

QUARTERLY REPORT ON TRENDS AND INITIATIVES

At the November 2007 Board Planning Workshop, 10 trends and 30 initiatives were discussed and prioritized. Safety, Workforce, Customer Satisfaction and Telecom Refinancing and Future were agreed to have a higher focus.

(Note that I have modified the label for the telecom initiative trend from Telecom Refinancing to Telecom Refinancing and Future).

The initiatives spanned the range from short-term to long-term. The following report provides an update on work undertaken by Alameda Power & Telecom staff for the last quarter in these various areas.

SAFETY

1. **Training, training, training for SAFETY**
2. **Personal Protective Equipment Program**
3. **Shared safety initiatives with other agencies**

DONE

- No lost time accident for over 369 working days.
- The AEGIS Audit was completed with satisfactory rankings in 12 out of 13 categories. The category where suggestions for improvement were offered was in the Public Safety and Awareness section. One suggestion related to the Substation Design and Implementation category was not feasible and the other was implemented.
- All employees have reviewed workplace policies including (1) Smoking in Enclosed Places of Employment, (2) Non-Confidential Nature of City Computers, Telephones and Mail, (3) Policy Prohibiting Harassment and Discrimination, and (4) Lobby procedures during emergencies.
- Integrated safety component into planning for public events (ie: Bay Farm School, Earth Day).
- Included safety elements into SB-1 eligibility and approval process.
- Follow-up to the December disaster preparedness exercise continued.
- Discussions of safety were incorporated in internal communications from the General Manager (email updates and two general meetings).
- The goal of safety in operations was emphasized in a column under the General Manager's name published in the Alameda Sun.
- Purchased Bluetooth earpiece for mobile phone users to comply with law.
- Secured storage area in computer room.
- Ergonomic review of workstations.

UPCOMING

- On April 29, 2008 at noon, a chili cook-off and safety slogan contest will be held in the Service Center yard to recognize this accomplishment and reinforce the safety message. All staff members, Public Utilities Board Members and special guests from other City departments are invited to attend
- Participation in future disaster preparedness drills, loss prevention efforts and safe work environment programs.
- In order to comply with certain safety standards, including one that Alameda P&T has trained all of it's Electrical Maintenance group on the usage of its Personal Protective Equipment. Each Electric Maintenance Technician has been fitted and provided safety suits to utilize when operating breakers in the sub-stations.
- Inclusion of safety component in 'User Group' programs.

SAFETY

UPCOMING (continued)

- Employee and resident safety will continue to be a focus in upcoming editions of both the internal and external newsletters.
- As milestones are passed, they and the benefits there from will be publicized by press release and other mechanisms.
- Additional mechanisms to promote customer and vendor safety will be evaluated and implemented
- AEGIS recommendation follow-up including:
 - Consider developing and implementing processes, such as public or customer surveys, to evaluate the effectiveness of the company's public safety education messages and programs.
 - Consider developing and implementing a comprehensive proactive public safety and awareness (PSA) program that features in-school hazard recognition and safety programs for all elementary schoolchildren in the Alameda Power and Telecom service area.
 - Consider implementing PSA programs targeted towards construction and maintenance businesses such as crane operators, sign companies, roofing companies, etc. These organizations may be offered videos, printed materials and live safety presentations explaining the hazards associated with electric facilities upon request.
 - Consider investigating options to extend or modify the ground grid and/or perimeter fencing at Jenny substation to minimize touch and transfer potentials.
- Ergonomic review of various workstations.

TELECOM REFINANCING AND FUTURE

4. Refinancing options for Telecom system, including long-term future
5. Continue to stabilize existing Telecom business

DONE

- Developed three approaches related to the future of the Telecom system.
- Responded to various information requests in support of the telecom refinancing due diligence effort. Information provided: (1) Subscriber rate information, (2) Homes passed data base, (3) Subscriber reports, (4) Disconnect history and churn reports, (5) Node penetration report, (6) Multi-dwelling unit subscriber counts, (7) Plant and technical information, (8) Sales and marketing plans, (9) Advertising revenues and headend ad insertion equipment, (10) System operations, and (11) Comprehensive review of cable TV programming contracts and other third-party telecom system support agreements.
- Content and supporting material was provided to both newspapers, media interviews were facilitated, background communication materials and talking points prepared for officials and staff were prepared, a column on telecommunications was placed in the Alameda Sun, copy for web content was written, and assistance was provided in the development of presentations and background materials.
- A statement was prepared on potential contractor litigation.
- Participated in Housing Authority tenant “Digital Conversion” meeting where telecom refinancing was also a topic.
- To support telecom customer acquisition and retention efforts mailed 16,300 postcards for the “Winter Campaign” to homes that do not subscribe to Alameda P&T cable TV or Internet services. The postcard offered a promotional price of \$25.00 for the Captain’s Package for three (3) months, in addition to one month free of AlamedaNET Internet Service. The campaign resulted in 470 new telecom units (185 video and 285 Internet).
- A similar postcard mailing was done to support the “Spring Campaign” which offers two months free of the Lieutenant Package and two months free of AlamedaNET Lite or Basic. The Spring Campaign goal is 625 new telecom units (246 video and 379 Internet). The mailing occurred the weeks of March 31 and April 7.

UPCOMING

- As the evaluation of options moves forward over the coming weeks, it will be necessary to replicate the above accomplishments.
- Continue to respond to ongoing information requests for the due diligence process.
- Evaluate refinancing options.
- Evaluate bids for sale of the system.
- Prepare report and recommendations for PUB and Council.
- Respond to other operating, legal and financial issues related to telecom.
- A second postcard mailing to enhance the Spring Campaign is planned for mid-May.
- Launch of two new 30-second ads for AlamedaNET High-Speed Internet service the week of April 14th, 2008.
- Continue existing marketing efforts.

WORKFORCE

6. **Employee Retention**
7. **Employee Recruitment**
8. **Succession Planning**
9. **Increase Quality Of Job Satisfaction**

DONE

- Council and PUB approved a 6% Rubber Gloving Educational Incentive to deal with the retention and recruitment issue for linecrew.
- Engineering has implemented an employee development plan, which addresses upcoming Electrical Maintenance Technician (EMT) retirements in the Substation Group. As people move on or plan to retire, institutional knowledge needs to be passed on to those younger/new employees. Engineering has started cross training EMT's by paring up long-service employees with newly hires and by offering temporary assignments for substation folks to work in the metering group and visa versa.
- Surveyed all employees related to retirement date, ideas to further initiatives, ways in which Alameda P&T could provide support to improve knowledge, skills and abilities.
- Reformatted chain of communications throughout organization (socials, all-hands, coffees, one-on-one feedback for reporting chain).
- Continued management team alignment and capability acceleration efforts.
- Technical training for both Engineering Project Managers and EMT's has been a major focus in Engineering for the past quarter. In February, we sent representatives of both groups to a Transformer Maintenance Seminar in Sacramento hosted by SMUD;
- Regular meetings between the acting Marketing and Customer Service Manager, Customer Service Supervisor and individual Customer Service Representatives to establish work performance goals, determine training needs and develop corrective action plans in areas where work performance needs improvement or additional training needs are identified. The overall goal is to improve job satisfaction and ensure succession planning through regular performance assessments and ongoing training. Attendance is also discussed.
- Weekly staff meeting with Customer Service Representatives to review methods and procedures, work processes, business practices, customer activation and disconnect issues, customer communication, rules and regulations, telecom promotions, Web site updates, and customer information systems updates.
- Provided a 7.5-hour training course to all CSRs, which included a review of the CSG customer information/billing system and converter equipment troubleshooting procedures.
- Cross training of CSRs to ensure adequate coverage in all areas.
- The Customer Service Supervisor is attending the NCPA Supervisor Development Program. Curriculum includes: Leadership and Management, Legislative and Regulatory and Human Resources.
- Training provided to several employees for the new Cayenta financial system.
- Oracle training for the Information Systems Network Analyst
- Cross training of Senior Account Clerks and Utility Accountants

WORKFORCE

DONE (continued)

- Integrated workforce component into planning for public events (ie: Bay Farm School).
- Addressed topic in MOU's with AUSD and COA. Follow up indicates that there is a significantly higher buy-in and potential return at COA than at AUSD.
- With COA, established preliminary contact with Environmental Studies Department at Cal State-East Bay.
- Power Resources hired a Utility Analyst to replace an employee who resigned to take a position at another municipal utility.
- Power resources began the process to hire an analyst to replace a Senior Utility Analyst who retired during the period.
- Power Resources began the development of a Succession Plan recognizing the potential loss of vital Power Resources employees and steps to make transitions manageable.
- Hired graduate student from UC Berkeley Goldman School of Public Policy to work on project related to barriers to acceptance of energy efficiency investments.
- In January of 2008 Construction Manager Bob Mackey attended a one week training and informational conference that concentrated on new standards, revisions to old policies and new self-audit criteria related to Western Electric Coordinating Council (WECC) regulations.
- Alameda P&T registered with WECC in 2007 as a Distribution System Provider, which is defined as an entity providing and operating the "wires" between the transmission system and the end-use customer, and also as a Load Serving Entity. By May 31st 2008 Alameda P&T will need to re-register in the same categories. Power Resources, Engineering and Operations are in the process of completing a self-audit.

UPCOMING

- SCADA Seminar scheduled for April 30, 2008, in Merced hosted by MID.
- Development and scheduling of a Customer Service Representative training program for FY2009 to address the following areas: telephone skills, personal computer skills, Harris/NorthStar training and telecom equipment troubleshooting skills.
- Preparation of a SWOT analysis for the Customer Service area.
- Training for Burn-in room functions.
- Training for hand-held readers for inventory.
- User group training for the Harris system.
- Upgrade the HVAC system at the main office.
- Continued efforts with COA and Cal State to build a meaningful program.
- Power Resources to hire analyst during the 2nd Quarter of 2008.
- Power Resources to further work on succession plan during the 3rd Quarter of 2008.

RELIABILITY

10. Annual Operations Plan to move from reactive based to planning based
11. Disaster Plan in collaboration with departments and regional agencies

DONE

- Data gathering and consultant assistance continues on Annual Operations plan.
- Follow-up actions on December 2007 disaster drill listed and responsibilities for follow-up drafted.
- For the last quarter lineworkers have been working on the west end of town conducting underground and overhead circuit maintenance on the 12kv system and secondary system. 15 miles of the system has been inspected on the West End of town. 4 wood poles have been replaced due to the top portions being rotted and 18 cross arms have been replaced as well. Numerous secondary services have been replaced due to the potential failure of aluminum connectors and repaired.
- Engineering has completed most of the 115kV Pilot Wire Relay replacement project. The Electrical Maintenance Technicians (EMTs) have removed the old static pilot wire relay located at NCPA Combustion Turbine site and installed a new fiber-ready, microprocessor-based differential relay. Follow-up work remains.
- Engineering has completed the transfer of two major Remote Terminal Units (RTUs) from copper communications link to fiber cable. The RTU link between NCPA Combustion Turbine and the Service Center was completed early this year; and, the RTU comm link between Cartwright Substation and the Service Center was converted in late March. Follow-up work remains.
- In partnership with the Port of Oakland, continued the evaluation of local generation and cogeneration to economically re-enforce the local distribution system and area transmission grid.
- Continued participation in NCPA, BAMx and TANC system studies and reliability evaluations.

UPCOMING

- Annual Operations plan kickoff meeting in April. A presentation to the Board in summer is planned that will cover the concept and initial results.
- The goal is to continue to check each circuit for failures. It is expected to take approximately 4 years of continues maintenance to accomplish this goal. Though Alameda P&T ranks in the top 10 % in the nation in overall reliability we need to continue our maintenance program to maintain this high standard we have set for ourselves and for the residents and commercial customers of Alameda.
- Continued follow-up on disaster drill follow-up items.
- We are awaiting for PG&E to schedule the replacement of the pilot wire relay at Oakland Station C. PG&E is expected to schedule this work in the fourth quarter of the calendar year.

RELIABILITY

UPCOMING (continued)

- In the next quarter, we plan to install approximately 15 Faulted Circuit Indicators (FCIs) in strategic locations on distribution circuits. FCIs provide a visual indication of the fault current path through the system. FCIs will assist our Line Crews in identifying the existence of an underground fault in a cable section between switching locations. Operational efficiency is improved by reducing service restoration time and system reliability by reducing the number of intentional reclosures on faulted circuits.
- The RTU conversion from copper to fiber going from Jenney Substation to the Service Center is planned for completion in early May 2008.
- The California Public Utilities Commission (CPUC) has scheduled a General Orders audit for the week of August 25, 2008. This audit will review records for compliance with General Orders 95 and 128 Rules of Overhead and Underground line construction. Additionally, this audit will establish uniform inspection cycles for Electric Facilities General Order 165 for the Safety and Reliability of the system.

CARBON FOOTPRINT AND POWER PORTFOLIO

12. 10-year Energy Efficiency Plan
13. 10-year Solar Program
14. New Resource Plan ... What's Our Future Footprint?

DONE

- Begun to transfer primary AP&T branding elements to a “green” orientation.
- Accepted LMOP “Landfill Gas Partner of Year” Award.
- Redesigned customer communication tools (ie: web) event and community outreach efforts to reflect new “green” brand orientation.
- Championed AP&T’s renewable power content mix (ie: at DSD commercial brokers luncheon, etc.). Formal presentation made at Commercial Brokers Luncheon.
- Participated in GHG Teach-in at Alameda Community Learning Center.
- IBOA Facilities class established for school district personnel.
- Participated in formulation of the Energy Efficiency Implementation team.
- Energy Efficiency Implementation Team and Goal - Established Alameda Power & Telecom’s Energy Efficiency Implementation Team and the goal to achieve an average of 3,200 MWh per year energy use savings, or 32,000 MWh total over the next 10 years – nearly 8% of projected load. Other team goals include ensuring all customers have equal access to programs and increasing awareness of Alameda P&T energy efficiency programs and renewable power in the Alameda service area and beyond.
- Reports on energy efficiency accomplishments and goals for the CEC – Completed reports in cooperation with NCPA and CMUA on energy efficiency accomplishments for FY 2007 and projections for FY 2008 (SB1037) and goals and implementation strategy (AB2021) as approved by the Public Utilities Board and submitted to the CEC.
- MOU with AUSD – monthly meetings with AUSD facilities director, implementation of the 5-day class on energy efficiency for bldg operators, monitoring and evaluation of monthly energy use, and energy audits of four school sites with high energy use.
- MOU with College of Alameda – Meetings with College facilities staff regarding energy efficiency measures for the campus bldg upgrades and construction schedule. All buildings will be retrofitted with energy efficient lighting and many high efficiency HVAC upgrades will be completed.
- Great White Light Sale – Began the annual Compact Fluorescent Light (CFL) promotion which runs during April and May.
- Other CFL promotions:
 - CFL giveaway at the City of Alameda Senior Housing
 - Planning and advertising for a Halogen Torchiere turn-in at Earth Day booth, for a CFL torchiere
 - Planning and advertising for an Incandescent turn-in at Earth Day booth, for a CFL.

CARBON FOOTPRINT AND POWER PORTFOLIO

DONE (continued)

- Planning for the CFL giveaway at the Alameda Food Bank, working with Bike Alameda and the Food Bank
- Pilot program for a new hand-held meter – began program for residential customers.
- Energy Education – made presentations to students at the Alameda Community Learning Center on Alameda P&T efforts on climate change and the Bay Farm School on green power and safety.
- Second Refrigerator Pick Up Program – advertise and implement.
- California Lighting Technology Center - Started development of opportunities with the California Lighting Technology Center and the California Institute for Energy and the Environment regarding emerging technologies that are appropriate for Alameda.
- UC Graduate Student Program – Began work with selected graduate student from the UC Goldman School of Public Policy who will provide a thesis project report on customer perception of the value and acceptance of energy efficiency measures.
- Received Public Utilities Board and City Council authorization and entered into a 3rd Phase Agreement with NCPA to purchase power from Western GeoPower Incorporated. Western GeoPower plans to develop a new geothermal power plant at the Geysers by 2011 with an expected capacity of 25-35 MW. Alameda P&T's share of this project is expected to be 1 MW which will increase Alameda's renewable portfolio by about 2% and reduce greenhouse gas emissions by more than 5%.
- NCPA, in partnership with SPG Solar of San Rafael, began construction of one of the largest solar arrays on the West Coast, near the City of Clearlake. The 1 megawatt single-axis solar tracking system will provide renewable energy to an existing pump station that supplies the NCPA Geothermal plants near Middletown. The array will be used to collect solar power to pump wastewater into the geysers, which is in turn used to generate renewable geothermal power. The photovoltaic array will start generating clean renewable power beginning in September 2008. Alameda P&T is a 16.8825% participant in this project.
- Alameda Power & Telecom and the City of Palo Alto Utilities were selected to receive the US Environmental Protection Agency's Landfill Methane Outreach Program (LMOP) 2007 Energy Partner of the Year award for the development of various landfill gas generation projects in partnership with Ameresco Energy Services. The award was presented at the 11th Annual LMOP Partner and Project of the Year Awards Ceremony on January 9, 2008 in Washington DC. Bill Garvine attended the ceremony and accepted the award on behalf of Alameda P&T.
- Staff initiated the solar photovoltaic rebate program at the end of 2007 and has now received 20 applications totaling 849 kilowatts of solar installations. One project has been completed and the rebate has been paid.
- Received agreement from the NCPA Commission to enter into a Single Member Services Agreement Request for Services in cooperation with the NCPA Green Pool for development of potential landfill gas generation at Republic Services Vasco Road Landfill.
- Alameda Power & Telecom participation in the Alameda Community Learning Center "Green Teach In" was facilitated.

CARBON FOOTPRINT AND POWER PORTFOLIO

DONE *(continued)*

- A press release was issued on the receipt of the U.S. Environmental Protection Agency Landfill Methane Outreach Project (LMOP) Award.
- Assistance was provided to the Energy Efficiency Implementation Team, including advertising design, review, and placement.
- Advertising was placed in support of SB1 implementation.]
- Earth Day Festival on April 19.

UPCOMING

- Securing new avenues of communication for ‘green’ messaging (ie: theater, business associations, user groups, etc.).
- Sponsorship of Alameda Sun “Green Page.”
- Continued implementation of energy efficiency programs.
- Apply for APPA DEED grant for evaluation of electrical system efficiency savings – October 2008.
- Final report on customer perception of energy efficiency programs from UC Graduate student.
- Continue development of the Vasco Road Landfill generation opportunity.
- Update of Greenhouse Gas Reduction Plan in latter half of 2008.
- Anticipate on-line date for Ox Mountain and Keller Canyon landfill gas generation projects in late 2008.

The LMOP award will be included in a feature article in the external customer newsletter, The FLASH.

CUSTOMER SATISFACTION

15. **Process mapping and improvement at all customer interfaces**
16. **Green programs & branding**
17. **IT Improvements for better delivery of services**

DONE

- Customer Service worked with Information Services and CSG to implement quality control measures to ensure timely bill mailing.
- Customer Service worked with Operations to provide Dispatch with the ability to switch telecom calls to the overflow call center during outages or pay-per-view events.
- Act as ombudsman for economic development projects to ensure they are integrated into AP&T load forecasts and are connected to Engineering and Operations throughout development process.
- Support has been provided to the Utility Underground District No. 30 project, including the recent Town Hall meeting, mailings to the neighborhood, production of signage, production of door hangers, automated telephone notification, and individual customer assistance. PUB approved a resolution awarding a contract for the installation of substructures in Underground Utility District No. 30 (UUD 30) to Ranger Pipelines, Inc. for an amount not to exceed \$1,921,150, including contingencies.
- Bill messages were written for both electric and telecommunications bills.
- Revised and updated the telecom installation packet, including Customer Handbooks for cable TV and AlamedaNET service.
- Mapped the customer activation methods and procedures for telecom with the objective of improving processes for sales and order processing, equipment provisioning, job scheduling, service lateral installations, work order assignment to the field and the closing of work orders. Also mapped the electric delinquent account process.
- Worked with the Media Director to upgrade the Alameda Power & Telecom Web portal provided by Local Tool Box. The upgrade enhanced the Alamedanet.net Community News area.
- Added TNT and TBS in high-definition to the channel lineup.
- Cleaned up a backlog of credit balances on approximately 800 electric accounts, which occurred during the OrCom to Harris conversion.
- Revised customer correspondence.
- Established a turnaround goal of same day response, with a maximum of three (3) days for customer issues, to ensure responsive customer service.

CUSTOMER SERVICE

DONE (continued)

- Key electric accounts: (1) marketing is involved with ongoing work with the U.S. Coast Guard and Engineering to lay the groundwork for installation of a second submarine cable crossing in anticipation of increased load due to the arrival of several cutters over the new few years; (2) working with Abbott Diabetes Care on the expansion of their facility. Abbott has expanded into approximately 50,000 sq. ft. at 1320 S. Loop Road and may need a service upgrade at 1420 S. Loop Road. Abbott also anticipates building a new 120,000 sq. ft. building between 1320 and 1420 S. Loop Road with projected occupancy in 2009; (3) continuing work with Development Services, East Bay Economic Development Agency, State of California and Engineering to attract an alternate fuel vehicle manufacturer to Alameda Point.

UPCOMING

- Re-establish and re-format customer ‘user groups’ with a focus on reliability where appropriate (other focus areas will be energy efficiency and ‘green’).
- Continuing review of the feasibility of charging all new customers the \$10 Account Establishment Fee.
- Publication of the external newsletter, The FLASH, is being reinstated.
- Explore and establish, if feasible, on-line energy audits.
- In conjunction with Information Services, initiated a project to enhance customer payment options. Project includes: (1) review of existing payment services available for electric and telecom, (2) determine transaction cost by payment type, (3) Determine technology enhancements to support payment options, (4) evaluate credit card process fees and determine if fees are competitive, (5) provide recommendation of added payments services for each system (CSG and Harris), (6) provide schedule and budget for proposed enhancements, (7) devise marketing plan to advertise payment options, and (8) compose administrative report to the Public Utilities Board making recommendation.
- Evaluate customer satisfaction survey opportunities at various customer contact points.
- Support of customer communication efforts for the Underground Utility District-30 utility conversion project starting in mid-April.
- Working with several cable networks to add their high-definition feeds and available free and subscription video-on-demand content.

FISCAL RESPONSIBILITY AND COMMUNICATION

18. **Improve Credit Rating**
19. **Maintain Electric Rate Advantage**
20. **Engage all stakeholders via proactive communication**
21. **Improve understanding of & accessibility to utility performance measures**

DONE

- Prepared FY2009 budget with no rate increase
- Continued work with Cayenta reports.
- In 2004, NCPA approved a forward starting interest rate swap on approximately \$86 million of the 1998 Hydroelectric Revenue Bonds which had coupons ranging from 5.0% to 5.25%. The swap payments begin on April 2, 2008. A major portion of this refunding includes the issuance of the underlying variable rate Bonds which will be synthetically fixed to a rate of 3.819% through this interest rate swap with Citigroup. Because the 1998 bonds were not callable until 2008, this transaction was done in advance on a “forward” basis. NCPA issued variable rate bonds equal to the previously approved swap amounts. Total issuance was \$85.2 million in tax exempt variable rate debt obligations and a small taxable issue of up to \$3.0 million to pay for issuance related costs and other required payments that can not be paid from tax exempt debt due to IRS limitations on par amounts.

UPCOMING

- Review of options related to 2000AT swap agreement given failure of auction rate.
- Discussion of feedback related to PUB Budget workshop.
- Finalizing budget for FY2009 and to be presented to PUB for approval at June PUB meeting.
- Cost of service study to be initiated by end of calendar year.
- Reserves study to be initiated by end of calendar year.

LEGISLATIVE AND REGULATORY

22. **Increased NCPA leverage at State and Federal**
23. **Maintain local control and leverage local resources**
24. **Actively participate in monitoring climate regulations**

DONE

- Distribution of information to staff and customers about the FCC mandated DTV transition, which occurs in February 2009. Posted information and FAQs on the Web site and began community outreach efforts (e.g., presentation at Independence Plaza) to explain the impact on cable TV customers and customers without cable TV or satellite services.
- Completed FCC Form 325 (Annual Report of Cable Television Systems).
- Completed first quarter 2008 CATV Franchise Compliance Report.
- Broadened staff involvement in L and R activities and outreach.
- Researched, developed and provided support for legislative and regulatory position communications.
- Coordinated Perata/Swanson joint commendatory resolution.
- GM testimony at Utilities Energy and Commerce Subcommittee.
- Continued representation on the NCPA External Affairs Task Force which, among other issues, addressed the myriad of State legislative proposals that affect AP&T.

UPCOMING

- In the late summer of 2008, begin to negotiate new Retransmission Consent Agreements with broadcast stations KTVU, KNTV, KRON, KICU, KGO, KBWB and possibly other stations electing Retransmission Consent or Must Carry status under FCC rules and regulations.
- NCPA Federal Policy trip to Washington D.C. to discuss issues related to Climate Change legislation and Western Area Power Administration cost containment.
- Continue active participation in NCPA L&R Committee activities.
- Host the May NCPA Commission meeting and L&R Committee meeting.

COMMUNITY VALUES

25. **Work with Planning, Public Works and other departments on local Climate Action Plan**
26. **Continue providing increased community value through General Fund Transfer, PILOT and other appropriate means**
27. **Support community events and initiatives as appropriate**

DONE

- The Senior Management Analyst assigned to the Customer Service and Marketing Division has been asked to join the City's Revenue Enhancement Team. The objective of the team is to evaluate recommendations that would increase revenues to the general fund.
- Conducted audit of medical program for electric accounts.
- Started the planning of various community events that occur between April and October. The 2008 community events will be focused on reflecting Alameda Power & Telecom's environmental values and commitment to renewable resources and being the most "clean and green" municipal utility in the nation.
- College of Alameda and AUSD MOU's negotiated and approved.
- Representation at community events (chamber and business association mixers, Red Cross Breakfast, Mayor's Tree Lighting, etc.).
- GM speaking tour and public relations outreach (service clubs, guest editorials, etc.).
- "Power Up For Learning" publicity.
- Coordinated participation in Park Street Garage construction and Grand Opening.
- Participated in planning group for AUSD ROP media center.
- Attended the City's Climate Protection Task Force meetings and contributed to the Local Action Plan for Climate Protection report.
- Participated in the City's Green Team that began meeting to address issues that emerged from the Climate Protection Task Force and related topics.
- Contact responsible person for all City projects with energy efficiency potential per the City of Alameda Capital Improvements List.
- Monthly meetings with AUSD re energy efficiency items per MOU.
- Worked with the Red Cross on administration of low income assistance program.
- Participated in Earth Day preparations.
- An order of business and a press release were prepared on the receipt of a commendatory resolution from the State Legislature by Senator Perata and Assemblymember Swanson.

COMMUNITY VALUES

UPCOMING

- Participation in various community events and appropriate sponsorships.
 - Earth Day Festival: April 19.
 - Park Street Spring Festival: May 10 and 11.
 - Concerts at the Cove: June, July and August.
 - Mayor's 4th of July Parade with theme being "Alameda, Clean and Green" and President McCormick being the Grand Marshall.
 - Park Street Art & Wine Faire: July 26 and 27.
 - Webster Street Jam Festival: September 13 and 14.
 - Best of Alameda Party: October.
- Alameda Magazine, Fall issue on the environment; Alameda P&T is prime sponsor.

TECHNOLOGY

28. **Monitor and take small steps related to technology improvements**
29. **Increase online service & payments**
30. **Increase utilization of web to enhance customer satisfaction**

DONE

- Implemented the new payroll system used by the City (Pentamation)
- Participated in the ongoing evaluation of Automated Metering Infrastructure.
- Customer Service, Information Systems and Operations are working on “Phase 2” of the telephone system upgrade. Phase 2 is the Integrated Voice Response (IVR) component, which would allow for direct customer interaction with the customer information systems for billing inquiries and payment options. Outbound IVR features are also being evaluated. Work to date includes: (1) defining functional and technical requirements, (2) obtaining budget cost estimates, and (3) presentations from potential vendors
- Met with AUSD Director of Information Technology to discuss their plans for supporting the SchoolNET after Alameda P&T’s obligation to support the network ends in 2010 under the Settlement Agreement. The IT Director wants to move from the current fiber ring network architecture to a” spoke and hub” network architecture that will adequately support all users. AUSD plans to apply for E-Rate Federal Funding to support the network and needs to initiate the effort 20-months in advance of the end of the Settlement Agreement. In order to apply for Federal funding, AUSD is required to issue a Request for Proposal.
- Evaluated various small generation options for local application, including new highly efficient technologies and biogas alternatives.
- Purchased and installed new backup software and tape drive for network.
- Initiated Redline automated scanners. The Red Line equipment reads the bar coded locations and item numbers in the warehouse when taking inventory. That information is then uploaded from the reader to the Cayenta Financial systems, eliminating manual data entry and the potential for human input errors.
- Reviewed vendors for new IVR system.

UPCOMING

- Continuing work by Customer Service, Information Technology and Operations to develop IVR technical specifications, evaluation of integration issues with current customer information systems, cost options and evaluation of potential vendors.
- Wireless laptop for inventory control.
- Replacement of the old Service Center Uninterruptible Power Supply (UPS) in late April with a newer model will ensure continued server and network reliability. The UPS backs up services such as Dispatch SCADA system, Harris Northstar (Including eCARE Web Payments), Cayenta, AS400/ORCOM, all Servers, and Channel 31 Broadcasting equipment