

2016
 YOUR PUBLICLY OWNED
ELECTRIC UTILITY
 City of Healdsburg





ANNUAL ELECTRIC SYSTEM REPORT

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Este folleto contiene información acerca de su proveedor de electricidad. Si usted tiene preguntas, favor de llamar 707.431.3346



MESSAGE FROM THE UTILITY DIRECTOR

For more than 100 years, the City of Healdsburg has owned and operated its own Electric Utility. Over the last century, our Utility has grown alongside our community and now serves more than 11,000 residents and 1,000 commercial customers. We obtain electricity from several generation plants throughout northern California that we own, plus maintain over 60 miles of high voltage distribution lines with safety and reliability ratings outperforming other larger utilities. I am proud to say, the City is able to provide this high level of service at a cost 30%+ lower than PG&E, **saving the community over 4.7 million dollars each year.**

Because we own geothermal (Geysers) and hydroelectric power plants, the City is able to provide electricity with a high renewable and carbon free content. In most years, the City's electric energy ranges between 50 to 60% carbon free, with roughly 41% of that energy coming from the Geysers. The City's Power Content allows all of Healdsburg's customers to show their long standing environmental stewardship while also saving money.

Looking forward, we are excited about our conservation programs and how they support the City's goals to reduce greenhouse gas emissions. While energy efficiency programs help reduce carbon production, switching from carbon based fuels to carbon free electric energy has a greater impact in reducing greenhouse gas emissions. This is known as "fuel switching." The City's Electric Vehicle programs and Green Rate provide the City's electric customers a path to minimizing carbon production through fuel switching.

It is a privilege to serve the Healdsburg community and I hope that you find this brochure a useful reference for the City's power supply content, conservation programs, greenhouse gas reduction efforts, and system reliability, as each play a key role in providing service to our community.

Sincerely,

Terry Crowley

2015 POWER CONTENT LABEL

This Power Content Label illustrates the type and percentage of electric generation produced by the City of Healdsburg and supplied to our electric customers during the 2015 calendar year.

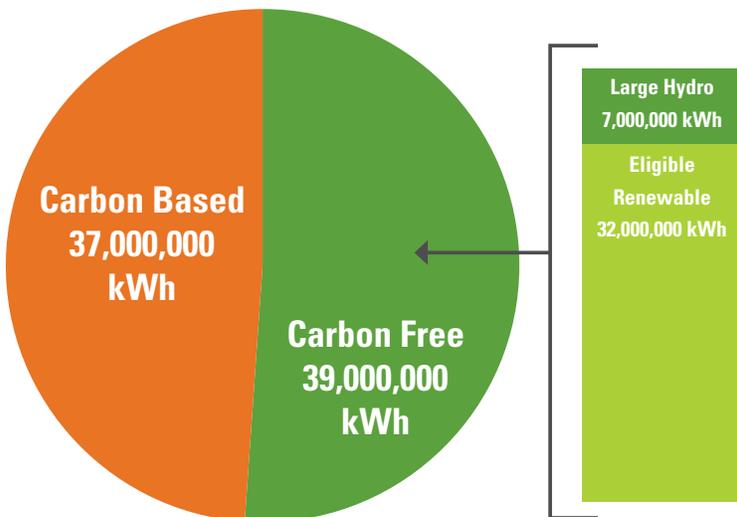
Healdsburg's Electric Department owns generation plants throughout Northern California and, through that ownership, about 50% of the energy Healdsburg supplied in 2015 was carbon free. These carbon free generation plants include the geothermal plants at the Geysers, the Calaveras Hydro Project, and hydroelectric power contracts with the Western Area Power Administration (refer to the map on page 3 & 4 for information on generation sites owned by the City of Healdsburg).

Many of the carbon free sources of generation are also considered renewable sources. A renewable resource is one that is naturally replenished on a timescale that allows the resource to be used without depletion or harm to the environment. Large hydroelectric generation facilities are not considered renewable sources by the State of California.

ENERGY RESOURCES	2015 POWER MIX	2015 CA POWER MIX**
Eligible Renewable	41.4%	22%
Biomass & Biowaste	0%	3%
Geothermal	41%	4%
Eligible Hydroelectric	0.2%	1%
Solar	0.2%	6%
Wind	0%	8%
Coal	0%	6%
Large Hydroelectric	9.1%	5%
Natural Gas	37.4%	44%
Nuclear	0%	9%
Other	0%	0%
Unspecified Sources of Power*	12.1%	14%
TOTAL	100%	100%

*"Unspecified Sources of Power" means electricity from transactions that are not traceable to specific generation sources. State numbers are percentages estimated annually by the California Energy Commission based on the electricity sold to California consumers during the previous year. For specific information about this electricity product: City of Healdsburg 707.431.3346 or cityofhealdsburg.org. For general information about the Power Content Label: California Energy Commission at 844.217.4925 or energy.ca.gov/pcl.

HEALDSBURG GENERATION SOURCES



WANT MORE RENEWABLES?

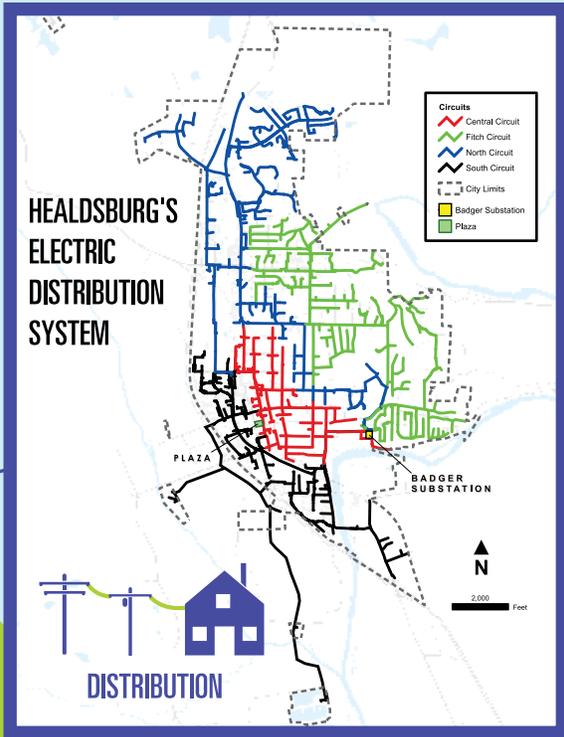
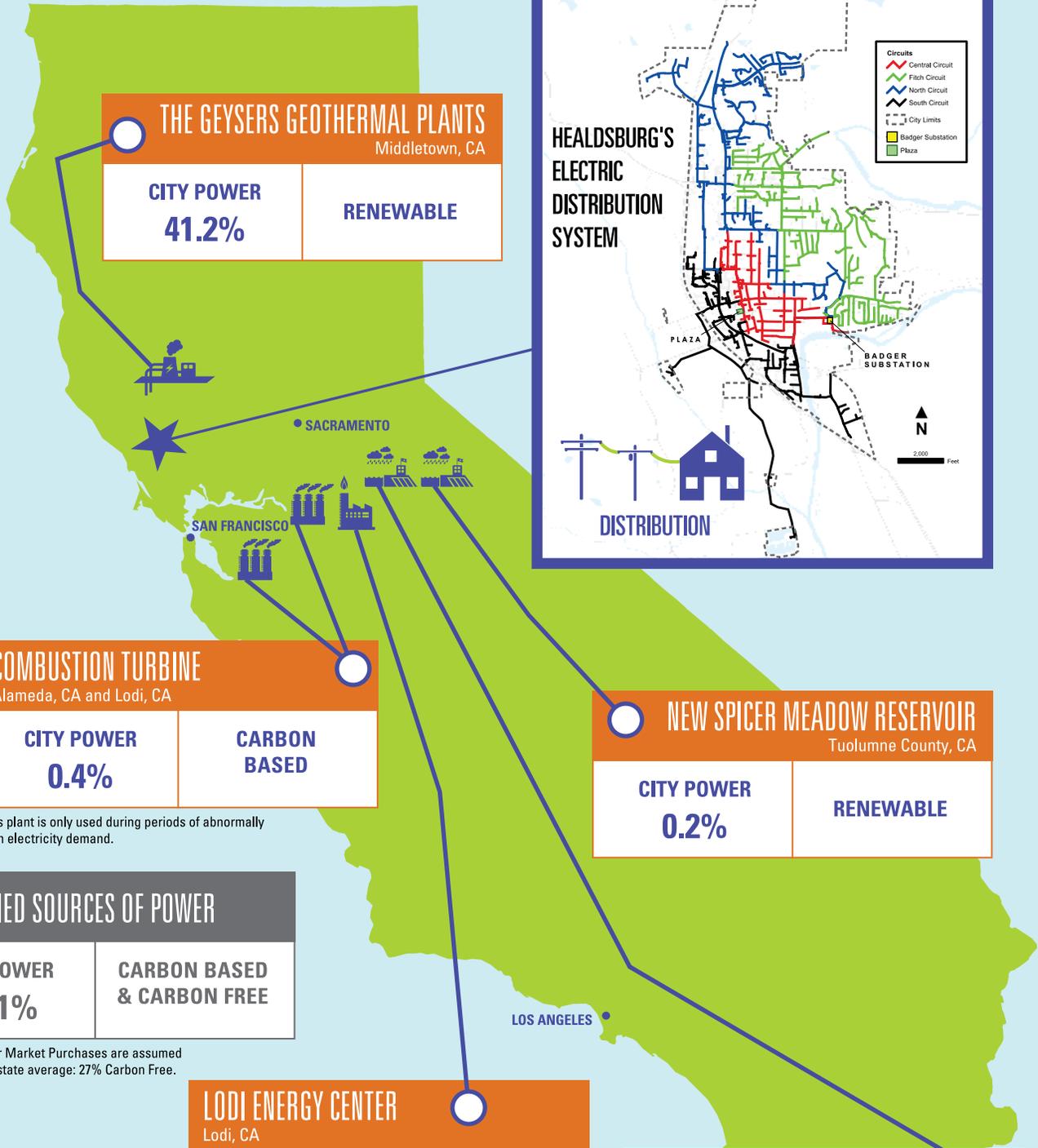
Then check out our Green Electric Rate!

For an additional 1.8 cents per kWh, you can use 100% carbon free electricity.

That's ONLY an extra \$10 per month, for the average residential customer.



WHERE DOES OUR ELECTRICITY COME FROM?



UNSPECIFIED SOURCES OF POWER

CITY POWER 12.1%	CARBON BASED & CARBON FREE
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Carbon Content for Market Purchases are assumed to be equal to the state average: 27% Carbon Free.

LODI ENERGY CENTER
Lodi, CA

CITY POWER 37%	CARBON BASED
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One of the states most efficient natural gas plants.

NEW SPICER MEADOW RESERVOIR
Tuolumne County, CA

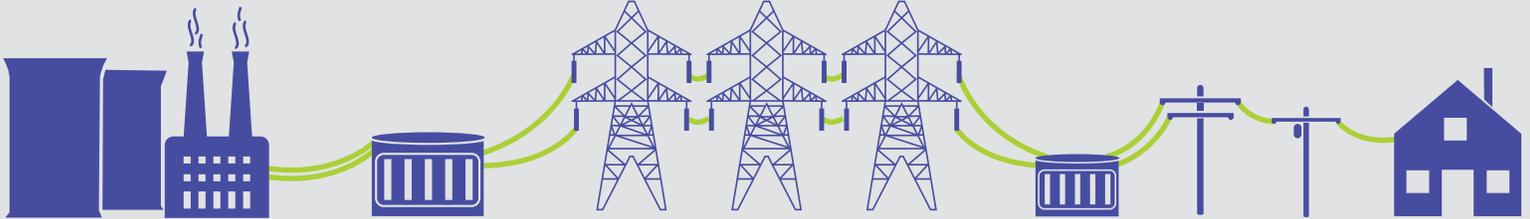
CITY POWER 0.2%	RENEWABLE
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COLLIERVILLE POWER HOUSE
Calaveras County, CA

CITY POWER 9.1%	CARBON FREE
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HOW DOES IT ALL WORK?

Delivering electricity is a complex process. In order to power your lights, electricity must be created at a generation site and travel through a complex web of transmission and distribution lines to reach your home. **Every dollar you pay for your electricity is allocated to the following four categories: Generation, Transmission, Distribution, and Public Benefit Fund.**



GENERATION

Electricity is generated at plants or sites for our use. Plants and sites include facilities that use natural gas, geothermal, and hydroelectric sources to generate electricity.
Average Cost = \$0.48 per dollar

TRANSMISSION

Power lines, typically supported by large towers, transmit electricity between remote generation plants and the communities that consume the electricity.
Average Cost = \$0.12 per dollar

DISTRIBUTION

Localized high voltage power lines distribute electricity to our community and neighborhoods.
Average Cost = \$0.37 per dollar

PUBLIC BENEFITS FUND

Established by the State of California in 1996, money collected through this fund is used to support energy efficiency projects and electric rate discounts for low income customers. **Average Cost = \$0.03 per dollar**

HOW TO READ YOUR ELECTRIC BILL

Meter Number	Read Dates		Billing Days	Code	Meter Readings		Multiplier	Usage	Units	Power Factor
	Present	Previous			Present	Previous				
ELECTRIC: 0000012345	08/03/2016	07/05/2016	29	MR	05422	04672	1	750	kWh	
WATER: 00000678910	08/03/2016	07/05/2016	29	MR	5327	5320		7	HCF	

BILLING SUMMARY		PREVIOUS BALANCE	324.83
Previous Balance as of:	08/03/2016	\$324.83	
Payments and Adjustments:	08/10/2016	(\$324.83)	
Balance Forward as of:	08/22/2016	\$0.00	
Current Charges as of:	08/22/2016	\$303.15	
Total Amount Due:		\$303.15	

	RATE	USAGE	CHARGES
Customer Charge D1	0.000000		3.54
Electric Tier 1	0.125700	296	37.21
Electric Tier 2	0.155100	296	45.91
Electric Tier 3	0.263000	158	41.55
Total Electric Charges			128.21
Public Benefits Charge 2.85%			3.65
CEC Energy Surcharge .000290			0.22
Water Service Charge			20.21
Water Usage Charge-HCF W1	4.800000	7	33.60
Total Water Charges			53.81
Sewer Service Charge			37.33
Sewer Usage Charge A1	10.410000	6.95	72.35
Residential-Storm Water			7.58
Total Storm/Sewer Charges			117.26
CURRENT CHARGES			\$303.15
TOTAL AMOUNT DUE			\$303.15

ELECTRIC & WATER USAGE HISTORY					
Month	Day	Electric Use (kWh)	Avg. kWh per day	Water Usage (Gallons)	Avg. Gal per day
08-16	29	750	26	5236	181
07-16	29	706	24	10585	361
06-16	30	891	27	7481	227
05-16	29	690	24	5236	181
04-16	32	960	30	5280	165
03-16	30	1007	34	5984	199
02-16	28	1569	56	4488	160
01-16	31	1892	61	6105	181
12-15	31	945	30	4488	145
11-15	32	832	26	5236	164
10-15	30	669	22	5100	170
09-15	29	680	23	2992	103
08-15	28	672	24	5984	214

Bill Type	Account Type	Bill Date	Due Date	Amount Due	Payment Type
REGULAR	RESIDENTIAL	08/22/2016	09/16/2016	303.15	PLEASE PAY BY DUE DATE



City of Healdsburg
401 Grove Street
Healdsburg, CA 95448
www.cityofhealdsburg.org

- Each month, your utility meters are read. The last month's reading is deducted from the new reading; this difference is your utility usage.
- Most residential customers are on a tiered electric rate. Each tier is equal to the baseline usage per day times the number of days in the billing period. Baseline usage per day is 10.2kWh in the Summer and 10.8kWh in the Winter. For this month's bill, each tier is 296kWh (10.2kWh times 29 days).
- The Public Benefits Charge, collected and used to fund our electric customer programs, is located here.
- Each bill includes the previous 12 month's of your utility usage, as well as your average usage per day.



SMART LIVING HEALDSBURG

WHAT CAN WE DO FOR YOU?

RESIDENTIAL ELECTRIC REBATES

- LED Bulb and Seasonal Lighting
- Energy Star® Appliances
- Water Heaters
- AC and Heat Pumps
- Weatherization and Sealing
- Pool Pumps

COMMERCIAL ELECTRIC REBATES

The City offers a completely customizable energy efficiency rebate program to our commercial customers. Qualifying projects are eligible for both energy reduction and peak demand reduction rebates.

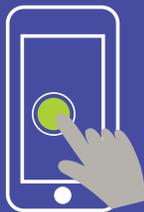


PAY YOUR UTILITY BILL ONLINE

- Receive email notifications of new bills.
- Make one-time payments or setup automatic payments with a credit/debit card or a bank account.

SIGN UP for online bill pay:

onlinebiller.com/healdsburg



CARE PROGRAM

Provides qualifying residential utility customers with discounted utility rates:

- 25% discount on electricity
- 15% discount on water
- 20% discount on sewer



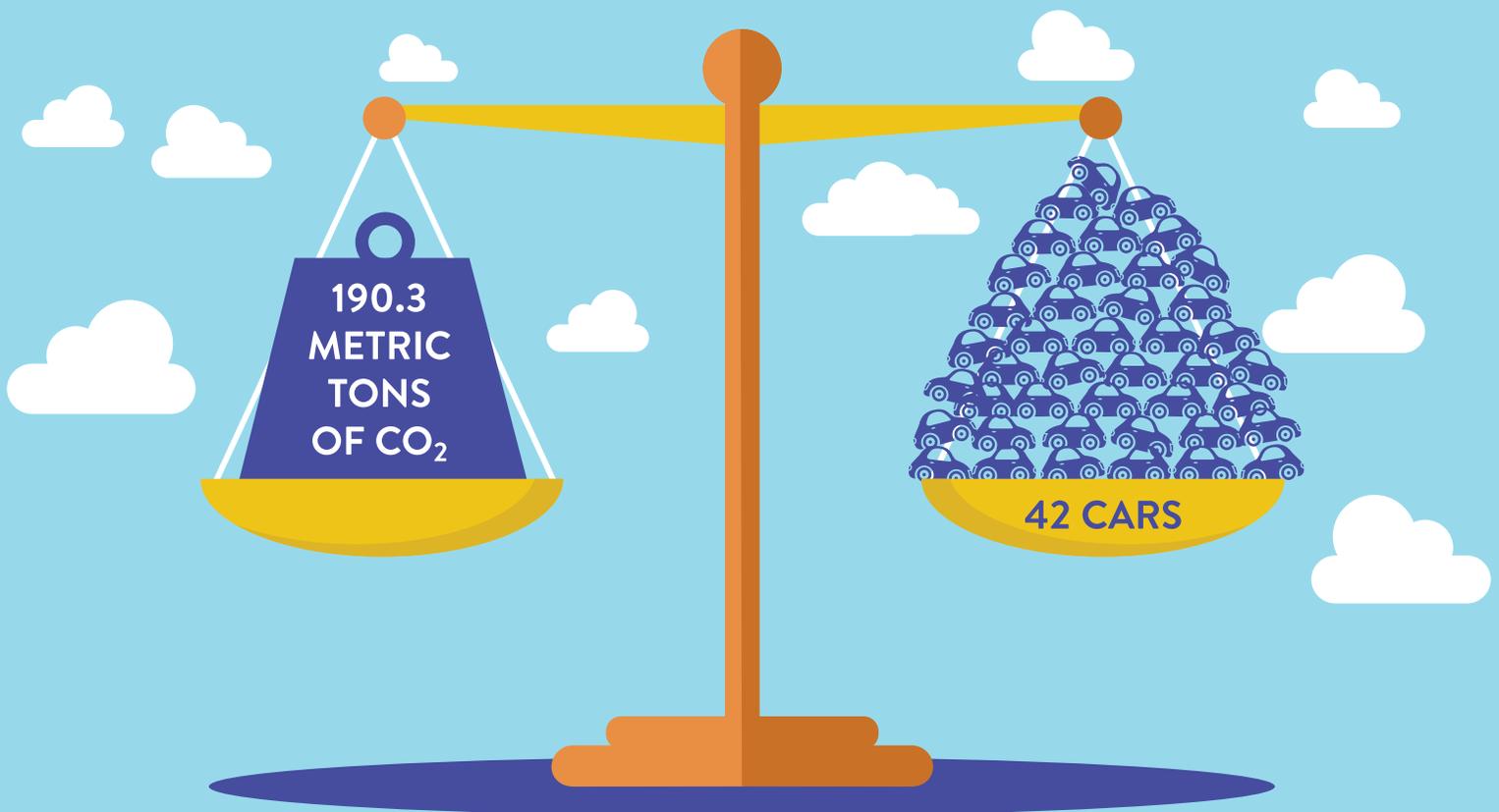
LEARN MORE: SMARTLIVINGHEALDSBURG.ORG

REBATE PROGRAMS: ENERGY EFFICIENCY & GHG REDUCTION

GAINS IN ENERGY EFFICIENCY THROUGH 2015 REBATE PROGRAMS PAID FOR BY PUBLIC BENEFITS FUNDS

Rebate Programs	kWh Saved	That's enough to power this many Healdsburg homes for 1 year
Residential Rebate Programs	52,000	9
Commercial Rebate Programs	262,000	44
City Street Light Conversion	122,000	20
Water Conservation	88,000	15
Total	524,000	87

THESE PROGRAMS RESULT IN GREENHOUSE REDUCTIONS OF



In one year, 42 cars emit the same amount of GHG. That's like taking them all off the road!

ELECTRIC RATE COMPARISON

Healdsburg electric rates are set to cover electric generation, transmission, and distribution costs as well as system and equipment maintenance, staff, and overhead costs. The charts below compares electricity cost for three typical customer types from three local utilities: Healdsburg Electric, PG&E, and Sonoma Clean Power.

AVERAGE MONTHLY COST FOR RESIDENTIAL CUSTOMER



This analysis was completed using an average Healdsburg household usage of 6,000 kWh per year and the following electric rates: Healdsburg's D1 tiered rate, PG&E's E1 tiered rate, and Sonoma Clean Power's CleanStart E1 rate. Healdsburg residential customers save an average of 33% compared to PG&E, or \$450 a year.

AVERAGE ANNUAL COST FOR SMALL COMMERCIAL CUSTOMER



A small commercial customer is one whose peak demand is less than 60kW for 10 of the last 12 months. This analysis was completed using an average Healdsburg small business usage of 95,000 kWh per year and the following rates: Healdsburg's C1 rate, PG&E's A1 rate, and Sonoma Clean Power's CleanStart A1 rate. Healdsburg small commercial customers save an average of 30% compared to PG&E, or \$5,600 a year.

AVERAGE ANNUAL COST FOR LARGE COMMERCIAL CUSTOMER



A large commercial customer is one whose peak demand is more than 60kW for 3 of the last 12 months. This analysis was completed using an average Healdsburg large business usage of 1.2 MWh per year, an average peak demand of 370kW, and the following rates: Healdsburg's P2 rate, PG&E's A10 rate, and Sonoma Clean Power's CleanStart A10 rate. Healdsburg large commercial customers save an average of 32% compared to PG&E, or \$77,000 a year.

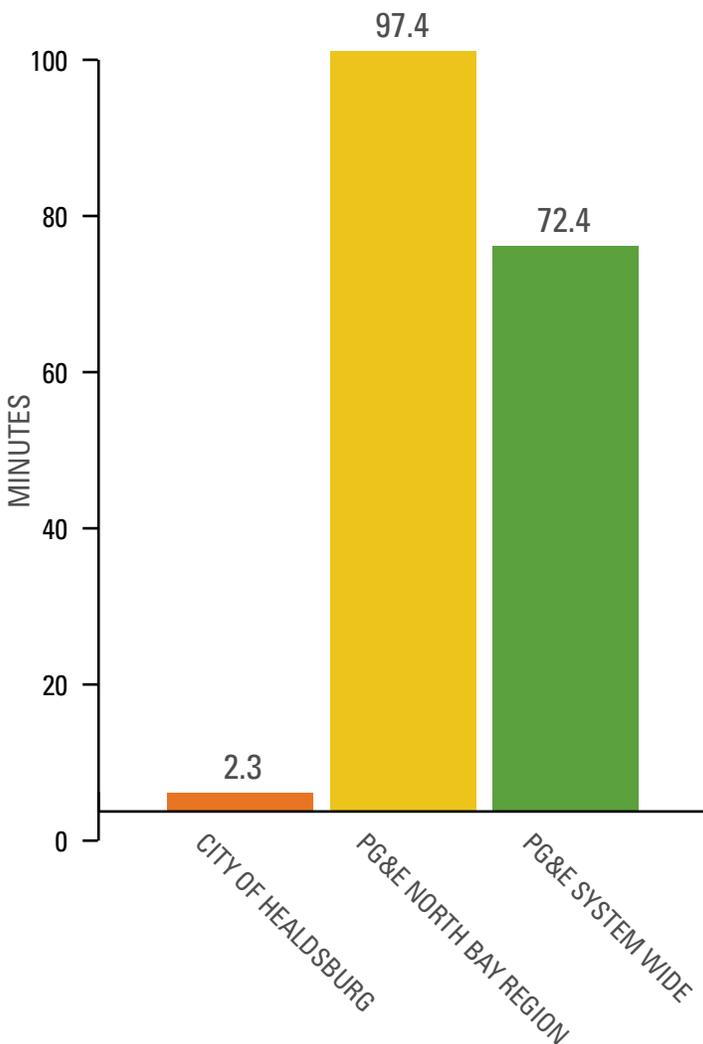


SYSTEM RELIABILITY

The City uses two key measurements to track system reliability. These indices are System Average Interruption Duration Index (SAIDI) and System Average Interruption Frequency Index (SAIFI). SAIDI represents the average customer's total outage minutes per year and SAIFI represents the average number of outages per year a customer will experience.

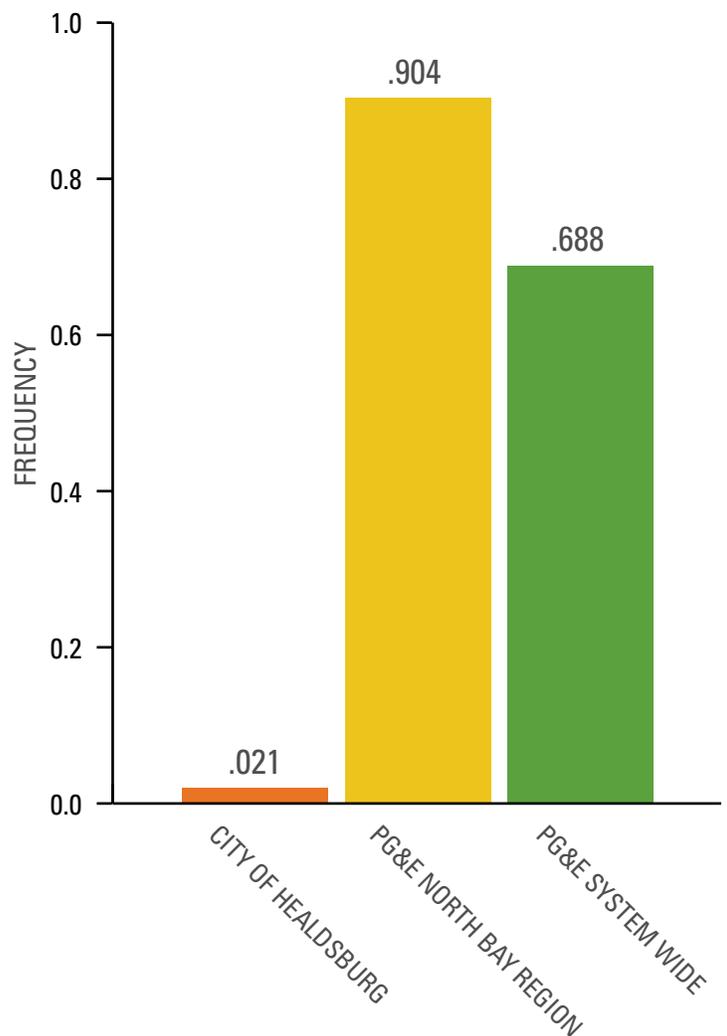
AVERAGE INTERRUPTION DURATION (SAIDI)

The average interruption index represents the average total outage minutes per year a customer experiences.



AVERAGE INTERRUPTION FREQUENCY (SAIFI)

The average frequency index represents each customer's average number of outages per year.



LOWER NUMBERS = BETTER SYSTEM PERFORMANCE

HAVE AN OUTAGE? OR ANOTHER URGENT ELECTRIC, WATER, WASTEWATER ISSUE?

Call the 24-Hour Utility Hotline 707.431.7000 or Toll-Free 855.755.6586



SOLAR

The Electric Department connected its first photovoltaic (PV) system in 2002 and today has over 1.1 MW of solar panels interconnected in city limits. The Electric Department has facilitated this with its distribution of over \$830,000 in solar incentives to our customers. Although the incentive program is now closed, both residential and commercial customers continue to install PV systems.

Healdsburg electric customers may be eligible to offset part or all of their electric usage with a PV system. Tax credits may also be available to help with the installation of a PV system.

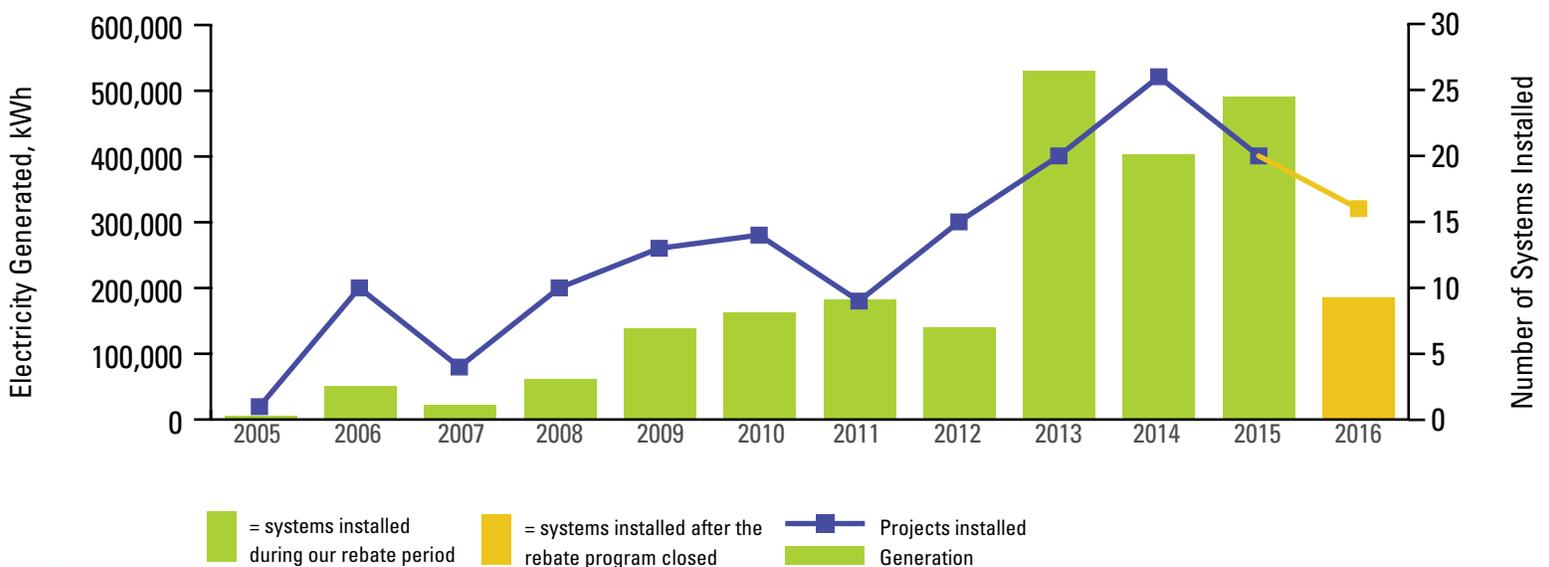


INFORMATION TO CONSIDER WHEN PURCHASING A SOLAR SYSTEM AND SELECTING A CONTRACTOR:

1. Make sure you get 3 quotes.
2. How much electricity do you use? Because of our rates, it may not be cost effective to offset all of your usage.
3. Healdsburg electricity is already highly renewable and carbon free (see page 2).
4. The orientation of your roof - southern exposure is best, western is good as well. Northern and eastern are not.
5. Shade and solar panels don't mix, it will dramatically reduce the system production.
6. Call us with any questions, 707.431.3346. We are always happy to help!

The average cost for solar projects completed over that last year was \$4.30 per watt. While prices will vary by project, you shouldn't pay significantly more than the average.

SOLAR SYSTEMS INSTALLED EACH YEAR AND THE ELECTRICITY THEY GENERATE



ELECTRIC VEHICLES



CITY HALL CHARGING STATION STATS

50¢ / HOUR DURING THE DAY,
FREE NIGHTS AND WEEKENDS

66,000 kWh used

28 metric tons of GHG saved

8,300 gallons of gasoline saved

7,700 total charge-ups

15% DISCOUNT!

Residents who own a plug-in electric vehicle registered in town are eligible to receive a 15% discount on their electricity bill. For more info: healdsburgutilities.org

3•2•1 Go Green!

A Northern Sonoma County Air Pollution Control District program



3 \$3,000 for EV or hydrogen fuel cell vehicle (HFCV).

2 \$2,000 for Plug-in hybrid electric vehicle (PEV).

1 \$1,000 for neighborhood EV or motorbike.

GO! \$1,000 for home charger & installation.

For more info on this program call the county at 707.433.5911 or visit nosocoair.org



ANNUAL ELECTRIC REPORT

Electric, Water & Wastewater Department
401 Grove Street, Healdsburg, CA 95448
cityofhealdsburg.org



24-HOUR UTILITY RESPONSE HOTLINE
707.431.7000 or Toll-Free 855.755.6586

EASY WAYS TO MAKE YOUR HOME ENERGY EFFICIENT

- Inform Yourself
- Install Insulation
- Check Your Windows
- Install Motion Sensor Switches & Timers
- Caulk & Weather-Strip Doors
- Replace Old Electric Appliances
- Look for the Energy Star Name & Label
- Wash your Laundry in Cold Water
- Install a Programmable Thermostat
- Set Thermostat to Heat at 68° and Cool at 78°
- Use Led Light Bulbs
- Use Led Accent Lighting

Rebates available for many of these improvements.

PARTICIPATE

If you are interested in learning more about your water utility or water quality, you can direct your questions, concerns or comments to the Electric, Water & Wastewater Department at 401 Grove Street, Healdsburg or by calling 707.431.3346.

You may also present comments directly to the Healdsburg City Council, which meets on the first and third Monday of each month at 6:00 PM, at 401 Grove Street. City Council meetings are open to the public. For meeting dates and agendas, visit cityofhealdsburg.org.

