ALAMEDA
MUNICIPAL POWER
A Department of the City of Alameda

To: Honorable President and
        Members of the Public Utilities Board

From: Tim Haines, General Manager

Re: General Manager's Report – February 2026

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PUB Highlights

➢ **Administration:**
  o The billing department streamlined the rate verification process for customers transitioning from the standard residential rate to AMP's all electric space heating rate as electrification adoption grows. Previously, all customers required a separate site visit to confirm installation, even when rebate program documentation already verified the work. Effective February 9, customers approved through the electrification rebate program will be auto-enrolled in AMP's all electric space heating rate, with Billing completing updates within two business days in conjunction with clear customer notifications. This improvement enhances the customer experience, reduces operational touchpoints, and supports the City's broader electrification and decarbonization goals.
  o The Billing team recently implemented a project to eliminate schedule drift in the billing calendar, ensuring customers receive their bills at a consistent time each month. This improvement increases predictability for customers in managing their household budgets and understanding their energy usage cycles. It also supports more stable and reliable revenue timing for the utility. Overall, this change reflects our continued commitment to operational excellence and a better customer experience.

➢ **Customer Resources Update:**
  o **Community Sponsorships:**
    ▪ AMP sponsored the Alameda Post's Alameda Stars program that began January 5th and runs through February 17th. This program supports a web-based poll that allows the community to recognize local businesses, organizations, and people in Alameda for their services.
    ▪ AMP has sponsored Team Alameda Cycling Club to host events throughout 2026 to promote safe, healthy and inclusive cycling in Alameda. These events aim to bring residents together and encourage active transportation.
    ▪ AMP sponsored the presentation of the Legendary Station of the Year 2026 award to LIVE 105, an event co-hosted by California Historical Radio Society and Bay Area Radio Museum and Hall Of Fame. The award honors stations with a consistent, lasting, and significant impact on the broadcasting industry. The event was held on January 30th at "Radio Central", the home of the California Historical Radio Society here in Alameda.

- o **Alameda Aquatic Center:**
  - AMP staff is developing an incentive program to encourage the use of heat pump technology over natural gas to heat non-residential pools in Alameda. Pending Board approval, this rebate program would apply to both new and retrofit projects and is anticipated to launch on July 1, 2026.
  - AMP staff is also working with architects and designers to incorporate a large digital display that would provide utility-focused educational content for aquatic center patrons. The display will be mounted on a large exterior wall, inside the facility and facing the activity pool. Content will focus on AMP's customer programs & services, leadership in business & environmental achievements, homeowner electrification strategies including heat pump technology and Alameda's climate goals & sustainability efforts.
  - At the direction of the General Manager, the project will proceed without the microgrid component after consideration of the high costs and implementation complexity.
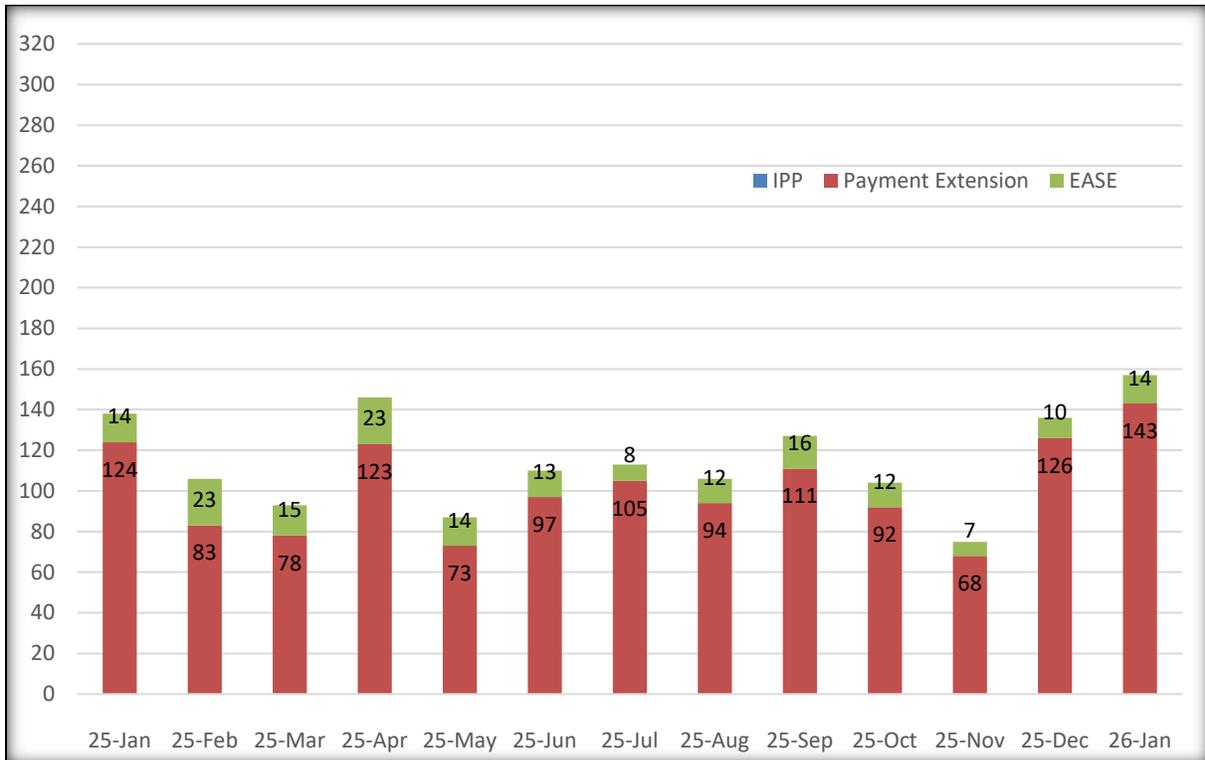
- ➢ **Engineering and Operations Update**:
  - o Outages:
    - 12/4, 9 customers, 3.2 hours, equipment
    - 12/10, 1 customer, 0.6 hours, equipment
    - 12/14, 52 customers, 6.5 hours, equipment
    - 12/25, 192 customers, 3.7 hours, trees
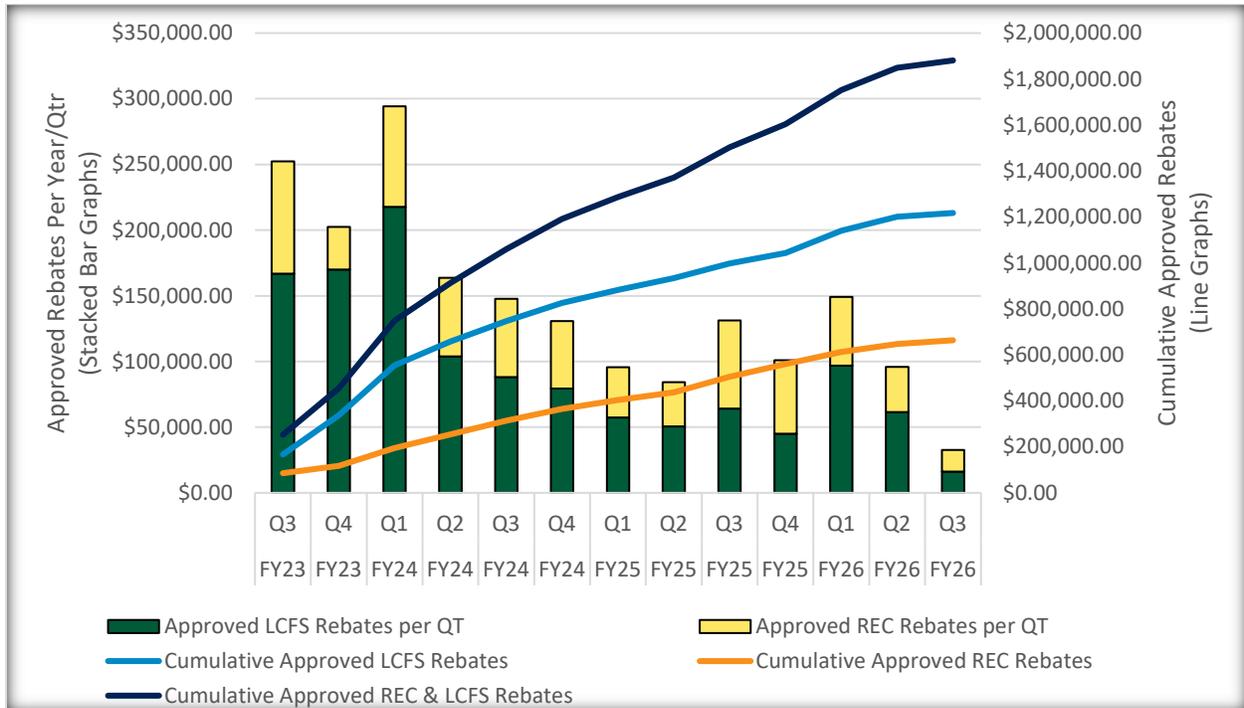   - 12/25, 24 customers, 2.1 hours, equipment
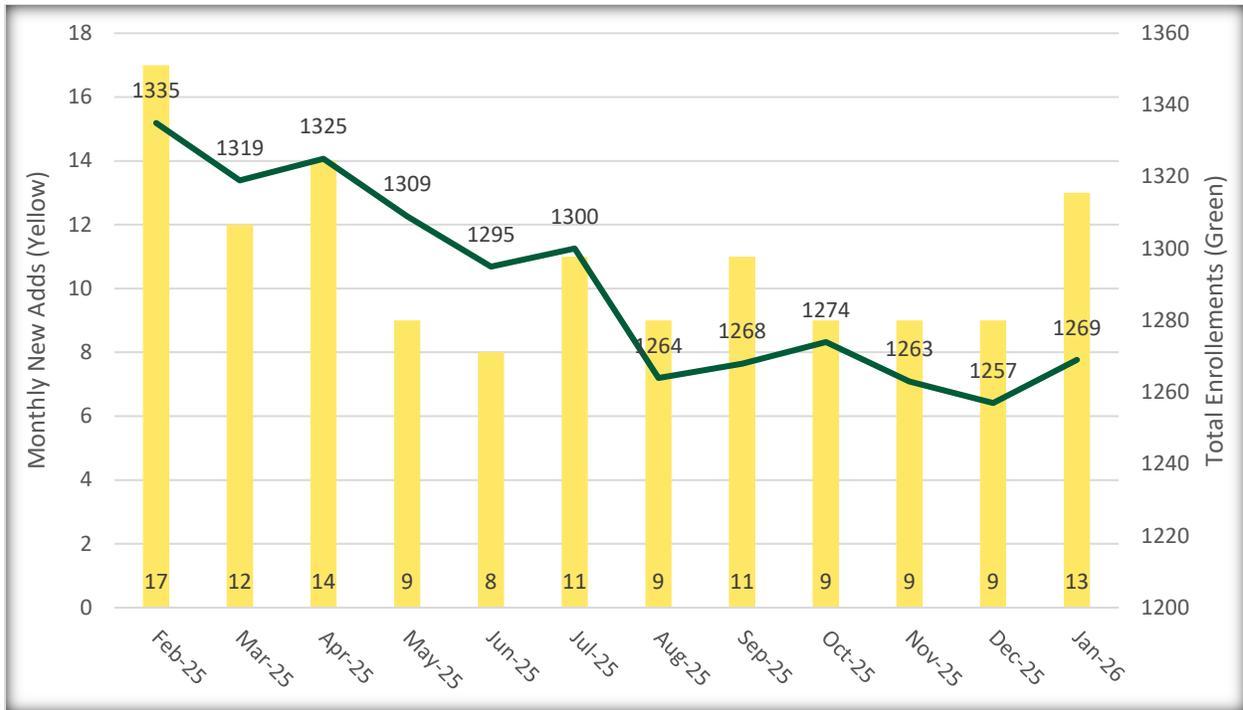
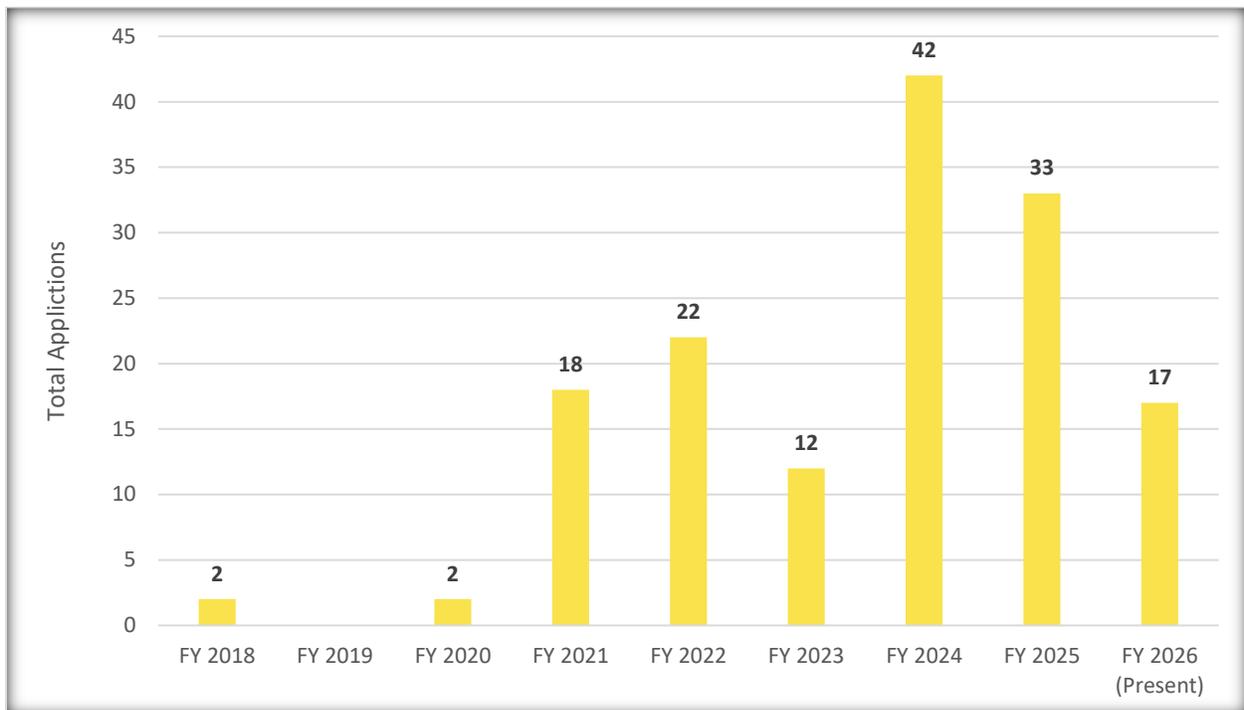**Energy Assistance Program (EAP) Enrollments**

Financial Assistance Program Enrollments

CUSTOMER PROGRAMS & EXPERIENCE

Figure 1: Electrification and Clean Transportation Distributed Rebates

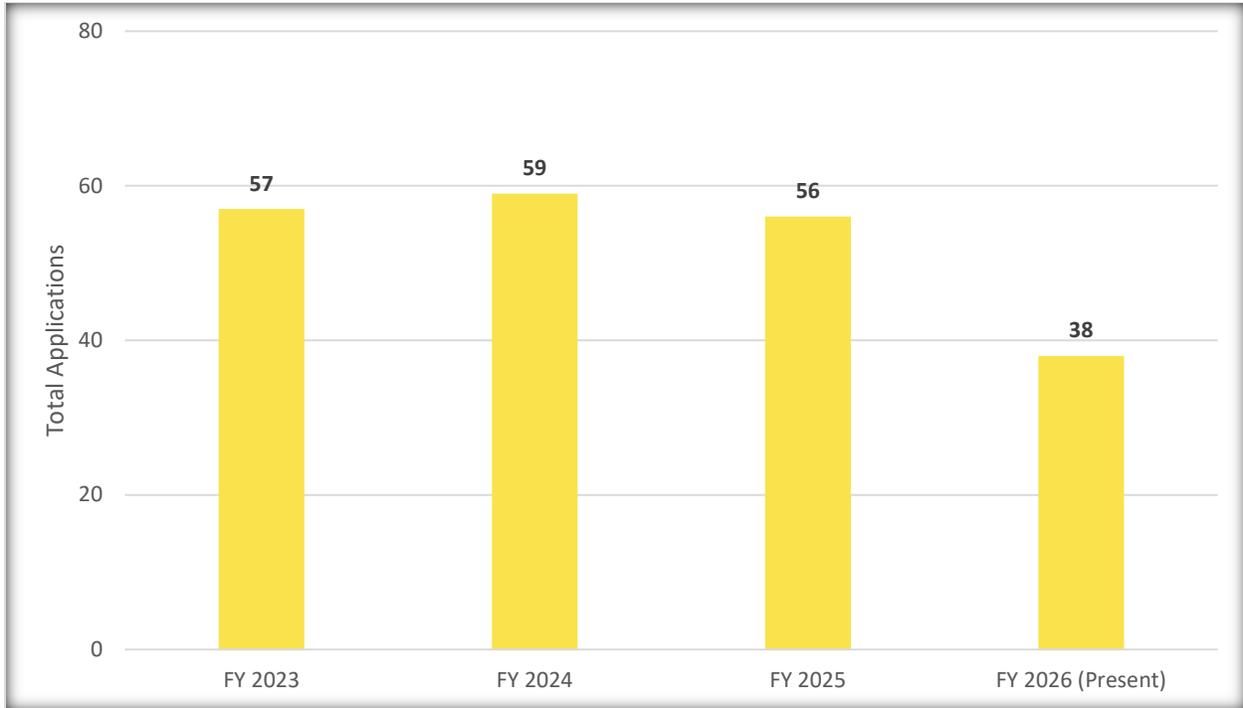**Figure 2: Heat Pump Water Heater Rebate Program**

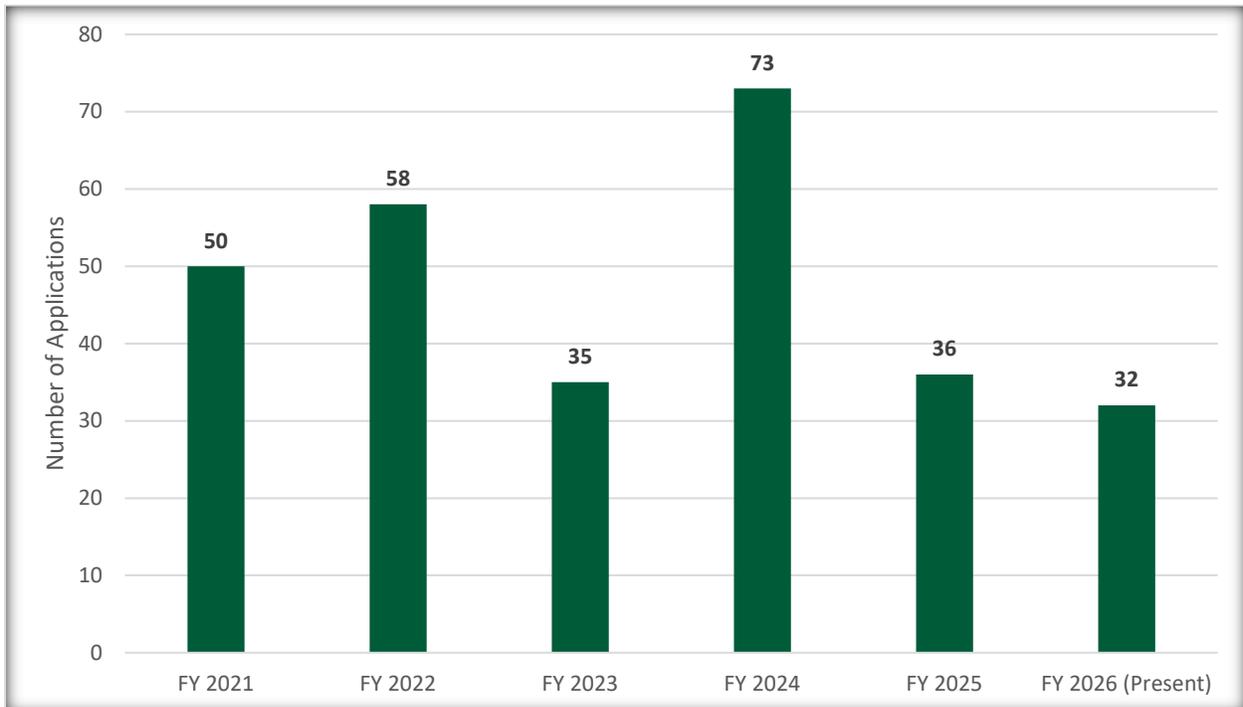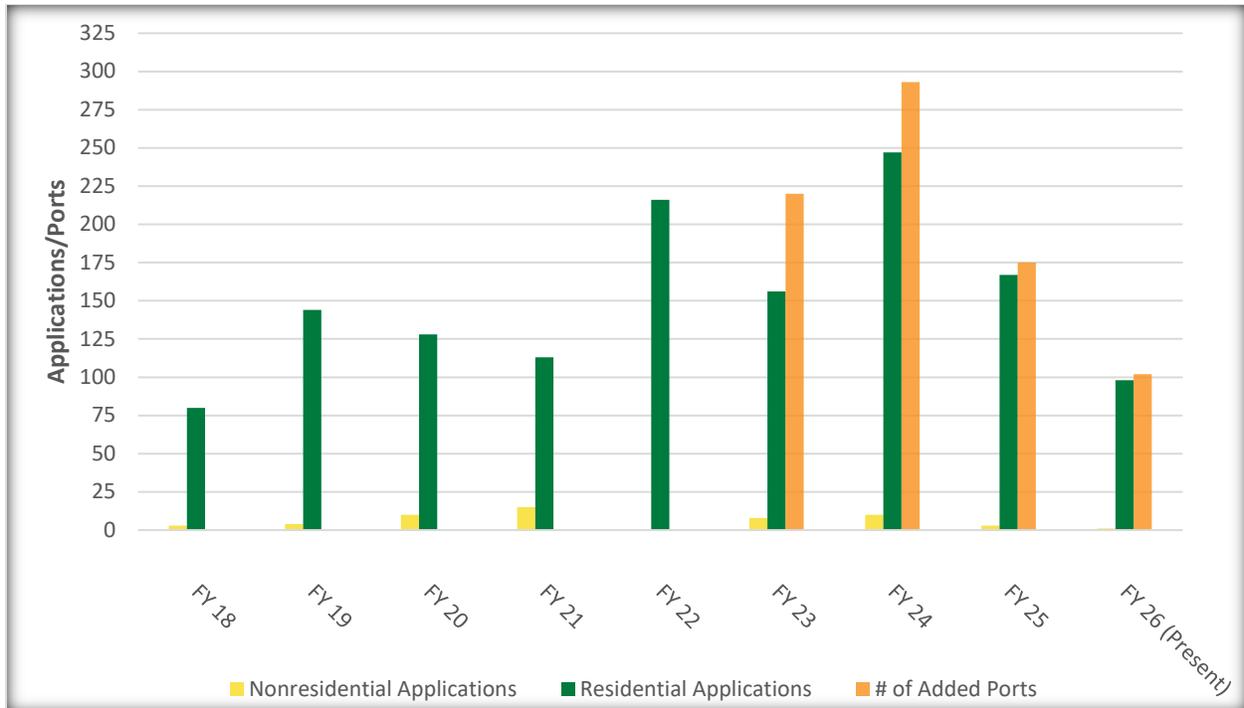**Figure 3: Heat Pump Heating, Ventilation, and Air Conditioning (HVAC) Rebate Program**

Figure 4: Used Electric Vehicle Rebate Program

Figure 5: Electric Vehicle Charging Rebates

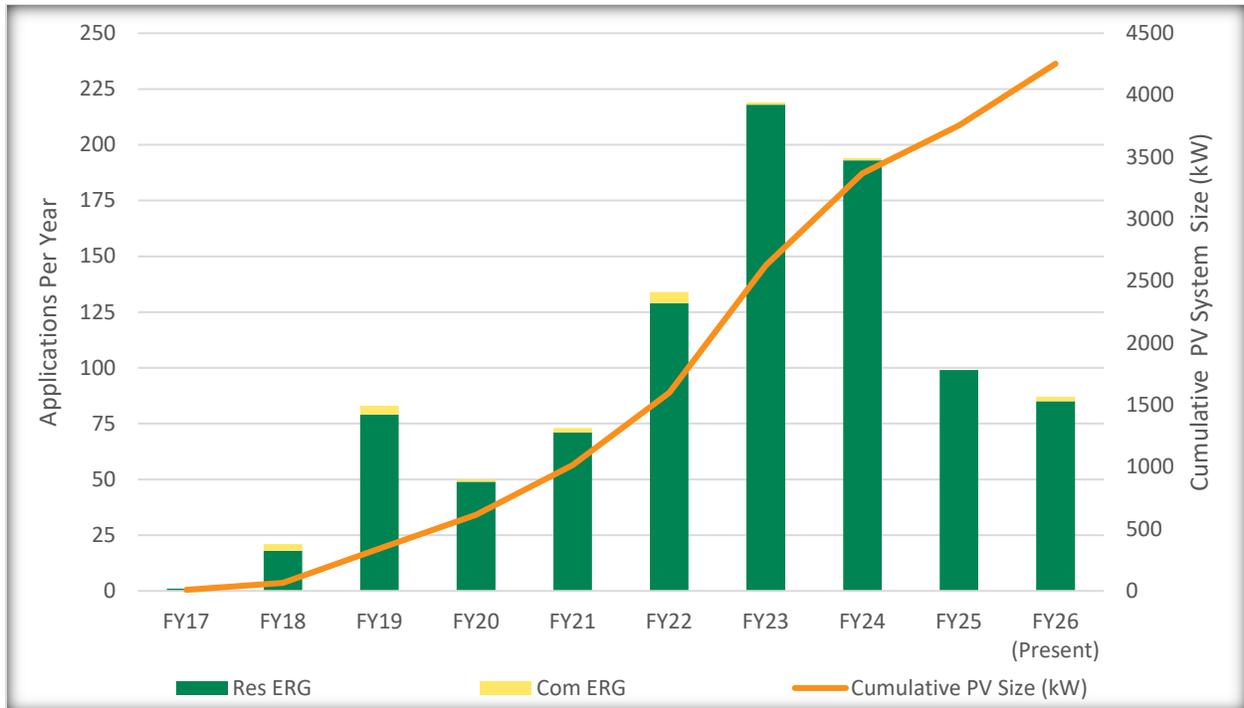**Figure 6: Electric Vehicle (EV) Technical Assistance Program**

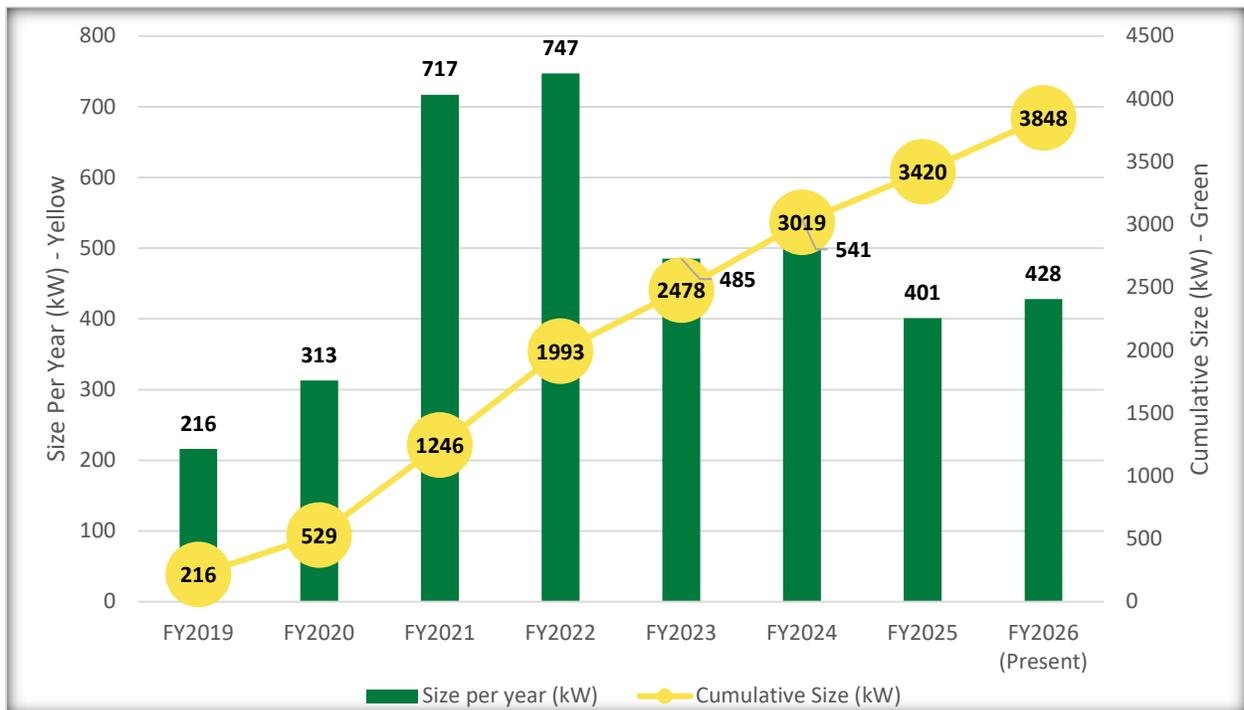**Figure 7: Residential and Commercial Solar Interconnections & Photovoltaic (PV) System Size**


**Figure 8: Cumulative Battery Storage**

FINANCIALS

Table 1: Monthly and Year to Date Total Operating Revenue and Expense Report as of January 31, 2025

| *Report Status as of:* December 31, 2025	Monthly		Annual (FY) To Date	
	Goal	Result	Goal	Result
Total Operating Revenue - Electric (December 2025)	7,660,239	12,043,226	44,544,894	45,909,417
Total Operating Expense - Electric (December 2025)	6,564,241	9,014,971	37,788,762	30,520,695
Note: Shaded areas indicate the data is displayed on the accompanying graphs				
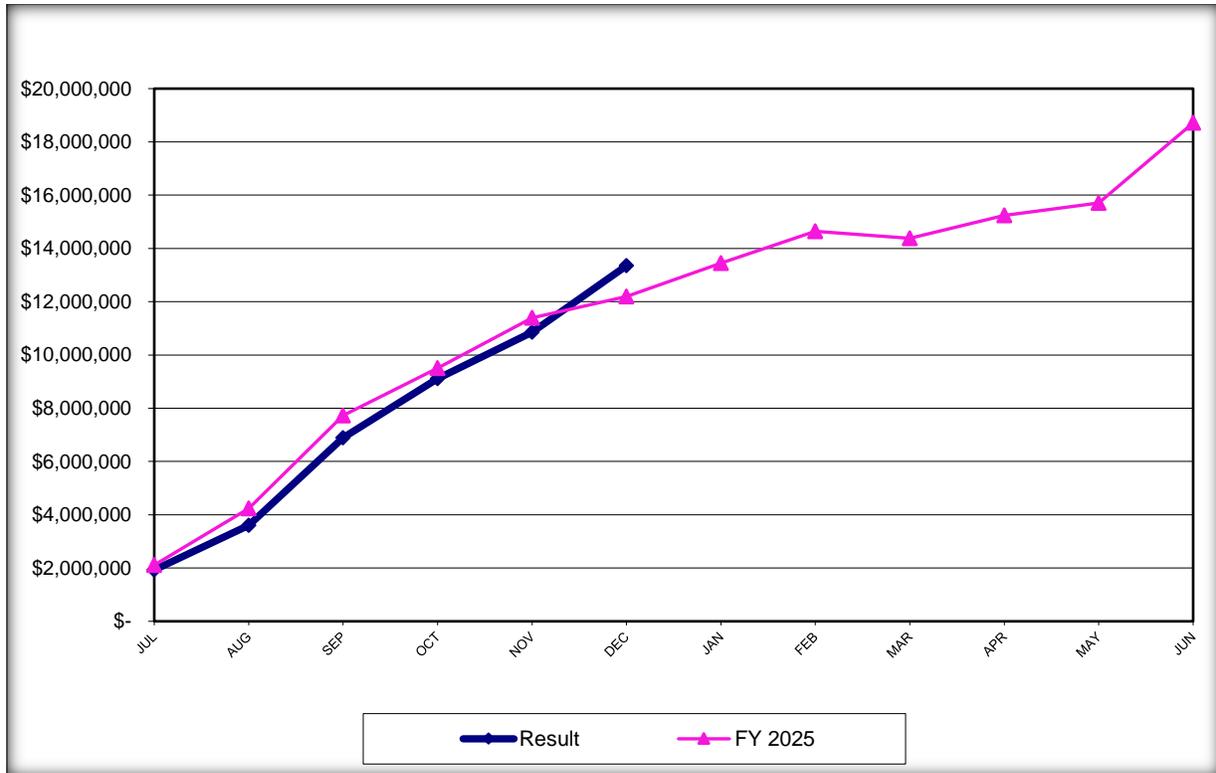
Figure 9: Fiscal Year 2026 Cumulative Net Income – Electric
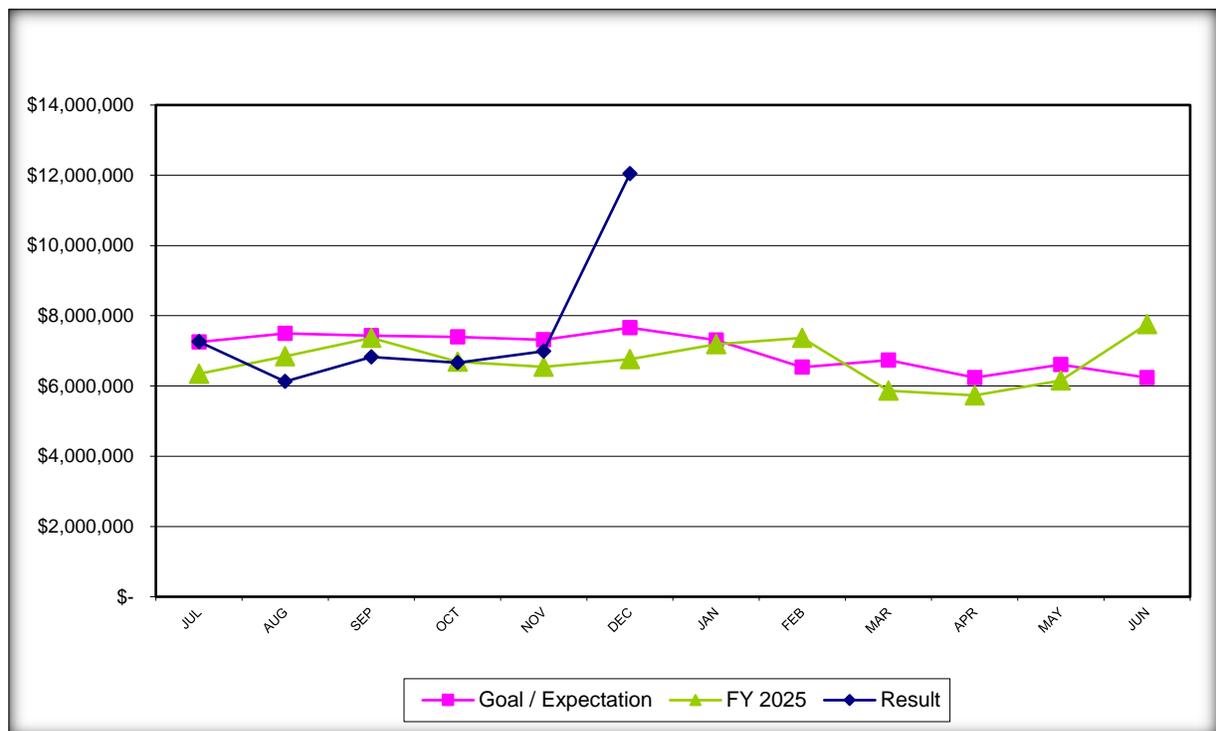
Figure 10: Fiscal Year 2026 Monthly Operating Revenue – Electric
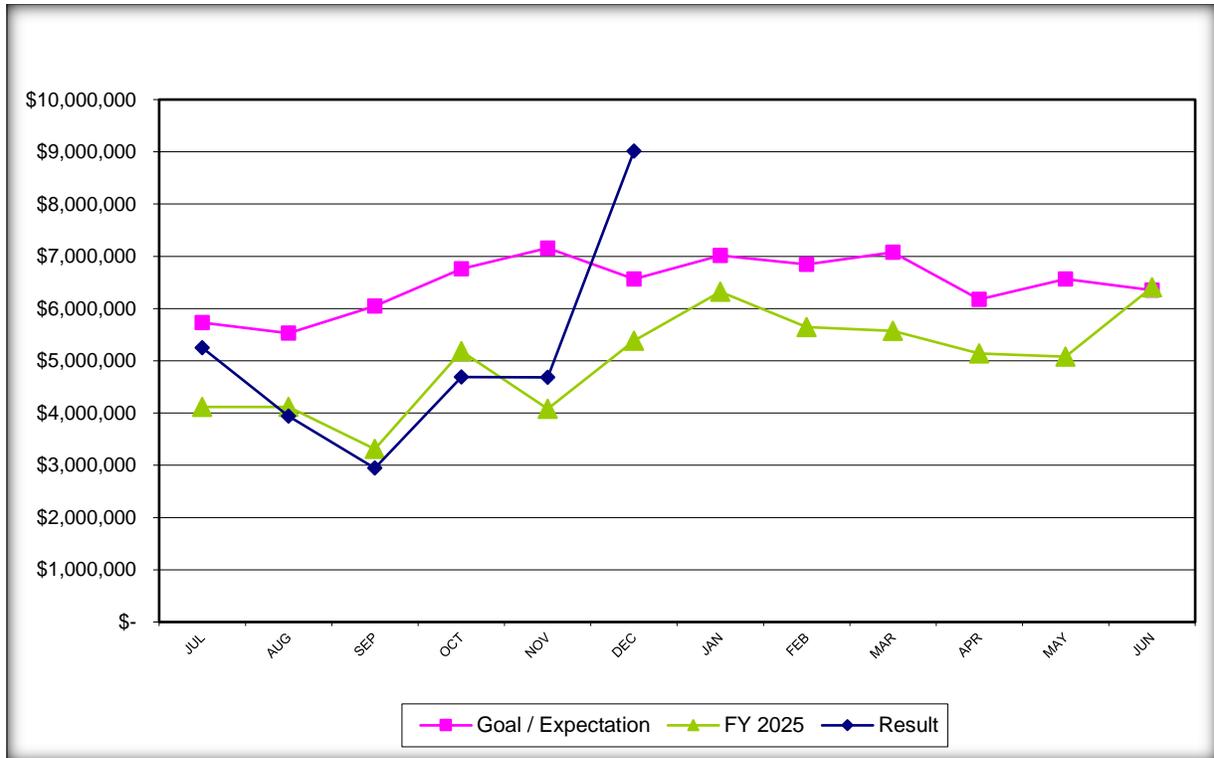
Figure 11: Fiscal Year 2026 Monthly Operating Expense – Electric
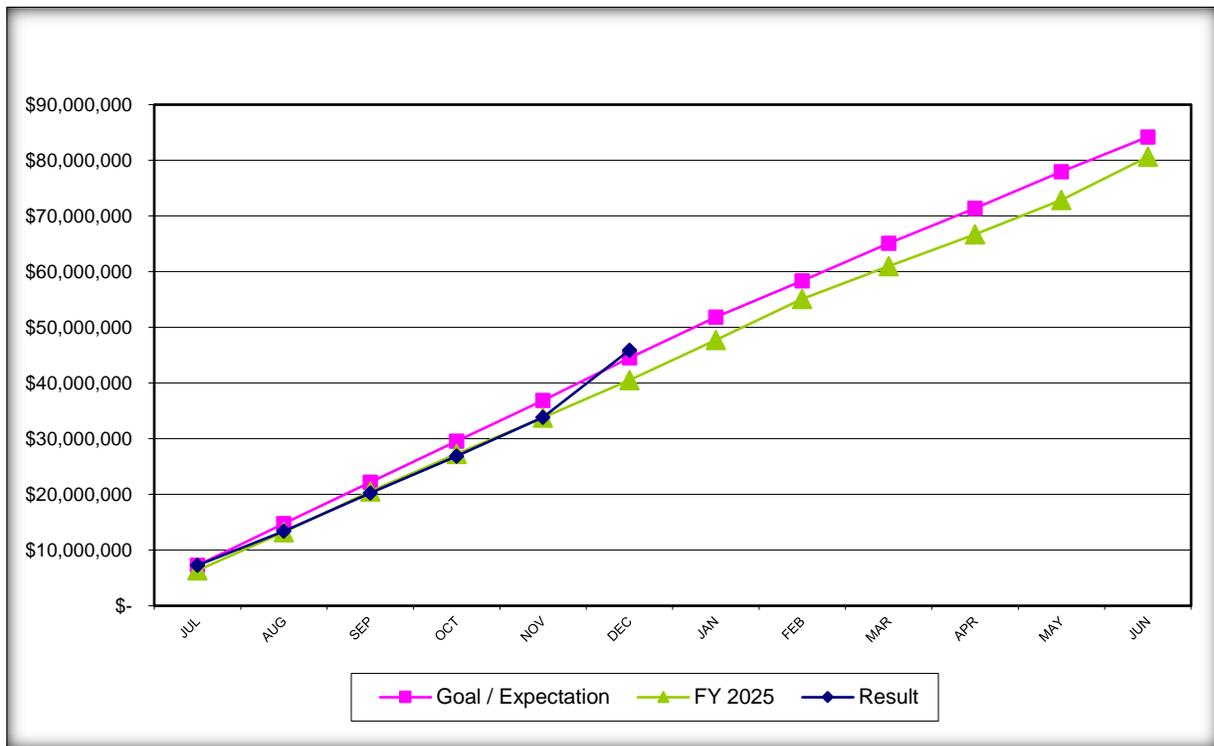
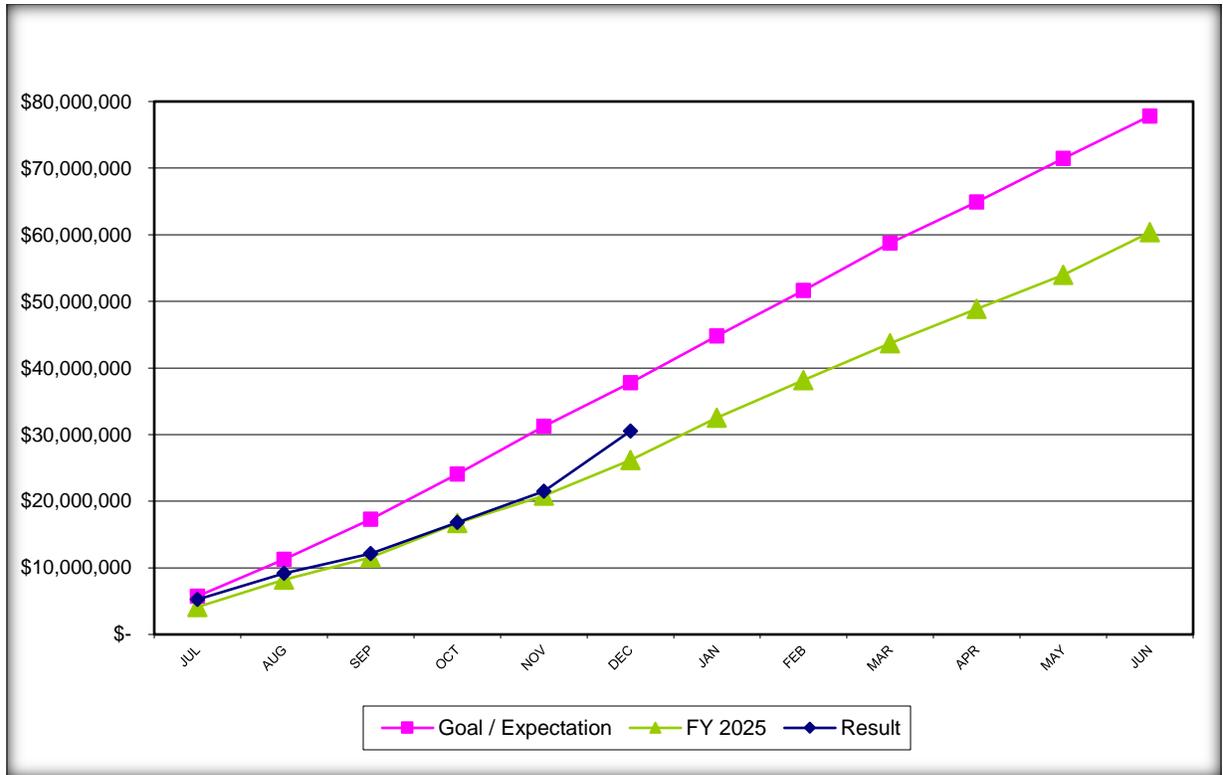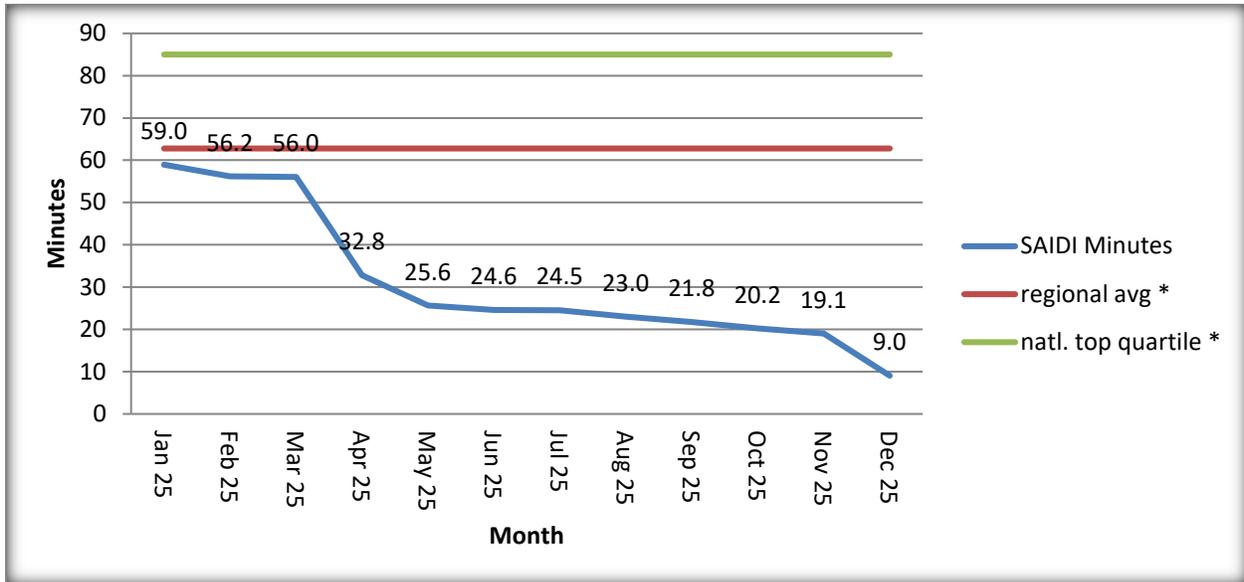**Figure 12: Fiscal Year 2026 Cumulative Operating Revenue – Electric**

Figure 13: Fiscal Year 2026 Cumulative Operating Expense – Electric

OPERATIONAL STATISTICS

Figure 14: Rolling 12-Month System Average Interruption Duration Index (SAIDI)

*Based on Benchmark study of APPA Region 6

SAIDI=   Sum of customer-minutes off for all interruptions
          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.
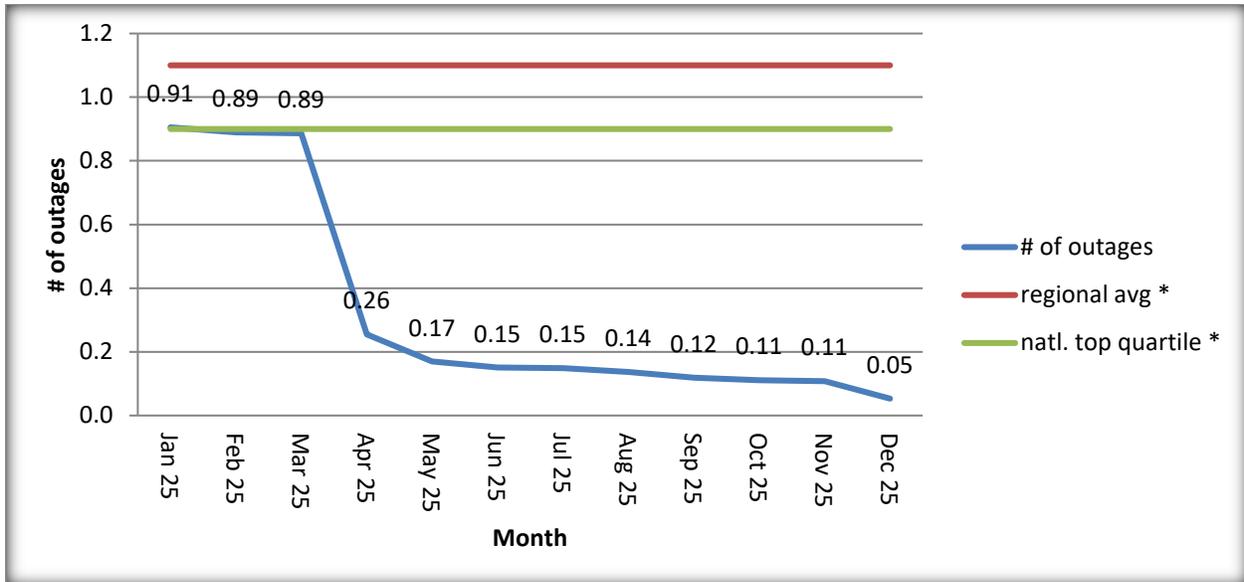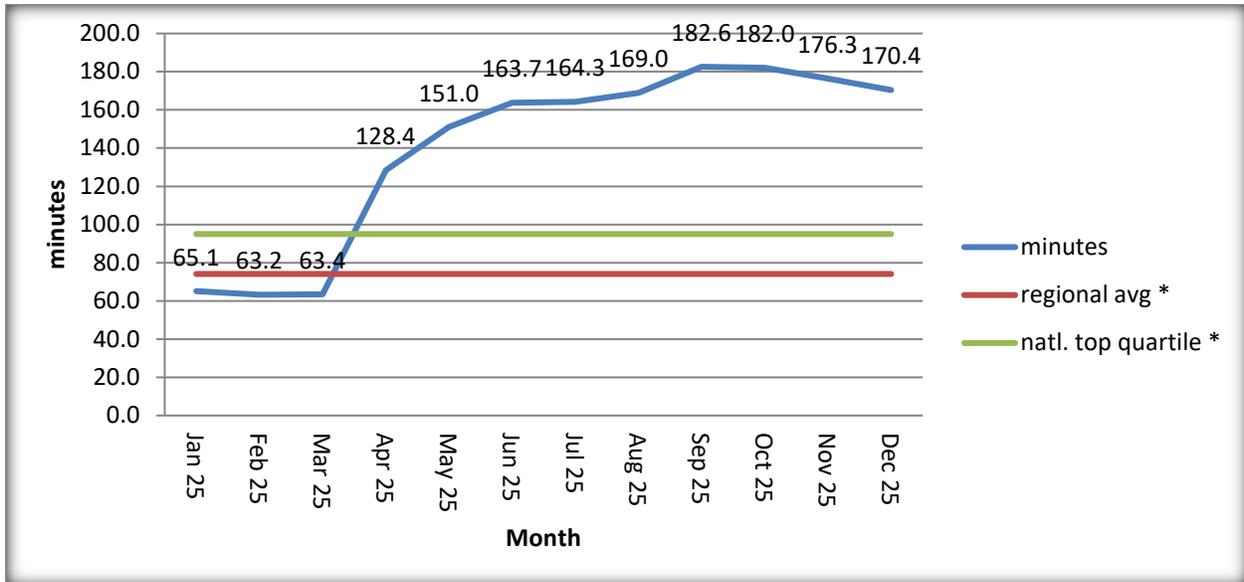
Figure 15: Rolling 12-Month System Average Interruption Frequency Index (SAIFI)

*Based on Benchmark study of Western Regional Utilities

SAIFI= 	Total # of customers affected by interruptions
	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 SAIDI is "On average, customers experienced _____ interruptions".

Figure 16: Rolling 12-Month Customer Average Interruption Duration Index (CAIDI)

*Based on Benchmark study of Western Regional Utilities

CAIDI=   Sum of customer-minutes off for all sustained interruptions
         ───
         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.
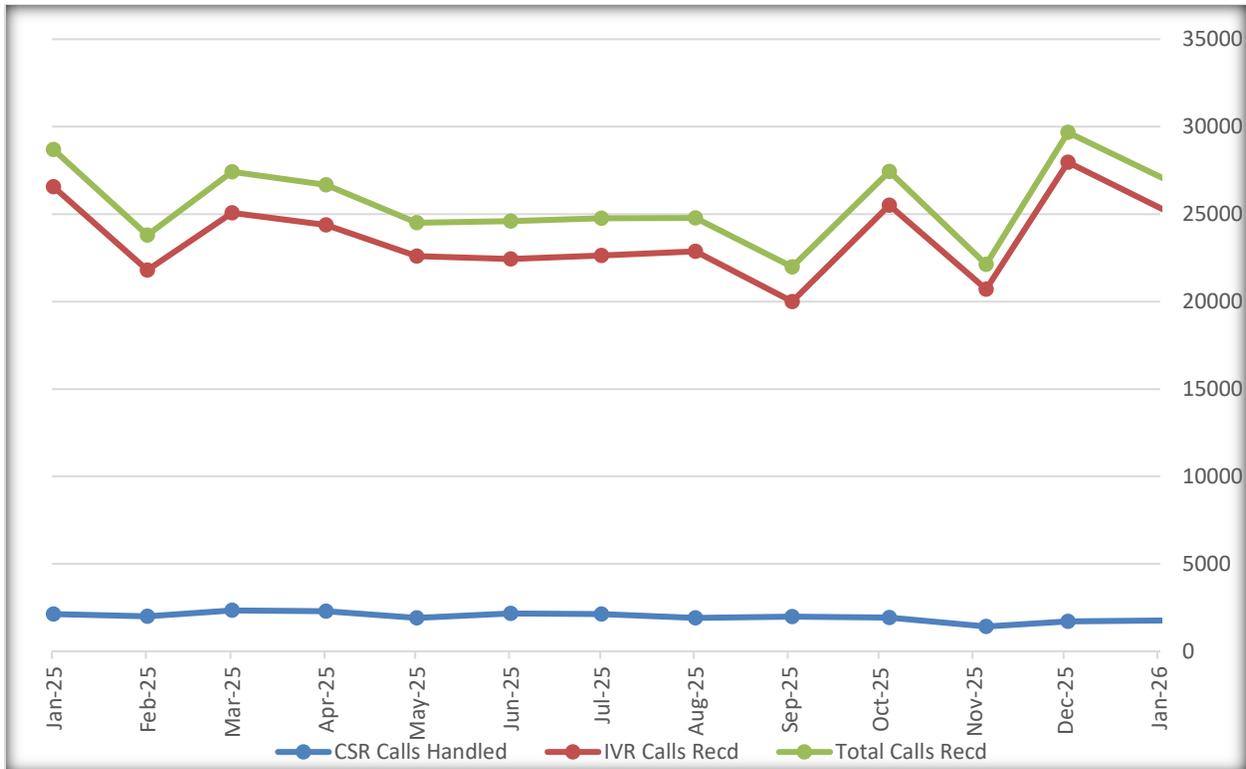
Figure 17: Call Volume Through December 31, 2025
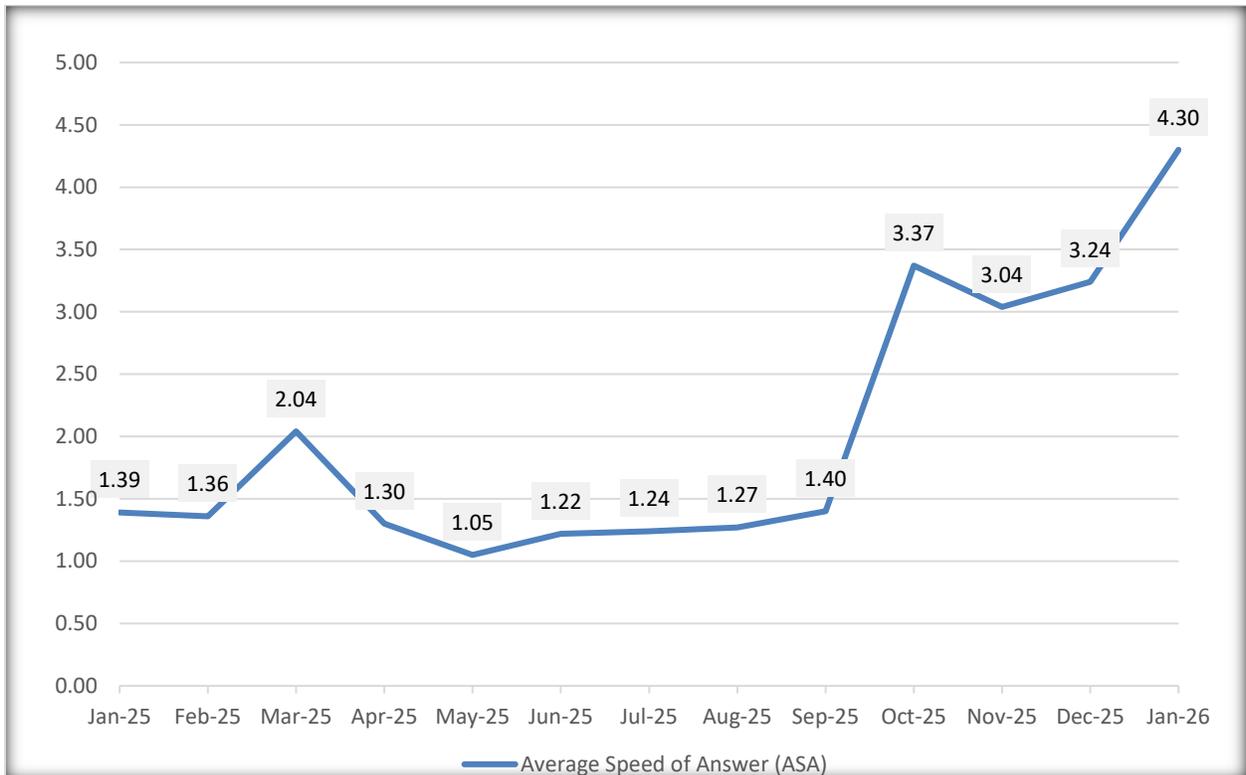
Figure 18: Average Speed of Answer (Minutes) Through December 31, 2025

AMP Vacancy Report (Feb)

Division	Total Positions	Filled	Open
General Manager	3	0	0
Engineering & Operations	45	1	3
Administration	27	0	1
Information Technology	7	0	1
Customer & Energy Resources	13	1	0

❏ 2 Open positions were filled last month
❏ 2 Open positions have applications closed and/or hiring underway
❏ 1 Open position is being recruited
❏ 2 Open positions are being temporarily filled and/or evaluated for upgrade

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