



# The Flash

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Providing Power and Information to the Alameda Community



## AMP Helps You Prepare for Storm Season

Alameda Municipal Power (AMP) is committed to providing you safe and reliable power every day. We constantly work to safeguard our electric system against outages and ensure our employees are trained to respond quickly and effectively during an emergency. The safety of our customers and employees is always our top priority. As we head into the

winter storm season, we offer these tips for being prepared and staying safe.

More tips for being prepared for an outage can be found on AMP's website at [www.alamedamp.com](http://www.alamedamp.com).



Clip and Save 

### Reporting an Outage

- Check to see if the outage includes other houses in your neighborhood. If it doesn't, check to see if there's a blown fuse or tripped circuit breaker.
- If the lights are off at your house and your neighbors, call AMP at (510) 748-3902 to report the outage.
- Report downed wires immediately to AMP or the police department. Never go near a downed power line and never touch trees or any other obstacles in contact with the power lines.

### Safety Tips during an Outage

- Keep flashlights, a battery-powered radio and fresh batteries in an easily accessible place. Do not use candles for lighting. Candles are one of the top causes of household fires.
- Turn off major appliances, such as room air condi-

tioners and stoves, and unplug other electronics, like TVs and computers. This will prevent damage to them if there's a power surge when the electricity returns.

- Leave one light on so you will be able to see when power is restored.
- Keep refrigerator and freezer doors closed. Most food in the fridge will last 24 hours except dairy products, which should be discarded after six hours.
- Never plug portable or auxiliary generators into a wall outlet. The electricity generated by a generator can ruin your home's wiring and start a fire. It can also feed back into the utility system and seriously injure or kill a utility lineworker. Portable generators are gasoline-powered and should always be placed in a well-ventilated area. Use an indoor/outdoor, grounded (three-prong) extension cord to connect your generator to an appliance.

### How to Shut Off Electricity in an Emergency

- Always know in advance where your electricity panel is located in the event of an emergency.
- If your house has fuses: You will find a knife switch handle or pullout fuse that should be marked "MAIN." Remove all of the small fuses first, then remove the "MAIN" fuse.
- If your house has circuit breakers: Open the metal door of the breaker box to reveal the circuit breakers. The main breaker should be clearly marked showing "ON" and "OFF" positions. Turn off all the small breakers first, then shut off the "MAIN."

## Supporting Technology in Alameda's Schools

AMP has partnered with the Alameda Education Foundation (AEF) to provide an easy way for Alameda residents to support our public schools. With our Power Up 4 Learning program, you can designate a donation amount to be included with your monthly utility bill. 100 percent of the funds collected in



2012 and 2013 will be used to support academic intervention technology needs at Alameda High School and Encinal High School.

AMP has collected over \$30,000 in voluntary customer donations over the past six years. To participate, visit [www.alamedamp.com](http://www.alamedamp.com).

## New Mailing Address for Your AMP Payments

Starting in December, you will see a different mailing address for your bill payments. AMP has switched banking agencies and is now working with U.S. Bank for banking services. Please discard any old return envelopes you may have around and use the new mailing address instead. If you pay online, please make sure you have the correct information to avoid any delays in your payment.

## AMP's Service Center Closed on Veterans Day and Thanksgiving Holidays

AMP's Service Center will be closed on Monday, Nov. 12 in observance of Veterans Day and on Thursday, Nov. 23 and Friday, Nov. 24 to celebrate the Thanksgiving holidays.

## 125 Years of Fun Facts!

AMP is 125 years old! To celebrate this special milestone, we are sharing fun facts from our many years of service.

Did you know...? AMP's Service Center at 2000 Grand Street was built in 1991 and won an award for "Outstanding Energy Achievement" from the California Energy Commission. The award was in recognition of the building's energy-efficient design.

## Learn More About Electric Vehicles on AMP's Website

Thinking about purchasing an electric vehicle (EV)? Remember to check AMP's website to learn more about charging levels for EVs, installing a charging station at your home, types of EVs, and tax incentives and rebates. Online you'll also find information about an experimental EV charging discount that AMP offers for qualifying customers. The discount ranges from \$9 to \$21 per vehicle per month, depending on the weight of the vehicle.



AMP also provides two public charging stations in Alameda's Civic Center garage where you can charge your car for free while we pilot the technology. Nearly 23,000 pounds of greenhouse gases have been avoided from entering the environment due to EVs plugging in at AMP's charging stations.

More EV information and resources can be found on AMP's website at [www.alamedamp.com](http://www.alamedamp.com).

## CLIP and KEEP!

Important AMP contact numbers:

Customer Service .....	748-3900
After Hours/Emergency .....	748-3902
TDD (hearing impaired) .....	522-7538
E-mail .....	<a href="mailto:info@alamedamp.com">info@alamedamp.com</a>
Internet .....	<a href="http://www.alamedamp.com">www.alamedamp.com</a>

*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 [irwin@alamedamp.com](mailto:irwin@alamedamp.com)

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