



To: Honorable President and  
Members of the Public Utilities Board

From: Nicolas Procos, General Manager

Re: General Manager's Report – September, 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						
					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	RED	RED
	2.2	Maintain zero preventable vehicle accidents	0	Q2 Annual	Procos	RED	RED	RED	RED	RED	RED
	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	GREEN	GREEN	GREEN
	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**

G 1.1 Ensure that customers have a positive experience	
	I 1.1.2 Website Redesign
	<ul style="list-style-type: none"> <li>AMP's main website (which does not include the new account management portal that will be released this fall) will undergo a redesign this winter. Staff is working with the vendor on the contract, which will go to the Public Utilities Board for approval in November.</li> </ul>
G 1.2 Increase customer energy efficiency	
	I 1.2.2 Implementation of REC Expenditures for Energy Efficiency
	<ul style="list-style-type: none"> <li><i>Residential Energy Audits</i> – Five home energy audits were completed in July and three in August.</li> <li><i>Residential Rebates</i> – 32 Alamedans received rebates for their energy-efficiency upgrades in July and 22 received rebates in August. AMP rebates customers for a variety of upgrades, including lighting, refrigerators/freezers, washing machines, clothes dryers, and heat pump water heaters.</li> </ul>
	<ul style="list-style-type: none"> <li><i>Energy Plus</i> – AMP's non-residential direct-install program primarily focused on installing projects in the pipeline during July and August, included lighting upgrades at the Boys &amp; Girls Club of Alameda, Woodstock Park, and Penumbra, for a combined energy savings of 48,692 kWh.</li> </ul> <p>The Energy Plus program is also developing a new marketing campaign aimed at businesses that have previously participated in Energy Plus and encouraging them to refer a friend or consider more energy-saving projects.</p> <ul style="list-style-type: none"> <li><i>Non-Residential Lighting, Self-Install</i> – Amstar completed an exterior lighting project, resulting in total energy savings of 9,799 kWh.</li> <li><i>Non-Residential Other, Customized</i> – 7 Eleven replaced an existing reach-in freezer with a new energy-efficient one equipped with EC motors, resulting in total energy savings of 1,418 kWh.</li> </ul>

- *Summary of Energy Efficiency Programs as of August 30, 2018* – Please note that the numbers below represent gross savings.

Program	Annual Savings Target kWh/yr	Jul-18	Aug-18	Cumulative Energy Savings kWh/yr	Percent of Annual Target
Residential Refrigeration	58,000	584	3,562	4,146	1%
Residential Lighting	238,000	1,528	652	2,180	1%
Residential Other		865	581	1,446	
Energy Plus	920,000	35,938	12,754	48,692	4%
Non-Residential Lighting, Self Install	179,000	9,799	0	9,799	5%
Non-Residential Customized, Other	176,000	1,418	0	1,418	1%
Non-Residential New Construction	42,000	0	0	0	0%
Non-Residential, Other		0	0	0	
<b>TOTAL</b>	<b>1,613,000</b>	<b>50,132</b>	<b>17,549</b>	<b>67,681</b>	<b>3%</b>

G 1.3 Provide programs that support green Alameda

I 1.3.1 NREL Top 10 Award for Alameda Green

- *Alameda Green* added 150 new enrollments in July and 194 in August, bringing the total number of participants to 4,088. The Alameda Green courtesy knock outreach campaign spent 120 hours in the field during August. This special campaign will wrap up in September.

I 1.3.2 EV Promotion Program Defined

- *EV Charger Rebate* – 11 residential EV charger rebates were processed in July and 12 more in August. Staff has found that nearly 90 percent of EV charger rebate recipients own or lease a full-battery electric vehicle. The remaining participants own or lease a plug-in electric hybrid.
- *EV Discounts* – 22 new discount applications were processed in July and 33 in August, bringing the total number of EV discounts to 682.

Misc. – Community Outreach

- *National Night Out* – AMP staff joined the Alameda police and fire departments for the annual National Night Out neighborhood visits. Under the banner of “Light the Night,” staff distributed LED lights to attendees at more than 20 neighborhood parties.

- *Public Power Week* – AMP is gearing up for Public Power Week 2018, Oct. 7 – 13. Activities include:
  - *Mayoral proclamation*: Public Utilities Board President Ann McCormick will be on hand at the City Council meeting on Oct. 2 to receive a mayoral proclamation of Public Power Week.
  - *Alameda Green events*: AMP will host tables at the Marketplace on Sunday, Oct. 7 and the Alameda Farmers Market on Saturday, Oct. 13. Staff will engage with customers about Public Power Week and Alameda Green, AMP's voluntary renewable energy program.
  - *U.S. Coast Guard Alameda Preparedness Fair*: On Thursday, Oct. 11, AMP will host a table and participate in a safety demonstration at an emergency preparedness fair for the 2,000 Coast Guard personnel in Alameda and their families.
  - *Customer appreciation refreshments*: Customers who visit the Service Center during the week will be treated to a variety of snacks and refreshments.
  - *San Francisco Fleet Week*: AMP staff will educate the public on its potential roles in emergencies in an exercise led by the U.S. Maritime Administration (MARAD) aboard one of its ships in San Francisco on Saturday, Oct. 13. AMP crew will board the ship with utility trucks, highlighting how community-owned electric utilities respond to emergencies.
  
- *Green Your Holiday Home* – In partnership with CASA (Community Action for a Sustainable Alameda), AMP will host its third workshop in the “Green Your Dream Home” series on Wednesday, Nov. 14 at 6 p.m. at the Elks Lodge. At this event, participants will learn how to create sustainable, low-stress holiday traditions focused on giving, feasting, traveling, decorating and home comfort.

Misc. – Economic Development

- VF Outdoor, the outdoor and action apparel subsidiary of VF Corporation, announced it will leave Alameda next year in favor of relocation to Denver, Colorado. VF Outdoor brands, including North Face, Timberline, JanSport, Lucy and others, contribute almost half of the 11 billion dollar parent company revenues. The VF Outdoor 14-acre waterfront campus in Alameda's Harbor Bay Business Park includes 160,000 square feet of office space in four buildings with a fully equipped fitness center, an outdoor training area, an organic garden and nearly 100 percent of electricity generated by solar and wind-powered features. The company received a large financial incentive from Alameda Municipal Power for its investment in the solar

<p>system installation and operation. Approximately 650 jobs will be lost to Alameda in the move.</p> <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.</li> <li>• West Marine formally opened its new store at South Shore Center on Saturday, June 9 with a grand opening party. 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.</li> <li>• -SpinLaunch, a space rocket business, is in final talks with the City of Alameda to lease an 82,000-square-foot warehouse and office building at Alameda Point. Backed by Airbus, SpinLaunch, which is based in Sunnyvale, was competing for Building 530 at 120 W. Oriskany Way against water cooled data center company Nautilus Data Technologies, Inc., who is no longer in the running for the lease. Founded in 2015, SpinLaunch intends to develop a cheaper and more environmentally benign way of launching rockets into space, which it claims to do by spinning rockets at high speeds with electricity instead of traditional fuel. It has plans to launch for the first time in 2022. A recent presentation to the city cited 100 prospective employees in Alameda by 2019, including engineering, aerospace and construction positions.</li> <li>• Two legacy Park Street restaurants ceased operations during August. Tacos Y Cerveza and Bowser's Pizza both closed their doors, but offered indications that they were intending to continue as virtual "pop-up" operations in the future.</li> </ul>
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**KRA 2:**  
**WORKFORCE**

G 2.2 Maintain zero preventable vehicle accidents
I 2.2.1 Vehicle Specific Training
<ul style="list-style-type: none"> <li>• Zero avoidable motor vehicle incidents for 2018 calendar year to date.</li> </ul>
G 2.3 Maintain low position vacancy rate
I 2.3.2 Proactive Recruitment Program

	<ul style="list-style-type: none"> <li>Energy Resources Planning posted its vacant Energy Resources Analyst/Senior Energy Resources Analyst position and received over 100 applications. Interviews are scheduled for September.</li> </ul>
G 2.5 Achieve high employee satisfaction	
I 2.5.3 Annual Volunteer Event	
	<ul style="list-style-type: none"> <li>This year staff will volunteer during Public Power Week (Oct. 7-13) at the Boys &amp; Girls Club of Alameda, where they will build shelving, organize storage areas, garden, and perform general cleaning of the building. In prior years, staff has volunteered at the Alameda Food Bank, Alameda Point Collaborative, and the US Hornet.</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 three reportable outages during the months of July and August. <ul style="list-style-type: none"> <li>An outage affecting 1 customer occurred on 7/21/18 and was caused by conductor. The location was 2301 Monarch Street and the duration was 43 minutes.</li> <li>An outage affecting 95 customers occurred on 8/1/18 and was caused by mylar balloons. The location was Santa Clara Avenue and 6<sup>th</sup> Street and the duration was 29 minutes.</li> <li>An outage affecting 500 customers occurred on 8/28/18 and was caused by conductor. The location was Aughinbaugh Way to Island Drive and the duration was 71 minutes.</li> </ul> </li> </ul>
G 3.2 Replace AMP infrastructure	
	<ul style="list-style-type: none"> <li>E&amp;O replaced circuit H-5 cable at Sub 15 restoring to normal.</li> <li>E&amp;O replaced circuit H-3 cable restoring to normal.</li> <li>Engineering completed project design for 12kV relay replacement at Cartwright Substation phase 1, Eagle Avenue affordable housing, Site A relocation of 12kV trunk feeder and switch, installation of secondary cables for streetlights at WETA, and Sila Nanotechnologies service upgrade.</li> <li>E&amp;O completed project closeout for Del Monte housing, Cola Ballena, transformer vaults for traffic signal at Park Street, and WETA.</li> </ul>
I 3.2.1 UUD Shovel Ready	
	<ul style="list-style-type: none"> <li>Survey of residents/owners within the two recommended districts closed on 8/31/18. Survey had a 13% response rate.</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 four residential solar applications in July under the ERG program and none in August. There are currently 51 customers interconnected under ERG and 21 pending interconnection.</li> <li>• A feasibility study for a solar installation at the Doolittle landfill has been completed as part of a NCPA-managed solar project to look at installing solar plants locally in members territories</li> </ul>
G 5.2 Define power procurement plan for 2025	
	I 5.2.3 Acquisition of Resources
	<ul style="list-style-type: none"> <li>• The Northern California Power Agency (NCPA) update:                             <ul style="list-style-type: none"> <li>- NCPA informed AMP that it earned a total of over \$3,600 in Congestion Revenue Rights in July and August.</li> <li>- There was no precipitation in July and August v. averages of 0.13” and 0.9”, respectively.</li> <li>- Storage releases continued in both months and above average generation was due to heat waves and high market prices.</li> <li>- The Carr fire caused hydroelectric base resource generation from Western to stop from July 28-August 1. Western will issue credits.</li> <li>- Alameda combustion turbine (CT) until 1 will be out until September 28. Alameda unit 2 had a cracked head that was leaking water and the unit was overhauled in a two-week outage period. Unit 1 will be back in service on September 1.</li> <li>- The Donnell's fire has been burning for several weeks above the Tri-Dam and up to the south side of the New Spicer Meadows Reservoir. Spicer is closed to boats and wilderness trails are also closed. Small quantities of Spicer water were used to fight the fire, which is 85% contained, but 36k acres were burned.</li> <li>- The Collierville crane refurbishment has been completed and is working.</li> <li>- Collierville unit 2 will be out for a generator rewind from September 4 to December 32. Going forward, Collierville generation will be down 50%.</li> <li>- NCPA began scheduling services for San Jose Clean Energy on September 1 and met with South Feather Water &amp; Power District about scheduling their dam, similar to how NCPA services Merced Irrigation District.</li> <li>- The 2019 Outage Schedule will be uploaded to CAISO this week.</li> </ul> </li> </ul>
G 5.3 Achieve maximum utilization of REC funds	
	I 5.3.2 Allocation of Major Funds Accounts
	<ul style="list-style-type: none"> <li>• The August Cap and Trade Auction had the following results and AMP received \$234,465.60 in proceeds from sold allowances:                             <ul style="list-style-type: none"> <li>- The floor price for this auction was \$14.53.</li> <li>- The settlement price for the current 2016 and 2018 vintage allowances was \$15.05; prior settlement prices were \$14.65 for May 2018 and \$14.61 for</li> </ul> </li> </ul>



	<p>February 2018.</p> <ul style="list-style-type: none"> <li>- Due to the extension of the C&amp;T program past 2020, AMP has sold all consigned allowances since May 2017.</li> <li>- Compliance entities purchased 91.6% of the available 2016 and 2018 vintage allowances.</li> <li>- AMP sold all 15,712 of its August consigned allowances at \$15.05 each, yielding \$236,465.60 in proceeds.</li> </ul>
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**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	
	In Progress.
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>
Misc.	

- Process for Agendizing items

The agenda is set by the General Manager (GM) who is charged with the day to day administration of Alameda Municipal Power (AMP). The Public Utilities Board (PUB) has a very deliberate calendar and oftentimes the planning process for ensuring that items are agenda-ready can take several months. While the GM regularly meets with PUB members and the PUB (as a body)'s priorities most certainly play a role in agendizing an item, whether an item is appropriately agendized is left to the discretion of the GM. This is not dissimilar to the Council agenda which is set by the City Manager. The PUB sets priorities for AMP through the strategic planning process, and each year there is a goal setting workshop where the PUB relies on the policy principles outlined in the Strategic Plan to provide near term direction to staff on areas of focus for the coming year. AMP's goal setting workshop is usually held during the 3rd quarter of each fiscal year. Once the PUB sets its overall priorities, items are placed on the Agenda once the staff work necessary to advise the PUB on a matter has been completed.

The Public has opportunities and is encouraged to provide input to the PUB on the AMP Strategic Plan, the annual goal setting workshop, and individual agenda items. In addition to the public process at PUB meetings, AMP is currently preparing a new strategic plan and an external advisory group was created with broad representation from the community to work with staff on the priorities for the new strategic plan. The public also has an opportunity at each PUB meeting to comment on non-agenda items for the PUB and the GM to consider.

While the public is encouraged to provide input to the PUB, the general public has no ability to place an item on the agenda. Similarly, while the GM works collaboratively with the PUB on the overall policies that guide the agenda setting process, no individual PUB member can directly place an item for consideration on the agenda. Generally, PUB members who wish to place an item on the agenda consult with the GM. While AMP has not had a situation in the past where the collaborative approach with the GM has not been resolved to the PUB member's satisfaction, Board members who believe that their legislative priorities are not being adequately addressed by the annual priority workshop could discuss the matter with the PUB President or advocate for a more formal process, such as the City Council referral process.

- Staff analysis of legal and regulatory requirements and the scientific data supporting those requirements

AMP is required to follow a wide variety of highly technical legal and regulatory requirements. The electric utility field is highly regulated and the various laws, rules, and guidelines are promulgated based on a wide variety of expert input and a stakeholder process. AMP is involved in many of these processes and also relies on consultants and joint action agencies to monitor, participate, and provide stakeholder feedback on various matters. There are various state and federal agencies that have jurisdiction over regulatory proceedings and processes to develop standards and regulations that electric utilities must follow. While AMP or other agency staff members may participate in the development of these standards, once the relevant state or federal authorities have established certain requirements, AMP is legally required to defer to those agencies. AMP does not have the scientific or technical expertise, let alone the legal authority, to challenge state or national standards.

From time to time AMP staff is presented with information that is being relied upon to demonstrate there is an issue or problem with current regulations. AMP does not have the resources to review information and comment on every item and prioritizes items based on a variety of factors, such as safety and business continuity impacts. For all others, AMP relies on other entities that have a particular interest in an issue to advocate before state or federal entities. Until such time as any changes may be made, AMP staff must rely on the current regulatory and legal standards. Deviation from those standards by establishing more stringent or less stringent standards could expose AMP to liability. AMP will not make changes to current practices until such time as the relevant regulatory agency mandates those changes.

KEY PERFORMANCE MEASURES

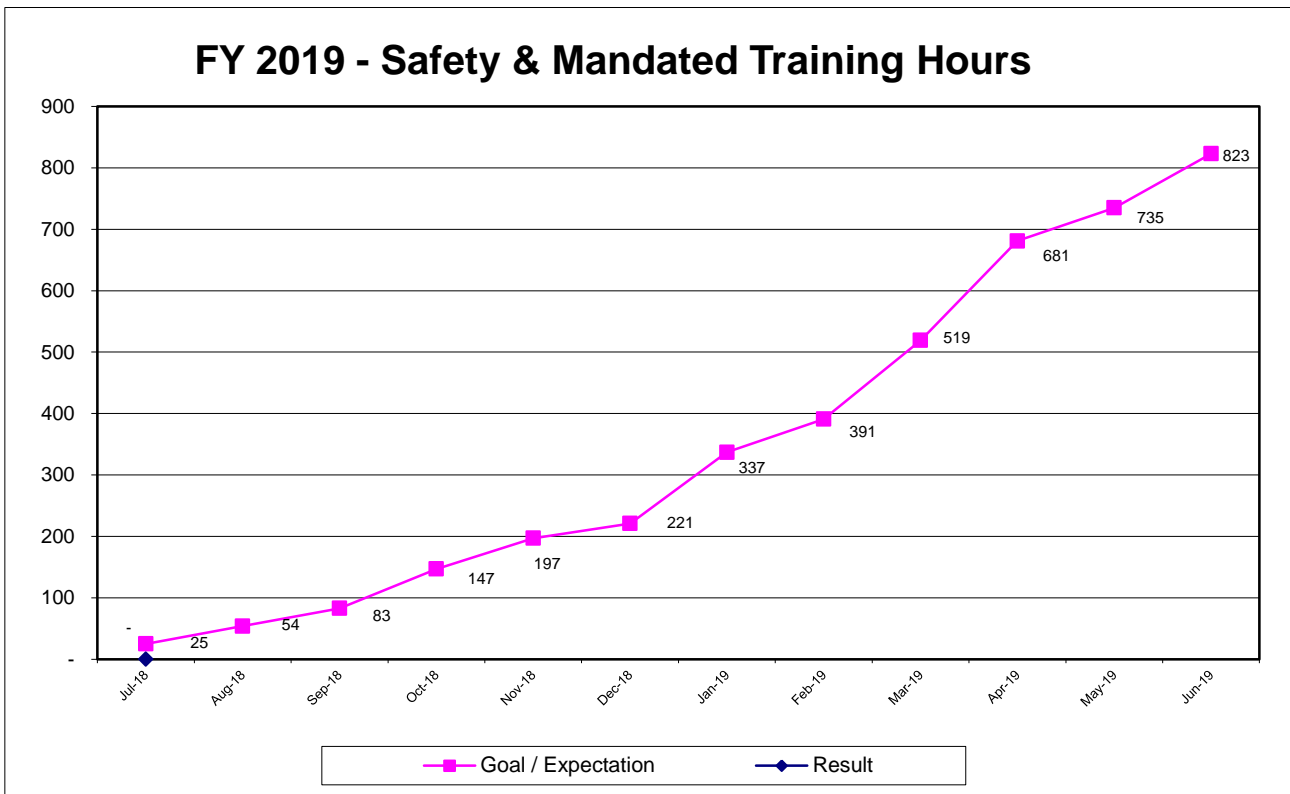
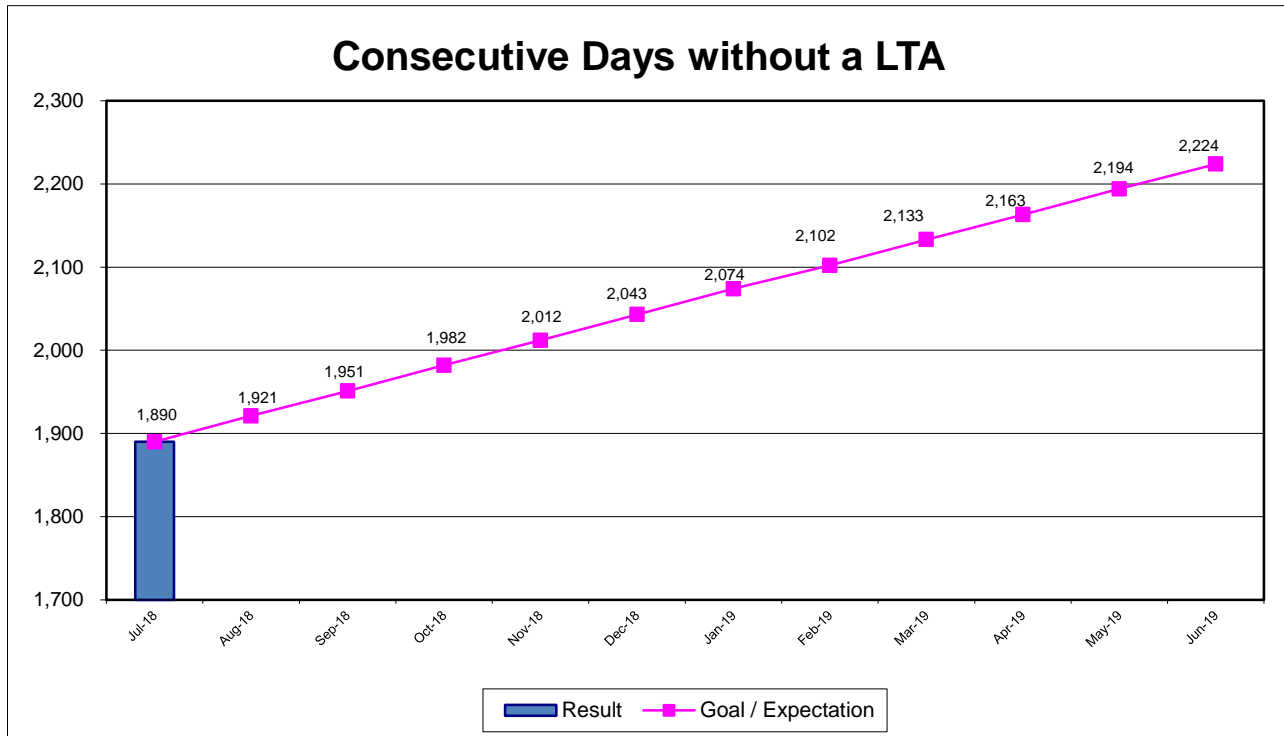
AGENDA ITEM NO.: 6.A.12  
MEETING DATE: 09/17/2018

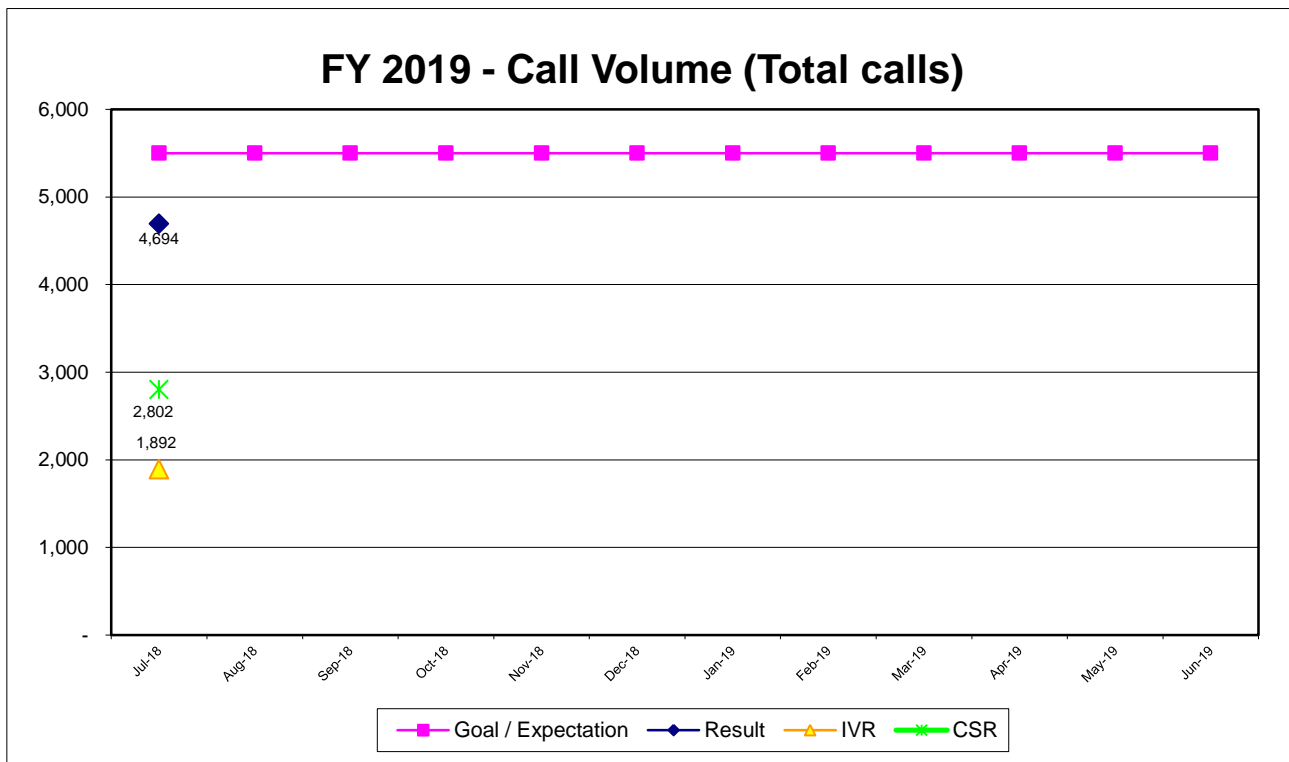
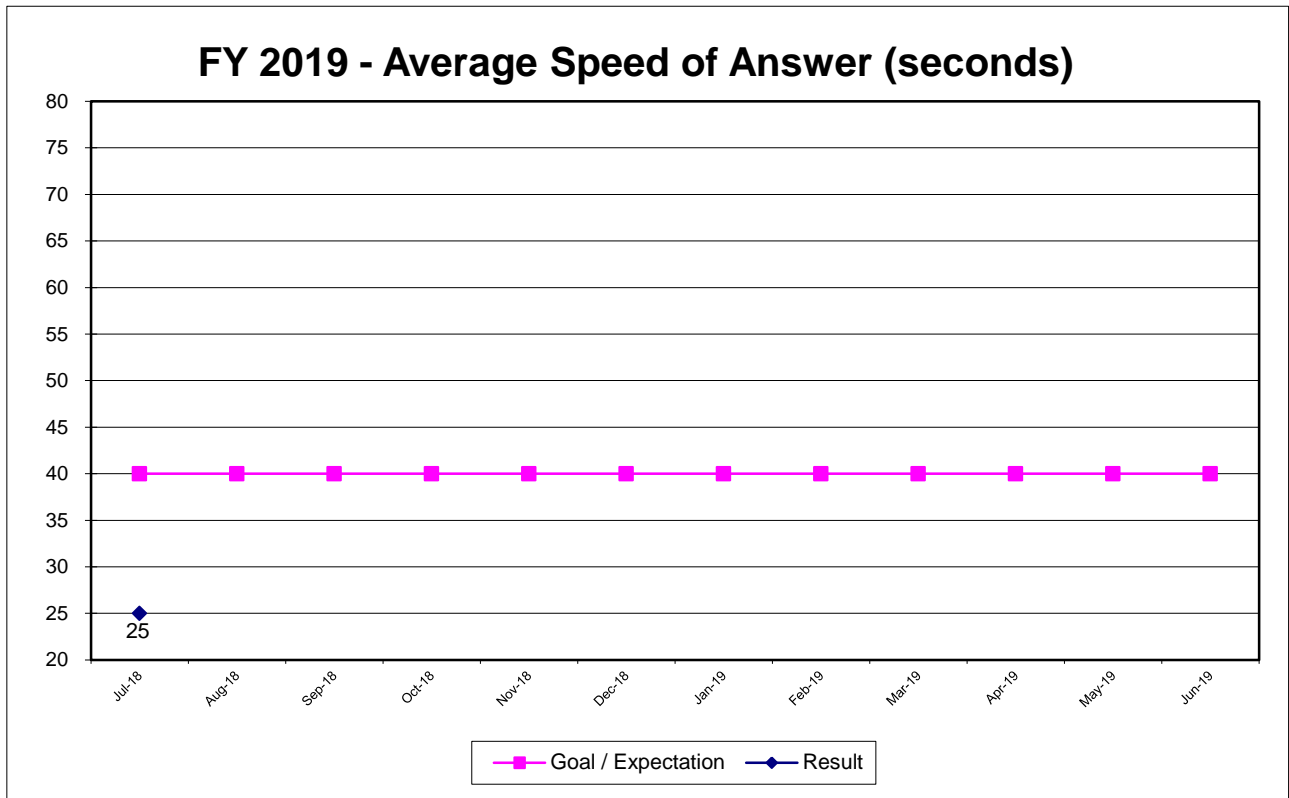
<b>Report Status as of:</b>				
<b>July 31, 2018</b>	Monthly		Annual (FY) To Date	
	Goal	Result	Goal	Result
Consecutive Working Days Without a Lost Time Accident (LTA)	31	31	1,890	1,890
Safety and Mandated Training Hours	25	0	25	0
Average Speed of Answer (seconds)	40	25	40	25
Call Volume (# of calls)	5,500	4,694	5,500	4,694
Inspection Miles - Detailed & Visual	13	13	13	13
Outage Minutes/Customers SAIDI	8.08	0.09	8.08	0.09
Total Operating Revenue - Electric (June 2018)	4,921,008	4,754,201	62,126,421	64,082,994
Total Operating Expense - Electric (June 2018)	4,041,693	3,404,988	54,418,774	48,285,679
Note: Shaded areas indicate the data is displayed on the accompanying graphs				

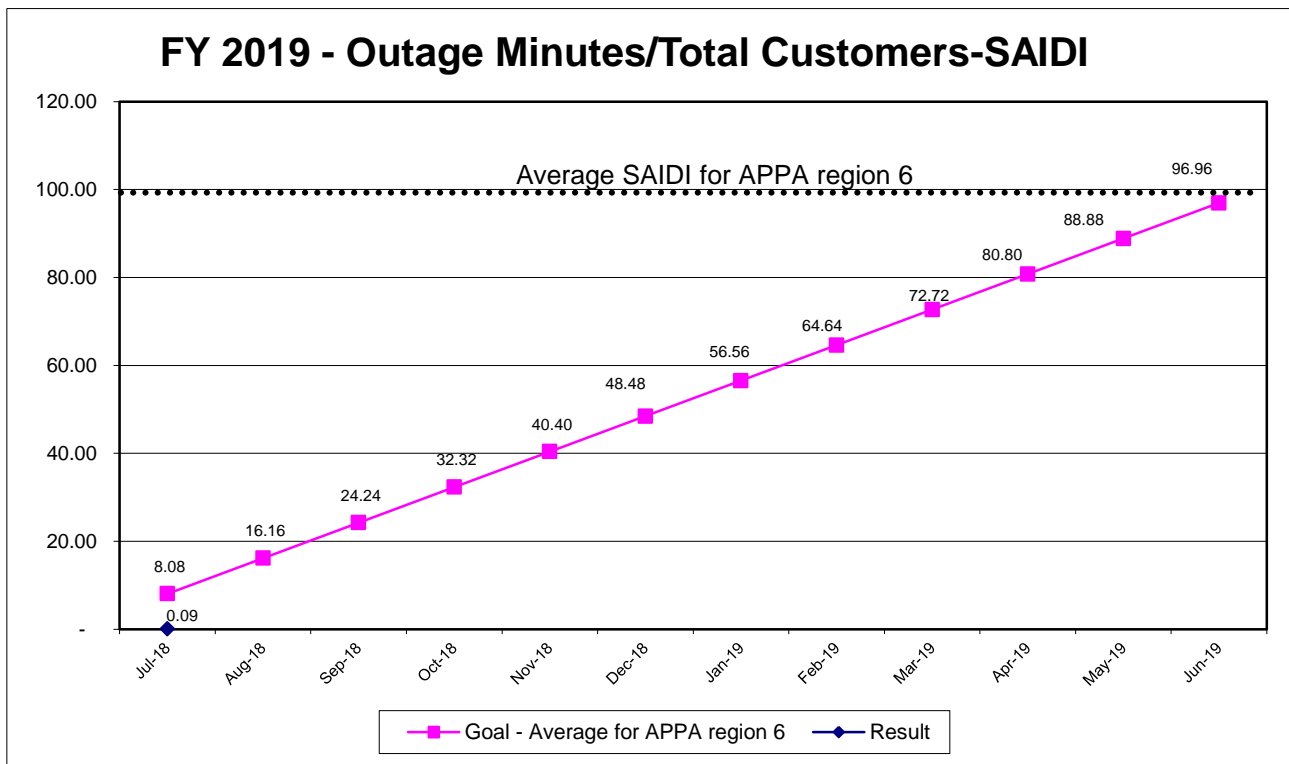
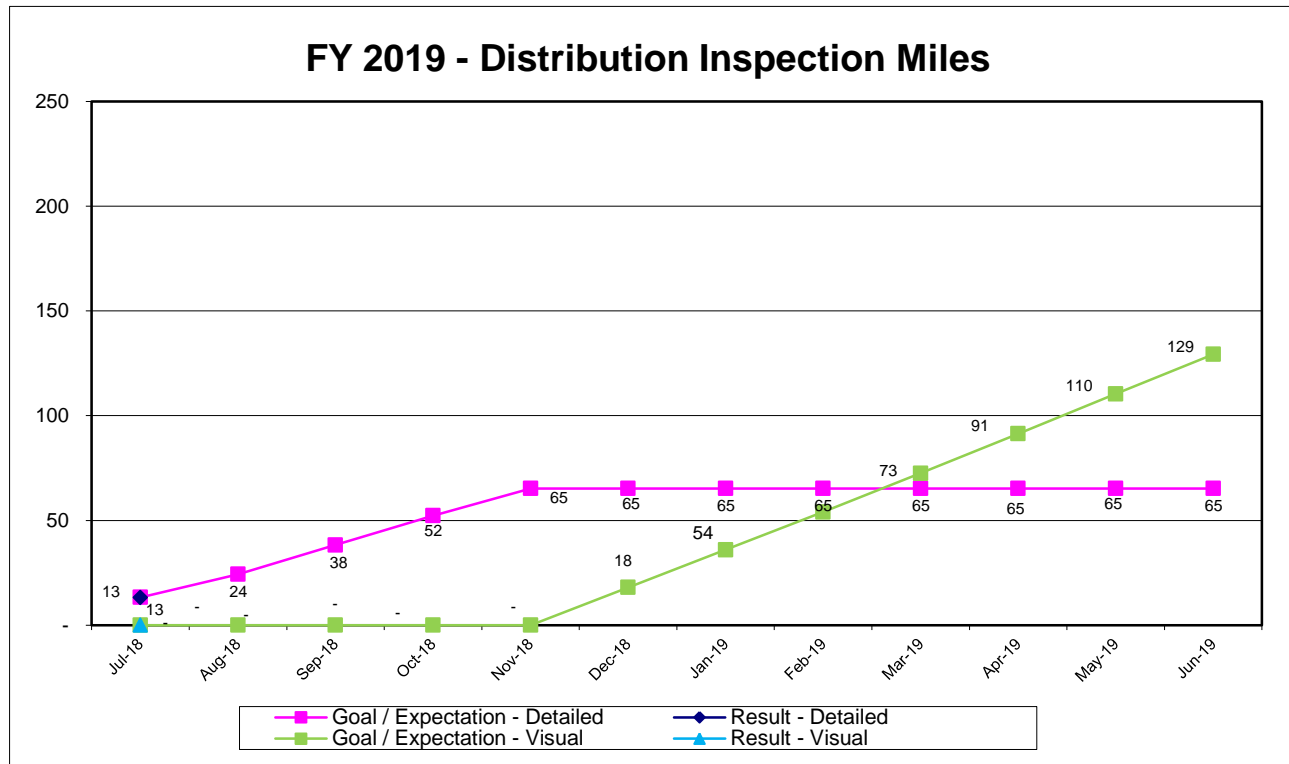
KEY PERFORMANCE MEASURES

AGENDA ITEM NO.: 6.A.13

MEETING DATE: 09/17/2018

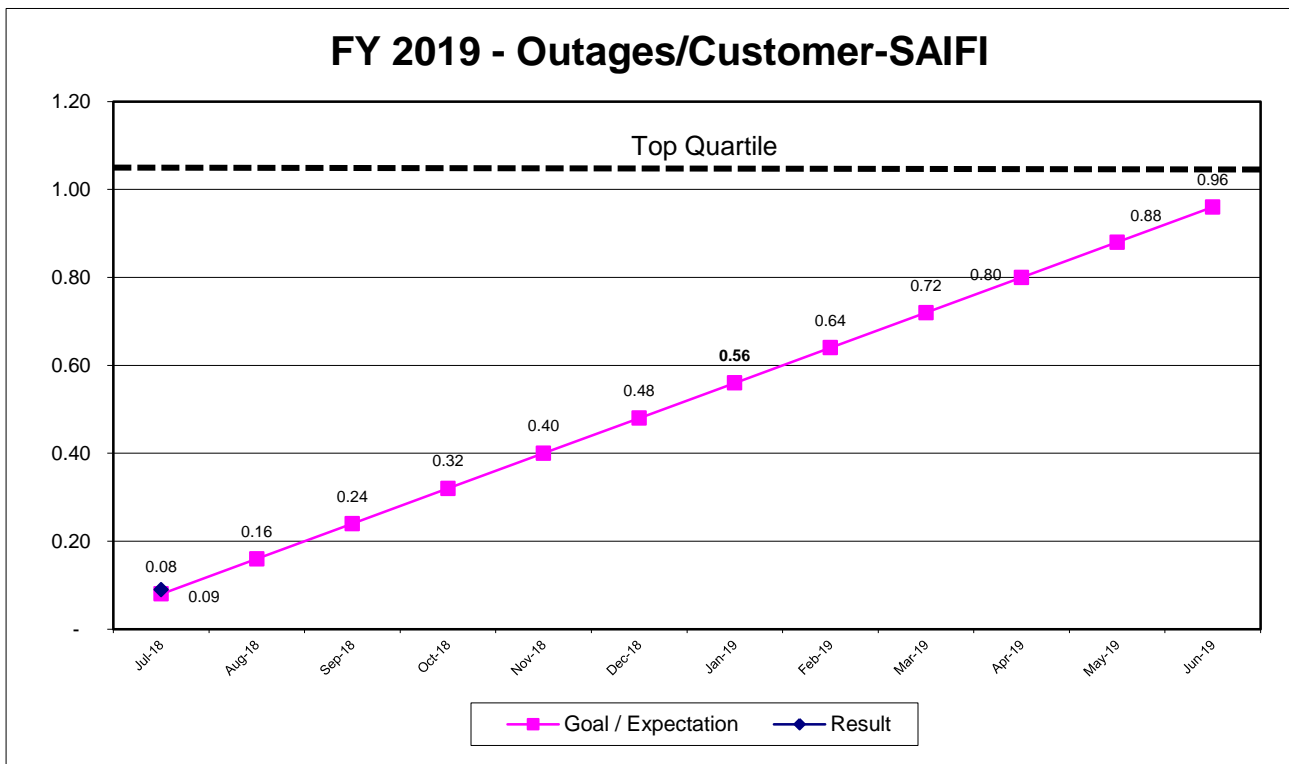
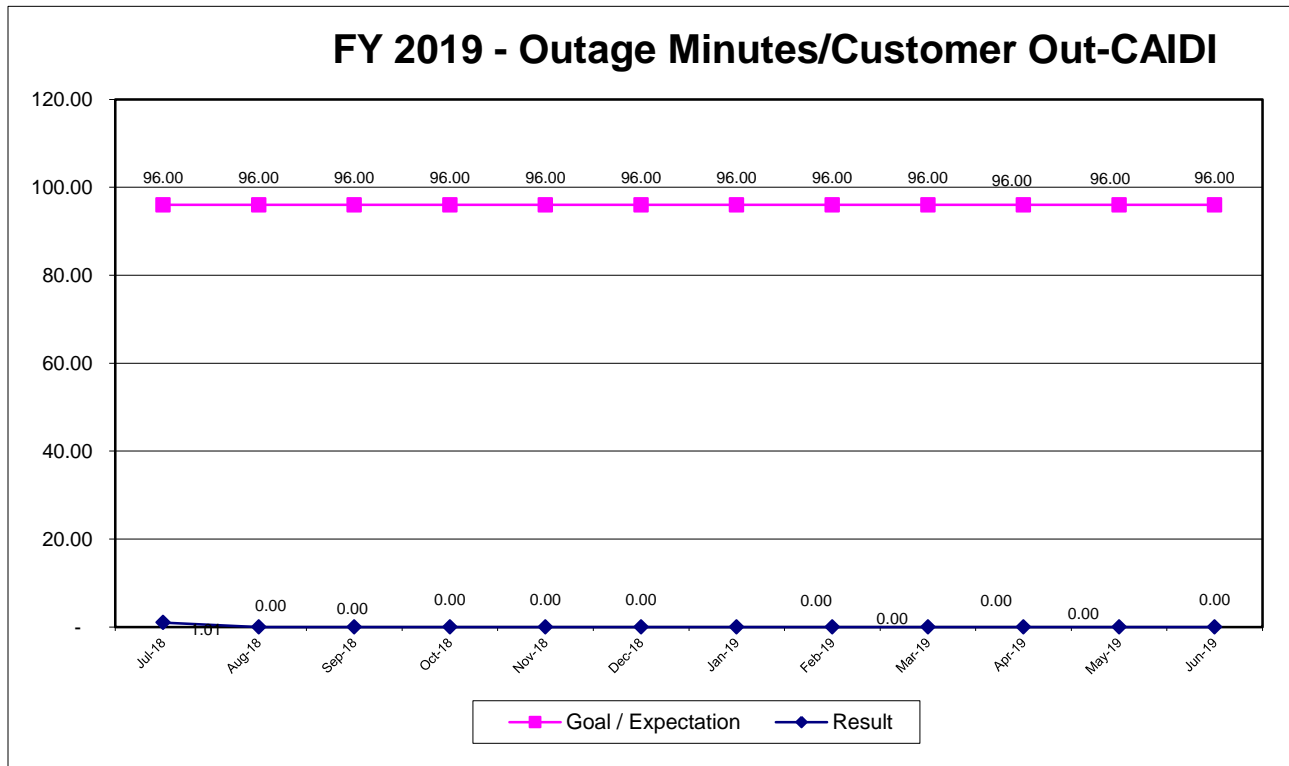






KEY PERFORMANCE MEASURES

AGENDA ITEM NO.: 6.A.16  
MEETING DATE: 09/17/2018

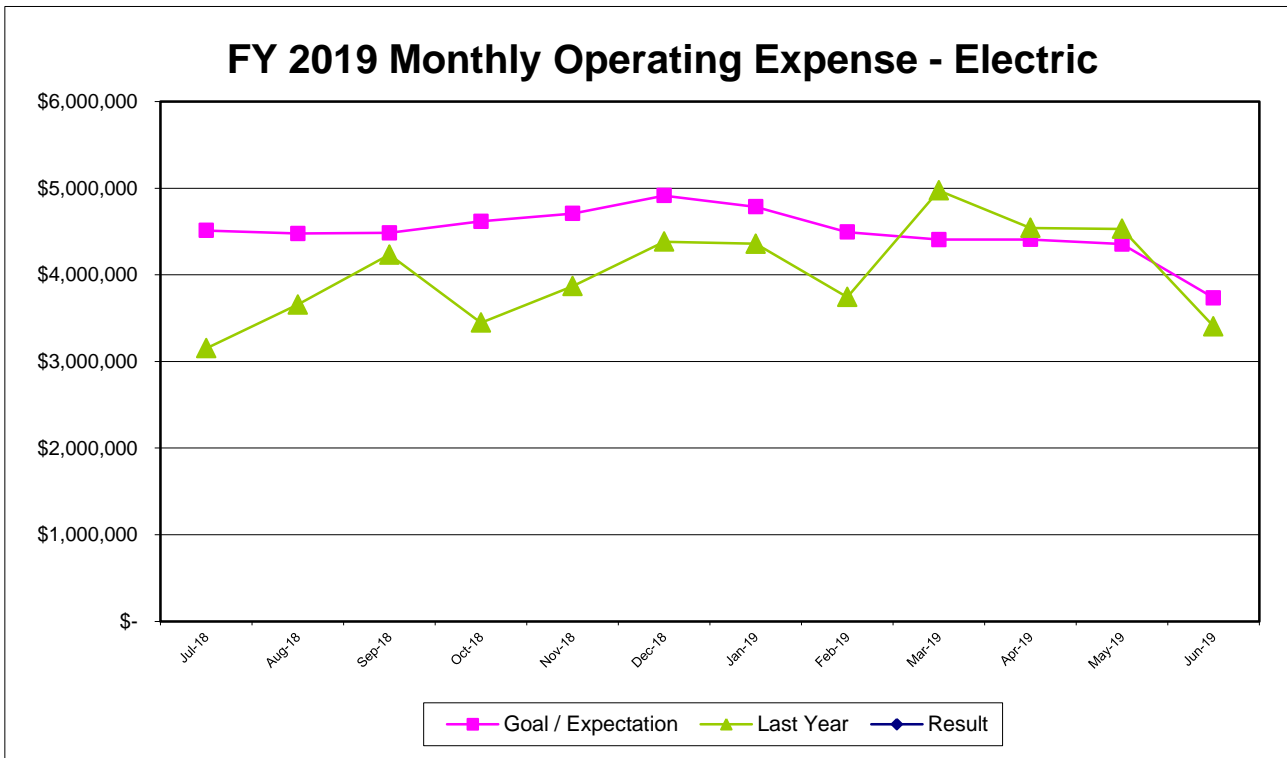
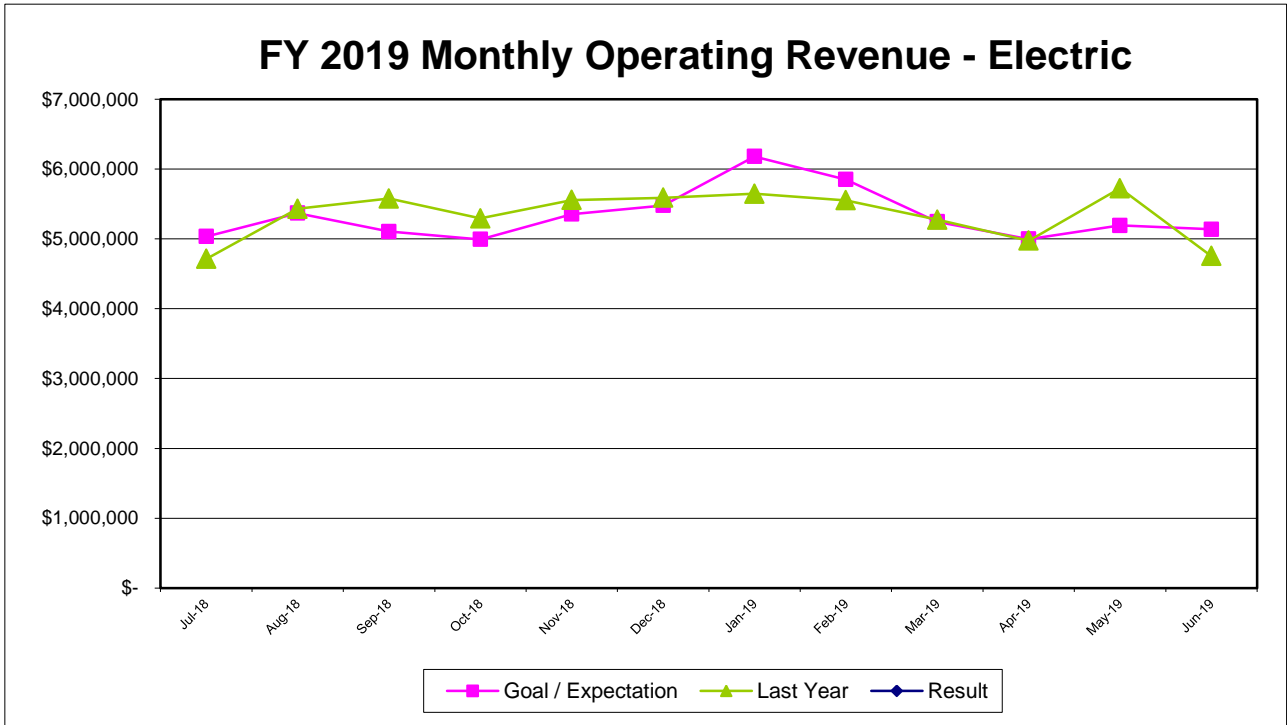




KEY PERFORMANCE MEASURES

AGENDA ITEM NO.: 6.A.17

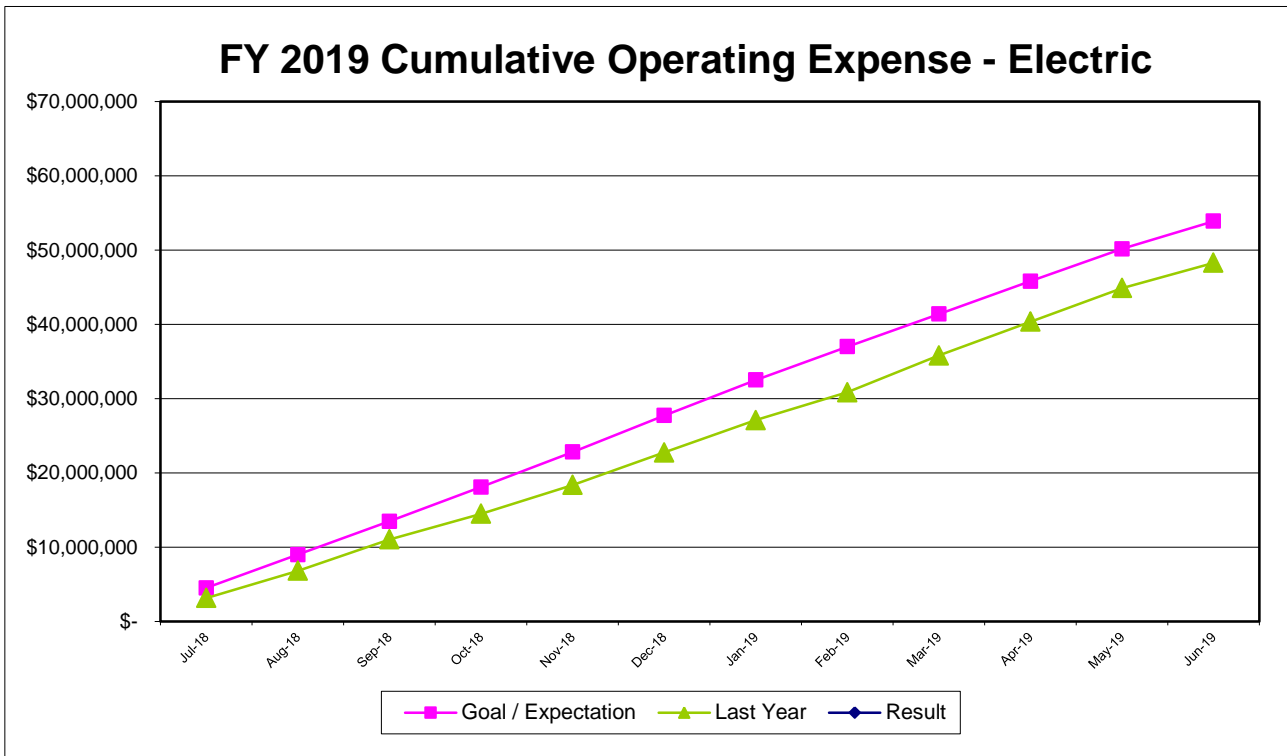
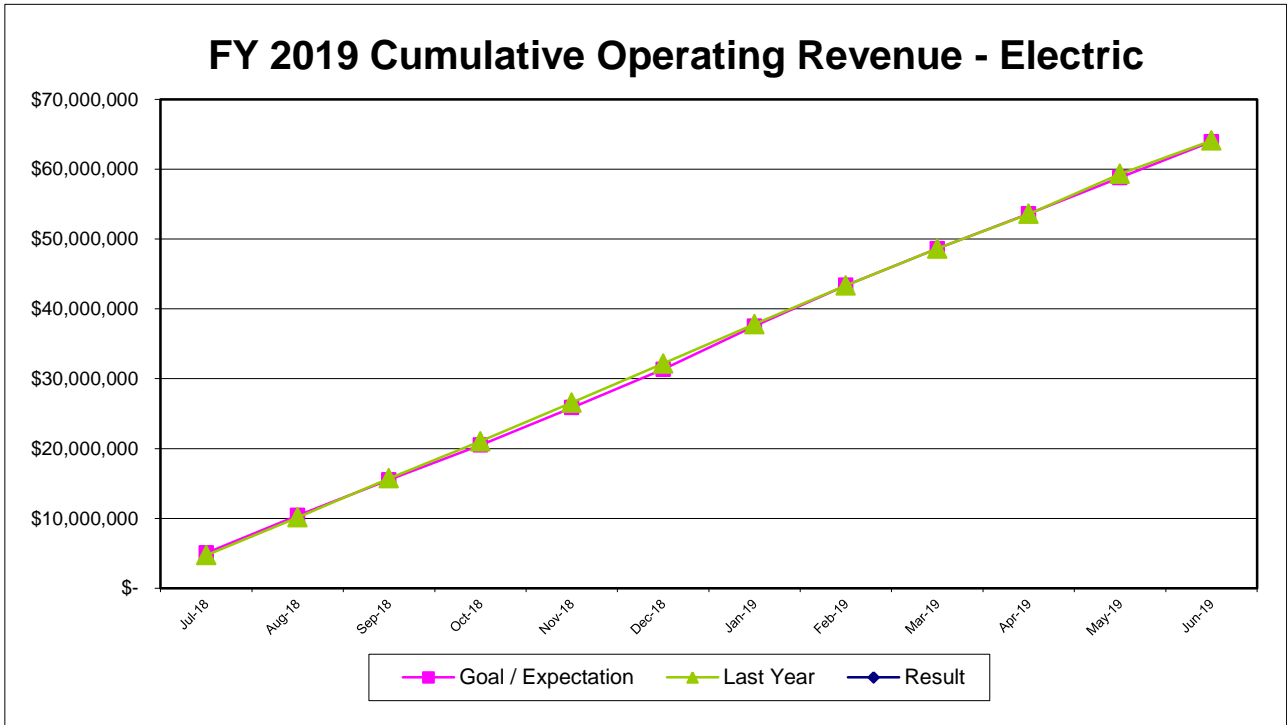
MEETING DATE: 09/17/2018



KEY PERFORMANCE MEASURES

AGENDA ITEM NO.: 6.A.18

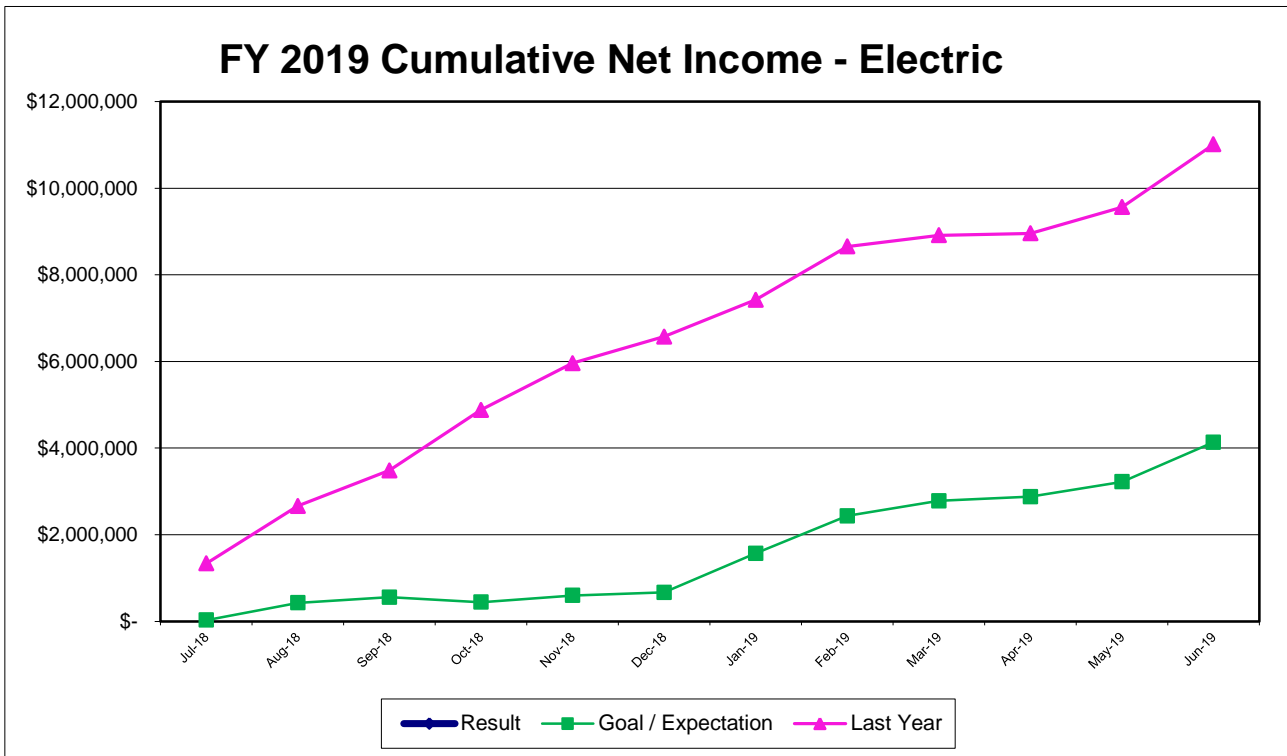
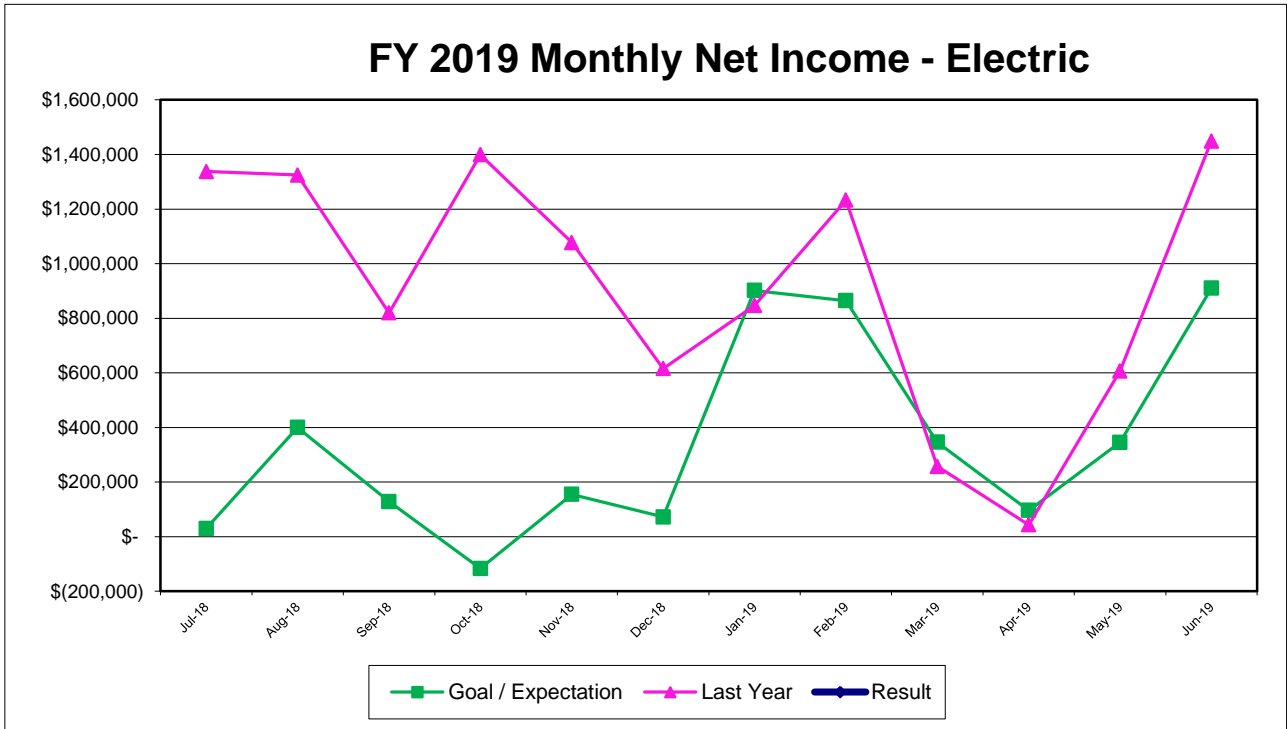
MEETING DATE: 09/17/2018



KEY PERFORMANCE MEASURES

AGENDA ITEM NO.: 6.A.19

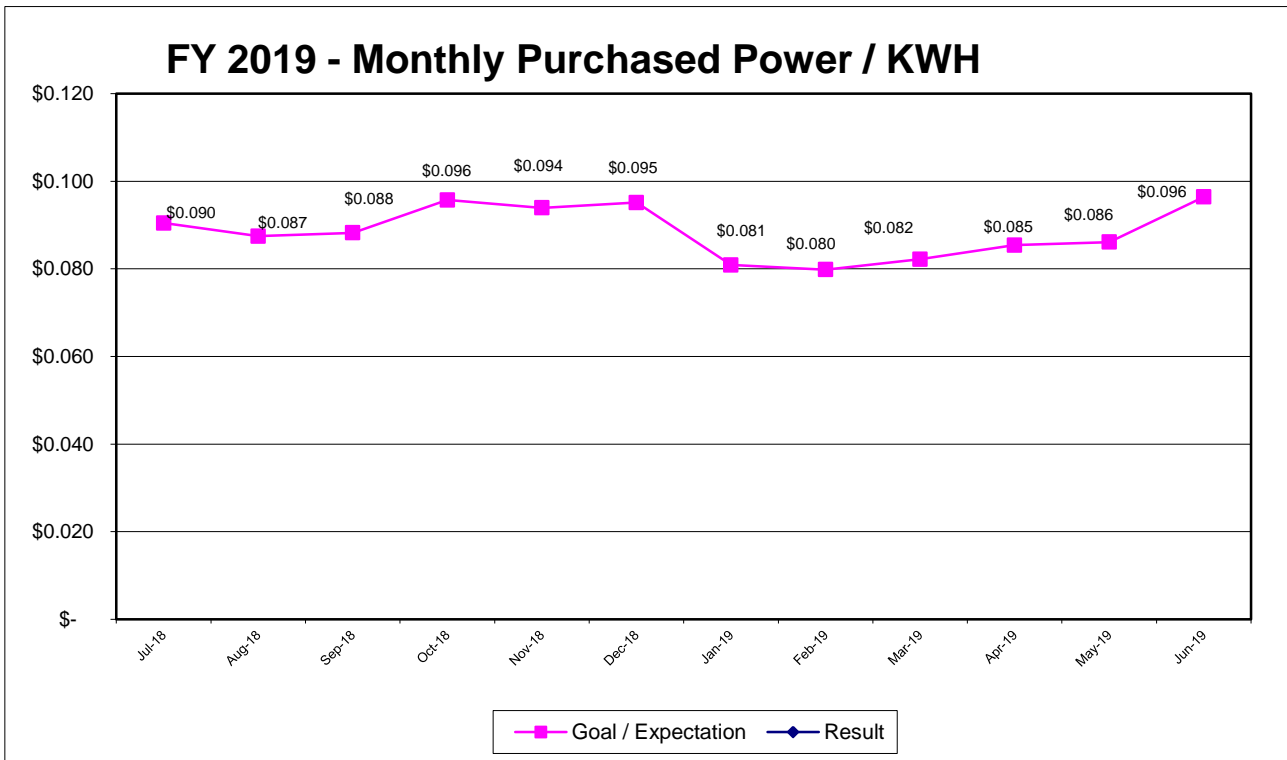
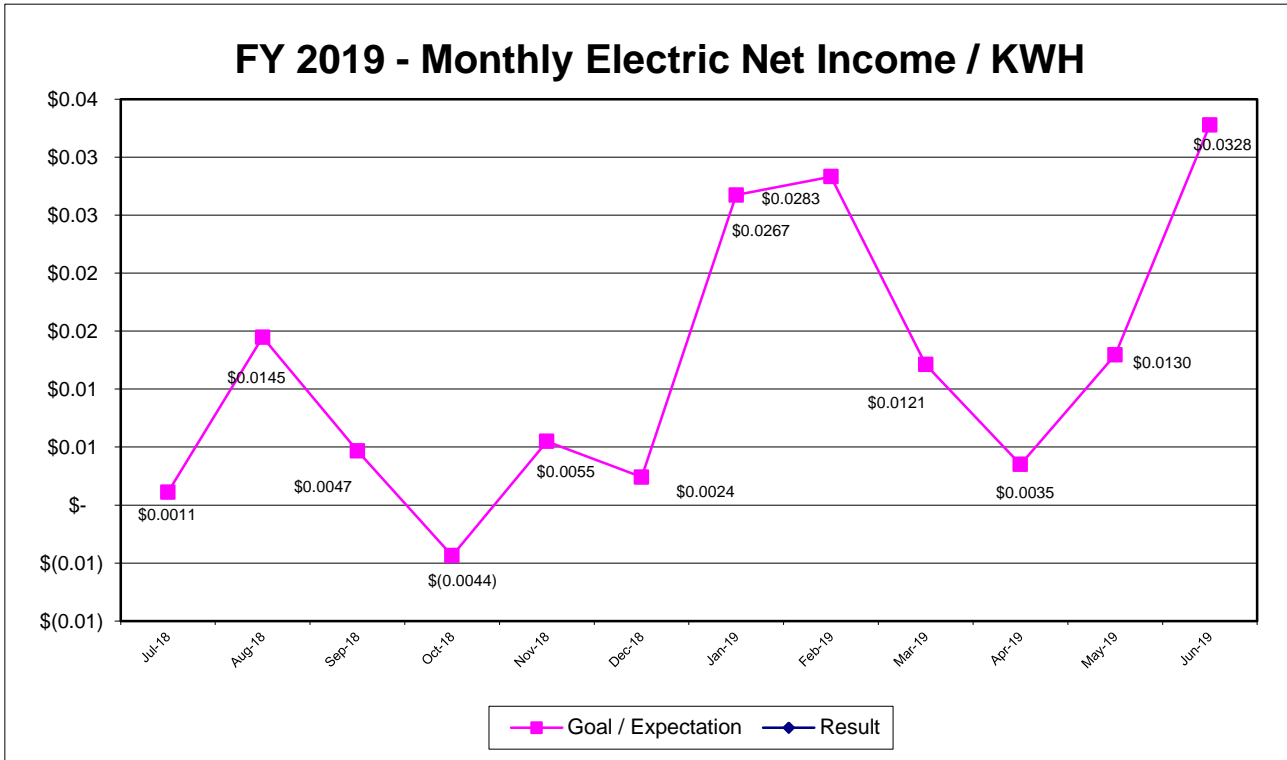
MEETING DATE: 09/17/2018

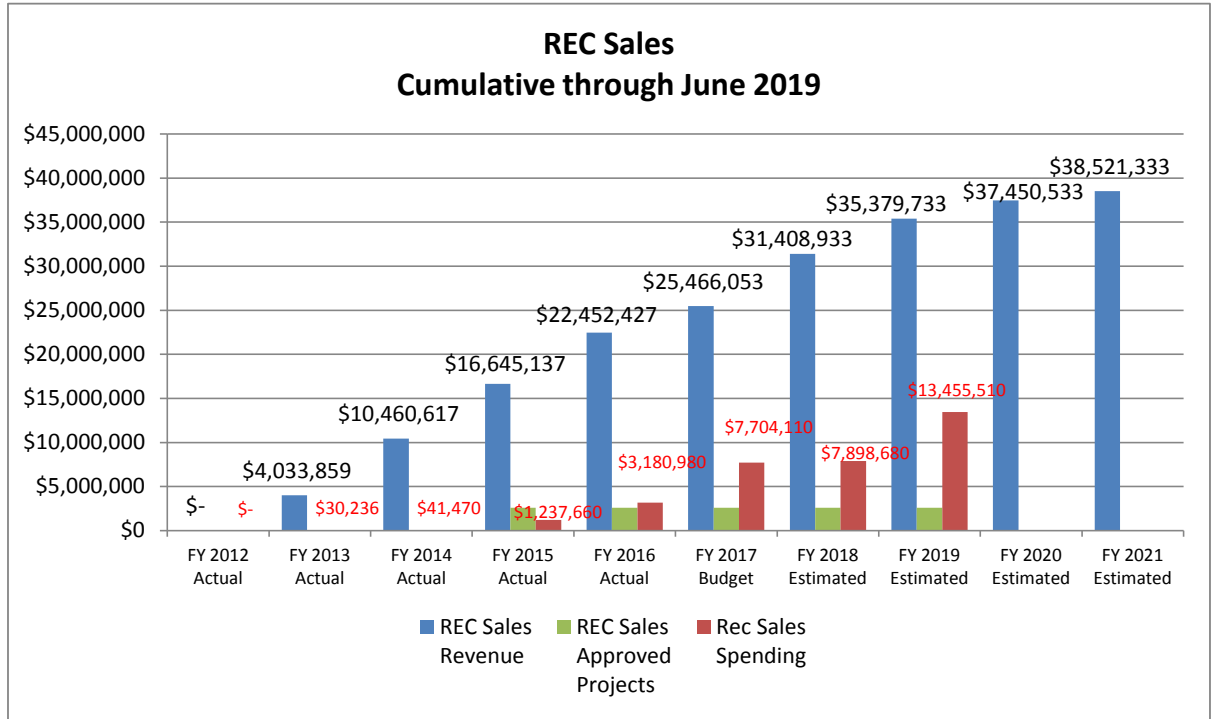
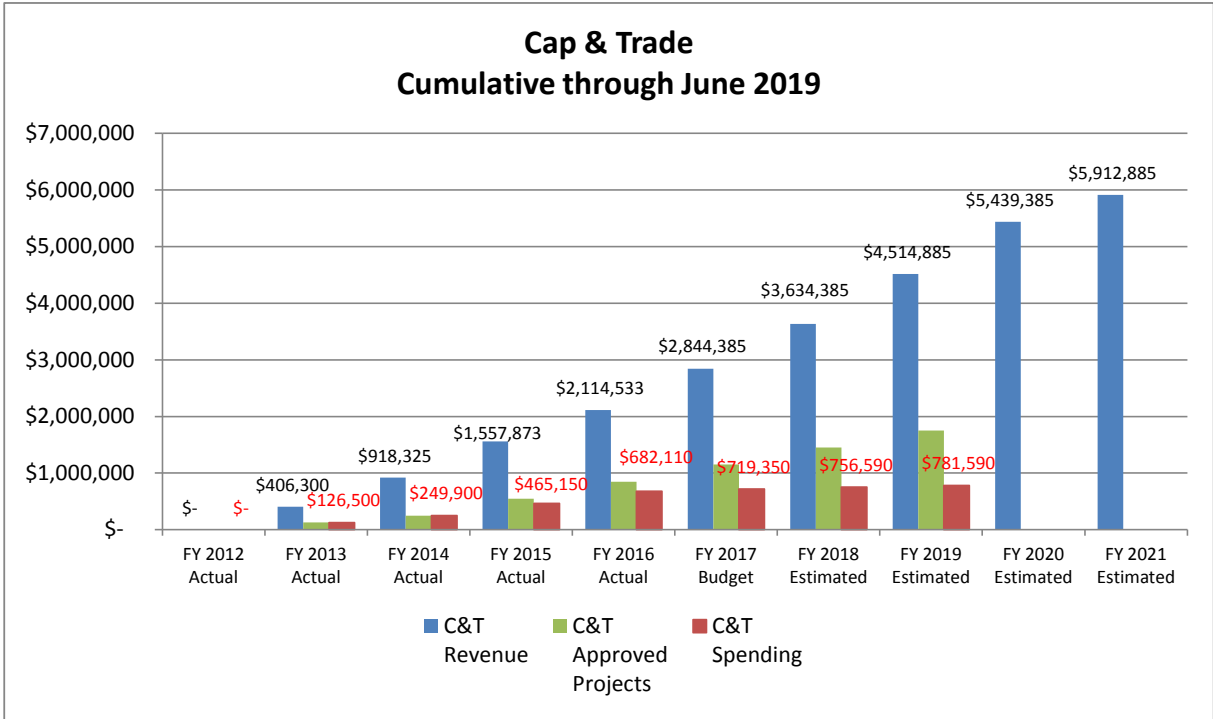


KEY PERFORMANCE MEASURES

AGENDA ITEM NO.: 6.A.20

MEETING DATE: 09/17/2018





KEY PERFORMANCE MEASURES

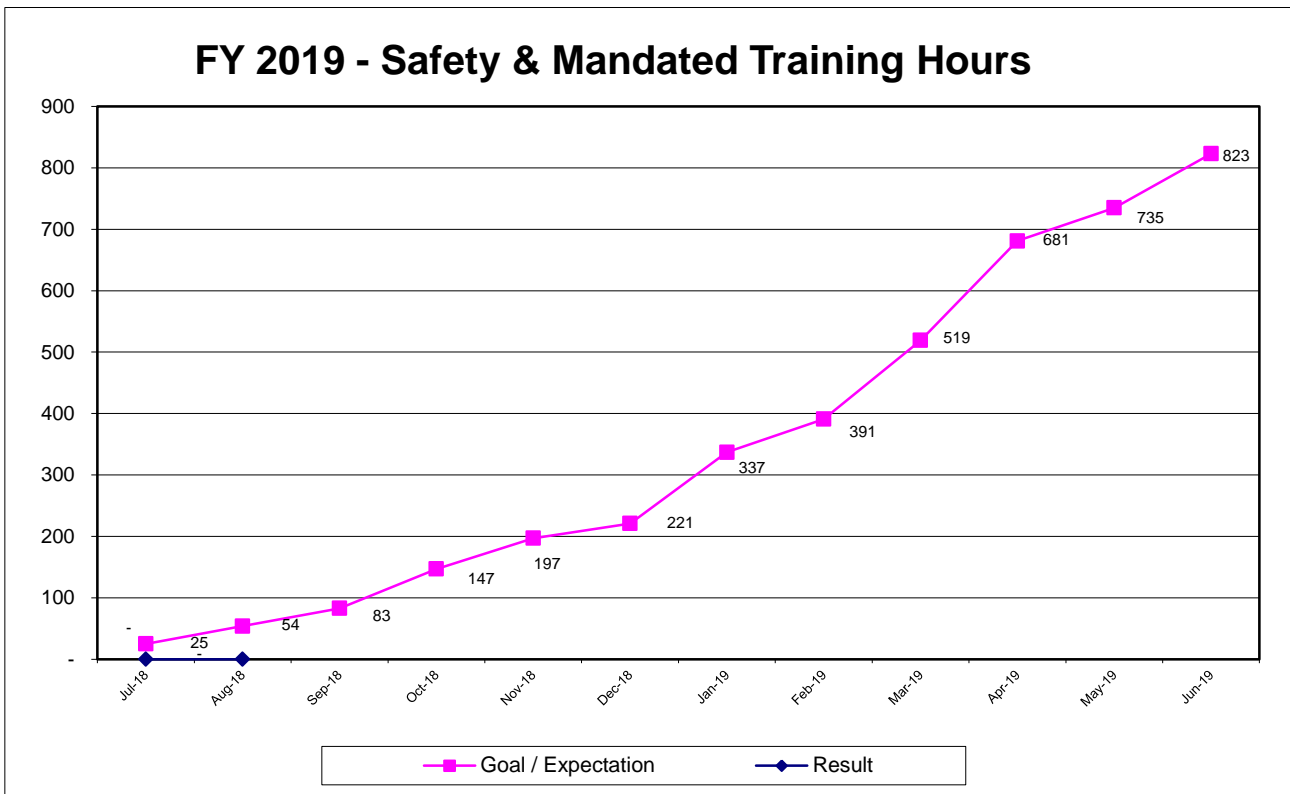
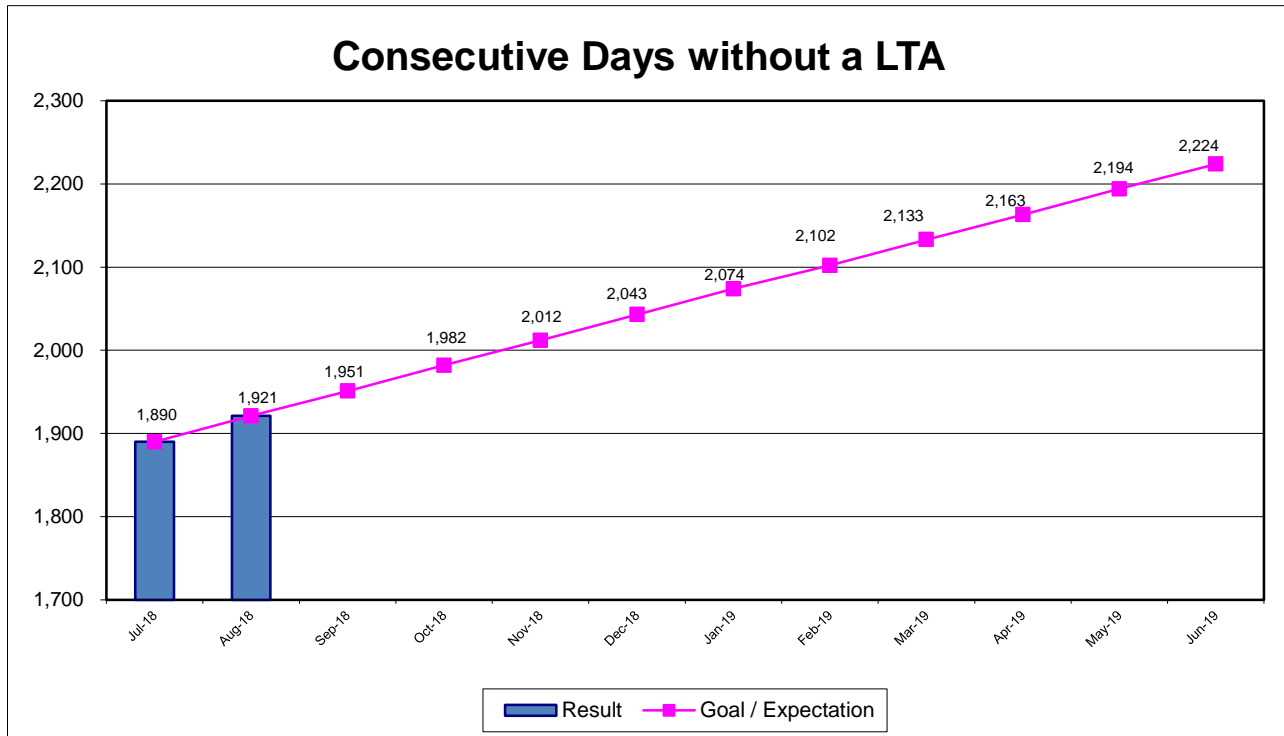
AGENDA ITEM NO.: 6.A.22  
MEETING DATE: 09/17/2018

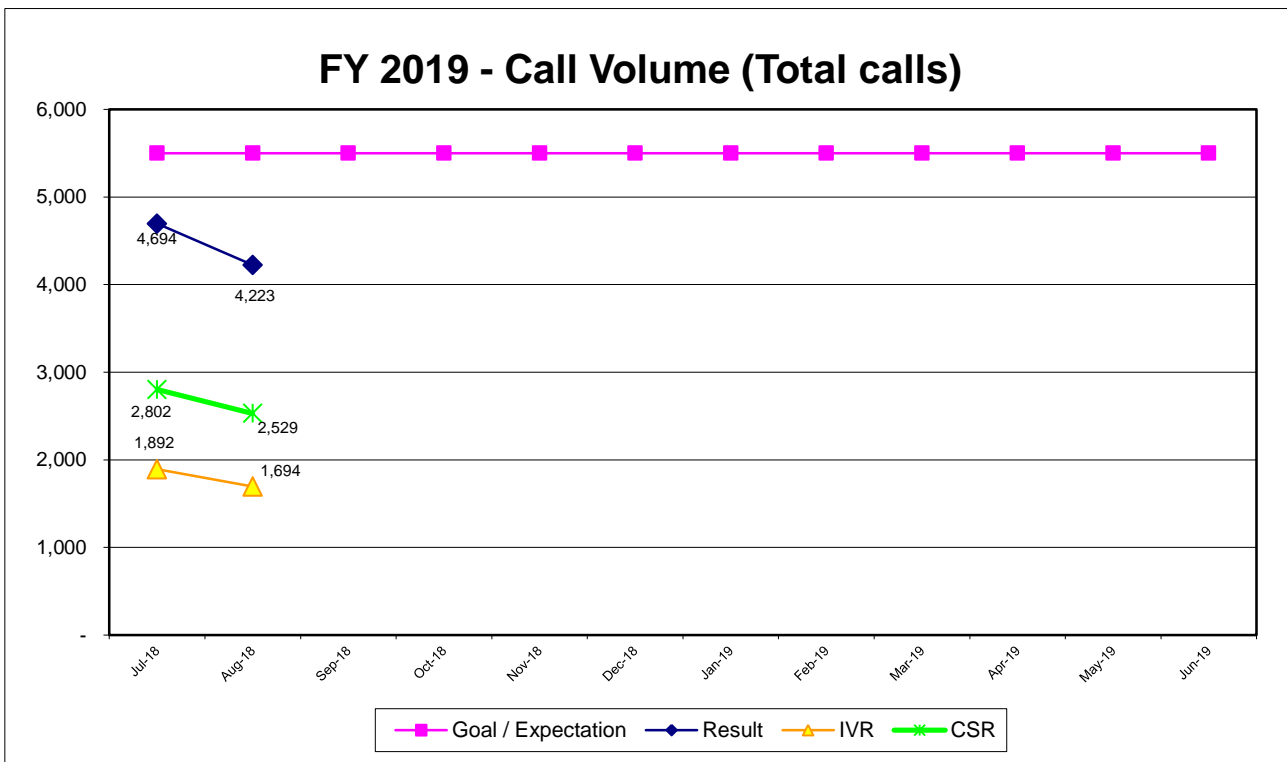
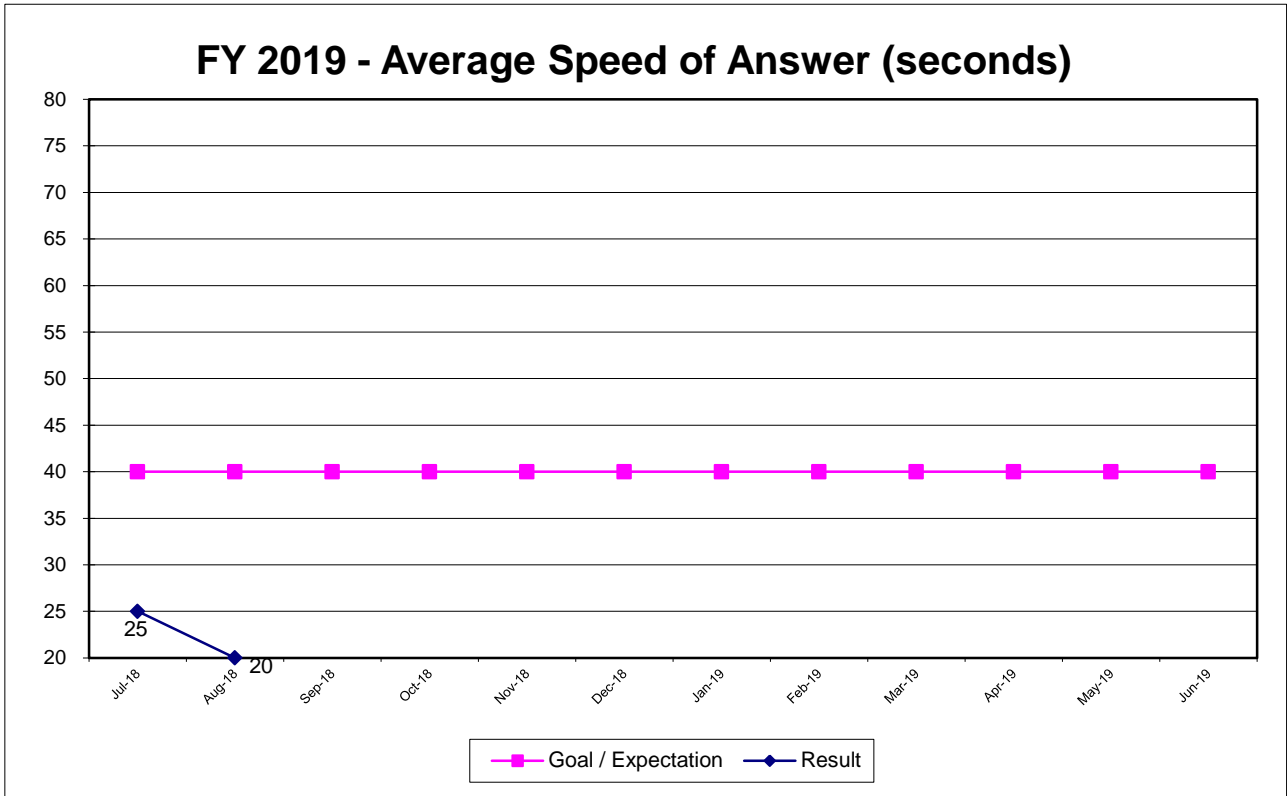
<i>Report Status as of:</i>				
<b>August 31, 2018</b>	Monthly		Annual (FY) To Date	
	Goal	Result	Goal	Result
Consecutive Working Days Without a Lost Time Accident (LTA)	31	31	1,921	1,921
Safety and Mandated Training Hours	29	0	54	0
Average Speed of Answer (seconds)	40	20	40	23
Call Volume (# of calls)	5,500	4,223	11,000	4,223
Inspection Miles - Detailed & Visual	11	11	24	11
Outage Minutes/Customers SAIDI	8.08	1.09	16.16	1.09
Total Operating Revenue - Electric (July 2018)	5,047,724	4,889,070	5,047,724	4,889,070
Total Operating Expense - Electric (July 2018)	4,511,625	4,085,521	4,511,625	4,085,521
Note: Shaded areas indicate the data is displayed on the accompanying graphs				

# KEY PERFORMANCE MEASURES

AGENDA ITEM NO.: 6.A.23

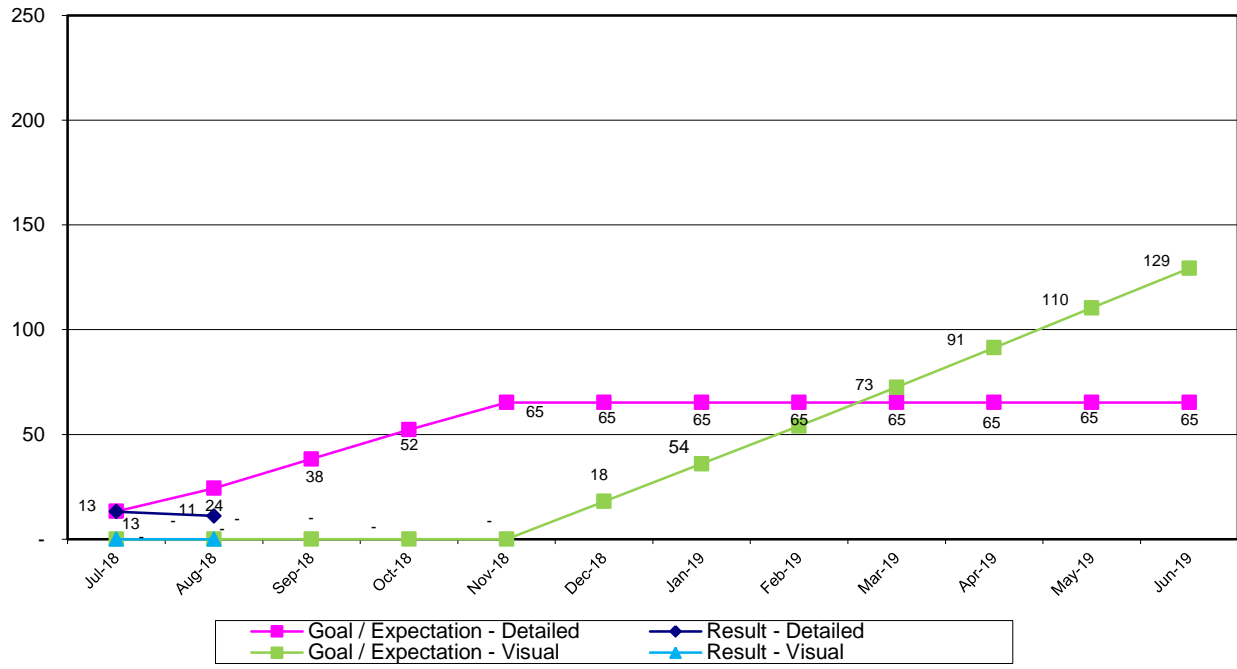
MEETING DATE: 09/17/2018



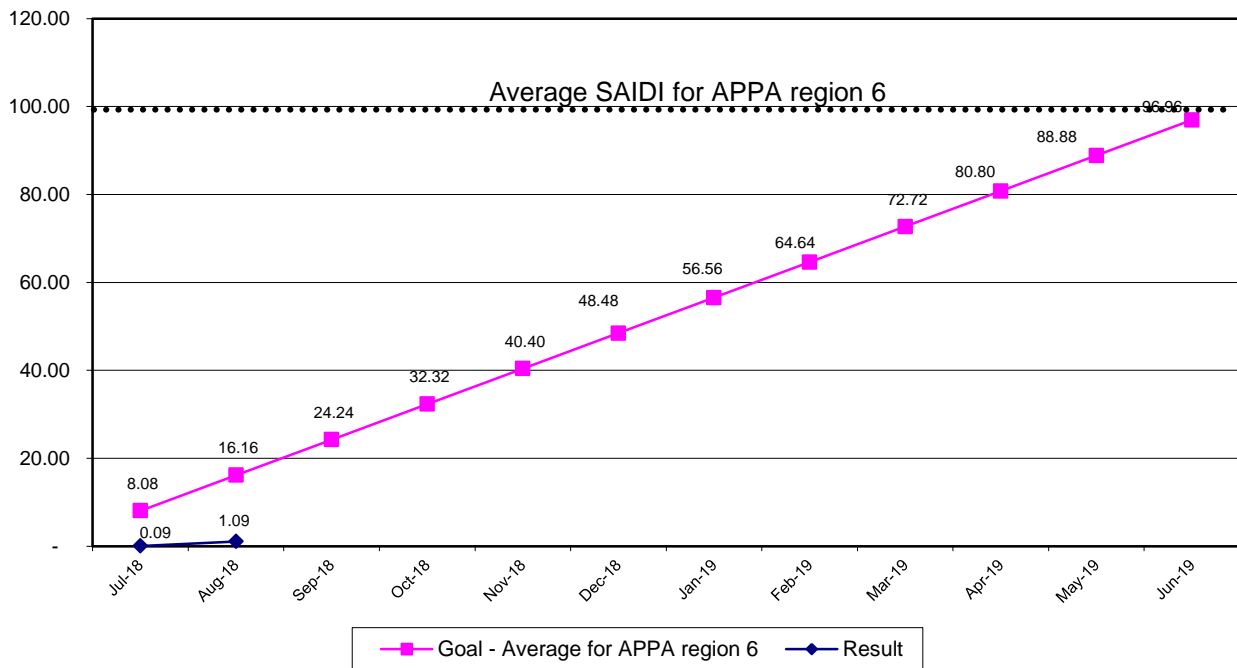


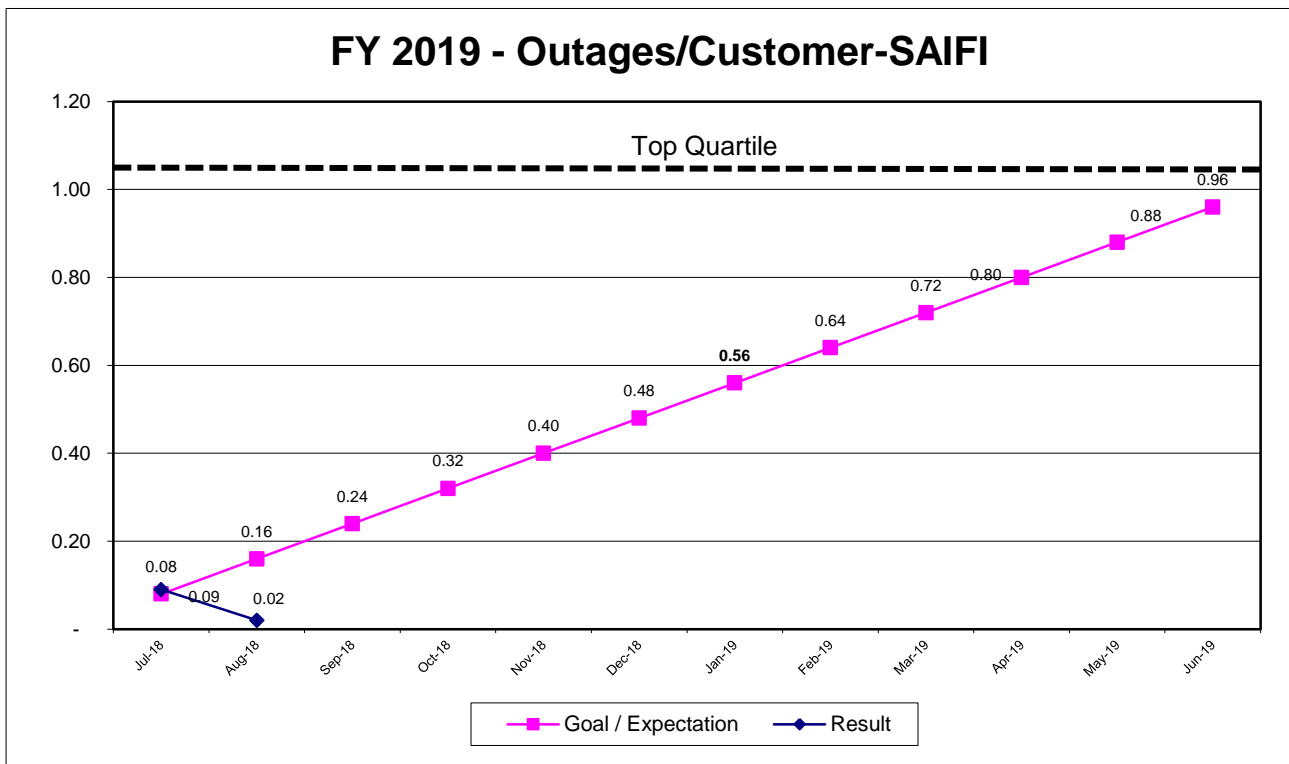
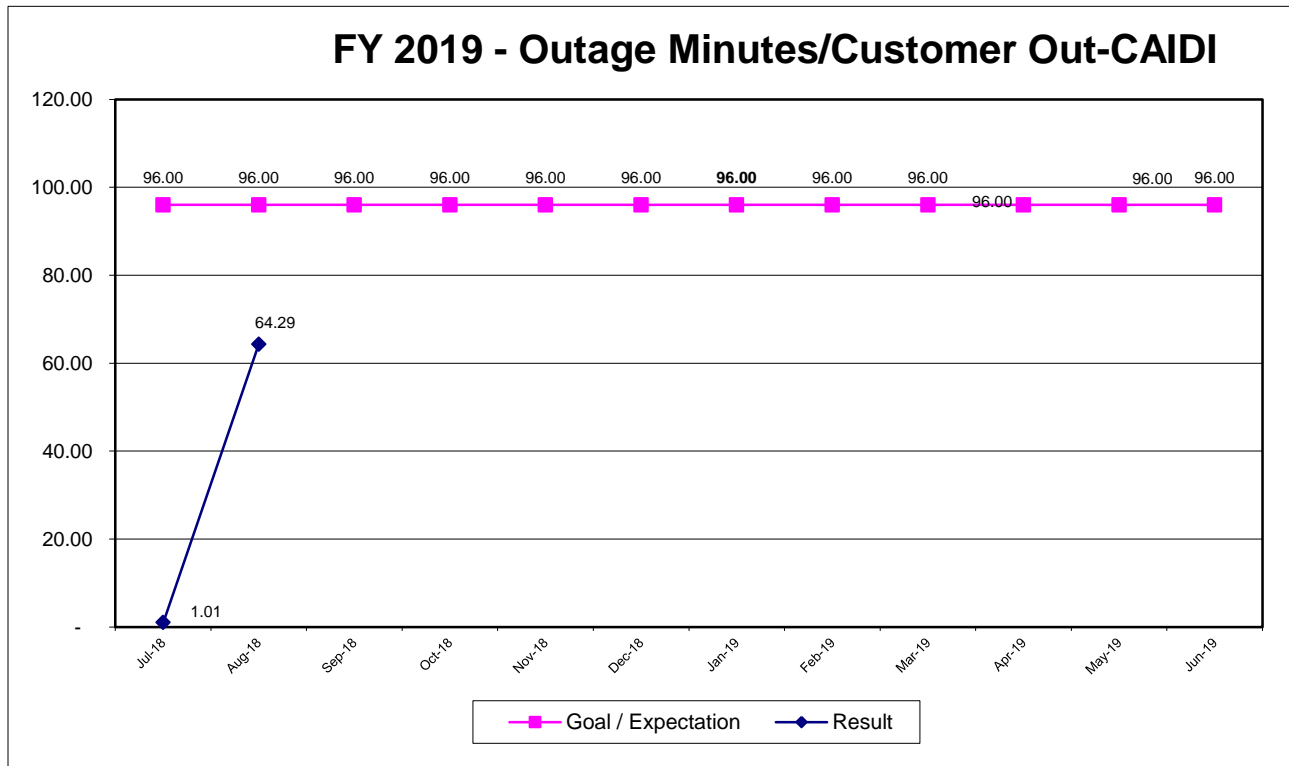


**FY 2019 - Distribution Inspection Miles**



**FY 2019 - Outage Minutes/Total Customers-SAIDI**

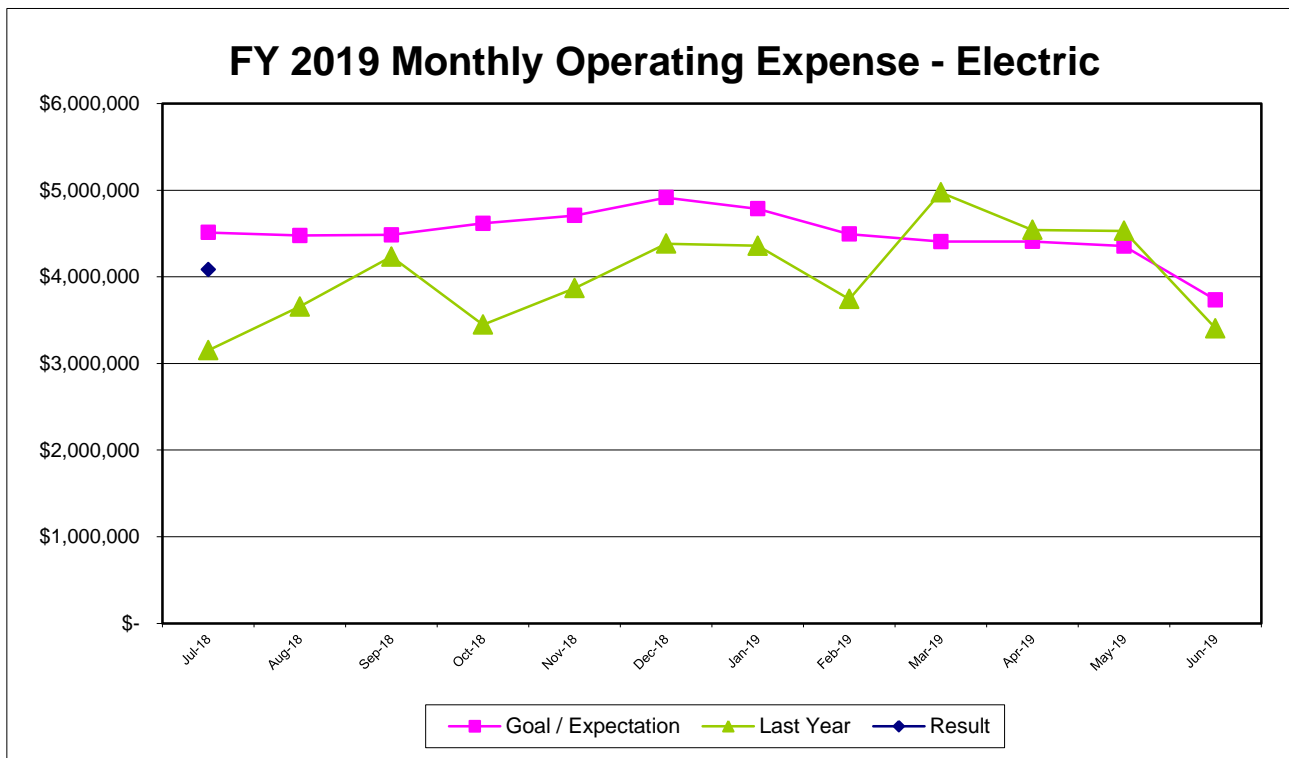
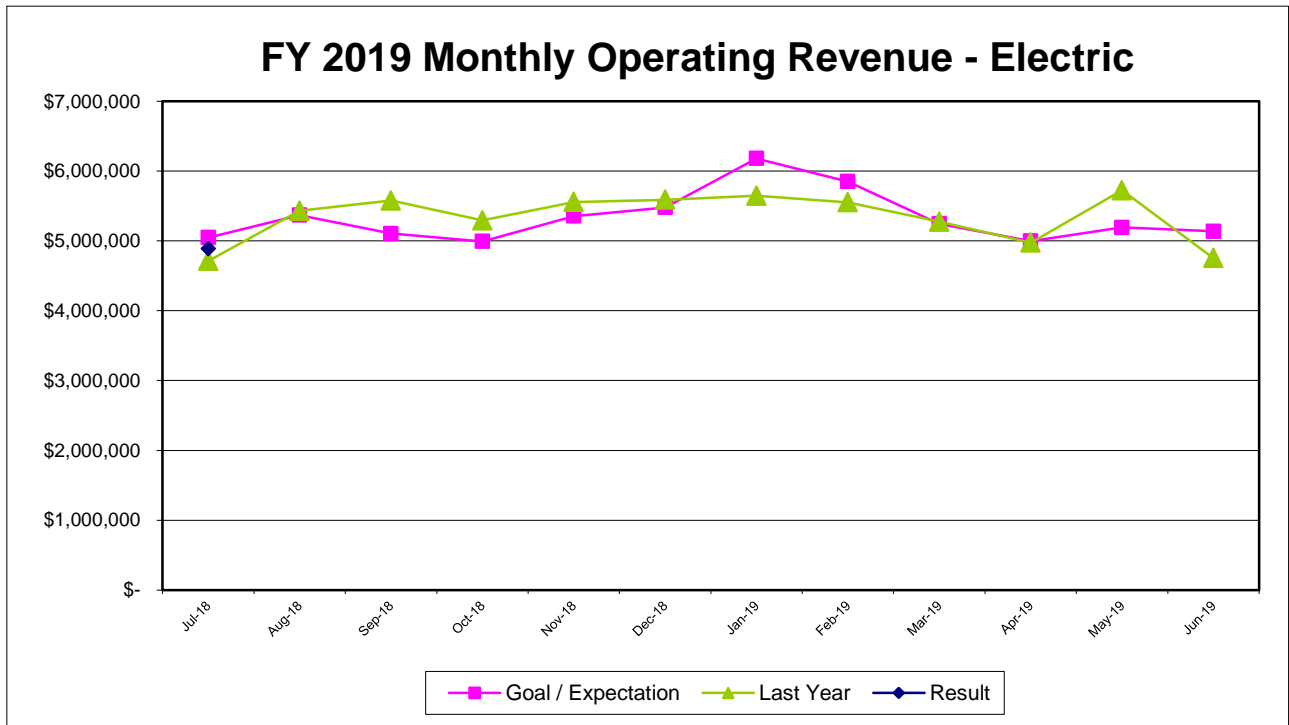




KEY PERFORMANCE MEASURES

AGENDA ITEM NO.: 6.A.27

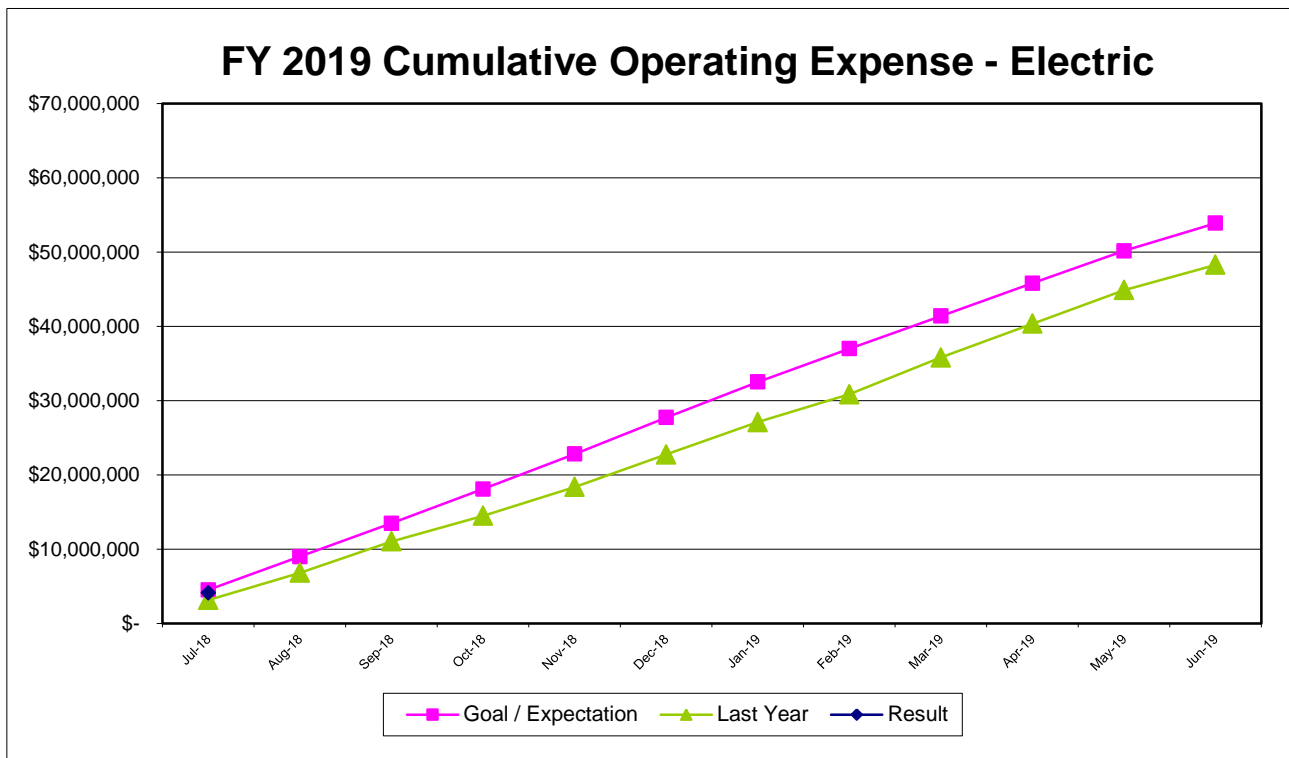
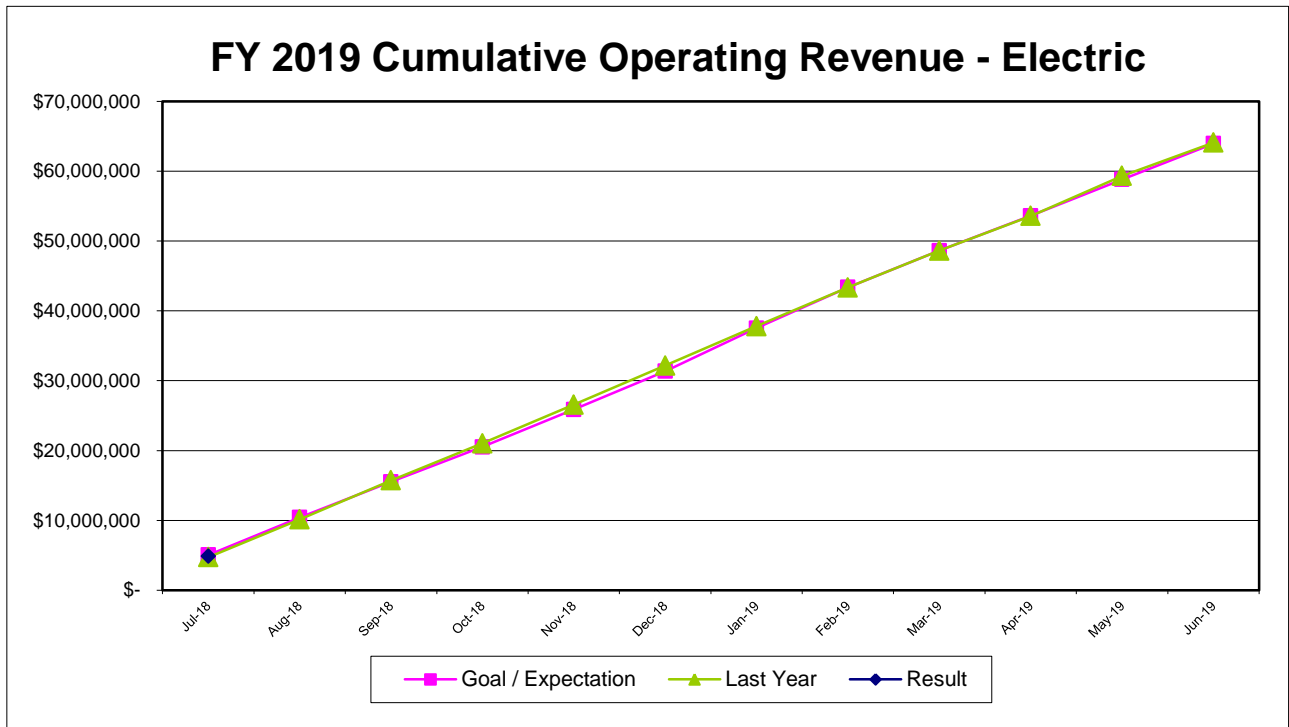
MEETING DATE: 09/17/2018



KEY PERFORMANCE MEASURES

AGENDA ITEM NO.: 6.A.28

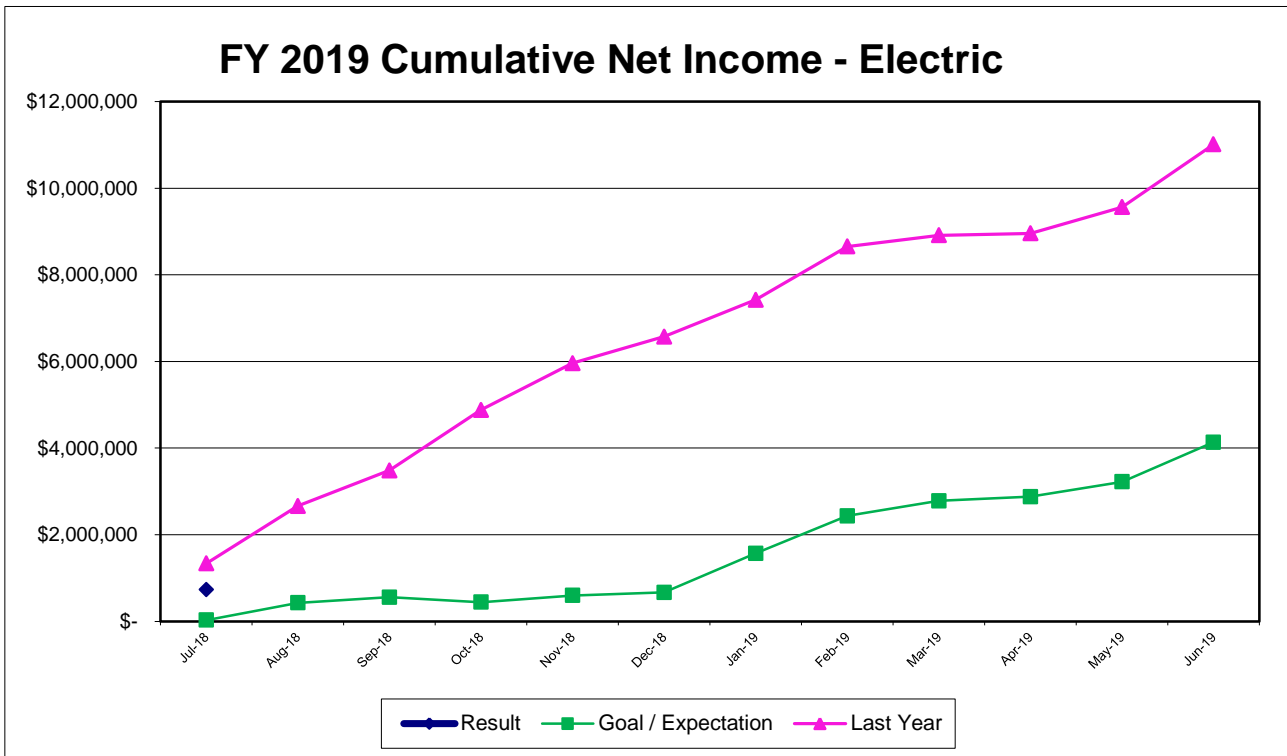
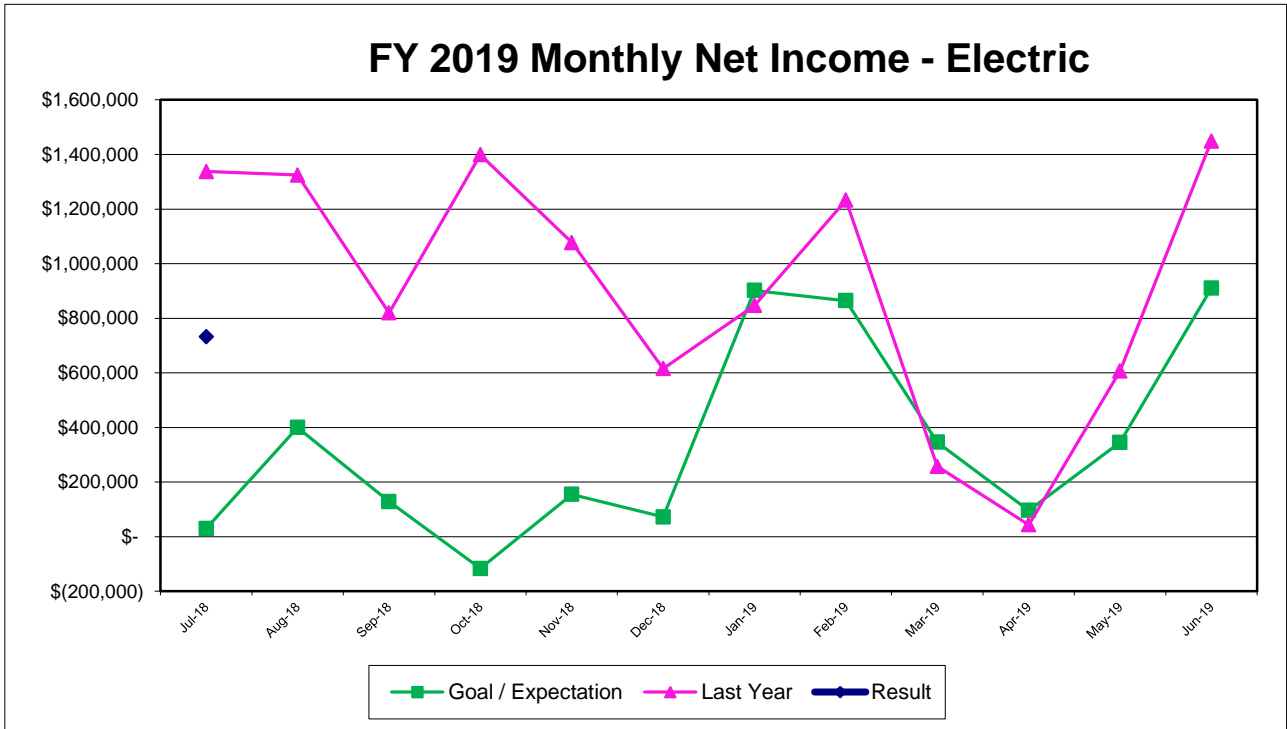
MEETING DATE: 09/17/2018



KEY PERFORMANCE MEASURES

AGENDA ITEM NO.: 6.A.29

MEETING DATE: 09/17/2018



KEY PERFORMANCE MEASURES

AGENDA ITEM NO.: 6.A.30

MEETING DATE: 09/17/2018

