



**ALAMEDA
MUNICIPAL POWER**

A Department of the City of Alameda

The Flash

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AMP Receives National Recognition for Providing Safe and Reliable Power

AMP was recently honored by the American Public Power Association for providing the highest degree of reliable and safe electric service. There are more than 2,000 public power utilities in the nation, and AMP was one of only 184 to earn the Reliable Public Provider (RP₃) platinum designation. The RP₃ recognizes public power utilities that demonstrate proficiency in four areas: reliability, safety, workforce development and system improvement.



In addition to performing best practices in safety and reliability, there are also financial benefits associated with the RP₃ designation, such as improved bond ratings and cost savings from workers' compensation and insurance. This contributes to the financial health of AMP as a locally owned municipal utility and provides community value with competitive electricity rates.

This is the second consecutive time AMP has been awarded this designation. 

Beyond a Shadow of a Doubt

AMP is warning customers not to fall victim to a new scam involving reloadable prepaid debit cards.


One scenario making the rounds involves scammers calling individuals and fraudulently representing themselves as an AMP employee. The caller states that the customer's utility bill is past due and service will be terminated unless a payment is made immediately.

The scammer then informs the customer that they can pay their past-due bill right away with a reloadable prepaid debit card that can be purchased from a local convenience



store. They are told to load \$300 to the card and call back to provide the card pin number. That information would result in the removal of funds, and no payment toward the electric bill.

If you get a call demanding immediate payment on your account, be suspicious. AMP will never call you and ask for debit or credit card numbers, and only provides automated courtesy calls to accounts that are already delinquent. If you have any doubts, don't give out any information.

Please hang up and call one of our customer service representatives at 748-3900. 

powerbillxart

Call to artists on AMP website
www.alamedamp.com/art
June 15 – submission deadline

Alamedans Take the Next Step with Alameda Green

Alameda Green offers an easy way for you to go green. When you enroll in this program, you're purchasing clean energy exclusively from new wind and solar projects.

Since its launch in 2012, more than 800 Alamedans have chosen to support renewable energy through Alameda Green. In 2013

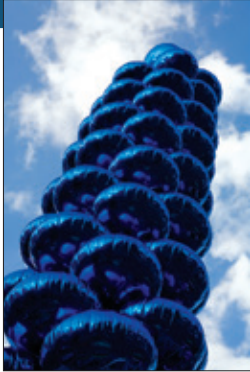


alone, participants supported more than 3 million kilowatt-hours of renewable energy through the program—the environmental equivalent to taking 384 cars off the road for year.

To learn more about how you can make a difference, visit: www.alamedamp.com/green.

High Anxiety!

With high school and college graduations fast approaching, many customers will celebrate with helium-filled metallic balloons. AMP urges you to securely tie a weight to these types of balloons to prevent them from floating away. It takes only a single metallic balloon, if not handled properly, to cause a power outage.



Metallic balloons owe their shiny, silvery surface to a type of metallized nylon that can conduct electricity. When a metallic balloon slips from the string, or is not held properly with a weight, it will fly away and potentially become caught in power lines creating a short circuit.

In some instances, metallic balloons in contact with power lines can lead to downed lines, the potential for fires, property damage to homes and businesses, and in the worst cases, serious personal injury.

Alameda Green Product Content Label

Much like a nutrition label, the Product Content Label 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/green



ALAMEDA GREEN PRODUCT CONTENT LABEL¹

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 ² Renewables in Alameda Green		Generation Location	
	2013	2014 (projected)	2013	2014 (projected)
Solar	20%	20%	California	California
Wind	80%	80%	OR, WA, & NY	Western U.S.
Total	100%	100%		

- 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.
- 2014 New Renewables come from generation facilities that first began commercial operation on or after 1/1/00.

For comparison, the 2012 average mix of resources supplying Alameda Municipal Power includes: Large Hydroelectric (15%), Unspecified (25%), and Eligible Renewable (60%).

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



Energy
CERTIFIED

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.

CLIP and KEEP!

Important AMP contact numbers:

Customer Service 748-3900
 After Hours/Emergency..... 748-3902
 TDD (hearing impaired) 522-7538
 Email..... amp@alamedamp.com
 Internet..... www.alamedamp.com

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

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