



Staying the Course

2011 Annual Board Planning Workshop - Finance and Budget

Last year, the Public Utilities Board adopted a 10-year Financial Plan that identified and addressed future risks. The Financial Plan ensures that AMP rates remain stable, economical, and adequate to recover costs. A 5-Year Rate Plan also was approved by the Board to address increasing prices for wholesale electric power and transmission costs. The Rate Plan protects AMP customers from market volatility.

The financial community viewed these Financial and Rate Plans very positively, with both Standard and Poor's and Fitch Ratings upgrading their ratings for AMP. The Board's and AMP's longer-term rate philosophy was cited as a driver for the upgrades.

The Board is expected to consider the second year of the rate adjustments after the 2011 Annual Board Planning Workshop - Finance and Budget on April 18. This Workshop is scheduled to take place after press time for this edition of *The FLASH*, and a full report will be posted to the AMP web site, www.alamedamp.com, with follow-up articles in upcoming editions of *The FLASH*. All Board materials and presentations are also available on AMP's web site.

AMP rates remain among the lowest in the State, and customers pay up to 20% less than what customers pay for electricity in neighboring communities. Maintaining competitively low utility rates is one of the Board's rate principles. 💡

You Can Do It Yourself and Save

This month, we're excited to announce two new time- and money-saving online services for our customers.

Our new on-line **Start or Stop** Service feature lets you do just that, start service to a new address or stop service at a present address with just a few simple clicks. The service is available around the clock, every day of the year, for your convenience at www.alamedamp.com/customer-service/start-or-stop-service.



We're also pleased to announce a major upgrade of our online **Home Energy Calculator** with a new look and more user-friendly interface. And we're looking to add even

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AMP Employees on Path to Break Safety Record

As of this writing, employees of Alameda Municipal Power have completed 901 days of lost-time, accident-free work. That's almost 2½ calendar years and within a few days of beating our previous record of 906 days.

An obviously pleased Assistant General Manager, Engineering and Operations Doug Draeger extended congratulations to his fellow employees. "The greatest measure of this success is that everyone is going home safely." He also lauded the employees for saving money for the electric bill payers of Alameda by keeping insurance and disability costs under control. "It was only through the dedication and enthusiasm of the entire team, that we could meet this milestone," he added.

According to the most recent data from the federal Bureau of Labor Statistics, there were 1.9 lost-time incidents in 2009 for every 100 employees in similar businesses across the nation.

AMP's strategic planning



documents stress the importance of safety, placing it first in its Purpose Statement and at the top of all other initiatives. AMP greatly values employee efforts to both work accident free and promote customer and employee safety.

AMP has an aggressive, ongoing Safety Program, overseen

by a Safety Committee whose membership represents the various work functions of all AMP employees. "The goal of our Safety Program," according to Mr. Draeger, "is to maintain AMP's investment in its most valuable

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Energy Upgrade California Energizing California through Energy Savings

AMP is proud to be an “ally” in the California Energy Commission’s Energy Smart Jobs (ESJ) program.

According to the State, ESJ’s mission is “...to bring positive change through job creation, long-term energy savings, and new technology adoption.” The program is focused on creating sustainable jobs for California workers and providing long-term energy savings in commercial facilities with refrigeration. Under ESJ, training is provided to energy surveyors and contractors. No-cost energy surveys are offered, as well as financial incentives for energy-efficient commercial refrigeration technologies.



Energy Smart Job surveyors stand ready to help our commercial customers using refrigeration. You can save right away through substantial energy-efficiency rebates and over the long term through equipment upgrades.

ESJ is funded provided under the American

Recovery and Reinvestment Act (the Stimulus Bill).

Here in Alameda, AMP expects the most common energy-efficiency measures will be light-emitting diode (LED) case lights for refrigeration units and motion sensors for the LED case lights. ESJ incentives will supplement AMP’s rebate for LED installations under the Advanced Technology Program.

Combining the rebates will bring costs down substantially.

For more information on ESJ, log on to www.energysmartjobs.org or call (800) 449-3687 for a free assessment and estimate. For more information on AMP energy-efficiency programs and rebates, please log on to our web site, www.alamedamp.com.

Are You Ready?

Last month’s disaster in Japan, last year’s Haitian and Chilean earthquakes, and the commemoration of the Bay Area earthquake of 1906 stand as reminders that we are not immune from disasters. Earthquakes, floods, fires, airplane crashes, chemical spills, pipeline leaks, and explosions all have happened here in Alameda, and they will again.

We can prepare for the worst. Your advance planning will go a long way toward helping you and your family survive a disaster.

For example, after a major earthquake, public resources such as police, fire, public works, and utilities may be unavailable. You should plan to be self-sufficient during that time.

Besides food and water, have some type of portable cooking equipment, sanitary needs, extra clothing (including shoes and

gloves), cash, extra eyeglasses, shelter (such as a tent or tarps), blankets, sleeping bags, and any medicines you might need.

Include a fire extinguisher, first-aid kit, flashlights, utility shut-off tools, battery-powered radios, fresh batteries, and other small tools.

Stock your supplies in containers for long-term storage, and place them where they are quickly and easily retrieved. Don’t keep them in the basement. Your home could sustain damage that would make that area inaccessible.

Keep a list of emergency phone numbers in your survival kit. Choose an out-of-state contact, and have family members call to report their status and location if separated. Conduct practice “duck, cover, and hold” drills. List both inside and outside locations for your family members to meet, and decide places

to reunite, if family members are not home.

Develop a neighborhood self-help network, including a list of skills and resources. Note neighbors who have special needs and will require special attention during those first 72 hours.

Learn how to safely shut off your home’s utilities.

The Alameda Fire Department Disaster Preparedness Office, (510) 337-2130, is a great source of disaster preparedness information and training. Others include the California Emergency Management Agency at cms.calema.ca.gov, its multi-agency companion site www.shakeout.org, and San Francisco’s www.72hours.org. Don’t forget, the local chapter of The American Red Cross is an excellent source for first-aid or cardiopulmonary resuscitation (CPR) training.

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asset, our employees.”

The adage, “an ounce of prevention is worth a pound of cure,” takes on new meaning given the many federal, state, and local regulations under which AMP must operate. AMP’s Safety and Injury and Illness Prevention Programs include regular safety meetings for employees. Topics include Ergonomics, Emergency Management, and Driver Training, among others.

Mr. Draeger summed, “We’ll continue to work hard toward our ultimate goal of zero incidents.”

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more enhancements in the future. Simply go to www.alamedamp.com/save-energy and click on Home Energy Calculator. You’ll have access to detailed reports and a wealth of information specifically tailored to your home’s energy use.

We appreciate that our customers want services and information at times convenient to them. These new web-based tools are just one more way we strive to provide you with convenient, high-value services.

CLIP and KEEP!

Important AMP contact numbers:

Customer Service 748-3900
After Hours/Emergency..... 748-3902
TDD (hearing impaired) 522-7538
E-mail info@alamedamp.com
Internet..... www.alamedamp.com

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