

**DRAFT MINUTES OF THE REGULAR MEETING  
CITY OF ALAMEDA PUBLIC UTILITIES BOARD**

February 9, 2026

1. ROLL CALL

President McKenna called the meeting to order at 6:01 p.m. On roll call, the following commissioners were present: President McKenna, Commissioner Hunter, Commissioner Bird, and Interim City Manager Politzer. Commissioner de Vries was absent.

2. ORAL COMMUNICATIONS – NON-AGENDA (Public Comment)

None.

3. SPECIAL PRESENTATIONS

A. 2025 Climate Action and Resiliency Plan (CARP) Annual Update by Sustainability and Resilience Manager Danielle Mieler

Following the presentation, the Board began discussion.

Commissioner Hunter praised the thoroughness of the CARP presentation and the publicly available dashboard, then highlighted opportunities for collaboration on upcoming city facility project to model clean-energy innovation. Commissioner Hunter raised questions about achieving the City’s 2045 net-zero goal, noting that the remaining emissions, especially from natural gas in existing buildings, may be the hardest to eliminate. Ms. Mieler agreed, explaining that while the City is on track for its 2030 target, the final “last-mile” reductions will be challenging due to limits on requiring electrification, unique high-gas-use facilities, and regulatory constraints, though Pacific Gas and Electric (PG&E) is exploring strategic gas line reductions. When asked about needs from the CARP, Ms. Mieler emphasized continuing strong collaboration with City staff—especially on rebates, education, policy alignment, and public electric vehicle (EV) charging—and encouraged integrating climate strategies into upcoming strategic planning efforts.

Commissioner Bird asked for clarification on the status and challenges of implementing curbside EV charging in Alameda, wondering whether the novelty of the project created obstacles or if the process was becoming streamlined. Ni Lee, Assistant General Manager of Engineering & Operations explained that the initial uncertainties about this new approach had been overcome and the team is now focused on technical details such as safety, code compliance, and connection logistics. Commissioner Bird then suggested using the City’s permit office as a strategic point of education—reaching contractors and residents at the moment they are planning projects—to better promote AMP rebates and electrification opportunities. Ms. Mieler agreed, noting recent coordination with the permit center, existing informational materials in the waiting area, automatic rebate

notifications for certain permits, and a desire to provide guidance earlier in the design review process. Ms. Mieler also discussed the ongoing challenge of engaging contractors, many of whom vary in their familiarity with electrification, and emphasized the continued importance of outreach to support market transition.

Interim City Manager Politzer praised the presentation and noted that the City isn't yet fully integrated in how departments coordinate outreach and share information with the public. In response, Ms. Mieler explained that collaboration is already happening among staff but not through a formal citywide committee, and agreed that a more strategic, cross-departmental approach could strengthen alignment and ensure consistent communication as the City advances its climate and electrification goals.

President McKenna praised the report and highlighted how public awareness of electrification has grown, and emphasized three areas of concern: the need to engage architects and contractors who handle most of Alameda's older, structurally challenging homes; growing statewide pressure around energy affordability and how electrification policies may affect rates; and worries about the shrinking availability of electric vehicle models, which could slow progress toward state transportation goals. President McKenna asked whether better tracking of local EV adoption could help guide advocacy. In response, Ms. Mieler explained that AMP already collects and shares monthly EV data and agreed that market limitations constrain progress, adding that rising and volatile natural-gas prices may ultimately make electrification a more cost-stable option. Both agreed on the importance of early collaboration on city projects, and Ms. Mieler noted that Alameda's building decarbonization plan may be due for an update to reflect new conditions and better guide future policies and investments.

The special presentation is for information only.

#### 4. CONSENT CALENDAR

A. Minutes of the January 12, 2026, Regular Meeting of the City of Alameda Public Utilities Board

B. Listing of Bills Paid – January 2026

C. Financial Report – December 2025

D. Treasurer's Report for the Month Ending December 31, 2025

E. By Motion, Accept Alameda Municipal Power's Senate Bill 1037 Energy Efficiency Report for Fiscal Year 2025, and Find the Action Exempt from the California Environmental Quality Act

F. By Motion, Requiring Four-Fifths Vote, Authorize the General Manager to Sole Source a Three-Year Platinum Supervisory Control and Data Acquisition Maintenance Support Plan from Survalent Technology in an Amount Not to Exceed \$89,548, with a

Contingency of \$13,432, for a Total Amount Not to Exceed \$102,980, Subject to Negotiation of a Final Agreement with Approval by the General Manager and the City Attorney's Office, and Find the Action Exempt from the California Environmental Quality Act

G. By Motion, Authorize the General Manager to Enter into a Professional Services Agreement for a Term of Up to Three Years, with Options to Extend Two More Years at the General Manager's Discretion, with Vertosoft for OpenGov's eProcurement Software Solution in a Three-Year Amount Not to Exceed \$130,000, With a Contingency Amount Not to Exceed \$11,164.20, Options to Extend for \$27,104.65 and \$28,459.88, Respectively, for a Total Not to Exceed of \$185,564.53, and Further Authorize an Increase to the Support Services' Capital Budget by \$185,564.53 to cover Fiscal Year 2026 Cost Increases Resulting from Amendment #1, and Find the Action Exempt from the California Environmental Quality Act

H. By Motion, Requiring Four-Fifths Vote, Authorize Amendment #1 to Service Provider Agreement PS 01-25-01 with Phyllis E. Currie to Extend the Term for Assistance Developing Alameda Municipal Power's Leadership and Organizational Strategies, Increase the Compensation in an Amount Not to Exceed \$65,000, for a Total Contract Amount Not to Exceed \$140,000, and Find the Action Exempt from the California Environmental Quality Act

I. By Motion, Authorize the General Manager to Approve Amendment #3 to Professional Services Agreement PS 08-22-02 with Harrison Engineering Inc. to Extend the Term Through August 31, 2026, and Find the Action Exempt from the California Environmental Quality Act

Commissioner Hunter pulled item 4E. Following a motion from Commissioner Bird and a second from Commissioner Bird, the present Board unanimously approved the balance of the consent calendar.

Commissioner Hunter asked for clarification on whether the report includes fuel-savings from electrification by treating gas reductions as energy savings, and Jarrod Juanitas, Customer Programs Supervisor, confirmed that fuel-substitution measures are now recognized in the system after a recent update, allowing utilities to take credit for electrification savings. Commissioner Hunter then asked whether a similar methodology could apply to EV chargers, and Mr. Juanitas explained that while a different conversion could be used, EV charging isn't included in this electricity-focused report. Commissioner Hunter also questioned why residential program outcomes far exceeded goals while commercial results lagged; Mr. Juanitas explained that goals set in 2021 didn't account for electrification, which is primarily boosting residential savings, while commercial electrification and traditional efficiency opportunities lag behind. Finally, in discussing future goal-setting, Mr. Juanitas noted that 2030 mandates—such as California's ban on purchasing new natural-gas appliances—will remove customer choice, and President McKenna concluded that this means utilities won't be able to claim savings because electrification will no longer be an optional action.

Following a motion from Commissioner Hunter and a second from Interim City Manager Politzer, the present Board unanimously approved item 4E.

5. AGENDA ITEMS

A. For Information Only, California Municipal Utilities Association Residential Customer Survey Results from GreatBlue Research

Following a presentation by Catherine Vollmer, Project Manager at GreatBlue Research, the Board began discussion.

Commissioner Bird noted that customers frequently cited lack of resolution in previous contacts as a major reason for needing follow-up—at a noticeably higher rate than investor-owned utilities (IOUs) and municipal utilities—and expressed concern that this reflected an issue not tied to technology or cost barriers. Ms. Vollmer confirmed the statistic but emphasized that only about five survey respondents fell into that category and that some issues naturally require multiple contacts, though billing-related matters generally should not. Commissioner Bird then asked whether EV and electrification-related findings had been shared with other city departments, and General Manager Haines explained that outreach has begun so departments understand customer challenges. Commissioner Bird encouraged broader sharing of resident feedback and suggested future surveys explore the accessibility and user experience of AMP programs and rebates. Ms. Vollmer agreed, noting that qualitative research already revealed some delays in the rebate process and that adding quantitative questions about ease, barriers, and incomplete applications would be valuable in the next survey cycle.

Commissioner Hunter asked whether the survey revealed meaningful differences in satisfaction and trust across demographic groups—especially renters versus homeowners—and Ms. Vollmer explained that these patterns are consistent in most utility surveys: homeowners and older customers tend to be more satisfied and have stronger relationships with the utility, while renters and younger customers are less engaged, harder to reach, and often have higher expectations around programs like electrification and EVs. Ms. Vollmer noted that income-level differences were less clear in this survey due to how income was measured, though lower-income households often show slightly lower satisfaction overall. Commissioner Hunter suggested refining future income questions to better understand how lower-income customers experience AMP programs and subsidies, and also noted that feedback on communication—particularly customer enthusiasm for outage text alerts—might merit further exploration given that similar systems already operate effectively elsewhere in the City.

Interim City Manager Politzer observed what seemed like a contradiction in survey results: customers strongly preferred receiving information from AMP by email, yet also expressed a desire to use digital tools—especially the website—when seeking information or resolving issues. Ms. Vollmer explained that this pattern is common, noting that email is preferred for direct, pushed communications, while digital tools, particularly the website, are favored for self-service tasks such as finding rebate information or addressing

routine needs. Interim City Manager Politzer then expanded the discussion to digital issue-resolution, expressing personal interest in AI-driven or online self-service options and wondering whether AMP may adopt similar features in the future. He also echoed earlier points about demographic differences, suggesting that younger renters may increasingly rely on digital tools, while older customers may engage differently, and emphasized the value of layering demographic insights in future survey analyses.

President McKenna raised the importance of distinguishing renters in multi-unit buildings from those in single-family homes, noting that differences in who contacts the utility and who can influence electrification decisions may affect how AMP communicates with and supports these customers. Ms. Vollmer agreed and explained that some past surveys have asked more detailed questions about rental property types, which could help refine future analyses. President McKenna also highlighted the need to separate billing-related survey responses into utility-responsibility errors versus customer-side payment issues, prompting Ms. Vollmer to note that current wording combines these into one bucket but could be split in future surveys. Finally, President McKenna emphasized evolving expectations around notifications, observing that even older customers are now long-time users of digital tools and increasingly anticipate timely text alerts for outages or urgent issues; Ms. Vollmer confirmed that text messaging is an expanding communication trend across utilities and will likely grow in importance as customer preferences continue to shift.

Item 5A is for Information Only.

#### 6. GENERAL MANAGER'S REPORT

General Manager Haines noted that the report omitted the vacancy update and highlighted strong progress in reducing staff vacancies from 15 to 5 percent, which has been felt positively across the organization.

Commissioner Hunter then asked why operating electric expenses spiked in November through January, and Heather Heinbaugh, Finance and Utility Billing Manager, explained that the jump was caused by an internal accounting reallocation: a revenue-cost adjustment was moved into a different category, creating a temporary spike in expenses that is mirrored by an equivalent spike on the revenue side, meaning the change was procedural rather than indicative of any underlying financial issue.

#### 7. CITY COUNCIL COMMUNICATIONS

Interim City Manager Politzer reported that the City Council held a positive strategic plan retreat where it identified additional priorities as the current three-year cycle concludes, with a formal report and further Council direction expected in April and a final strategic update planned for early May to align with the June budget process.

#### 8. BOARD COMMUNICATIONS

President McKenna reported on recent Northern California Power Agency (NCPA) events in Sacramento, praising AMP staff for making a strong impression at NCPA 101 and noting productive meetings with state and federal legislative offices, where affordability of electric rates emerged as the dominant statewide concern. President McKenna emphasized that although Alameda faces different conditions than much of California, affordability will strongly shape discussions around energy efficiency, environmental programs, and electrification in the coming year.

9. ORAL COMMUNICATIONS – NON-AGENDA (Public Comment)

None.

10. ADJOURNMENT

President McKenna adjourned the meeting at 7:47 p.m.