



## PARTNERING WITH YOU IN A TIME OF CRISIS

By Nicolas Procos  
AMP General Manager

This October, as Alameda Municipal Power (AMP) takes part in a nationwide, annual celebration of public power, I am recognizing how AMP’s commitment to community is crucial in a time of crisis. This global pandemic continues to impact nearly every part of our daily lives – from social distancing to distance learning. As the father of two children who are learning online because their schools are closed, I understand firsthand the new challenges that many of us are facing at home.

As we struggle to adapt to the “new normal,”

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power is more important than ever before. With the understanding that many of us are facing stressful financial challenges, I am focused on how our community-owned utility can continue to be responsive to the needs of Alamedans. During this year’s Public Power Week (Oct. 4-10), AMP is honoring the role of flexibility and empathy when serving its customers.

### COMMUNITY OWNERSHIP

AMP was formed in 1887 by a group of concerned residents who saw electricity as an essential public service, just like parks and fire departments. Decisions about AMP’s policies are made by Alameda residents who volunteer to serve on the city’s Public Utilities Board (PUB).

### LOWER RATES

AMP rates average 20% less than those of neighboring communities, saving Alamedans a total of \$15.5

million. Your money goes toward system operations and to improving public services through annual transfers of \$5.5 million to the city’s general fund. In April, the PUB decided not to raise electric rates during a time when Alamedans are facing the economic impacts of COVID-19.

### 100% CLEAN ENERGY

You can also take pride in AMP’s 100% clean energy mix. On January 1, 2020, AMP began providing 100% clean energy to all customers, placing Alameda in a select group of cities leading the nation in the transition to green power.

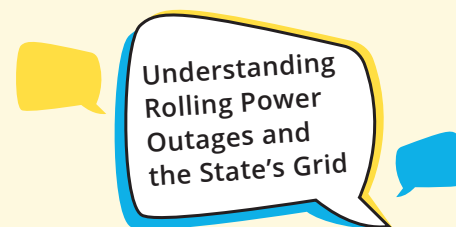
### FINANCIAL ASSISTANCE

Above all, I want to remind you that your public power utility is your community partner. AMP’s bill-savings and energy efficiency programs can help lower

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your electricity bills. If you are facing financial hardship related to the COVID-19 pandemic, we urge you to call our customer service team at (510) 748-3900 and visit [www.alamedamp.com](http://www.alamedamp.com).

As we partner with you during this time of crisis, we also continue to do everything we can to maintain the utility’s financial strength. We are working to ensure that AMP’s financial picture remains stable and healthy. AMP is committed to supporting you and our community during these difficult times. Be safe, stay healthy, and thank you for being an AMP customer and owner.



In recent months, Alameda has experienced rolling power outages and received emergency alerts during heat waves. The rotating power outages were ordered by the California Independent System Operator (CAISO), which runs California’s power grid. Continue to page two to find out what you need to know about rolling outages.

## ROTATING POWER OUTAGES

CAISO orders rotating power outages as a last resort to help ease the demand on the grid when there is a statewide emergency. Rotating outages help prevent larger and longer power outages.

## NOTIFICATIONS AND ALERTS



CAISO uses a number of notifications including:

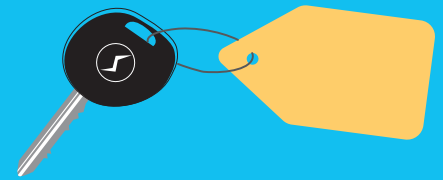
- Flex Alerts: CAISO asks consumers to voluntarily conserve energy.
- Stage 1 Emergency: There is an urgent need to save energy because supply is not meeting demand.
- Stage 2 Emergency: Conservation isn't working; CAISO may order additional power plants online.
- Stage 3 Emergency: Supply is not meeting demand; load shedding is imminent. At this stage, all utilities may be instructed to begin rolling outages to protect the stability of the grid.

AMP follows an established procedure for shedding load. The utility shuts off electricity circuit by circuit—not by geographical location—for 30 minutes. Once a circuit has been dropped, it moves to the bottom of the list and won't be dropped again until the other available circuits go through the rotation.



## OUTAGE COMMUNICATIONS

In a large emergency like this, AMP posts updates on the utility's website and on social media pages (Facebook and Twitter), and closely coordinates with Alameda's police, fire and city officials. These representatives, in turn, convey the information through their communication channels, including AC Alert.



## ALL ABOUT Electric Vehicle Rebates

### Are you in the market for an electric vehicle?

We have tons of tips and cash-saving rebates to help you get the most out of EV ownership. Just take these two steps:

#### 1 Get The Facts

Learn all you need to know about owning, buying and charging an EV. Use the link below to access a recording of AMP's recent EV 101 webinar.

Link to recording:  
<https://bit.ly/2FNthwk>

#### 2 Get the Rebates

Now you're ready to shop. AMP offers rebates on:

- Used EVs (up to \$1,500)
- EV chargers for residents (up to \$800)
- Residential EV bill discount (up to \$21/month)

### EV Rebates for Businesses Customers

In addition to EV rebates for residents, AMP offers various EV rebates for business customers. For more information on residential and commercial rebates, visit our website at [www.alamedamp.com](http://www.alamedamp.com)



## GET UP TO \$2800 BACK WHEN YOU SWITCH TO A HEAT PUMP WATER HEATER

You can combine incentives from AMP and the Bay Area Regional Energy Network to save up to \$2,500 on the purchase and installation of a new heat pump water heater. And you'll save even more when you claim your \$300 federal tax credit.

Learn More:  
[www.alamedamp.com/rebates](http://www.alamedamp.com/rebates)


## CONTACT AMP

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### ALAMEDA MUNICIPAL POWER

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