



To: Honorable President and
Members of the Public Utilities Board

From: Nicolas Procos, General Manager

Re: General Manager's Report – February, 2023

PUB Highlights

➤ Customer and Energy Resources Update:

- AMP staff attended Good Morning Alameda at the Alameda Chamber and Economic Alliance office. The City Sustainability and Resilience Manager, Danielle Mieler, spoke about Alameda's Climate Action and Resiliency Plan as well as the new Urban Forest Plan being developed.
- AMP staff participated in Alameda's Green, Clean, and High Tech mixer at Almanac Brewing. Several high-tech companies and city staff came together to discuss current business issues in Alameda and network with peers.
- AMP has administered a total of 118 electric-bike rebates since the inception of the program.
- Since increasing rebate amounts and the eligibility price of a qualifying vehicle to \$40,000, the Used Electric Vehicle (EV) rebate has seen an increase in participation.
- In March, AMP made a Market Purchase Program (MPP) purchase for \$160,160 of replacement energy to help cover a drop-off in generation with Northern California Power Agency's (NCPA) Geothermal Plant 1 in a scheduled outage.
- Prior to the March rainfall, the Central Sierra region already exceeded 150 percent of average precipitation/snowpack for this time of year. NCPA is preparing to secure as much of the runoff as possible without spilling by lowering New Spicer Meadows storage levels to the lowest they have been in over five years.

➤ Utility Information Systems Update:

- New customer portal registrations are at 15,011, with 11,252 or about 75 percent of those customers enrolled in paperless billing.
- In light of recent ransomware attacks at nearby municipalities, AMP has entered a state of high alert and raised cybersecurity awareness to all employees. AMP has recently enabled a new artificial intelligence component of the phishing training platform that will dynamically adjust phishing security tests based on past behavior to provide an optimal and tailored training experience. It appears this change has caused AMP's weekly phish-prone average to go from 0 percent to an average of 3.9 percent in recent weeks. Users that have failed phishing tests on multiple occasions have had one-on-one discussions to reinforce the importance of cybersecurity.

➤ **Administration Update:**

- Utility Information Systems, Finance, and Support Services are collaborating on a project to upgrade AMP's Financial and Work Management System, Cayenta. The project to upgrade to version 9 began earlier this year and is currently in the business process review phase. Version 9 benefits include:

- Upgrades to outdated servers and security
- Improved user interface
- New Web-based interface
- Smart reports
- Application bug fixes

These new features will help streamline financial reporting and enable users to access feature sets from a variety of platforms and devices. The project is currently on schedule with a target Go-Live date of June 4, 2023.

➤ **Engineering & Operations Update:**

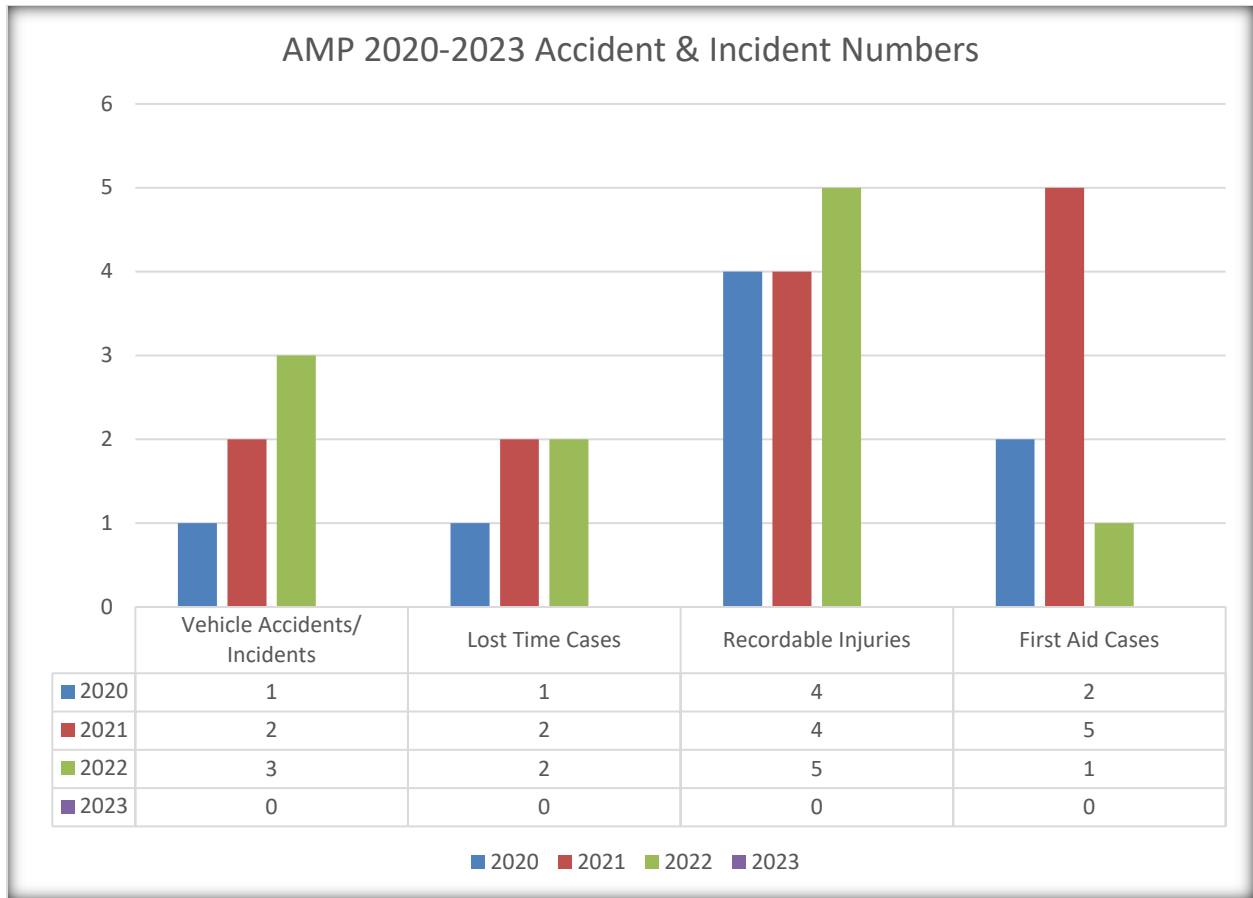
- Completed construction, commission, and testing of the 115kV Jenney Substation Bus-2 differential relay upgrade and started replacement of the Bus-1 115kV differential relays.
- Onboarded new hire Philip Girma, Engineering Aide.
- Utility Underground District (UUD) Program
 - Consultant completed civil drawings for UUD 38 project.
 - Caltrans Encroachment Permit application has been submitted.
- Safety training done for relevant staff on Underground Electrical Installations.
- Outages
 - AMP suffered from an outage at one of PG&E's substations that affected 20,000 customers in Alameda. Such events are excluded from AMP's reliability reporting.

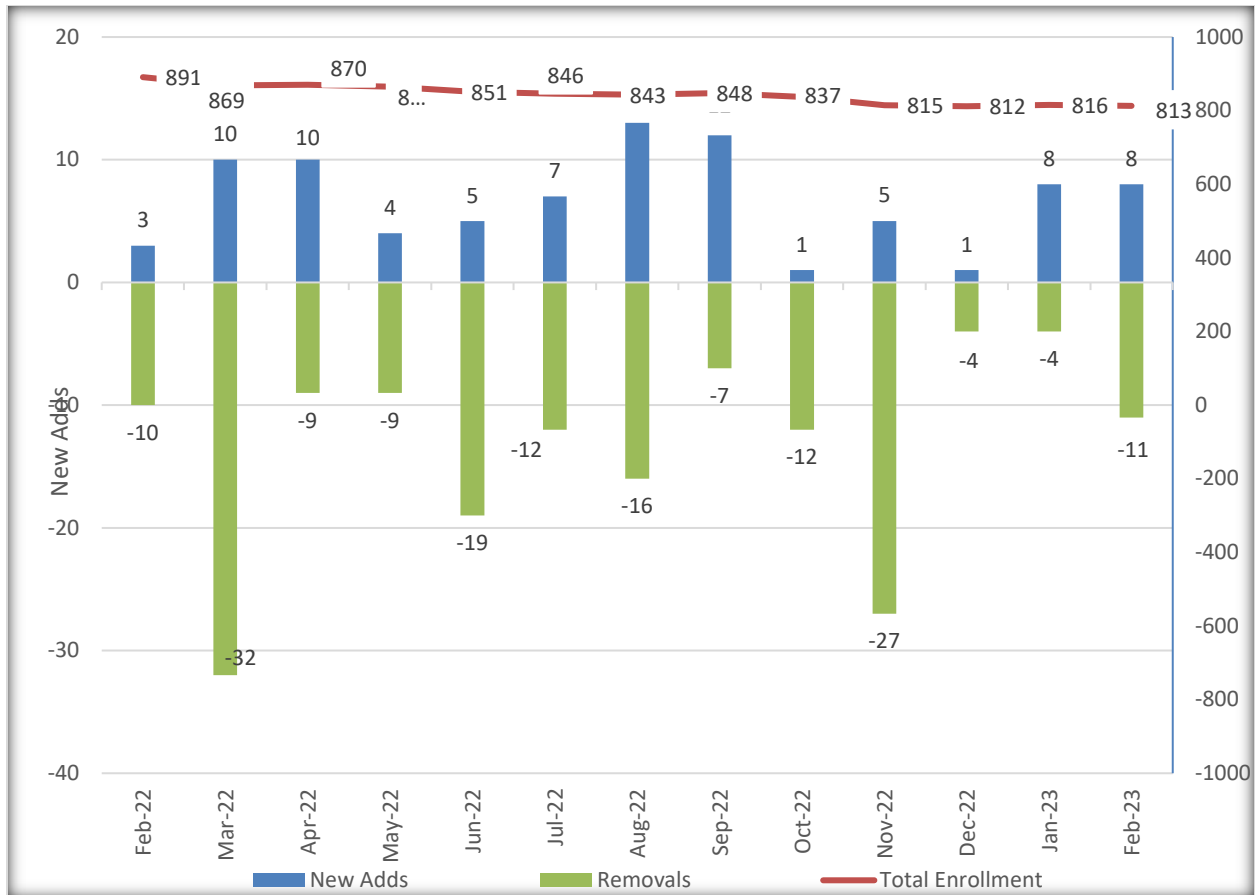
➤ **Safety February 2023:**

- Lost Time Cases: 0
- Recordable Injuries: 0
- First Aid Cases: 0
- Vehicle Accidents/ Incidents: 0
- Vandalism Incidents: 0

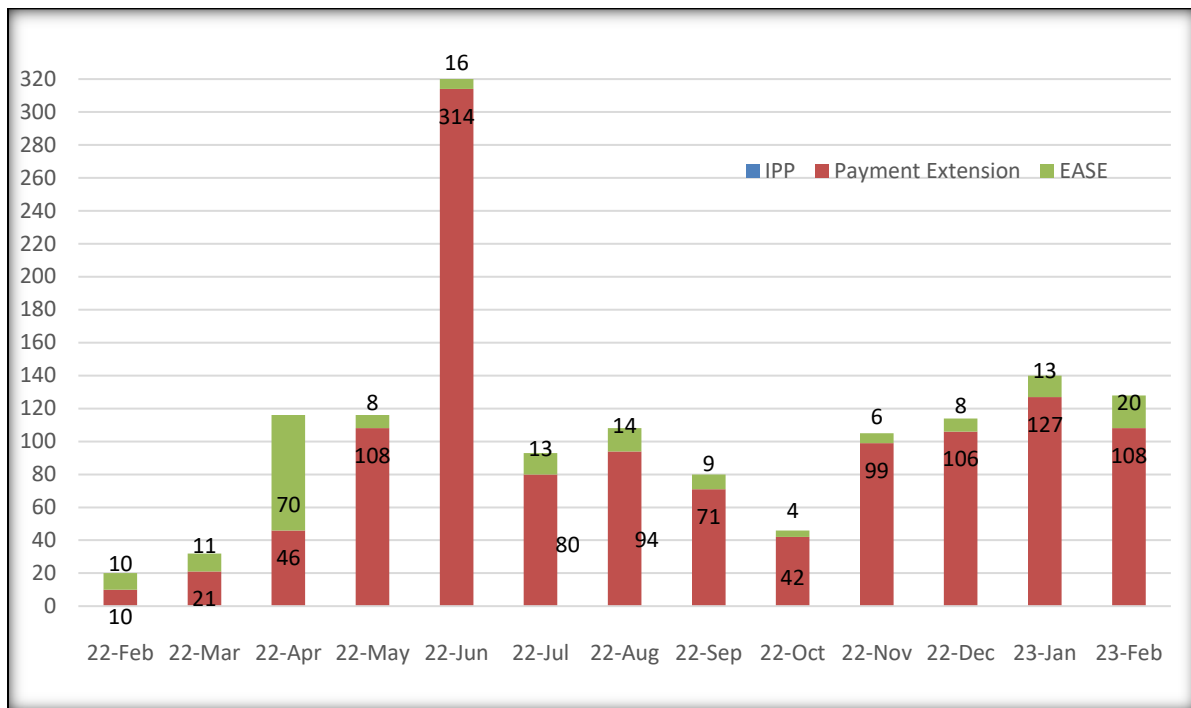
➤ **Year to Date 2023:**

- Lost Time Cases: 0
- Recordable Injuries: 0
- First Aid Cases: 0
- Vehicle Accidents/ Incidents: 0
- Vandalism Incidents: 1





Number of New Customer Enrollments to AMP's Financial Assistance Programs



Financial Assistance Program Enrollments

CUSTOMER PROGRAMS & EXPERIENCE

Table 1: Summary of Energy Efficiency Programs as of February 28, 2023

Program	Annual Savings Target kWh/yr	Q1-23	Q2-23	Jan-23	Feb-23	Cumulative Energy Savings kWh/yr	Percent of Annual Target
Residential Lighting	18,000						
Residential Other	20,000	8,950	11,004	1,573	672	42,153	211%
Non-Residential Lighting, Custom	870,000		29,054			29,054	2%
Non-Residential Customized, New Construction, Other	325,000						0%
Residential Total	38,000					42,153	111%
Commercial Total	1,205,000.00					0	0%
TOTAL	1,271,000					71,207	6%

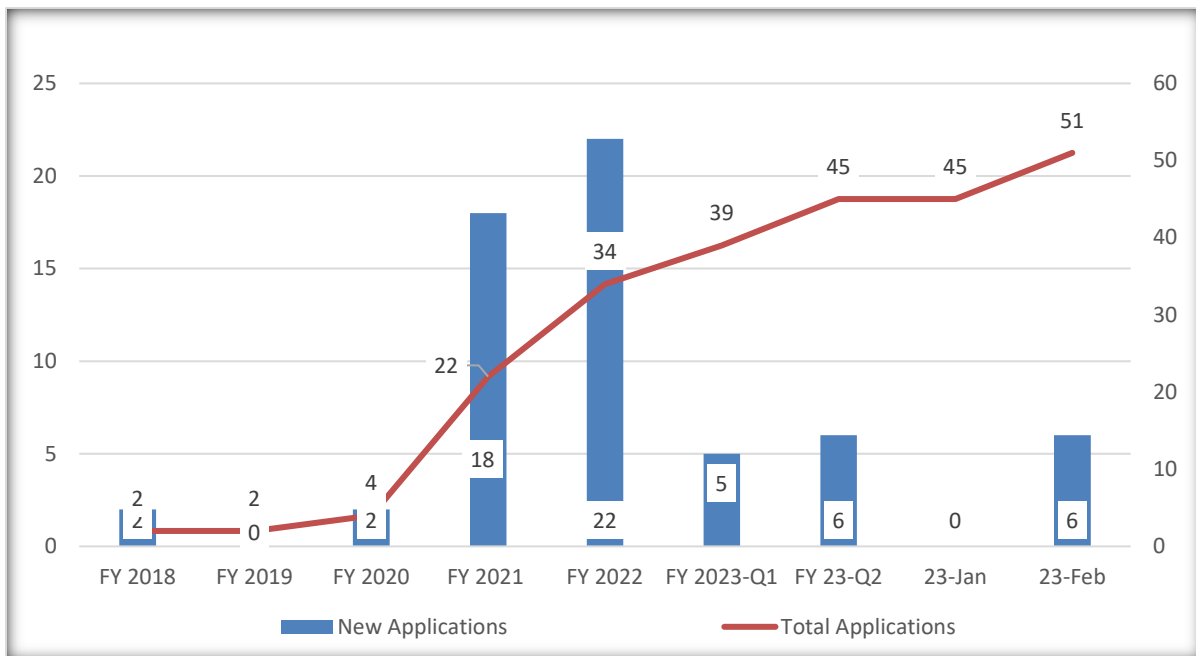


Figure 1: Total Number of Approved Heat Pump Water (HPWH) Rebate Applications

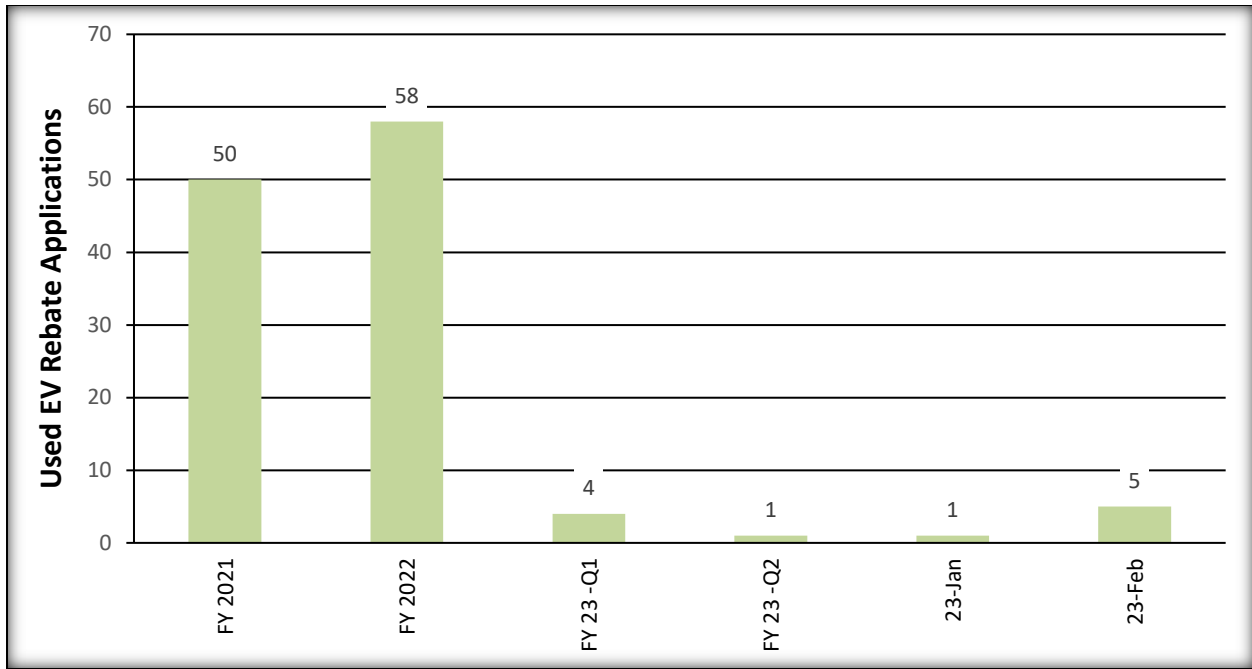


Figure 2: Residential Used Electric Vehicle Rebates

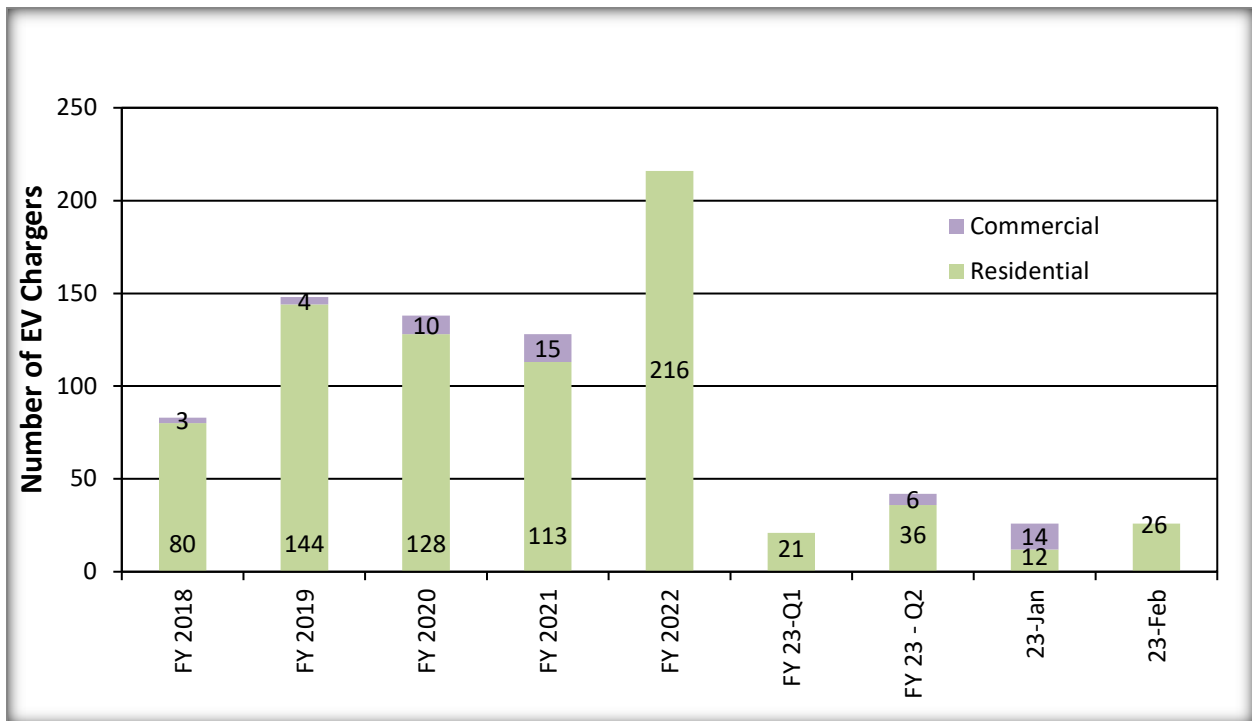


Figure 3: Electric Vehicle Charger Rebates

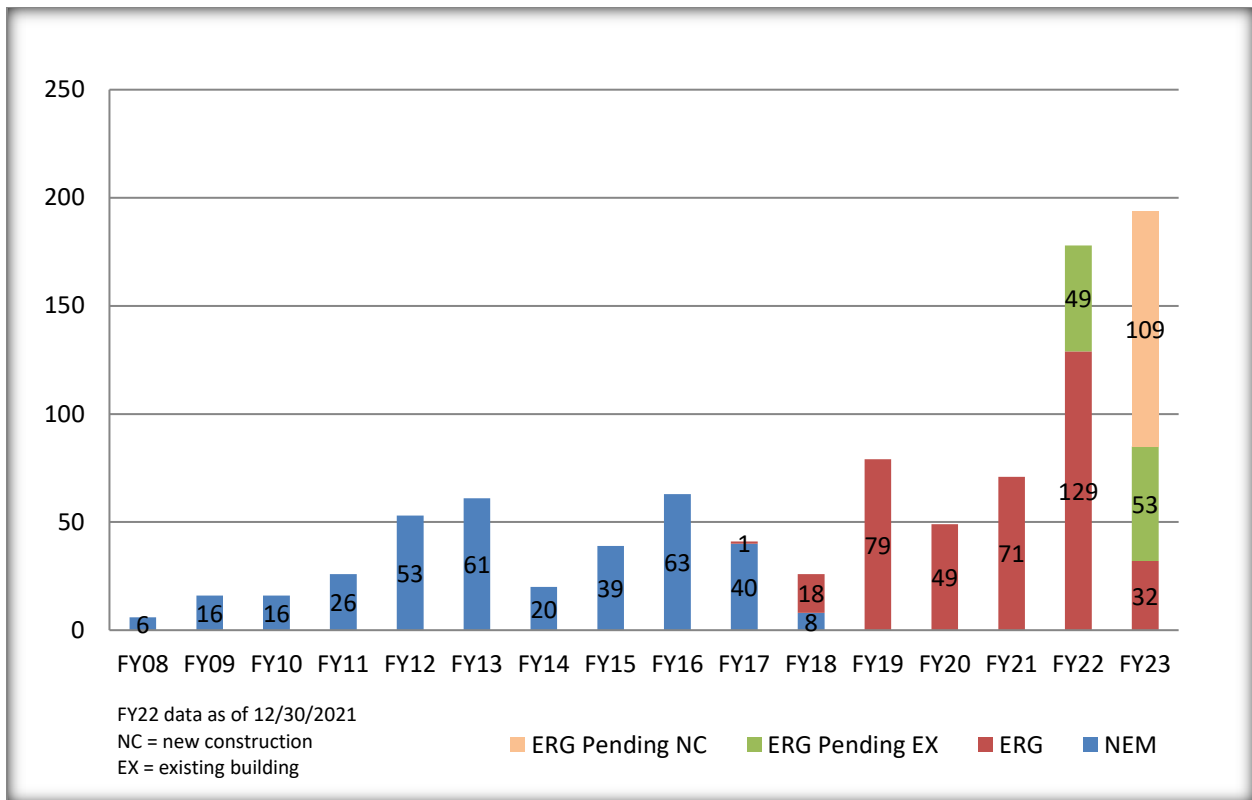


Figure 4: Residential Solar Interconnections

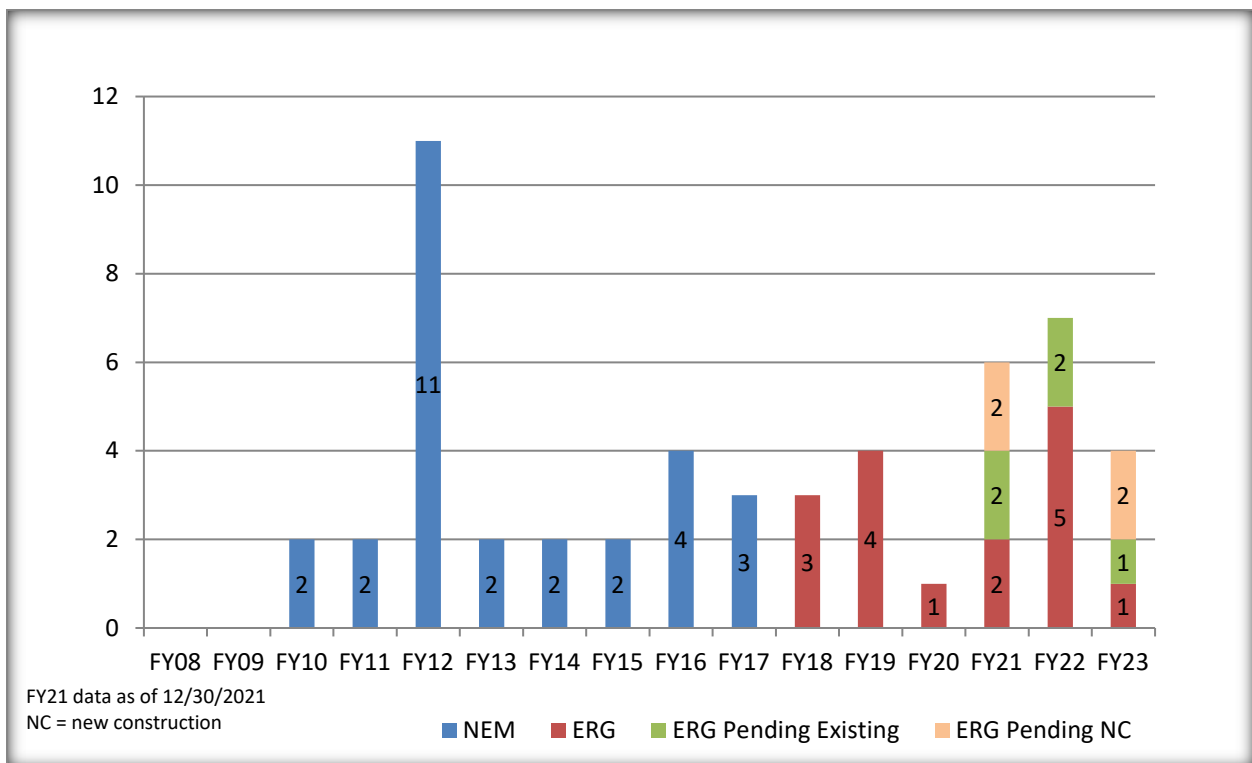


Figure 5: Commercial Solar Interconnections

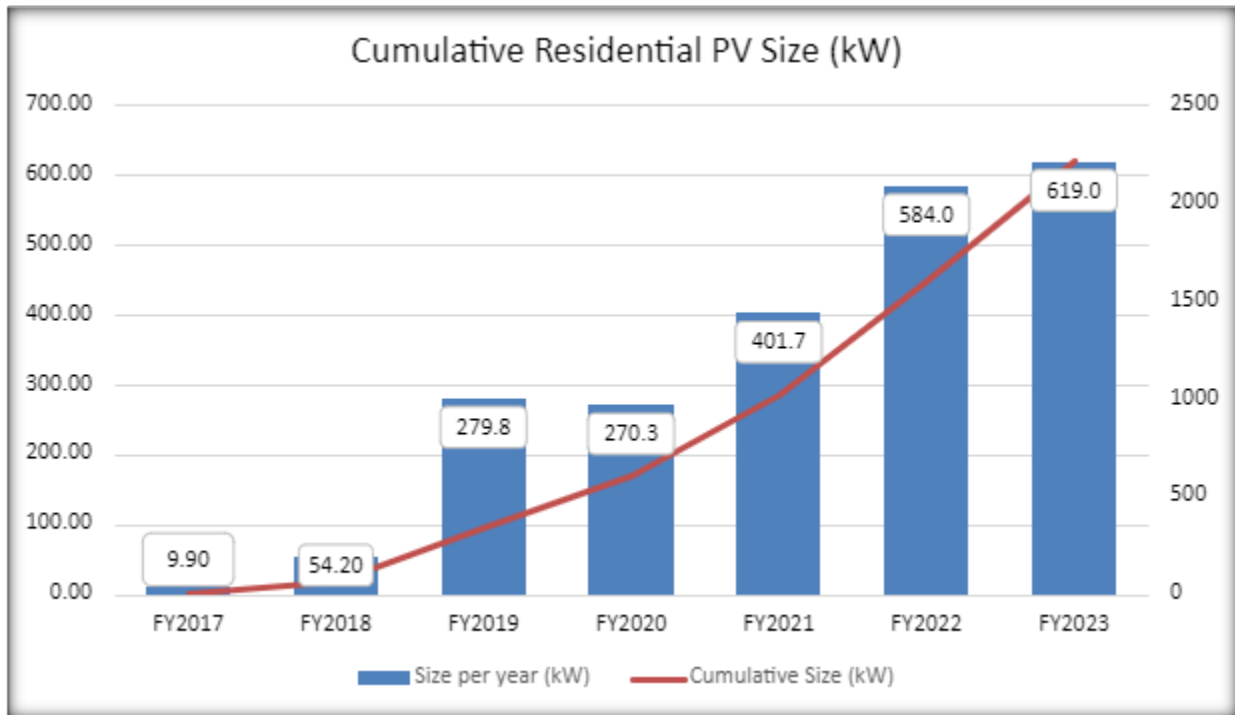


Figure 6: Cumulative Residential Photovoltaic Size

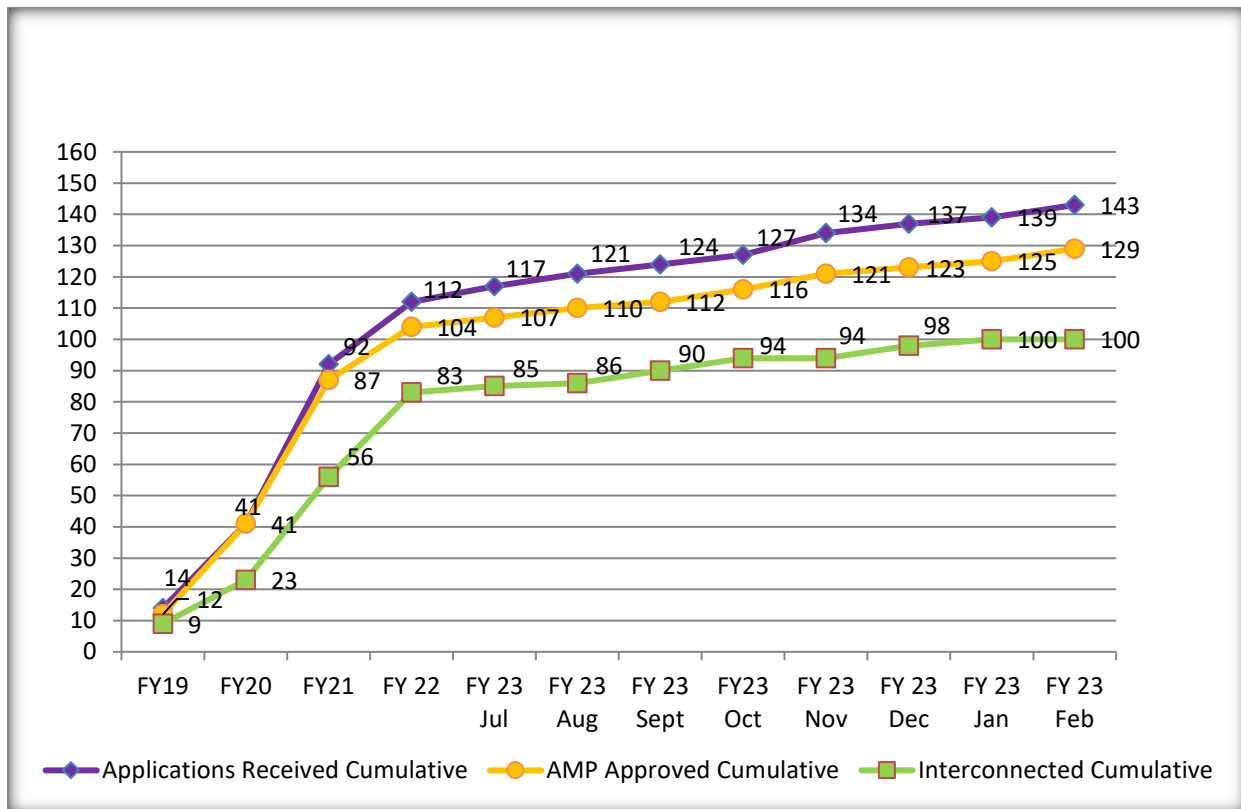


Figure 7: Cumulative Battery Storage

FINANCIALS

**Table 2: Monthly and Year to Date Total Operating Revenue
 and Expense Report as of February 28, 2023**

<i>Report Status as of:</i>				
February 28, 2023	Monthly		Annual (FY) To Date	
	Goal	Result	Goal	Result
Total Operating Revenue - Electric (January 2023)	6,316,475	6,789,703	40,521,007	40,775,010
Total Operating Expense - Electric (January 2023)	6,263,869	6,729,549	40,180,654	37,190,731
Note: Shaded areas indicate the data is displayed on the accompanying graphs				

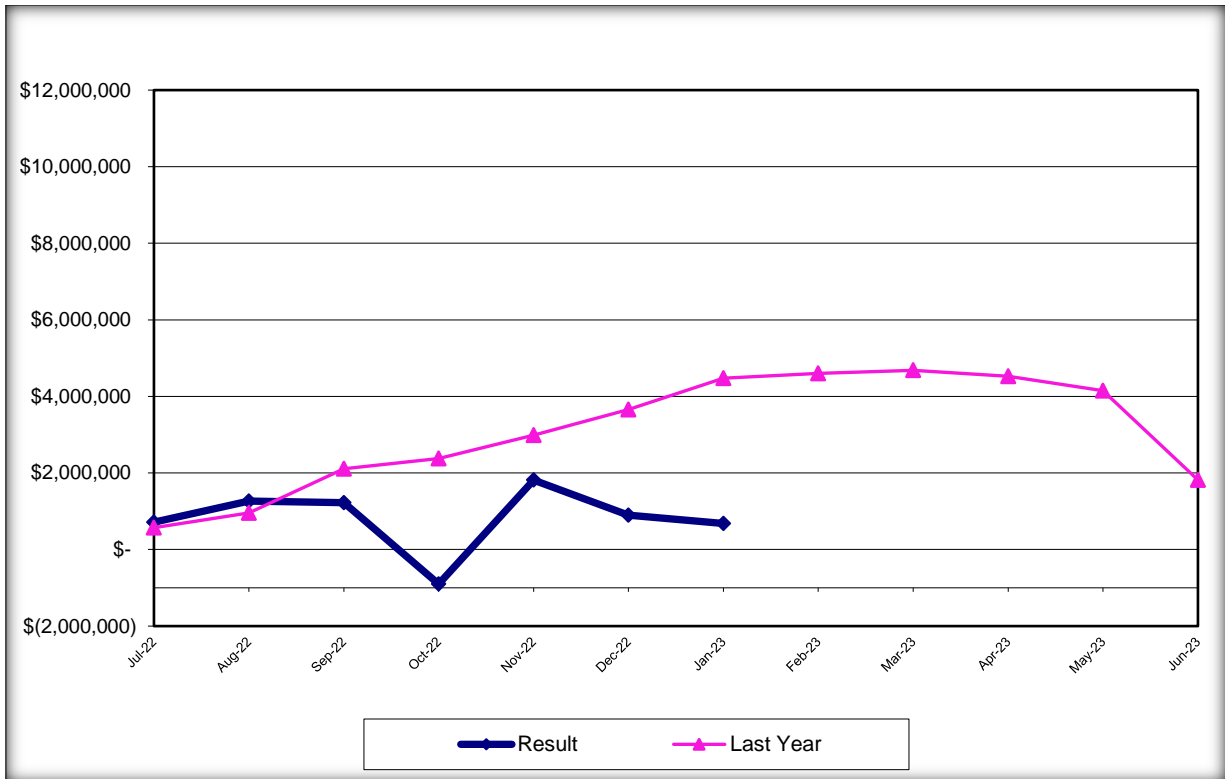


Figure 8: Fiscal Year 2023 Cumulative Net Income – Electric

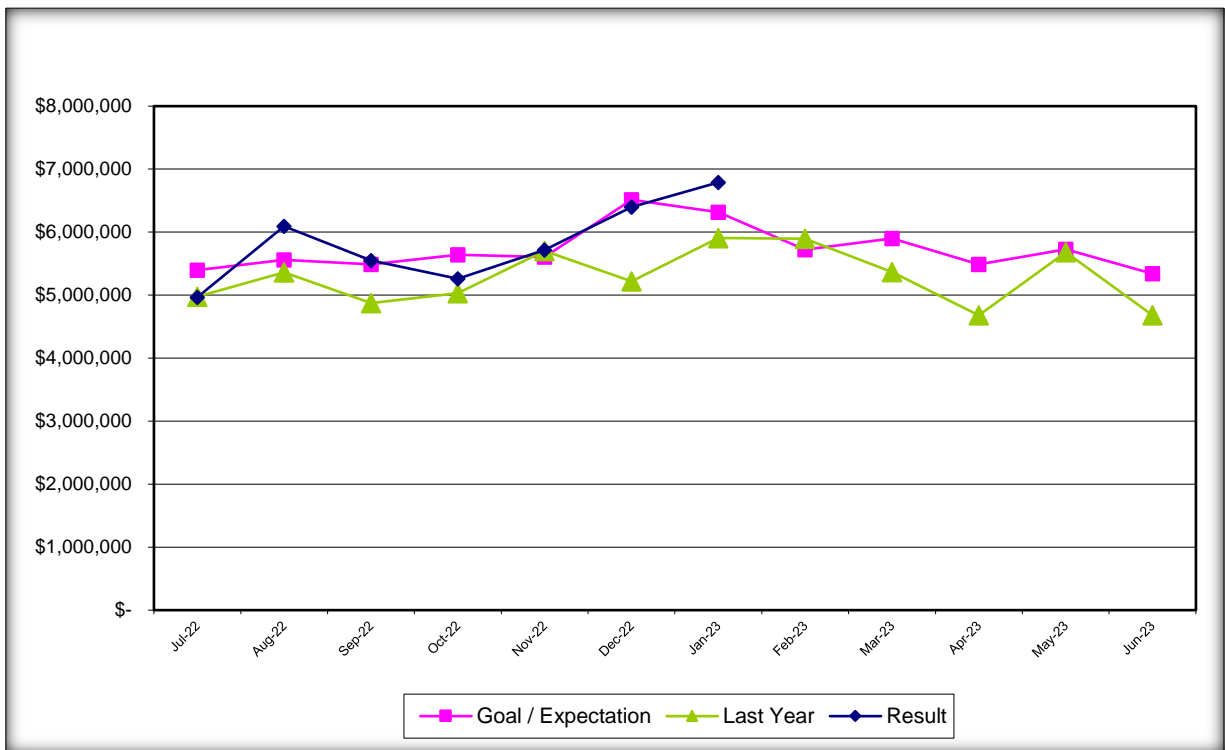


Figure 9: Fiscal Year 2023 Monthly Operating Revenue – Electric

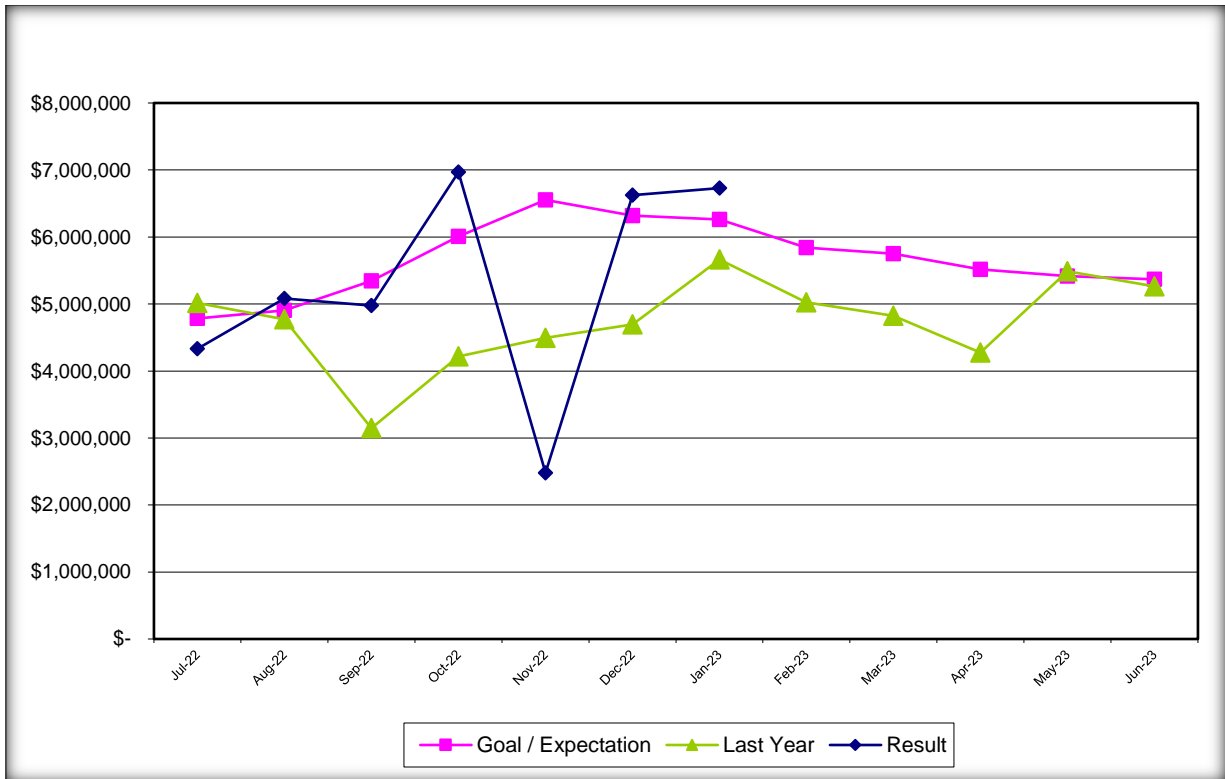


Figure 10: Fiscal Year 2023 Monthly Operating Expense – Electric

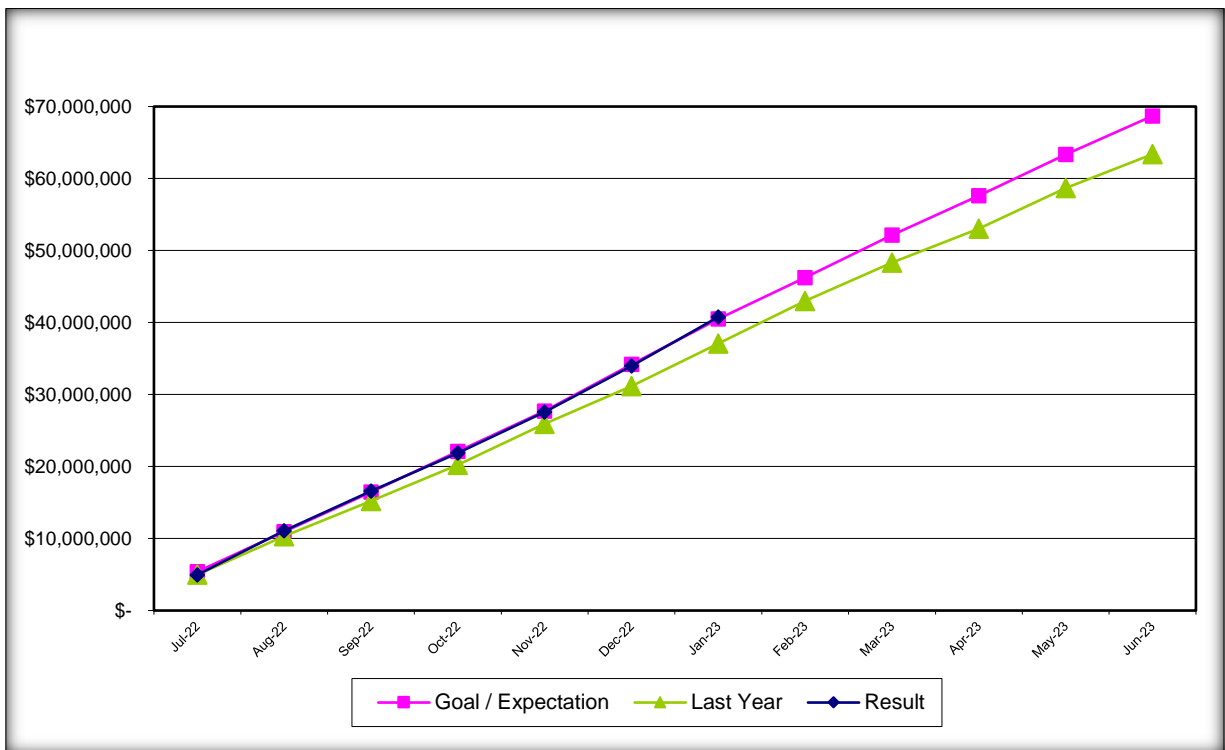


Figure 11: Fiscal Year 2023 Cumulative Operating Revenue – Electric

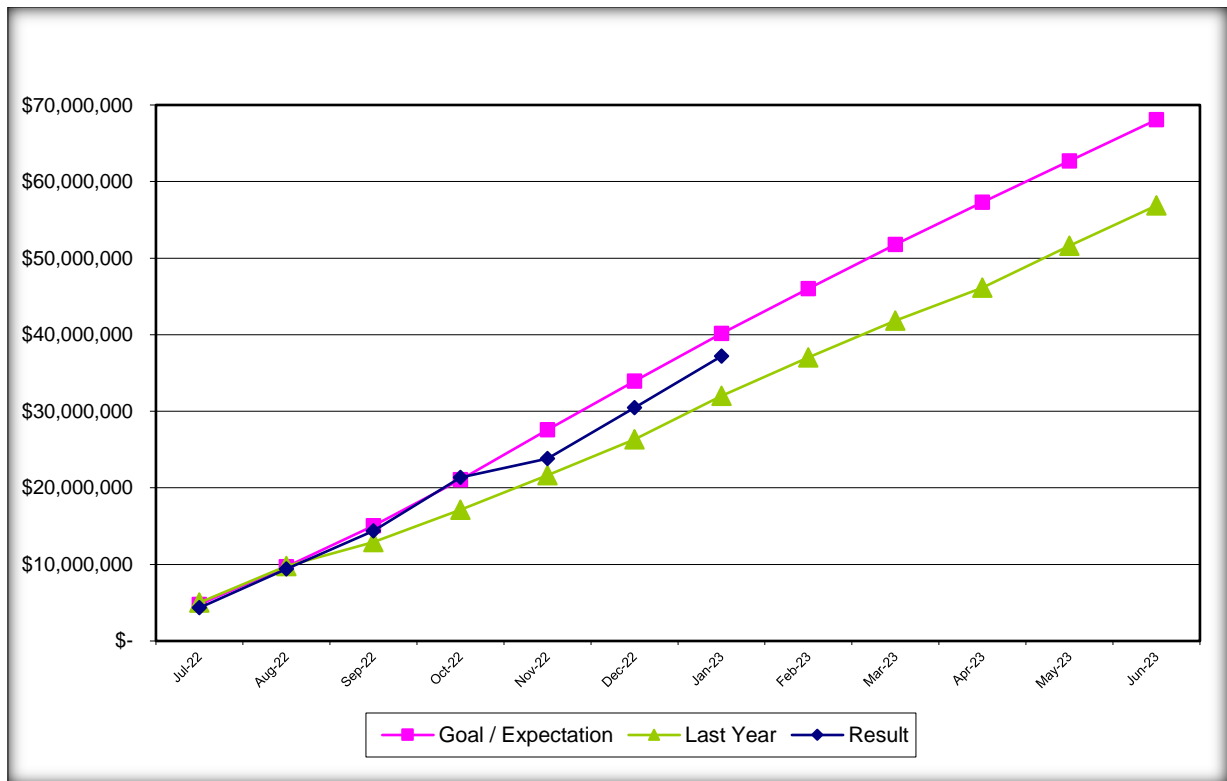


Figure 12: Fiscal Year 2023 Cumulative Operating Expense – Electric

Table 3: Special Revenue Summary – Fiscal Year 2023
Year-to-Date through January 2023

Cap & Trade Revenue Reserve - 10 2114	Funding from Cash Receipts	Power Costs	Operating Expenses	Capital Projects	Total Expenditures	Reserve Balance
Reserve Beginning Balance 6-30-2022						1,352,364
Jul-22	-	(208,333)	-	(2,772)	(211,105)	1,141,259
Aug-22	-	(208,333)	-	-	(208,333)	932,926
Sep-22	515,268	(208,333)	-	-	(208,333)	1,239,861
Oct-22	-	(208,333)	-	-	(208,333)	1,031,528
Nov-22	-	(208,333)	-	-	(208,333)	823,195
Dec-22	511,451	(208,333)	-	-	(208,333)	1,126,313
Jan-23		(208,333)	-	-	(208,333)	917,980
Feb-23					-	917,980
Mar-23					-	917,980
Apr-23					-	917,980
May-23					-	917,980
Jun-23					-	917,980
Total To Date	1,026,719	(1,458,331)	-	(2,772)	(1,461,103)	917,980

Renewable Energy Credits Revenue Reserve - 10 2113	Funding from Cash Receipts	Power Costs	Operating Expenses	Capital Projects	Total Expenditures	Reserve Balance
Reserve Beginning Balance 6-30-2022						17,657,720
Jul-22	-	-	(4,347)	-	(4,347)	17,653,373
Aug-22	-	-	(12,924)	-	(12,924)	17,640,449
Sep-22	-	-	-	-	-	17,640,449
Oct-22	-	-	(21,734)	-	(21,734)	17,618,715
Nov-22	-	-	-	-	-	17,618,715
Dec-22	-	(111,600)	(29,952)	-	(141,552)	17,477,163
Jan-23		(108,150)	(22,936)	-	(131,086)	17,346,077
Feb-23					-	17,346,077
Mar-23					-	17,346,077
Apr-23					-	17,346,077
May-23					-	17,346,077
Jun-23					-	17,346,077
Total To Date	-	(219,750)	(91,894)	-	(311,644)	17,346,077

Low Carbon Fuel Standard Revenue Reserve - 10 2115	Funding from Cash Receipts	Power Costs	Operating Expenses	Capital Projects	Total Expenditures	Reserve Balance
Reserve Beginning Balance 6-30-2022						2,400,131
Jul-22	-	-	(13,263)	-	(13,263)	2,386,868
Aug-22	-	-	(9,665)	(47,079)	(56,744)	2,330,124
Sep-22	-	-	(3,127)	(9)	(3,136)	2,326,989
Oct-22	-	-	(2,704)	-	(2,704)	2,324,285
Nov-22	-	-	-	-	-	2,324,285
Dec-22	-	-	(65)	(235,437)	(235,502)	2,088,782
Jan-23			(320,280)	-	(320,280)	1,768,502
Feb-23					-	1,768,502
Mar-23					-	1,768,502
Apr-23					-	1,768,502
May-23					-	1,768,502
Jun-23					-	1,768,502
Total To Date	-	-	(349,104)	(282,525)	(631,629)	1,768,502

Combined Total	1,026,719	(1,678,081)	(440,998)	(285,297)	(2,404,375)	20,032,559
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OPERATIONAL STATISTICS

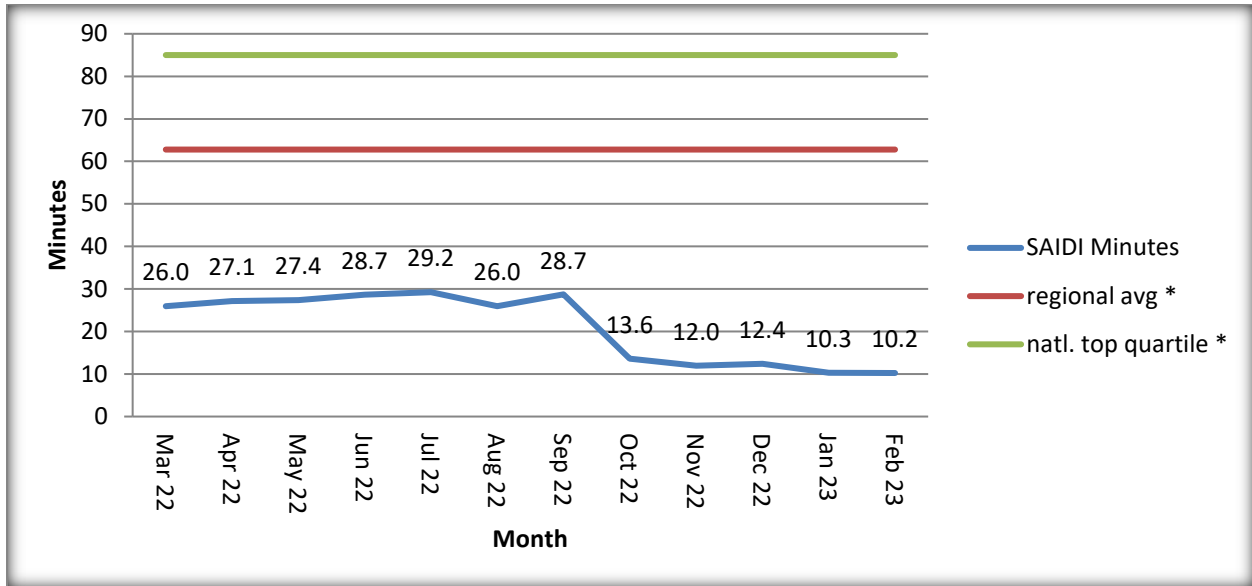


Figure 13: Rolling Twelve-Month System Average Interruption Duration Index (SAIDI)

*Based on Benchmark study of APPA Region 6

$$\text{SAIDI} = \frac{\text{Sum of customer-minutes off for all interruptions}}{\text{Total number of customers served}}$$

System Average Interruption Duration Index (SAIDI):

SAIDI is defined as the average duration of interruptions for customers served during a specified time period. Similar to CAIDI, but the number of customers served instead of affected is used. The unit is minutes. A common usage of SAIDI is "If all customers were without power the same amount of time, they would have been out for _____ minutes."

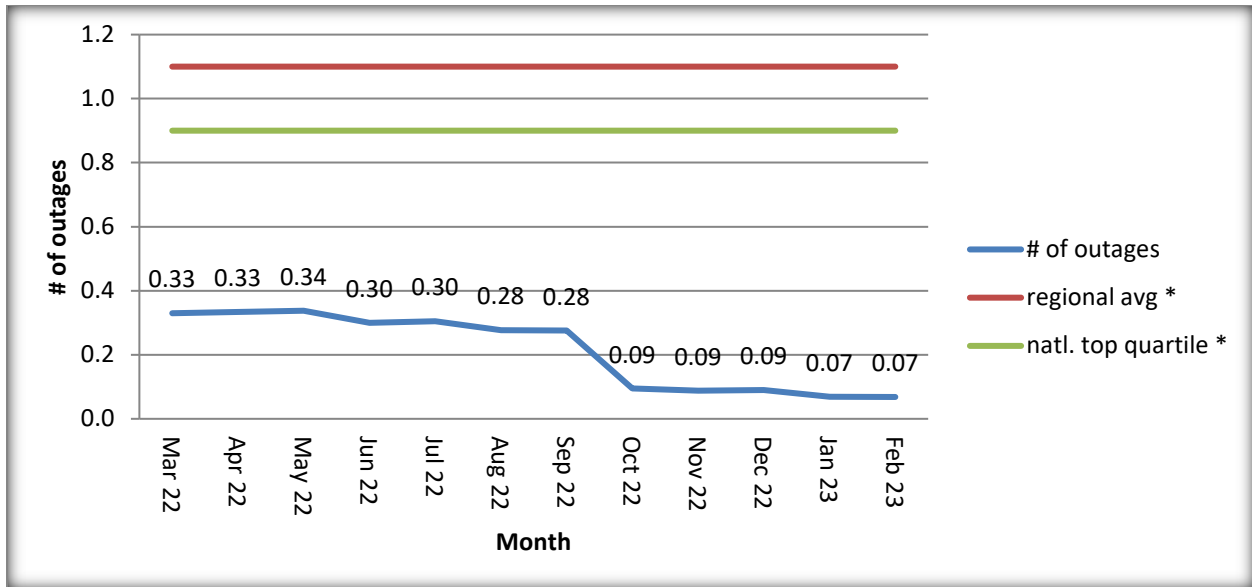


Figure 14: Rolling Twelve-Month System Average Interruption Frequency Index (SAIFI)

*Based on Benchmark study of Western Regional Utilities

$$\text{SAIFI} = \frac{\text{Total \# of customers affected by interruptions}}{\text{Total number of customers served}}$$

System Average Interruption Frequency Index (SAIFI):

SAIFI describes the average number of times a customer experiences a sustained interruption during a specified time period. The unit for SAIFI is 'interruptions per customer'. A common usage of SAIFI is "On average, customers experienced _____ interruptions".

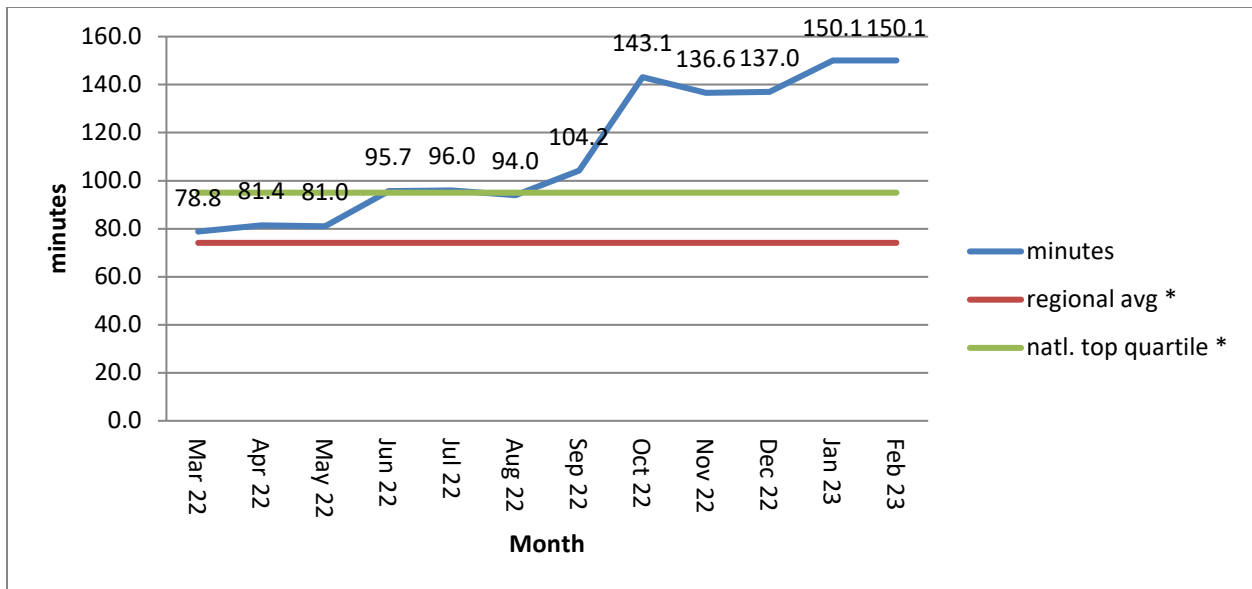


Figure 15: Rolling Twelve-Month Customer Average Interruption Duration Index (CAIDI)

*Based on Benchmark study of Western Regional Utilities

$$\text{CAIDI} = \frac{\text{Sum of customer-minutes off for all sustained interruptions}}{\text{Total \# of customers affected by the sustained interruptions}}$$

Customer Average Interruption Duration Index - CAIDI

CAIDI is the weighted average length of an interruption for customers affected during a specified time period. The unit of CAIDI is minutes. A common usage of CAIDI is "The average customer that experienced an outage is out for _____ minutes.

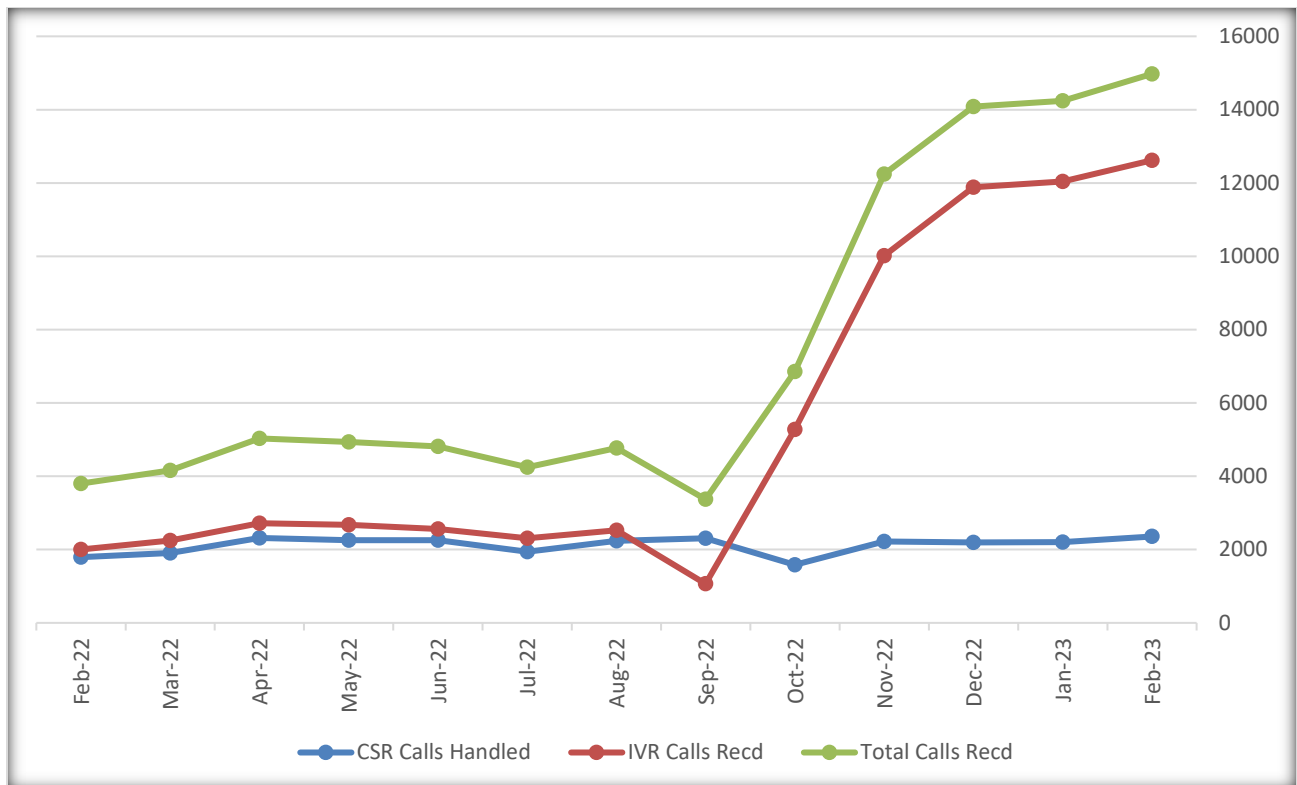


Figure 16: Call Volume Through February 28, 2023

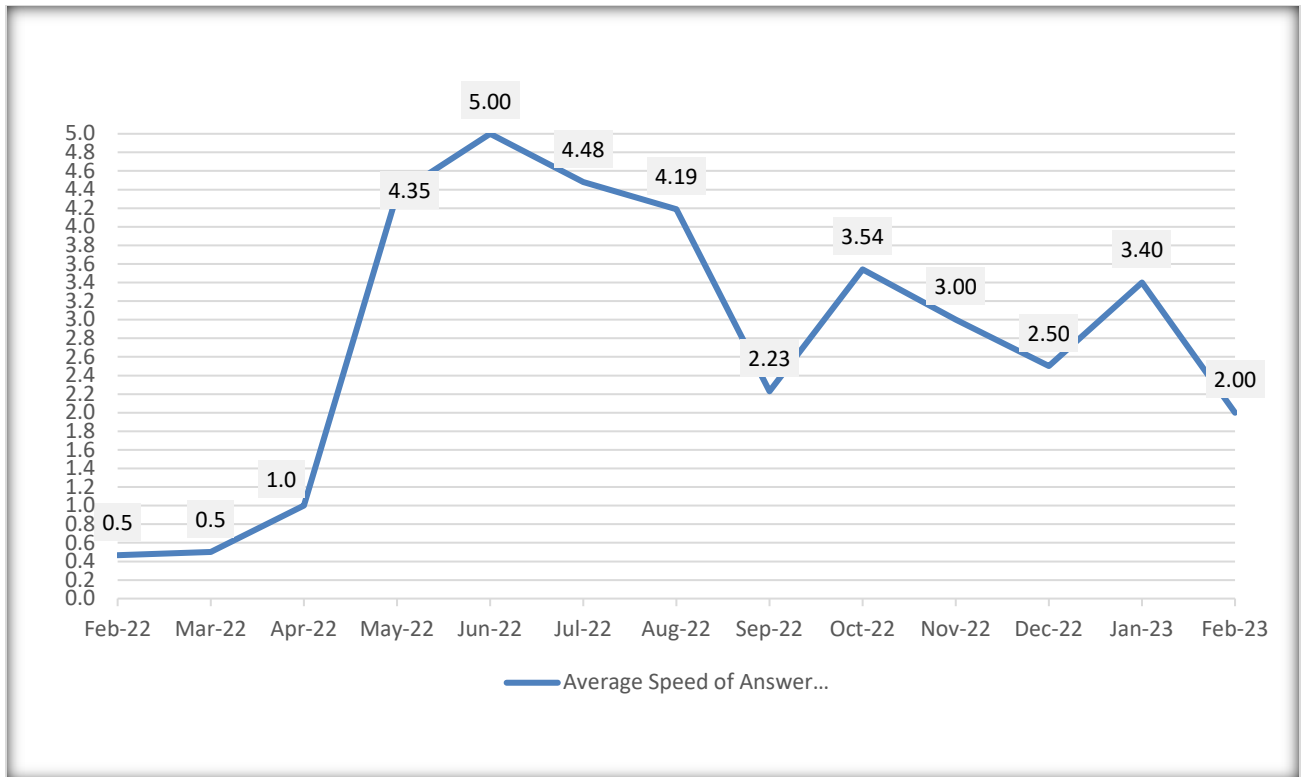


Figure 17: Average Speed of Answer (Minutes) Through February 28, 2023