



Storm Season is Here: AMP's Service Commitment

Alameda Municipal Power is committed to providing safe and reliable power to our customers every day. We constantly work to safeguard our electric system to minimize the risk of service interruptions to keep the lights on. When winter storm season results in service interruption, we do our best to restore service quickly and safely. AMP employees are trained to respond effectively during an emergency, so we are prepared for the challenge of winter storms. "This is our service commitment to you each and every day", says Sherri Hong, Assistant General Manager Customer Resources Division.

Safety and Restoration

Our first priority during an outage is to protect our customers and employees from hazardous situations, then we carefully assess the problem and plan the restoration efforts. Restoration efforts first focus on critical facilities such as police and fire departments, hospitals, and repairs to restore the largest number of customers. As we work to restore power, to all our customers, you may see your neighbor's lights on, while you remain in the dark. Different



parts of a neighborhood may be on different circuits, and not all circuits are restored at once, so your patience is greatly appreciated.

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You Can Be Prepared for Power Outages

Most people are prepared for a small power outage. You've got the flashlight next to the bed, a couple of cans of soup in the pantry, and a few extra packs of AA batteries in the basement. But even the most prepared households will find that sudden power outages can be frustrating and

troublesome, especially when they last a while. If a power outage is 2 hours or less, you need not be concerned about losing your perishable foods. For prolonged power outages, though, here are some tips that can help you prepare and keep you safe.

USEFUL SAFETY AND OUTAGE TIPS



**ALAMEDA
MUNICIPAL POWER**
A Department of the City of Alameda

24-Hour Emergency Line (510) 748-3902
Customer Service Assistance (510) 748-3900

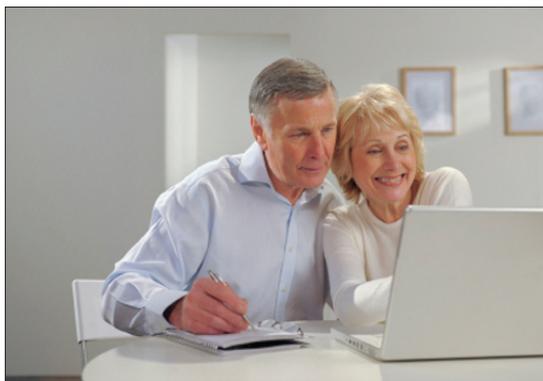
Make sure there are flashlights, a battery-powered radio and fresh batteries in an easily accessible area. Monitor the status of power restoration activities on local radio stations.	Do not touch downed or hanging power lines or anything touching them.
Periodically, check supplies of non-perishable foods, bottled water and medication. Try to keep a three-day supply on hand. Stock up if needed. Freeze plastic containers filled with water to make blocks of ice that can be placed in your refrigerator to preserve food longer.	Disconnect or turn off appliances that were on when the power outage occurred. Leave a light on so you will know when power is restored.
Check medications that require refrigeration to be sure you know if they will be affected by a prolonged interruption of power. Consult a doctor or pharmacist if you're not sure. You may want to keep a small cooler handy to use for special medication.	Avoid opening the refrigerator or freezer. Food will stay frozen in a fully loaded freezer for 36 to 48 hours if the doors remain closed. If the freezer is half full, the food will generally keep 24 hours.
Always have a first-aid kit with current supplies in a convenient location.	Use space heaters only in well-ventilated areas.
Remember that cordless phones won't work when the power goes out. Have a phone that does not rely on electricity such as a cell phone available for use during power outages.	If you leave your home while the power is out, double-check that all heat producing appliances, such as stoves, irons and curling irons are unplugged.
Know how to manually operate your garage door. If power is lost, your garage door opener will not work.	Use surge suppressors to protect sensitive electronic equipment, such as computers. If you are home during an extended outage, you may want to unplug sensitive equipment.

Say Goodbye to Clutter with eCare, AMP's Paperless Billing Solutions

It's Easy, Secure and Convenient!

eCare

Manage your AMP bill online with eCare. You can now sign-up to receive, view, pay and manage them all in one place! You can also view your account history, usage, and compare your use to other similar households.



Easy Pay

With AMP's Easy Pay your payments are automatically withdrawn from your bank or financial institution each month. No more remembering to write checks and mail your payment.

For more information visit www.alamedamp.com.

Free Home Energy/Water Assessments for AMP Customers

Alameda Municipal Power, using funds from the American Recovery and Reinvestment Act of 2009 ("Stimulus Bill"), has arranged for AMP residential customers, both homeowners and renters, to receive free, comprehensive home energy and water assessments.



Working in partnership with Rising Sun Energy, and our local schools and colleges, AMP trained teams of "Energy Specialists"

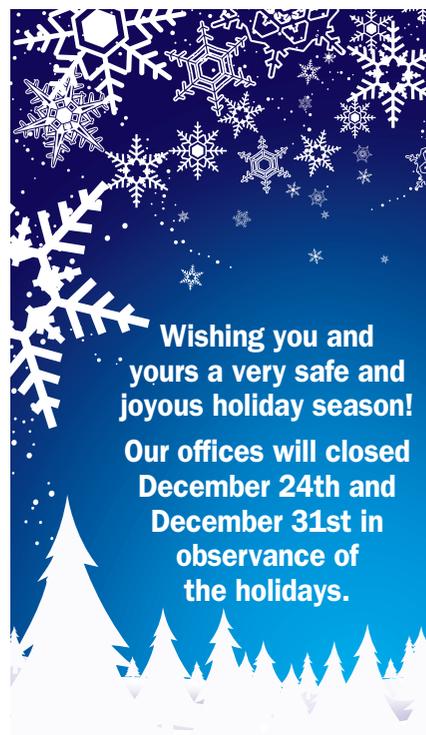
to conduct home energy/water efficiency assessments, and to educate residents about how to save both energy and money. The Energy Specialists even provide you with free energy efficient products and water-saving equipment, including: CFL light bulbs, low-flow showerheads, and clotheslines.

Appointments are only available for a short time, and enrollment in the program is extremely limited, so call right now to schedule your free home assessment. Call Alameda Municipal Power's Monique McClendon at 510-814-6414 to arrange a convenient time for the specialists to visit.

If you want to get a head start on a free home assessment, visit AMP online at www.alamedamp.com/save-energy and use the "Home Energy Calculator" to determine where and how you use, and can save electricity in your home. There's also a "Kid's Corner" feature which can help you make it a fun activity for the entire family.

This program is a partnership between Alameda Municipal Power, East Bay Municipal Utility District, Pacific Gas & Electric Company, Rising Sun Energy, and California Youth Energy Services, with funding provided by the American Recovery and Reinvestment Act of 2009.

Don't forget that there are only a very limited amount of appointments available in this free Home Energy/Water Assessments program, so call Monique at 510-814-6414 today!



Wishing you and yours a very safe and joyous holiday season!

Our offices will closed December 24th and December 31st in observance of the holidays.

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Reporting a Power Outage: 24 Hour Emergency Line (510) 748 - 3902

- Before calling AMP about a power outage, check to see if your neighbors are affected, as well. This would confirm if an outage has occurred in just your residence or within the neighborhood area.
- If only your residence is without power, check circuit breakers and/or fuse boxes to see if the problem is limited to your home electric system.
- If your call is not an emergency and can wait, please help us keep telephone lines open to report and respond to critical issues so that we can restore power to you as soon as possible.
- Outage information is updated frequently on our website at www.alamedamp.com throughout the outage, for those with mobile communication, and also via an automated message on our telephone system.

CLIP and KEEP!

Important AMP contact numbers:

Customer Service 748-3900

After Hours/Emergency..... 748-3902

TDD (hearing impaired) 522-7538

E-mailinfo@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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