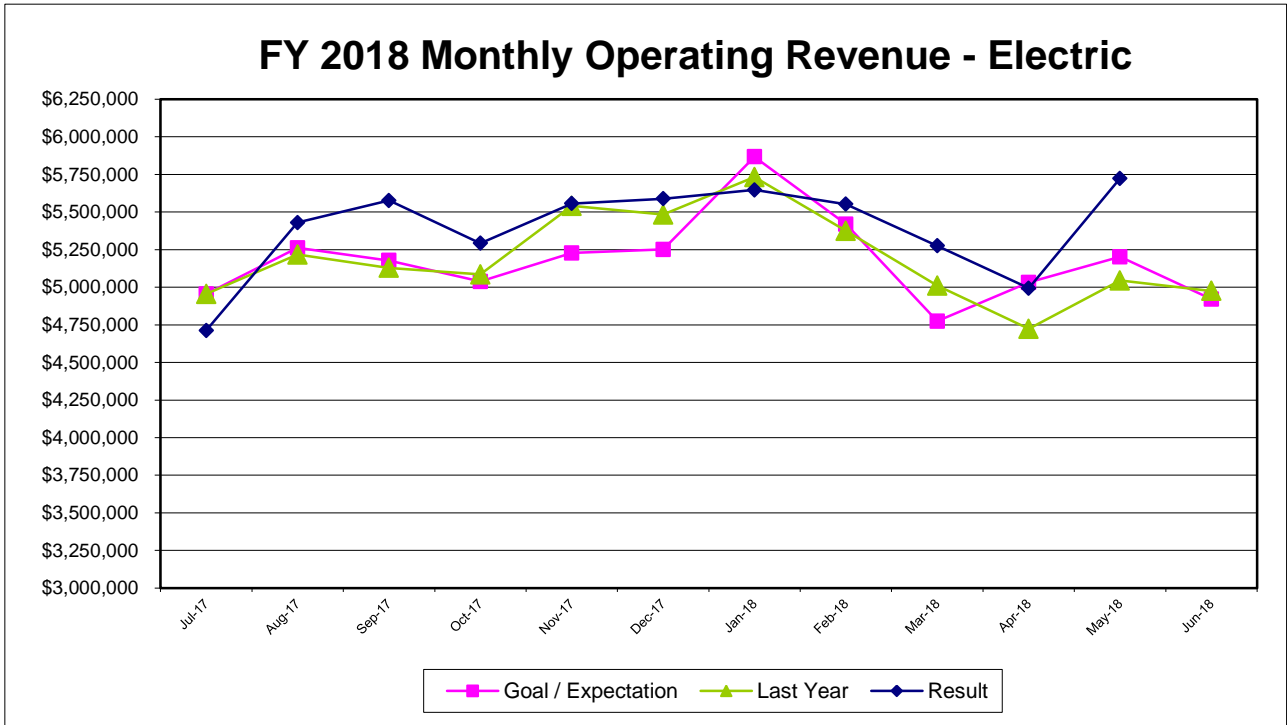
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MEETING DATE: 07/16/2018



KEY PERFORMANCE MEASURES

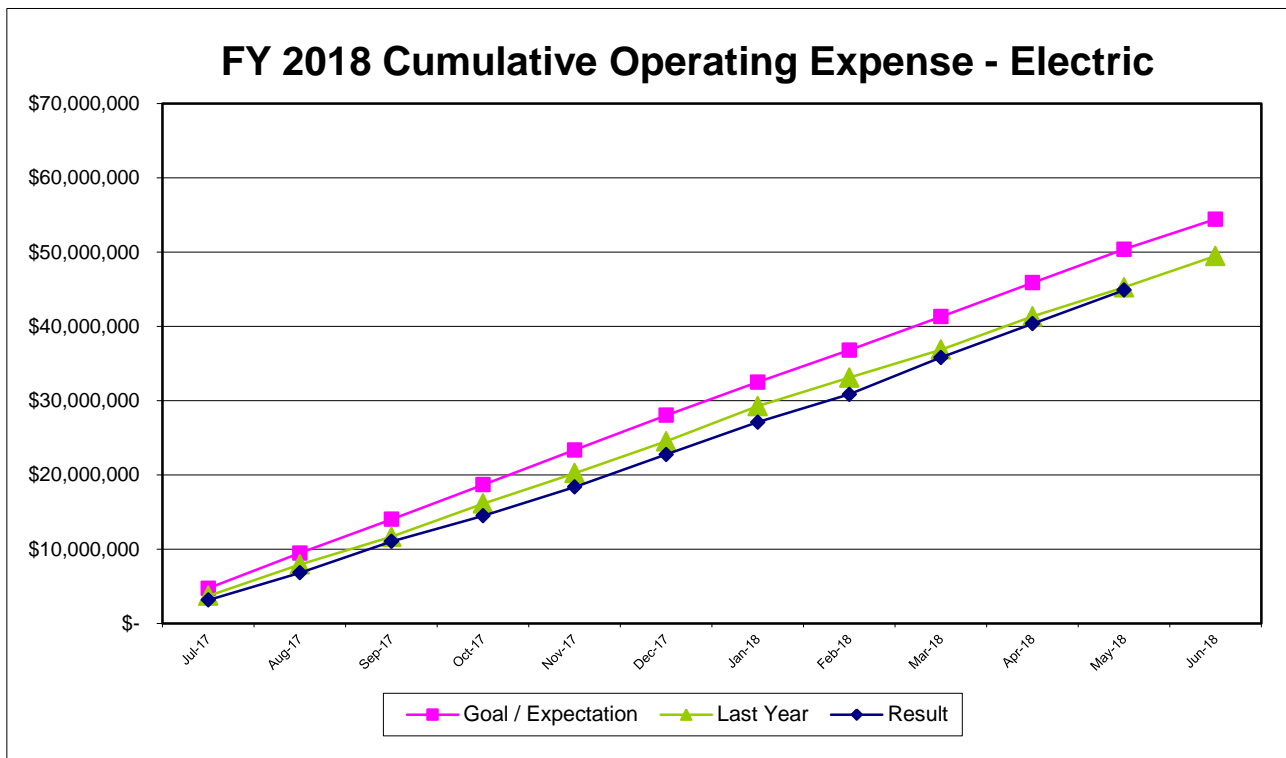
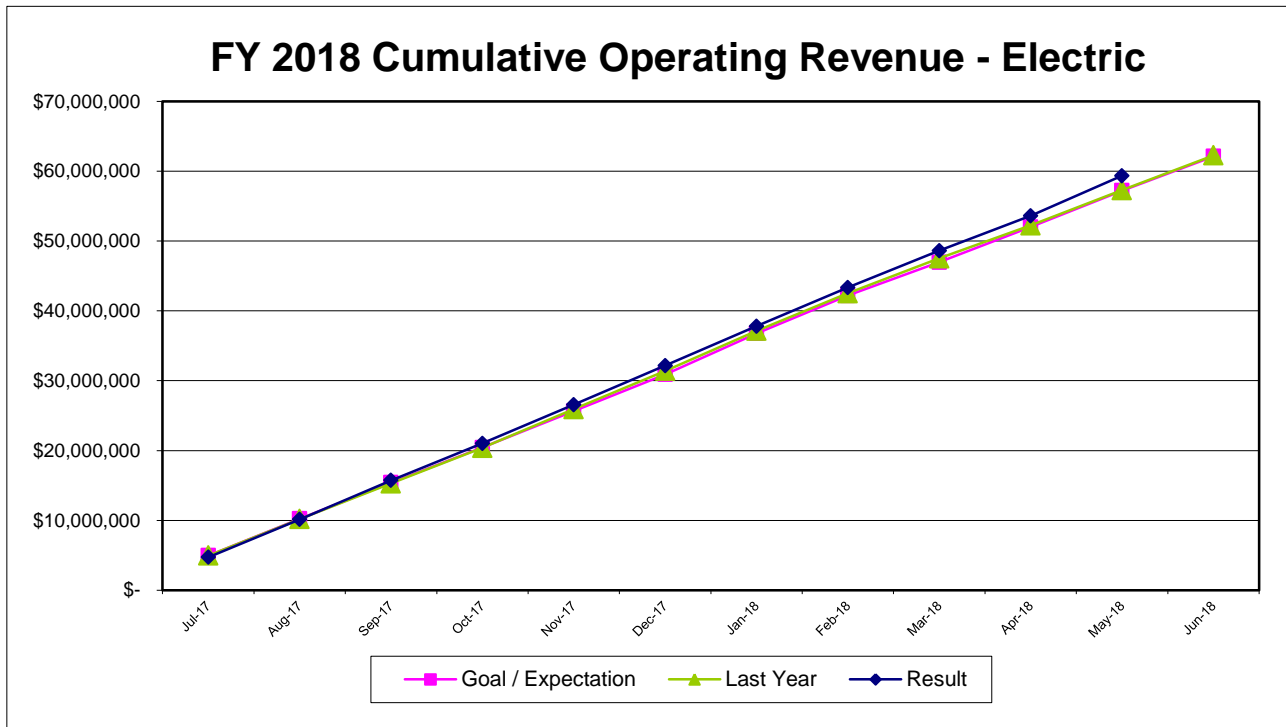
AGENDA ITEM NO.: 6.A.13

MEETING DATE: 07/16/2018



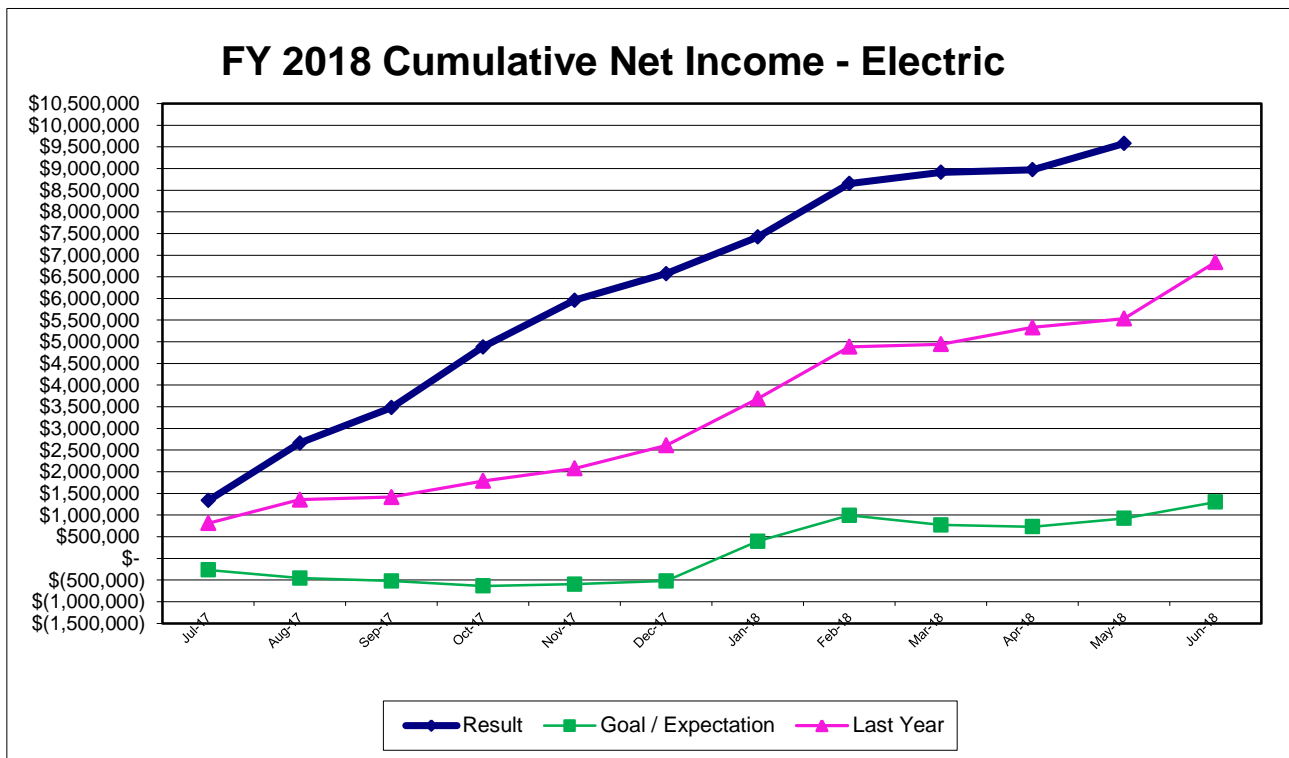
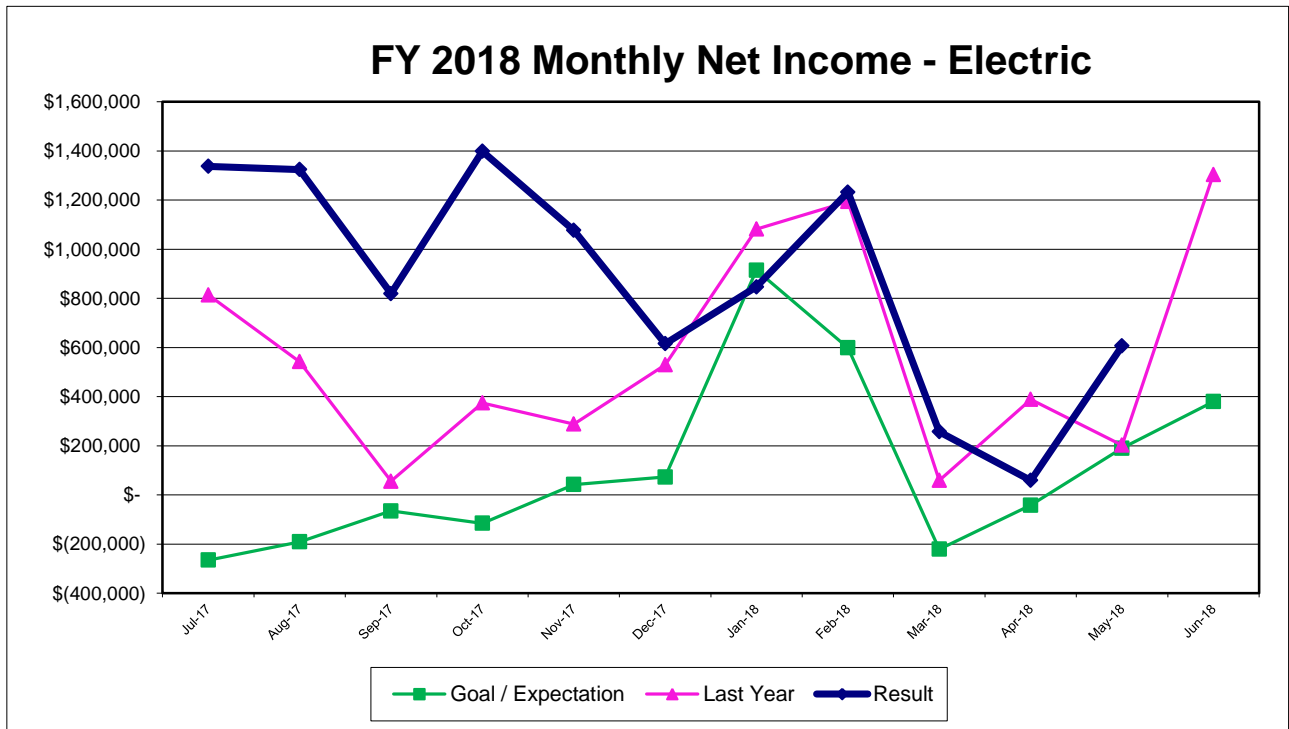
KEY PERFORMANCE MEASURES

AGENDA ITEM NO.: 6.A.14  
MEETING DATE: 07/16/2018



KEY PERFORMANCE MEASURES

AGENDA ITEM NO.: 6.A.15  
MEETING DATE: 07/16/2018



KEY PERFORMANCE MEASURES

AGENDA ITEM NO.: 6.A.16  
MEETING DATE: 07/16/2018

