



Electric Rates Will Change on July 1

Beginning on July 1, you will see some changes to your electric bill. AMP is implementing changes to our electric rates and customer charges that were approved by the City of Alameda’s Public Utilities Board (Board) in April.

This will be the fourth year of the Board’s five-year rate adjustment plan, which was conceptually approved in 2010 to ensure strong fiscal responsibility and reliable service. The Board traded off fewer sudden and high rate spikes (due to higher power and transmission costs, lower electricity demand and increased operating expenses) for more frequent but moderate rate increases.

Understanding Rates

AMP is the City of Alameda’s 126-year-old not-for-profit electric utility, and the City’s Public Utilities Board approves our rates. Our rates are based on the

cost to provide service; there is no profit built in.

When we talk about rates, there are two different aspects: customer charges and electric charges. Customer charges are applied to the costs for billing, reading meters, customer service and other basic administrative costs. Customer charges are applicable to each customer class whether or not a single kilowatt of electricity is used. Electric charges represent the costs for transmission and delivery of electricity to your home or business. Electric charges vary based on how much electricity you use.

Key Changes to the Rates

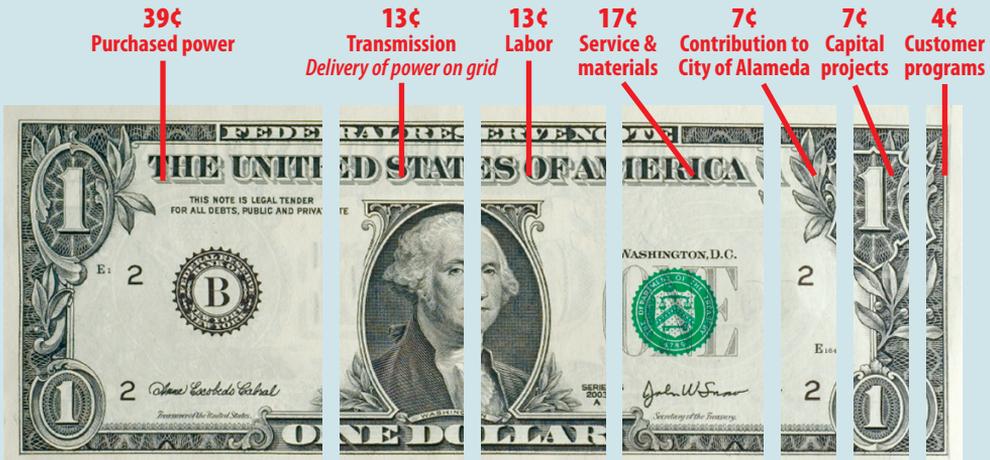
The changes that you will see in your electric bill depend on your customer class and how much electricity you use.

Residential customers will see a \$2 increase in

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Where Does Each Dollar Go?

AMP’s entire budget to operate Alameda’s electric system comes from our rates. Today, an average single-family residence pays roughly \$55 per month for a mix of clean and renewable electricity. What’s more, AMP ranks top in the state in customer satisfaction and our reliability record is among the best in the western half of the US—which means we work hard to keep the lights on for you.



AMP Now Offers Rebates on New Freezers

Starting in July 2013, AMP's refrigerator rebate and recycling program will be extended to include freezers. Now you can get a \$100 rebate for replacing your stand-alone freezer with an ENERGY STAR® labeled freezer and recycling your old freezer. A \$35 rebate is available for pick-up and recycling only. Rebates are applicable to freezers 7.75 cubic feet and larger. For more information, visit AMP's website. 



AMP's Ice Cream Returns for the Summer!

Independence Day is fast approaching and what better way to enjoy the Mayor's 4th of July parade than with a couple scoops of AMP's commemorative ice cream, Marshmallow Megavolt. Tucker's Ice Cream created this memorable flavor a year ago to celebrate AMP's 125th anniversary. Now it's back for a limited time, from July 4th through the month of August.



Be sure to stop by Tucker's to enjoy this velvety combination of smooth lemon marshmallow, Irish crème, and electric bits of espresso as you celebrate our nation's birthday and 126 years of public power. 

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the monthly customer charge. Additionally, Tier 2 residential customers will see an increase in the electric rate AMP charges per kilowatt hour (kWh) from \$0.12286 to \$0.12642. Tier 3 customers will see an increase in their rates from \$0.19423 per kWh to \$0.19986 per kWh. So, a typical residential customer with an average monthly bill of \$53.04 can expect to see an increase of approximately \$2.65 to his or her monthly bill.

For more information about the new rates for commercial customers, please visit AMP's website.

Competitive Rates

Since AMP is a not-for-profit electric utility, we're able to keep rates lower than neighboring utilities while still directly contributing to the City of Alameda's economic well-being and quality of life with annual transfers of over \$4 million. At the same time, AMP offers residential rates that average 22 percent lower than neighboring cities like San Leandro and Oakland and commercial rates that are nearly 10 percent lower.

How Can Customers Control Costs?

AMP offers a variety of ways to help you control your energy usage and manage your monthly bill.

- Participate in AMP's energy saving programs and rebates.
- Monitor your usage with tools from AMP, like our Home Energy Calculator, our free in-home energy audits and our Kill A Watt energy monitors.

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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- To help you manage your bill, AMP offers convenient billing programs such as Easy Pay, which automatically withdraws payments from your bank, and our Balanced Payment Program, which allows you to pay the same amount monthly.
- Low-income and special needs customers may also qualify for payment assistance through AMP programs like Energy Assistance and Project EASE.

More information about AMP's new electric rates and how you can control costs and manage your bill can be found at www.alamedamp.com/resources/rates. 