



**ALAMEDA
MUNICIPAL POWER**

A Department of the City of Alameda

The Flash

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ELECTRIC RATES

CHANGE ON JULY 1

RESIDENTIAL AND COMMERCIAL INCREASE

Beginning on July 1, you will see changes to your electric bill. The City of Alameda's Public Utilities Board approved a \$2 increase in the monthly customer charge for residential customers and an increase in their energy charges for tiers 2 and 3.

Commercial customers will see an increase to the electric and demand charges only.

RATES STILL 16% BELOW NEARBY CITIES

A typical residential customer with an average monthly bill of \$59 can expect to see an increase of approximately \$4 to his or her electric bill. Even with this increase, electric bills for Alameda residents will still average 16 percent less than nearby cities like Oakland and San Leandro.

KEEPING PACE WITH RISING COSTS

The increase in electric rates was needed to help AMP keep pace with the rising costs of providing high quality, reliable electricity to Alameda.

Some of those challenges include rising power costs, increased operating expenses and lower electricity demand.

Regardless of how much electricity you use, AMP has to ensure that our infrastructure is always able to safely deliver the power you need at any time, day or night.

WHERE DOES EACH DOLLAR GO?

AMP's entire budget to operate Alameda's electric system comes from our rates. (See the graphic below to see where your electric dollar goes.)

The budget also ensures customer service that's ranked among the best

in the state and an electric reliability record that's tops in the western United States – which means we work hard to keep the lights on for you.

For detailed information on all rate changes, go to www.alamedamp.com/rates

WORKING FOR ALAMEDA FOR 130 YEARS

AMP is the City of Alameda's 130-year-old community-owned utility, and the revenue from electric sales goes toward operation of the electric system and then to improving community services for residents through annual transfers of more than \$6 million to the city's general fund.

WHERE YOUR ELECTRIC DOLLAR GOES



PURCHASED POWER

46¢



SERVICES

20¢



LABOR

16¢



MATERIALS

9¢



TRANSFER TO CITY

9¢

Capital projects are spread across Services, Labor and Materials.

WHAT DO WE TALK ABOUT WHEN WE TALK ABOUT RATES

When we talk about rates, it's primarily about two components: energy charges and customer charges.

ENERGY CHARGES:

The energy charge represents the amount of electricity used at your home or business. It's measured in kilowatt hours (kWh) and can vary every month. This charge covers the cost of producing and delivering electricity.

CUSTOMER CHARGES:

The customer charge is a fixed monthly charge. It appears on everyone's bill, regardless of whether a single kilowatt of energy was used. The charge is intended to cover the costs of providing a standard service connection and basic customer service.



FINANCIAL ASSISTANCE

Low-income and special needs customers may qualify for payment assistance through select AMP programs.

ENERGY ASSISTANCE PROGRAM (EAP)

The Energy Assistance Program provides ongoing bill assistance to qualifying low-income customers by applying a 25 percent discount to the customer's monthly electric bill.

PROJECT EASE

Project EASE (Energy Assistance through Supportive Efforts) provides short-term emergency assistance to residential customers who are financially unable to pay their electrical bills and who have no alternative source of assistance.

GET MORE INFORMATION

AMP Customer Service (510) 748-3900
www.alamedamp.com/financial-assistance.

AMP EV CHARGING STATION 2000 Grand Street



JULY 1

EV level 3 charging rate
drops from

\$0.45 per kWh
to
\$0.30 per kWh

www.alamedamp.com/ev

ENERGY INVIEW PROGRAM: YOUR NEW ELECTRIC METER IS ON THE WAY

ENERGY INVIEW PROGRAM



Energy inView, AMP's new smart technology program, will provide you with better service and tools to help you manage your energy use. And it all begins with the upgrade of your existing electric meter to a new smart meter.

INSTALLATION PROCESS

- No appointments are necessary, and you don't need to be present when it's replaced.
- You'll receive a letter from AMP in advance.
- Installation takes less than 15 minutes.
- You may experience a brief interruption of your electric service during this time.
- A door hanger will let you know the installation was completed.
- All new meters will be installed by the end of December 2017.

For more information visit www.alamedamp.com/inview.

CONTACT AMP

Customer Service 510-748-3900
After Hours/Emergency 510-748-3902
TDD (hearing impaired) 510-522-7538
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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 haley@alamedamp.com

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