



You Can Count on Us

Alameda Municipal Power service is among the most reliable in the nation and well above the national average. Our customers experience fewer outages, and these outages are shorter, in comparison with other utilities.

During the last 12 months, our customers experienced only 30 minutes without power. Of course, that's a system average. The vast majority of AMP customers had electric service virtually 100% of the time. Some of our customers, however, saw outages ranging from less than a minute up to several hours.

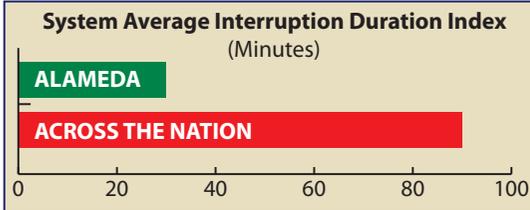
How do we measure reliability? The standard industry measurement is the System Average Interruption Duration Index—or "SAIDI." SAIDI is defined as the average length of an interruption experienced by the average customer for

a given time period, measured in "minutes."

Over the last 12 months, while AMP's SAIDI totaled about 30 minutes, the national mean was three times longer—1½ hours! Your power was on for over 99.99% of the time! We're proud that you can count on us!

Assistant General Manager Engineering and Operations Bob Streich attributes the high dependability of the AMP system to "excellent construction standards." He explains that, "While our initial installation costs might be slightly higher because of quality materials and craftsmanship, we have saved those costs many times over in reduced maintenance and outage costs."

We strive for a perfect record; however, some situations develop that are outside of our control. Some of those unpreventable



circumstances over the last 12 months included equipment failure, system difficulties and operational problems, animals, and trees. During the winter months, our electric system is most vulnerable to weather damage.

You can help us maintain our record of reliability and help ensure the safety of your neighbors and the community by lending your eyes and ears to AMP.

The first few telephone calls received

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Get a Free CFL!

A few clicks on your computer can get you a free compact fluorescent light bulb! That's a free bulb now and energy savings for years into the future just for trying out our Home Energy Calculator.

Simply go to the AMP web site—www.alamedamp.com—and click on Save Energy. Under What's Your Usage, click on Home Energy Calculator. When you've answered a few questions to describe your home, click "View Report." Print the report; bring it in to our Service Center (2000 Grand Street at Clement Avenue), you'll get a free CFL!

Our Home Energy Calculator is a great tool. It's free; it will show you easy ways to save money; it takes only a few minutes; and it's ready to assist you any time of day, any day of the week.

Compact fluorescent light bulbs, or CFLs, are the better choice for lighting your home. Ordinary incandescent bulbs waste about 90 percent of their energy generating heat. They typically last for about 1,000 hours or about 8.5 months. CFLs use 75% less electricity and provide up to 10,000 hours or 7 years of light.

Don't have a computer? You still can get a free CFL and all that money-saving information by requesting a free energy audit of your home. Simply call 748-3947 to make an appointment.



New Financial Aid Program for Low-Income Families

Alameda Municipal Power has added a new program to its arsenal of assistance to Alameda households in financial distress. EASE II recognizes the increased need for assistance to low-income families due to the present unstable economy. The

program is designed to help the under-employed with minors in their home and augments AMP's existing Project EASE (Energy Assistance through Supportive Efforts) Program.

Under EASE II, households facing a utility service shut-off and that meet eligibility criteria may obtain additional financial help. Funding is available to households with children under 18 and household incomes less than 200% of the

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Public Power Measure on June Ballot

On June 8, voters in California will have their say on a range of ballot measures. One of these, Proposition 16—the "New Two-Thirds Vote Requirement for Local Public Electricity Providers—Initiative Constitutional Amendment"—concerns the use of public funds and Public Power providers, like AMP. Additional information on Prop 16, including the text of the proposed measure, is available on the California Secretary of State 2010 Election Information webpage at www.sos.ca.gov/elections.

Prop 16 would change the State constitution and place new requirements on local governments for expansion of a municipal utility's electric service into new territory or to new customers. The measure would change existing law by requiring approval by two-thirds of the voters of both the municipality initiating the expansion and the new territory to be incorporated, before an expansion of municipal electric service could occur. Existing law currently requires a simple majority of the voters in the new territory to be incorporated to approve such an expansion.

Based on the language of the measure, it is unclear if a two-thirds vote would be required for the development of some types of power plants or transmission lines located outside of the City to serve Alameda's electricity needs. Current law is clear that the City Council and Public Utilities Board have the authority to approve investments in power plants and transmission

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Are You Ready?

January's Haitian quake, February's Chilean quake, and the commemoration of the Bay Area earthquake of 1906 stand as reminders that Alameda is not immune from disasters. Earthquakes, floods, fires, airplane crashes, chemical spills, pipeline leaks, and explosions all have happened here, and they will again.

We can prepare for the worst. Your advance planning will go a long way toward helping you and your family survive a disaster.

For example, after a major earthquake, public resources such as police, fire, public works, and utilities will be unavailable for at least 72 hours. You should plan to be self-sufficient during that time.

Besides food and water, have some type of portable cooking equipment, sanitary needs, extra clothing (including shoes and gloves), cash, extra eyeglasses, shelter (such as a tent or tarps), blankets, sleeping bags, and any medicines you might need.

Include a fire extinguisher, first-aid kit, flashlights, utility shut-off tools, battery-powered radios, fresh batteries, and small tools.

Stock your supplies in containers for long-term storage, and place them where they are quickly and easily retrieved. Don't keep them in the basement. Your



home could sustain damage that would make that area inaccessible.

Keep a list of emergency phone numbers in your survival kit. Choose an out-of-state contact, and have family members call to report their status and location if separated. Conduct practice "duck, cover, and hold" drills. List both inside and outside locations for your family members to meet, and decide places to reunite, if family members are not home.

Develop a neighborhood self-help network, including a list of skills and resources. Note neighbors who have special needs and will require special attention during those first 72 hours.

Learn how to safely shut-off your home's water, gas, and electricity. Train all family members to shut off utilities.

The Alameda Fire Department Disaster Preparedness Office, www.ci.alameda.ca.us/fire/preparedness.html, is a great source of disaster preparedness information. Others include the California Emergency Management Agency at cms.calema.ca.gov, its multi-agency companion site www.shakeout.org, and San Francisco's www.72hours.org. Don't forget, the local chapter of the American Red Cross is an excellent source for first-aid or cardiopulmonary resuscitation (CPR) training.

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in the System Dispatch Center are most helpful in isolating problems and preparing the line crew members to make needed repairs. When you call AMP to report an outage, the most important information you can give us is your address. Before you call, take a moment to observe your surroundings. Is your entire street without power? Are both homes and streetlights dark or just the houses? Did you see a bright flash? What did you hear?

Besides helping during outages, you have additional opportunities to help ensure the safety of your neighbors and our community. Did you notice a streetlight that was out last evening? Perhaps one has stayed on during hours of daylight. Did you see something caught in our lines on the way to work? If you report a balloon, kite, or a branch in our lines, we'll send someone out to remedy the situation, no matter the hour. If you see something that is not quite right somewhere in the City, and it involves this utility, please tell us! Reporting a minor problem first, before it can become a major safety or reliability problem helps us greatly.

During normal working hours (9:00 a.m. to 5:00 p.m.), please call us on 748-3900. If you get a recording describing an outage or if you get a busy signal, you can be confident that we are aware of the issue. After business hours or during emergencies, you can reach our Dispatch Center directly by dialing 748-3902. Malfunctioning traffic signals should be reported to the Alameda Police Department on 337-8340. Other important "Clip and Keep" contact telephone numbers regularly appear in each edition of The FLASH.

Thank you for helping us do our job!



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lines. If two-thirds voter approval were required for such new infrastructure, those approval requirements could hinder AMP planning and procurement by imposing two-thirds voter approval by ballot before AMP could commit to new generation or transmission in our effort to continue to provide low-cost and reliable electric service to AMP customers. It appears that the measure would not require two-thirds of Alameda voters to approve expansion of AMP service within Alameda's boundaries, such as to new customers at Alameda Point.

Prop 16 also would require local governments working on community choice aggregation (CCA) or the formation of a new Public Power utility to get two-thirds voter approval. The State Legislature authorized CCA in 2002 allowing a city, county, or group of government agencies to supply electricity within their borders. The Marin Energy Authority is an example of a proposed CCA.

On March 16, 2010, the Council of the City of Alameda took action opposing Prop 16. The City staff report and Council resolution are available on the City's web site, http://www.ci.alameda.ca.us/archive/city_council.html. The Public Utilities Board recommendation for that action is available on the Alameda Municipal Power web site, http://s63208.gridserver.com/assets/PUB/2010/02/6B_two_thirds_vote.pdf.

The California Legislative Analyst's Office concluded that in the short term, the net fiscal impact of the measure is "... unlikely to be significant on a statewide basis." However, in the long run, "... the net fiscal effect on the measure is unknown and would depend on future actions of local governments and voters." (Analysis by Legislative Analyst's Office, February 17, 2010.)

According to campaign finance disclosure statements available on the California Secretary of State's webpage, Pacific Gas & Electric Company is the sole financial contributor backing the initiative.

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Federal Poverty Level, current CalWorks households, non-custodial parents of children in CalWorks households, and families in a reunification process.

EASE II provides a maximum annual payment of \$200, and no household matching funds are required. The new program is funded in part through the Federal American Recovery and Reinvestment Act 2009 Temporary Assistance for Needy Families Emergency Contingency Fund.

The original Project EASE program remains available for short-term emergency assistance to residential customers who are financially unable to pay their electrical bills and who have no alternative source of assistance. The program is

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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or by email to mccabe@alamedamp.com.

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intended to help after all other resources have been expended. Project EASE funding is available for households with incomes less than 150% of the Federal Poverty Level.

Project EASE provides a maximum payment of \$200 in any 3-year period and requires a matching payment from the household. Project EASE is funded by voluntary customer contributions and an annual contribution from AMP.

The American Red Cross administers the programs and the EAP and is also in charge of determining eligibility. For more information, please call the Red Cross at 814-4200.