



## AMP Ranks among Top in State in Customer Satisfaction

According to a recent statewide survey conducted by RKS Research & Consulting, Alameda Municipal Power (AMP) ranks among the top electric utilities in California for residential customer satisfaction. AMP's overall customer satisfaction score of 88 percent surpassed the average "very satisfied" score of 64 percent received by investor-owned utilities and the average "very satisfied" score of 66 percent seen by municipal utilities.

"Best in state reflects the spirit of customer satisfaction that saturates the entire organization," said



Public Utilities Board member John McCahan. "Thank you, Alameda, for acknowledging AMP's commitment to providing safe and reliable service."

RKS's California Municipal Utilities Association Statewide Survey measures residential customer satisfaction with

electric utility companies in California across a number of categories including utility image, trust, communication, rates, reliability, renewable energy, and energy efficiency.

More information about the survey results can be found on AMP's website. [G](#)

### Congratulations to the 2013 Winners of AMP's Green Powerstar Awards

At the City of Alameda's Earth Day Festival in April, AMP announced the winners of its annual Green Powerstar Awards Contest, which showcases innovative approaches to energy savings and greener power use.



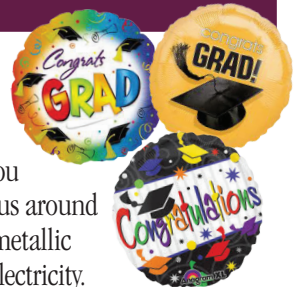
This year's winners are:

- Large Commercial business category: Abbott Diabetes Care
- Small Commercial business category: Monkey Bars
- Residential: Ben and Estie Kus

Congratulations to all the winners for emphasizing the importance of energy efficiency and environmental responsibility to your neighbors, community, and fellow travelers on the planet! To learn more about the winners and their accomplishments, visit AMP's website. [G](#)

### Mylar Balloons and Power Lines can Ruin a Party

Helium-filled mylar balloons add a festive look to graduation parties and family reunions, but did you know they can be dangerous around power lines? Their silvery metallic coating is a conductor of electricity. When mylar balloons float into the air and make contact with power lines, they can short transformers, cause power outages, and melt an electrical wire and cause it to fall. They can even spark an electrical surge that could potentially destroy home electronics.



Careless handling of these balloons can cause injury to you and to AMP employees working on equipment. It takes only one balloon to cause a power outage or cause a power line to break. AMP reminds

## Update on April's Budget Workshop and Rate Increase Proposal



Last month, the Public Utilities Board gathered for its annual budget workshop to ensure that budget priorities are aligned with

the strategic priorities set during the Board's annual planning workshop. Major projects for the upcoming fiscal year include rates for the future, utility underground districts, and greenhouse gas reduction plans. To learn more about the proposed budget, visit AMP's website. The final budget for the 2014 fiscal year will be approved by the Board on June 24.

Following the budget workshop in April, the Board met for its regular meeting, where it approved the fourth year of its five-year rate adjustment plan for all customers. The average overall rate increase of 3.25 percent for all commercial and residential customers is effective July 1, 2013. While the average increase is 3.25 percent, the actual increase will vary depending on the customer's rate class. 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.

Additional information about the rate increase, rate classes, and how rates are designed can be found at [www.alamedamp.com/resources/rates](http://www.alamedamp.com/resources/rates). Information also will be published in the June edition of *The Flash*.

### Mylar Balloons from page 1

you to follow these important tips:

- Never release a mylar balloon outdoors
- Always attach a weight to mylar balloons
- Always deflate mylar balloons and dispose of them properly
- If you see a mylar balloon contact a power line, stay at least 10 feet away. Do not attempt to climb the pole or make any other attempt to retrieve the balloon. Call AMP immediately at 748-3900.

Celebrate safely and help protect power reliability in Alameda by keeping mylar balloons away from power lines!

## Alameda Green Product Content Label

Much like a nutrition label, the Product Content Label (illustrated in the table below) discloses the renewable resources that make up Alameda Green, AMP's voluntary renewable energy program. To learn more or to sign up, visit [www.alamedamp.com/power/green](http://www.alamedamp.com/power/green).



### ALAMEDA GREEN PRODUCT CONTENT LABEL<sup>1</sup>

Alameda Green is a voluntary renewable energy program from Alameda Municipal Power that matches 100% of your estimated monthly electricity usage with wind and solar for an additional 1.5 cents per kilowatt-hour. The product is made up of the following new renewable resources averaged annually.

	Green-e Energy Certified New <sup>2</sup> Renewables in Alameda Green		Generation Location	
	2012	2013 (projected)	2012	2013 (projected)
Solar	2%	20%	California	California
Wind	98%	80%	Western U.S.	Western U.S.
Total	100%	100%		

1. These figures reflect the power that we have contracted to provide. Actual figures may vary according to resource availability. We will annually report to you the actual resource mix of the electricity you purchased during the preceding year.

2. New Renewables come from generation facilities that first began commercial operation on or after 1/1/99.

For comparison, the 2011 average mix of resources supplying Alameda Municipal Power includes: Large Hydroelectric (32%), Unspecified (2%), Eligible Renewable (66%).

For specific information about this electricity product, please contact Alameda Municipal Power at (510) 748-3900, email [green@alamedamp.com](mailto:green@alamedamp.com), or visit [www.alamedamp.com/power/green](http://www.alamedamp.com/power/green).



Green-e Energy certifies that Alameda Green meets the minimum environmental and consumer protection standards established by the non-profit Center for Resource Solutions. For more information on Green-e Energy certification requirements, call 1-888-63-GREEN or log on to [www.green-e.org](http://www.green-e.org).

## 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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