



**ALAMEDA  
MUNICIPAL POWER**

*A Department of the City of Alameda*

# The Flash

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## Electric Rates Will Change on July 1



Beginning on on July 1, you will see some changes to your electric bill. Alameda Municipal Power (AMP) is implementing increases to electric rates and customer charges that were approved by the City of Alameda's Public Utilities Board (Board) in April.

### Key Changes to the Rates

Nearly all residential customers will see a \$2.25 increase to the customer charge with no change to the electric charge. Commercial customers will see an increase of 0.125 percent to overall electric rates.

AMP continues to offer residential rates that average nearly 21 percent lower than neighboring cities like San Leandro and Berkeley and commercial rates that average nearly 13 percent lower. AMP also provides electricity that is far more reliable than that of its neighboring communities.

### Understanding the Rates Changes

This will be the fifth year of the Board's five-year rate adjustment plan, which was approved in 2010

to ensure strong fiscal responsibility and reliable service. The Board traded off fewer sudden and high rate spikes (due to higher power and transmission costs, lower electricity demand and increased operating expenses) for more frequent but moderate rate increases.

This year's rate increase is also the result of a cost-of-service analysis that AMP conducted in 2012 and updated recently to determine the costs of providing electricity and service to various customer classes.

The results of the analysis found that AMP's residential and commercial rate classes require adjustments to ensure that the costs of providing service are fairly distributed across customer rate classes.



### Understanding Rates


AMP is the City of Alameda's 127-year-old not-for-profit electric utility, where rates are based on the cost to provide service; there is no profit built in.

*See Electric Rates on page 2*

### Controlling Your Electric Costs

AMP offers a variety of ways to help you control your energy usage and manage your monthly bill.

- Participate in AMP's energy saving programs and rebates.
- Monitor your usage with our new online MY ENERGY tool, or take advantage of free in-home energy audits.

For more information on controlling your energy usage and costs, go to [www.alamedamp.com/save](http://www.alamedamp.com/save) 



### Thanks for joining AMP at the City of Alameda Earth Day Festival!



# Financial Assistance for Paying Your Electric Bill



## FINANCIAL ASSISTANCE

Low-income and special needs customers may qualify for payment assistance through select AMP programs. For more information on the programs below, please call AMP Customer Service at (510) 748-3900, or check the website at [www.alamedamp.com/customer-service/financial-assistance](http://www.alamedamp.com/customer-service/financial-assistance).

### Energy Assistance Program (EAP)

The Energy Assistance Program provides ongoing assistance to qualifying low-income customers. The main objectives of the program are to reduce the customer's energy use and provide bill assistance by applying a 25 percent discount to the customer's monthly electric bill.

### Project EASE (Energy Assistance through Supportive Efforts)

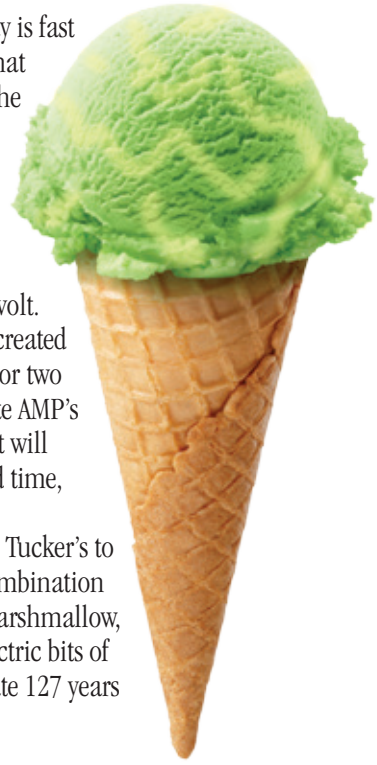
Project EASE provides short-term emergency assistance to residential customers who are financially unable to pay their electrical bills and who have no alternative source of assistance.

### The Medical Discount Program

To reduce the impact of higher electricity costs resulting from operating critical health maintenance equipment, AMP offers a monthly 10 percent medical discount (not including state or local taxes).

## Cool Fun in the Summertime!

Independence Day is fast approaching and what better way to enjoy the Mayor's 4th of July parade than with a couple scoops of AMP's commemorative ice cream, Marshmallow Megavolt. Tucker's Ice Cream created this memorable flavor two years ago to celebrate AMP's 125th anniversary. It will be back for a limited time, starting in July.



Be sure to stop by Tucker's to enjoy this velvety combination of smooth lemon marshmallow, Irish crème, and electric bits of espresso and celebrate 127 years of public power.

### Electric Rates from page 1

When we talk about rates, there are two different aspects: customer charges and electric charges.

- Customer charges are applied to the costs for billing, reading meters, customer service and other basic administrative costs. Customer charges are applicable to each customer class whether or not a single kilowatt of electricity is used.
- Electric charges recover the costs for generation, transmission and delivery of electricity to the customer's home or business. They vary based on how much the customer uses.

## CLIP and KEEP!

Important AMP contact numbers:

Customer Service .....	748-3900
After Hours/Emergency .....	748-3902
TDD (hearing impaired) .....	522-7538
Email .....	<a href="mailto:amp@alamedamp.com">amp@alamedamp.com</a>
Internet .....	<a href="http://www.alamedamp.com">www.alamedamp.com</a>

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 [irwin@alamedamp.com](mailto:irwin@alamedamp.com)

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