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Protect Your Business from Scam Artists

Scammers can target Santa Clara businesses of all sizes. Your company may receive a call from someone claiming to be from Silicon Valley Power (SVP), requesting a fraudulent payment for your utility bill. The best way to identify scammers is to familiarize yourself with commonly used scam tricks:

- SVP will never ask you to pay your utility bill with a prepaid card or gift card.
- Caller ID can be falsified – scam callers may fake an SVP or City of Santa Clara phone number.
- SVP will never ask you to make your utility payment at a grocery or convenience store.
- If a caller asks for information about your business or a payment, do not provide it.

If you or your company receives a suspicious utility call, hang up immediately and report the incident to the Santa Clara Police Department nonemergency number at (408) 615-4700. You can also report the incident on the Police Department’s website at scpd.org and select “Report Crime Issue.”

If you are concerned about your company’s utility account status, call the City of Santa Clara Municipal Services Department (Utility Billing) at (408) 615-2300.

Silicon Valley Power’s Future Looks Bright

On December 4, 2018, the Santa Clara City Council unanimously voted to adopt Silicon Valley Power’s (SVP) 2018 Strategic Plan. This 10-year plan aims to keep SVP ahead of the curve in the rapidly evolving energy marketplace.

SVP employees worked together with the community, customers, City Council and City executive leadership to identify four key areas of opportunity at SVP in which to address changes in electric industry technology and innovations, changes in energy mix, increased customer expectations, California policy and regulations, and workforce challenges. These key areas are Utility Performance Excellence, Customer Engagement and Satisfaction, Project and Innovation Focus, and Community and Environmental Stewardship.

The 2018 Strategic Plan also sets a new Mission, Vision, and Values for SVP:

Mission Statement: We are dedicated to our community, customers, and employees. We provide safe, reliable, affordable, and sustainable energy services with exceptional customer focus.

Vision Statement: Innovating creative energy solutions for a resilient and sustainable community.

Values:
- Reliability – Maintaining the consistent and dependable operation of our assets to deliver electricity to our customers.
- Safety – Ensuring the safety of the public and our employees when conducting utility operations.
- Customer Focus – Promoting the needs and interests of our customers, with a commitment to providing high value utility service.

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is an easy and cost-effective way to offers business participants three trends and innovations in LED lighting.

The following are some of the most important recent applications such as small electronics and exit signs, technology, offering high efficiency, long rated life and parking garages and city streets.

The Latest in LED Lighting

Drop-in LED tube replacements for linear fluorescent lights produce an average output of 2,100 lumens. Their outward-directed light provides illumination equivalent to linear fluorescent but at more than 125 lumens per watt. In addition, they’re available with embedded wireless connectivity, occupancy sensing or daylight sensing.

Purpose-built LED fixtures replacing fluorescent fixtures are designed for maximum performance. Light output of more than 4,000 lumens (compared to 5,600 for two-lamp T8 fixtures) are available. Some suspended indirect LED fixtures emit light in all four directions. Zero plenum systems do away with fixtures altogether and replace drop ceiling support bars with LED light strips.

LED edge lighting is a new approach where a glass light sheet is etched on both sides, with LEDs mounted around the edge. The LEDs direct their light through the thick, horizontal glass. The light is refracted by the etched surface and emit uniformly. Another variation aligns the LEDs along one edge of a rectangular sheet that hangs vertically.

LED light output continues to increase, and 15,000 to 68,000 lumen fixtures are now available for high-bay lighting applications such as warehouses and sports facilities. Lighting efficacy has increased to over 200 lumens per watt. Drop-in mogul screw base lamps operate either with ballast bypass or with existing magnetic ballasts.

The LED market continues to grow and the future looks bright as new products enter the market and prices continue to fall. Content provided for Questline customers. Powered by Questline

Santa Clara Green Power: A Step Towards Sustainability

Business customers of Silicon Valley Power, the City of Santa Clara’s municipal electric utility, have found a way to go green and meet their sustainability goals through Santa Clara Green Power. Participants of this voluntary program support renewable energy generated from clean wind and solar power. Santa Clara Green Power is an easy and cost-effective way to reduce your business’ environmental impact and be a part of a successful community program.

Santa Clara Green Power offers business participants three options to better fit each participant’s budget and sustainability goals. Program participants support independently certified wind and solar projects located in the United States. In fact, 100% of the solar energy and 50% of wind energy is purchased from projects within Western states.

Dr. Jeff Levine of Stevens Creek Chiropractic, a family-owned chiropractic clinic in Santa Clara, has been a participant since 2009 and believes the benefits of Santa Clara Green Power go beyond being a cost-effective solution for reducing environmental impact. “It feels good to be involved in a program that benefits our community, our city, and ultimately the planet.”

Businesses who participate are provided with valuable marketing opportunities to differentiate themselves and become Santa Clara environmental leaders. Silicon Valley Power offers a variety of options based on your participation tier, including marketing collateral, social media recognition, and business features.

To learn more about joining the community of local businesses supporting green power, visit www.siliconvalleypower.com/green, call 408-244-SAVE (7283), or email green@siliconvalleypower.com.

It feels good to be involved in a program that benefits our community, our city, and ultimately the planet.”

Dr. Jeff Levine
Stevens Creek Chiropractic
SANTA CLARA greenpower

Ted Salazar
Electric Systems Program Manager

Background: Ted has been fascinated with electricity since childhood. He spent his teenage years making simple circuits and playing with transmitters. This passion led Ted to pursue a degree and career in electrical engineering. Prior to SVP, Ted has spent most of his time leading industrial control and sensor product design teams. Though new to the utility sector, he has managed hardware, firmware and software systems his entire career. At SVP, he helps manage the maintenance and implementation of the utility system to keep the lights on in Santa Clara.

Comment: Reflecting on his career, Ted explained, “Though I made some great friends throughout Europe and China from my past jobs, I find it much more rewarding to help provide power to my local community and be able to spend much more time with my family.”

Favorite Pastime: Ted shared that “Once a year, I like to ride up Montebello Road (in Cupertino) on my bicycle with coworkers, friends and family crazy enough to join me. It is a 5.3-mile ride with a peak elevation of 2400-feet.”

Working at SVP: When asked about his experience at SVP, Ted explained: “It is so happy to be working in and for the city that I have lived in since 1998. I enjoy learning from my fellow coworkers, who are some of the smartest people I’ve ever worked with.”